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Before You Begin

This guide provides information you need to quickly use your new phone.

Firstly, verify with your system administrator that the IP network is ready for phone configuration. Also be sure to read the Quick Start Guide which can be found in your phone package before you set up and use the phone. As you read this guide, keep in mind that some features are only configurable by your system administrator or determined by your phone environment. As a result, some features may not be enabled or may be operated differently on your phone. Additionally, the examples and graphics in this guide may not directly reflect what is displayed or is available on your phone screen.

**Note**

This guide mainly takes the SIP-T54W phones as an example.

This user guide contains information for the following Yealink products:

- SIP-T54W prime business phones
- SIP-T53W prime business phones
- SIP-T53 prime business phones

Related Documentation

You can view more types of documents to make the phone to perform more functions.

You can obtain additional information of the following phones from Yealink Support:

- Prime Business Phones SIP-T54W
- Prime Business Phones SIP-T53W
- Prime Business Phones SIP-T53

The following types of related documents are available on each support page on Yealink support page:

- Release Notes, which details bug fixes and feature enhancements when an update is released.
- Quick Start Guide, which describes how to assemble your phone and configure the basic phone features.
- Wall Mount Installation Guide, which provides detailed instructions on how to use an optional wall mount bracket to mount your phone on the wall.
- Administrator Guide, which provides the detailed information on how to configure phone features for system administrator.
- Regulatory Notice, which provides information about all regulatory and safety guidance.

You can also view other user documents which provide descriptions and examples for phone settings and features on Yealink support page.
Getting Started with Your Phone

Before you use your phone, take some time to get familiar with its features and user interface.

The terms "the phone" and "your phone" refer to any of the IP phones. Unless specifically noted in this guide, all phone models are operated in similar ways.

Topics
Hardware Overview
Screen and Icons
Entering Characters

Hardware Overview
Understanding the phone hardware helps you easily use the phone’s features.

Topics
TSX Series Hardware
Power LED Indicator
Line Key LED

T5X Series Hardware

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<th>NO.</th>
<th>Item</th>
<th>Description</th>
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<td>1</td>
<td>Phone Screen</td>
<td>Shows a screen with backlight that enables you to view menus and data.</td>
</tr>
</tbody>
</table>
### Power LED Indicator
The power LED indicator indicates the call, message and phone’s system status.

<table>
<thead>
<tr>
<th>LED Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solid red</td>
<td>The phone is initializing.</td>
</tr>
<tr>
<td>Fast-flashing red (0.3s)</td>
<td>The phone is ringing.</td>
</tr>
<tr>
<td>Slow-flashing red (1s)</td>
<td>The phone receives a voice mail or text message.</td>
</tr>
<tr>
<td>Solid red for 0.5s and off for 3s alternately</td>
<td>The phone enters the power-saving mode.</td>
</tr>
</tbody>
</table>
Getting Started with Your Phone

<table>
<thead>
<tr>
<th>LED Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>It is only available on the SIP-T54W phones.</td>
</tr>
</tbody>
</table>

**Note**
The above introduces the default LED status. Your system administrator can configure the status of the power LED indicator.

**Line Key LED**
The line key LED indicators are associated with the status of phone lines and features.

**Line key LED** (associated with the phone line)

<table>
<thead>
<tr>
<th>LED Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solid green</td>
<td>The line is seized.</td>
</tr>
<tr>
<td></td>
<td>The line is in conversation.</td>
</tr>
<tr>
<td>Fast-flashing green</td>
<td>The line receives an incoming call.</td>
</tr>
<tr>
<td>Slow-flashing green</td>
<td>The call is placed on hold.</td>
</tr>
<tr>
<td>Off</td>
<td>The line is inactive.</td>
</tr>
</tbody>
</table>

**Line key LED** (configured as a page switch key)

<table>
<thead>
<tr>
<th>LED Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solid red</td>
<td>There is a call parked on the line, and the line key is not on the current page.</td>
</tr>
<tr>
<td>Fast-flashing green</td>
<td>The line receives an incoming call, and the line key is not on the current page.</td>
</tr>
<tr>
<td>Fast-flashing red</td>
<td>The monitored user whose line key is not on the current page receives an incoming call.</td>
</tr>
<tr>
<td>Off</td>
<td>The line keys are idle.</td>
</tr>
</tbody>
</table>

**Screen and Icons**
The user screens and icon indicators can help you navigate and understand the important information of the phone’s status.

**Topics**
- Idle Screen
- Calls Screen
- Icons in the Status Bar
- Line Key Icons

**Idle Screen**
The idle screen is made up of the status bar, line keys and soft keys. The time & date is displayed in the middle of screen.
Status Bar: Display the default account on SIP-T54W phones, feature status icons, and the time. The status icons are displayed when features are activated.

Line Keys: Display the information associated with the line keys and feature keys on the phone.

Page Icons: The page icons appear only when you assign functionality to line key located in line key 11-27 on the SIP-T54W phones or line key 9-21 on the SIP-T53W/T53 phones.

Soft Keys: Each soft key label indicates the action for the soft key below the screen.

Related Topics
Icons in the Status Bar
Changing the Default Account
Customizing the Soft Keys

Calls Screen

All of your active and held calls are displayed on the calls screen. You can press up or down navigation key to switch among calls.

The calls screen can display the local name or number. Check with your system administrator to find out if this feature is available on the phone. When there is an active call and a held call, the calls screen is shown as below:
During a call, you can press the OK key to view the current time & date and the phone status, the phone screen is shown as below:

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Time &amp; Date:</td>
<td>15:00 Thu, Jan 24</td>
</tr>
<tr>
<td>2. IPv4:</td>
<td>10.81.6.14</td>
</tr>
<tr>
<td>3. MAC:</td>
<td>80-SE-CD-37-88-91</td>
</tr>
<tr>
<td>4. Firmware:</td>
<td>96.84.0.10</td>
</tr>
</tbody>
</table>

**Icons in the Status Bar**

The icons in the status bar help you easily get the current phone status, such as call and message status. Icons in the status bar vary by phone models.

**Topics**

- T54W Icons in the Status Bar
- T53W/T53 Icons in the Status Bar

### T54W Icons in the Status Bar

<table>
<thead>
<tr>
<th>Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🔐</td>
<td>Wired network is unavailable</td>
</tr>
<tr>
<td>🔐</td>
<td>Wired network is unreachable</td>
</tr>
<tr>
<td>🔐</td>
<td>Speakerphone (hands-free) mode</td>
</tr>
<tr>
<td>🔐</td>
<td>Handset mode</td>
</tr>
<tr>
<td>🔐</td>
<td>Headset mode</td>
</tr>
<tr>
<td>🔐</td>
<td>Voice Mail</td>
</tr>
<tr>
<td>🔐</td>
<td>Text Mail</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🗝️</td>
<td>Phone Lock</td>
</tr>
<tr>
<td>📞</td>
<td>Missed Calls</td>
</tr>
<tr>
<td>🔀</td>
<td>Call Forward</td>
</tr>
<tr>
<td>🔜</td>
<td>Recording starts successfully (Using a USB flash drive)</td>
</tr>
<tr>
<td>🔜</td>
<td>Recording is paused (Using a USB flash drive)</td>
</tr>
<tr>
<td>🔜</td>
<td>Bluetooth mode is on</td>
</tr>
<tr>
<td>🔜</td>
<td>Bluetooth headset is both paired and connected</td>
</tr>
<tr>
<td>Icons</td>
<td>Description</td>
</tr>
<tr>
<td>-------</td>
<td>-------------</td>
</tr>
<tr>
<td>📞</td>
<td>Auto Answer</td>
</tr>
<tr>
<td>🔔</td>
<td>Do Not Disturb (DND)</td>
</tr>
<tr>
<td>⚠️</td>
<td>Phone Warning</td>
</tr>
<tr>
<td>🔔</td>
<td>Keep Mute</td>
</tr>
<tr>
<td>📡</td>
<td>Silent Mode</td>
</tr>
</tbody>
</table>

**T53W/T53 Icons in the Status Bar**

<table>
<thead>
<tr>
<th>Icons</th>
<th>Description</th>
<th>Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>Wired network is unavailable</td>
<td>📡</td>
<td>Network is unreachable</td>
</tr>
<tr>
<td>🔊</td>
<td>Speakerphone (hands-free) mode</td>
<td>☑️</td>
<td>Handset mode</td>
</tr>
<tr>
<td>☼️</td>
<td>Headset mode</td>
<td>☑️</td>
<td>Voice Mail</td>
</tr>
<tr>
<td>⌨️</td>
<td>Text Message</td>
<td>📞</td>
<td>Auto Answer</td>
</tr>
<tr>
<td>⏰</td>
<td>Do Not Disturb (DND)</td>
<td>⚠️</td>
<td>Phone Warning</td>
</tr>
<tr>
<td>🔔</td>
<td>Keep Mute</td>
<td>⬨</td>
<td>Ringer volume is 0</td>
</tr>
<tr>
<td>📷</td>
<td>Phone Lock</td>
<td>✔️</td>
<td>Missed Calls</td>
</tr>
<tr>
<td>⌚️</td>
<td>Call Forward</td>
<td>🔹</td>
<td>Recording starts successfully (Using a USB flash drive)</td>
</tr>
<tr>
<td>🎧</td>
<td>Recording is paused (Using a USB flash drive)</td>
<td>📨</td>
<td>Wi-Fi connection is successful</td>
</tr>
<tr>
<td>🔴</td>
<td>Bluetooth mode is on</td>
<td>📨</td>
<td>Wi-Fi connection fails</td>
</tr>
<tr>
<td>🔴</td>
<td>Bluetooth headset is both paired and connected</td>
<td>📨</td>
<td>Wi-Fi connection is unreachable</td>
</tr>
<tr>
<td>📡</td>
<td>Bluetooth-enabled mobile phone is both paired and connected</td>
<td>📡</td>
<td>USB flash drive detected</td>
</tr>
</tbody>
</table>

**Line Key Icons**

By viewing the line key icons, you can easily get the function of the line key. Icons in the line keys vary by phone models.

**Topics**

- T54W Line Key Icons
T53W/T53 Line Key Icons

T54W Line Key Icons

Icon indicators (associated with line key features)

<table>
<thead>
<tr>
<th>Icons</th>
<th>Description</th>
<th>Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hold</td>
<td>DND</td>
<td>Voice Mail</td>
<td>SMS</td>
</tr>
<tr>
<td>Direct Pickup</td>
<td>Group Pickup</td>
<td>Conference</td>
<td>Forward</td>
</tr>
<tr>
<td>Transfer</td>
<td>Recall</td>
<td>Record</td>
<td>Recording in process (Record)</td>
</tr>
<tr>
<td>Multicast Paging</td>
<td>Paging List</td>
<td>Phone Lock</td>
<td>Directory</td>
</tr>
<tr>
<td>Speed Dial</td>
<td>DECT Intercom</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Icon indicators (associated with line)

<table>
<thead>
<tr>
<th>Icons</th>
<th>Description</th>
<th>Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>The private line registers successfully.</td>
<td>The shared/bridged line registers successfully.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Registering.</td>
<td>Register failed.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DND is enabled on this line.</td>
<td>Call forward is enabled on this line.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

T53W/T53 Line Key Icons

Icon indicators (associated with line)

<table>
<thead>
<tr>
<th>Icons</th>
<th>Description</th>
<th>Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>The private line is registered successfully.</td>
<td>The shared/bridged line is registered successfully.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Register failed.</td>
<td>Registering.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DND is enabled on this line.</td>
<td>Call forward is enabled on this line.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Entering Characters

You can use the keypad keys on your phone to enter or update field information.

The following table describes how to enter different characters using the keypad keys.
<table>
<thead>
<tr>
<th>Task</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Switch input modes</td>
<td>Press the <strong>ABC</strong>, <strong>abc</strong>, <strong>Abc</strong>, <strong>2aB</strong>, or <strong>123</strong> soft key to switch the input modes.</td>
</tr>
<tr>
<td>Enter alphas</td>
<td>Select <strong>ABC</strong>, <strong>abc</strong>, <strong>2aB</strong>, or <strong>Abc</strong> mode. Press a keypad key repeatedly to view the character options and stop when the letter you want to enter is displayed in the field. Wait one second, and then enter the next letter.</td>
</tr>
<tr>
<td>Enter numbers</td>
<td>Select <strong>123</strong> mode, press the corresponding keys.</td>
</tr>
<tr>
<td>Enter special charac-</td>
<td>Select <strong>ABC</strong>, <strong>abc</strong>, <strong>2aB</strong>, or <strong>Abc</strong> mode, press * key or # key one or more times to enter one of the following special characters:</td>
</tr>
<tr>
<td>ters</td>
<td>* key: *, ?, !, @, /, -, +, &amp; =, &lt;, &gt;, £, $, ¥, ¢, £, $, ¥</td>
</tr>
<tr>
<td></td>
<td>In <strong>123</strong> mode, you can press * key to choose the following special characters: .*/@[]</td>
</tr>
<tr>
<td>Insert space</td>
<td>Select <strong>ABC</strong>, <strong>abc</strong>, <strong>2aB</strong>, or <strong>Abc</strong> mode, press the 0 key.</td>
</tr>
<tr>
<td>Move cursor</td>
<td>Press <strong>&lt;</strong> or <strong>&gt;</strong> to position the cursor.</td>
</tr>
<tr>
<td>Delete one or more</td>
<td>Position the cursor to the right of the character, and select the <strong>Delete</strong> soft key.</td>
</tr>
<tr>
<td>characters</td>
<td></td>
</tr>
</tbody>
</table>
Call Features

You can use the phone to place and answer calls, ignore incoming calls, transfer a call to someone else, conduct a conference call and perform other basic call features.

Topics
- Changing the Default Account
- Placing Calls
- Answering Calls
- Switching Among the Handset, Speakerphone and Headset Modes
- Disabling Call Waiting
- Silencing or Rejecting Incoming Calls
- Ending Calls
- Redialing a Call Automatically
- Muting/Unmuting Audio
- Keep Mute
- Holding and Resuming Calls
- Redirecting Incoming Calls
- Transferring Calls
- Conference Calls
- Recording Using a USB Flash Drive
- Multicast Paging

Changing the Default Account

If there are multiple registered accounts on the phone, you can place a call with the default account by default.

Procedure
1. Navigate to Menu -> Features -> Others -> Default Account.
2. Select the desired account from the Default Account field.
3. Select Save.

Tip
From the idle screen, you can press the left or right navigation key to change the default account.

Placing Calls

You can use your phone like a regular phone to place calls in many ways easily.

Topics
- Placing a Call from the Dialer
- Placing Multiple Calls
- Placing a Call with a Speed Dial Key
- Placing a Call Back to the Last Incoming Number
- Redialing a Number
- Dialing a Hotline Number
- Placing an International Call
- Placing a Call from the Call History
- Placing a Call from the Directory
Placing Calls to Google Contacts
Placing an Anonymous Call
Placing an Emergency Call from a Locked Phone

**Placing a Call from the Dialer**
The Dialer enables you to enter a number to place a call, and it displays a list of previously placed calls or contacts in your directory.
You can also select the desired contact from the search list, the placed call list or Directory.

---

**Procedure**

1. Do one of the following:
   - Start typing a phone number.
   - Select the desired line key.
   - Pick up the handset, press the Speakerphone key or the HEADSET key.
2. Enter a number or select a contact.
3. Select Send.

---

**Relating Topic**
**Switching Among the Handset, Speakerphone and Headset Modes**

**Placing Multiple Calls**
When you are in a call, you can hold your current call and place a new call.

---

**Procedure**

1. Do one of the following:
   - Select a line key. The active call is placed on hold.
   - Press the HOLD key or Hold to place the original call on hold.
   - Select New Call.
2. Enter the desired number or select a contact.
3. Select Send.

**Placing a Call with a Speed Dial Key**
You can quickly dial a number by using a Speed Dial key.

---

**Before You Begin**
If your system administrator has enabled the Favorites feature on the phone, you cannot manually set a Speed Dial key.

---

**Procedure**

1. Navigate to Menu > Features > Dsskey.
2. Select the desired line key.
3. Select SpeedDial from the Type field.
4. Select the desired line from the Account ID field.
5. Do one of the following:
   - (Optional.) Enter the string that will appear on the phone screen in the Label field.
     Enter the contact number you want to dial out directly in the Value field.
     You can also enter the contact number with the DTMF sequence that you want to send in the Value field. The contact number and DTMF sequence are separated by commas. One comma stands for 500 milliseconds. For example, 1234,,123# means the phone dials out the number 1234 first, then after the call is set up for 1 second, it sends the DTMF sequence 123# to the remote party.
   - Highlight the Label or Value field. Press Directory and then select the desired contact from the Directory list.
6. Select Save.

**Tip**
By default, you can long press the desired line key to set it.

When the phone is idle, you can press the Speed Dial key to call a contact quickly.

**Note**
During a call, you can press the Speed Dial key to select a transfer mode. Check with your system administrator to find out if this feature is available on the phone.

**Placing a Call Back to the Last Incoming Number**
You can redial the last incoming number quickly by using a Recall key.

**Procedure**
1. Navigate to Menu -> Features -> Dsskey.
2. Select the desired line key.
3. Select Key Event from the Type field.
4. Select Recall from the Key Type field.
5. (Optional.) Enter the string that will appear on the phone screen in the Label field.
6. Select Save.

**Tip**
By default, you can long press the desired line key to set it.

When the phone is idle, press the Recall key to quickly redial the last incoming number.

**Redialing a Number**
The phone keeps a record of all the placed calls. You can recall the contact you recently called.

**Procedure**
1. Press the REDIAL key.
   - A record of Placed Calls is displayed on the phone screen.
2. Highlight the desired record, select Send.

**Tip**
Press the REDIAL key twice to recall the contact you called.
Dialing a Hotline Number
When the phone is off-hook, it will dial out the hotline number automatically after the designated delay time.

Procedure
1. Navigate to Menu -> Features -> Others -> Hot Line.
   On the SIP-T53W/T53 phones, navigate to Menu -> Features -> Hot Line.
2. Enter the desired number in the Hotline Number field.
3. Enter the desired delay time (0-10 seconds) in the Hotline Delay field.
4. Select Save.

Placing an International Call
You can place calls to international phone numbers on your phone.

Procedure
1. On the dialing screen, press 123 to switch the input mode to abc/ABC/2aB.
2. Press the star key (*) 16 times.
   A plus sign (+) is displayed.
3. Switch the input mode to 123.
4. Enter the phone number with the country code.
5. Select Send.

Placing a Call from the Call History
You can place calls to contacts from the History list, which contains the calls that were recently placed, answered, missed, or forwarded.

Procedure
1. Press History or navigate to Menu -> History.
   The phone screen displays all call records.
2. Select the desired call list.
3. Highlight a contact, and select Send.

Placing a Call from the Directory
You can place a call to a contact directly from your directory.

Procedure
2. Select the desired directory and contact group.
3. Highlight the desired contact, and select Send.
   If the selected contact has multiple numbers, highlight the desired number, and select Send.

Related Topic
Searching for Contacts
Placing an Anonymous Call
You can hide your name and number when you place a call. As a result, the callee receives an anonymous call without caller identity.

Before You Begin
Contact with your system administrator to find out if this feature is available on your phone, and to get the anonymous call on code or off code if required.

