

Yealink

W54W

user guide.

everything you'll
need for **your**
new system...



your new **Yealink W54W.**

Your Yealink T54W handset is the **ultimate communication tool.**

Elegant and executive-grade, the T54W features **a wide range of productivity enhancing features.**

With both Wifi and Bluetooth connectivity, **the possibilities are endless.**



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dialling out.

To access an outside line simply start dialling, no codes are required. There are two different ways you can dial out; you can lift the receiver and dial the number required or alternatively dial out without lifting the receiver and the call dials out through the loudspeaker of the phone. For internal calls, simply dial the extension number.

hold.

While on a call, simply press the HOLD function key at the bottom of the phone to place the caller on hold. You'll notice the line key will now start to flash. This indicates there is someone on hold on that line. To return to the call, simply press the flashing line key or press the RESUME function key.

transferring a call.

While on a call, press the TRANSFER function key to place the caller on hold. Whilst they are on hold, simply dial or select the required extension number. When the party answers, announce the call and replace the handset to complete the transfer. If the other party is unavailable, press the RESUME function key to resume to the first caller.

external transfers.

During a call, press the TRANSFER function key to place the caller on hold. Whilst they are on hold, simply dial the external phone number. When the party answers, announce the call and replace the handset to complete the transfer. If the other party is unavailable, press the RESUME function key again to return to the first caller.

dialling rules.

The handset has an automatic dial now rule of 4 seconds, which means it will begin dialling the number you have typed 4 seconds after you have stopped calling it. This setting can be modified from the phone admin portal, if you would like us to amend this setting for you, please contact us via your support portal.

speed dial.

To dial a pre-programmed speed dial, key in # followed by the speed dial position, e.g. dial #1 for the speed dial stored in position 1. You can program new speed dials from your online phone portal, alternatively contact us via your support portal and we can assist you.

paging.

Paging allows the facility to "tannoy" call a group of extensions. By default, this feature is disabled but can be programmed by one of our engineers both during and after installation.

group pickup.

Group pickup allows you to pick up a call ringing from another extension. If you wish to do this, press *98 on your handset and if this feature is enabled on your system, you will be able to collect the incoming call.

do not disturb.

Also referred to as DND. This can be enabled from your online phone portal or from the phone itself. If this is enabled, your handset will not ring on incoming calls.

history.

The history allows you to view all the latest incoming, outgoing or missed calls on your device. To do this, press the HISTORY function key and navigate with the left and right keys to flick through the calls.

programmable keys.

Programmable keys can be set up to be used as speed dials, directory, intercom and many other things dependent on your workplace requirements. To program a key, keep the key you wish to program pressed for 3 seconds and select the option you wish to program it with. If you need further assistance with this, please contact us via your support portal.

day & night modes.

When the system is in day mode, it will ring as normal and when in night mode all calls will forward to your out of hours voicemail service. These voicemails will be forwarded to a designated email address. If you require this setting, this can be discussed with your engineer on the day of installation or contact us via your support portal.

call forwarding.

You can forward calls from your handset as well as calls coming into your main telephone number to anywhere you choose from your online phone portal. If you wish to do this for your handset only, this can also be done from the handset from the features menu which can be found by clicking the MENU function key.

adjusting volume.

When your handset is idle, use the up and down navigation keys to increase or decrease the ringer volume. If you use the navigation keys during a call, this will regulate the speaker level. You can also use the volume + and - keys.

voicemail.

To access your mailbox, simply press the MAILBOX key on the right-hand side of your phone. You must enter your PIN followed by #. To access your mailbox, press 1 and follow the audible instructions. When your mailbox is full, it will stop working, therefore it is important to delete all used messages.

recording voicemail greetings.

To record your voicemail greeting, access your mailbox via the MAILBOX key and once logged in, press 2 to change your mailbox busy greeting, 3 to change your no answer greeting and 4 to change your mailbox extended away greeting. If you would like assistance in setting your voicemail greeting or would like a professional recording, please contact us via your support portal and we can arrange this for you.



if you need us...



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