Yealink 54W Guide

TalkAnywhere Yealink 54W Guide v2.2

If you need further assistance, please reach out to us at myaccount.cyberlynk.net. Once we receive your request one of our representatives will get back to you as soon as possible to help you with any of your phone system needs.

Yealink 54W Guide

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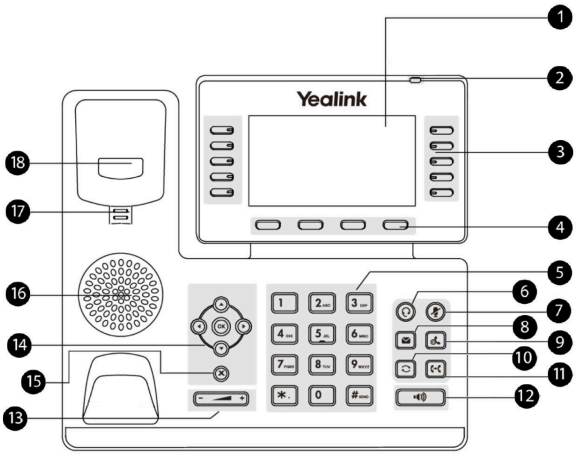
Yealink 54W Guide

Overview

The purpose of this document is to help walk you through the features and functions of your new Yealink T54W Phone.

We're here to help! If you have any questions about the new functionality please reach out to us at myaccount.cyberlynk.net.

Features



1	LCD Screen	Display menus and information depending on what you are doing at the time.
2	LED Indicator	Indicates phone status and will flash if there is a voicemail waiting
3	Programmable	Access programmed features. Ex: Parking Spots, Extensions
4	Soft Keys	Call functions that will change depending on what you are doing at the time.
5	Dialpad	Dial a call through the Dialpad.
6	Headset	Activates using a headset on a phone call
7	Mute Button	Mute or Unmute the microphone
8	Message Button	Setup your voicemail or retrieve voicemails
9	Hold Button	Put a call on hold or resume a call on hold
10	Redial Button	Redial a prior number dialed
11	Transfer Button	Transfers a live call
12	Speakerphone	Puts a live call on speaker
13	Volume Button	Turn the volume up or down
14	Direction Keys	Use to move through screen display
15	Cancel Button	Cancel an incoming call or action
16	Speaker	Hear call through the speaker when speakerphone button activated
17	Reversible Tab	Holds handset in place when it is in the cradle
18	Hookswitch	Active when the handset is lifted. Disconnects when the handset is in the cradle.

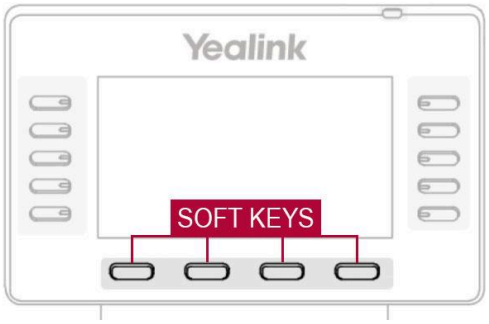
Answering and Placing a Call

Answering a Call

- Lift the handset, press the *Speakerphone* button, or press the Headset button (if enabled).

Placing a Call

- Lift the handset or press the *Speakerphone* button.
- Dial the number, and press the *Call* Soft Key or the # key

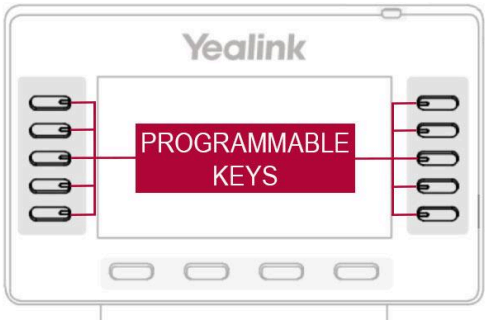


OR

- *No prefix is required when placing an outbound call*

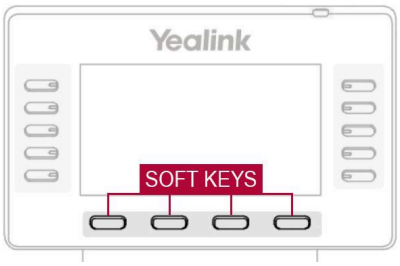
Placing an Internal Call

- Dial the extension of the user + # or *Call* Soft Key
  - Example to dial extension 3578: **3578#**
- OR locate and press the extension number within the programmable keys of the user you wish to reach.
  - All phones have a toggle button that allows you to access additional extensions (programmable buttons). It is located on the right side, last button of the programmable keys. You will generally see a 1, 2, and 3 next to it

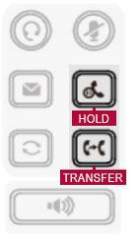


Hold, Transfer and Park

The Hold and Transfer keys are located within the Soft Key row and within the buttons on the bottom right side of the phone.



OR

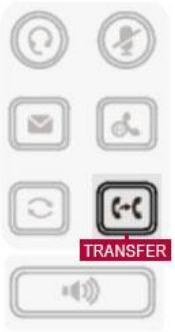


Placing a Call on Hold

It is best practice to put a call on hold if you do not need to transfer the call to anyone else. If you need to transfer the call to someone else, follow the steps below for either parking a call or transferring a call.