Procedure
1. Navigate to Menu -> Features -> Anonymous Call.
2. Select the desired line.
3. Select Enabled from the Local Anonymous field.
4. (Optional.) Select the desired value from the Send Anony Code (Send Anonymous Code) field.
5. (Optional.) Enter the anonymous call on code and off code respectively.
6. Select Save.
7. Select the anonymous line to place a call.
   The callee is prompted with an incoming call from anonymity.

If the callee enables anonymous rejection feature, you may be prompted that the callee does not accept calls from an anonymous number.

Related Topic
Rejecting Anonymous Calls

Placing Calls to Google Contacts
You can call your Google Contacts from your phone.
Procedure
1. Navigate to Menu > Directory > Google Contact.
2. Highlight the desired contact, and select Send.

Placing an Emergency Call from a Locked Phone
Once all keys are locked on the phone, you can only dialing an emergency numbers or authorized numbers that are set up by your administrator, such as 911.

Procedure
1. Do one of the following:
   - Select Emergency.
   * The phone screen is shown as below:

   ![Emergency Call Screen]

   Select an emergency number in the emergency number list.
   * Enter an emergency number.
2. Select Send.

Answering Calls
When you receive a call, you can choose to answer it manually or automatically.

Topics
Answering a Call
Answering a Call When in a Call
Answering a Call Automatically

Answering a Call
When you receive an incoming call, the phone rings and the screen displays the information of the incoming call. You can choose to answer the incoming call.

Procedure
1. Do one of the following:
   - Pick up the handset.
   - Press the Speakerphone key \( \text{Speakerphone} \).
   - Press the HEADSET key \( \text{HEADSET} \).
   - Press Answer or the line key that has the flashing green LED indicator.
   * The call is answered in the speakerphone (hands-free) mode by default.
Related Topic
Switching Among the Handset, Speakerphone and Headset Modes

Answering a Call When in a Call
You can answer a call when there is already an active call on your phone.

When you are in an active call and an incoming call arrives on the phone, a call waiting tone beeps, and the incoming call information is displayed.

![Call Waiting](image)

Procedure
1. Select Answer.
   *The active call is placed on hold, and the incoming call becomes active.*

   ![Call Waiting](image)

   **Note**
   You can disable the call waiting feature to reject the incoming call automatically during a call.

Related Topic
Disabling Call Waiting

Answering a Call Automatically
Auto answer enables you to automatically answer an incoming call in speakerphone (hands-free) mode when your phone is idle.

You can also enable auto answer mute to mute the local microphone when an incoming call is answered automatically.

**Note**
When you are in an active call and an incoming call arrives on the phone, the incoming call will not be automatically answered even if auto answer is enabled.
Your system administrator can configure the phone to automatically answer the incoming call after ending all calls.

Procedure
1. Navigate to Menu -> Features -> Auto Answer.
2. Select the desired line.
3. Select Enabled from the Status field.
4. Select Enabled from the Auto Answer Mute field.
5. Select Save.
   *If the auto answer feature is enabled for the default account, the auto answer icon appears on the phone screen.*
Switching Among the Handset, Speakerphone and Headset Modes

You can select the desired mode before placing a call, or can alternate among Speakerphone, headset, and handset modes during a call.

When using the speakerphone or the headset, the LED indicator glows green.

Procedure

1. During the call, pick up the handset, press the Speakerphone key, or press the HEADSET key. For example, if you’re using the handset, press the HEADSET key to switch to the headset, or press the Speakerphone key to switch to the speakerphone.

Note

Your system administrator can disable you to use the handset, speakerphone (Hands-free) or headset mode.

Related Topic

Headset

Disabling Call Waiting

If call waiting feature is disabled, when there is already a call, the new incoming call will be rejected automatically.

Before You Begin

Check with your system administrator if the call waiting on code or off code is required. If required, get it from your system administrator.

Procedure

1. Navigate to Menu -> Features -> Call Waiting.
2. Select Disabled from the Call Waiting field.
3. Select Disabled from the Play Tone field.
4. (Optional.) Enter the call waiting on code or off code respectively in the On Code or Off Code field.
5. Select Save.

Silencing or Rejecting Incoming Calls

When you receive an incoming call, you can choose to silence or reject the call instead of answering.
Topics
Silencing a Call
Rejecting a Call Manually
Rejecting Anonymous Calls
Rejecting Calls with Do Not Disturb (DND)

Silencing a Call
You can silence a call to stop your phone from ringing. Even if you silence the call, the incoming call notification continues to be displayed on your phone.

Procedure
1. Select Silence.

Rejecting a Call Manually
You can reject a call manually, and the call may be sent to voice mail. The rejected calls are displayed in the Received Calls list in your History list.

Procedure
1. Select Reject.

Rejecting Anonymous Calls
You can reject incoming calls from the callers who have hidden their identities. As a result, your phone will not ring and you will not be notified of an attempted call.

Before You Begin
Check with your system administrator if the anonymous call rejection on code or off code is required. If required, get it from your system administrator.

Procedure
1. Navigate to Menu > Features > Anonymous Call.
2. Select the desired line.
3. Select Enabled from the Local Anonymous Rejection field.
4. (Optional.) Select the desired value from the Send Rejection Code field.
5. (Optional.) Enter the anonymous call rejection on code and off code respectively in the On Code and Off Code field.
6. Select Save.

Related Topic
Placing an Anonymous Call

Rejecting Calls with Do Not Disturb (DND)
You can enable DND to reject all incoming calls automatically when you do not want to be interrupted.

If you want to receive incoming calls from the specific numbers when DND is enabled, you can ask your system administrator to set DND Authorized Numbers.

Note
Check with your system administrator to find out if the DND feature is available on your phone.
Topics

Rejecting Calls with DND on All Lines
Rejecting Calls with DND on a Specific Line
Deactivating DND

Rejecting Calls with DND on All Lines
If there are multiple lines on the phone, you can enable DND for all lines. After activating it, the phone will reject all incoming calls automatically.

Note
If both DND and busy forward are activated on the phone, calls will be forwarded to the configured destination number.

Before You Begin
Check with your system administrator if the DND on code or off code is required. If required, get it from your system administrator.

Procedure
1. Navigate to Menu -> Features -> DND.
2. Select On from the DND Status field.
3. (Optional.) Enter the DND on code or off code respectively in the On Code or Off Code field.
4. Select Save.

The DND icon appears in the status bar.

Tip
To activate or deactivate DND quickly, press the DND soft key when the phone is idle.

Related Topics

Deactivating DND
Redirecting Incoming Calls

Rejecting Calls with DND on a Specific Line
By default, the DND feature applies to all lines on your phone. Your system administrator can change the DND mode to Custom so that you can enable DND for specific lines.

Before You Begin
The DND mode is set to Custom. Check with your system administrator if the DND on code or off code is required. If required, get it from your system administrator.
Procedure

1. Select DND when the phone is idle.
2. Select the desired line.
3. Set DND Account to On.
4. (Optional.) Enter the DND on code or off code respectively in the On Code or Off Code field.
5. Select Save.

*The DND icon appears on the desired line. If you activate DND on the default line, the DND icon will appear both on the line and in the status bar.*

**Tip**

You can press the All On soft key to activate DND for all lines.

Related Topics

Deactivating DND

Line Key Icons

Deactivating DND

You can deactivate DND when you are ready to resume receiving calls again.

Procedure

1. Navigate to Menu -> Features -> DND.
2. (Optional.) If the DND is activated on specific lines, select the desired line, and then press Enter.
3. Set DND Status to Off.
4. Select Save.

*The DND icon disappears from the status bar.*

**Tip**

To deactivate DND quickly, press the DND soft key when the phone is idle.

You can press the All Off soft key to deactivate DND for all lines.

Ending Calls

You can end the current call at any time.

Procedure

1. Do one of the following:
   - If you are using the handset, press the Cancel key, End Call or hang up the handset.
   - If you are using the headset, press the Cancel key or End Call.
   - If you are using the speakerphone, press the Cancel key, Speakerphone key, or End Call.

**Tip**

You can press the HEADSET key to end calls. Check with your system administrator to find out if it is available on your phone.

Redialing a Call Automatically

You can set the phone to redial a phone number automatically when you call a contact and the contact’s line is unavailable.
Procedure

1. Navigate to Menu > Features > Others > Auto Redial Setting.
   On the SIP-T53W/T53 phones, navigate to Menu > Features > Auto Redial Setting.
2. Select Enabled from the Auto Redial field.
3. Enter the desired time (between 1 and 300 seconds) in the Redial Interval field.
4. Enter the desired times (between 1 and 300) in the Redial Times field.
5. Select Save.

When you dial a number but fail to establish a call, The phone prompts whether to auto redial the contact, select OK to activate auto redial.

![Call Finish](image1)

The phone screen displays the redial times and interval. The phone will retry as many times as configured until the callee answers the call.

![Call Finish](image2)

Muting/Unmuting Audio

When you are in a call, you can mute the audio, so that you can hear the other person, but they cannot hear you.

Procedure

1. Press the MUTE key during a call.
   *The mute key LED glows red.*
2. Press the MUTE key again to unmut the call.
   *The mute key LED goes out.*

Tip

You can also mute the microphone while the phone is dialing or ringing, so that the other party cannot hear you when the call is set up.
Keep Mute

In a meeting room, if incoming calls are answered automatically on your phone, callers may hear your discussion with your colleagues. You can keep the phone in mute to prevent this unintended situation.

The mute state of your phone persists across calls. The phone stays in the mute state until you unmute the microphone manually or until the phone restarts.

Before You Begin

Check with your system administrator if keep mute is configured on your phone.

Procedure

1. Press the MUTE key when the phone is idle.
   The mute key LED glows red, and the mute icon appears on the idle screen.

2. Press the MUTE key again to deactivate the mute state.

Holding and Resuming Calls

You can place an active call on hold and resume the call when you are ready. When you place a call on hold, the held party may hear the music played by its sever.

Topics

Holding a Call
Resuming a Held Call

Holding a Call

You can place an active call on hold on your phone.

Procedure

1. Press the HOLD key or Hold during a call.
The phone ignores engaged audio device (handset or headset) and plays beep in the Speakerphone (hands-free) mode by default. The Speakerphone key will always light up and the phone will beep softly every 30 seconds to remind you that you still have a call on hold.

**Note**
When you have multiple calls on the phone and the current call is held, you can press the corresponding line key to swap to the active call.

**Resuming a Held Call**
You can view and resume a held call on the phone.

**Procedure**
1. Press the HOLD key again, corresponding line key or Resume.
   
   If multiple calls are placed on hold, select the desired call first.

**Note**
When you have multiple calls on the phone and the current call is active, you can select Swap to swap to the held call.

**Redirecting Incoming Calls**
When you are not available to answer calls on your phone, you can forward the calls to another phone.

**Topics**
Forwarding All Incoming Calls to a Contact
Forwarding an Incoming Call Manually
Forwarding Incoming Calls with a Forward Key
Diverting Calls to a Contact

**Forwarding All Incoming Calls to a Contact**
You can set up the forwarding type which enables your phone to forward all incoming calls to a contact.

There are three types of forwarding:

- **Always Forward**: Forwards all incoming calls immediately.
- **Busy Forward**: Forwards incoming calls when you are busy in a call.
- **No Answer Forward**: Forwards incoming calls when no one answers the calls.

**Topics**
Forwarding All Incoming Calls on All Lines
Forwarding All Incoming Calls on a Specific Line
Deactivating Call Forward

**Forwarding All Incoming Calls on All Lines**
You can forward all incoming calls on the phone.

**Before You Begin**
Check with your system administrator if the forward on code or off code is required. If required, get it from your system administrator.

**Procedure**
1. Navigate to **Menu > Features > Call Forward**.
2. Select the desired forwarding type and select **Enabled** from the corresponding field.
3. Do one of the following:
   - Enter the contact number you want to forward incoming calls to in the **Forward to** field.
   - Highlight the **Forward to** field. Press **Directory**, and select the desired contact from the Directory list.
4. If you select the **No Answer Forward** option, select the desired ring time to wait before forwarding from the **After Ring Time** field.
5. (Optional.) Enter the always/busy/no answer forward on code or off code respectively in the **On Code** or **Off Code** field.
6. Select **Save**.

   *The call forward icon on the idle screen indicates that the call forward is activated.*

**Forwarding All Incoming Calls on a Specific Line**
By default, the forwarding setting applies to all lines on your phone. Your system administrator can change the forward mode to Custom so that you can forward all incoming calls for specific lines.

**Before You Begin**
Check with your system administrator if the forward on code or off code is required. If required, get the forward on code or off code from your system administrator.

**Procedure**
1. Navigate to **Menu > Features > Call Forward**.
2. Select the desired line.
3. Select the desired forwarding type and select **Enabled** from the corresponding field.
4. Do one of the following:
   - Enter the contact number you want to forward incoming calls to in the **Forward to** field.
   - Highlight the **Forward to** field. Press **Directory**, and select the desired contact from the Directory list.
5. If you select the **No Answer Forward** option, select the desired ring time to wait before forwarding from the **After Ring Time** field.
6. (Optional.) Enter the always/busy/no answer forward on code or off code respectively in the **On Code** or **Off Code** field.
7. Select **Save**.

   *The forward icon appears on the desired line. If you activate forward on the default line, the forward icon will appear both on the line and in the status bar.*
Deactivating Call Forward
You can deactivate call forward when you no longer want to forward your calls.

Procedure
1. Navigate to Menu > Features > Call Forward.
2. If the forward is activated for specific lines, select the desired line.
3. Select the desired forwarding type and select Disabled from the corresponding field.
4. Select Save.

Forwarding an Incoming Call Manually
You can manually forward the call to another contact while your phone rings.

Procedure
1. When the phone is ringing, select Forward.
2. Enter the number you want to forward the incoming call to.
3. Press the OK key or Send.
   *The phone prompts a call forward message.*

Forwarding Incoming Calls with a Forward Key
When the phone receives an incoming call, you can easily press the Forward key to forward the incoming call to a specific contact.

When the phone is idle, you can also press the Forward key to activate the always forward feature, and then you can press another Forward key to switch the target contact number.

Before You Begin
Make sure your system administrator has set the forward mode to Phone.

Procedure
1. Navigate to Menu > Features > Dsskey.
2. Select the desired line key.
3. Select Key Event from the Type field.
4. Select Forward from the Key Type field.
5. Do one of the following:
   * (Optional.) Enter the string that will display on the phone screen in the Label field.
     Enter the contact number you want to forward the incoming calls to in the Value field.
   * Highlight the Label or Value field. Press Directory and then select the desired contact from the Directory list.
6. Select Save.
By default, you can long press the desired line key to set it.

Do the following to forward incoming calls:

- When the phone is idle, press the Forward key to activate the always forward feature. The Forward key glows green, and the phone prompts you the Always Forward feature is activated and the contact number that all incoming calls will forward to.
- When the phone is ringing, press the Forward key to quickly forward the call to the specific contact.

**Diverting Calls to a Contact**

You can divert all incoming calls from a particular contact to another contact. Auto divert has precedence over call forward.

**Procedure**

2. Enter the desired contact group or All Contacts.
3. Highlight the desired contact, and select Option > Detail.
4. Edit the contact information.
5. Enter a contact’s number you want to divert the call to in the **Auto Divert** field.
6. Select Save.

**Related Topics**

Forwarding All Incoming Calls to a Contact
Forwarding an Incoming Call Manually
Forwarding Incoming Calls with a Forward Key

**Transferring Calls**

During a call, you can transfer the call to another contact.

You can use one of three ways:

- **Blind Transfer**: Transfer a call directly to the third party without consulting.
- **Semi-Attended Transfer**: Transfer a call when receiving ringback.
- **Attended Transfer (Consultative Transfer)**: Transfer a call with prior consulting.

**Topics**

Performing a Blind Transfer
Performing a Semi-Attended/Attended Transfer
Performing Transfer with a Transfer Key

**Performing a Blind Transfer**

You can transfer a call to another contact immediately without consulting with her/him first.

**Procedure**

1. Press the TRANSFER key  or **Transfer** during a call.
2. Do one of the following:
   - Enter the number or select a contact from the placed call list you want to transfer to.
   - If you have set a Speed Dial key, you can also press the Speed Dial key to transfer the call to the contact directly.
   - Press Directory. Select the desired contact from the Directory list.
3. Press **B Transfer** or the TRANSFER key `[C]` to complete the transfer.

**Tip**
If you are using a handset, the transfer can be completed by hanging up the handset.

**Performing a Semi-Attended/Attended Transfer**
You can transfer calls to other contacts immediately when receiving ringback or after consulting with them first.

**Procedure**
1. Press the TRANSFER key `[C]` or **Transfer** during a call.
2. Do one of the following:
   - Enter the number or select a contact from the placed call list you want to transfer the call to.
   - Press **Directory**. Select the desired contact from the Directory list.
3. Press the **OK** key or **Send**.
4. Do one of the following:
   - When you hear the ringback tone, press the TRANSFER key `[C]` or **Transfer** to finish a semi-attended transfer.
   - After the contact answers the call, press the TRANSFER key `[C]` or **Transfer** to finish an attended transfer (consultative transfer).

**Tip**
If you are using a handset, the transfer can be completed by hanging up the handset.

**Performing Transfer with a Transfer Key**
By default, you can transfer a call to a specific contact directly using a Transfer key during a call.

Your system administrator can also set your phone to perform attended transfer when using a Transfer key.

**Topics**
- Setting a Transfer Key
- Performing a Blind Transfer Using a Transfer Key
- Performing a Semi-attended/Attended Using a Transfer Key
- Performing a Call Transfer by Selecting a Transfer Mode

**Setting a Transfer Key**
You can set a line key as a Transfer key, and specify a contact you want to transfer a call to for this key.

**Procedure**
1. Navigate to **Menu -> Features -> Dsskey**, and then select the desired line key.
2. Select **Key Event** from the **Type** field.
3. Select **Transfer** from the **Key Type** field.
4. Do one of the following:
   - (Optional.) Enter the string that will appear on the phone screen in the **Label** field.
     Enter the contact number you want to transfer the call to in the **Value** field.
   - Highlight the **Label** or **Value** field. Press **Directory** and then select the desired contact from the Directory list.
5. Select **Save**.

**Tip**
By default, you can long press the desired line key to set it.

**Performing a Blind Transfer Using a Transfer Key**

After you have set a Transfer key with a specific contact, you can perform a blind transfer by using it.

**Before You Begin**

Confirm with your system administrator that the transfer mode has set to perform a blind transfer.

**Procedure**

1. Press the Transfer key during a call.
   
   *The call is transferred to the specific contact directly.*

**Related Topic**

Setting a Transfer Key

**Performing a Semi-attended/Attended Using a Transfer Key**

After you have set a Transfer key with a specific contact, you can perform a semi-attended/attended transfer by using it.

**Before You Begin**

Confirm with your system administrator that the transfer mode has set to perform attended transfer.

**Procedure**

1. Press the Transfer key during a call.
   
   *The phone calls the specific contact first. Wait until you hear the ringback tone or until the contact answers the call.*

2. Press the Transfer key again.

**Related Topic**

Setting a Transfer Key

**Performing a Call Transfer by Selecting a Transfer Mode**

During the call, you can press the Transfer key to select a transfer mode.

