

Yealink T54W

Quick Start Guide





Yealink T54W Feature Keys

Keys

Key Description



Press this key to use the speakerphone



Press this key to access voicemail



Press this key to access placed calls list



Press this key to activate headset mode



Press this key to activate the mute feature



Press this key to exit + go to the home screen



Phone Screen Navigation Keys (up | down | left | right)



Press this key to adjust the volume

- Press during a call to adjust the call volume
- Press when idle to adjust the ringer volume



Call Handling

Blind Transfer

1. During an active call, press the Transfer soft key. The call is placed on hold.
2. Enter the number/extension you would like to transfer the call to.
3. Press the B Transfer Soft Key.

Consult Transfer

1. During an active call, press the Transfer soft key. The call will be placed on hold.
2. Enter the number/extension you would like to transfer the call to and then press Send.
3. When the desired party answers, announce the call then press the Transfer soft key.

Parking a Call

1. During an active call: Press a Park key that is not occupied and the call will be parked to that key on all phones. An occupied Park key will have a solid red light on.
2. To resume the call: Press the Park key from any phone.

Initiating a 3-Way Conference Call

1. During an active call, press the Conference soft key.
2. Enter the extension or external number of the second party, then press the Send soft key.
3. Press the Conference soft key again when the second party answers. All parties are now joined in the conference.
4. Hang up the handset to disconnect all parties or press End Call.

Do Not Disturb (DND)

1. To activate or deactivate DND: Press the DND soft key when the phone is idle.


Call History

While the phone is idle...

1. Press the History soft key.
2. Press the Left or Right arrows to toggle between All, Missed, Placed and Forwarded then select Enter.
3. Select an entry from the list using the up/down arrow keys.
4. To place a call to the selected number, press the Send soft key.
5. To view information about the entry: Select the Option soft key, then select Detail from the prompt list
6. To add to your Local Directory: Select Add to Contacts.
7. To add to Blacklist: Select if you want to block a caller.

Voicemail

The message waiting indicator on the idle screen indicates that one or more voice messages are waiting at the message center. The LED slowly flashes red on the upper right.

1. Press the  or the Connect Soft Key.
2. Enter your voicemail password when prompted.
3. To listen to new messages, press 1.
4. Listen to the prompts for other options
5. When finished, hang up or press # to repeat options.

Recording a Voicemail Greeting

6. Call into your voicemail (see above steps).
7. Press 0 for Mailbox Options.
8. Press 6 for the greetings menu.
9. Press 1 to record greetings and choose your greeting number
10. Follow the prompts to review and make active.

 **Pro Tip:** You can manage your greetings via the My Votacall User Portal 

<https://myvotacall.com/portal/>



Voicemail Cont...

Voicemail Transfer

To transfer a call directly to voicemail...

1. During an active call hit the 4th Soft key with the two dots to toggle to the second page.
2. Press the Xfer 2 VM soft key.
3. Enter the ext number of the VM box.
4. Press the soft key with the two dots to get to the second page.
5. Press OK to complete the transfer to voicemail

Connecting to Bluetooth

Activating Bluetooth

Activate the Bluetooth mode first when you need to connect to the Bluetooth device to your phone.

1. Navigate to Menu > Basic > Bluetooth.
2. Select On from the Bluetooth field.
3. Select Save.

Pairing a Bluetooth Headset

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

1. Confirm the Bluetooth headset is discoverable.
2. Navigate to Menu > Basic > Bluetooth.
3. Select Scan to search the Bluetooth devices. The phone proceeds to scan the local Bluetooth devices and the screen displays the available Bluetooth devices.
4. Locate your Bluetooth headset; select Connect.

Connecting to WiFi

Connecting to an Available WiFi Network Manually

When you enable the WiFi mode, the phone automatically connects to the saved wireless network; however, you can also connect it manually.

1. Get the password of the WiFi network and confirm that the WiFi mode is activated.
2. Navigate to Menu > Basic > WiFi
3. Highlight the Available Network(s) then select Enter.
4. To research available networks, select Scan.
5. Highlight the desired wireless network then select Connect.
6. If the network is secure, enter password.
7. Select OK

Speech Enabled VoIP



1. Press the **chitchat** soft key and say the first and last name of the person you are trying to reach.
2. The **chitchat** Assistant (Sandy) will say the matching options.
3. Say "Yes" to select an option and the **chitchat** Assistant will connect you.

For more on the **chitchat** speech assistant 🗑

<https://www.votacall.com/platform/chitchat>

To access Votacall's Yealink Training videos 🗑 [CLICK HERE](#)

Still have questions?

Reach out to your Votacall Support Team 🗑 [CLICK HERE](#)

