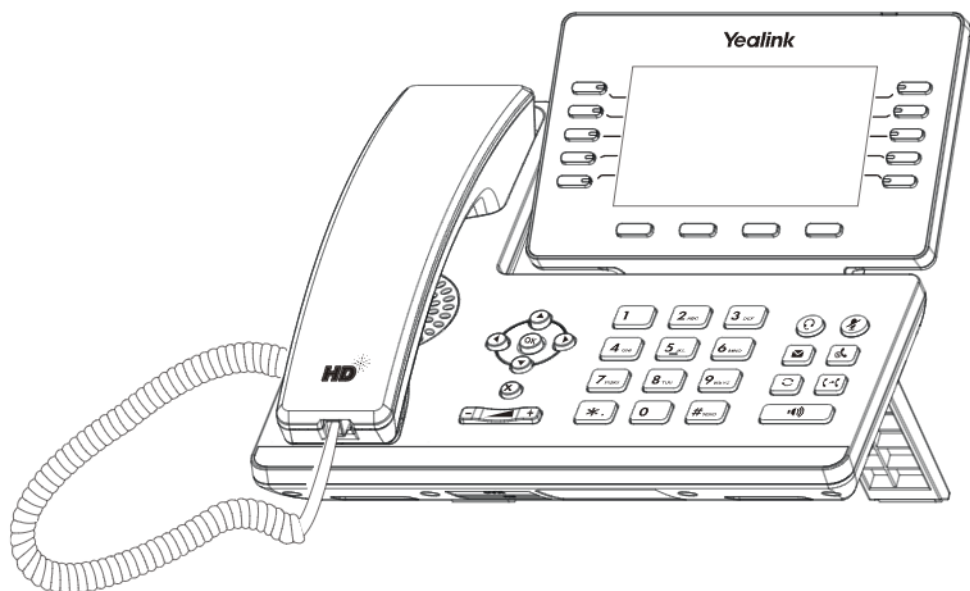# Yealink

Prime Business Phone

SIP-T54W

Quick Start Guide (V86.46)

Package Contents

The following items are included in your package. If you find anything missing, contact your system administrator.
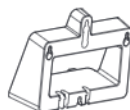

Phone

Handset

Handset Cord

Ethernet Cable (2m CAT5E FTP Cable)

Stand

Quick Start Guide
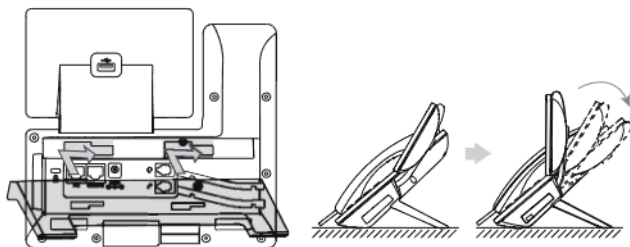
Power Adapter (Optional)

Wall Mount Bracket (Optional)

Note: We recommend that you use the accessories provided or approved by Yealink. The use of unapproved third-party accessories may result in poor performance.
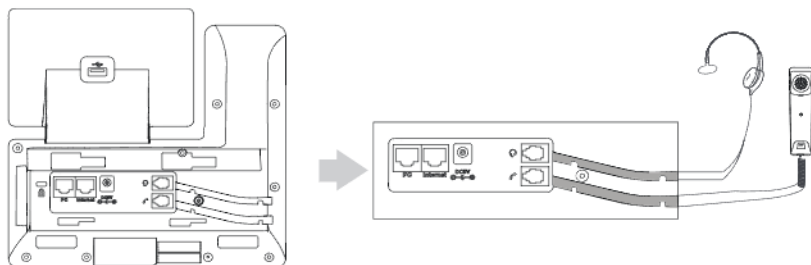
Assembling Your Phone
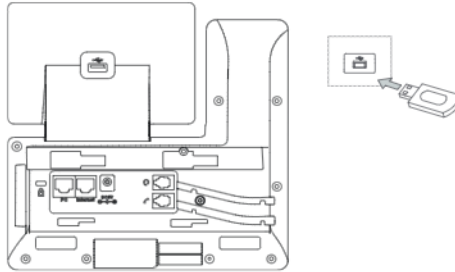
1. Attach the stand and adjust the angle of the screen

Note: You can also mount the phone to a wall.
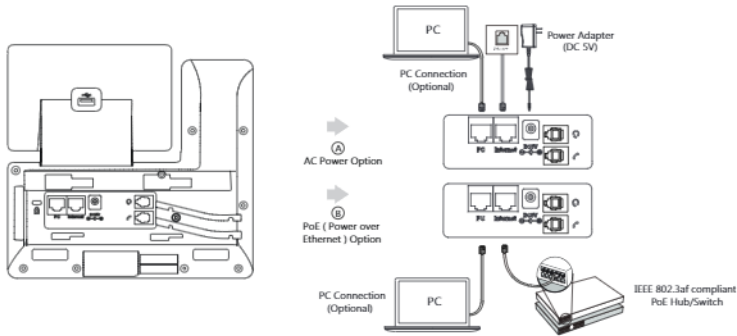
2. Connect the handset and optional headset

3. Optional: Connect the USB devices

4. Connect the network and power

You have two options for network and power connections. Your system administrator will advise you which one to use.

Starting the Phone

After the phone is connected to the network and supplied with power, it automatically begins the initialization process. After startup, the phone is ready for use. You can configure the phone via phone user interface or web user interface.