**Before You Begin**

You need to set a Transfer key for a specific contact. Check with your system administrator to find out if this call transfer feature is available on the phone.

**Procedure**
1. Press the Transfer key during a call, the phone screen is shown as below:

2. Select the desired transfer mode.

Related Topic
Setting a Transfer Key

Conference Calls
The phone supports a three-way local conference and multi-way network conference.

During the conference, follow these tips:

- Use the handset or a headset if you’re in an open environment.
- Mute your microphone when you are not speaking, especially in noisy environments.
- Avoid tapping or rustling papers near the microphone.
- Speak in your normal voice without shouting.

Topics
Local Conference
Network Conference

Local Conference
You can initiate a three-way (including yourself) conference calls with your contacts on the phone.

Note
Check with your system administrator to find out if local conference is enabled on your phone.

Topics
Setting Up a Local Conference Call
Merging Two Calls into a Conference
Inviting a Transfer Target and a Transferee into a Conference
Holding or Resuming a Conference Call
Muting or Unmuting a Conference Call
Splitting a Conference Call
Managing Conference Participants
Ending a Conference Call

Setting Up a Local Conference Call
You can set up a local conference call with up to two contacts.
Procedure
1. Place a call to the first party.
2. When the first party answers the call, select **Conference** to place a new call.
   *The active call is placed on hold.*
3. Dial the second party’s number.
   You can also select the desired contact from the search list, or select a contact from the placed call list or Directory before you enter the number.
4. When the second party answers the call, select **Conference** again to invite two the parties to join the conference.

![Conference call interface]

**Merging Two Calls into a Conference**
You can invite a held call into a conference call with the active call.

Procedure
1. Place two calls on the phone.
2. Select the desired call for a conference and ensure that the call is active.
3. Select **Conference**.
4. Highlight the desired hold call, and select **Send**.

![Conference call interface with hold call selection]

*The active call and the selected hold call are joined into a conference.*

**Inviting a Transfer Target and a Transferee into a Conference**
After consulting with the contact you want to transfer a call to, you can invite the two calls into a conference.

Procedure
1. Select **Conference** after talking with the contact you want to transfer a call to.
   *The transferee and the transfer target are joined into a conference.*
Holding or Resuming a Conference Call
When you place a conference call on hold, other participants cannot hear each other until you resume the held conference call.

Procedure
1. Press the HOLD key or Hold to place the conference on hold.
2. Press the HOLD key again or Resume to resume the held conference call.

Muting or Unmuting a Conference Call
When you mute the local microphone during a conference call, other participants can hear each other except you.

Procedure
1. Press the MUTE key to mute the conference.
2. Press the MUTE key again to unmute the conference.

Splitting a Conference Call
You can split the conference call into individual calls. After split, the conference call ends, and other parties are held.

Procedure
1. Select Split.

Managing Conference Participants
You can manage the conference participants to make the conference more flexible.

Procedure
1. During a conference call, select Manage.
2. Select the desired party, you can do the following:
   - Select Far Mute to mute the party. The muted party can hear everyone, but no one can hear the muted party.
   - Select Far Hold to hold the party. The held party cannot hear anyone, and no one can hear the held party.
   - Select Remove to remove the party from the conference call.

Ending a Conference Call
When you end the conference call, the other parties drop the call.

However, the system administrator can set up your phone so that the other two parties remain connected when you end the conference call.

Procedure
1. Select End Call.

Network Conference
If your system administrator has set a network conference feature on your phone, you can initiate a conference with two or more contacts.

Topic
Setting Up a Network Conference
You can set up a network conference with two or more contacts.
**Procedure**

1. Place a call to the first party.
2. Select **Conference**.
   *The active call is placed on hold.*
3. Dial the second party's number.
4. When the second party answers the call, select **Conference** to add the second party to the conference.
5. Select **Conference** to place a new call.
   *The conference call is placed on hold.*
6. Enter the number of the new party, and then press the OK key or **Send**.
7. When the new party answers the call, select **Conference** to add the new party to the conference.
8. Repeat steps 5 to 7 until you add all parties.

**Note**
The procedures for setting up a network conference call on specific servers may be different. Contact your system administrator for more information.

**Recording Using a USB Flash Drive**

You can record active calls onto a USB flash drive connected to your phones, and the recordings are saved as *.wav files.

Recording using a USB flash drive is not available by default. Contact your system administrator for enabling this feature for you.

**Note**
The size of a single recording file should be less than 2G.

**Topics**
- Recording a Call
- Pausing/Resuming a Recording
- Stopping a Recording
- Listening to a Recording
- Managing the Recordings
- Viewing the Available Recording Time

**Recording a Call**

You can record the important parts during an active call.

**Important**
Before call recording, especially those involving PSTN, it is necessary to know about the rules and restrictions of call recording in the country where you are.
It is also very important to inform all the call parties that you are recording and ask for their consent before recording the conversation.

**Before You Begin**

Make sure that the USB flash drive has been connected to your phone.

**Procedure**

1. During a call, select **More** -> **Start REC**.
The phone screen displays a recording icon and recording duration.

Pausing/Resuming a Recording

When you do not want the current sensitive information be record, you can pause the recording.

After pausing, you can resume it at any time and the recording continues and will be saved in the same file.

Procedure

1. Select Pause REC to pause a recording.
   The pause recording icon appears on the phone screen and the duration stops counting.

2. Select Resume REC to resume a recording.

Note

If you hold the call during the recording, none of the parties will be recorded until you resume the call.

Stopping a Recording

You can stop recording a call before the call ends. The recording also stops when the active call ends. The recording will be saved as "*.wav" file in the USB flash drive automatically.

Procedure

1. Do one of the following:
   - Select Stop REC.
     The recording icon and recording duration disappears. The screen prompts a message that the call is recorded successfully.
   - Select End Call.
     The recording icon and recording duration disappears, and the phone returns to the idle screen. The screen prompts a message that the call is recorded successfully.

Managing the Recordings

After stopping recording, you can manage the recordings on your phone. Make sure the USB flash drive is still inserted in the phone.

Topics

Listening to a Recording
Pausing/Resuming a Playback
Fast Forwarding/Rewinding a Playback
Deleting a Recorded Call
**Listening to a Recording**

You can browse and play back the recordings on your phone.

During the recording plays, you can switch among Speakerphone (hands-free) modes by pressing the Speakerphone key, Handset modes by pressing the HEADSET key or Handset mode by picking up the handset.

**Tip**

You can also play back the recordings on a PC using an application capable of playing "*.wav" file.

**Procedure**

1. Navigate to **Menu > USB > Browse Audio**.
   On the SIP-T53W/T53 phones, navigate to **Menu > USB Record > Browse Audio**.
   The phone screen shows all recorded files (file name, duration time and file size) in the **Browse Audio** list. The file-name consists of the recording time & date, the other party’s number/IP address/name (or the first person’s number/IP address/name you called).

   ![Browse Audio](image)

2. Select the desired file.
3. Select **Play**.
   The length of the recording and a progress bar are displayed as the recording plays.

   ![Recording Playback](image)

**Related Topics**

- Switching Among the Handset, Speakerphone and Headset Modes
- Adjusting the Volume

**Pausing/Resuming a Playback**

When you are playing a recording, you can pause it manually to take a note.
When you receive an incoming call while playing a recording, the recording is paused automatically. You can resume the playback after handling the call.

**Procedure**

1. Select **Pause** to pause the playback. The **Play** soft key appears on the phone screen.
2. Select **Play** to restart the playback.

**Fast Forwarding/Rewinding a Playback**

While a recording plays, you can fast forward or rewind the playback at any time.

**Procedure**

- Select **Fast Forward (▶)** to skip forward the playback. Press once to skip forward 8 seconds.
- Select **Fast Rewind (◀)** to rewind the playback. Press once to rewind 8 seconds.

**Deleting a Recorded Call**

You can delete the recordings, when you need additional space on your USB flash drive or the recordings are useless.

**Procedure**

1. Navigate to **Menu > USB > Browse Audio**.
2. Highlight the desired recording, and select **Delete**.
   
   *(missing or bad snippet) delete the audio.*
3. Select **OK**.

**Viewing the Available Recording Time**

You can view the available recording time on your phone, to avoid recording failure due to timeout.

When you insert a USB flash drive to the phone during a call, a message will pop up to tell you how much time is available for recording.

During a recording, if there is insufficient free space (30 minutes or 10 minutes left) on the USB flash drive, the phone will prompt you a message (XX minutes left for call recording). If no free space on the USB flash drive during recording, recording is stopped and saved in the USB flash drive automatically.

You can also view the storage space of the USB flash drive, and check the available recording time before recording.

**Procedure**

1. Navigate to **Menu > USB > Storage Space**.
2. On the SIP-T53W/T53 phones, navigate to **Menu > USB Record > Storage Space**.
Multicast Paging

Multicast Paging allows you to broadcast instant audio announcements to users who are listening to a specific multicast group on a specific channel.

The phone supports the following 31 channels:

- **0**: Broadcasts are sent to channel 0.
- **1 to 25**: Broadcasts are sent to channel 1 to 25. We recommend that you specify these channels when broadcasting with Polycom IP phones which have 25 channels you can listen to.
- **26 to 30**: Broadcasts are sent to channel 26 to 30. We recommend that you specify these channels when broadcasting with Yealink IP phones.

<table>
<thead>
<tr>
<th>Note</th>
</tr>
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<tbody>
<tr>
<td>All IP phones in the multicast paging group must be deployed in the same subnet, since a broadcast is used. The phone can only send/receive broadcasts to/from the listened channels. Other channels’ broadcasts will be ignored automatically by the IP phone.</td>
</tr>
</tbody>
</table>

Topics

Sending Multicast Paging
Receiving Multicast Paging
Managing a Paging Call

Sending Multicast Paging

Your phone supports up to 31 groups for paging. You can assign a label to each group to identify the phones in the group, such as All, Sales, or HR.

You can set a line key as Multicast Paging key or Paging List key on the phone, which allows you to send announcements to the phones with pre-configured multicast address(es) on specific channel(s).

<table>
<thead>
<tr>
<th>Note</th>
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<tbody>
<tr>
<td>Multicast RTP is one way only from the sender to the multicast address(es) (receiver). For outgoing RTP multicasts, all other existing calls on the phone will be placed on hold.</td>
</tr>
</tbody>
</table>

Topics

Setting a Multicast Paging Key
Setting a Paging List Key
Sending Pages by a Paging List Key
Setting a Paging Group
Sending a Paging by a Multicast Paging Key
Deleting a Paging Group

Setting a Multicast Paging Key

You can set a Multicast Paging key for a paging group, which allows you to send announcements quickly on the idle screen.

Before You Begin

Get the multicast IP address and port number from your system administrator.

Procedure
1. Navigate to **Menu -> Features -> Dsskey**.
2. Select the desired line key.
3. Select **Key Event** from the **Type** field.
4. Select **Multicast Paging** from the **Key Type** field.
5. (Optional.) Enter the paging group name in the **Label** field.
6. Enter the multicast IP address and port number (for example, 224.5.6.20:10008) in the **Value** field.
7. Enter the desired channel between 0 and 30 in the **Channel** field.
8. Select **Save**.

### Tip
By default, you can long press the desired line key to set it.

**Sending a Paging by a Multicast Paging Key**
You can send a paging by using the Multicast Paging key when the phone is idle.

**Before You Begin**
You need to set a Multicast Paging key in advance.

**Procedure**
1. Press the Multicast Paging key when the phone is idle.

   *Both your phone and receiver’s phone play a warning tone and the multicast RTP session will be automatically answered on the receiver’s phone in the speakerphone (hands-free) mode.*

   *The multicast paging key LED glows green.*

   *The following figure shows a multicast RTP session on the phone.*

![Multicast RTP Session](image)

**Related Topic**
**Setting a Multicast Paging Key**

**Setting a Paging List Key**
You can set a Paging List key to easily access the paging groups on the idle screen.

**Procedure**
1. Navigate to **Menu -> Features -> Dsskey**.
2. Select the desired line key.
3. Select **Key Event** from the **Type** field.
4. Select **Paging List** from the **Key Type** field.
5. (Optional.) Enter the string that will display on the phone screen in the **Label** field.

6. Select **Save**.

**Tip**
By default, you can long press the desired line key to set it.

### Setting a Paging Group
You can edit the information of the paging group.

**Before You Begin**
A Paging List key is set in advance. Get the multicast IP address and port number from your system administrator.

**Procedure**
1. Press the Paging List key when the phone is idle.
2. Select the desired paging group.
   
   *The default tag is Empty if it is not configured before.*

3. Select **Option** → **Edit**.
4. Enter the multicast IP address and port number (for example, 224.5.6.20:10008) in the **Address** field.
5. Enter the string that will display on the phone screen in the **Label** field.
6. Enter the desired channel between 0 and 30 in the **Channel** field.
7. Select **Save**.
8. To set more paging groups, repeat steps 2 to 7.

### Sending Pages by a Paging List Key
You can send a paging by using the Paging List key when the phone is idle.

**Before You Begin**
You need to set a Paging List key in advance.

**Procedure**
1. Press the Paging List key when the phone is idle.
2. Select the desired paging group.
3. Select **Paging** to send RTP.
   
   *Both your phone and receiver’s phone play a warning tone and the multicast RTP session will be automatically answered on the receiver’s phone in the speakerphone (hands-free) mode.*

**Related Topic**
**Setting a Paging List Key**

### Deleting a Paging Group
You can delete any group from the paging group list.

**Procedure**
1. Press the Paging List key when the phone is idle.
2. If the Paging List key is not set, you can also navigate to **Menu** → **Features** → **Others** → **Paging List** for the SIP-T54W phone or **Menu** → **Features** → **Paging List** for other phones.
2. Select the desired paging group.
3. Select Option -> Delete.
   (missing or bad snippet)delete the paging group.
4. Select OK.

**Receiving Multicast Paging**
Your system administrator has set a listening paging group for you, you can automatically receive a paging call when the phone is idle.

When there is a voice call or a paging call in progress, or when DND is activated on your phone, the phone handles the new paging call differently according to the multicast listening settings configured by your system administrator.

**Managing a Paging Call**
During a paging call, you can manage it manually at any time.

**Procedure**
- Press **Hold** to place the current paging call on hold.
  *The paging call is placed on hold and the receiver releases the session.*
- Press **Resume** to resume the held paging call.
  *The multicast RTP session is re-established.*
- Select **End Call** to end the paging call.
Advanced Call Features

You can perform some server-dependent tasks on the phone. Contact your system administrator to find out if your phone supports these advanced call features.

Topics
Using Call Completion
Call Pickup
Call Park and Call Retrieve
Busy Lamp Field (BLF)
BLF List
Shared Line
Intercom
Short Message Service (SMS)
Voice Mail
Using the Hot Desking
Automatic Call Distribution (ACD)

Using Call Completion

When you call someone who is temporarily unavailable to answer the call, you can monitor the busy party and establish a call after the busy party becomes available to receive a call.

Note
Call completion is not available on all servers. For more information, contact your system administrator.

Procedure

1. Navigate to Menu > Features > Others > Call Completion.
   
   On the SIP-T53W/T53 phones, navigate to Menu > Features > Call Completion.

2. Select Enabled from the Call Completion field.

3. Select Save.

When you place a call and the callee is temporarily unavailable to answer the call, the phone prompts whether to wait for the callee, select OK to activate the call completion feature.

When the callee becomes idle, The phone prompts whether to dial the number, select OK to dial the number.
Call Pickup

You can use call pickup to answer someone else’s incoming call on your phone.

The phone supports the following two call pickup features:

- **Directed Call Pickup**: allows you to pick up incoming calls to another phone.
- **Group Call Pickup**: allows you to pick up incoming calls to any phone within a predefined group.

Check with your system administrator to find out if this feature is available on your phone.

**Topics**

- Picking up a Call Directly
- Picking up a Group Call Directly
- Picking up a Call with a Directed Pickup Key
- Picking up a Call with a Group Pickup Key

**Picking up a Call Directly**

You can answer a call that rings on another phone.

**Before You Begin**

The target phone receives an incoming call. Your system administrator has enabled the directed call pickup and set the directed call pickup code.

**Procedure**

1. Pick up the handset, press the line key or the Speakerphone key. 
   
   *The DPickup appears on the phone screen (You may need to select the More soft key to see the DPickup soft key).*

2. Select DPickup on your phone.

3. Enter the phone number which is receiving an incoming call.

4. Select DPickup again.

   *The call is answered on your phone.*

**Tip**

When the phone is idle, you can use a Directed Pickup or BLF/BLF List key to pick up a call to a specific contact directly.

**Related Topics**

- Picking up a Call with a Directed Pickup Key
- Picking up a Remote Call by BLF Key
- Picking up a Remote Call by BLF List Key
Picking up a Group Call Directly
When any phone within a predefined group receives an incoming call, you can pick up that call on your phone. If there are multiple incoming calls on the group at the same time, you can only pick up the first incoming call.

Before You Begin
Your system administrator has enabled the group call pickup and set the group call pickup code.

Procedure
1. Pick up the handset, press the line key or the Speakerphone key. The GPickup appears on the phone screen.
2. Select GPickup on your phone when any phone in the group receives an incoming call. The call is answered on your phone.

Tip
When the phone is idle, you can use a Group Pickup key to pick up a group call directly.

Related Topic
Picking up a Call with a Group Pickup Key

Picking up a Call with a Directed Pickup Key
You can easily use a Directed Pickup key to pick up a call to a specific contact’s phone.

Before You Begin
Ask your system administrator for the directed call pickup code.

Procedure
1. Navigate to Menu -> Features -> Dsskey.
2. Select the desired line key.
3. Select Key Event from the Type field.
4. Select Pick Up from the Key Type field.
5. Select the desired line from the Account ID field.
6. Do one of the following:
   - (Optional.) Enter the string that will display on the phone screen in the Label field. Enter the directed call pickup code followed by the specific extension in the Value field.
   - Highlight the Label or Value field. Press Directory and then select the desired contact from the Directory list.
7. Select Save.

Tip
By default, you can long press the desired line key to set it.

When the target phone receives an incoming call, you can press the Directed Pickup key, and the call is answered on your phone.

Picking up a Call with a Group Pickup Key
You can easily select a Group Pickup key to pick up a group call.

Before You Begin
Check with your system administrator if the group call pickup code is required for this key. If required, get the group call pickup code from your system administrator.

**Procedure**

1. Navigate to **Menu** -> **Features** -> **Dsskey**.
2. Select the desired line key.
3. Select **Key Event** from the **Type** field.
4. Select **Group Pick Up** from the **Key Type** field.
5. Select the desired line from the **Account ID** field.
6. (Optional.) Do one of the following:
   - (Optional.) Enter the string that will appear on the phone screen in the **Label** field.
   - Enter group call pickup code in the **Value** field.
   - Highlight the **Label** or **Value** field. Press **Directory** and then select the desired contact from the Directory list.
7. Select **Save**.

**Tip**

By default, you can long press the desired line key to set it.

When any phone within a predefined group of phones receives an incoming call, you can press the Group Pickup key, and the call is answered on your phone.

**Call Park and Call Retrieve**

You can park a call, and then retrieve the call either from your phone or another phone. After parked, the call is placed on hold, you can continue the conversation after retrieving it.

**Note**

Call park is not available on all servers. Check with your system administrator to find out if it is available on your phone.

