USER GUIDE:
Yealink Desk Phones T54W

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1 BEFORE YOU BEGIN

This guide provides information that you need to quickly use your new Hosted PBX (HPBX) phone.

First, verify with your system administrator that the IP network is ready for phone configuration. Also, be sure to read the Quick Start Guide, which can be found in your phone package, before you set up and use the phone. As you read this guide, keep in mind that some features are only configurable by your system administrator or determined by your phone environment. As a result, some features may not be enabled or may be operated differently on your phone. Additionally, the examples and graphics in this guide may not directly reflect what is displayed or available on your phone screen.

> **Note:** This guide primarily uses the T54W phones as an example.

This user guide contains information for the following Yealink Hosted PBX products:
* T54W prime HPBX phones
* T57W prime HPBX phones

1.1 Yealink Documentation

You can obtain additional information on the phones from Yealink Support:
* Prime Business Phones T54W
* Prime Business Phones T57W

The following types of related documents are available on each support page on Yealink support page:
* Release Notes, which details matters like "bug" fixes and feature enhancements when an update is released.
* Quick Start Guide, which describes how to assemble your phone and configure the basic phone features.

2 GETTING STARTED

Before you use your phone, take some time to get familiar with its features and user interface.

The terms "the phone" and "your phone" refer to any of the IP phones. Unless specifically noted in this guide, all phone models are operated in similar ways.

2.1 Hardware Overview

Understanding the phone hardware helps you to easily use the phone's features.

2.1.1 T57W Desk Phone
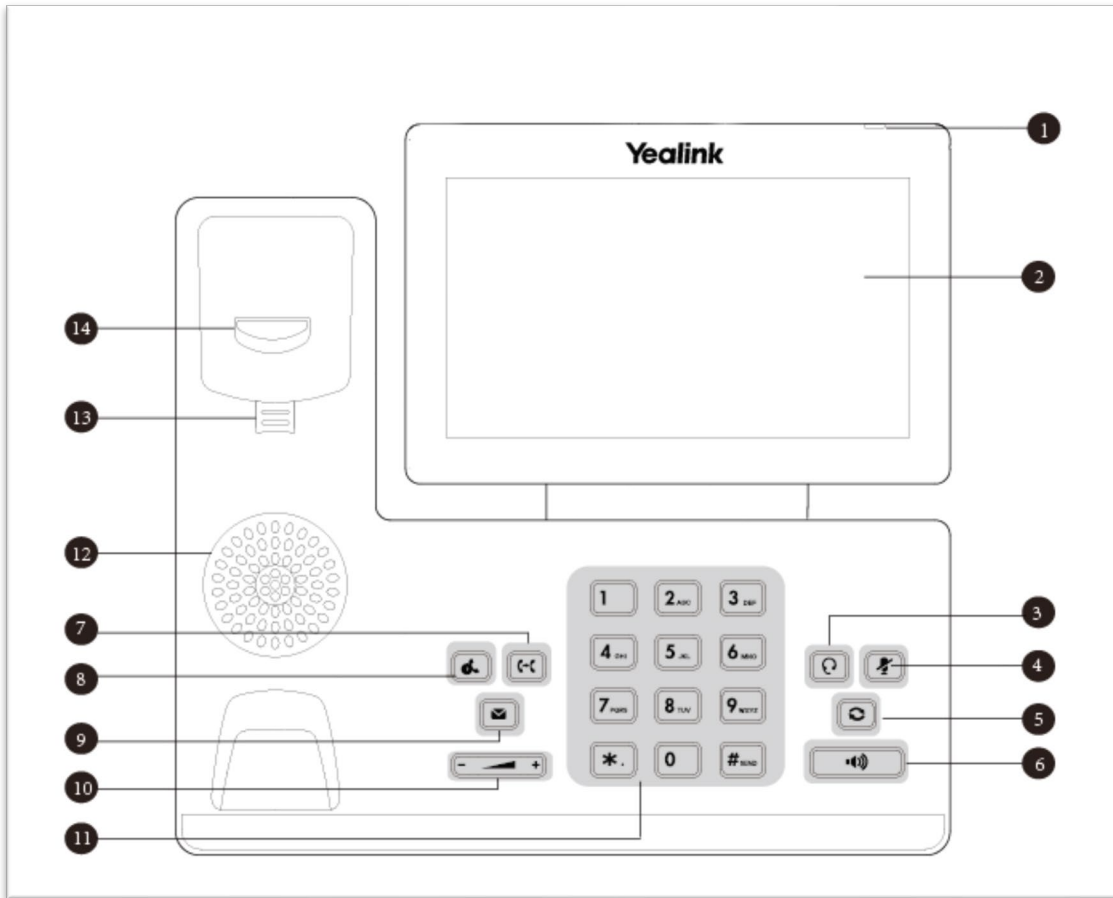
Figure 1. T57W Desk Phone

No.	Item	Description
1	Power LED indicator	Indicates call status, message status and phone's system status.
2	Touch Screen	Allows you to select items and navigate menus on the touch-sensitive screen. Tap to select and highlight screen items. Shows information about calls, messages, time, date, and other relevant data.
3	HEADSET Key	Toggles and indicates the headset mode. The key LED glows green when headset mode is activated.
4	MUTE Key	Toggles and indicates mute feature. The key LED glows red when the call is muted.
5	REDIAL Key	Redials a previously dialed number.
6	Speakerphone Key	Toggles and indicates the hands-free (speakerphone) mode. The key LED glows green when the hands-free (speakerphone) mode is activated.
7	TRANSFER	Transfers a call to another party.

	Key	
8	HOLD Key	Places a call on hold or resumes a held call.
9	MESSAGE Key	Accesses voice mails.
10	Volume Key	Adjusts the volume of the handset, headset, and speaker.
11	Keypad	Provides the digits and special characters in context-sensitive applications.
12	Speaker	Provides hands-free (speakerphone) audio output.
13	Reversible Tab	Secures the handset in the handset cradle when the phone is mounted vertically. For more information on how to adjust the reversible tab, refer to *Yealink Wall Mount Quick Installation Guide for Yealink IP Phones*.
14	Hook Switch	Connects or disconnects the phone from the phone line. The hook switch is automatically activated when a user lifts the handset from the cradle to get a dial tone.

2.1.2 T54W Desk Phone
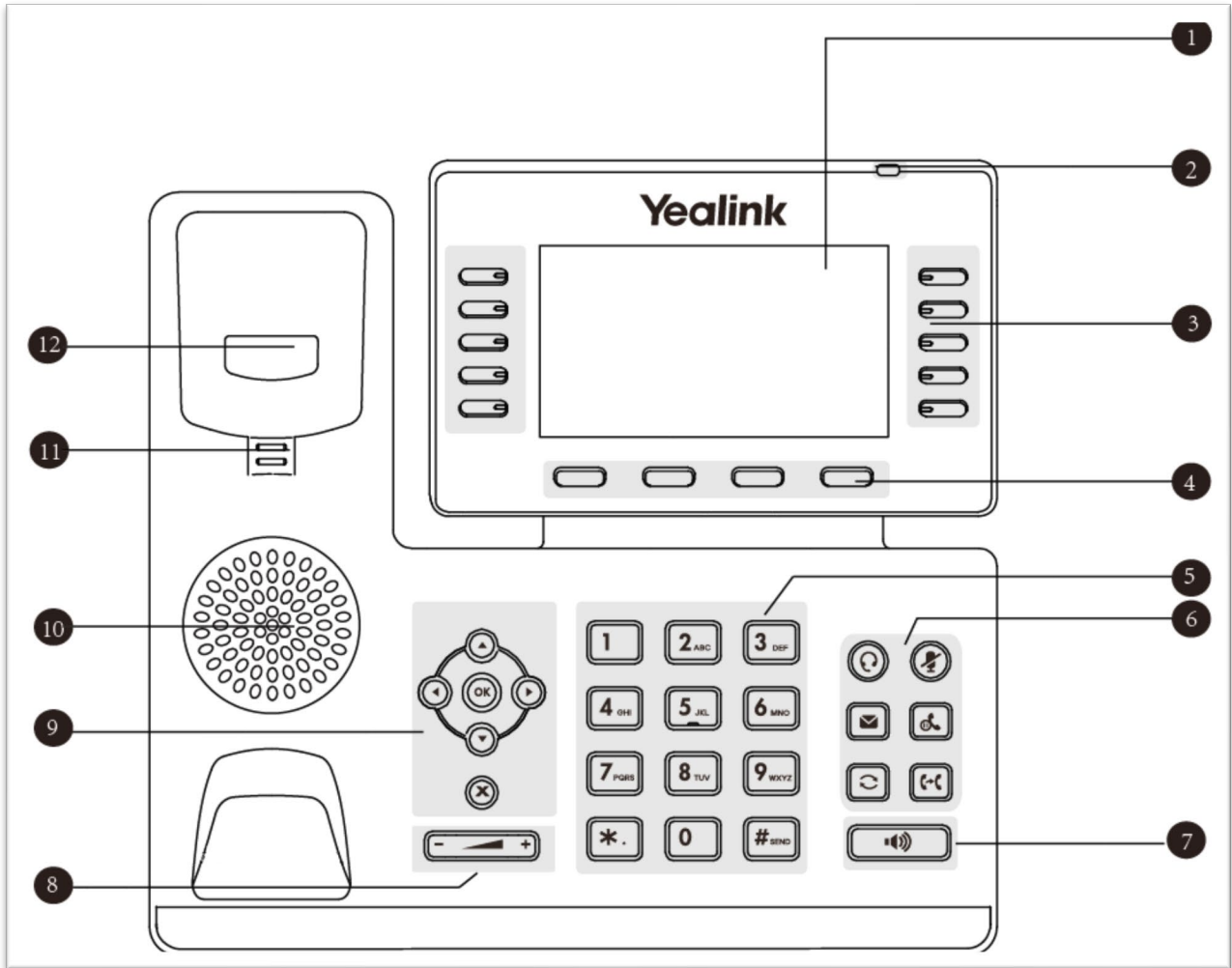
Figure 2. T54W Desk Phone

No.	Item	Description
1	Phone Screen	Shows a screen with backlight that enables you to view menus and data.
2	Power LED Indicator	Indicates call status, message status and phone's system status.
3	Line Keys	Access your phone lines and features.
4	Soft Keys	Access the function displayed on the screen above the soft keys. The soft keys change depending on what you are doing at the time.
5	Keypad Keys	Allow you to enter numbers, letters, and special characters. If a menu item has an index number, you can use the keypad keys to select the item.
6	HEADSET Key	Toggles the headset mode on or off. The LED indicator glows green when the headset mode is activated.
	MUTE Key	Toggles the microphone on or off. The LED indicator glows green when the mute feature is activated.

	MESSAGE Key	Accesses voice messages.
	HOLD Key	Places a call on hold or resumes a held call.
	REDIAL Key	Redials a previously dialed number.
	TRANSFER Key	Transfers a call to another party.
7	Speakerphone Key	Toggles the speakerphone (hands-free) mode or not. The LED indicator glows green when the speakerphone is activated.
8	Volume Key	Adjusts the volume of the handset, headset, and speaker.
9	Navigation Keys	• Scroll through information or options displayed on the screen. • Access History or Directory respectively.
	OK Key	Confirms actions or answers incoming calls.
	Cancel Key	Cancels actions or rejects incoming calls.
10	Speaker	Provides hands-free (speakerphone) audio output.
11	Reversible Tab	Secures the handset in the handset cradle when the phone is mounted vertically. For more information on how to adjust the reversible tab, refer to *Yealink Wall Mount Quick Installation Guide for Yealink IP Phones*.
12	Hook Switch	Connects or disconnects the phone from the phone line. The hook switch is automatically activated when a user lifts the handset from the cradle to get a dial tone.

2.1.3 Power LED Indicator

The power LED indicator indicates the call, message, and phone's system status.

LED Status	Description
Solid red	The phone is initializing.
Fast-flashing red (0.3s)	The phone is ringing.
Slowly-flashing red (1s)	The phone receives a voice mail or text message.
Solid red for 0.5s and off for 3s alternately	The phone enters the power-saving mode. It is available on the T54W/T57W phones.

Note: The above introduces the default LED status. Your system administrator can configure the status of the power LED indicator.

2.1.4 Line Key LED

The line key LED indicators are associated with the status of the phone lines and features. It is not available on T57W phones.

Line key LED(associated with the phone line)

LED Status	Description
Solid green	• The line is seized. • The line is in conversation.
Fast-flashing green	The line receives an incoming call.
Slowly-flashing green	The call is placed on hold.

Off	The line is inactive.

Line key LED (configured as a page switch key)

LED Status	Description
Solid red	There is a call parked on the line, and the line key is not on the current page.
Fast-flashing green	The line receives an incoming call, and the line key is not on the current page.
Slowly-flashing red	The monitored user whose line key is not on the current page receives an incoming call.
Off	The line keys are idle.

2.2 Screens and Icons

The user screens and indicators can help you navigate and understand the important information on the phone's status.

Item	Description
Status Bar	Display the default account ton T57W/T54W phones, feature status icons, and the time. The Status icons are displayed when features are activated.
Line Keys	Display the information associated with the line keys and feature keys on the phone.
Page Icons	The page icons appear only when you assign functionality to line key in the line key 11-27 on the T54W phones.
Soft Keys	Each soft key label indicates the action for the soft key below the screen.
More Key	Tap to display more line keys on the T57W phones.
Shortcut and Main Menu	Tap to access the shortcut or enter the main menu on the T57W phones.

2.2.1 T57W Idle Screen

1. Status Bar
2. Line Keys
3. More Key
4. Shortcut and Main Menu Keys

Figure 3. T57W Idle Screen

2.2.2 T54W Idle Screen

1. Status Bar
2. Line Keys
3. Soft Keys
4. Time and Date
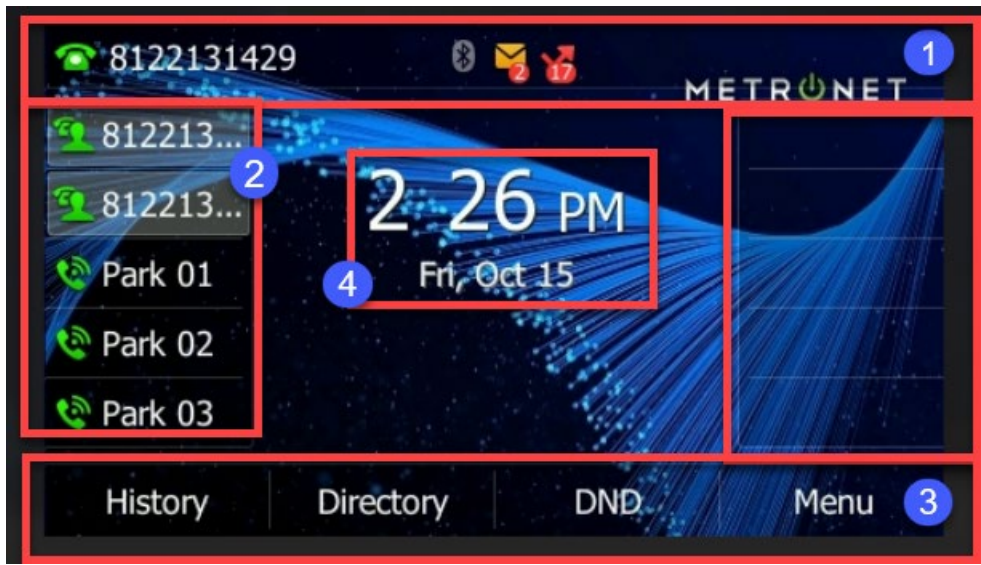
Figure 4. T54W Idle Screen

2.3 Calls Screen

All of your active and held calls are displayed on the calls screen. For the T54W, you can press the up or down navigation key to switch among calls.

The calls screen can display the local name or number. Check with your system administrator to find out if this feature is available on the phone. When there is an active call and a held call, the calls screen is shown below:
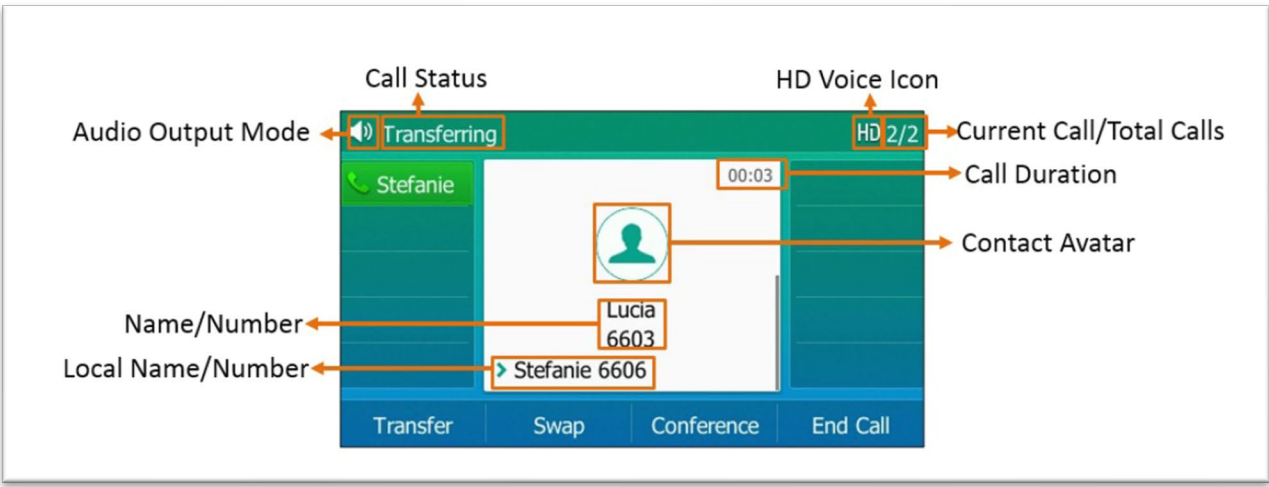
Figure 5. T54W Calls Screen

During a call, you can press the OK key to view the current time & date and phone status. It is not available on T57W phones.

The phone screen is shown below.
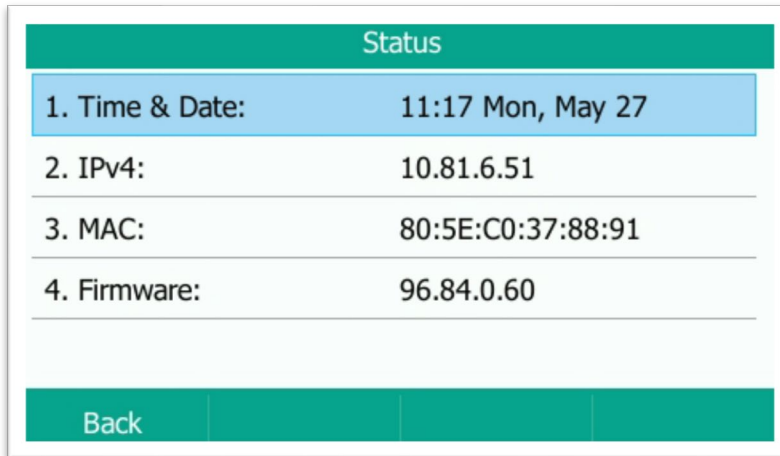
Figure 7. T54W Time & Date and Phone Status

2.4 Icons in the Status Bar

The icons in the status bar help you easily get the current phone status, such as call and message status. Icons in the status bar vary by phone models.

2.4.1 T57W Icons in the Status Bar

Icons	Description	Icons	Description
	Wired network is unreachable.		Missed Calls
	Wired network is unavailable.		Phone Lock
	Speakerphone (hands-free)		Always Forward
	Busy Forward		No Answer Forward
	Handset mode		Recording starts successfully (Using a USB flash drive).
	Headset mode		Recording is paused (Using a USB flash drive).
	Voice Mail		Bluetooth mode is on.
	Text Message		Bluetooth headset is both paired and connected.
	Auto Answer		Bluetooth-enabled mobile phone is both paired and connected.
	Do Not Disturb (DND)		Wi-Fi connection is successful.
	Phone Warning		Wi-Fi connection fails.

Icons	Description	Icons	Description
	Keep Mute		Wi-Fi connection is unreachable.
	Ringer volume is 0.		USB flash drive detected.

