Yealink SIP-T53W IP Phone Quick Guide

This guide will help you to understand and operate your new IP Phone.

Desktop (SIP-T53W)

1) **Receiver** – It allows you to talk and listen to another person.
2) **Line Keys** – Use these keys to activate up to twelve accounts and assign various features.
3) **LCD Display** – Displays information about calls, messages, time, date, and other relevant information.
4) **Status Indicator** – Fast flashing red indicates new incoming call. Slow flashing red indicates new voicemail message.
5) **Soft Keys** – Used to select the options displayed on the bottom of the display.
6) **Headset** – Activates the headset (if connected).
7) **Mute** – Mutes audio on your end so the other party cannot hear you.
8) **Message** – This accesses your voicemail.
9) **Hold** – Press once to place call on hold. Press again to resume call.
10) **Redial** – Redials previously dialed number.
11) **Transfer** – Transfers a call.
12) **Speakerphone** – Press to engage the speakerphone for hands-free calling.
13) **Key Pad** – Enter numbers or characters into the phone.
14) **Volume** – Adjust the volume of the ringer when the phone is idle or the in-call volume when on a call.
15) **Navigation, OK and Cancel Keys** – 4 directional buttons used to navigate to different items on the display. Press **OK** to select the highlighted option on the display or answer an incoming call. Press **X** to cancel action or reject incoming call.

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Step 1: Enabling your Voicemail Box

1. Using your IP-phone, dial ***62**.
2. Pick up the handset or press the speaker button.
3. When asked for the passcode, enter **19992005** and then press **#**.
4. Enter a **unique passcode** *(min. 6 digits)* then press **#**.
5. Enter the **same unique passcode** *(min. 6 digits)* then press **#**.
6. At the main menu, press **3** to record your **Personalized Name**.
7. Press **1** to start recording. At the prompt, **say your name** and then press **#**.

Step 2: Recording your Outgoing Messages

1. Using your IP-phone, pick up the handset and dial ***62**.
2. Enter your **passcode** and then press **#**.
3. Press **1** to access your voicemail box.
4. Press **2** to create your **Busy Greeting**.
5. Press **1** to record. State out loud the message that will be heard when you are on the phone. Press **#** when done.
6. Press **2** to listen to your recorded message. Press 1 to re-record. When finished, press *****.
7. Press **3** to create your **No Answer Greeting**.
8. Press **1** to record. State out loud the message that will be heard when you are not able to answer the phone. Press **#** when done.
9. Press **2** to listen to your recorded message. Press 1 to re-record. When finished, press *****.

Accessing Your Voice Portal

You can access your personal voice portal using your own phone or another phone.

Using Your Phone

1. Using your IP-phone, pick up the **handset** and dial ***62**.
2. Enter your **passcode** and then press **#**. You will now be at the Voice Messaging Main Menu.
   NOTE: Depending on the IP phone, hard key and soft key options are also available that allow easy access your voicemail.

From Another Phone

1. Using any phone, pick up the handset and dial the telephone number or ext.
2. Let the phone ring until you engage your voicemail box.
3. When you begin to hear your No Answer greeting, press ***** to reach the login prompt.
4. Enter your passcode and then press **#**. You will now be at the Voice Messaging Main Menu.

Leaving Messages for Other Users

During greeting:

#	Interrupt the greeting and start recording a voice message.
*	Transfer out of greeting to Voice Portal password prompt.
0	Transfer out of greeting to another extension.

While recording message:

*	Cancel recording and transfer to Voice Portal password prompt.
0	Cancel recording and transfer to another extension.
#	Stop recording and review message.

While reviewing message:

1	Erase message and record again.
2	Listen or view current message.
3	This sends the message (OR you could just hang up).
6	Set or clear the urgent indicator.
7	Set or clear the confidential indicator.
*	Cancel recording and transfer to Voice Portal password prompt.
0	Cancel recording and transfer to configured number.
#	Repeat menu.