**Topics**

- Parking or Retrieving a Call in the FAC Mode
- Parking or Retrieving a Call in the Transfer Mode
- Parking or Retrieving a Call with a Park or Retrieve Key

**Parking or Retrieving a Call in the FAC Mode**

You can park the call to the local extension or a desired extension through dialing the park code.

**Topics**

- Parking a Call in the FAC Mode
- Retrieving a Parked Call in the FAC Mode

**Parking a Call in the FAC Mode**

You can park a call in the FAC mode directly. When you park a call to the local extension or a desired extension, the call is held in the same network your phone.

**Before You Begin**

Your system administrator has set call park in the FAC mode.

**Procedure**
1. During a call, select Park (You may need to press the More soft key to see the Park soft key).
   \textit{The phone will dial the call park code which is pre-configured.}

2. Do one of the following:
   \begin{itemize}
   \item If you want to park the call against the local extension, press the # key.
   \item If you want to park the call against the desired extension, enter the extension (for example, 4606) where you want to park the call and press the # key.
   \end{itemize}
   \textit{If the call is parked successfully, you will hear a voice prompt that the call is parked.}

<table>
<thead>
<tr>
<th>Tip</th>
</tr>
</thead>
<tbody>
<tr>
<td>You can use a Park key or a BLF key to park a call to a specific contact directly.</td>
</tr>
</tbody>
</table>

**Related Topics**

Parking or Retrieving a Call with a Park or Retrieve Key
Parking or Retrieving a Call by BLF Key

**Retrieving a Parked Call in the FAC Mode**

You can retrieve a parked call in the FAC mode from any phone within your network.

**Before You Begin**

Your system administrator has set call park in the FAC mode. There is a call parked on the extension.

**Procedure**

1. Select Retrieve (You may need to press the More soft key to see the Retrieve soft key) on the pre-dialing screen.
   \textit{The phone will dial the park retrieve code which is configured in advance.}

2. Follow the voice prompt to retrieve:
   \begin{itemize}
   \item Press the # key on the phone where the call is parked.
   \item Enter the desired extension followed by # (for example, 4606#) on any phone.
   \end{itemize}

<table>
<thead>
<tr>
<th>Tip</th>
</tr>
</thead>
<tbody>
<tr>
<td>When the phone is idle, you can use a Retrieve key or a BLF key to retrieve a parked call directly.</td>
</tr>
</tbody>
</table>

**Related Topics**

Parking or Retrieving a Call with a Park or Retrieve Key
Parking or Retrieving a Call by BLF Key

**Parking or Retrieving a Call in the Transfer Mode**

You can park the call to the shared parking lot through a blind transfer.

For some servers, the system will return a specific retrieve park number (park retrieve code) after parking successfully.

**Topics**

Parking a Call in the Transfer Mode
Retrieving a Parked Call in the Transfer Mode
Parking a Call in the Transfer Mode
You can park a call in the transfer mode directly. When you park a call to the shared parking lot, the call is held on your phone.

Before You Begin
Your system administrator has set call park in the Transfer mode.

Procedure
1. During a call, select Park (You may need to select the More soft key to see the Park soft key).
   The call will be directly transferred to the shared parking lot.

Tip
You can use a Call Park key to park a call to a specific shared parking lot directly.

Related Topic
Parking or Retrieving a Call with a Park or Retrieve Key

Retrieving a Parked Call in the Transfer Mode
You can retrieve a parked call in the transfer mode from any phone in the same network.

Before You Begin
Your system administrator has set call park in the Transfer mode. There is a call parked on the shared parking lot.

Procedure
1. Select Retrieve (You may need to select the More soft key to see the Retrieve soft key) on the pre-dialing screen.
   The phone will retrieve the parked call from the shared parking lot.

Tip
When the phone is idle, you can use a Retrieve key to retrieve a parked call directly.

Related Topic
Parking or Retrieving a Call with a Park or Retrieve Key

Parking or Retrieving a Call with a Park or Retrieve Key
You can easily use a Park key to park a call to a specific extension (if the FAC mode is set) or shared parking lot (if the Transfer mode is set), and quickly retrieve this parked call using a retrieve key.

Topics
State Indicator of the Park/Retrieve key
Parking a Call using a Park Key
Retrieving a Parked Call using a Retrieve Key

State Indicator of the Park/Retrieve key
On T54W phones, you can get the call park/retrieve status by viewing the icon indicator of the Park/Retrieve key.

<table>
<thead>
<tr>
<th>Icons</th>
<th>Description</th>
<th>Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>Park successfully/Idle state.</td>
<td>📞</td>
<td>Park failed.</td>
</tr>
<tr>
<td>Icons</td>
<td>Description</td>
<td>Icons</td>
<td>Description</td>
</tr>
<tr>
<td>-------</td>
<td>----------------------</td>
<td>-------</td>
<td>----------------------</td>
</tr>
<tr>
<td>📞</td>
<td>Ringing state.</td>
<td>🔊</td>
<td>Retrieve parked call.</td>
</tr>
</tbody>
</table>

**Parking a Call using a Park Key**

You can set a line key as a Park key, and specify an extension or a shared parking lot you want to park a call to for this key. By using the Park key you can park a call quickly.

**Before You Begin**

Check with your system administrator if the FAC or Transfer mode is set on your phone, and if Account ID it is necessary for this key.

**Procedure**

1. Navigate to Menu -> Features -> Dsskey, and then select the desired line key.
2. Select Key Event from the Type field.
3. Select Call Park from Key Type field.
4. (Optional.) Select the desired line from the Account ID field.
5. Do one of the following:
   - (Optional.) Enter the string that will appear on the phone screen in the Label field.
     Enter the park extension number or the shared parking lot you want to park the call to in the Value field.
   - Highlight the Label or Value field. Press Directory and then select the desired contact from the Directory list.
6. Select Save.

**Tip**

By default, you can long press the desired line key to set it.

During a call, you can press the Call Park key, and the call is parked to the desired extension or the shared parking lot directly.

**Retrieving a Parked Call using a Retrieve Key**

You can set a line key as a Retrieve key, and specify a parked extension or retrieve lot you want to retrieve a parked call from for this key. By using the Retrieve key you can retrieve a parked call quickly.

**Before You Begin**

Check with your system administrator if the FAC or Transfer mode is set on your phone, and if Account ID is necessary for this key.

**Procedure**

1. Navigate to Menu -> Features -> Dsskey.
2. Select the desired line key.
3. Select Retrieve Park from the Type field.
4. (Optional.) Select the desired line from the Account ID field.
5. Do one of the following:
   - (Optional.) Enter the string that will appear on the phone screen in the Label field.
     Enter the parked extension or the retrieve lot in the Value field.
   - Highlight the Label or Value field. Press Directory and then select the desired contact from the Directory list.
6. Select Save.
Tip
By default, you can long press the desired line key to set it.

When there is a call parked on the extension or the shared parking lot, you can press the Retrieve key on the idle screen, and the call is retrieved from the parked extension or shared parking lot directly.

Busy Lamp Field (BLF)
You can monitor a specific remote line using a BLF key for status changes on the phone.

Topics
Setting a BLF Key
Picking up a Remote Call by BLF Key
Transferring a Call by BLF Key
Parking or Retrieving a Call by BLF Key
Audio Alert for Monitored Lines
Visual Alert for Monitored Lines
State Indicator of Remote Line by BLF Key

State Indicator of Remote Line by BLF Key
You can get the monitored line's status by viewing the LED and icon indicator of the BLF key.

<table>
<thead>
<tr>
<th>LED Status</th>
<th>Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solid green</td>
<td><img src="#" alt="Green" /></td>
<td>The monitored line is idle.</td>
</tr>
<tr>
<td>Fast-flashing</td>
<td><img src="#" alt="Red" /></td>
<td>The monitored line is ringing.</td>
</tr>
<tr>
<td>red</td>
<td><img src="#" alt="Red" /></td>
<td>The monitored line is dialing.</td>
</tr>
<tr>
<td>Solid red</td>
<td><img src="#" alt="Red" /></td>
<td>The monitored line is busy or in a call.</td>
</tr>
<tr>
<td>Slow-flashing</td>
<td><img src="#" alt="Red" /></td>
<td>The monitored line places a call on hold.</td>
</tr>
<tr>
<td>red</td>
<td><img src="#" alt="Red" /></td>
<td>A call is parked to the monitored line.</td>
</tr>
<tr>
<td>Off</td>
<td><img src="#" alt="Off" /></td>
<td>Monitored line fails to register or does not exist.</td>
</tr>
</tbody>
</table>

Audio Alert for Monitored Lines
The Audio Alert for BLF Pickup feature allows your phone to play a tone when the specified monitored line receives an incoming call.

Topic
Setting an Alert Tone for Monitored Lines

Setting an Alert Tone for Monitored Lines
You can set the alert ring type for the monitored lines to make it easier to recognize.

Before You Begin
Check with your system administrator to find out if the Audio Alert for BLF Pickup feature is available.

Procedure
1. Navigate to **Menu -> Basic -> Sound -> BLF Ring Type**.
   
   On the SIP-T53W/T53 phones, navigate to **Menu -> Settings -> Basic Settings -> Sound -> BLF Ring Type**.

2. Select the desired ring tone.

3. Select **Save**.

**Visual Alert for Monitored Lines**

The Visual Alert for BLF Pickup feature allows your phone to display the caller number when the specified monitored line receives an incoming call.

Check with your system administrator to find out if this feature is available on your phone.

You can pick up the call to the monitored line, place a call to the monitored line, place a new call or go back to the idle screen.

![Calls for Pickup](image)

**Note**

If you press **Cancel** to go back to the idle screen, you can long press the BLF key to enter the Calls for Pickup screen again.

**Setting a BLF Key**

You can set a BLF key to monitor a specific line for status changes on the phone.

**Procedure**

1. Navigate to **Menu -> Features -> Dsskey**.

2. Select the desired line key.

3. Select **BLF** from the **Type** field.

4. Select the desired line from the **Account ID** field.

5. Do one of the following:
   
   (Optional.) Enter the string that will appear on the phone screen in the **Label** field.
   
   Enter the phone number or the extension you want to monitor in the **Value** field.
   
   Highlight the **Label** or **Value** field. Press **Directory** and then select the desired contact from the Directory list.

6. (Optional.) Enter the directed call pickup code in the **Extension** field.

7. Select **Save**.

**Tip**

By default, you can long press the desired line key to set it.

**Note**

During a call, you can press the BLF key to select a transfer mode. Check with your system administrator to find out if this feature is available on the phone.
Picking up a Remote Call by BLF Key

When the monitored users are not at their desks and someone rings their lines, you can pick up the desired call simply by pressing the flashing BLF key.

If your system administrator set the directed call pickup code in advance, you can use the BLF key to pick up the call directly. If not or if you want to set a pickup code for a specific BLF line, you can set a pickup code for BLF key manually.

Before You Begin

You have edited the BLF key's Extension field with the directed call pickup code from your system administrator.

Procedure

1. When the monitored line receives an incoming call, you can do one of the following:
   - Press the BLF key to pick up the call for the monitored line directly.
   - Long press the BLF key.
     *The Pick Up, Send, New Call and Cancel appear on the screen.*
     Select Pick Up to pick up the call.

If there are multiple incoming calls on the monitored line, select the desired call to pick up.

Related Topic

Setting a BLF Key

Transferring a Call by BLF Key

When there is already an active call on the IP phones, you can transfer the active call to the monitored line by pressing the BLF key.

The phone transfers the active call differently depending on the Transfer Mode via Dsskey feature configured by your system administrator.

Topics

Performing a Blind Transfer
Performing a Semi-attended/Attended Transfer

Performing a Blind Transfer

During a call, you can transfer the call to the monitored contact in the blind-transfer way.

Before You Begin

Check with your system administrator if the Transfer Mode via Dsskey is set to Blind Transfer.

Procedure

1. During a call, press the BLF key of the monitored line which you want to transfer this call to.

Performing a Semi-attended/Attended Transfer

During a call, you can transfer the call to the monitored contact in the semi-attended/attended-transfer way.

Before You Begin

Check with your system administrator if the Transfer Mode via Dsskey is set to Attended Transfer.

Procedure
1. During a call, press the BLF key of the monitored line which you want to transfer this call to.
   The phone will dial out the number of the monitored line.
2. Press the BLF key of the monitored line again or Transfer to complete the transfer when the monitored user receives ringback or after the monitored user answers the call.

Parking or Retrieving a Call by BLF Key
You can use the BLF key to park a call or retrieve a parked call directly.

<table>
<thead>
<tr>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check with your system administrator to find out if it is available on your phone.</td>
</tr>
</tbody>
</table>

Topics
Parking a Call to a Monitored Line
Retrieving a Parked Call

Parking a Call to a Monitored Line
During the call, you can use the BLF key to park the current call to a monitored line directly.

Before You Begin
Your system administrator has set call park feature in the FAC mode in advance.

Procedure
1. During a call, select Park (You may need to select the More soft key to see the Park soft key).
2. Press the desired BLF key to park the call to the monitored line.

Retrieving a Parked Call
You can use the BLF key to retrieve a call that is parked to the monitored line.

Before You Begin
Your system administrator has set call park feature in the FAC mode.

Procedure
1. Select Retrieve on the dialing screen.
2. Press the desired BLF key to retrieve a call that is parked to the monitored line.

BLF List
BLF List feature enables you to monitor a list of users defined by your system administrator, and the respective key LEDs or icons will either flash or glow depending on the status of monitored lines.

Check with your system administrator to find out if this feature is available on your phone.

Topics
State Indicator of Remote Line by BLF List Key
Audio Alert for Monitored Lines
Visual Alert for Monitored Lines
Picking up a Remote Call by BLF List Key
Transferring a Call by BLF List Key
Parking a Call by a BLF List Key
Retrieving a Call by a BLF List Key
Barging in an Active Call by BLF List Key

**State Indicator of Remote Line by BLF List Key**
You can get the monitored line's status by viewing the LED and icon indicator of the BLF List key.

<table>
<thead>
<tr>
<th>LED Status</th>
<th>Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>T54W Solid green</td>
<td>🍃</td>
<td>The monitored line is idle.</td>
</tr>
<tr>
<td>T54W Fast-flashing red</td>
<td>🍃</td>
<td>The monitored line is ringing.</td>
</tr>
<tr>
<td>T54W Slow-flashing red</td>
<td>🍃</td>
<td>The monitored line is dialing.</td>
</tr>
<tr>
<td>T54W Solid red</td>
<td>🍃</td>
<td>The monitored line is busy or in a call.</td>
</tr>
<tr>
<td>T54W Slow-flashing red</td>
<td>🍃</td>
<td>The monitored line places a call on hold.</td>
</tr>
<tr>
<td>T54W Off</td>
<td>🍃</td>
<td>A call is parked to the monitored line.</td>
</tr>
<tr>
<td>T54W Off</td>
<td>🍃</td>
<td>Monitored line fails to register or does not exist.</td>
</tr>
</tbody>
</table>

**Audio Alert for Monitored Lines**
The Audio Alert for BLF Pickup feature allows your phone to play a tone when the specified monitored line receives an incoming call.

**Topic**

**Setting an Alert Tone for Monitored Lines**

**Setting an Alert Tone for Monitored Lines**
You can set the alert ring type for the monitored lines to make it easier to recognize.

**Before You Begin**
Check with your system administrator to find out if the Audio Alert for BLF Pickup feature is available.

**Procedure**

1. Navigate to Menu > Basic > Sound > BLF Ring Type.
   On the SIP-T53W/T53 phones, navigate to Menu > Settings > Basic Settings > Sound > BLF Ring Type.
2. Select the desired ring tone.
3. Select Save.

**Visual Alert for Monitored Lines**
The Visual Alert for BLF Pickup feature allows your phone to display the caller number when the specified monitored line receives an incoming call.

Check with your system administrator to find out if this feature is available on your phone.

You can pick up the call to the monitored line, place a call to the monitored line, place a new call or go back to the idle screen.
Picking up a Remote Call by BLF List Key
When the monitor user is not at his/her desk and someone rings his/her line, you can pick up the call simply by pressing the flashing BLF List key. You can also check the caller ID first, and then pick up the incoming call.

Before You Begin
Check with your system administrator to find out if this feature is available on your phone.

Procedure
1. Do one of the following:
   a. Press the BLF List key to pick up the call for the monitored line directly.
   b. Long press the BLF List key.
      The Pick Up, Send, New Call and Cancel appear on the screen.
      Select Pick Up to pick up the call.
      If there are multiple incoming calls on the monitored line, select the desired call to pick up.

Transferring a Call by BLF List Key
When there is already an active call on the IP phones, you can transfer the active call to the monitored user by pressing the BLF List key.

The phone transfers (Blind Transfer or Attended Transfer) the active call differently depending on the Transfer Mode via Dsskey feature configured by your system administrator.

Note
During a call, you can press the BLF List key to select a transfer mode. Check with your system administrator to find out if this feature is available on the phone.

Topics
Performing a Blind Transfer
Performing a Semi-attended/Attended Transfer

Performing a Blind Transfer
During a call, you can use the BLF List key to perform a blind transfer to the monitored line.

Before You Begin
Check with your system administrator to make sure that the Transfer Mode via Dsskey is set to **Blind Transfer**.

**Procedure**

1. During a call, press the BLF List key of the monitored line which you want to transfer this call to.

**Performing a Semi-attended/Attended Transfer**

During a call, you can use the BLF List key to perform a semi-attended/attended transfer to the monitored line.

**Before You Begin**

Check with your system administrator if the Transfer Mode via Dsskey is set to **Attended Transfer**.

**Procedure**

1. During a call, press the BLF List key of the monitored line which you want to transfer this call to.  
   
   *The phone will dial out the number of the monitored line.*  

2. Press the BLF List key of the monitored user again or **Transfer** to complete the transfer when the monitored user receives ringback or after the monitored user answers the call.

**Parking a Call by a BLF List Key**

You can use the BLF List key to park a call to the monitored user who is idle.

**Before You Begin**

Check with your system administrator to find out if this feature is available on your phone.

**Procedure**

1. During a call, press the desired BLF List key.

**Retrieving a Call by a BLF List Key**

You can use the BLF List key to retrieve a call which is parked to the monitored line.

**Before You Begin**

Check with your system administrator to find out if this feature is available on your phone.

**Procedure**

1. Do one of the following:  
   
   * Press the desired **BLF List** key to retrieve a call that is parked to the monitored line.  
   
   * Long press the BLF List key.  
   
   *The Retrieve, Send, New Call and Cancel appear on the screen.*  
   
   Select **Retrieve** to retrieve the call.

**Barging in an Active Call by BLF List Key**

You can use the BLF List key to barge in a conversation and set up a conference call.

**Before You Begin**

Check with your system administrator to find out if this feature is available on your phone.

**Procedure**
1. Do one of the following:
   - Press the BLF List key.
   - Long press the BLF List key.

      The **Barge In**, **Send**, **New Call** and **Cancel** appear on the screen.
      Select **Barge In**.

      The phone dials out the barge-in code followed by the monitored line, and then you can join the call. Each of the three parties can hear the other two parties.

### Shared Line

Yealink phone supports using Shared Call Appearance (SCA) or Bridged Line Appearance (BLA) to share a line. So that this line can be registered on more than one phone at the same time.