2.4.2 T54W Icons in the Status Bar

Icons	Description	Icons	Description
	Wired network is unavailable.		Phone Lock
	Wired network is unreachable.		Missed Calls
	Speakerphone (hands-free)		Always Forward
	Busy Forward		No Answer Forward
	Handset mode		Recording starts successfully (Using a USB flash drive).
	Headset mode		Recording is paused (Using a USB flash drive).
	Voice Mail		Bluetooth mode is on.
	Text Message		Bluetooth headset is both paired and connected
	Auto Answer		Bluetooth-enabled mobile phone is both paired and connected.
	Do Not Disturb (DND)		Wi-Fi connection is successful.
	Phone Warning		Wi-Fi connection fails.
	Keep Mute		Wi-Fi connection is unreachable.
	Ringer volume is 0.		USB flash drive detected.

2.5 Line Key Icons

By viewing the line key icons, you can easily get the function of the line key. Icons in the line keys for the T57W and T54W are the same.

T57W/T54W Line Key Icons

Icons	Description	Icons	Description
	Hold		Do Not Disturb (DND)

	Voice Mail		SMS
	Direct Pickup		Group Pickup
	Conference		Forward
	Transfer		Recall
	Record		Recording in process (Record)
	• Multicast Paging • Paging List		Hot Desking
	Phone Lock		Directory
	Speed Dial		DECT Intercom
	Mobile Account	(T54W)	Extend

Icon Indicators (associated with line)

Icons	Description	Icons	Description
	The private line registered successfully.		The shared/bridged line registers successfully.
(T54W) (T57W, Flashing)	Registering		Register failed.
	DND is enabled on this line.		Call forward is enabled on this line.

2.6 Entering Characters on T57W

The T57W phones provide an onscreen keyboard, phone keypad and dial pad to enter data. Keypad and dial pad provide the standard key layout, which enables users to use existing or familiar key positions.

2.6.1 Using the Onscreen Keyboard

The onscreen keyboard on the T57W enables you to enter information into text fields using the touch screen.

Procedure
1. Tap the field you want to edit, the onscreen keyboard displays on the touch screen.
2. Enter the information.
3. Do the following:

Task	Action
Enter uppercase (A) characters, lowercase (a) characters, or a combination of uppercase and lower- case characters.	1. If a keyboard with characters does not display, tap `abc`. 2. Tap `↑` to toggle between uppercase or lowercase mode. 3. Tap the characters you want to enter.
Enter numbers.	1. If a keyboard with numbers does not display, tap `&123`. 2. Tap the numbers you want to enter.
Enter special characters.	1. If a keyboard with special characters does not display, tap `&123`. 2. Tap the special characters you want to enter.
Position the cursor.	• Tap `<` or `>` to position the cursor. • Tap to position.
Confirm the settings/Go to the next field.	• If there is only one field, or the field you are editing is the last one of the configuration, tap Done to confirm the setting. • If the field you are editing is not the last one of the configuration, tap NEXT to go to the next field.
Delete characters one by one.	1. Position the cursor to the right side of the text you want to delete. 2. Tap `⌫`.
Delete more characters at a time.	1. Drag your finger across the characters to highlight the characters you want to delete. 2. Tap `⌫`.
Replace characters.	1. Drag your finger across the characters to highlight the characters you want to replace. 2. Tap the characters you want.

3. Select ⌨ to hide the onscreen keyboard.

2.6.2 Using the Phone Keypad and Dial Pad

You can use the keypad on your phone or dial pad to enter data. The phone keypad only provides digit keys, # key, and * key, and the dial pad provides digit keys and special characters.

The dial pad is shown below:
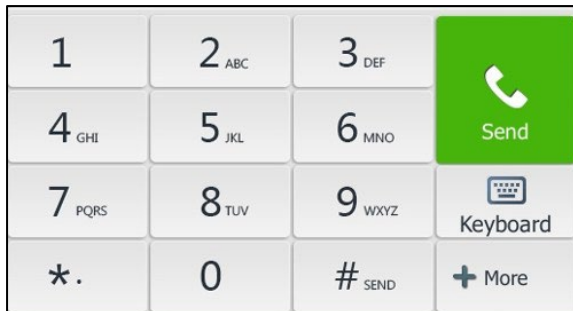
Figure 6. T57W Keypad/Dial Pad

2.7 Entering Characters on T54W

On the T54W phone, you can use the keypad keys on your phone to enter or update field information. The following table describes how to enter different characters using the keypad keys.

Task	Action
Switch input modes	Press the **ABC**, **abc**, **Abc**, **2aB**, or **123** soft key to switch the input modes.
Enter alphas ⌨	Select **ABC**, **abc**, **2aB**, or **Abc** mode. Press a keypad key repeatedly to view the character options and stop when the letter you want to enter is displayed in the field. Wait one second, and then enter the next letter.
Enter numbers	Select **123** mode, press the corresponding keys.
Enter special characters	Select **ABC**, **abc**, **2aB**, or **Abc** mode, press ***** key or **#** key one or more times to enter one of the following special characters: *** key**: *.,'?!\-()@/:_;+&%=<>£$¥¤[]{}~^¡¿§#"| **# key**: # In **123** mode, you can press the ***** key to choose the following special characters: **.*:/@[].**
Insert space	Select **ABC**, **abc**, **2aB**, or **Abc** mode, press the **0** key.
Move cursor	◀ ▶

Delete one or more characters	Position the cursor to the right of the character and select the **Delete** soft key.

3 CALL FEATURES

You can use the phone to place and answer calls, ignore incoming calls, transfer a call to someone else, conduct a conference call and perform other basic call features.

3.1 Changing the Default Account

If there are multiple registered accounts on the phone, you can place a call with the default account by default.

Procedure
1. On the idle screen, press the left or right navigation key.
   - On the T57W phones, tap the label of the default account at the top left, and then tap the desired account to be the new default account.

3.2 Placing Calls

You can use your phone like a regular phone to place calls easily in many ways.

3.2.1 Placing a Call from the Dialer

The Dialer enables you to enter a number to place a call, and it displays a list of previously placed calls or contacts in your directory.
You can also select the desired contact from the search list, the placed call list or Directory.

Note: Your system administrator can configure the source list for searching and disable to display the placed call records.

Procedure
1. Do one of the following:
   - Start typing a phone number.
   - Select the desired line key.
   - Pick up the handset, press the speakerphone key or the headset key.
2. Enter a number or highlight a contact.
3. Select **Send**.

Note: Your system administrator can enable the live dial pad feature, which enables your phone to automatically dial out the phone number after a period of time without selecting **Send**.

3.2.2 Placing Multiple Calls

When you are in a call, you can hold your current call and place a new call.

Procedure

1. Do one of the following:
   - Select a line key. The active call is placed on hold.

2. Enter the desired number or select a contact.
3. Select **Send**.

3.2.3 Placing a Call with a Speed Dial Key

You can quickly dial a number by using a Speed Dial Key.

Before You Begin: If your system administrator has enabled the Favorites feature on the phone, you cannot manually set a Speed Dial key.

Procedure

1. Navigate to **Menu** > **Features** > **Dsskey**.
2. Select the desired line key.
3. Select **SpeedDial** from the **Type** field.
4. Select the desired line from the **Account ID** field.
5. Do one of the following: (Optional.)
   - Enter the string that will appear on the phone screen in the **Label** field.
   - Enter the contact number you want to dial out directly in the **Value** field.
   - You can also enter the contact number with the DTMF sequence that you want to send in the **Value** field. The contact number and DTMF sequence are separated by commas. One comma stands for 500 milliseconds.
     - For example, **1234,123#** means the phone dials out the number 1234 first, then after the call is set up for 1second, it sends the DTMF sequence 123# to the remote party.
   - Highlight the **Label** or **Value** field. Select **Directory** and select the desired contact from the Directory list.
     - On the T57W phones, select and then select the desired contact.
6. Select **Save**.

Tip: By default, you can long press the desired line key to set it.

When the phone is idle, you can press the Speed Dial key to call a contact quickly. The phone calls a contact using the configured line by default. If you want to call a contact using another line, you can first press the line key, and then press the Speed Dial key.

Note: During a call, you can press the Speed Dial key to select a transfer mode. Check with your system administrator to find out if this feature is available on the phone.

3.2.4 Placing a Call Back to the Last Incoming Number

You can redial the last incoming number quickly by using a Recall key.

Procedure

1. Navigate to **Menu** > **Features** > **Dsskey**.
2. Select the desired line key.
3. Select **Key Event** from the **Type** field.
4. Select **Recall** from the **Key Type** field.
5. (Optional.) Enter the string that will appear on the phone screen in the **Label** field.
6. Select **Save**.

> **Tip:** By default, you can long press the desired line key to set it.

When the phone is idle, press the Recall key to quickly redial the last incoming number.

3.2.5 Redialing a Number

The phone keeps a record of all the placed calls. You can recall the contact you recently called.

Procedure

A record of Placed Calls is displayed on the phone screen.
2. Highlight the desired record, select **Send**.

> **Tip:** Press the REDIAL key twice to recall the contact you called.

3.2.6 Dialing a Hotline Number

When the phone is off hook, it will automatically dial out the hotline number after the designated delay time.

Procedure

1. Navigate to **Menu** > **Features** > **Others** > **Hot Line**.
   - On the T57W phones, navigate to **Menu** > **Features** > **Hot Line**.
2. Do one of the following:
   - Enter the desired number in the **Hotline Number** field.
   - Press **Directory** and select a desired contact from the Directory list.

3. Enter the desired delay time (0-10 seconds) in the **Hotline Delay** field.
4. Select **Save**.

3.2.7 Placing an International Call

You can place calls to international phone numbers on your phone.

Procedure

1. Long press digit key "0" on the phone keypad until the **plus sign (+)** appears.
2. Enter the phone number with the country code.
3. Select **Send**.

3.2.8 Placing a Call from the Call History

You can place calls to contacts from the History list, which contains the calls that were recently placed, answered, missed, or forwarded.

Procedure

1. Press **History** or navigate to **Menu** > **History**.
   The phone screen displays all call records.
2. Select the desired call list.
3. Highlight a contact and select **Send**.
   - On the T57W phones, tap the desired contact.

3.2.9 Placing a Call from the Directory

You can place a call to a contact directly from your directory.

Procedure
1. Select Directory or navigate to Menu > Directory > Local Directory.
   - On the T57W phones, select **Directory** or navigate to **Menu** > **Directory**.
2. Select the desired contact group or All Contacts.
3. Highlight the desired contact and select **Send**.
   - On the T57W phones, tap the desired contact.
     - o If the selected contact has multiple numbers, highlight the desired number, and select **Send**.

3.2.10 Placing an Anonymous Call

You can hide your name and number when you place a call. As a result, the callee receives an anonymous call without caller identity.

Before You Begin: Contact your system administrator to find out if this feature is available on your
phone, and to get the anonymous call on code or off code if required.

Procedure
1. Navigate to **Menu** > **Features** > **Anonymous Call** (**Anonymous**).
2. Select the desired line.
3. Turn on **Local Anonymous**.
4. (Optional.) Select the desired value from the **Send Anony Code** (**Send Anonymous Code**) field.
5. (Optional.) Enter the anonymous call on call and off code respectfully.
6. Select **Save**.
7. Select the anonymous line to place a call.
   - The callee is prompted with an incoming call from anonymity.

Figure 7. Anonymous Call Notification

- If the callee enables the anonymous rejection feature, you may be prompted that the callee does not accept calls from an anonymous number.
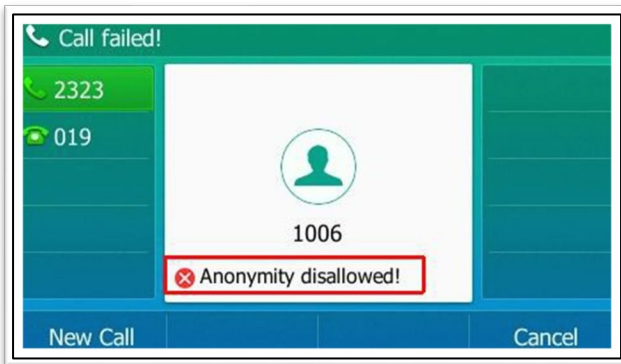
Figure 8. Anonymous Call Rejected

3.2.11 Placing an Emergency Call from a Locked Phone

Once all keys are locked on the phone, you can only dial emergency numbers or authorized numbers that are set up by your administrator, such as 911.

Procedure

1. Do one of the following:
   - Select **Emergency** (not applicable to T57W phones).
     The phone screen is shown below:
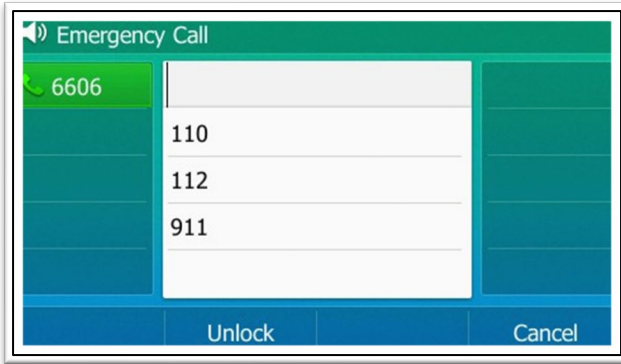
Figure 9. Emergency Call

- Select an emergency number in the emergency number list.
- Enter an emergency number.
2. Select **Send**.

3.3 Answering Calls

When you receive a call, you can choose to answer it manually or automatically.

3.3.1 Answering a Call

When you receive an incoming call, the phone rings and the screen display will show the information of the incoming call. You can choose to answer the incoming call.

Procedure
1. Do one of the following:
   - Pick up the handset.

   - Press **Answer** or the line key that has the flashing green LED indicator.
     The call is answered in the speakerphone (hands-free) mode by default.

3.3.2 Answering a Call When in a Call

You can answer a call when there is already an active call on your phone.

When you are in an active call and an incoming call arrives on the phone, a call waiting tone beeps, and the incoming call information is displayed.
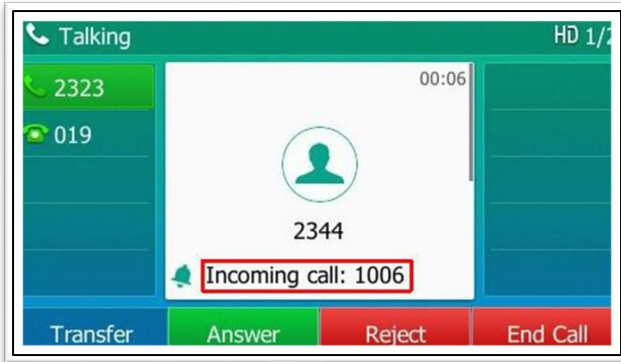
Figure 10. Answering a Call When in a Call

Procedure
1. Select **Answer**.
   The active call is placed on hold, and the incoming call becomes active.

> **Note:** You can disable the call waiting feature to reject the incoming call automatically during a call.   See Disabling Call Waiting.

3.3.3   Answering a Call Automatically

Auto answer enables you to automatically answer an incoming call in speakerphone (hands-free) mode when your phone is idle.

You can also enable auto answer mute to mute the local microphone when an incoming call is answered.

> **Note:** When you are in an active call and an incoming call arrives on the phone, the incoming call will not be automatically answered even if the auto answer is enabled. Your system administrator can configure the phone to automatically answer the incoming call after ending all calls.

Procedure
1. Navigate to **Menu** > **Features** > **Auto Answer**.
2. Select the desired line.
3. Turn on **Auto Answer**.
4. Turn on **Auto Answer Mute**.
5. Select **Save**.
   If the auto answer feature is enabled for the default account, the auto answer icon appears on the phone screen.
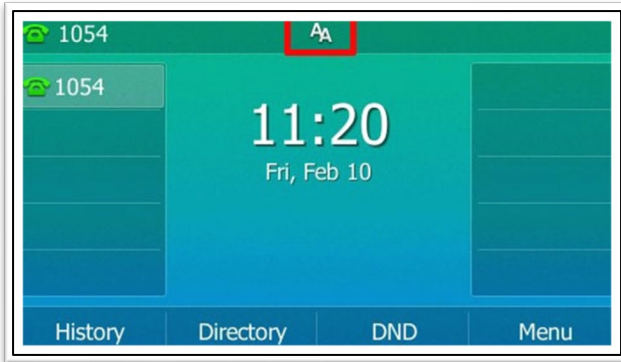
Figure 11. Auto Answer

3.4 Switching Among the Handset, Speakerphone and Headset Modes

You can select the desired mode before placing a call or can alternate among Speakerphone, headset, and handset mode during a call.

When using the speakerphone or headset, the LED indicator glows green.

Procedure
1. During the call, pick the handset, press the Speakerphone key (⬛⬛) (⬛) or press the HEADSET key (⬛)(⬛).

Example: if you're using the handset, press the HEADSET key to switch to the headset, or press the Speakerphone key to switch to the speakerphone.

> **Note:** Your system administrator can disable your phone to use the handset, speakerphone (hands-free) or handset mode.

3.5 Disabling Call Waiting

If the call waiting feature is disabled, when you are already in a call, the new incoming call will be rejected automatically.

Before You Begin: Check with your system administrator if the call waiting off code is required. If required, obtain the code from your system administrator.

Procedure
1. Navigate to **Menu** > **Features** > **Call Waiting**.
2. Select **Disabled** or **Off** from the **Call Waiting** field.
3. (Optional.) Enter the call waiting off code in the **Off Code** field.
4. Select **Save**.

3.6 Silencing or Rejecting Incoming Calls

When you receive an incoming call, you can choose to silence or reject the call instead of answering.

3.6.1 Silencing a Call

You can silence a call to stop your phone from ringing. Even if you silence the call, the incoming call notification continues to be displayed on your phone.

Procedure

1. Select **Silence**.

3.6.2 Rejecting a Call Manually

You can reject a call manually, and the call may be sent to voice mail. The rejected calls are displayed in the   Received Calls list in your History list.

Procedure

1. Select **Reject**.

3.6.3 Rejecting Anonymous Calls

You can reject incoming calls from the callers who have hidden their identities. As a result, your phone will not ring, and you will not be notified of an attempted call.

Before You Begin: Check with your system administrator if the anonymous call rejection on code or off code is required. If required, obtain it from your system administrator.

Procedure

1. Navigate to **Menu** > **Features** > **Anonymous Call** (**Anonymous.**).
2. Select the desired line.
3. **Turn on** Local Anonymous Rejection **(**Anonymous Rejection**).**
4. (Optional.) Select the desired value from the **Send Rejection Code** field.
5. (Optional.) Enter the anonymous call rejection on code and off code respectively in the **On Code** and **Off Code** field.
6. Select **Save**.

3.6.4 Rejecting Calls with Do Not Disturb (DND)

You can enable DND to reject all incoming calls automatically when you do not want to be interrupted.

If you want to receive incoming calls from the specific numbers when DND is enabled, you can ask your system administrator to set DND Authorized Numbers.

Note: Check with your system administrator to find out if the DND feature is available on your Phone

3.7 Rejecting Calls with DND on All Lines

If there are multiple lines on the phone, you can enable DND for all lines. After activating it, the phone will reject all incoming calls automatically.

> **Note:** If both DND and busy forward are activated on the phone, calls will be forwarded to the configured destination number.

Before You Begin: Check with your system administrator if the DND on code or off code is required. If required, obtain it from your system administrator.

Procedure
1. Navigate to **Menu** > **Features** > **DND**.
2. Turn on DND.
3. (Optional.) Enter the DND on code or off code respectively in the **On Code** or **Off Code** field.
4. Select **Save**.
   - *The DND icon appears in the status bar. For T57W/T54W, the phone also prompts you that DND is enabled.*
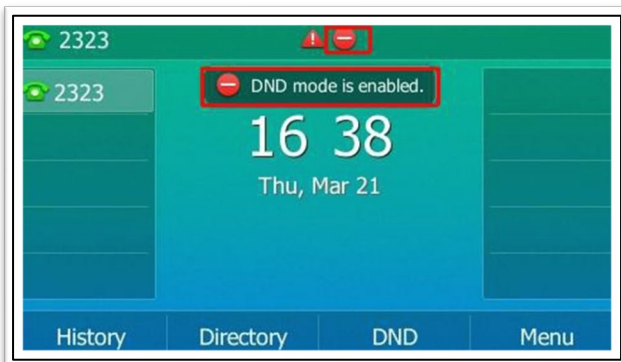
Figure 12. Enable DND for All Lines

> **Tip:** To activate or deactivate DND quickly, press the DND soft key when the phone is idle.

