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Yealink® T54W

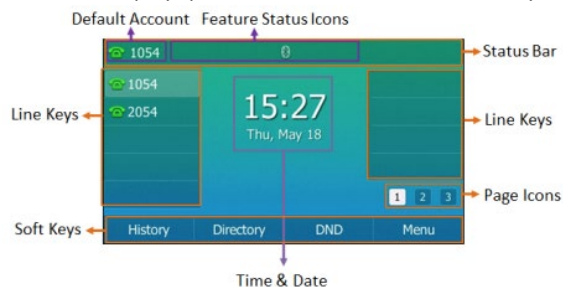Quick User Guide

For use with Yealink® UC Software 96.85.0.49 or later

Phone Views

Your phone has two main Views: Lines view (the default) and Calls view.
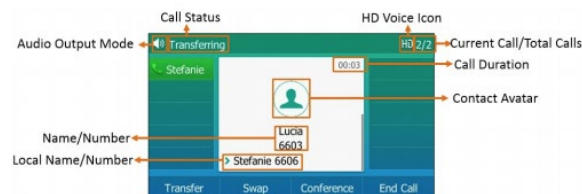
Lines View

Lines view displays phone Lines, Favorites, and soft keys.

If your phone is idle, you can press the Line key to access the Dialer.

Calls View

If your phone has one or more calls, you can access Calls view.

Use the up and down arrow keys to select a call (highlight it). The soft keys control the highlighted call.

About Calls

Only one call can be active at one time. You can use the handset, speakerphone, or headset for calls. During a call, you can change modes by picking up the handset, or by pressing 🔊 Or 🎧.

Place Calls

You can only have one active call in progress on your phone.

You can use the handset, speakerphone, or headset for calls. During a call, you can change modes by picking up the handset, or by pressing 🔊 .

To place a call:

Do one of the following:

- Pick up the handset, press 🔊 , enter the phone number, and press **Send**.
- Enter the phone number, press **Dial**, and pick up the handset, or press 🔊 .
- From the Lines screen, press the Line key, enter the phone number, and select **Send**.
- Select a contact from the **History** list and select **Dial**.
- Select a contact from the **Directory** and select **Call**.
- To make a call using headset hit the line key.

Answer Calls

You can answer calls using the handset, speakerphone, or a headset.

To answer a call:

- Do one of the following:
- To answer with the speakerphone, press 🔊 or press **Answer** soft key.
- To answer with the handset, pick up the handset.
- To answer with a headset, press 🎧.

Navigating Multiple Calls

- Using Direction pad highlight incoming call. Press the **Answer** Soft Key which will place 1st caller on automatic hold. You are now connected to 2nd caller. To navigate back to the original call press arrow key to highlight that call and press resume.

End Calls

You can only end active calls. To end a held call, you must resume the call first.

To end an active call:

- Replace the handset in the cradle, press ⊕, or press the **End Call** soft key.

To end a held call:

1. Highlight the held call and press **Resume.**
2. Press **End Call**.

Hold and Resume Calls

You can have multiple calls on hold and resume a call at any time. **To hold a call:**

- Highlight the call and press the **Hold** soft key or press ☎.

To resume a call:

- Highlight the call and press the **Resume** soft key or press ☎.

Transfer Calls

You can transfer calls to any contact and choose the way to transfer the call.

To transfer a call (Consultative)(Warm)

1. Press the TRANSFER key [C-C] or Transfer during a call.
2. Do one of the following:
   - Enter the number or select a contact from the placed call list you want to transfer the call to.
   - Press Directory. Select the desired contact from the Directory list.
3. Press the OK key or Send.
4. Do one of the following:
   - When you hear the ringback tone, press the TRANSFER [C-C] key or Transfer to finish a semi-attended transfer. (Semi Attended)
   - After the contact answers the call, press the TRANSFER [C-C] key or Transfer to finish an attended transfer (consultative transfer).

To transfer a call (Blind):

1. Press the TRANSFER [C-C] key or Transfer during a call.
2. Do one of the following:
   - Enter the number or select a contact from the placed call list you want to transfer to.
   - If you have set a Speed Dial key, you can also press the Speed Dial key to transfer the call to the contact directly.
   - Press Directory. Select the desired contact from the Directory list.
   - 3. Press **B Transfer** or the TRANSFER [C-C] key to complete the transfer.

As this is a Blind transfer, the call is transferred immediately.

Initiate a Conference Call

You can initiate a conference call with up to 2 contacts.

To initiate a conference call:

1. Place a call to the first party.
2. When the first party answers the call, select Conference to place a new call. The active call is placed on hold.
3. Dial the second party's number. You can also select the desired contact from the search list or select a contact from the placed call list or Directory before you enter the number.
4. When the second party answers the call, select Conference again to invite two the parties to join the conference.

Merging Two Calls into a Conference

To join two calls into a conference call:

1. Place two calls on the phone.
2. Select the desired call for a conference and ensure that the call is active.
3. Select Conference.
4. Highlight the desired hold call and select Send.

Splitting a Conference Call

You can split the conference call into individual calls.
Procedure

1. Select Split

View Recent Calls

You can view placed, received, and missed calls.

To view recent calls:

- History soft key. Use the directional pad to navigate through different types of calls.

View the Contact Directory

You can view and add contacts to the Contact Directory.

To view the Contact Directory:

- Select menu key.
- Using directional pad select Directory.
- Local directory is any number saved on the phone itself (tn will not appear in Commportal
- Network Directory will have (Contacts)contacts you have added in the Commportal. (Extensions) any contact in your Business Group. (MLGH) the pilot number of any hunt group you are part of (if applicable)

Listen to Voicemail

When you have new voicemail messages, the messages icon ✉ displays on your line.

To listen to voicemail:

1. Press ✉ key or dial *99.
2. Enter voicemail pin and follow the prompts.

To use Message Center

1. Press Menu key the navigate to **Message** icon.
2. Select Voice Mail, then View Voice Mail.
3. Press Connect.

Mute the Microphone

You can mute or unmute your microphone during calls.

To mute or unmute your microphone:

- Press 🎤.

The key glows red when your microphone is muted.