Your system administrator can set your phone to use the shared line.

### Topics

- Placing Calls on a Shared Line
- Answering Calls on a Shared Line
- Placing a Call on Public Hold
- Placing a Call on Private Hold
- Retrieving a Held Call on a Shared line
- Barging in an Active Call on a Shared line
- Pulling a Shared Call on a Shared line

### State Indicator of Shared Line

You can get the shared line's status by viewing the LED and icon indicator of the shared line key.

The following table shows the all kinds of LED and icon indicator associated with the shared line on T54W phones, and the corresponding descriptions:

<table>
<thead>
<tr>
<th>Line Key LED</th>
<th>Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Off</td>
<td>🔄</td>
<td>The shared line is idle.</td>
</tr>
<tr>
<td>Solid green</td>
<td>🔄 (monitoring SCA phone)</td>
<td>The shared line is seized.</td>
</tr>
<tr>
<td>Fast-flashing green</td>
<td>🔄</td>
<td>The shared line receives an incoming call.</td>
</tr>
<tr>
<td>Solid green</td>
<td>🔄</td>
<td>The shared line is dialing.</td>
</tr>
<tr>
<td>Slow-flashing green (local phone)</td>
<td>🔄</td>
<td>The shared line is busy or is in a call.</td>
</tr>
<tr>
<td>Slow-flashing red (other phones)</td>
<td>🔄</td>
<td>The call on the shared line is placed on public hold.</td>
</tr>
<tr>
<td>Slow-flashing green (local phone)</td>
<td>🔄 (Local SCA Phone)</td>
<td>The call on the shared line is placed on private hold.</td>
</tr>
</tbody>
</table>
### Placing Calls on a Shared Line

You can place one or multiple calls on a shared line.

The phone places a call on the first shared line key automatically. You can select the desired shared line key first and place a call using this key.

**Related Topic**

**Placing Calls**

### Answering Calls on a Shared Line

You can answer one or more calls on the shared line.

When an incoming call arrives on the shared line, all the registered phones will ring simultaneously, and the call can be answered on any one of the phones. Incoming calls will be distributed evenly among the available shared line keys.

**Note**

If the number of incoming calls is greater than the configured line keys, the line keys will be used by sequence circulation. Contact your system administrator for more information.

**Related Topic**

**Answering Calls**

### Placing a Call on Public Hold

You can place a call on public hold that any shared line phone can retrieve the held call.

**Procedure**

1. During a call, press the HOLD key or Hold.

   The call is held on your phone, and all of the phones registered with shared line show the call is in a held state on the shared line key.

### Placing a Call on Private Hold

In SCA scenario, you can place a call on private hold that only you can retrieve the held call.

The PriHold soft key can be preset by your system administrator, you can also set a line key as the private hold key manually if the PriHold soft key is not available on your phone. You need to configure a private hold key before you place the call on private hold.

**Procedure**

1. Navigate to **Menu > Features > Dsskey**.
2. Select the desired line key.
3. Select **Key Event** from the **Type** field.
4. Select **Private Hold** from the **Key Type** field.
5. (Optional.) Enter the string that will display on the phone screen in the **Label** field.
6. Select **Save**.

<table>
<thead>
<tr>
<th>Tip</th>
</tr>
</thead>
<tbody>
<tr>
<td>By default, you can long press the desired line key to set it.</td>
</tr>
</tbody>
</table>

During an SCA call, press **PriHold** or Private Hold key on the phone (You may need to press the **More** soft key to see the **PriHold** soft key). Then the call is held on your phone, and the other phones registered with shared line show the call is in the busy state on the shared line key. Other users on the shared line cannot resume your held call.

### Retrieving a Held Call on a Shared line

If you place a call on hold on a shared line, you can resume this call at any time. When the shared line key shows a call that is in a held state, you can resume the held call remotely from other user's phone.

**Before You Begin**

There is at least one call placed on public hold on the shared line.

**Procedure**

1. Do one of the following:
   - Press the line key.
   - In SCA scenario, long press the shared line key.
     
     *The Cancel, Call Pull, New Call and Retrieve appear on the screen.*
     
     Select **Retrieve** to retrieve the call.

### Barging in an Active Call on a Shared line

In SCA scenario, you can barge into an active call on the shared line. After you barges into a call, the call turns into a three-party conference.

<table>
<thead>
<tr>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>Only one user can barge into an active call on the shared line at a time.</td>
</tr>
</tbody>
</table>

**Before You Begin**

There is at least one active call on the shared line.

**Procedure**

1. Long press the desired line key, and then select an active call.
The Cancel, Call Pull, New Call and Barge In appear on the phone screen.

2. Select Barge In to interrupt the active call.

Pulling a Shared Call on a Shared line

In SCA scenario, both you and other users can pull an existing call from another shared phone that is an active or hold state.

Check with your system administrator to find out if this feature is available for your phone.

Before You Begin

There is an active or held call on the shared line.

Procedure

1. Long press the line key, and then select a call.

2. Select Call Pull to pull the call.

Intercom

Intercom is a useful feature in an office environment to quickly connect with the operator or the secretary.

Intercom enables you to place an intercom call that is answered automatically on the contact’s phone as long as the contact is not in an active call.

Note

Intercom is not available on all servers. Contact your system administrator for more information.

Topics

State Indicator of the Intercom key
Placing an Intercom Call
Picking up an Incoming Call of the Target Extension
Answering an Intercom Call

State Indicator of the Intercom key
On T54W phones, you can get the intercom status by viewing the icon indicator of the Intercom key.

<table>
<thead>
<tr>
<th>Icons</th>
<th>Description</th>
<th>Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Green Icon]</td>
<td>Target extension is available.</td>
<td>![Red Icon]</td>
<td>Target extension is ringing.</td>
</tr>
<tr>
<td>![Callout Icon]</td>
<td>Target extension is dialing.</td>
<td>![Talking Icon]</td>
<td>Target extension is busy or is in a call.</td>
</tr>
<tr>
<td>![Gray Icon]</td>
<td>Target extension fails to register.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Placing an Intercom Call
You can place an intercom call to quickly relay a message to a contact.

The target phone plays a warning tone and automatically answers the call in speakerphone (hands-free) mode by default. When the target phone has an active call, the intercom call is answered automatically after the active call ends.

You can also press the BLF/BLF List key to initiate an outgoing intercom call to the monitored user. Check with your system administrator to find out if it is available on your phone.

Procedure
1. Navigate to Menu -> Features -> Dsk ey.
2. Select the desired line key.
3. Select Intercom from the Type field.
4. Select the desired line from the Account ID field.
5. Do one of the following:
   a. (Optional.) Enter the string that will appear on the phone screen in the Label field. Enter the target extension number in the Value field.
   b. Highlight the Label or Value field. Press Directory and then select the desired contact from the Directory list.
6. Select Save.
7. Press the Intercom key to place an intercom call.

Tip
By default, you can long press the desired line key to set it.

Related Topic
Setting a BLF Key

Picking up an Incoming Call of the Target Extension
You can pick up the target extension’s incoming call by pressing the Intercom key.

Before picking up an incoming call, make sure that the directed call pickup code has been configured either for an Intercom key or for Call Pickup feature in advance.

Check with your system administrator to find out if this feature is available on your phone.
Note
If the directed call pickup code is not set, the phone will place a call to the target extension instead of picking up an incoming call of the target extension when you press the Intercom key.

Before You Begin
Get the directed call pickup code from your system administrator.

Procedure
1. Long press the Intercom key.
2. Enter the directed call pickup code in the Extension field.
3. Select Save.

When the target extension receives an incoming call, the Intercom key LED of the target extension will flash green. Press the Intercom key to pick up the incoming call directly.

Answering an Intercom Call
By default, when there is an incoming intercom call, the phone plays a warning tone and automatically answer the incoming call.

During the intercom call, you can switch among the Speakerphone (hands-free), Handset and headset modes. If your phone is set to answer intercom calls with your microphone muted, you need to press the Mute key to unmute your microphone before responding to the call.

You can configure the following behaviors when receiving an intercom call.

Intercom Allow
Intercom Allow feature allows the phone to automatically answer an incoming intercom call. If you disable this feature, the phone will handle an incoming intercom call like a normal incoming call.

Note
Your system administrator can set a period of delay time before the phone automatically answers intercom calls.

Intercom Mute
Intercom Mute feature allows the phone to mute the microphone when incoming intercom calls are answered automatically.

Intercom Tone
Intercom Tone feature allows the phone to play a warning tone before answering an intercom call automatically.

Intercom Barge
Intercom Barge allows the phone to automatically answer an incoming intercom call while an active call is in progress. The active call will be placed on hold. If you disable this feature, the phone will handle an incoming intercom call like a normal incoming call while there is already an active call on the phone.

Note
To enable the phone to receive a new incoming call when it already has an active call, make sure that the call waiting feature is enabled on the phone in advance.

Procedure
1. Navigate to **Menu > Features > Intercom**.
2. Make the desired changes.
3. Select **Save**.

**Related Topics**

- Switching Among the Handset, Speakerphone and Headset Modes
- Answering a Call When in a Call

**Short Message Service (SMS)**

Text messages can be stored in your phone’s Inbox, Sentbox, Outbox or Draftbox, and each box stores up to 100 text messages.

If there are more than 100 text messages in any one of the boxes, the phone will directly delete the oldest text message in the box.

<table>
<thead>
<tr>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>SMS is not available on all servers. Contact your system administrator for more information.</td>
</tr>
</tbody>
</table>

**Topics**

- Reading a Text Message
- Sending a Text Message
- Replying to a Text Message
- Deleting a Text Message

**Reading a Text Message**

You can read your text messages on the phone, to obtain a text information sent by a contact.

**Procedure**

1. Navigate to **Menu > Message > Text Message > Inbox**.
2. Highlight the desired message, and select **View**.

<table>
<thead>
<tr>
<th>Tip</th>
</tr>
</thead>
<tbody>
<tr>
<td>If the phone prompts you there is a new text message, you can select the View soft key to read the new messages directly. But your system administrator can disable the prompt box for new message(s)</td>
</tr>
</tbody>
</table>

**Sending a Text Message**

The phones can send text messages.

**Procedure**

1. Navigate to **Menu > Message > Text Message > New Message**.
2. Compose the new text message.
3. Select **Send**.
4. Select the desired account from the **From** field.
5. Do one of the following:
   - Enter the number you want to send the message to in the **To** field.
   - Highlight the **To** field. Press **Directory**, and then select the desired contact from the Directory list(s).
6. Select **Send** to send the message.
**Replying to a Text Message**

You can reply a message after reading a text message.

**Procedure**

1. Navigate to **Menu > Message > Text Message > Inbox**.
2. Highlight the desired message, and select **Reply**.
3. Compose the new text message.
4. Select **Send**.

**Deleting a Text Message**

You can delete messages from your phone after reading.

**Procedure**

1. Navigate to **Menu > Message > Text Message > Inbox (Sentbox, Outbox or Draftbox)**.
2. Highlight the desired message.
3. Select **Option > Delete**.
4. Select **OK**.

You can also delete all text messages by selecting the **Delete All**.

**Voice Mail**

Voice Mail feature allows you to leave voice mails for someone or listen to your voice mail messages on your IP phones.

This feature is set up on the server side and not all servers support this feature.

**Topics**

- Setting the Voice Mail Code
- Leaving Voice Mails
- Listening to Voice Mails

**Setting the Voice Mail Code**

If you want to connect your phone to the message center, you need to set the voice mail code on your phone.

**Before You Begin**

Get the voice mail code from your system administrator.

**Procedure**

1. Navigate to **Menu > Message > Voice Mail > Set Voice Mail Code**. You can also press the MESSAGE key when the voice mail code is not configured.
2. Enter the voice mail code (for example, *4) in the desired account field.
3. Select **Save**.

**Leaving Voice Mails**

You can leave a voice mail to someone who is busy or inconvenient to answer the call.

**Procedure**
1. Follow the voice prompts to leave a voice mail.
2. Hang up to complete the voice mail.

**Listening to Voice Mails**
You can listen to your voice mails on the phone, to obtain a voice information sent by a contact.

**Before You Begin**
You need to set the voice mail code in advance.

**Procedure**
1. Navigate to **Menu -> Message -> Voice Mail -> View Voice Mail**.
   *The phone screen displays the amount of new and old voice mails.*
2. Highlight an account, and then select **Connect**.
3. Follow the voice prompt to listen to your voice mails.

**Tip**
When the phone prompts that the phone receives a new voice mail, you can press the MESSAGE key or **Connect** soft key to dial out the voice mail access code directly.

**Related Topic**
Setting the Voice Mail Code

**Using the Hot Desking**
You can use hot desking to log out from the current account and then log into a new account. So many users can share one phone resource at different times.

**Note**
Hot desking is not available on all servers. Contact your system administrator for more information.

**Before You Begin**
Your system administrator has set a Hot Desking key for you to use this feature. Get the login account information from your system administrator.

**Procedure**
1. Press the Hot Desking key when the phone is idle.
   *(missing or bad snippet) clear the account configuration.*
2. Select **OK**.
   *Registration configurations of all accounts on the phone will be cleared immediately. The login wizard will be displayed.*
3. Enter the login information.
4. Select **Save**.

**Automatic Call Distribution (ACD)**
ACD is often used in offices for customer service, such as call center.
The ACD system handles large volumes of incoming calls from callers who have no need to talk to a specific person but who require assistance from any of multiple persons at the earliest opportunity. ACD on all IP phones allows the ACD system to distribute large volumes of incoming calls to the registered ACD users.

ACD is not available by default. Check with your system administrator to find out if this feature is available on your phone.

### Topics
- State Indicator of ACD User
- Logging into the ACD System
- Changing the ACD Status

### State Indicator of ACD User
You can get the ACD user’s status by viewing the line key LED and icon indicator of the ACD key.

The state indicator of the ACD key varies by phone models.

<table>
<thead>
<tr>
<th>Line key LED Status</th>
<th>Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>T53W/T53</td>
<td>T54W</td>
</tr>
<tr>
<td>Off</td>
<td></td>
<td>Log out</td>
</tr>
<tr>
<td>Solid green</td>
<td>📞</td>
<td>Available/Log in</td>
</tr>
<tr>
<td>Solid red</td>
<td>📞</td>
<td>Wrap up</td>
</tr>
<tr>
<td>Fast-flashing green</td>
<td>📞</td>
<td>×</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Unavailable</td>
</tr>
</tbody>
</table>

### Logging into the ACD System
After logging into your ACD account, you are ready to receive calls from the ACD system.

**Before You Begin**

Your system administrator has set an ACD key for you to log into the ACD system. Get your ACD account information from your system administrator.

**Procedure**

1. Press the ACD key when the phone is idle.
2. Enter your ACD account information.
3. Select **Login**.

### Changing the ACD Status
You can press the ACD key to change your current ACD user status.

**Procedure**

1. Press **Available**/**Unavailable**.
   
   *ACD user status synchronizes on both the phone and ACD system.*

2. To log out of the ACD system, select **Logout**.
Directory

The phone provides several types of phone directories, which can be customized by your system administrator.

Topics
Local Directory
Favorites
Blacklist
Mobile Contacts
Google Contacts
Remote Phone Book

Local Directory
You can store up to 1000 contacts and 48 groups in your local directory, you can search, add, edit and delete a contact.

Note
You can back up the Local Directory to the provisioning server. For more information, contact your system administrator.

Topics
Managing the Local Directory Contacts
Moving a Local Directory Contact to Blacklist
Searching for Contacts

Managing the Local Directory Groups
You can manage the Local Directory groups when the phone is idle.

Topics
Adding Contact Groups
Editing Contact Groups
Deleting Contact Groups

Adding Contact Groups
To organize your contacts and make them easier to find, you can add additional groups in the Local Directory.

Procedure
2. Select Add Group.
3. Enter the desired group name.
4. Select Save.

Editing Contact Groups
You can change or add the group’s information.

Procedure
2. Highlight the desired group.
3. Select Option -> Detail.
4. Edit the group information.
5. Select Save.

Deleting Contact Groups
When you delete a contact group, the contacts in the group will not be deleted. You can view the contacts in All Contacts list.

Procedure
2. Highlight the desired group.
3. Select Option->Delete.
   (missing or bad snippet) delete the group.
4. Select OK.

Managing the Local Directory Contacts
You can manage the Local Directory contacts when the phone is idle.

Topics
Adding Contacts
Viewing Contacts
Editing Contacts
Deleting a Contact
Deleting All Contacts

Adding Contacts
When you add a contact to your Local Directory, you can choose how much information you want to enter for your contact. You are required to enter a contact name at least for each new contact.

Procedure
2. Select the desired contact group or All Contacts.
3. Select Add.
4. Enter your contact’s information.
5. Select the desired account from the Account field.

Viewing Contacts
You can view the local contacts from the Local Directory on your phone.

Procedure
2. Select the desired contact group or All Contacts.

   The contact names are displayed in alphabetical order.

Editing Contacts
You can update your contacts’ information.

Procedure
2. Enter the desired contact group or All Contacts.
3. Highlight the desired contact, and select Option -> Detail.
4. Edit the contact information.
5. Select Save.

**Deleting a Contact**
You can delete any contact from the Local Directory.

**Procedure**
2. Select the desired contact group or All Contacts.
3. Highlight the desired contact, and select Option -> Delete.
   The phone prompts you whether to delete the contact.
4. Select OK.

**Note**
If the contact added to the Favorites directory is deleted in the Local Directory, it will be automatically deleted from the Favorites directory.

**Deleting All Contacts**
You can delete all contacts from the Local Directory.

**Procedure**
2. Select the desired contact group or All Contacts.
3. Select Option -> Delete All.
   (missing or bad snippet)delete all contacts.
4. Select OK.

**Note**
If the contact added to the Favorites directory is deleted in the Local Directory, it will be automatically deleted from the Favorites directory.

**Moving a Local Directory Contact to Blacklist**
You can move a contact in the Local Directory to blacklist. Incoming calls from this contact will be rejected automatically.

**Procedure**
2. Select the desired contact group or All Contacts.
3. Highlight the desired contact, and select Option -> Add to Blacklist.
   (missing or bad snippet)move to the blacklist.
4. Select OK.

**Searching for Contacts**
In the Local Directory, you can enter search criteria to find your desired contact quickly.

**Procedure**
2. Select **Search**.
3. Enter your search criteria in the search field.

**Favorites**

Favorites are the contacts in your Local Directory that you call most often.

If your system administrator has enabled this feature for you, you can add contacts as favorites, view favorites on the idle screen, reorder favorites, and delete favorites.

**Topics**

- Adding Favorites
- Viewing Favorites
- Reordering Favorites
- Deleting Favorites

**Adding Favorites**

After adding a contact as a favorite, your phone will automatically assign a Speed Dial key for it. You can quickly dial a contact using the Speed Dial key on the idle screen.

On all IP phones, a star is displayed in the Local Directory for a contact saved as the favorite.

**Topics**

- Adding an Existing Contact to Your Favorites
- Adding a New Contact to Your Favorites

**Adding an Existing Contact to Your Favorites**

You can add an existing contact as a favorite from the Local Directory.

**Procedure**

1. Select **Directory** or navigate to **Menu** -> **Directory** -> **Local Directory**.
2. Select the desired contact group or **All Contacts**.
3. Highlight the desired contact, and select **Option**.
4. Select **Copy to Favorites**.
   
