PHONE USER GUIDE – Yealink T57W

Placing a Call

- Lift handset, press [speaker icon] or press [headset icon]
- Dial a number, extension or press a speed dial

Answering a Call

- Lift handset **OR**
- Press [headset icon] or [speaker icon]

Hold

- While on a call, press [hold icon]

Retrieving a Held Call

- Press **Resume** to retrieve the call

Redial

- Press [redial icon] twice to redial the last number
- Press [redial icon] once to get to the placed calls list

Do Not Disturb

- Press **DND**

Turning Off DND

- Press **DND** Again

Park

- While on a call, press **More**
- Press **Park**

Retrieving a Held Call

- To retrieve the Parked Call, press the red Park button

Conference Calls

- While on a call, press **Conference**
- Dial number or press a speed dial
- Press **Conference** again and all parties will be connected

Transferring a Call

Blind Transfer

- While on a call, press [transfer icon] or **Transfer**
- Dial number or press a speed dial
- Hang up to complete the transfer or press **B Transfer**

Consult Transfer

- press [transfer icon] or **Transfer**
- Dial number or press a speed dial
- Talk to the person
- Hang up to complete the transfer

Transfer to Voicemail

- press [transfer icon] or **Transfer**
- Dial *+extension
- Hang up

Audio Control

- Press [volume bar] to Change the ringer volume while your phone is on the hook
- Pick up the handset and Press [volume bar] to Change the volume of the handset
- Press [speaker icon] then Press [volume bar] to Change the volume of the Speaker phone
- Press [headset icon] then Press [volume bar] to Change the volume of the headset

Message Waiting Light

Located in the Upper Right Corner of phone, New voicemails will light this up red

Forwarding Calls

- Press **Menu**
- Select **Features**
- Choose **Call Forwarding**
- Choose the type of forwarding:
  - **Always Forward**- All calls forward all the time
  - **Busy forward**– Only forwards when line is in use
  - **No Answer Forward**- Calls are forwarded if not answered after a period of time
- Turn the forwarding on
- Type in a number to forward to
- Press Save

Turning off Call Forwarding

- Press **Menu**
- Select **Features**
- Choose **Call Forwarding**
- Choose the type of Forwarding
- Select **Off**

Ringtones

- Press **Menu**
- Select **Basic**
- Select **Sound**
- Choose **Ringtones**
- Choose the tone you want
- Select **Save**

Call History

- Press **History**
- Scroll through the list
- Select an entry
- Select the Person to call back or press options to get call detail such as duration, add to Contacts, edit info, blacklist contact or Delete

Soft Keys

History – Access your call history
Directory – Save/Access your Contacts
DND – Sends calls directly to voicemail
Menu – Brings you to your settings
Send – dials the number
Delete –backspaces one number while dialing
Cancel – removes the partially dialed number and hangs up
Transfer – Transfers a call
Hold – Places a call on Hold
Resume – takes a call off hold status
Conference – Initiates/completes a conference
Split – Splits a conference call apart
Manage – Manage the conference call
Far Mute - Mutes highlighted party
Remove – Removes highlighted party
Far Hold -Puts the highlighted party on hold
000 – Lists more options while on a call
End Call – Hangs up an active call
BXfer-Blind Transfer to another user
Park – Parks a call on the system that anyone can pick up by dialing the park extension listed when the call is placed on park
Call Flip- Flips the call to the Desktop or Cell phone app
Back – Brings you back one screen
Cancel – backs out of transfer or conference screen
Reject – Transfers call to your voicemail or forwarding condition

Hard Keys

Headset – Press this to use a headset
Mute – Makes it so people can't hear you
Messages – Calls Voicemail
Hold – Places a call on Hold
Redial – Press twice to redial the last person you called
Transfer – sends a call to third party
Speaker – Takes phone off hook
Bottom of Circle – Directory
Top of Circle- Call history
Center of Circle – Select/OK
X -brings you back one screen

Adding a Bluetooth Headset

- Press **Menu**
- Scroll to **Basic**
- Choose **6. Bluetooth**
- Turn Bluetooth on
- Connect a device (make sure headset is in paring mode)

Connecting to WiFi

- Press **Menu**
- Scroll to **Basic**
- Choose **7.WiFi**
- Turn WiFi on
- Scroll Down to Available networks
- Select the network you would like to join and put in your password
- Click Save

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