Welcome

Initializing... Please wait

Using Basic Call Functions

Placing a Call

Using the handset:

1. Pick up the handset.
2. Enter the number, and then press **Send**.

Using the speakerphone:

1. With the handset on-hook, press [🔊] .
2. Enter the number, and then press **Send**.

Using the headset:

1. With the headset connected, press (Ω) to activate the headset mode.
2. Enter the number, and then press **Send**.

Note: During a call, you can alternate between the headset, hands-free speakerphone and handset modes by pressing the **HEADSET** key, the **Speakerphone** key or by picking up the handset. Headset mode requires a connected headset.

Answering a Call

Using the handset:

Pick up the handset.

Using the speakerphone:

Press [🔊] .

Using the headset:

Press (Ω) .

Note: You can reject an incoming call by pressing **Reject**.

Ending a Call

Using the handset:

Hang up the handset or press **End Call**.

Using the speakerphone:

Press [🔊] or **End Call**.

Using the headset:

Press **End Call**.

Redialing a Call

• Press [↻] to enter the **Placed Calls** list, press (▲) or (▼) to select the desired entry, and then press [↻] or **Send**.
• Press [↻] twice when the phone is idle to dial out the last dialed number.

Muting and Un-muting a Call

• Press (🔇) to mute the microphone during a call.
• Press (🔇) again to un-mute the call.

Holding and Resuming a Call

To Hold a call:

Press ⬚ or **Hold** during an active call.

To Resume the call, do one of the following:

• If there is only one call on hold, press ⬚ or **Resume**.

• If there is more than one call on hold, press ⬚ or ⬚ to select the desired call, and then press ⬚ or **Resume**.

Transferring a Call

You can transfer a call in the following ways:

Performing a Blind Transfer

1. Press ⬚ or **Transfer** during an active call. The call is placed on hold.
2. Enter the number you want to transfer to.
3. Press ⬚ or **B Transfer**.

Performing a Semi-Attended Transfer

1. Press ⬚ or **Transfer** during an active call. The call is placed on hold.
2. Enter the number you want to transfer to, and then press **Send** .
3. Press ⬚ or **Transfer** when you hear the ring-back tone.

Performing a Attended Transfer

1. Press ⬚ or **Transfer** during an active call. The call is placed on hold.
2. Enter the number you want to transfer to, and then press **Send** .
3. Press ⬚ or **Transfer** when the second party answers.

Forwarding a Call

To enable call forward:

1. Navigate to **Menu**->**Features**->**Call Forward**.
2. Select the desired forward type:

   Always Forward----Incoming calls are forwarded unconditionally.

   Busy Forward----Incoming calls are forwarded when the phone is busy.

   No Answer Forward----Incoming calls are forwarded if not answered after a period of time.

3. Enter the number you want to forward to. For **No Answer Forward**, press ⬚ or ⬚ to select the desired ring time to wait before forwarding from the **After Ring Time** field.
4. Press **Save** to accept the change.

Initiating a Conference Call

1. Press **Conference** during an active call. The call is placed on hold.
2. Enter the number of the second party, and then press **Send**.
3. Press **Conference** again when the second party answers. Three parties are now joined in the conference.

Note: You can split the conference call into two individual calls by pressing **Split**.

Configuring and Using Speed Dial

To configure a speed dial key:

1. Navigate to **Menu**->**Features**->**Dsskey**.
2. Select the desired DSS key, and then press **Enter**.
3. Select **SpeedDial** from the **Type** field, select the desired line from the **Account ID** field, enter a label in the **Label** field and then enter the number in the **Value** field.
4. Press **Save** to accept the change.

To use the speed dial key:

Press the speed dial key to dial out the preset number.

Listening to Voice Mails

Message waiting indicator on the idle screen indicates that one or more voicemail messages are waiting at the message center. The power indicator LED slowly flashes red.

To listen to voice mails:

1. Press ▢ or **Connect**.
2. Follow the voice prompts to listen to your voicemail messages.

Customizing Your Phone

Managing Call History

1. Press **History**.
2. Press ▲ or ▼ to select an entry from the list.
3. Do the following:
   - Press **Send** to call the entry.
   - Press **Delete** to delete the entry from the list.
   - Press **Option**, you can do the following:
     - Select **Detail** to view detailed information about the entry.
     - Select **Add to Contacts** to add the entry to the local directory.
     - Select **Add to Blacklist** to add the entry to the blacklist.
     - Select **Delete All** to delete all entries from the list.

Managing Contact Directory

Adding a contact:

1. Press **Directory**, and then select **All Contacts**.
2. Press **Add** to add a contact.
3. Enter a unique contact name in the **Name** field and contact numbers in the corresponding fields.
4. Press **Save** to accept the change.

Editing a contact:

1. Press **Directory**, and then select **All Contacts**.
2. Press ▲ or ▼ to select the desired contact, press **Option** and then select **Detail** from the prompt list.
3. Edit the contact information.
4. Press **Save** to accept the change.

Deleting a contact:

1. Press **Directory**, and then select **All Contacts**.
2. Press ▲ or ▼ to select the desired contact, press **Option** and then select **Delete** from the prompt list.
3. Press **OK** when the LCD screen prompts "Delete selected item?".

Adjusting the Volume

Press ▭ to adjust the volume.

Setting Ring Tones

1. Navigate to **Menu**->**Basic**->**Sound**->**Ring Tones**.
2. Press ▲ or ▼ to select **Common** or the desired account and then press **Enter**.
3. Press ▲ or ▼ to select the desired ring tone.
4. Press **Save** to accept the change.