   *The phone prompts you whether to automatically accept the next available index number or manually enter your own.*
5. Select **OK** to automatically accept an index number or select **Edit** to enter an index number (1-999999999).

**Adding a New Contact to Your Favorites**

You can add a new contact as a favorite by designating an index number.

**Procedure**

1. Select **Directory** or navigate to **Menu** -> **Directory** -> **Local Directory**.
2. Select the desired contact group or **All Contacts**.
3. Select **Add**.
4. Enter the contact information.
5. Enter the desired index number (1-999999999) in the **Favorite Index** field.
6. Select **Save**.
**Tip**
To quickly add a favorite, long press the desired line key to enter the Add Contact screen. Check with your system administrator to find out if this feature is available on your phone.

**Viewing Favorites**
You can view a list of favorites in the Favorites directory.

**Procedure**
1. Navigate to **Menu -> Directory -> Favorites**.

**Reordering Favorites**
You can reorder favorites to change the display order in the Favorite.

**Procedure**
1. Navigate to **Menu -> Directory -> Favorites**.
2. Highlight the desired contact, and select **Option -> Detail**.
3. Enter a new index number in the **Favorites Index** field.
4. Select **Save**.

**Deleting Favorites**
You can delete favorites to make room for new favorites.

**Procedure**
1. Navigate to **Menu -> Directory -> Favorites**.
2. Highlight the desired contact, and then select **Option -> Detail**.
3. Delete the favorite index number in the **Favorites Index** field.
4. Select **Save**.
   
   *The contact is removed from Favorites directory, while it still remains in your Local Directory.*

**Tip**
You can also delete a favorite by selecting **Option -> Remove from Favorites**.

**Blacklist**
Incoming calls from the Blacklist are rejected automatically. You can store up to 30 contacts in the blacklist to block unwanted callers.

**Topics**
- Adding a Blacklist Contact
- Viewing Blacklist Contacts
- Editing a Blacklist Contact
- Deleting Blacklist Contacts
- Moving a Blacklist Contact to the Local Directory

**Adding a Blacklist Contact**
You can add a blacklist contact on the phone to prevent someone from calling you.

**Procedure**
1. Navigate to **Menu > Directory > Blacklist**.
2. Enter the blacklist contact’s information.

**Viewing Blacklist Contacts**
You can view the blacklist contacts from the Blacklist on your phone.

**Procedure**
1. Navigate to **Menu > Directory > Blacklist**.

**Editing a Blacklist Contact**
You can update your blacklist contacts’ information.

**Procedure**
1. Navigate to **Menu > Directory > Blacklist**.
2. Highlight the desired blacklist contact, and select **Option > Detail**.

**Deleting Blacklist Contacts**
You can delete one or all blacklist contacts. If a contact is removed from the blacklist, you can answer the call from the contact normally.

**Topics**
- Deleting a Blacklist Contact
- Deleting All Blacklist Contacts

**Deleting a Blacklist Contact**
If you want to answer a call from a specific contact, you need to remove it from the Blacklist.

**Procedure**
1. Navigate to **Menu > Directory > Blacklist**.
2. Select the desired blacklist contact.
3. Select **Option > Delete**.
   
   *(missing or bad snippet) delete the contact.*
4. Select OK.

**Deleting All Blacklist Contacts**
You can delete all contacts from the Blacklist when you are ready to answer calls from them again.

**Procedure**
1. Navigate to **Menu > Directory > Blacklist**.
2. Select **Option > Delete All**.
   
   *(missing or bad snippet) delete all contacts.*
3. Select OK.

**Moving a Blacklist Contact to the Local Directory**
You can move a blacklist contact to a Local Directory. Incoming calls from this contact will not be rejected automatically.

**Procedure**
2. Highlight the desired contact, and then select Option.
3. Select Add to Contacts.
   The phone prompts you whether to move to contact.
4. Select OK.

**Mobile Contacts**

You can synchronize the contacts on your mobile phone to your IP phone. The mobile phone contacts will be imported to your IP phones and stored under Mobile Contacts directory.

You can save mobile contacts to the local directory, but you cannot save a local contact to Mobile Contacts directory.

<table>
<thead>
<tr>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>If you disconnect the Bluetooth-enabled mobile phone from phone or disable the phone to synchronize phone contacts, the mobile contacts will not be displayed.</td>
</tr>
</tbody>
</table>

**Topics**

- Saving a Mobile Contact to the Local Directory
- Searching for Mobile Contacts
- Updating the Mobile Contacts

**Saving a Mobile Contact to the Local Directory**

You can save any mobile contact to the Local Directory, to conveniently call this contact after disconnecting the mobile phone from the phone.

**Before You Begin**

Make sure your Bluetooth-enabled mobile phone has been paired with your IP phones, and mobile contact sync feature is enabled.

**Procedure**

2. Highlight the desired contact, and select Option > Add to Contacts.
3. Edit the contact information.
4. Select Save.

**Related Topics**

- Pairing and Connecting the Bluetooth-enabled Mobile Phone
- Syncing the Mobile Contacts to the Phone

**Searching for Mobile Contacts**

In the Mobile Contacts, you can enter search criteria to find your desired mobile contact quickly.

**Before You Begin**

Make sure your Bluetooth-enabled mobile phone has been paired with and connected to your IP phones, and mobile contact sync feature is enabled.

**Procedure**
1. Navigate to **Menu** -> **Directory** -> **Mobile Contacts**.
2. Select **Search**.
3. Enter a search string of the contact name or number (office, mobile or other number).

   *The contacts whose name or phone number matches the search string will be displayed in the result list.*

**Related Topics**

- Pairing and Connecting the Bluetooth-enabled Mobile Phone
- Syncing the Mobile Contacts to the Phone

**Updating the Mobile Contacts**

You can update the Mobile Contact to synchronize the contacts you add, edit, and delete on the mobile phone to your phone.

**Before You Begin**

Make sure your Bluetooth-enabled mobile phone has been paired with and connected to your phones, and mobile contact sync feature is enabled.

**Procedure**

1. Navigate to **Menu** -> **Directory** -> **Mobile Contacts**.
2. Select **Option** -> **Update**.

   *The phone prompts “Updating, please wait...”.*

**Note**

If you disconnect the mobile phone from the phone when the phone is updating the Mobile Contacts, the phone screen will prompt “Fail to download mobile contacts!”, and the mobile contacts disappear from the phone directory list.

**Related Topics**

- Pairing and Connecting the Bluetooth-enabled Mobile Phone
- Syncing the Mobile Contacts to the Phone

**Google Contacts**

If the Google Contacts feature has been enabled by your system administrator, you can access the Google Contacts, which lists contacts and groups within your Google account.

**Topics**

- Viewing Google Contacts
- Updating Google Contacts
- Searching for Google Contacts

**Viewing Google Contacts**

You can view Google contacts on your phone.

**Procedure**

1. Navigate to **Menu** -> **Directory** -> **Google Contact**.

**Updating Google Contacts**

The Google contacts may be updated on the Google Contact Server, you can update Google contacts on your phone to get the newest Google contacts.
Procedure

1. Navigate to **Menu > Directory > Google Contact**.
2. Select **Update**.

**Searching for Google Contacts**

You can enter search criteria to find your desired Google contacts quickly.

Procedure

1. Navigate to **Menu > Directory > Google Contact**.
2. Select **Update**.

The contacts whose name or phone number matches the search criteria will be displayed in the result list.

**Remote Phone Book**

If the Remote Phone Book feature has been enabled by your system administrator, you can access your corporate directory directly from your phone.

Topics

- Searching for Remote Phone Book Contacts
- Viewing Remote Phone Book Contacts
- Saving a Remote Phone Book Contact to the Local Directory
- Saving a Remote Phone Book Contact to the Blacklist

**Searching for Remote Phone Book Contacts**

In the Remote Phone Book, you can enter search criteria to find your desired contact quickly.

**Note**

You can only search the contact name or contact numbers, search criteria does not include extra information of the contact.

Procedure

1. Navigate to **Menu > Directory > Remote Phone Book**.
2. Select the desired remote phone book.
3. Select **Search**.
4. Enter your search criteria in the search field.

**Viewing Remote Phone Book Contacts**

You can view the contact list of the remote phone book on your phone.

Procedure

1. Navigate to **Menu > Directory > Remote Phone Book**.

**Saving a Remote Phone Book Contact to the Local Directory**

You can save any remote phone book contact to the Local Directory, to conveniently call this contact when you cannot access the remote phone book.

Procedure

1. Navigate to **Menu > Directory > Remote Phone Book**.
2. Select the desired remote phone book.
3. Highlight the desired contact, and then **Option** -> **Add to Contacts**.
4. Edit the corresponding fields.
5. Select **Save**.

**Saving a Remote Phone Book Contact to the Blacklist**

You can save any remote phone book contact to the Blacklist on the phone, to prevent this contact from calling you.

**Procedure**

1. Navigate to **Menu** -> **Directory** -> **Remote Phone Book**.
2. Select the desired remote phone book.
3. Highlight the desired contact, and select **Option** -> **Add to Blacklist**.
4. Edit the contact information.
5. Select **Save**.
Call History

The call history list includes Missed Calls, Placed Calls, Received Calls and Forwarded Calls, and each list holds 100 entries.

Topics

Call History Icons
Viewing History Records
Saving a History Record to Local Directory
Saving a History Record to Blacklist
Deleting History Records
Disabling History Record

Call History Icons

Each icon in the Call History indicates the corresponding call history status.

For T54W phones:

<table>
<thead>
<tr>
<th>Icons</th>
<th>Description</th>
<th>Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>Received Call</td>
<td>🔄</td>
<td>Missed Call</td>
</tr>
<tr>
<td>📞</td>
<td>Placed Call</td>
<td>🔄</td>
<td>Forwarded Call</td>
</tr>
</tbody>
</table>

For T53W/T53 phones:

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<thead>
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<th>Description</th>
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<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>Received Call</td>
<td>✔️</td>
<td>Missed Call</td>
</tr>
<tr>
<td>📞</td>
<td>Placed Call</td>
<td>✔️</td>
<td>Forwarded Call</td>
</tr>
</tbody>
</table>

Viewing History Records

The history record saves the call information such as the caller’s name and number, local line and call duration.

Procedure

1. Press History or navigate to Menu -> History.
2. Select the desired list.
3. Select the desired entry.
4. Select Option -> Detail.

Saving a History Record to Local Directory

To identify someone’s call the next time, you can save a history record to the Local Directory.

Procedure

1. Select History or navigate to Menu -> History.
2. Highlight the desired entry, and select Option -> Add to Contacts.
3. Edit the contact information.
4. Select Save.
Saving a History Record to Blacklist
You can prevent someone from calling you again by saving a history record to Blacklist.

Procedure
1. Select History or navigate to Menu -> History.
2. Select the desired list.
3. Highlight the desired entry, and select Option -> Add to Blacklist.
4. Edit the contact information.
5. Select Save.

Deleting History Records
You can delete one or all call records from the call history list.

Topics
Deleting a Call Record
Deleting All Call Records

Deleting a Call Record
You can delete any call record from the call history list.

Procedure
1. Press History or Menu -> History.
2. Select the desired list.
3. Highlight the desired entry, and select Delete.

Deleting All Call Records
You can delete all call records from the call history list.

Procedure
1. Press History or Menu -> History.
2. Select the desired list.
3. Select Option -> Delete All.
   (missing or bad snippet) delete all the records.
4. Select OK.

Disabling History Record
If you disable history record, you cannot save any call log on the phone.

Procedure
1. Navigate to Menu -> Features -> Others -> General.
   On the SIP-T53W/T53 phones, navigate to Menu -> Features -> History Settings.
2. Select Disabled from the History Record field.
3. Select Save.
Customizing Your Phone

You can make your phone more personalized by customizing various settings.

Topics
- Changing the Administrator Password
- Wallpaper
- Screen Saver
- Changing the Backlight and Time
- Adjusting the Screen Contrast
- Changing the Language
- Time & Date
- Setting a Key as Send
- Customizing the Soft Keys
- Phone Lock

Changing the Administrator Password

By default, you require an administrator password to access the Advanced/Advanced Settings menu. The default password is “admin”. For security reasons, you should change the default password as soon as possible.

**Note**

If you do not change the default password, the phone displays a warning icon in the status bar.

**Procedure**

1. Navigate to **Menu -> Advanced -> Change Password.**
   - On the SIP-T53W/T53 phones, navigate to **Menu -> Settings -> Advanced Settings -> Change Password.**
2. Enter your old and new password information.
3. Select **Save.**

Related Topic

Warnings

Wallpaper

You can change the background picture that is displayed on your phone.

The phone comes with a default background picture, you can change it to another built-in picture. You can also add personal pictures stored on a USB flash drive, or use a custom picture uploaded by your system administrator as the wallpaper.

Only SIP-T54W phones support wallpaper.

Topics
- Changing Wallpaper on Idle Screen
- Adding a Wallpaper from a USB Flash Drive
Changing Wallpaper on Idle Screen
You can set one of your pictures as the background image on your phone’s idle screen.

Procedure
1. Navigate to Menu -> Basic -> Display -> Wallpaper.
2. Select the desired image.
3. Select Save.

Adding a Wallpaper from a USB Flash Drive
You can use a picture that is stored on a USB flash drive as the background image of your phone.

We recommend that you add a picture less than 2.0 megapixels. Either the smaller or larger picture will be scaled proportionally to fit the screen.

Before You Begin
Make sure that the picture is in the root directory of your USB flash drive, and the USB flash drive is connected to your phone successfully.

Procedure
1. Navigate to Menu -> USB -> Browse Photo.
2. Highlight the desired picture, and select Preview.
3. Select Set as -> Set as wallpaper.
4. Select OK.
   The phone background image will change to the selected picture.

Adjusting Transparency
If the background picture affect the idle screen display, you can change the transparency to make the texts of the line key and status bar easier to read.

It is only applicable to SIP-T54W phones.

Procedure
1. Navigate to Menu -> Basic -> Display -> Transparency.
2. Select the desired value from the Transparency field.
3. Select Save.
   The following figure shows an example of the screen display when the transparency is set to 80%:
Screen Saver
The screen saver starts automatically when your phone has been idle for the preset waiting time. You can stop the screen saver by pressing any key.

Topics
Changing the Waiting Time for Screen Saver
Disabling Time & Date and Status Icons Display
Adding a Screen Saver from a USB Flash Drive
Setting the Screen Saver Type

Changing the Waiting Time for Screen Saver
You can set the waiting time after no activity before displaying the screen saver.

Procedure
1. Navigate to Menu > Basic > Display > Screensaver.
   On the SIP-T53W/T53 phones, navigate to Menu > Settings > Basic Settings > Display > Screensaver.
2. Select the desired waiting time from the Wait Time field.
3. Select Save.

Disabling Time & Date and Status Icons Display
For the SIP-T54W phones, you can disable your phone to display time, date and status icons on the screen saver.

The Time & Date and status icons display on the screen saver, as shown below:

![Screen Saver with Time and Date Icons]

Note
You cannot configure Time & Date and status icons display if your system administrator has set your phone to display custom information on the screen saver.

Procedure
1. Navigate to Menu > Basic > Display > Screensaver.
2. Select Disabled from the Display Clock field.
3. Select Save.

Adding a Screen Saver from a USB Flash Drive
You can use a picture that is stored in your USB flash drive as the screen saver on your phone.
We recommend that you add a picture less than 2.0 megapixels. Either the smaller or larger picture will be scaled proportionally to fit the screen.

It is only available on SIP-T54W phones.

**Before You Begin**

Make sure that the picture is in the root directory of your USB flash drive, and the USB flash drive is connected to your phone successfully.

**Procedure**

1. Navigate to **Menu -> USB -> Browse Photo**.
2. Highlight the desired picture, and select **Preview**.
3. Select **Set as -> Set as screensaver**.
4. Select **OK**.

**Setting the Screen Saver Type**

The screen saver can start with different types and you can set it manually.

For the SIP-T54W phones, you can choose one of the following screen saver types:

- System
- Custom
- Server XML (shows custom information on the screen saver)

The SIP-T53W/T53 phones can only display custom information that is preset by your system administrator as the screen saver.

**Before You Begin**

If you want to set a custom picture as the screen saver, make sure that the custom picture has been uploaded by your system administrator.

If you want to show custom information on the screen saver, make sure that the custom information has set by your system administrator.

**Procedure**

1. Navigate to **Menu -> Basic -> Display -> Screensaver**.
2. Select the desired screen saver type from the **Screensaver Type** field.
   - If you select **System**.
     The phone automatically set the built-in picture as the screen saver.
   - If you select **Custom**.
     The phone automatically set the custom pictures as the screen saver, and display these pictures alternately.
   - If you select **Server XML**.
     The phone automatically display the custom information (for example, notifications or company logo) on the screen saver.
3. Select **Save**.

**Changing the Backlight and Time**

You can change the brightness of the phone screen during phone activity and inactivity. The brightness automatically changes after the phone has been idle for a specified time.
You can change the screen backlight and time in the following settings:

**Active Level**: The brightness level of the phone screen when the phone is active. Digits 1 to 10 represent different brightness levels. 10 is the brightest level.

**Inactive Level**: The brightness of the phone screen when the phone is inactive. You can select a low brightness or turn off the backlight. It is only available for the SIP-T54W phones.

**Backlight Time**: The delay time to change the brightness of the phone screen when the phone is inactive. Backlight time includes the following settings:
- **Always On**: Backlight is on permanently.
- **Always Off**: Backlight is off permanently. It is not available for the SIP-T54W phones.
- **15s, 30s, 1min, 2min, 5min, 10min or 30min**: Backlight is changed when the phone is inactive after the designated time.

**Procedure**

1. Navigate to **Menu -> Basic -> Display -> Backlight**.
2. Select the desired level from the **Active Level** field.
3. On the SIP-T54W phones, select the desired level from the **Inactive Level** field.
4. Select the desired time from the **Backlight Time** field.
5. Select **Save**.

### Adjusting the Screen Contrast

You can adjust the screen contrast of the phone to make it easier to read.

The intensity of screen contrast ranges from 1 to 10 and the highest intensity is 10. It is not available on the SIP-T54W phones.

**Procedure**

1. Navigate to **Menu -> Settings -> Basic Settings -> Display -> Contrast**.
2. Select the desired value from the **Contrast** field.
3. Select **Save**.

### Changing the Language

Your phone supports several languages that you can choose to use on the phone.

Contact your system administrator to find out exactly which languages are supported on your phone.

**Procedure**

1. Navigate to **Menu -> Basic -> Language**.
2. Select the desired language.
3. Select **Save**.

   *The phone language is changed to the selected one.*

### Time & Date

You can set the time and date manually. The time and date formats are also variable.
For SIP-T54W phones, the time and date are displayed in the center of phone screen when the phone is idle by default. You can disable phone to display the time and date in the center of phone screen.

Topics
- Disabling Idle Clock Display
- Setting the Time and Date Manually
- Changing the Time and Date Format

**Disabling Idle Clock Display**

You can disable the idle clock display, so that the time and date is displayed in the status bar.

It is only available for the SIP-T54W phones.