3.7.1.1 Rejecting Calls with DND on a Specific Line

By default, the DND feature applies to all lines on your phone. Your system administrator can change the DND mode to Custom so that you can enable DND for specific lines.

Before You Begin: The DND mode is set to Custom. Check with your system administrator if the DND on code or off code is required. If required, get it from your system administrator.

Procedure
1. Navigate to **Menu** > **Features** > **DND**.
2. Select the desired line.

3. Turn on DND.
4. (Optional.) Enter the DND on code or off code respectively in the **On Code** or **Off Code** field.
5. Select **Save**.
   - *The DND icon appears on the desired line.*
   - *If you activate DND on the default line, the DND icon will appear both on the line and in the status bar. For T57W/T54W, the phone also prompts you that DND is enabled.*

Tip: You can press the **All On** soft key to activate DND for all lines.

3.7.1.2   Deactivating DND

You can deactivate DND when you are ready to resume receiving calls again.

Procedure
1. Navigate to **Menu** > **Features** > **DND**.
2. (Optional.) If the DND is activated on a specific line, select the desired line.
3. Turn off DND.
4. Select **Save**.
   - *The DND icon disappears from the status bar.*

Tip: To deactivate DND quickly, when the phone is idle, press the **DND** soft key or **Exit DND mode.** You can press the **All Off** soft key to deactivate DND for all lines.

3.8 Ending Calls

You can end the current call at any time.

Before You Begin: Check with your system administrator to find out if it is available on our phone. The Cancel Key is not available on T57W phones.

Procedure
1. Do one of the following:
   - If you are using the handset, press the Cancel key, **End Call** or hang up the handset.
   - If you are using the headset, press the Cancel key, or the HEADSET key or **End Call**.
   - If you are using the speakerphone, press the Cancel key, Speakerphone key or **End Call**.

3.9 Redialing a Call Automatically

You can set the phone to redial a phone number automatically when you call a contact and the contact's line is unavailable.

Procedure
1. Navigate to **Menu** > **Features** > **Others** > **Auto Redial Setting**.
   - On the T57W phones, navigate to **Menu** > **Features** > **Auto Redial**.
2. Select **Enabled** or **On** from the **Auto Redial** field.

3. Enter the desired time (between 1 and 300 seconds) in the **Redial Interval** field.
4. Enter the desired times (between 1 and 300) in the **Redial Times** field.
5. Select **Save**.

When you dial a number but fail to establish a call, the phone prompts the failure reason and then prompts whether to auto redial the contact, select OK to activate auto redial.
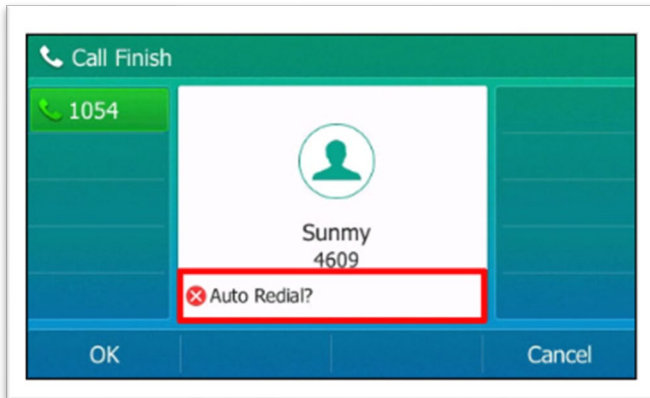
Figure 13. Auto Redial

The phone screen displays the redial times and interval. The phone will retry as many times as configured until the callee answers the call.
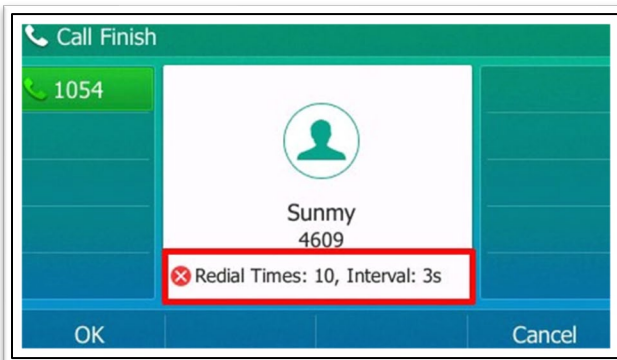
Figure 14. Auto Redial Times and Interval

3.10   Muting/Unmuting Audio

When you are in a call, you can mute the microphone, so that you can hear the other person, but they cannot hear you.

Procedure
1. To mute a call, press the MUTE key during the call.
   - *The mute key LED glows red.*
2. To unmute the call, press the MUTE key ⚡️⚡️ again.
   - *The mute key LED goes out.*

> **Tip:** You can also mute the microphone while the phone is dialing or ringing so the other party cannot hear you when the call is set up.

3.11 Keep Mute

In a meeting room, if incoming calls are answered automatically on the phone, callers may hear your discussion with your colleagues. You can keep the phone in mute to prevent this unintended situation.

The mute state of your phone persists across calls. The phone stays in the mute state until you manually unmute the microphone or until the phone restarts.

Before You Begin: Check with your system administrator if Keep Mute is configured on your phone.

Procedure

1. Press the MUTE key when the phone is idle.
   - *The mute icon appears on the idle screen.*
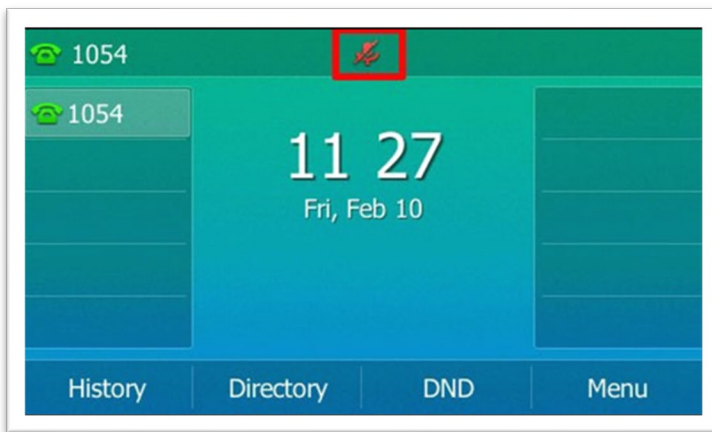
Figure 15. Mute Icon

2. To unmute, press the MUTE key   again.

3.12 Holding and Resuming Calls

You can place an active call on hold and resume the call when you are ready. When you place a call on hold, the held   party may hear the music played by the server.

3.12.1 Holding a Call

You can place an active call on hold on your phone.

Procedure

1. Press the HOLD key or select **Hold** during a call.

Figure 16. Hold Icon

The phone ignores engaged audio device (handset or headset) and plays a beep tone in the speakerphone (hands-free) mode by default. The SPEAKERPHONE   key will always
light up and the phone will beep softly every 30 seconds to remind you that you still have a call on hold.

Note: When you have multiple calls on the phone and the current call is held, you can press the corresponding line key to swap to the active call.

3.12.2 Resuming a Held Call
You can view and resume a held call on the phone.

Procedure
1. Press the HOLD   key again, corresponding line key or **Resume**.
   - If multiple calls are placed on hold, select the desired call first.

Note: When you have multiple calls on the phone and the current call is held, you can select **Swap** to swap to the held call.

3.13 Redirecting Incoming Calls
When you are not available to answer calls on your phone, you can forward the calls to another phone.

3.13.1 Forwarding All Incoming Calls to a Contact
You can set up the forwarding type which enables your phone to forward all incoming calls to a contact. There are three types of forwarding.

- **Always Forward:** Forwards all incoming calls immediately.
- **Busy Forward:** Forwards incoming calls when you are busy in a call.
- **No Answer Forward:** Forwards incoming calls when no one answers the calls.

3.13.1.1   Forwarding All Incoming Calls on All Lines

You can forward all incoming calls on the phone.

Before You Begin: Check with your system administrator if the forward on code or off code is required. If required, obtain it from your system administrator.

Procedure

1. Navigate to **Menu** > **Features** > **Call Forward.**
2. Select the desired forwarding type and select **Enabled** or **On** from the corresponding field.
3. Do one of the following:
   - Enter the contact number you want to forward incoming calls to in the **Forward to** field.
   - Highlight the **Forward to** field. Press **Directory** and select the desired contact from the Directory list.

4. If you select the **No Answer Forward** option, select the desired ring time to wait before forwarding from the **AfterRing Time** field.
5. (Optional.) Enter the always/busy/no answer forward on code or off code respectively in the **On Code** or **Off Code** field.
6. Select **Save.**
   The call forward icon appears in the status bar. The phone also prompts you that call forward is enabled.

3.13.1.2   Forwarding All Incoming Calls on a Specific Line

By default, the forwarding setting applies to all lines on your phone. Your system administrator can change the forward mode to Custom so that you can forward all incoming calls for specific lines.

Before You Begin: Check with your system administrator if the forward on code or off code is required. If required, get the forward on code or off code from your system administrator.

Procedure

1. Navigate to **Menu** > **Features** > **Call Forward.**
2. Select the desired line.
3. Select the desired forwarding type and select **Enabled** or **On** from the corresponding field.
4. Do one of the following:
   - Enter the contact number you want to forward incoming calls to in the **Forward to** field.
   - Highlight the **Label or Value** field. Press **Directory** and select the desired contact from the Directory list.

5. If you select the **No Answer Forward** option, select the desired ring time to wait before forwarding from the **AfterRing Time** field.
6. (Optional.) Enter the always/busy/no answer forward on code or off code respectively in the **On Code** or **Off Code** field.
7. Select **Save.**
   - *The forward icon appears on the desired line.*

- *If you activate forward on the default line, the forward icon will appear both on the line and in the status bar. The phone also prompts you that call forward is enabled.*

Tip: You can press the **All Lines** soft key to activate forward for all lines.

3.13.2 Deactivating Call Forward

You can deactivate the call forward when you no longer want to forward your calls.

Procedure
1. Navigate to **Menu** > **Features** > **Call Forward.**
2. (Optional.) If the forward is activated for a specific line, select the desired line.
3. Select the desired forwarding type and select **Disabled** or **Off** from the corresponding field.
4. Select **Save.**

Tip: For the T57W, you can tap **Close Forward** to deactivate the DND quickly when the phone is idle. You can press the **All Lines** soft key to deactivate forward to all lines.

3.13.3 Forwarding an Incoming Call Manually

You can manually forward the call to another contact while your phone rings.

Procedure
1. When the phone is ringing select **Forward.**
2. Enter the number you want to forward the incoming call to.
3. Press the **OK** key or select **Send.**
   - On the T57W phones, select **Forward.**
   - *The phone prompts a call forward message.*

3.13.4 Forwarding Incoming Calls with a Forward Key

When the phone receives an incoming, you can easily press the Forward key to forward the incoming call to a specific contact.

Procedure
1. Navigate to **Menu** > **Features** > **Dsskey.**
2. Select the desired key.
3. Select **Key Event** from the **Type** field.
4. Select **Forward** from the **Key Type** field.
5. If your system administrator has set the forward mode to **Custom**, select the desired line.
6. Do one of the following:
   - (Optional.) Enter the string that will display on the phone screen in the Label field.
   - Enter the contact number you want to forward the incoming calls to in the **Value** field.

7. Select **Save.**

When the phone is ringing, press the forward key to quickly forward the call to the specific contact.

3.13.5 Diverting Calls to a Contact

You can divert all incoming calls from a particular contact to another contact. Auto divert has precedence over call forward.

Procedure
1. Select **Directory** or navigate to **Menu** > **Directory** > **Local Directory**.
    - On the T57W phones, select **Directory** or navigate to **Menu** > **Directory**.
2. Select the desired contact group or **All Contacts**.

4. Edit the contact information.

5. Enter a contact's number you want to divert the call to in the **Auto Divert** field.
6. Select **Save**.

3.14   Transferring Calls

During a call, you can transfer the call to another contact. You can use one of three ways:

- **Blind Transfer**: Transfer a call directly to the third party without consulting.
- **Semi-Attended Transfer**: Transfer a call when receiving ring back.
- **Attended Transfer (Consultative Transfer)**: Transfer a call with prior consulting.

3.14.1 Performing a Blind Transfer

You can transfer a call to another contact immediately without consulting with the caller first. A Blind Transfer is often referred to as a Cold Transfer.

Procedure

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.
      - On the T57W phones, tap the Directory or History. Tap the desired contact.
3. Press **B Transfer** or the **TRANSFER** key to complete the transfer.

3.14.2 Performing a Semi-Attended/Attended Transfer

You can transfer calls to other contacts immediately when receiving ring back or after consulting with them first.

Procedure

[⟮⟯]

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.
   - Select **Directory**. Select the desired contact from the Directory list.
     - On the T57W phones, select **Directory** or **History**. Select the desired contact.
3. Press the OK key or select **Send**.
4. Do one of the following:
   - When you hear the ring back tone, press the TRANSFER [⟮⟯] key or **Transfer** to finish a semi-attended transfer.
   - After the contact answers the call, press the TRANSFER [⟮⟯] key or **Transfer** to finish an attended transfer (consultative transfer).

Tip: If you are using a handset, the transfer can be completed by hanging up the handset.
The OK key is not available on the T57W phones.

3.14.3 Performing Transfer with a Transfer Key

By default, you can transfer a call to a specific contact directly using a Transfer key during a call. Your system administrator can also set your phone to perform attended transfer when using a Transfer key.

3.14.3.1 Setting a Transfer Key

You can set a line key as a Transfer key and specify a contact you want to transfer a call to for this key.

Procedure

1. Navigate to **Menu** > **Features** > **Dsskey**.
2. Select the desired line key.
3. Select **Key Event** from the **Type** field.

5. Do one of the following:
   - (Optional.) Enter the string that will appear on the phone screen in the **Label** field.
   - Enter the contact number you want to transfer the call to in the **Value** field.
     - On the T57W phones, select 🧑, and then select the desired contact.
6. Select **Save**.

Tip: By default, you can long press the desired line key to set it.

3.14.3.2 Performing a Blind Transfer Using a Transfer Key

After you have set a Transfer key with a specific contact, you can perform a blind transfer by using it.

Before You Begin: Confirm with your system administrator that the transfer mode has set to perform a blind transfer.

Procedure

1. Press the Transfer key during a call.
    *   The call is transferred to the specific contact directly.

3.14.3.3 Performing a Semi-Attended/Attended Using a Transfer Key

After you have set a Transfer key with a specific contact, you can perform a semi-attended/attended transfer by using it.

Before You Begin: Confirm with your system administrator that the transfer mode has set to perform attended transfer.

Procedure

1. Press the Transfer key during a call.
    *   The phone calls the specific contact first. Wait until you hear the ring back tone or until the contact answers the call.
2. Press the Transfer key again.

3.14.3.4 Performing a Call Transfer by Selecting a Transfer Mode

During the call, you can press the Transfer key to select a transfer mode.

Before You Begin: You need to set a Transfer key for a specific contact. Check with your system administrator to find out if this call transfer feature is available on the phone.

Procedure

1. Press the Transfer key during a call. The phone screen is shown below:
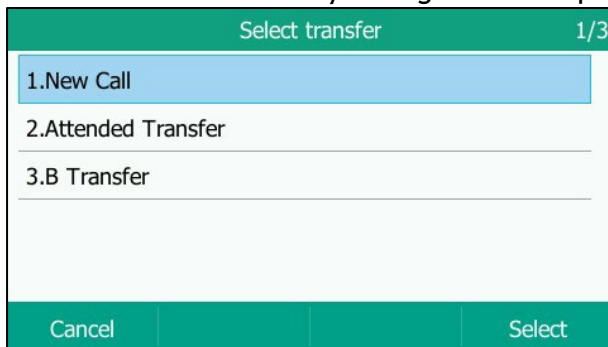
Figure 17. Transfer Selections

2. Select the desired transfer mode.

3.15 Conference Calls

The phone supports creating local conference and network conference. During the conference, follow these tips:

- Use the handset or a headset if you're in an open environment.
- Mute your microphone when you are not speaking, especially in noisy environments.
- Avoid tapping or rustling papers near the microphone.
- Speak in your normal voice without shouting.

3.15.1 Local Conference

You can initiate a conference call with up to ten numbers including yours ten-way with your contacts on the phone.

> **Note:** Check with your system administrator to find out if the local conference is enabled on your phone.

3.15.1.1 Setting up a Local Conference Call

Procedure
1. Place a call to the first party.
2. 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 part answers the call, select **Conference** to add the second party to the conference.
5. Repeat the above steps to add more parties to the conference.

3.15.1.2 Merge Two Calls into a Conference

You can invite a held call into a conference call with the active call.

Procedure
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**.
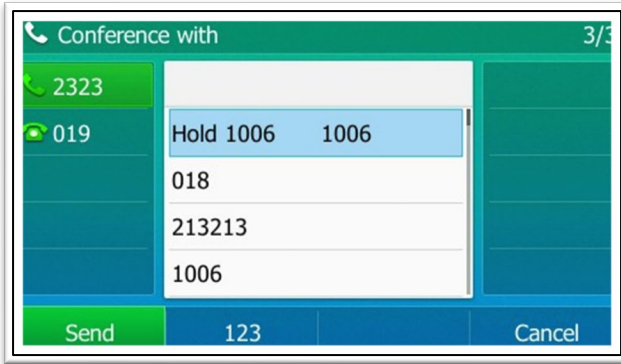
Figure 18. Merge Two Calls into a Conference

- On the T57W phones, tap the desired hold call from the left sidebar.
  - The active call and the select hold call are joined into a conference.

3.15.1.3 Inviting a Transfer Target and a Transferee into a Conference

After consulting with the contact, you want to transfer a call to, you can invite the two calls into a conference.

Procedure
1. Select **Conference** after talking with the contact you want to transfer a call to.
   - The transferee and the transfer target join the conference.

3.15.2 Creating a Multi-Party Conference with a Conference Key

You can create a multi-party conference using a Conference key on the idle screen.

3.15.2.1 Setting a Conference Key

You can set a Conference key to create a multi-party conference.

Procedure
1. Navigate to **Menu** > **Features** > **Dsskey**.
2. Select the desired line key.
3. Select **Key Event** from the **Type** field.
4. Select **Conference** from the **Key Type** field.
5. (Optional.) Enter the string that will appear on the phone screen in the Label field.
6. Select **Save**.

3.15.3 Initiating a Multi-Party Conference

You can call all contact numbers at a time to initiate a multi-party conference.

Before You Begin: You have to set a Conference key on the phone.

Procedure

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1. Select the conference key on the idle screen.
2. Do one of the following:
   - Enter all contact numbers you want to add to the conference.
   - Select Directory and select the desired contact from the Directory list.
   - On the T57W phones, select **History** or **Directory**, and then select the desired contact.
3. Select **Send**.

3.15.4 Holding or Resuming a Conference Call

When you place a conference call on hold, other participants cannot hear each other until you resume the held conference call.

Procedure
1. Press the HOLD key ⬚ or Hold to place the conference on hold.
2. Press the HOLD key again or Resume to resume the held conference call.

3.15.5 Muting or Unmuting a Conference Call

When you mute the local microphone during a conference call, other participants can hear each other expect you.

Procedure
1. Press the MUTE key ⬚ ⬚ to mute the conference.
2. Press the MUTE key again to unmute the conference.

3.15.6 Splitting a Conference Call

You can split the conference call into individual calls. After the split, the conference call ends, and other parties are held.

Procedure
1. Select **Split**.

3.15.7 Managing Conference Participants

You can manage the conference participants to make the conference more flexible.

Procedure
1. During a conference call, select **Manage**.
2. Select the desired party, you can do the following:
   ꞁSelect **Far Mute** to mute the party. The muted party can hear everyone, but no one can hear the muted party.
   ꞁSelect **Far Hold** to hold the party. The held party cannot hear anyone, and no one can hear the held party.
   ꞁSelect **Remove** to remove the party from the conference call.

❖ On the T57W phones, and you can do the following:

- Tap the Microphone key to mute the party. The muted party can hear everyone, but no one can hear the muted party. The icon changes to .
- Tap **Hold** to hold the party. The held party cannot hear anyone, and no one can hear the held party. The icon changes to .
- Tap to remove the desired party from the conference call.
  - The phone prompts you to remove the party or not.
- Tap **OK** to remove the party from the conference call.

