

# Yealink T53W IP Phone



## ABOUT YEALINK T53W

The **Yealink T53W** IP phone is a user-friendly business phone with an adjustable 3.7-inch graphical black and white LCD screen that you can easily adjust the angle of to suit your personal and environmental needs.



◁ When idle, your phone will display this screen.



## PLACING AND RECEIVING CALLS

### Placing Calls

#### Using the handset:

- Lift the handset
- Enter the number using the keypad
- Press the send button or tap the **Send** soft key

#### Using the handsfree (speakerphone) mode:

- With the handset on the hook, press
- Enter the number
- Press , , or tap the **Send** soft key

#### Using the headset:

- Ensure the headset mode is activated
- Enter the number
- Press , , or tap the **Send** soft key

### Receiving Calls

Answer calls in any of the following ways:

- Lift the handset
- If you are using the headset, ensure the headset mode is activated
- Press the **Answer** soft key or
- Press the speaker button

### Ending a Call

End a call in any of the following ways:

- Hang up the handset
- Tap or the **EndCall** soft key
- If you are using the speakerphone, press button or tap the **EndCall** soft key

### Placing a Call on Hold

#### To place an active call on hold:

- Press on the phone or tap the **Hold** soft key while on an active call  
(The touch screen indicates that the call is on hold)

#### To resume a held call:

- Press on the phone or tap the **Resume** soft key

## CALL WAITING

It is possible to make multiple calls, however, only one active call can be in progress at any time, other calls are placed on hold.

#### To make a new call during an active call:

- Press the **Hold** soft key to place the original call on hold
- Tap the **New Call** soft key
- Enter the number, press , , or press the **Send** soft key

#### To switch between calls:

- Press the **Swap** soft key  
(The other party is automatically placed on hold)

#### To answer a new call during an active call:

- Press the **Answer** soft key

### Muting a Call

While on a call it is possible to place the call on mute, this prevents the caller from hearing you, but you can still hear the caller.

#### To mute a call:

- Press during an active call
- Press again to un-mute the call
- The mute key illuminates solid red when the call is on mute

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## TRANSFERRING CALLS

There are two ways of transferring a call – **Blind** transfer and **Consult** transfer.

**Blind Transfer** allows you to transfer a call directly to another without announcing the call first:

- During a call press the **Transfer** soft key
- Enter the number you want to transfer the call to
- Press the **Transfer** soft key to complete the transfer

**Consult Transfer** allows you to transfer a call to another party with announcing the call first:

- During a call press the **Transfer** soft key (*this places the caller on hold*)
- Dial the number you want to transfer the call to
- When the party answers, announce the call
- Press the **Transfer** soft key to complete the transfer

**If the party refuses the call prior to completing the transfer:**

- Tap the **Cancel** soft key then tap **Resume** to go back to the original caller

## CONFERENCE CALLS

You can create up to a three-way audio-only conference:

- While on an active call, tap the **Conference** soft key  
(*The active call is placed on hold*)
- Enter the number of the second party, and then press  or tap **Conference**
- When the second party answers the call, tap the **Conference** soft key on the second party call screen to join all parties in the conference
- Repeat steps 1 to 3 until you have added all intended parties

**During the conference call you can:**

- Press  or tap the **Hold** soft key to place the conference call on hold
- Press  to mute the conference call, all other participants can hear each other, but they cannot hear you
- Tap the  or the **EndCall** soft key to drop the conference call

## CALL HISTORY

Your phone maintains a call history of Placed Calls, Received Calls, Missed Calls, and Forwarded Calls. Each list can hold up to 100 entries. The following icons represent each of the categories:

- ✓ Missed Calls
- ↘ Received Calls
- ↖ Placed Calls

**To view History:**

- Press the **History** soft key when the phone is idle
- When in the call history press  or  to view:
  - All Calls
  - Missed Calls
  - Placed Calls
  - Received Calls
  - Forwarded Calls

The menu in the status bar changes to reflect the history you are viewing.

- Press  or  to select an entry and:
  - Press the **Option** soft key, then select **Detail** from the prompt list
  - Press the **Send** soft key to place a call
  - Press the **Back** soft key to go back a screen

## DIRECTORY

**To add a contact:**

- Press the **Menu** > **Option 6** (Directory), then select the desired directory
- Tap the **Add** soft key to add a contact
- Press  or  to scroll through the contact detail options
- Enter a unique contact name in the **Name** field and contact numbers in the corresponding fields
- Tap the **Add** soft key to accept the change

## VOICEMAIL

**To set up voicemail:**

- Press  on your phone
- When prompted enter your default voicemail passcode as provided to you by Truvista Fiber
- Follow the prompts to change your passcode, record your name, and set up your greeting

**Access voicemail messages:**

- A message box will appear on your home screen indicating you have new messages
- The  icon will also appear on the status bar, indicating how many new messages you have
- Press the message button 
- Enter the voicemail passcode
- Follow the prompts to retrieve your messages
- Press **#** to save the message, **2** to repeat the message, or **7** to delete the message