Voice Portal Main Menu Options

1	Access Voice Mailbox
2	Change CommPilot Express profile
3	Record Personalized Name.
4	Change Call Forwarding Options
8	Change Passcode
9	Exit
#	Repeat menu

+ *Some of these options are provided only if they have been assigned to you.*

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SOFT KEYS

Soft Keys ← | History | Directory | DND | Menu |

The desktop phone features 4 soft keys. By pressing a soft key, you select the option shown directly above it on the display. The options displayed will change depending on the status of the phone.

NAVIGATION KEY

Scroll up, down, left, and right on the display. Press **OK** to select the highlighted option or answer an incoming call. Press X (Cancel) to cancel action or reject an incoming call.
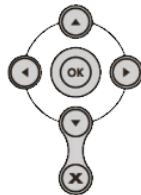
PLACING A CALL / ENDING A CALL

1. Pick up the receiver.
2. Dial the phone number.
3. Press **OK** or **Send**.
4. When finished with the call, put the receiver back on the handset or press **End Call**.

ANSWERING A CALL

Do one of the following:
- Pick up the handset.
- Press the 🔊.
- Press the **HEADSET** key.
- Press **Answer** or the line key that has the flashing green LED indicator.

HANDS-FREE CALLING

To place a call hands-free:
1. Press 🔊.
2. Dial the number to call.
3. Press OK or Send.

CHECKING YOUR VOICEMAIL BOX

1. To access voicemail, press ✉ then refer to the previous page for details.

CALLING USING REDIAL

1. Press 🔁 twice to redial the last number dialed
   -or-

1. Press 🔁 to display the redial list.
2. Use the **Navigation** Key to scroll and highlight the desired number.
3. Press 🔁 again or **Send**.

HOLDING AND RESUMING A CALL

Press the **Hold** soft key during a call to place the caller on hold.

To resume the call:
- If there is only one call on hold, press the **Resume** soft key.
- If there is more than one call on hold, press ▲ or ▼ to select the desired call and then press the Resume soft key.

TRANSFERING A CALL

Blind Transfer

1. Press **Transfer** soft key during an active call. The call is placed on hold.
2. Press **Intercom** soft key and highlight the phone to transfer to.
3. Press **Transfer** again.

Attended Transfer

Same as above, but after step 2, press **Call** soft key. After speaking with the person, press **Transfer** again to complete the transfer.

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Call Forwarding Always

Automatically redirect all incoming calls to another number. When the service is active, a reminder will be displayed on your phone. You can also set your phone to play a Ring Reminder when a call is forwarded. The default setting for Call Forwarding Always is *off*.

To activate this feature:

1. Dial the Activation Code ***72**, then press **Dial** or 🔊.
2. At the prompt, dial the phone number where you want your calls to be directed and press **#**.
3. Once the system plays a confirmation message, hang up.

To turn this feature off:

1. Dial the Deactivation Code ***73**, then press **Dial** or 🔊.

Call Forwarding Busy

Automatically redirect incoming calls to another number when your line is busy. The default setting for Call Forwarding Busy is *off*.

To activate this feature:

1. Dial the Activation Code ***90**, then press **Dial** or 🔊.
2. At the prompt, dial the phone number where you want your calls to be directed and press **#**.
3. Once the system plays a confirmation message, hang up.

To turn this feature off:

1. Dial the Deactivation Code ***91**, then press **Dial** or 🔊.

Call Forwarding No Answer

Automatically redirect incoming calls to another number when you do not answer your phone after a certain number of rings. The default setting for Call Forwarding No Answer is *off*. The default number of rings is 3.

To activate this feature:

1. Dial the Activation Code ***92**, then press **Dial** or 🔊.
2. At the prompt, dial the phone number where you want your calls to be directed and press **#**.
3. Once the system plays a confirmation message, hang up.

To turn this feature off:

1. Dial the Deactivation Code ***93**, then press **Dial** or 🔊.

Call Forward Not Reachable

Automatically redirect incoming calls to another number if your number is unreachable. The default setting for Call Forwarding Not Reachable is *off*.

To activate this feature:

1. Dial the Activation Code ***94**, then press **Dial** or 🔊.
2. At the prompt, dial the phone number where you want your calls to be directed and press **#**.
3. Once the system plays a confirmation message, hang up.