3.15.7.1   Ending a Conference Call

When you end the conference call, the other parties drop the call.
However, the system administrator can set up your phone so that the other two parties remain connected when you end the conference call.

Procedure
1. Select **End Call.**

3.16 Recording Using a USB Flash Drive

You can record active calls onto a USB flash drive connected to your phones, and the recordings are saved as *.wav files.
Recording using a USB flash drive is not available by default. Contact your system administrator for enabling this feature for you.

Note: The size of a single recording file should be less than 2G.

3.16.1 Recording a Call

You can record the important parts during an active call.

IMPORTANT: Before call recording, especially those involving PSTN, it is necessary to know about the rules and restrictions of call recording in the country where you are. It is also very important to inform all the call parties that you are recording and ask for their consent before recording the conversation.

Before You Begin: Make sure that the USB flash drive has been connected to your phone.

Procedure
1. During a call, select **More** ( ) > **Start REC.**
   - The phone screen displays a recording icon and recording duration.
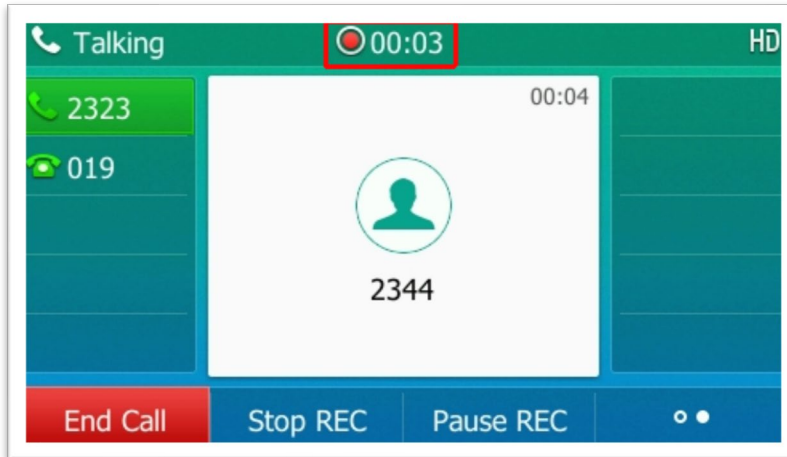
Figure 19. Recording a Call

3.16.2 Pausing/Resuming a Recording

When you do not want the current sensitive information to be recorded, you can pause the recording. After pausing, you can resume it at any time and the recording continues and will be saved in the same file.

Procedure
1. Select **Pause REC** to pause a recording.
   - The pause recording icon appears on the phone screen and the duration stops counting.
2. Select **Resume REC** to resume a recording.

Note: If you hold the call during the recording, none of the parties will be recorded until you resume the call.

3.16.3 Stopping a Recording

You can stop recording a call before the call ends. The recording also stops when the active call ends. The recording will be saved as a "*.wav" file the USB flash drive automatically.

Procedure
1. Do one of the following:
   - Select **Stop REC**.
     The recording icon and recording duration disappears. The screen prompts a message that the call is recorded successfully.
   - Select **End Call**.
     The recording icon and recording duration disappears, and the phone returns to the idle screen. The screen prompts a message that the call is recorded successfully.

3.16.4 Managing the Recordings

After stopping recording, you can manage the recordings on your phone. Make sure the USB flash

drive is still inserted in the phone.

3.16.4.1 Listening to a Recording

You can browse and play back the recordings on your phone.

Tip: You can also play back the recordings on a PC using an application capable of playing the "*.wav" file.

Procedure

1. Navigate to **Menu** > **USB** > **Browse Audio.**
   *The phone screen shows all recorded files (filename, duration time and file size) in the **Browse Audio** list. The filename consists of the recording time & date, the other party's number/IP address/name (or the first person's number/IP address/name you called).*
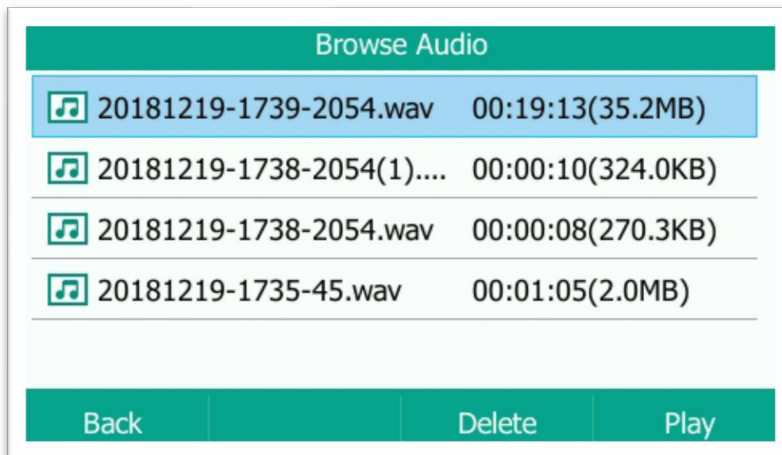
Figure 20. Listening to a Recording

2. Highlight the desired file and select **Play.**
   - On the T57W phones, tap the desired file.
   The length of the recording and a progress bar are displayed as the recording plays.
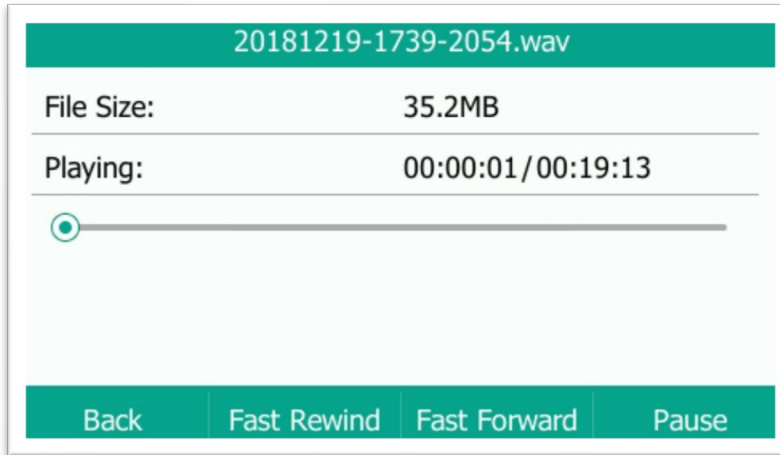
Figure 21. Recording

3.16.4.2 Pausing/Resuming a Playback

When you are playing a recording, you can pause it manually to take note.

When you receive an incoming call while playing a recording, the recording is paused automatically. You can resume the playback after handling the call.

Procedure

1. Select **Pause** to pause the playback. The **Play** soft key appears on the phone screen.
   - On the T57W phones, tap to pause the playback. Then appears on the touch screen.
2. Select **Play** to restart the playback.
   - On the T57W phones, tap .

3.16.4.3 Fast Forwarding/Rewinding a Playback

While a recording play, you can fast forward or rewind the playback at any time.

Procedure

- Select **Fast Forward** ( ) to skip forward the playback. Press once to skip forward 8 seconds.

- Select **Fast Rewind** ( ) to rewind the playback. Press once to rewind 8 seconds.
- On the T57W phones, drag the slider to skip forward the playback or rewind the playback.

3.16.4.4 Deleting a Recorded Call

You can delete the recordings when you need additional space on your USB flash drive, or the recordings are useless.

Procedure

1. Navigate to **Menu** > **USB** > **Browse Audio**.
2. Highlight the desired recording and select **Delete**.

- On the T57W phones, tap 🗑 after the desired recording.

  The phone prompts you to delete the audio or not.
3. Select **OK**.

3.16.5 Viewing the Available Recording Time

You can view the available recording time on your phone, to avoid recording failure due to timeout.

When you insert a USB flash drive to the phone during a call, a message will pop up to tell you how much time is available for recording.
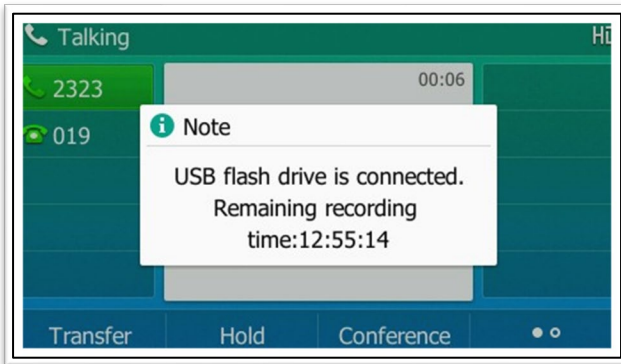
Figure 22. Available Recording Time

During a recording, if there is insufficient free space (30 minutes or 10 minutes left) on the USB flash drive, the phone will prompt you a message (XX minutes left for call recording). If no free space on the USB flash drive during recording, the recording is stopped and saved in the USB flash drive automatically.

You can also view the storage space of the USB flash drive and check the available recording time before recording.

Procedure
1. Navigate to **Menu** > **USB** > **Storage Space**.
   - On the T53W/T53 phones, navigate to **Menu** > **USB Record** > **Storage Space**.

3.17 Multicast Paging

Multicast Paging allows you to broadcast instant audio announcements to users who are listening to a specific multicast group on a specific channel.

The phone supports the following 31 channels:

- **0**: Broadcasts are sent to channel 0.
- **1 to 25**: Broadcasts are sent to channel 1 to 25. We recommend that you specify these channels when broadcasting with Polycom IP phones which have 25 channels you can

listen to.

- **26 to 30**: Broadcasts are sent to channel 26 to 30. We recommend that you specify these channels when broadcasting with Yealink IP phones.

> **Note**: All IP phones in the multicast paging group must be deployed in the same subnet since a broadcast is used. The phone can only send/receive broadcasts to/from the listened channels. Other channels' broadcasts will be ignored automatically by the IP phone.

3.17.1 Sending Multicast Paging

You phone supports up to 31 groups for paging. You can assign a label to each group to identify the phones in the group, such as All, Sales or HR.

You can set a line key as Multicast Paging key or Paging List key on the phone, which allows you to send announcements to the phones with pre-configured multicast address(es) on specific channel(s).

3.17.1.1   Setting a Multicast Paging Key

You can set a Multicast Paging key for a paging group, which allows you to send announcements quickly on the idle screen.

Before You Begin: Get the multicast IP address and port number from your system administrator.

Procedure
1. Navigate to **Menu** > **Features** > **Dsskey**.
2. Select the desired line key.
3. Select **Key Event** from the **Type** field.
4. Select **Multicast Paging** from the **Key Type** field.
5. (Optional) Enter the paging group name in the **Label** Field.
6. Enter the multicast IP address and port number (for example, 224.5.6.20.10008) in the **Value** field.
7. Enter the desired channel between 0 and 30 in the **Channel** field.
8. Select **Save**

> **Tip**: By default, you can long press the desired line key to set it.

3.17.2 Sending a Paging by Multicast Paging Key

You can send a paging by using the Multicast Paging key when the phone is idle.

Before You Begin: You need to set a Multicast Paging key in advance.

Procedure
1. Press the Multicast Paging Key when the phone is idle.

- Both your phone and receiver's phone pay a warning tone and the 📞 multicast RTP session will be automatically answered on the receiver's phone in the speakerphone (hands-free) mode.
- On the T57W phones, the multicast paging key icon indicator will become and green.
- On the T54W phones, the multicast paging key LED glows green.

The following figure shows a multicast RTP session on the phone:
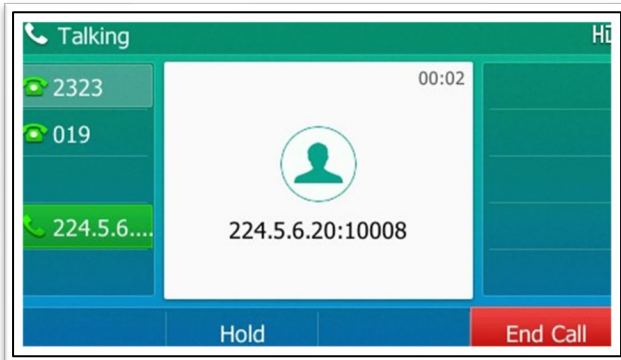
Figure 23. Multicast Paging Key

3.17.2.1 Setting a Paging List Key

You can set a Paging List key to easily access the paging groups on the idle screen.

Procedure
1. Navigate to **Menu** > **Features** > **Dsskey**.
2. Select the desired line key.
3. Select **Key Event** from the **Type** field.
4. Select **Paging List** from the **Key Type** field.
5. (Optional.) Enter the string that will display on the phone screen in the **Label** field.
6. Select **Save**.

Tip: By default, you can long press the desired line key to set it.

3.17.3 Setting a Paging Group

You can edit the information of the paging group.

Before You Begin: A Paging List key is set in advance. Get the multicast IP address and port number from your system administrator.

Procedure
1. Press the Paging List key when the phone is idle.
2. Select the desired paging group.
   The default tag is Empty if it is not configured before.

3. Select **Option** > **Edit**.
    * On the T57W phones, tap **Edit**.
4. Enter the multicast IP address and port number (for example, 224.5.6.20:10008) in the **Address** field.
5. Enter the string that will display on the phone screen in the **Label** field.
6. Enter the desired channel between 0 and 30 in the **Channel** field.
7. Select **Save**.
8. To set more paging groups, repeat steps 2 to 7.

3.17.3.1 Sending Pages by a Paging List Key

You can send a paging by using the Paging List key when the phone is idle.

Before You Begin: You need to set a Paging List key in advance.

Procedure
1. Press the Paging List key when the phone is idle.
2. Select the desired paging group.
3. Select **Paging** to send RTP.
    Both your phone and receiver's phone play a warning tone and the multicast RTP session will be automatically answered on the receiver's phone in the speakerphone (hands-free) mode.

3.17.3.2 Deleting a Paging Group
You can delete any group from the paging group list.

Procedure
1. Press the Paging List key when the phone is idle.
    * If the Paging List key is not set, you can also navigate to **Menu** > **Features** > **Others** > **Paging List** for the T54W phone or **Menu** > **Features** > **Paging List** for other phones.
2. Select the desired paging group.
3. Select **Option** > **Delete**.
    * On the T57W phones, tap **Delete**.
        The phone prompts you to delete the paging group or not.
4. Select **OK**.

3.17.4 Receiving Multicast Paging
Your system administrator has set a listening paging group for you, you can automatically receive a paging call when the phone is idle.

When there is a voice call or a paging call in progress, or when DND is activated on your phone, the phone handles the new paging call differently according to the multicast listening settings configured by your system administrator.

3.17.5 Managing a Paging Call

During a paging call, you can manage it manually at any time.

Procedure
- Select **Hold** to place the current paging call on hold.
  The paging call is placed on hold and the receiver releases the session.
- Select **Resume** to resume the held paging call.
  The multicast RTP session is re-established.
- Select **End Call** to end the paging call.

4 ADVANCED CALL FEATURES

You can perform some server-dependent tasks on the phone. Contact your system administrator to find out if your phone supports these advanced call features.

4.1 Busy Redial

When you call someone, who is temporarily unavailable to answer the call, you can monitor the busy party and establish a call after the busy party becomes available to receive a call.

Note: Call completion is not available on all servers. For more information, contact your system administrator.

Procedure
1. Navigate to **Menu** > **Features** > **Others** > **Call Completion**.
   - On the T57W phones, navigate to **Menu** > **Features** > **Call Completion**.
2. Select **Enabled** or **On** in the **Call Completion** field.
3. Select **Save**.

When you place a call and the callee is temporarily unavailable to answer the call, the phone prompts whether to wait for the callee, select **OK** to activate the call completion feature.
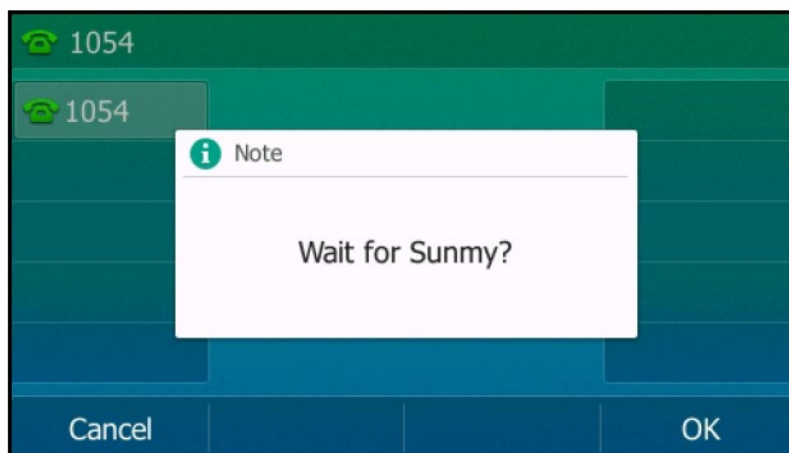
Figure 24. Call Completion

When the callee becomes idle, the phone prompts whether to dial the number, select **OK** to dial the number.
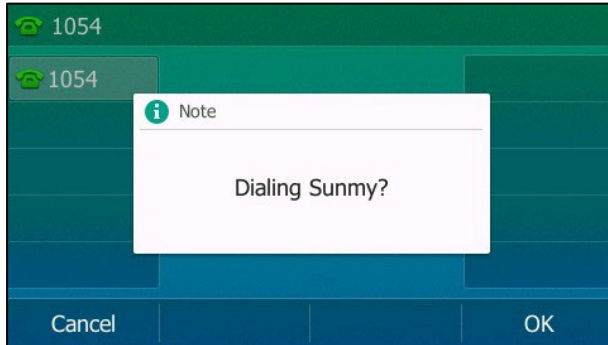
Figure 25. Call Completion - Dial the Number

4.2 Call Pickup

You can use call pickup to answer someone else's incoming call on your phone. Check with your system administrator to find out if this feature is available on your phone.

The phone supports the following two call pickup features:
- **Directed Call Pickup**: allows you to pick up incoming calls to another phone.
- **Group Call Pickup**: allows you to pick up incoming calls to any phone within a predefined group.

4.2.1 Picking up a Call Directly

You can answer a call that rings on another phone.

Before You Begin: The target phone receives an incoming call. Your system administrator has enabled the directed call pickup and set the directed call pickup code.

Procedure
1. Pick up the handset, press the line key or the Speakerphone key (speaker icon) .

   The *DPickup* appears on the phone screen (You may need to select *More* > *DPickup*).
2. Select **DPickup** on your phone.
3. Enter the phone number which is receiving an incoming call.
4. Select **DPickup** again.
   The call is answered on your phone.

Tip: When the phone is idle, you can use a Directed Pickup or BLF/BLF List key to pick up a call to a specific contact directly.

4.2.2 Picking up a Group Call Directly

When any phone within a predefined group receives an incoming call, you can pick up that call on your phone. If there are multiple incoming calls on the group at the same time, you can only pick up the first incoming call.

Before You Begin: Your system administer has enabled the group call pickup and set the group call pickup code.

Procedure
1. Pick up the handset, press the line key or the Speakerphone key ( ) .
   The *GPickup* appears on the phone screen.
2. Select **GPickup** on your phone when any phone in the group receives an incoming call.
   The call is answered on your phone.

Tip: When the phone is idle, you can use a Group Pickup key to pick up a group call directly.

4.2.3 Picking up a Call with a Pickup Key

You can easily use a Pickup key to pick up a call to a specific contact's phone.

Before You Begin: Ask your system administrator for the directed call pickup code.

Procedure
1. Navigate to **Menu** > **Features** > **Dsskey.**
2. Select the desired line key.
3. Select **Key Event** from the **Type** field.
4. Select **Pick Up** from the **Key Type** field.
5. Select the desired line from the **Account ID** field.
6. Do one of the following:
   - (Optional.) Enter the string that will display on the phone screen in the **Label** field.
     - o Enter the directed call pickup code followed by the specific extension in the **Value** field.
   - Highlight the **Label** or **Value** field. Select **Directory** and select the desired contact from the Directory list.
   - On the T57W phones, select 👤 , and then select the desired contact.
7. Select **Save**.

Tip: By default, you can long press the desired line key to set it.

When the target phone receives an incoming call, you can press the Pickup key, and the call is answered on your phone.

4.2.4 Picking up a Call with a Group Pickup Key

You can easily select a Group Pickup key to pick up a group call.

Before You Begin: Check with your system administrator if the group call pickup code is required for this key. If required, get the group call pickup code from your system administrator.