- While on a call, press the *Hold* key in the soft key row or the *Hold* button
- The options within the Soft Key row will change when you put a call on hold. To pick up the call select the *Resume* option within the Soft Key row. You can also select the *Hold* button on the phone itself to resume a call.
- If you need to reach a co-worker after putting the call on hold, select the New Call option in the soft key row and then select the programmable key or dial the extension.

Transfer a Call



There are three options for transferring a call:

- Blind Transfer - Transfer a call directly
- Attended Transfer - Introduce a call before it is transferred
- Transfer to Voicemail - Transfer a call directly to voicemail

Blind Transfer

- While on a call, press the *Transfer* key followed by the extension you wish to transfer to and then *Transfer* again.
    - Example: Transferring a call to extension 3578

      (Transfer) 3578 (Transfer)
- OR Select the *Transfer* key followed by the extension within the Programmable keys area if extensions have been programmed

Attended Transfer

Attended transfer allows you to introduce a call before you transfer the call.

- While on a call, press *Transfer*, the extension and then press the *Call* Soft Key or #. That will connect you with the person you are transferring the call to. Once you introduce the call, press *Transfer* again and the call will go through.
    - Example: Transferring a call to extension 3578 after talking with the person first

      (Transfer) 3578# = Talk to the person and then select (Transfer)

Transferring a Call to voicemail

There will be times that the client requests to go directly to someone's voicemail or the person they are trying to reach requests they are transferred directly to their voicemail.

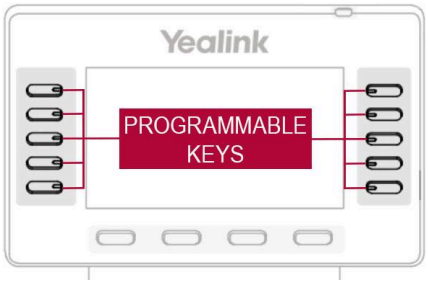
- While on a call, press the *Transfer* key followed by 03 + the extension number and then *Transfer* again.
    - Example: Transferring a call to the voicemail at extension 3578

      (Transfer) 03 3578 (Transfer)

- OR Select the *Transfer* key followed by 03 and then the extension within the Programmable keys area if extensions have been programmed

Parking a Call

The difference between putting a call on hold vs parking a call is if a call is put on hold, you can only pick the call up from that phone. When you park a call, you can pick that call up from ANY phone on the system. The Park key(s) is located within the Programmable Keys.



- While on a live call, press a *Park* key
    - Depending on what has been programmed there could be multiple Park keys
    - An open parking spot will have a green light next to it.
    - A used parking spot will have a red light next to it.
- The call has now been parked
- Communicate the parking spot where the call resides to the recipient.
    - If the call is not picked up within time programmed, you will receive a ringback

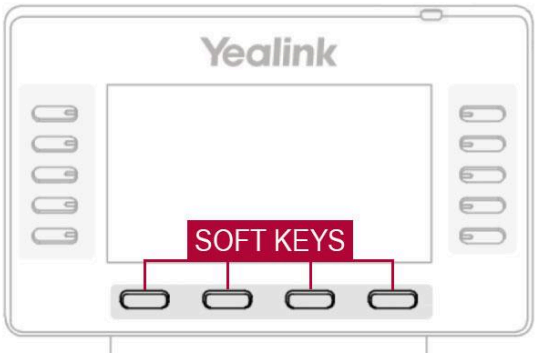
- **Do not select a parking spot with a red light because it will merge the currently parked call and the new call together.**
- **If another call is coming in, once you park the call, press New Call to accept the new call**

Picking up a call on Park

- Go to any phone that is on the system and select the *Park* key that the call was parked on.
- Select Answer
- The call has now been picked up

Conferencing

To create a conference call you will use the Soft Keys row.



- While on a call, press the *Conference* key located in the soft keys. This will place your call on hold and prepare you to dial a second call.
- Place your second call by dialing the phone number followed by the *Call* key. Once the new call is live, press the *Conference* key again. The calls will be merged.
    - Example: Conferencing in the user at extension 3578

  (Conference) 3578# New call is picked up (Conference)

The Soft Keys will perform relevant functions such as splitting the calls, leaving the call, etc. once the conference call is live.

Voicemail

Initial Voicemail Setup

You should set up your voicemail immediately. Your Welcome Email contains the initial PIN, which you can change to any other 4-digit number after your first login.

- Press the *Message* button
- Dial your PIN
- It will then take you through the prompts to record your voicemail message and to change your PIN number.
    - Change your PIN number to any other number besides your extension.

Accessing Voicemail

You will be able to see that there is a voicemail waiting for you by the LED light blinking and/or the Message button flashing.

- Select the *Message* button
- Enter your PIN number
- You will hear a recording advising you how many voicemails you have waiting
- Follow the prompts to hear your message
- Once the voicemail has played you will hear the options available on how to delete, save, etc. that voicemail.

Retrieve Voicemail from a different IP phone

You can access your voicemail from a different IP phone other than your own.

- Dial 5000
- Dial the voicemail box number
- Dial your PIN
- You will hear a recording advising you how many voicemails you have waiting
- Follow the prompts to hear your message
- Once the voicemail has played you will hear the options available on how to delete, save, etc. that voicemail.

If you need further assistance, please reach out to us at myaccount.cyberlynk.net. Once we receive your request one of our representatives will get back to you as soon as possible to help you with any of your phone system needs.