To turn this feature off:

1. Dial the Deactivation Code ***95**, then press **Dial** or 🔊.

Call Pickup

Pick up (answer) any ringing line within your Call Pickup group. If more than one line in the Call Pickup group is ringing, the call that has been ringing the longest is picked up.

To pickup a call:

1. Dial the Activation Code ***98**, which will connect you to the ringing party.

Call Return

Call the last party that called you. Both answered and unanswered calls can be returned.

To return a call:

1. Without picking up the handset, dial the Activation Code ***69**, then press **Dial** or 🔊. The last calling party will be called as if you dialed the number directly.

Direct Voice Mail Transfer

Transfer a caller on hold to your voice mail or someone else's voicemail.

To activate this feature:

1. While on a call, press the **Transfer** soft key, then dial the Activation Code ***55**. An announcement will play explaining how to transfer the held caller to your voice mailbox (or anyone else's voice mailbox).
2. To transfer to your own VM, press **#**.

-or-

To transfer to another user's VM, dial the user's extension and hit **#**. The call is released from initiator's handset and the person transferred to will get VM.

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Call Park / Directed Call Park

Place a call on hold with the intent of retrieving it from another extension. The call can be parked on your own extension or another within your group (groups are determined by your administrator). While parked, the parked party hears audio on hold (if it is configured). You can only park one call at a time against any single user extension.

When you park a call, a recall timer is started (45 seconds by default). If the timer expires before the parked call is retrieved and your phone is idle, the call will appear as a held call and your phone will ring. If the timer expires before the parked call is retrieved and your phone is not idle, the timer is restarted for 10 seconds and the call remains parked. This process will repeat until the parked call is retrieved or the parked call hangs up.

Note: You can only have one other active call when you try to park a call.

To park a call:
1. While on a call, press the **Transfer** key (or flash hook) and then dial the Call Park Activation Code ***68**.
2. After the prompt, enter # to transfer the call to your own VM.
   -or-
Enter the number you would like to park the call against. The call will be parked.
If no number is entered and you hang up immediately after dialing the Activation Code, the call is parked against your line.
3. Once the call is parked against an available user, the service updates your display with the extension where the call is parked.

Call Park Retrieve

Retrieve a call that has been parked.
To retrieve a parked call:

1. Dial Activation Code ***88** , then press **Dial** or 🔊 .
2. After the prompt, enter the number where the call to be retrieved is currently parked.
3. You will be reconnected to the parked party.

Note: If no numbers are dialed after the Activation Code, you will be reconnected with the party parked against your line.

Speed Dial 100

Assign a two-digit code to a frequently dialed phone number. Quickly and easily place a call by dialing the code, instead of the entire number. Two-digit codes that are Feature Access Codes cannot be used.

Note: You can associate to 2 to 30 numeric digits, including x11 emergency and repair call numbers. You can also associate to Feature Access Codes or even multiple chained Feature Access Codes.

To assign a two-digit code:
1. Without picking up the handset, dial the Activation Code ***75**, then press **Dial** or 🔊 . You will hear the recall dial tone (three quick beeps and then a dial tone).
2. Dial the two-digit code to be created or modified, followed by the digits to be associated with the code. End the programming by pressing **#**.
3. A confirmation message will play, and the speed dial number is programmed.

To use a two-digit speed dial:
1. Dial **#** followed by the two-digit code.

Push to Talk

This service allows you to call another user or group and have the call answered automatically, either as a one-way call, or a two-way call. Also allows you to page a group.
1. Pick up the handset and dial Activation Code ***50**. You will hear the recall dial tone (three quick beeps and then a dial tone).
2. Dial the extension you wish to page and press #.
3. Speak into the handset. When done paging, hang up.

Voice Mail Waiting Indicator

Clears the audible (and visible for some devices) message waiting indicator on your phone.
To clear the Waiting Indicator:
1. Without picking up the handset, dial the Activation Code ***99**, then press **Dial** or 🔊 .

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