Procedure

2. Select the desired line key.
3. Select **Key Event** from the **Type** field.
4. Select **Group Pick Up** from the **Key Type** field.
5. Select the desired line from the **Account ID** field.
6. Do one of the following:
   - (Optional.) Enter the string that will appear on the phone screen in the **Label** field.
   Enter group call pickup code in the **Value** field.
   - Highlight the **Label** or **Value** field. Select **Directory** and select the desired contact from the Directory list.
   - On the T57W phones, select , and then select the desired contact.
7. Select **Save**.

Tip: By default, you can long press the desired line key to set it.

When any phone within a predefined group of phones receives an incoming call, you can press the Group Pickup key, and the call is answered on your phone.

4.3 Call Park and Call Retrieve

You can park a call, and then retrieve the call either from your phone or another phone. After parked, the call is placed on hold, you can continue the conversation after retrieving it.

Note: Call park is not available on all servers. Check with your system administrator to find out if it is available on your phone.

4.3.1 Parking a Call in the Transfer Mode

You can park a call in the transfer mode directly. When you park a call to the shared parking lot, the call is held on your phone.

Before You Begin: Your system administrator has set call park in the Transfer mode.

Procedure

1. During a c all, select Park (You may need to select More ( ) > **Park**).
   The call will be directly transferred to the shared parking lot.

4.3.1.1 Retrieving a Parked Call in the Transfer Mode

You can retrieve a parked call in the transfer mode from any phone in the same network.

Before You Begin: Your system administrator has set call park in the Transfer mode. There is a call parked on the shared parking lot.

Procedure
1. Select **Retrieve** (You may need to select the **More**(••) > **Retrieve**) on the dialing screen.
   The phone will retrieve the parked call from the shared parking lot.

4.3.2 Parking or Retrieving a Call with a Park or Retrieve Key

You can easily use a Park key to park a call to a specific park orbit and quickly retrieve this parked call using a retrieve key.

4.3.2.1 State Indicator of the Park/Retrieve Key

On the T57W/T54W phones, you can get the call park/retrieve status by viewing the icon indicator of the Park/Retrieve keys.

Icons	Description	Icons	Description
📞	Park successfully/Idle state.	📞	Park failed.
📞	Ringing state.	📞	Retrieve parked call.

Table 1. Park/Retrieve Key Indicator

4.3.2.2 Parking a Call Using a Park Key

You can set a line key as a Park key and specify an extension or a shared parking orbit you want to park a call to for this key. By using the Park key, you can park a call quickly.

Before You Begin: Check with your system administrator if the FAC or Transfer mode is set on your phone, and if **Account ID** is necessary for this key.

Procedure
1. Navigate to **Menu** > **Features** > **Dsskey**.
2. Select the desired line key.
3. Select **Key Event** from the **Type** field.
4. Select **Call Park** from the **Key Type** field.
5. (Optional.) Select the desired line from the **Account ID** field.
6. Do one of the following:
   - (Optional.) Enter the string that will appear on the phone screen in the **Label** field.

- Enter the park extension number or the shared parking orbit you want to park the call to in the **Value** field.
- On the T57W phones, select , and then select the desired contact.

7. Select **Save**.

Tip: By default, you can long press the desired line key to set it.

During a call, you can press the Call Park key, and the call is parked to the desired extension or the shared parking orbit directly.

4.3.2.3   Retrieving a Park Call using a Retrieve Key

You can set a line key as a Retrieve key and specify a parked extension or retrieve parking orbit you want to retrieve a parked call from. By using the Retrieve key, you can retrieve a parked call quickly.

Before You Begin: Check with your system administrator if the FAC or Transfer mode is set on your phone, and if **Account ID** is necessary for this key.

Procedure

2. Select the desired line key.
3. Select **Retrieve Park** from the **Type** field.
4. (Optional.) Select the desired line from the **Account ID** field.
5. Do one of the following:
   - (Optional.) Enter the string that will appear on the phone screen in the **Label** field.
   - Enter the parked extension or the retrieve lot in the **Value** field.
   - On the T57W phones, select , and then select the desired contact.
6. Select **Save**.

Tip: By default, you can long press the desired line key to set it.

When there is a call park on the extension or the shared parking orbit, you can press the Retrieve key on the idle screen, and the call is retrieved from the parked extension or shared parking orbit directly.

4.4 Busy Lamp Field (BLF)

You can monitor a specific remote line using a BLF key for status changes on the phone.

4.4.1 State Indicator of Remote Line by BLF Key

You can get the monitored line's status by viewing the LED and icon indicator of the BLF key.

LED Status	Icons T57W/T54W	Description
Solid green	👤 (green)	The monitored line is idle.
Fast-flashing red	👤 (Flashing on T57W)	The monitored line is ringing.
	👤 (Flashing on T57W)	The monitored line is dialing.
Solid red	👤 (red)	The monitored line is busy or in a call.
Slowly-flashing red	👤	The monitored line places a call on hold.
	👤	A call is parked to the monitored line.
Off	👤	Monitored line fails to register or does not exist.

Table 2. Remote Line by BLF Key Indicator

4.4.2 Audio Alter for BLF Pickup

The Audio Alert for BLF Pickup feature allows your phone to play a tone when the specified monitored line receives an incoming call.

4.4.2.1 Setting an Alert Tone for Monitored Lines

You can set the alert ring type for the monitored lines to make it easier to recognize.

Before You Begin: Check with your system administrator to find out if the Audio Alert for BLF Pickup feature is available.

Procedure
1. Navigate to **Menu** > **Basic** > **Sound** > **BLF Ring Type**.
2. Select the desired ring tone.
3. Select **Save**.

4.4.3 Visual Alert for BLF Pickup

Your system administrator can configure your phone to display the call information when the specified monitored line receives an incoming call.
You can select to pick up the call to the monitored line, place a call to the monitored line, pace a new call or go back to the idle screen.
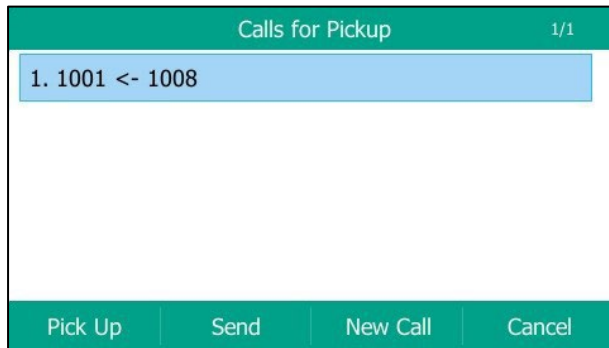
Figure 26. Visual Alert for BLF Pickup

> **Note:** If you press **Cancel**, to go back to the idle screen, you can long press the BLF key to enter the Calls for Pickup screen again.

4.4.4 Setting a BLF Key

You can set a BLF key to monitor a specific line for status changes on the phone.

Procedure
1. Navigate to **Menu** > **Features** > **Dsskey**.
2. Select the desired line key.

4. Select the desired line from the **Account ID** field.
5. Do one of the following:
   - (Optional.) Enter the string that will appear on the phone screen in the **Label** field.
   - Enter the phone number or the extension you want to monitor in the **Value** field.
   - On the T57W phones, select ![icon], and then select the desired contact.
6. (Optional.) Enter the directed call pickup code in the **Extension** field.
7. Select **Save**.

> **Tip:** By default, you can long press the desired line key to set it.

> **Note:** During a call you can press the BLF key to select a transfer mode. Check with your system administrator to find out if this feature is available on the phone.

4.4.5 Picking up a Remote Call by BLF Key

When the monitored users are not at their desks and someone rings their lines, you can pick up the desired call simply by pressing the flashing BLF key.

If your system administrator sets the directed call pickup code in advance, you can use the BLF key to pick up the call directly. If not or if you want to set a pickup code for a specific BLF line, you can set a pickup code for the BLF key manually.

Before You Begin: You have edited the BLF key's **Extension** field with the directed call pickup

code from your system administrator.

Procedure
1. When the monitored line receives an incoming call, you can do one of the following:
   - Press the BLF key to pick up the call for the monitored line directly.
   - Long press the BLF key.
   - The **Pick Up**, **Send**, **New Call** and Cancel appear on the screen.
2. Select **Pick Up** to pick up the call.
   - If there are multiple incoming calls on the monitored line, select the desired call to pick up.

4.4.6 Transferring a Call by BLF Key

When there is already an active call on the IP phones, you can transfer the active all to the monitored line by pressing the BLF key.

The phone transfers the active call differently depending on the Transfer Mode via Dsskey feature configured by your system administrator.

4.4.6.1 Performing a Blind Transfer

During a call, you can transfer the call to the monitored contract in the blind-transfer way.

Before You Begin: Check with your system administrator if the Transfer Mode vis Dsskey is set to **Blind Transfer.**

Procedure
1. During a call, you can transfer the call to the monitored line which you want to transfer this call to.

4.4.7 Performing a Semi-Attended/Attended Transfer

During a call, you can transfer the call to be monitored contact in the semi-attended/attended-transfer way.

Before You Begin: Check with your system administrator if the Transfer Mode via Dsskey is set to the **Attended Transfer.**

Procedure
1. During a call, press the BLF key of the monitored line which you want to transfer this call to.
   The phone will dial out the number of the monitored line.
2. Press the BLF key of the monitored line again or **Transfer** to complete the transfer when the monitored user receives ring-back or after the monitored user answers the call.

4.4.8 Parking or Retrieving a Call by BLF Key

You can use the BLF key to park a call or retrieve a parked call directly.

Note: Check with your system administrator to find out if it is available on your phone.

4.5 BLF List

BLF List feature enables you to monitor a list of users defined by your system administrator, and the respective key LEDs or icons will either flash or glow depending on the status of monitored lines.

Check with your system administrator to find out if this feature is available on your phone.

4.5.1 State Indicator of Remote Line by BLF List Key

You can get the monitored line's status by viewing the LED and icon indicator of the BLF List key.

LED Status	Icons T57W/T54W	Description
Solid green	👤	The monitored line is idle.
Fast-flashing red	👤 (Flashing on T57W)	The monitored line is ringing.
	👤 (Flashing on T57W)	The monitored line is dialing.
Solid red	👤	The monitored line is busy or in a call.
Slowly-flashing red	👤	The monitored line places a call on hold.
	👤	A call is parked to the monitored line.
Off	👤	Monitored line fails to register or does not exist.

Table 3. Remote Line by BLF List Key Indicator

4.5.2 Audio Alert for BLF Pickup

The Audio Alert for BLF Pickup feature allows your phone to play a tone when the specified monitored line receives an incoming call.

4.5.2.1 Setting an Alert Tone for Monitored Lines

You can set the alert ring type for the monitored lines to make it easier to recognize.

Before You Begin: Check with your system administrator to find out if the Audio Alert for BLF Pickup feature is available.

Procedure
1. Navigate to **Menu** > **Basic** > **Sound** > **BLF Ring Type**.
2. Select the desired ring tone.
3. Select **Save**.

Your system administrator can configure your phone to display the call information when the specified monitored line receives an incoming call.

You can select to pick up the call to the monitored line, place a call to the monitored line, place a new call or go back to the idle screen.
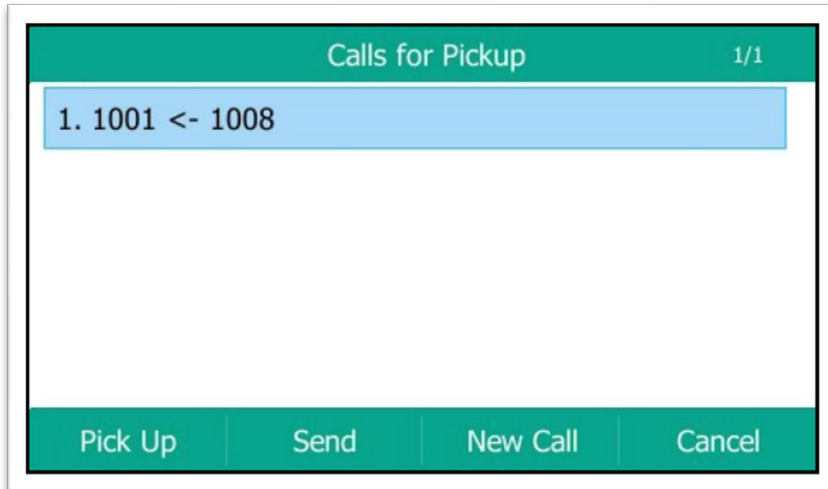
Figure 27. Visual Alert for BLF Pickup

Note: If you press **Cancel**, to go back to the idle screen, you can long press the BLF key to enter the Calls for Pickup screen again.

4.5.4 Ring Type for BLF Parked Call Monitor

The Audio Alert for BLF Parked Call Monitor feature allows your phone to play a tone when a call is parked against the monitored user's phone number.

4.5.4.1 Setting an Alert Tone for the BLF Parked Call Monitor

You can set the alert ring type when there is a call parked to the monitored lines.

Before You Begin: Check with your system administrator to find out if the Audio Alert for BLF Parked Call Monitor feature is available.

Procedure
1. Navigate to **Menu** > **Basic** > **Sound** > **Ring Type for BLF Parked Call Monitor**.
2. Select the desired ring tone.
3. Select **Save**.

4.5.5 Visual Alert for BLF Parked Call Monitor

Your system administrator can configure your phone to display the call information when the specified monitored line receives an incoming call.

Figure 28. BLF Parked Call Monitor

4.5.6 Picking up a Remote Call by BLF List Key

When the monitor user is not at their desk and someone rings their line, you can pick up the call simply by pressing the flashing BLF List key. You can also check the Caller ID first, and then pick up the incoming call.

Before You Begin: Check with your system administrator to find out if this feature is available on your phone.

Procedure

1.   Do one of the following:
     - Press the BLF List key to pick up the call for the monitored line directly.
     - Long press the BLF List key.
     - The **Pick Up**, **Send**, **New Call** and **Cancel** appear on the screen.
2.   Select **Pick Up** to pick up the call.
     - If there are multiple incoming calls on the monitored line, select the desired call to pick up.

4.6 Transferring a Call by BLF List Key

When there is already an active call on the IP phones, you can transfer the active call to the monitored user by pressing the BLF List key.

The phone transfers (Blind Transfer or Attended Transfer) the active call differently depending on the Transfer Mode via Dsskey feature configured by the system administrator.

> **Note:** During a call, you can press the BLF List key to select a transfer mode. Check with your system administrator to find out if this feature is available on the phone.

4.6.1.1 Performing a Blind Transfer

During a call, you can use the BLF List key to perform a blind transfer to the monitored line.

Before You Begin: Check with your system administrator to make sure that the Transfer Mode via Dsskey is set to **Blind Transfer.**

Procedure

1. During a call, press the BLF List key on the monitored line which you want to transfer this call.

4.6.2 Performing a Semi-Attended/Attended Transfer

During a call, you can use the BLF List key to perform a semi-attended/attended transfer to the monitored line.

Before You Begin: Check with your system administrator if the Transfer Mode via Dsskey is set to **Attended Transfer.**

Procedure

1. During a call, press the BLF List key of the monitored line which you want to transfer this call to.
    The phone will dial out the number of the monitored line.
2. Press the BLF List key of the monitored user again or **Transfer** to complete the transfer when the monitored user receives ring-back or after the monitored user answers the call.

4.6.3 Parking a Call by a BLF List Key

You can use the BLF List key to park a call to the monitored user who is idle.

Before You Begin: Check with your system administrator to find out if this feature is available on your phone.

Procedure

1. During a call, press the desired BLF List key.

4.6.4 Retrieving a Call by a BLF List Key

You can use the BLF List key to retrieve a call that is parked to the monitored line.

Before You Begin: Check with your system administrator to find out if this feature is available on your phone.

Procedure

1. Do one of the following:
    *   Press the desired **BLF List** key to retrieve a call that is parked to the monitored line.
    *   Long press the BLF List key.
    *   The **Retrieve**, **Send, New Call** and **Cancel** appear on the screen.

2. Select **Retrieve** to retrieve the call.

4.6.5 Baring in an Active Call by BLF List Key

You can use the BLF List key to barge in a conversation and set up a conference call.

Before You Begin: Check with your system administrator to find out if this feature is available on your phone.

Procedure
1. Do one of the following:
   - Press the **BLF List** key.
   - Long press the BLF List key.
   - The **Barge In**, **Send, New Call** and **Cancel** appear on the screen.
2. Select **Barge In.**
   - The phone dials out the barge-in code followed by the monitored line, and then you can join the call. Each of the three parties can hear the other two parties.

4.6.6 Retrieving a Call Parked to the Monitored Line

When a call is parked to the monitored line you can retrieve the parked call on the phone.

Before You Begin: Check with your system administrator to find out if Visual Alert for BLF Parked Call Monitor is enabled on your phone.

Procedure
1. Select Retrieve.

4.7 Shared Line

Yealink phone supports using Shared Call Appearance (SCA) or Bridged Line Appearance (BLA) to share a line. So that this line can be registered on more than one phone at the same time.

Your system administrator can set your phone to use the shared line.

4.7.1 State Indicator of Shared Line

You can get the shared line's status by viewing the LED and icon indicator of the shared line key.

The following table shows the kinds of LED and icon indicators associated with the shared line on T57W/T54W phones and the corresponding descriptions:

Line Key LED except for T57W	Icons T57W/T54W	Description
Off		The shared line is idle.

Solid green	(Monitoring SCA Phone)	The shared line is seized.
Fast-flashing green	(Flashing on T57W)	The shared line receives an incoming call.
Solid green		The shared line is dialing.
Solid green		The shared line is busy or is in a call.
Slowly-flashing green (local phone) Slowly-flashing red (other phones)		The call on the shared line is placed on public hold.
Slowly-flashing green (local)		The call on the shared line is placed on private hold.
Solid red (other phones)		The call on the shared line is placed on private hold.
Solid green		
Slowly-flashing green		In a multi-party call, place the call on hold locally.

Table 4. Shared Line Indicator

4.7.2 Placing Calls on a Shared Line

You can place one or multiple calls on a shared line.

The phone places a call on the first shared line key automatically. You can select the desired shared line key first and place a call using this key.

4.7.3 Answering Calls on a Shared Line

You can answer one or more calls on the shared line.

When an incoming call arrives on the shared line, all the registered phones will ring simultaneously, and the call can be answered on any one of the phones. Incoming calls will be distributed evenly among the available shared line keys.

4.7.4 Placing a Call on Public Hold

You can place a call on public hold that any shared line phone can retrieve the held call.

Procedure

The call is held on your phone, and all of the phones registered with a shared line show the call is in a held state on the shared line key.

4.7.5 Placing a Call on Private Hold

In the SCA scenario, you can place a call on private hold that only you can retrieve the held call.

The **PriHold** soft key can be preset by your system administrator, you can also set a line key as a private hold key manually if the **PriHold** soft key is not available on your phone. You need to configure a private hold key before you place the call on private hold.

Procedure
1. Navigate to **Menu** > **Features** > **Dsskey**.
2. Select the desired line key.
3. Select **Key Event** from the **Type** field.
4. Select **Private Hold** from the **Key Type** field.
5. (Optional.) Enter the string that will display on the phone screen in the **Label** field.
6. Select **Save**.

Tip: By default, you can long press the desired line key to set it.

During a SCA call, press **PriHold** or Private Hold key on the phone. You may need to press the **More** soft key to see the PriHold soft key. Then the call is held on your phone, and the other phones registered with a shared line show the call is in the busy state on the shared line key. Other users on the shared line cannot resume your held call.

4.7.6 Retrieving a Held Call on a Shared Line

If you place a call on hold on a shard line, you can resume this call at any time. When the shared line key shows a call that is in a held state, you can resume the held call remotely from another user's phone.

Before You Begin: There is at least one call placed on public hold on the shared line.

Procedure
1. Do one of the following:

- Press the line key.
- In the SCA scenario, long press the shared line key.
- The **Cancel**, **Call Pull**, **New Call** and **Retrieve** appear on the screen.
2. Select **Retrieve** to retrieve the call.

4.7.7 Barging into an Active Call on a Shared Line

In the SCA scenario, you can barge into an active call on the shared line. After you barge into a call, the call turns into a three-party conference.

> **Note:** Only one user can barge into an active call on the shared line at a time.