![Display showing time and date](image)

**Procedure**

1. Navigate to **Menu -> Basic -> Display -> Idle Clock**.
2. Select **Disabled** from the **Idle Clock Display** field.
3. Select **Save**.

**Setting the Time and Date Manually**

If your phone cannot obtain the time and date automatically, you can set it manually.

**Procedure**

1. Navigate to **Menu -> Basic -> Time & Date -> General -> Manual Settings**.
   - On the SIP-T53W/T53 phones, navigate to **Menu -> Settings -> Basic Settings -> Time & Date -> Manual Settings**.
2. Edit the date and time.
3. Select **Save**.
   - The time and date set on the phone will be changed accordingly.

**Changing the Time and Date Format**

You can set the phone to display the time in 12-hour format or 24-hour format. You can also change the date format, including the options to display the day (D), month (M), and year (Y).

**Note**

Your system administrator can customize the date format.

**Procedure**

1. Navigate to **Menu -> Basic -> Time & Date -> Time & Date Format**.
On the SIP-T53W/T53 phones, navigate to **Menu -> Settings -> Basic Settings -> Time & Date -> Time & Date Format**.

2. Select the desired time format and date format.
3. Select **Save**.

### Setting a Key as Send

The pound key (#) is used as the send key by default. To type a phone number followed by the pound key (#), you can set the send key to the star key (*).

You can also disable “#” and “*” to be used as the send key.

**Procedure**

1. Navigate to **Menu -> Features -> Others -> General**.

2. Select the desired value from the **Key As Send** field.
3. Select **Save**.

### Customizing the Soft Keys

You can customize the function of the soft keys displayed on the bottom of the idle screen for the SIP-T53W/T53 phones.

The soft keys are typically used to access frequently used functions, and to create menu shortcuts to access frequently used phone settings. The soft keys perform the same functions as the hard keys.

<table>
<thead>
<tr>
<th>Caution</th>
</tr>
</thead>
<tbody>
<tr>
<td>We recommend that you keep a <strong>Menu</strong> soft key, otherwise you cannot access the phone settings.</td>
</tr>
</tbody>
</table>

**Procedure**

1. Navigate to **Menu -> Settings -> Advanced Settings** (default password: admin) - > **Softkey Label**.
2. Select the desired soft key.
3. Select the desired key type from the **Type** field.
4. (Optional.) Select the desired line from the **Account ID** field.
5. (Optional.) Enter the string that will appear on the phone screen in the **Label** field.
6. (Optional.) Enter the corresponding value in the **Value** field.
7. Select **Save**.

### Phone Lock

Phone lock helps you protect your phone from unauthorized use.

**Topics**

- Setting the Phone Lock
- Locking Your Phone Manually
- Unlocking Your Phone
- Changing Your Phone Unlock PIN
Setting the Phone Lock

What the unauthorized users can do depends on the settings of the phone lock type. After setting, you can manually lock the phone or wait a specified time to automatically lock the phone.

The phone supports the following phone lock types:

- **Menu key**: it prevents unauthorized users from accessing the menu, changing the personal settings for your phone.
- **Function key**: it only allows users to use the keypad for placing a call, answering or rejecting an incoming call and ending a call, and it prevents unauthorized users from other operations.
- **All keys**: it only allows users to use the keypad for dialing an emergency number or authorized numbers that set up by your system administrator, answering or rejecting an incoming call and ending a call, and it prevents unauthorized users from other operations.

**Procedure**

1. Navigate to **Menu > Basic > Phone Lock**.
   *On the SIP-T53W/T53 phones, navigate to **Menu > Settings > Basic Settings > Phone Lock**.
2. Enter the desired PIN (default PIN: 123) in the **Unlock PIN** field.
3. Select **OK**.
4. Select **Enabled** from the **Lock Enable** field.
5. Select the desired type from the **Lock Type** field.
6. Enter the desired interval (0 - 3600 seconds) in the **Auto Lock** field.
   *If the value is set to 0, the phone will not be automatically locked.
7. Select **Save**.

Locking Your Phone Manually

You can lock the phone manually before the phone is automatically locked.

**Before You Begin**

Make sure that the phone lock is set.

**Procedure**

1. Long press # key when the phone is idle.
   *The lock icon appears on the phone screen.*

**Related Topic**

Setting the Phone Lock

Unlocking Your Phone

You can use an unlock PIN to unlock the phone.

If you forget the unlock PIN, you can enter the administrator password to unlock your phone, and then automatically access the PIN change screen.

**Procedure**

1. Press any locked key, The phone prompts you to enter an unlock PIN.
2. Enter the desired PIN (default: 123) in the **Unlock PIN** field.
3. Select **OK**.
   *The lock icon disappears from the phone screen.*
Changing Your Phone Unlock PIN
The default unlock PIN is “123”. For security reasons, you should change the default unlock PIN as soon as possible.

Procedure
1. Navigate to Menu -> Basic -> Change PIN.
   On the SIP-T53W/T53 phones, navigate to Menu -> Settings -> Basic Settings -> Change PIN.
2. Enter your old and new unlock PIN.
   The unlock PIN length must be within 15 digits.
3. Select Save.
Audio Settings

You can change the basic audio settings on your phone.

Topics

Adjusting the Volume
Setting the Ring Tone
Disabling the Key Tone

Adjusting the Volume

You can adjust the volume of ringer, media, and the audio during a call.

Procedure

1. Press the Volume key to adjust the volume.

Setting the Ring Tone

You can set distinctive ring tones for groups or contacts in your Local Directory, so that you can identify the caller when your phone rings.

The ring tones are used according to this priority: Contact ring tone > Group ring tone > Account ring tone > Phone ring tone.

Topics

Setting a Ring Tone for the Phone
Setting a Ring Tone for an Account
Setting a Ring Tone for a Group
Setting a Ring Tone for a Contact

Setting a Ring Tone for the Phone

You can choose a ring tone for all incoming calls.

Procedure

1. Navigate to Menu > Basic > Sound > Ring Tones > Common.
   On the SIP-T53W/T53 phones, navigate to Menu > Settings > Basic Settings > Sound > Ring Tones > Common.
2. Select Save.

Setting a Ring Tone for an Account

You can select a unique ring tone for an individual account.

Procedure

1. Navigate to Menu > Basic > Sound > Ring Tones.
   On the SIP-T53W/T53 phones, navigate to Menu > Settings > Basic Settings > Sound > Ring Tones.
2. Select the desired account.
3. Select the desired ring tone.
   If Common is selected, this account will use the ring tone selected for the phone.
4. Select Save.
Setting a Ring Tone for a Group
You can select a unique ring tone for various groups in your Local Directory.

\[\textbf{Note}\]
You can only set a ring tone for a group that is added manually.

\[\textbf{Procedure}\]
2. Highlight the desired group.
3. Select Option > Detail.
4. Select the desired ring tone from the Ring field.
   - If Auto is selected, this group uses the ring tone according to the default priority.
5. Select Save.

Setting a Ring Tone for a Contact
You can select a unique ring tone for various contacts in your Local Directory. This helps you quickly identify callers according to the ring tones.

\[\textbf{Procedure}\]
2. Enter the desired contact group or All Contacts.
3. Highlight the desired contact, and select Option > Detail.
4. Select the desired ring tone from the Ring field.
   - If Auto is selected, the contact uses the ring tone according to the default priority.
5. Select Save.

Disabling the Key Tone
If you disable the key tone, the phone will not produce a sound when pressing the keypad keys.

\[\textbf{Procedure}\]
1. Navigate to Menu > Basic > Sound > Key Tone.
   - On the SIP-T53W/T53 phones, navigate to Menu > Settings > Basic Settings > Sound > Key Tone.
2. Select Disabled from the Key Tone field.
3. Select Save.
**Bluetooth**

When the Bluetooth mode is activated, you can pair and connect your Bluetooth device to the phone.

You can scan and pair up to 60 Bluetooth devices with your phone. However, only one device can be connected at a time. If you connect your Bluetooth-enabled mobile phone to the phone, you can synchronize the mobile contacts to the phone.

You can pair and connect a Bluetooth headset/speakerphone/microphone/speaker or a Bluetooth-enabled mobile phone to your phone. And the Bluetooth operating instructions on different Bluetooth devices are the same.

**Topics**

- Activating the Bluetooth Mode
- Pairing and Connecting the Bluetooth Headset
- Pairing and Connecting the Bluetooth-enabled Mobile Phone
- Syncing the Mobile Contacts to the Phone
- Viewing the Bluetooth Device Information
- Editing Device Name of Your Phone
- Deleting the Paired Bluetooth Device
- Disconnecting the Bluetooth Device
- Deactivating the Bluetooth Mode

**Activating the Bluetooth Mode**

You should activate the Bluetooth mode first when you need to connect the Bluetooth device to your phone.

On SIP-T53 phones, you need to use the Bluetooth USB dongle to activate the Bluetooth mode. When you insert the dongle into the USB port on the back of the phone, you can directly activate the Bluetooth according to the phone screen prompt.

**Procedure**

1. Navigate to **Menu -> Basic -> Bluetooth**.
   
   On the SIP-T53W/T53 phones, navigate to **Menu -> Settings -> Basic Settings -> Bluetooth**.
2. Select **On** from the **Bluetooth** field.
3. Select **Save**.

   *The phone scans the available Bluetooth devices automatically.*

**Pairing and Connecting the Bluetooth Headset**

When you need the Bluetooth headset to handle calls, you should pair and connect it to your phone in advance.

**Before You Begin**

Make sure that the Bluetooth headset is discoverable.

**Procedure**

1. Navigate to **Menu -> Basic -> Bluetooth**.
   
   On the SIP-T53W/T53 phones, navigate to **Menu -> Settings -> Basic Settings -> Bluetooth**.
2. Select **Scan** to search the Bluetooth devices.

   *The phone proceeds to scan the local Bluetooth devices, and phone screen displays the available Bluetooth devices.*
3. Find your Bluetooth headset, and select Connect.  
   The Bluetooth icon appears on the phone screen.

Related Topic
Activating the Bluetooth Mode

Pairing and Connecting the Bluetooth-enabled Mobile Phone
After pairing and connecting the Bluetooth-enabled mobile phone, you can use the sync feature.

Before You Begin
Make sure that the Bluetooth-enabled mobile phone is discoverable.

Procedure
1. Navigate to Menu -> Basic -> Bluetooth.  
   On the SIP-T53W/T53 phones, navigate to Menu -> Settings -> Basic Settings -> Bluetooth.
2. Select Scan to search for the Bluetooth-enabled mobile phone.
3. Find your Bluetooth-enabled mobile phone, and then select Connect.  
   The phone will prompt the connection passkey on the phone screen.
4. Make sure your mobile phone is showing the same passkey, and then select OK on both mobile phone and phone.
5. (Optional.) Select OK to enable the mobile contacts sync feature, or select Cancel to disable mobile contacts sync feature.

Note
If you enable mobile contacts sync feature, you also need to authorize the phone to sync the contacts temporarily on the mobile phone.

Related Topics
Activating the Bluetooth Mode  
Syncing the Mobile Contacts to the Phone

Syncing the Mobile Contacts to the Phone
You can sync mobile contacts to your phone. This is a convenient way to view a contact without accessing your mobile phone.

Topics
Enabling the Mobile Contacts Sync Feature  
Viewing Your Mobile Contacts on the Phones  
Disabling the Mobile Contacts Sync Feature

Enabling the Mobile Contacts Sync Feature
To sync the mobile contacts to the phone, you should enable the sync feature in advance.

Before You Begin
Make sure that the Bluetooth-enabled mobile phone is paired and connected to your phone.

Procedure
1. Navigate to Menu -> Basic -> Bluetooth -> Paired Bluetooth Device.
On the SIP-T53W/T53 phones, navigate to **Menu > Settings > Basic Settings > Bluetooth > Paired Bluetooth Device**.

2. Select **Option > Detail**.
3. Select **On** from the **Mobile Contacts Sync** field.

You need to authorize the phone to synchronize the contacts temporarily on the mobile phone first, and then the mobile contacts directory will appear in the phone directory list.

### Related Topic

**Pairing and Connecting the Bluetooth-enabled Mobile Phone**

### Viewing Your Mobile Contacts on the Phones

You can view a list of mobile contacts on the phone.

#### Before You Begin

Make sure that the mobile contact sync feature is enabled.

#### Procedure

1. Navigate to **Menu > Directory > Mobile Contacts**.

   The contacts stored in your mobile phone will display in the **Mobile Contacts** list.

#### Related Topic

**Enabling the Mobile Contacts Sync Feature**

### Disabling the Mobile Contacts Sync Feature

When you no longer view and use the mobile contacts on the phone, you can disable the sync feature.

#### Procedure

1. Navigate to **Menu > Basic > Bluetooth > Paired Bluetooth Device**.

   On the SIP-T53W/T53 phones, navigate to **Menu > Settings > Basic Settings > Bluetooth > Paired Bluetooth Device**.

2. Select **Option > Detail**.
3. Select **Off** from the **Mobile Contacts Sync** field.

   The mobile contacts directory disappears from the phone directory list.

#### Tip

The mobile contacts directory also disappears from the phone directory list after deactivating the Bluetooth mode.

#### Related Topic

**Deactivating the Bluetooth Mode**

### Viewing the Bluetooth Device Information

You can view the Bluetooth device information when the Bluetooth mode is activated.

#### Before You Begin

Make sure that the Bluetooth mode is activated and the Bluetooth device has been paired on your phone.

#### Procedure
1. Navigate to **Menu -> Basic -> Bluetooth -> Paired Bluetooth Device**.
   On the SIP-T53W/T53 phones, navigate to **Menu -> Settings -> Basic Settings -> Bluetooth -> Paired Bluetooth Device**.

2. Select the desired Bluetooth device. Select **Option -> Detail** to view the Bluetooth device information:
   - **Device Name**: the name of the Bluetooth device.
   - **MAC**: the MAC address of the Bluetooth device.
   - **Mobile Contacts Sync**: mobile contacts synchronization when the Bluetooth-enabled mobile phone is connected.

**Related Topics**

- Activating the Bluetooth Mode
- Pairing and Connecting the Bluetooth-enabled Mobile Phone

**Editing Device Name of Your Phone**

You can edit the device name of your phone for easily recognizable.

**Before You Begin**

Make sure that the Bluetooth mode is activated.

**Procedure**

1. Navigate to **Menu -> Basic -> Bluetooth -> Edit My Device Information**.
   On the SIP-T53W/T53 phones, navigate to **Menu -> Settings -> Basic Settings -> Bluetooth -> Edit My Device Information**.
   
   *The phone screen displays the device name.*

2. Enter the desired name in the **Device Name** field.

3. Select **Save**.

**Related Topic**

- Activating the Bluetooth Mode

**Deleting the Paired Bluetooth Device**

You can delete the Bluetooth device paired from your phone, the next time you activate the Bluetooth mode, the phone will not automatically connect to this device.

**Procedure**

1. Navigate to **Menu -> Basic -> Bluetooth -> Paired Bluetooth Device**.
   On the SIP-T53W/T53 phones, navigate to **Menu -> Settings -> Basic Settings -> Bluetooth -> Paired Bluetooth Device**.

2. Select **Option -> Delete or Delete All**.

   * (missing or bad snippet) delete the device.

3. Select **OK**.

**Disconnecting the Bluetooth Device**

You can disconnect your Bluetooth device from your phone. When you disconnect a Bluetooth device, it remains paired and you can reconnect it to your phone.
**Procedure**

1. Navigate to **Menu -> Basic -> Bluetooth -> Paired Bluetooth Device**.
   On the SIP-T53W/T53 phones, navigate to **Menu -> Settings -> Basic Settings -> Bluetooth -> Paired Bluetooth Device**.

2. Highlight the connected Bluetooth device, and select **Disconnect**.

**Tip**

You can quickly disconnect your Bluetooth headset by turning your headset off.

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**Deactivating the Bluetooth Mode**

After you deactivate the Bluetooth mode, the Bluetooth device will disconnect from your phone, but it remains paired and you can reconnect it to your phone.

**Procedure**

1. Navigate to **Menu -> Basic -> Bluetooth**.
   On the SIP-T53W/T53 phones, navigate to **Menu -> Settings -> Basic Settings -> Bluetooth**.

2. Select **Off** from the **Bluetooth** field.

3. Select **Save**.
Wireless Network

You can connect the phones to a wireless network if Wi-Fi is available within the area. For more information, contact your system administrator.

Topics
Activating the Wi-Fi Mode
Connecting to the Wireless Network
Viewing the Wireless Network Information
Managing the Saved Wireless Network
Disconnecting the Wireless Network Connection
Deactivating the Wi-Fi Mode

Activating the Wi-Fi Mode

You can activate the Wi-Fi mode to connect your phone to an available wireless network.

On SIP-T5 phones, you need to use the Wi-Fi USB dongle to activate the Wi-Fi mode. When you insert the dongle into the USB port on the back of the phone, you can directly activate the Wi-Fi according to the phone screen prompt.

Procedure
1. Navigate to Menu -> Basic -> Wi-Fi.
   On the SIP-T53W/T53 phones, navigate to Menu -> Settings -> Basic Settings -> Wi-Fi.
2. Select On from the Wi-Fi field.
3. Select Save.
   *The phone scans the available wireless networks in your area.*

Connecting to the Wireless Network

After you have activated the Wi-Fi mode, you can connect the phone to the wireless network.

Topics
Connecting to an Available Wireless Network Manually
Connecting to the Wireless Network Using WPS
Adding a Wireless Network Manually

Connecting to an Available Wireless Network Manually

When you enable the Wi-Fi mode, the phone automatically connects to the saved wireless network, you can also connect it manually.

Before You Begin

Get the password of the wireless network from your system administrator. Make sure that the Wi-Fi mode is activated.

Procedure
1. Navigate to Menu -> Basic -> Wi-Fi.
   On the SIP-T53W/T53 phones, navigate to Menu -> Settings -> Basic Settings -> Wi-Fi.
2. Highlight the X Available Network(s) (X represents the number of available networks), and select Enter.
3. (Optional.) To research the available network, select Scan.
4. Highlight the desired wireless network and select Connect.
5. If the network is secure, enter its password.
6. Select OK.

Related Topic
Activating the Wi-Fi Mode

Connecting to the Wireless Network Using WPS
The Wi-Fi protected setup (WPS) provides simplified mechanisms to configure secure wireless networks which can automatically configure a wireless network with a network name (SSID) and strong WPA data encryption and authentication.

There are two supported methods in the Wi-Fi protected setup:

- **Push Button Configuration (PBC):** The user simply has to press the WPS key on both the phone and gateway/router to connect.
- **Personal Identification Number (PIN):** The user enters the PIN generated randomly by the phone on the gateway/router to connect.

Before You Begin
Make sure that the Wi-Fi mode is activated.

Procedure
1. Navigate to **Menu -> Basic -> Wi-Fi**.
   
   On the SIP-T53W/T53 phones, navigate to **Menu -> Settings -> Basic Settings -> Wi-Fi**.
2. Do one of the following:
   
   - Select **WPS -> WPS** to use the PBC method, then long press the WPS key on your gateway or router.
     
     *Once the WPS setup has completed successfully, the phone screen will prompt “Connect Success.”.*
   
   - Select **WPS -> WPS-PIN** to use the PIN method, then log into your gateway or router’s web interface, and configure it to search the clients. For more information, refer to the documentation from the gateway or router manufacturer.
     