Before You Begin: There is at least one active call on the shared line.
Procedure
1. Long press the desired line key, and then select an active call.
- The **Cancel**, **Call Pull**, **New Call** and **Barge In** appear on the phone screen.
2. Select **Barge In** to interrupt the active call.
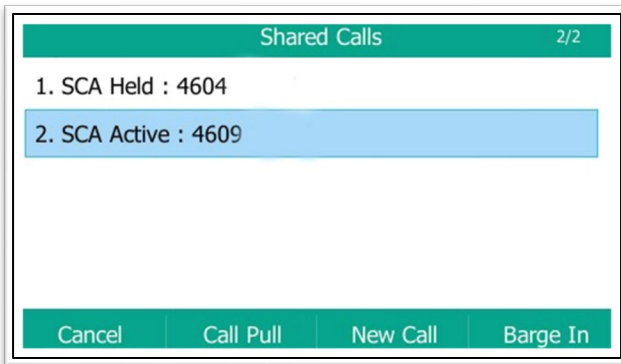
Figure 29. Barging into an Active Call on Shared Line

4.7.8 Pulling a Shared Call on a Shared Line

In SCA scenario, both you and other users can pull an existing call from another shared phone that is an active or hold state.

Before You Begin: Check with your system administrator to find out if this feature is available for your phone.

Procedure
1. Long press the line key, and then select a call.
2. Select Call Pull to pull the call.
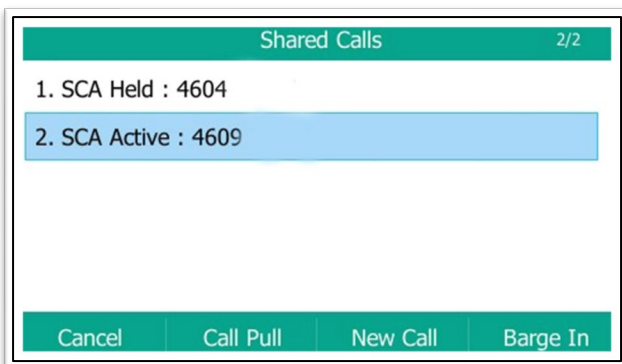
Figure 30. Pulling a Shared Call on a Shared Line

4.8 Intercom

Intercom is a useful feature in an office environment to quickly connect with the operator or the secretary. Intercom enables you to place an intercom call that is answered automatically on the contact's phone as long as the contact is not in an active call.

Note: Intercom is not available on all servers. Contact your system administrator for more information.

4.8.1 State Indicator of the Intercom Key

On the T57W/T54W phones, you can get the intercom status by viewing the icon indicator of the intercom key.

Icons	Description	Icons	Description
	Target extension is available.		Target extension is ringing.
Callout	Target extension is dialing.	Talking	Target extension is busy or is in a call.
	Target extension fails to register.		

Table 5. Intercom Key Indicator

4.8.2 Placing an Intercom Call

You can place an intercom call to quickly relay a message to a contact.

The target phone plays a warning tone and automatically answers the call in the speakerphone (hands-free) mode by default. When the target phone has an active call, the intercom call is answered automatically after the active call ends.

You can also press the BLF/BLF List key to initiate an outgoing intercom call to the monitored user. Check with your system administrator to find out if it is available on your phone.

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Procedure
1. Navigate to **Menu** > **Features** > **Dsskey**.
2. Select the desired line key.
3. Select **Intercom** from the **Type** field.
4. Select the desired line from the **Account ID** field.
5. Do one of the following:
    - (Optional.) Enter the string that will appear on the phone screen in the **Label** field.
    - Enter the target extension number in the **Value** field.
    - Highlight the **Label** or **Value** field. Select **Directory** and select the desired contact from the Directory list.

6. Select **Save**.
7. Press the Intercom key to place an intercom call.

Tip: By default, you can long press the desired line key to set it.

4.8.3 Picking up an Incoming Call of the Target Extension

You can pick up the target extension's incoming call by pressing the Intercom key.

Before picking up an incoming call, make sure that the directed call pickup code has been configured in advance for either an Intercom key or for the Call Pickup feature.

Before You Begin: Check with your system administrator to find out if this feature is available on your phone. Get the directed call pickup code from your system administrator.

Note: If the directed call pickup code is not set, the phone will place a call to the target extension instead of picking up an incoming call of the target extension when you press the Intercom key.

Procedure
1. Long press the Intercom key.
2. Enter the directed call pickup code in the **Extension** field.
3. Select **Save**.
    - When the target extension receives an incoming call, the Intercom key icon of the target extension will change to ▮ on the T57W phones, the Intercom key LED of the target extension will flash green on all other IP phones.
4. Press the Intercom key to pick up the incoming call directly.

4.8.4 Answering an Intercom Call

By default, when there is an incoming intercom call, the phone plays a warning tone and automatically answer the   incoming call.

During the intercom call, you can switch among the Speakerphone (hands-free), Handset and

headset modes. If your phone is set to answer intercom calls with your microphone muted, you need to press the Mute key to unmute your microphone before responding to the call.

You can configure the following behaviors when receiving an intercom call.

Intercom Allow
Intercom Allow feature allows the phone to automatically answer an incoming intercom call. If you disable this feature, the phone will handle an incoming intercom call like a normal incoming call.

Note: Your system administrator can set a period of delay time before the phone automatically answers intercom calls.

Intercom Mute
Intercom Mute feature allows the phone to mute the microphone when incoming intercom calls are answered automatically.

Intercom Tone
Intercom Tone feature allows the phone to play a warning tone before answering an intercom call automatically.

Intercom Barge
Intercom Barge allows the phone to automatically answer an incoming intercom call while an active call is in progress. The active call will be placed on hold. If you disable this feature, the phone will handle an incoming intercom   call like a normal incoming call while there is already an active call on the phone.

Note: To enable the phone to receive a new incoming call when it already has an active call, make sure that the call waiting feature is enabled on the phone in advance.

Procedure
1. Navigate to **Menu** > **Features** > **Intercom**.
2. Make the desired changes.
3. Select **Save**.

4.9 Voice Mail

Voice mail feature allows you to leave voice mails for someone or listen to your voice mail messages on your IP phones.

Note: This feature is set up on the server-side and not all servers support this feature.

4.9.1 Leaving Voice Mails

You can leave a voice mail to someone who is busy or unable to answer the call.

Procedure

1. Follow the voice prompts to leave a voice mail.
2. Hang up to complete the voice mail.

4.9.2 Listening to Voice Mails

You can listen to your voice mails on the phone, to obtain voice information sent by a contact.

Before You Begin: You need to set the voice mail code in advance.
Procedure

1. Navigate to **Menu** > **Message** > **Voice Mail** > **View Voice Mail**.
   The phone screen displays the amount of new and old voice mails.
2. Highlight an account, and then select **Connect**.
   • On the T57W phones, tap the account.
3. Follow the voice prompt to listen to your voice mails.

Tip: When the phone prompts that the phone receives a new voice mail, you can press the Message key or **Connect** soft key to dial out the voice mail access code directly.

5 DIRECTORY

5.1 Local Directory

You can store up to 1000 contacts and 48 groups in your local directory. You can search, add, edit, and delete a contact.

Note: You can back up the Local Directory to the provisioning server. For more information, contact your system administration.

5.1.1 Managing the Local Directory Groups

You can manage the Local Directory groups when the phone is idle.

5.1.1.1 Adding Contact Groups

To organize your contacts and make them easier to find you can add additional groups in the Local Directory.

Procedure

1. Select **Directory** or navigate to **Menu** > **Directory** > **Local Directory**.
   • On the T57W phones, select **Directory** or navigate to **Menu** > **Directory**.
2. Select **Add Group**.
   • On the T57W phones, tap **Settings** > **New Group**.
3. Enter the desired group name.
4. Select **Save**.
   • On the T57W phones, tap the green check mark ✔ .

5.1.1.2 Editing Contact Groups

You can change or add the group's information.

Procedure
1. Select **Directory** or navigate to **Menu** > **Directory** > **Local Directory**.
   - On the T57W phones, select **Directory** or navigate to **Menu** > **Directory**.
2. Highlight the desired group.

3. Select **Option** > **Detail**.
   - On the T57W phones, tap 🖉 after the group name.
4. Edit the group information.
5. Select **Save**.
   - On the T57W phones, tap the green check mark ✔ .

5.1.1.3 Deleting Contact Groups

When you delete a contact group, the contacts in the group will not be deleted. You can view the contacts in **All Contacts** list.

Procedure
1. Select **Directory** or navigate to **Menu** > **Directory** > **Local Directory**.
   - On the T57W phones, select **Directory** or navigate to **Menu** > **Directory**.

   - On the T57W phones, tap **Settings**, and select the desired group.
3. Select **Option** > **Delete**.
   - On the T57W phones, tap 🗑 before the group name.

   The phone prompts you to delete the group or not.
4. Select **OK**.

5.1.2 Managing the Local Directory Contacts

You can manage the Local Directory contacts when the phone is idle.

5.1.2.1 Adding Contacts

When you add a contact to your Local Directory, you can choose how much information you want to enter for your contact. You are required to enter a contact name at least for each new year.

Procedure
1. Select **Directory** or navigate to **Menu** > **Directory** > **Local Directory**.
   - On the T57W phones, select **Directory** or navigate to **Menu** > **Directory**.
2. Select the desired contact group or **All Contacts**.
3. Select **Add**.
4. Enter your contact's information.
5. Select the desired account from the **Account** field.

6. On the T57W/T54W phones, select the desired photo from the **Photo** field.

5.1.2.2   View Contacts

You can view the local contacts from the Local Directory on your phone.

Procedure
1. Select **Directory** or navigate to **Menu** > **Directory** > **Local Directory**.
    - On the T57W phones, select **Directory** or navigate to **Menu** > **Directory**.
2. Select the desired contact group or **All Contacts**.
    The contact names are displayed in alphabetical order.

5.1.2.3   Editing Contacts

You can update your contacts' information.

Procedure
1. Select **Directory** or navigate to **Menu** > **Directory** > **Local Directory**.
    - On the T57W phones, select **Directory** or navigate to **Menu** > **Directory**.

3. Highlight the desired contact and select **Option** > **Detail**.

4. Edit the contact information.
    - On the T57W phones, you can tap ⟨ or ⟩ to switch the contact you want to edit, and then edit the contact   information.
5. Select **Save**.

5.1.2.4   Deleting a Contact

You can delete any contact from the Local Directory.

Procedure
1. Select **Directory** or navigate to **Menu** > **Directory** > **Local Directory**.
    - On the T57W phones, select **Directory** or navigate to **Menu** > **Directory**.

3. Highlight the desired contact and select **Option** > **Delete**.
    - On the T57W phones, tap ⓘ > **Delete**.

    The phone prompts you to delete the contact or not.
4. Select **OK**.

> **Note:** If the contact added to the Favorites directory is deleted in the Local Directory, it will be automatically deleted from the Favorites directory.

5.1.2.5   Deleting All Contacts

You can delete all contacts from the Local Directory.

Procedure

1. Select **Directory** or navigate to **Menu** > **Directory** > **Local Directory**.
   - On the T57W phones, select **Directory** or navigate to **Menu** > **Directory**.
2. Select the desired contact group or **All Contacts**.
3. Select **Option** > **Delete All**.
   - On the T57W phones, tap **Settings** > **Select All** > **Delete**.
   The phone prompts you to delete all contacts or not.
4. Select **OK**.

5.1.3 Moving a Local Directory Contact to Blocklist

You can move a contact in the Local Directory to blocklist. Incoming calls from this contact will be rejected automatically.

Procedure

1. Select **Directory** or navigate to **Menu** > **Directory** > **Local Directory**.
   - On the T57W phones, select **Directory** or navigate to **Menu** > **Directory**.
2. Select the desired contact group or **All Contacts**.

   - On the T57W phones, tap 🛈 > **Blacklist**.

   The phone prompts you to move to the blacklist or not.
4. Select **OK**.

5.1.4 Searching for Contacts

In the Local Directory, you can enter search criteria to find your desired contact quickly.

Procedure

1. Select **Directory** or navigate to **Menu** > **Directory** > **Local Directory**.
   - On the T57W phones, select **Directory** or navigate to **Menu** > **Directory**.
2. Select **Search.**
3. Enter your search criteria in the search field.

5.2 Favorites

Favorites are the contacts in your Local Directory that you call most often.

If your system administrator has enabled this feature for you, you can add contacts as favorites, view favorites on the idle screen, recorder favorites, and delete favorites.

5.2.1 Adding Favorites

After adding a contact as a favorite, your phone will automatically assign a Speed Dial key for it. You can quickly dial a contact using the Speed Dial key on the idle screen.

On all IP phones, a start is displayed in the Local Directory for a contact saved as the favorite.

5.2.1.1   Adding an Existing Contact to Your Favorites

You can add an existing contact as a favorite from the Local Directory.

Procedure
1. Select **Directory** or navigate to **Menu** > **Directory** > **Local Directory**.
    - On the T57W phones, select **Directory** or navigate to **Menu** > **Directory**.
2. Select the desired contact group or **All Contacts**.
3. Highlight the desired contact and select **Option.**

4. Select **Copy to Favorites** or **Favorites**.
    The phone prompts you to automatically accept the next available index number or manually enter your own.
5. Select **OK** to automatically accept an index number or select **Edit** or **Cancel** to enter an index number (1- 999999999).

5.2.1.2   Adding a New Contact to Your Favorites

You can add a new contact as a favorite by designating an index number.

Procedure
1. Select **Directory** or navigate to **Menu** > **Directory** > **Local Directory**.
    - On the T57W phones, select **Directory** or navigate to **Menu** > **Directory**.
2. Select the desired contact group or **All Contacts**.
3. Select **Add.**
4. Enter the contact information.
5. Enter the desired index number (1-999999999) in the **Favorite Index** field.
6. Select **Save.**

> **Tip:** To quickly add a favorite, long press the desired line key to enter the Add Contract screen. Check with your system administrator to find out if this feature is available on your phone.

5.2.2 Viewing Favorites

You can view a list of favorites in the Favorites directory.

Procedure
1. Navigate to **Menu** > **Directory** > **Favorites**.
    - On the T57W phones, you can also tap **Directory > Favorites**.

5.2.2.1   Reordering Favorites

You can reorder favorites to change the display order in the Favorite.

Procedure
1. Navigate to **Menu** > **Directory** > **Favorites**.
    - On the T57W phones, you can also tap **Directory > Favorites**.

2. Highlight the desired contact and select **Option** > **Detail**.

3. Enter a new index number in the **Favorites Index** field.
4. Select **Save**.

5.2.2.2   Deleting Favorites

You can delete favorites to make room for new favorites.

Procedure
1. Navigate to **Menu** > **Directory** > **Favorites**.
    - On the T57W phones, you can also tap **Directory > Favorites**.
2. Highlight the desired contact and select **Option** > **Detail**.

3. Delete the favorite index number in the **Favorites Index** field.
4. Select **Save**.
    The contact is removed from the Favorites directory, while it still remains in your Local Directory.

Tip: You can also delete a favorite by selecting Option > Remove from Favorites.

5.3 Blocklist

Incoming calls from the Blocklist are rejected automatically. You can store up to 30 contacts in the blocklist to block wanted callers.

Note: The T57W has the feature labeled as Blacklist.

5.3.1 Adding a Blocklist Caller

You can add a blocklist contact on the phone to prevent someone from calling you.

Procedure
1. Navigate to **Menu** > **Directory** > **Blocklist**.
    - On the T57W phones, you can also tap **Directory > Blacklist**.
2. Select **Add**.
3. Enter the blocklist contact's information.
4. Select **Save**.

5.3.2 Viewing Blocklist Contacts

You can view the blocklist contacts from the Blocklist on your phone.

Procedure
1. Navigate to **Menu** > **Directory** > **Blocklist**.
    - On the T57W phones, you can also tap **Directory > Blacklist**.

5.3.3 Editing a Blocklist Contact

You can update your blocklist contacts' information.

Procedure
1. Navigate to **Menu** > **Directory** > **Blocklist.**
    - On the T57W phones, you can also tap **Directory > Blacklist.**
2. Highlight the desired blacklist contact and select **Option** > **Detail.**

3. Edit the blacklist contact information.
4. Select **Save.**

5.3.4 Deleting Blocklist Contacts

You can delete one or all blocklist contacts. If a contact is removed from the blocklist, you can answer the call from the contact normally.

5.3.4.1 Deleting a Blocklist Contact

If you want to answer a call from a specific contact, you need to remove it from the Blocklist.

Procedure
1. Navigate to **Menu** > **Directory** > **Blocklist.**
    - On the T57W phones, you can also tap **Directory > Blacklist.**
2. Select the desired blacklist contact.

3. Select **Option** > **Delete.**
    - On the T57W phones, tap **Delete.**
4. Select **OK.**

5.3.4.2 Deleting All Blocklist Contacts

You can delete all contacts from the Blocklist when you are ready to answer calls from them again.

Procedure
1. Navigate to **Menu** > **Directory** > **Blocklist.**
    - On the T57W phones, you can also tap **Directory > Blacklist.**
2. Select **Option** > **Delete All.**
    On the T57W phones, tap **Settings** > **Select All** > **Delete.**
3. Select **OK.**

5.3.5 Moving a Blocklist Contact to the Local Directory

You can move a blocklist contact to a Local Directory. Incoming calls from this contact will not be rejected automatically.

Procedure
1. Navigate to **Menu** > **Directory** > **Blocklist**.
    - On the T57W phones, you can also tap **Directory > Blacklist**.
2. Highlight the desired blacklist contact and then select **Option**.

3. Select **Add to Contacts**.
    - On the T57W phones, tap **All Contacts** from the **Group** drop-down menu.
    The phone prompts you to move to contact or note (except the T57W phones).
4. Select **OK** or Save.

5.4 Mobile Contacts

You can synchronize the contacts on your mobile phone to your IP phone. The mobile phone contacts will be imported to your IP phones and stored under the Mobile Contacts directory.
You can save mobile contacts to the local directory, but you cannot save a local contact to the Mobile Contacts directory.

> **Note:** If you disconnect the Bluetooth-enabled mobile phone from phone or disable the phone to synchronize phone contacts, the mobile contacts will not be displayed.

5.5 Call History Icons

Each icon in the Call History indicates the corresponding call history status.

For T57W phones:

Icons	Description	Icons	Description
	Received Call		Missed Call
	Placed Call		Forwarded Call

Table 6. T57W Call History Icons

For T54W phones:

Icons	Description	Icons	Description
	Received Call		Missed Call
	Placed Call		Forwarded Call

Table 7. T54W Call History Icons

5.6 Viewing History Records

The history record saves the call information such as the caller's name and number, local time, and call duration.

Procedure

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1. Press **History** or navigate to **Menu** > **History**.
2. Select the desired list.
3. Select the desired entry.
4. Select **Option** > **Detail.**

5.7 Saving a History Record to Local Directory.

To identify someone's call, the next time, you can save a history record to the Local Directory.

Procedure
1. Select **History** or navigate to **Menu** > **History**.
2. Highlight the desired entry and select **Option** > **Add to Contacts.**

3. Edit the contact information.
4. Select **Save.**

5.7.1 Saving a History Record to Blocklist

You can prevent someone from calling you again by saving a history record to Blocklist.

Procedure
1. Select **History** or navigate to **Menu** > **History**.
2. Select the desired list.
3. Highlight the desired entry and select **Option** > **Add to Blocklist.**

4. Edit the contact information.
5. Select **Save.**

5.8 Deleting History Records

You can delete one or all call records from the call history list.

5.8.1.1   Deleting a Call Record

You can delete any call record from the call history list.

Procedure
1. Select **History** or navigate to **Menu** > **History**.
2. Select the desired list.
3. Highlight the desired entry and select **Delete.**

   The phone prompts whether to delete the record.
4. Select **OK.**

5.8.1.2　Deleting All Call Records

You can delete all call records from the call history list.

Procedure
1. Select **History** or navigate to **Menu** > **History**.
2. Select the desired list.
3. Select **Delete > Delete All.**
   - On the T57W phones, tap Settings > Select All > Delete.
   The phone prompts whether to delete all records or not.
4. Select **OK.**

5.9　Disabling History Record

If you disable history record, you cannot save any call log on the phone.

Procedure
1. Navigate to **Menu** > **Features** > **Others** > **General**.
   - On the T57W phones, navigate to **Menu** > **Features** > **General**.
2. Select **Disabled** or **Off** from the **History Record** field.
3. Select **Save**.

6　CUSTOMIZING YOUR PHONE

You can make your phone more personalized by customizing various settings.

6.1　Wallpaper

You can change the background picture that is displayed on your phone.

The phone comes with a default background picture, you can change it to another built-in picture. You can also add personal pictures stored on a USB flash drive or use a customer picture uploaded by your system administrator as the wallpaper.

6.1.1　Changing Wallpaper on Idle Screen

You can set one of your pictures as the background image on your phone's idle screen.

Procedure
1. Navigate to **Menu** > **Basic** > **Display Wallpaper.**
2. Select the desired image.
3. Select **Save**.

6.1.2　Adding a Wallpaper from a USB Flash Drive

You can use a picture that is stored on a USB flash drive as the background image of your phone.

We recommend that you add a picture less than 2.0 megapixels. Either the smaller or larger picture will be scaled proportionally to fit the screen.

Before You Begin: Make sure that the picture is in the root directory of your USB flash drive, and the USB flash drive is connected to your phone successfully.

Procedure
1. Navigate to **Menu** > **USB** > **Browse Photo.**
2. Highlight the desired picture and select **Preview**.
   - On the T57W phones, tap the desired picture to preview.
3. Select **Set as** > **Set as wallpaper.**
4. Select **OK.**
   The phone background image will change to the selected picture.

6.1.3 Adding a Dsskey Screen Wallpaper from a USB Flash Drive

On the T57W phones, you can set a picture that is stored in the USB flash drive as the background image for the dsskey screen.

We recommend that you add a picture less than 2.0 megapixels. Either the smaller or larger picture will be scaled proportionally to fit the screen.

Before You Begin: Make sure that the picture is in the root directory of your USB flash drive, and the USB flash drive is connected to your phone successfully.

Procedure
1. Navigate to **Menu** > **USB** > **Browse Photo.**
2. Select the desired picture.
3. Select **Set as** > **Set as dsskey wallpaper.**
4. Select **OK.**
   The background image of the dsskey screen will change to the selected picture.

6.2 Adjusting Transparency

If the background picture affects the idle screen display, you can change the transparency to make the texts of the line key and status bar easier to read.

Procedure
1. Navigate to **Menu** > **Basic** > **Display** > **Transparency.**
2. Select the desired value from the **Transparency** field.
3. Select **Save.**
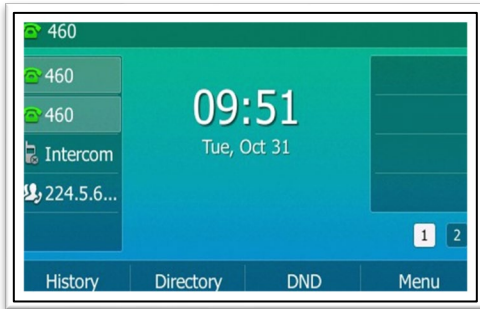
Figure 31. Adjusting Transparency

6.3 Screen Saver

The screen saver starts automatically when your phone has been idle for the preset waiting time. You can stop the screen saver by pressing any key.

6.3.1.1   Changing the Waiting Time for Screen

You can set the waiting time after no activity before displaying the screen saver.

Procedure
1.   Navigate to **Menu** > **Basic** > **Display** > **Screensaver**.
2.   Select the desired waiting time from the **Wait Time** field.
3.   Select **Save**.

6.3.2 Disabling time & Date and Status Icons Display

You can disable your phone to display time, date, and status icons on the screen saver. The Time & Date and status icons display on the screen saver, as shown below:
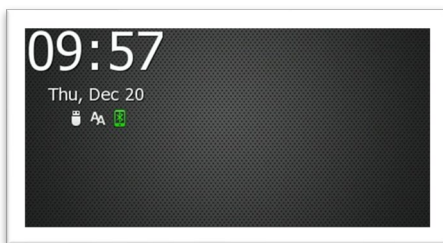
Figure 32. Time & Date and Static Icons Display

Note: You cannot configure Time & Date and status icons display if your system administrator has set your phone to display customer information on the screen saver.

Procedure
1.   Navigate to **Menu** > **Basic** > **Display** > **Screensaver**.
2.   Select **Disabled** or **Off** from the **Display Clock** field.
3.   Select **Save**.

6.3.2.1   Adding a Screen Saver from a USB Flash Drive

You can use a picture that is stored in your USB flash drive as the screen saver on your phone. We recommend that you add a picture less than 2.0 megapixels. Either the smaller or larger picture will be scaled proportionally to fit the screen.

Before You Begin: Make sure that the picture is in the root directory of your USB flash drive, and the USB flash drive is connected to your phone successfully.

 Procedure
1. Navigate to **Menu** > **USB** > **Browse Photo.**
2. Highlight the desired picture and **Preview**.
   - On the T57W phones, tap the desired picture to preview.
3. Select **Set as** > **Set as screensaver.**
4. Select **OK**.

6.3.2.2   Setting the Screen Saver Type

The screen saver can start with different types and you can set it manually.
You can choose one of the following screen saver types:
- System
- Custom
- Server XML (shows custom information on the screen saver)

Before You Begin: If you want to set a custom picture as the screen saver, make sure that the custom picture has been uploaded by your system administrator.

Procedure
1. Navigate to **Menu** > **Basic** > **Display** > **Screensaver**.
2. Select the desired screen saver type from the **Screensaver Type** field.
   - If you select **System**,
   The phone automatically sets the built-in picture as the screen saver.
   - If you select **Custom**,
   The phone automatically set the custom pictures as the screen saver and display these pictures alternately.
   - If you select **Server XML**,
   The phone automatically displays the custom information (for example, notifications or company logo) on the screen saver.
3. Select **Save**.

6.4 Changing the Backlight and Time

You can change the brightness of the phone screen during phone activity and inactivity. The brightness automatically changes after the phone has been idle for a specified time.

You can change the screen backlight and time in the following settings:
- **Active Level**: The brightness level of the phone screen when the phone is active. Digits 1 to 10

represent different brightness levels. 10 is the brightest level.
- **Inactive Level**: The brightness of the phone screen when the phone is inactive. You can select a low brightness or turn off the backlight. It is only available for the T57W/T54W phones.
- **Backlight Time**: The delay time to change the brightness of the phone screen when the phone is inactive. Backlight time includes the following settings:
  - **Always On**: Backlight is on permanently.
  - **Always Off**: Backlight is off permanently. It is not available for the T57W/T54W phones.
  - **15s**, **30s**, **1min**, **2min**, **5min**, **10min** or **30min**: Backlight is changed when the phone is inactive after the designated time.

Procedure
1. Navigate to **Menu** > **Basic** > **Display** > **Backlight**.
2. Select the desired level from the **Active Level** field.
3. Select the desired level from the **Inactive Level** field.
4. Select the desired time from the **Backlight Time** field.
5. Select **Save**.

6.5 Adjusting the Screen Contrast

You can adjust the screen contrast of the phone to make it easier to read.

Procedure
1. Navigate to **Menu** > **Settings** > **Basic Settings** > **Display** > **Contrast**.
2. Select the desired value from the **Contrast** field.
3. Select **Save**.

6.6 Changing the Language

Your phone supports several languages that you can choose to use on the phone.
Contact your system administrator to find out exactly which languages are supported on your phone.

Procedure
1. Navigate to **Menu** > **Basic** > **Language**.
2. Select the desired language.
3. Select **Save**.
   The phone language is changed to the selected one.

6.7 Time & Date

You can set the time and date manually. The time and date formats are also variable.

For T54W phones, the time and date are displayed in the center of phone screen when the phone is idle by default. You can disable phone to display the time and date in the center of phone screen.

6.7.1 Disabling Idle Clock Display

You can disable the idle clock display, so that the time and date is displayed in the status bar. It is only available for the T54W phones.
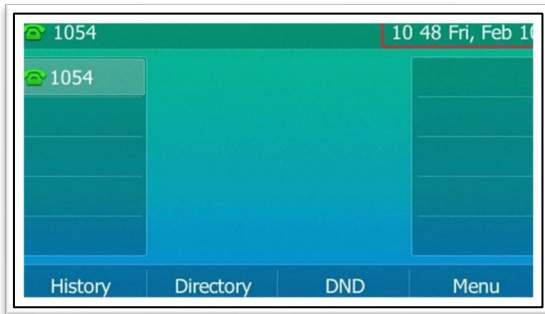
Figure 33. T54W Idle Clock Display

Procedure
1. Navigate to **Menu** > **Basic** > **Display** > **Idle Clock**.
2. Select **Disabled** from the **Idle Clock Display** field.
3. Select **Save**.

6.7.2 Setting Time & Date Manually

If your phone cannot obtain the time and date automatically, you can set it manually.

Procedure
1. Navigate to **Menu** > **Basic** > **Time & Date** > **General** > **Manual Settings**.
   - On the T57W phones, navigate to **Menu** > **Basic** > **Time & Date** > **General**. Then select **Manual Settings** from the **Type** drop-down menu.
2. Edit the date and time.
3. Select **Save**.
   The time and date set on the phone will be changed accordingly.

Note: After the phone reboots, it will be forcibly switched to obtain the time & date from the NTP server.

6.7.3 Changing the Time & Date Format

You can set the phone to display the time in 12-hour format or 24-hour format. You can also change the date format, including the options to display the day (D), month (M), and year (Y).

Note: Your system administrator can customize the date format.

Procedure
1. Navigate to **Menu** > **Basic** > **Time & Date** > **Time & Date Format**.
2. Select the desired time format or date format.
3. Select **Save**.

6.8 Setting a Key as Send

The pound key (#) is used as the send key by default. To type a phone number followed by the pound key (#), you can set the send key to the star key (*).

You can also disable "#" and "*" to be used as the send key.

Procedure
1. Navigate to **Menu** > **Features** > **Others** > **General**.
    - On the T57W phones, navigate to **Menu** > **Features** > **General**.
2. Select the desired value from the **Key as Send** field.
3. Select **Save**.

6.9 Customizing the Soft Keys

The soft keys are typically used to access frequently used functions, and to create menu shortcuts to access frequently used phone settings. The soft keys perform the same functions as the hard keys.

<div style="border: 1px solid black; padding: 8px;">
Caution: We recommend that you keep a Menu soft key, otherwise you cannot access the phone settings.
</div>

Procedure
1. Navigate to **Menu** > **Settings** > **Advanced Settings** (default password: admin) > **Softkey Label**.
2. Select the desired soft key.
3. Select the desired key type from the **Type** field.
4. (Optional.) Select the desired line from the **Account ID** field.
5. (Optional.) Enter the string that will appear on the phone screen in the **Label** field.
6. (Optional.) Enter the corresponding value in the **Value** field.
7. Select **Save**.

6.10   Phone Lock

Phone lock helps you protect your phone from unauthorized use.

6.10.1 Setting the Phone Lock

You can manually lock the phone or wait a specified time to automatically lock the phone. What unauthorized users can do depends on the settings of the phone lock type.

The phone supports the following phone lock types:
- **Menu key**: it prevents unauthorized users from accessing the menu, changing the personal settings for your phone.
- **Function key**: it only allows users to use the keypad for placing a call, answering, or rejecting

an incoming call and ending a call, and it prevents unauthorized users from other operations.
- **All keys**: it only allows users to use the keypad for dialing an emergency number or authorized numbers that set   up by your system administrator, answering or rejecting an incoming call and ending a call, and it prevents unauthorized users from other operations. The T57W phones only support All Keys type of phone lock.

Note: The Volume key, HEADSET key, and Speakerphone key are always available when you lock the phone.

Procedure
1. Navigate to **Menu** > **Basic** > **Phone Lock**.
2. Enter the desired PIN (default PIN: 123) in the **Unlock PIN** field.
3. Select **OK** or **Save**.
4. Select **Enabled** from the **Lock Enable** field.
   - On the T54W phones, select the desired type from the **Lock Type** field.
5. Enter the desired interval (0 - 3600 seconds) in the **Auto Lock** field.
   - If the value is set to 0, the phone will not be automatically locked.
6. Select **Save**.

6.10.2 Locking Your Phone Manually

You can lock the phone manually before the phone is automatically locked.

Before You Begin: Make sure the phone lock is set.

Procedure
1. Long press # key when the phone is idle.
The lock icon appears on the phone screen.

6.10.3 Unlocking Your Phone

You can use an unlock PIN to unlock the phone.

If you forget the unlock PIN, you can enter the administrator password to unlock your phone, and then automatically access the PIN change screen.

Procedure
1. Press any locked key, the phone prompts you to enter an unlock PIN.
   - On the T57W phones, press any locked key or tap the touch screen.
2. Enter the desired PIN (default: 123) in the **Unlock PIN** field.
3. Select **OK**.
   The lock icon disappears from the phone screen.

6.10.4 Changing Your Phone Unlock PIN

The default unlock PIN is "123". For security reasons, you should change the default unlock PIN as

soon as possible.

Procedure
1. Navigate to **Menu** > **Basic** > **Change PIN.**
2. Enter your old and new unlock PIN respectively. The unlock PIN length must be within 15 digits.
3. Select **Save.**

6.11 Extending the Line Key Labels

On the T54W phones, you can extend the line key labels to the half of the phone screen when the phone is idle during the call.

Procedure
1. Navigate to **Menu** > **Features** > **Dsskey.**
2. Select the desired line key.
3. Select **Key Event** from the **Key Type** field.
4. Select **Extend** from the **Key Type** field.
5. (Optional.) Enter the string that will appear on the phone screen in the **Label** field.
6. Select **Save.**
7. When the phone is idle/during the call, press the **Extend** key to extend the line key labels.

Note: During the call, the phone automatically exits the Extended Dsskey screen within one (1) minute if there is no operation. When the phone is idle, you need to press the Extend key again to exit the Extended Dsskey screen.

6.12 Locking the Line Key

On the T54W phones, you can make a Line key locate in the same position of different pages. Then you can use this Line key on every page to accept incoming calls. This feature is only

The following figure shows that Line key 1 is locked in the same position on each page:
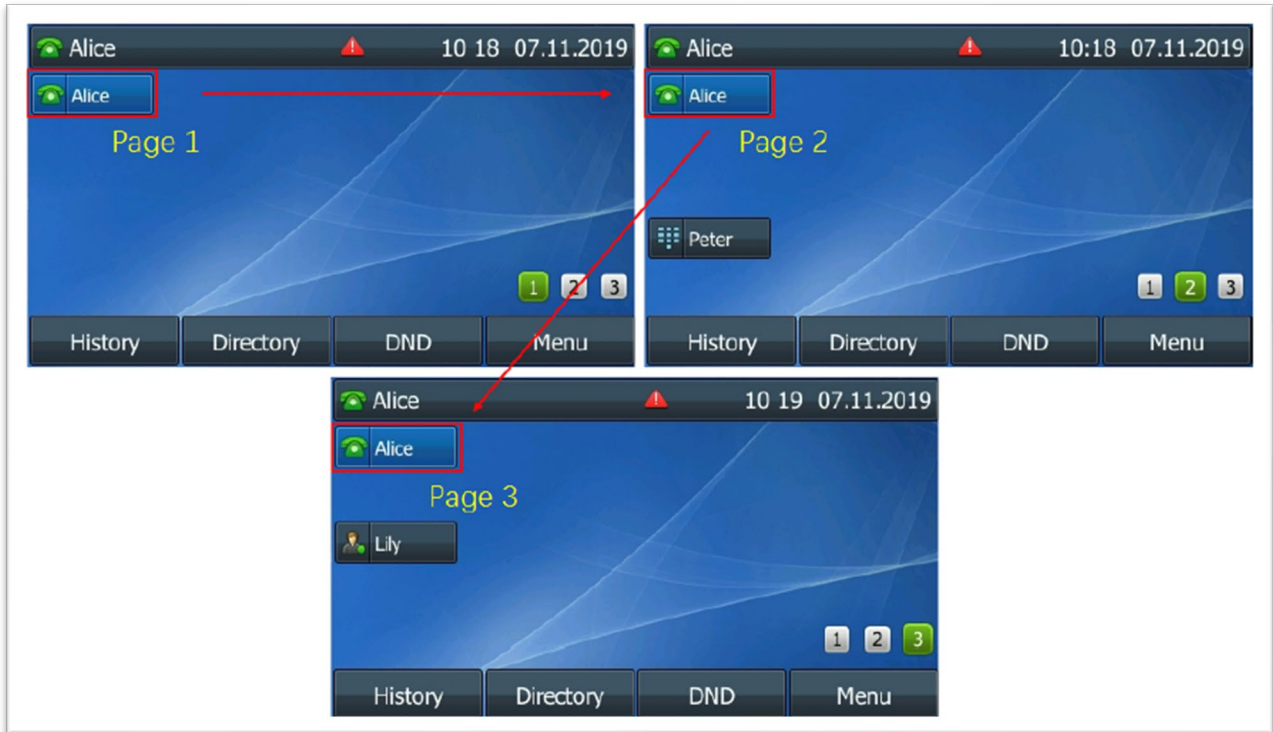
Figure 34. Locking the Line Key

Procedure
1. Navigate to **Menu** > **Features** > **Dsskey**.
2. Select the desired line key.
3. Select **Line** from the **Type** field.
4. Select the desired line from the **Account ID** field.
5. (Optional.) Enter the string that will appear on the phone screen in the **Label** field.
6. Select **Lock** from the **Value** field.
7. Select **Save**.

7 AUDIO SETTINGS

You can change the basic audio settings on your phone.

7.1 Adjusting the Volume

You can adjust the volume of the ringer, media, and audio during a call.

Procedure

7.2 Setting the Ring Tone

You can set distinctive ring tones for groups or contacts in your Local Directory so that you can

identify the caller when your phone rings.

The ring tones are used according to this priority: Contact ring tone > Group ring tone > Account ring tone > Phone ring tone.

7.2.1 Setting a Ring Tone for the Phone

You can choose a ring tone for all incoming calls.

Procedure
1. Navigate to **Menu** > **Basic** > **Sound** > **Ring Tones** > **Common**.
2. Select the desired ring tone.
3. Select **Save**.

7.2.2 Setting a Ring Tone for an Account

You can select a unique ring tone for an individual account.

Procedure
1. Navigate to **Menu** > **Basic** > **Sound** > **Ring Tones.**
2. Select the desired account.
3. Select the desired ring tone.
   *If **Common** is selected, this account will use the ring tone selected for the phone.*
4. Select **Save**.

7.2.3 Setting a Ring Tone for a Group

You can select a unique ring tone for various groups in your Local Directory.

Note: You can only set a ring tone for a group that is added manually.

Procedure
1. Select **Directory** or navigate to **Menu** > **Directory** > **Local Directory**.
   - On the T57W phones, select **Directory** or navigate to **Menu** > **Directory**.
2. Highlight the desired group.
   - On the T57W phones, tap **Settings**, and then select the desired group.
3. Select **Option** > **Detail**.

4. Select the desired ring tone from the **Ring** field.
   - If **Auto** is selected, this group uses the ring tone according to the default priority.
   If a specific ring tone is selected, this group uses the ring tone according to the priority: Contact ring tone>Group ring tone.
5. Select **Save** or **OK**.

7.2.4 Setting a Ring Tone for a Contact

You can select a unique ring tone for various contacts in your Local Directory. This helps you

quickly identify callers according to the ring tones.

Procedure
1. Select **Directory** or navigate to **Menu** > **Directory** > **Local Directory**.
   - On the T57W phones, select **Directory** or navigate to **Menu** > **Directory**.
2. Select the desired contact group or **All Contacts**.
3. Highlight the desired contact and select **Option** > **Detail**.

4. Select the desired ring tone from the **Ring** field.
   *If **Auto** is selected, the contact uses the ring tone according to the default priority.*
5. Select **Save**.

7.3 Disabling the Key Tone

If you disable the key tone, the phone will not produce a sound when pressing the keypad keys.

Procedure
1. Navigate to **Menu** > **Basic** > **Sound** > **Key Tone**.
2. Turn off **Key Tone**.
3. Select **Save**.

8   BLUETOOTH

When the Bluetooth mode is activated, you can pair and connect your Bluetooth device to the phone.

You can scan and pair up to 60 Bluetooth devices with your phone. However, up to two devices can be connected at a time. If you connect your Bluetooth-enabled mobile phone to the T54W or T57W phone, you can synchronize the mobile contacts to the phone.

8.1 Activating the Bluetooth Mode

You should activate the Bluetooth mode first when you need to connect the Bluetooth device to your phone.

Procedure
1. Navigate to **Menu** > **Basic** > **Bluetooth**.
2. Select **On** from the **Bluetooth** field.
3. Select **Save**.
   The phone scans the available Bluetooth devices automatically.

8.2 Pairing and Connecting the Bluetooth Headset

When you need the Bluetooth headset to handle calls, you should pair and connect it to your phone in advance.

Before You Begin: Make sure that the Bluetooth headset is discoverable.
Procedure
1. Navigate to **Menu** > **Basic** > **Bluetooth**.
2. On the T54W phones, select **Scan** to search the Bluetooth devices.
   The phone proceeds to scan the local Bluetooth devices, and the phone screen displays the available Bluetooth devices.
3. Find your Bluetooth headset, and select **Connect**.
   The Bluetooth icon appears on the phone screen.

8.3 Pairing and Connecting the Bluetooth-enabled Mobile Phone

After pairing and connecting the Bluetooth-enabled mobile phone, you can use the sync feature.

Before You Begin: Make sure that the Bluetooth-enabled mobile phone is discoverable.

Procedure

1. Navigate to **Menu** > **Basic** > **Bluetooth**.
2. On the T54W phones, select **Scan** to search the Bluetooth devices.
3. Find your Bluetooth-enabled mobile phone, and then select **Connect**.
   - On the T57W phones, tap your Bluetooth-enabled mobile phone.
   The phone will prompt the connection passkey on the phone screen.
4. Make sure your mobile phone is showing the same passkey, and then select **OK** on both mobile phone and desk phone.
5. (Optional.) Select OK to enable the mobile contacts sync feature or select **Cancel** to disable mobile contacts sync feature.

Note: If you enable mobile contacts sync feature, you also need to authorize the phone to sync the contacts temporarily on the mobile phone.

8.4 Pairing and Connecting two Bluetooth Devices

You can connect two Bluetooth devices on the phone at a time, for example, a Bluetooth-enable mobile phone and a Bluetooth headset.

Before You Begin: Make sure that the Bluetooth-devices are discoverable.

Procedure
1. Navigate to **Settings** > **Basic Settings** > **Bluetooth**.

3. Pair and connect the two Bluetooth devices respectively.

Note: The phone does not support connecting two Bluetooth devices of the same type at the same time. The Bluetooth channel cannot support two devices at the same time, and Bluetooth-enabled mobile phone has higher priority than the Bluetooth headset.

8.5 Syncing the Mobile Contacts on the Phone

You can sync mobile contacts on your phone. This is a convenient way to view a contact without accessing your mobile phone.

8.5.1 Enabling the Mobile Contacts Sync Feature

To sync the mobile contacts to the phone, you should enable the sync feature in advance.

Before You Begin: Make sure that the Bluetooth-enabled mobile phone is paired and connected to your phone.

Procedure
1. Navigate to **Menu** > **Basic** > **Bluetooth** > **Paired Bluetooth Device**.
    - On the T57W phones, navigate to **Menu** > **Basic** > **Bluetooth**.
2. Select **Option** > **Detail**.

    (•••)

3. Select **On** from the **Mobile Contacts Sync** field.
    You need to authorize the phone to synchronize the contacts temporarily on the mobile phone first, and then the   mobile contacts directory will appear in the phone directory list.

8.5.2 Viewing Your Mobile Contacts on the Phones

You can view a list of mobile contacts on the phone.

Before You Begin: Make sure that the mobile contact sync feature is enabled.

Procedure
1. Navigate to **Menu** > **Directory** > **Mobile Contacts.**
*The contacts stored in your mobile phone will display in the **Mobile Contacts** list.*

8.5.3 Disabling the Mobile Contacts Sync Feature

When you no longer view and use the mobile contacts on the phone, you can disable the sync feature.

Procedure
1. Navigate to **Menu** > **Basic** > **Bluetooth** > **Paired Bluetooth Device**.
    - On the T57W phones, navigate to **Menu** > **Basic** > **Bluetooth**.
2. Select **Option** > **Detail**.

    (•••)

3. Select **Off** from the **Mobile Contacts Sync** field.
    The mobile contacts directory disappears from the phone directory list.

Tip: The mobile contacts directory also disappears from the phone directory list after deactivating bluetooth

8.6 Viewing the Bluetooth Device Information

You can view the Bluetooth device information when the Bluetooth mode is activated.

Before You Begin: Make sure that the Bluetooth mode is activated, and the Bluetooth device has been paired on your phone.

Procedure
1. Navigate to **Menu** > **Basic** > **Bluetooth** > **Paired Bluetooth Device**.
   - On the T57W phones, navigate to **Menu** > **Basic** > **Bluetooth**.
2. Do one of the following:
   - On the T54W phones, select the desired Bluetooth device.
     - Select **Option** > **Detail** to view the device name, device MAC address, and the synchronization status.
   - On the T57W phones, view the device name, device MAC address, and the connection status from the **Bluetooth Device(s)** field

8.7 Handling a Mobile Phone Call on the Phone

You can handle a mobile phone call on your phone, the phone acts as a speaker and microphone for your mobile phone.

The call information appears on both your phone and mobile phone screen. You can control the call's audio to go through the mobile phone or phone on your mobile phone. For example, if you choose Bluetooth, the audio will go through the phone; if you choose Handset or Speaker, the audio will go through the mobile phone.

Before You Begin: Make sure that the Bluetooth-enabled mobile phone is paired and connected to your phone.

Procedure
1. Do the following on the phone:
   - Place a call. Press the **My Mobile** key first, and then place a call or multiple calls to the mobile contact.
   - Answer a call. An incoming call to your mobile phone is also shown on the phone, you can answer the call on the phone. The contacts will be firstly matched with those in the mobile contacts directory to present the caller identity when receiving a mobile phone call.
   - During the call, you can hold/resume, mute/unmute or end the call on the phone.

8.8 Editing Device Name of Your Phone

You can edit the device name of your phone for easily recognizable.

Before You Begin: Make sure that the Bluetooth mode is activated.

Procedure
1. Navigate to **Menu > Basic > Bluetooth > Edit My Device Information.**
2. Enter the desired name in the **Device Name** field.
3. Select **Save.**

8.9 Deleting the Paired Bluetooth Device

You can delete the Bluetooth device paired from your phone, the next time you activate the Bluetooth mode, the phone will not automatically connect to this device.

Procedure
1. Navigate to **Menu > Basic > Bluetooth >Paired Bluetooth Device.**
   - On the T57W phones, navigate to **Menu > Basic > Bluetooth.**
2. Select **Option >Delete.**

   The phone prompts you to delete the device or not.
3. Select **OK.**

8.10 Disconnecting the Bluetooth Device

You can disconnect your Bluetooth device from your phone. When you disconnect a Bluetooth device, it remains paired and you can reconnect it to your phone.

Procedure
1. Navigate to **Menu > Basic > Bluetooth >Paired Bluetooth Device.**
   - On the T57W phones, navigate to **Menu > Basic > Bluetooth.**
2. Highlight the connected Bluetooth device and select **Disconnect.**
   - On the T57W phones, tap the connected Bluetooth device.

Tip: You can quickly disconnect your Bluetooth headset by turning your headset off.

8.11 Deactivating the Bluetooth Mode

After you deactivate the Bluetooth mode, the Bluetooth device will disconnect from your phone, but it remains paired and you can reconnect it to your phone.

Procedure
1. Navigate to **Menu > Basic > Bluetooth .**
2. Select **Off** from the Bluetooth field.
3. Select **Save.**

9 OPTIONAL ACCESSORIES WITH YOUR PHONE

The phone can use the Expansion Module EXP50 as an optional accessory when you need to extend your phone's capabilities. The Module needs to be purchased separately. Pease check with your system administrator to find out if the Expansion Module is available on your phone.

> **Caution:** We recommend that you use the accessories provided or approved by Yealink. The use of unapproved third-party accessories may result in poor performance.

9.1 Headsets

The phone can support a wired headset, USB headset and Bluetooth headset to place and answer calls.

You can use only one headset at a time. The headset is used according to the priority: USB headset/Bluetooth headset>YHS33/UH33.

> **Note:** Your system administrator can disable the headset feature. Check with your system administrator to find out if it is available on your phone.

9.1.1 Connecting the Analog Headset

If you want to use an analog headset, the phone requires headset YHS33/UH33.

Procedure
1. Simply insert the headset connector into the headset port on the back of your IP phone.

9.1.2 Bluetooth Headset

You can use a Bluetooth headset to handle calls on the phone.
For more information, refer to the documentation from your Bluetooth headset manufacturer.

9.1.3 USB Headset

You can use a USB headset to handle calls on the phones.

For the information on how to connect a USB headset, see the Quick Start Guide for your phone on Yealink Support.

For a list of supported USB headsets, refer to Tested headset list compatible with Yealink IP Phone for your IP phones on Yealink Support. USB headsets that are not listed may not function properly if you connect them to your phone.

For more information on how to use your USB headset, refer to the related documentation from the manufacturer.

9.1.4 Using Headsets

After connecting a headset to your phone, you can activate the headset mode and use the headset when answering and placing calls. If you do not want to use a headset to handle calls, you can deactivate the headset mode.

Procedure
1. Press the HEADSET key ⬤ ⬤ on the phone.
   The headset icon appears on the phone screen.
2. Press the HEADSET key again on the phone.
   The headset icon disappears from the phone screen.

> Note: You can initiate or end calls by pressing the HEADSET key. Check with your system administrator to find out if it is available on your phone.

9.2 Expansion Module and Your Phone

The expansion module EXP50 is a console you can use to connect to a phone to add additional Ext keys and expand the contact directory of your phone.

For more information on expansion module EXP50, refer to the LCD Expansion Module EXP50 user guide on Yealink Technical Support page.

9.2.1 Connecting the Expansion Module

You can connect the expansion module to your phone, using the supplied materials in the expansion module's packaging.

Procedure
1. Connect the expansion module to the phone using the connecting sheet and screws.

For more detailed information about how to connect the expansion module, refer to the LCD Expansion Module quick start guide on the Yealink Technical Support page.

9.2.2 Assigning the Features of the Ext Keys

You can customize features for Ext keys on the connected phone.

Procedure
1. Long press the desired Ext key on the expansion module.
   The phone screen will enter the user setting interface of this key.
2. Customize the specific feature for this key on the phone.
3. Select **Save**.

9.2.3 Adjusting the Backlight of the Expansion Module

When you change the backlight intensity settings on your phones, the backlight on expansion

module connected to   your phone automatically changes to match the new settings.

9.2.4 Changing the EXP Wallpaper from Phone

You can change the EXP wallpaper to make your EXP more personalized.

Procedure

1. Navigate to **Menu** > **Basic** > **Display** > **EXP Wallpaper**.
2. Select the desired image.
3. Select **Save**.

9.2.5 Adding an EXP Wallpaper from a USB Flash Drive

You can use a picture that is stored in your USB flash drive as the EXP wallpaper on your phone.

We recommend that you add a picture less than 2.0 megapixels. Either the smaller or larger picture will be scaled proportionally to fit the screen.

Before You Begin: Make sure that the picture is in the root directory of your USB flash drive, and the USB flash drive is connected to your EXP50 successfully.

Procedure

1. Navigate to **Menu** > **USB** > **Browse Photo**.
2. Highlight the desired picture and select **Preview**.
    - On the T57W phones, tap the desired picture to preview.
3. Select **Set as** > **Set as EXP wallpaper.**
4. Select **OK**.

10 Appendix – Menu Structure

10.1 For the T57W Phone
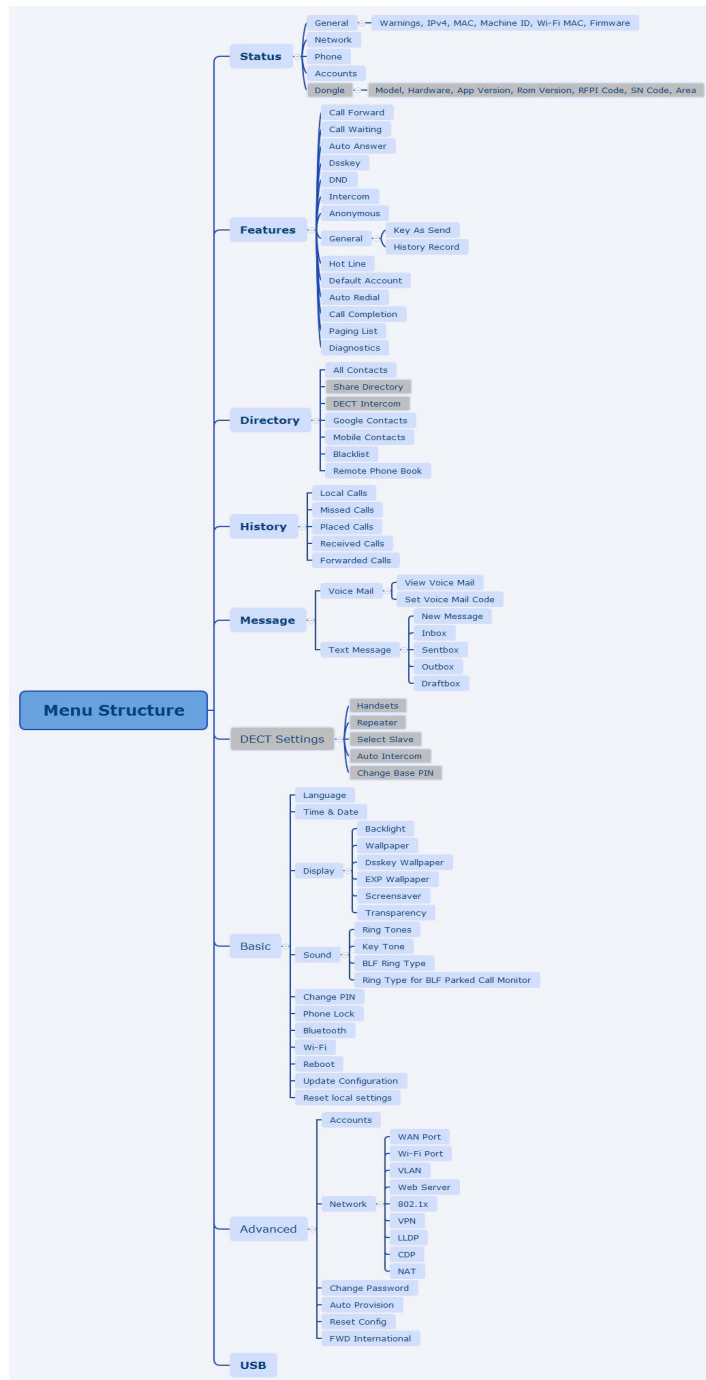
Note: The menus with gray box are not available when the DECT USB dongle DD10K is not attached to the phone.

10.2   For the T54W Phone


```
                                          Warnings, IPv4, MAC, Machine ID, Wi-Fi MAC, Firmware
                        Phone Status                    Network
                                          More          Phone
         Status                                         Accounts
                        Dongle Status     Model, Hardware, App Version, Rom Version, RFPI Code, SN Code, Area
                        Call Forward
                        Call Waiting
                        Auto Answer
                        Dsskey
         Features       DND
                        Intercom
                        Anonymous Call
                        Diagnostics
                                          General       Key As Send
                                                        History Record
                                          Hot Line
                                          Default Account
                        Others            Auto Redial Setting
                                          Call Completion
                                          Paging List
                        Local Directory
                        DECT Intercom
                        Share Directory
         Directory      Google Contacts
                        Blacklist
                        Remote Phone Book
                        Mobile Contacts
                        All Calls
                        Missed Calls
         History        Placed Calls
                        Received Calls
                        Forwarded Calls
                                          View Voice Mail
                        Voice Mail        Set Voice Mail Code
                                          New Message
         Message                          Inbox
                        Text Message      Sentbox
                                          Outbox
                                          Draftbox
Menu Structure
                                          Handsets
                                          Repeater
         DECT Settings                    Select Slave
                                          Auto Intercom
                                          Change Base PIN
                        Language
                        Time & Date
                                          Backlight
                                          Wallpaper
                                          EXP Wallpaper
                        Display           Screensaver
                                          Transparency
                                          Idle Clock
                                          Ring Tones
         Basic          Sound             Key Tone
                                          BLF Ring Type
                                          Ring Type for BLF Parked Call Monitor
                        Change PIN
                        Phone Lock
                        Bluetooth
                        Wi-Fi
                        Reboot
                        Update Configuration
                        Reset local settings
                        Accounts
                                          WAN Port
                                          Wi-Fi Port
                                          VLAN
                                          Web Server
                        Network           802.1x
                                          VPN
         Advanced                         LLDP
                                          CDP
                                          NAT
                        Change Password
                        Auto Provision
                        Reset Config
                        FWD International
         USB
```
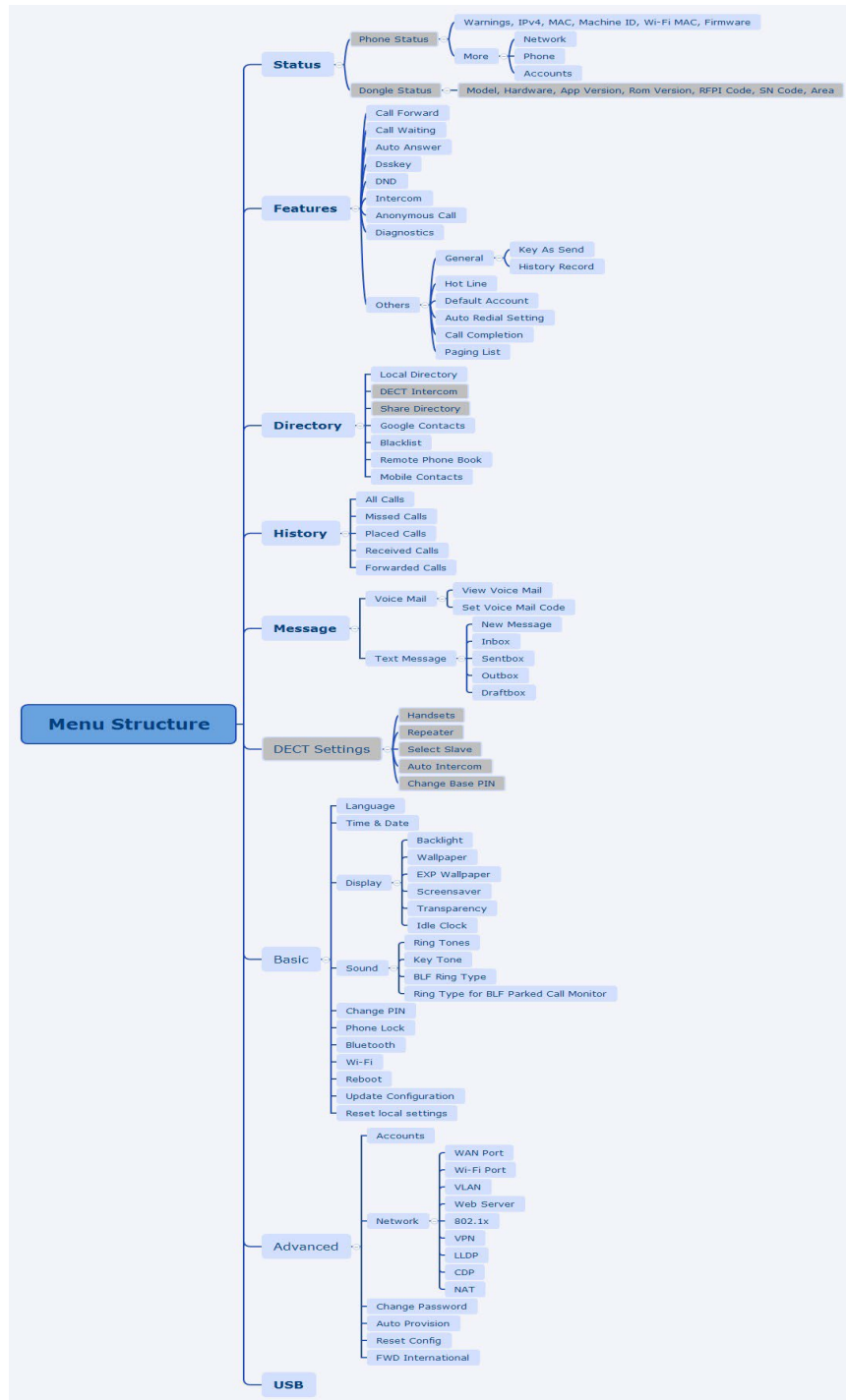
Note: The menus with gray box are not available when the DECT USB dongle DD10K is not attached to the phone.