     *Once WPS-PIN setup has completed successfully, the web interface of the gateway or router will prompt the connection is successful.*

Related Topic
Activating the Wi-Fi Mode

Adding a Wireless Network Manually
If SSID broadcast on your gateway or router is disabled, the wireless network might not appear in the scanning results. In that case, you must manually add a wireless network.

The phone can store up to 5 connected wireless networks.

Before You Begin
Get the available wireless network information from your system administrator. Make sure that the Wi-Fi mode is activated.

Procedure
1. Navigate to **Menu -> Basic -> Wi-Fi**.
   
   On the SIP-T53W/T53 phones, navigate to **Menu -> Settings -> Basic Settings -> Wi-Fi**.
2. Highlight Known Network(s), and select Add.
3. Do the following:
   - If you select None or WEP from the Security Mode field, enter the desired values in the corresponding fields.
   - If you select WPA-PSK, WPA2-PSK, WPA-EAP or WPA2-EAP from the Security Mode field, select the desired cipher type first and enter the desired values in the corresponding fields.
4. Select Save.

The connected wireless networks will be saved to the Known Network(s) list.

Related Topic
Activating the Wi-Fi Mode

Viewing the Wireless Network Information
You can view the wireless network information (for example, Profile Name, SSID or Signal Strength), when the Wi-Fi mode is activated.

Procedure
1. Navigate to Menu -> Basic -> Wi-Fi -> X Available Network(s) (X represents the number of available networks).
   On the SIP-T53W/T53 phones, navigate to Menu -> Settings -> Basic Settings -> Wi-Fi -> X Available Network(s).
2. Select Detail to view the detailed wireless network information.
   If the phone is connected to a wireless network successfully, you can also navigate to Menu -> Basic -> Wi-Fi -> Wi-Fi Status (for SIP-T53W/T53, Menu -> Settings -> Basic Settings -> Wi-Fi -> Wi-Fi Status) to view the connected wireless network information.

<table>
<thead>
<tr>
<th>Wi-Fi Status</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Wi-Fi Status:</td>
<td>Connected</td>
</tr>
<tr>
<td>2. Profile Name:</td>
<td>Testfor2</td>
</tr>
<tr>
<td>3. SSID:</td>
<td>Testfor2</td>
</tr>
<tr>
<td>4. Signal Strength:</td>
<td>4</td>
</tr>
<tr>
<td>5. Channel:</td>
<td>1</td>
</tr>
</tbody>
</table>

Managing the Saved Wireless Network
You can edit, reorder and delete the saved wireless network.

Once the phone has been connected to a wireless network successfully, this wireless network profile will be saved in Known Network(s) list. Next time you activate Wi-Fi mode, the phone will be automatically connected to the wireless network which has the highest priority (the top one).

Up to 5 wireless network profiles can be saved in Known Network(s) list. If you want to add a new one when the phone has already saved 5 wireless network profiles, delete an older one before adding.

Procedure
1. Navigate to Menu -> Basic -> Wi-Fi -> Known Network(s).
   On the SIP-T53W/T53 phones, navigate to Menu -> Settings -> Basic Settings -> Wi-Fi -> Known Network(s).
2. Select Option.
3. Do one of the following:
   - Select **Edit** to edit the wireless network profile, and select **Save**.
   - Select **Move Up** or **Move Down** to change the priority of the wireless network.
   - Select **Delete** or **Delete All** to delete the saved wireless network profile.

**Disconnecting the Wireless Network Connection**

When you no longer want to connect to the current wireless network, you can disconnect it.

**Procedure**

1. Navigate to **Menu -> Basic -> Wi-Fi**.
   - On the SIP-T53W/T53 phones, navigate to **Menu -> Settings -> Basic Settings -> Wi-Fi**.
2. Highlight the **X Available Network(s)** (X represents the number of available networks), and then press **Enter**.
3. Highlight the connected wireless network, and select **Disconnect**.

**Tip**

You can also disconnect the wireless network when deactivating the Wi-Fi mode.

**Related Topic**

Deactivating the Wi-Fi Mode

**Deactivating the Wi-Fi Mode**

You should deactivate the Wi-Fi mode when you need to connect your phone to the wired network.

**Procedure**

1. Navigate to **Menu -> Basic -> Wi-Fi**.
   - On the SIP-T53W/T53 phones, navigate to **Menu -> Settings -> Basic Settings -> Wi-Fi**.
2. Select **Off** from the **Wi-Fi** field.
3. Select **Save**.
Optional Accessories with Your Phone

The phone can use the optional accessories when you need to extend your phone’s capabilities.

The following optional accessories need to be purchased separately if required for your phone:

- Headset YHS32/YHS33/UH33
- Expansion Module EXP50

Check with your system administrator to find out which of these applications or accessories are available on your phone.

Caution

We recommend that you use the accessories provided or approved by Yealink. The use of unapproved third-party accessories may result in poor performance.

Topics

Headset
Expansion Module and Your Phone

Headset

The phone supports wired headset, USB headset and Bluetooth headset to place and answer calls.

You can use only one headset at a time. The headset is used according to the priority: USB headset/Bluetooth headset>YHS32/YHS33/UH33.

Note

Your system administrator can disable the headset feature. Check with your system administrator to find out if it is available on your phone.

Topics

Connecting the Analog Headset
Bluetooth Headset
USB Headset
Using Headsets

Connecting the Analog Headset

If you want to use an analog headset, you require an optional headset YHS32/YHS33/UH33.

Procedure

1. Simply insert the headset connector into the headset port on the back of your IP phone.

Bluetooth Headset

You can use a Bluetooth headset to handle calls on the phones.

For more information, refer to the documentation from your Bluetooth headset manufacturer.

Related Topics

Pairing and Connecting the Bluetooth Headset
Deleting the Paired Bluetooth Device
Disconnecting the Bluetooth Device
Connecting the Analog Headset  
Pairing and Connecting the Bluetooth Headset  
Deleting the Paired Bluetooth Device  
Disconnecting the Bluetooth Device

**USB Headset**

You can use a USB headset to handle calls on the phones.

For the information on how to connect a USB headset, see the Quick Start Guide for your phone on Yealink Support.

For a list of supported USB headsets, refer to Tested headset list compatible with Yealink IP Phone for your IP phones on Yealink Support. USB headsets that are not listed may not function properly if you connect them to your phone.

For more information on how to use your USB headset, refer to the related documentation from the manufacturer.

**Using Headsets**

After connecting a headset to your phone, you can activate the headset mode and use the headset when answering and placing calls. If you do not want to use a headset to handle calls, you can deactivate the headset mode.

**Procedure**

1. Press the HEADSET key on the phone.  
   *The headset icon appears on the phone screen.*
2. Press the HEADSET key again on the phone.  
   *The headset icon disappears from the phone screen.*

**Note**

You can initiate or end calls by pressing the HEADSET key. Check with your system administrator to find out if it is available on your phone.

**Related Topics**

Switching Among the Handset, Speakerphone and Headset Modes

**Expansion Module and Your Phone**

The expansion module EXP50 is a console you can use to connect to a phone to add additional Ext keys and expand the functions of your phone.

For more information on expansion module EXP50, refer to the LCD Expansion Module EXP50 user guide on Yealink Technical Support page.

**Topics**

Connecting the Expansion Module  
Assigning the Features for Ext Keys  
Adjusting the Backlight of Expansion Module

**Connecting the Expansion Module**

You can connect the expansion module to your phone, using the supplied materials in the expansion module's packaging.

**Procedure**

1. Connect the expansion module to the phone using the connecting sheet and screws.
For more detailed information about how to connect the expansion module, refer to the LCD Expansion Module EXP50 quick start guide on Yealink Technical Support page.

**Assigning the Features for Ext Keys**

You can customize features for Ext keys on the connected phone.

**Procedure**

1. Long press the desired Ext key on the expansion module.
   
   *The phone screen will enter the user setting interface of this key.*

2. Customize the specific feature for this key on the phone.

3. Select **Save**.

**Adjusting the Backlight of Expansion Module**

When you change the backlight intensity settings on your phones, the backlight on expansion module connected to your phone automatically changes to match the new settings.

**Related Topic**

**Changing the Backlight and Time**

**Changing the EXP Wallpaper from Phone**

You can change the EXP wallpaper to make your EXP more personalized.

If you want to change the EXP wallpaper for SIP-T53W/T53 phones, contact your system administrator for assistance.

**Procedure**

1. Navigate to **Menu** - > **Basic** - > **Display** - > **EXP Wallpaper**.

2. Select the desired image.

3. Select **Save**.

**Adding an EXP Wallpaper from a USB Flash Drive**

You can use a picture that is stored in your USB flash drive as the EXP wallpaper on your phone.

We recommend you to add a picture less than 2.0 megapixels. Either the smaller or larger picture will be scaled proportionally to fit the screen.

It is only available on SIP-T54W phones.

**Before You Begin**

Make sure that the picture is in the root directory of your USB flash drive, and the USB flash drive is connected to your EXP50 successfully.

**Procedure**

1. Navigate to **Menu** - > **USB** - > **Browse Photo**.

2. Highlight the desired picture, and select **Preview**.

3. Select **Set as** - > **Set as EXP wallpaper**.

4. Select **OK**.
Using Handsets on the Phone
You can turn Yealink SIP-T54W/T53W/T53 phone to the corded-cordless phone.
The corded-cordless phone consists of a T54W/T53W/T53 phone, a DECT USB dongle DD10K and at least a handset. The supported handsets include W52H, W56H, W53H and DD phone. The T54W/T53W/T53 phone acts as a base station and Handset 1. You can register up to other four handsets to one phone. It allows you to manage calls when you are away from your desk.

Note that you can still use the phone features as usual on the corded-cordless phone.

Topics
Attaching the DECT USB Dongle DD10K
Handset Registration
DECT Intercom
Repeater Mode
Master-Slave Mode
Shared Directory
Renaming the Handset
Locating a Handset
Changing Base PIN

Attaching the DECT USB Dongle DD10K
You need to attach the DECT USB Dongle DD10K to turn the phone into a corded-cordless phone.

Procedure
1. Attach the DD10K into the USB port on the phone.

Handset Registration
After attaching the DD10K, you can register up to four handsets to your phone.

Topics
Setting the Phone to the Handset Registration Mode
Registering a Handset to the Phone
De-registering a Handset on the Handset
De-registering a Handset on the Phone

Setting the Phone to the Handset Registration Mode
You have to set the phone to the handset registration mode before you register a handset to the phone.

Before You Begin
Make sure you have attached a DD10K to the phone.

Procedure
2. Press Register.
   The phone prompts you to register your handset.
Related Topic

Attaching the DECT USB Dongle DD10K

**Registering a Handset to the Phone**

The corded-cordless phone acts as a base station and Handset 1. You can register other handsets to the phone.

**Before You Begin**

Make sure the phone is in the handset registration mode.

**Procedure**

1. Do one of the following on the handset:
   - Navigate to **OK > Register Handset**.
   - Navigate to **OK > Settings > Registration > Register Handset**.
     The handset begins searching the phone.
2. Press **OK** after a phone is found.
3. Enter the base PIN (default: 0000), and then press **OK**.
   The handset prompts you that the handset is registered successfully.

<table>
<thead>
<tr>
<th>Tip</th>
</tr>
</thead>
<tbody>
<tr>
<td>When registering a new handset, press the <strong>Reg</strong> soft key to register the handset quickly.</td>
</tr>
</tbody>
</table>

**De-registering a Handset on the Handset**

You can de-register a handset on the handset when you no longer want to use the current base station.

**Procedure**

1. Navigate to **OK > Settings > Registration > De-reg. Handset**.
2. Enter the base PIN (default: 0000), and then press **Done**.
   The phone displays the handsets that are registered to the same phone. The name of your handset itself is highlighted.
3. Highlight the desired handset and then press **OK**.
   The phone prompts you whether to de-register the handset.
4. Press **Yes**.

**De-registering a Handset on the Phone**

You can de-register a handset on the phone when you no longer need this handset.

**Procedure**

1. Navigate to **Menu > DECT Settings > Handsets**.
   On the SIP-T53W/T53 phones, navigate to **Menu > Settings > DECT Settings > Handsets**.
2. Select a registered handset.
3. Press Delete.
4. Enter the base PIN (default: 0000), and then press OK.

**Related Topic**

De-registering a Handset on the Handset

**DECT Intercom**

When the handset is registered to the phone successfully, you can place/receive a DECT intercom call to/from the handset registered to your phone.

**Topics**

Configuring Auto Intercom
Placing a DECT Intercom Call on the Handset
Placing a DECT Intercom Call on the Phone
Placing a DECT Intercom Call with a DECT Intercom Key
Performing a Blind Transfer to the Handset
Merging the DECT Intercom Call with SIP Call into a Conference

**Configuring Auto Intercom**

You can configure the phone to automatically answer an incoming internal intercom call and play a warning tone.

The following types of warning tones are available:

- **On (Beep On)**: The phone answers an incoming internal intercom call automatically and plays a warning tone.
- **On (Beep Off)**: The phone answers an incoming internal intercom call automatically without a warning tone.
- **Off**: Auto intercom feature is off. You need to answer an incoming internal intercom call manually.

**Procedure**

1. Navigate to **DECT Settings -> Auto Intercom**.
2. Select a desired option from the **Auto Intercom** field.
3. Select **Save**.

**Note**

Your system administrator can configure the auto intercom feature for your phone and the registered handsets at the same time.

**Placing a DECT Intercom Call on the Handset**

You can place a DECT intercom call to a handset registered to the same phone, or place a DECT intercom call to the phone that you register the handset to.

Up to two intercom calls can be set up on the handset.

**Procedure**

1. Navigate to **OK -> Intercom**.
   - The phone screen displays all registered handset names and the All Handsets option.
2. Highlight the desired handset or phone.
3. Press OK to dial out.
Related Topics

Handset Registration
Placing a DECT Intercom Call on the Phone

**Placing a DECT Intercom Call on the Phone**

You can place a DECT intercom call to a handset registered to the phone.

**Procedure**

1. Navigate to **Menu -> Directory -> DECT Intercom**.
   
   *The phone screen displays all registered handset names.*

2. Highlight the desired handset, and select **Send**.
   
   *The corresponding handset will ring.*

Related Topics

Handset Registration
Placing a DECT Intercom Call on the Handset

**Placing a DECT Intercom Call with a DECT Intercom Key**

You can quickly dial a handset registered to your phone through the DECT Intercom key.

**Procedure**

1. Navigate to **Menu -> Features -> Dsskey**.
2. Select the desired line key.
3. Select **DECT Intercom** from the Type field.
4. Select a target handset from the **Select handset** field.
5. (Optional.) Enter the string that will appear on the phone screen in the **Label** field.
6. Select **Save**.

You can place a DECT intercom call by pressing a DECT Intercom key when the phone is idle.

**Performing a Blind Transfer to the Handset**

You can quickly transfer a SIP call to the handset registered to your phone.

**Procedure**

1. When the phone is during a call, select **Transfer**.
2. Select **Intercom**.
3. Highlight the desired handset, and select **B Transfer**.

Related Topic

Placing a DECT Intercom Call with a DECT Intercom Key

**Merging the DECT Intercom Call with SIP Call into a Conference**

You can merge the current DECT intercom call with a SIP call into a conference.

**Procedure**

1. Place a DECT intercom call and a SIP call on the phone.
2. Select the desired call for a conference and ensure that the call is active.
3. Select **Conference**.
4. Select the Hold call to join the conference.

### Repeater Mode
Repeater mode extends the radio coverage of the phone. The repeater has the same radio coverage as the base station. This feature is especially useful for users who require mobility in large dwellings. If the repeater mode is enabled, and a repeater is registered to the base station, the handset registered to the base station can be used either in the base station or the repeater coverage area, thereby providing users with greater freedom in mobility.

Yealink SIP-T54W/T53W/T53 phone is compatible with DECT repeater RT10/RT20/RT20U/RT30.

#### Topics
- Enabling the Repeater Mode
- Setting the Phone to the Repeater Registration Mode
- Registering a Repeater

### Enabling the Repeater Mode
You have to enable the repeater mode first if you are about to register a repeater.

**Procedure**
1. Navigate to **Menu > DECT Settings > Repeater**.
   - On the SIP-T53W/T53 phones, navigate to **Menu > Settings > DECT Settings > Repeater**.
2. Select a repeater from the **Repeater Mode** field.
3. Select **Save**.
   - The phone prompts you whether to reboot the dongle.
4. Select **OK**.
   - The repeater mode is enabled after the dongle reboot.

### Setting the Phone to the Repeater Registration Mode
After enabling the repeater mode, you have to set the phone to the repeater registration mode.

**Procedure**
1. Navigate to **Menu > DECT Settings > Repeater**.
   - On the SIP-T53W/T53 phones, navigate to **Menu > Settings > DECT Settings > Repeater**.
2. Highlight **Register Repeater** and select **Start Reg**.
   - The phone is in the repeater registration mode now.

**Related Topic**
- Enabling the Repeater Mode

### Registering a Repeater
You need to register a repeater if you want to extend the radio coverage of the phone.

**Before You Begin**
- The repeater mode is enabled, and the phone is in the repeater registration mode.

**Procedure**
1. Plug the repeater into an AC outlet.
   *POWER LED glows green and DECT LED flashes red.*

2. Enable the repeater registration mode on the phone.
   *If a phone is found, DECT LED will flash orange.*

When DECT LED glows green/orange, the registration to the phone is successful.

**Related Topics**

Enabling the Repeater Mode  
Setting the Phone to the Repeater Registration Mode

**Master-Slave Mode**

You can use the SIP-T54W/T53W/T53 phone as a master handset while binding a slave handset to it.

The phone account is applied to the slave handset, and all line statuses (for example, DND) on the phone and slave handset are synchronized. You can use the phone while you are sitting at your desk, and use the slave handset while away from your desk to enhance your business activities.

The master phone and the slave handset can share contacts. For more information, refer to Shared Directory.

Master-Slave mode is available only when one handset is registered. For more information, refer to Handset Registration.

**Note**

After the handset is bound to your phone as a slave handset, the assigned outgoing/incoming line(s) configured for the handset by your administrator is disabled.

**Topics**

Selecting a Slave Handset for Your Phone  
Push an Active Call to the Slave Handset  
Pull an Active Call from the Slave Handset

**Selecting a Slave Handset for Your Phone**

You can select a slave handset for the phone, and configure a mode for whether to continue the conversation of the slaver handset when the phone goes off-hook.

There are two slave modes:

- **Busy**: You cannot switch the active call between the phone and slave handset. Regardless of the master handset or the slave handset, the device which is during the call can initiate a new call. If you are not in a call and try to initiate a call on the phone/handset, the phone/handset screen will prompt "Path Busy'.

- **Take over call**: When the slave handset is during the call, you can retrieve the call from the handset on the phone after off-hook. When the phone is during the call, you can push the call to the slave handset.

**Procedure**

1. Navigate to **Menu** -> **DECT Settings** -> **Select Slave**.
   
   On the SIP-T53W/T53 phones, navigate to **Menu** -> **Settings** -> **DECT Settings** -> **Select Slave**.

2. Select the desired handset from the **Select handset** field.

3. Select a mode from the **Select mode** field.

4. Select **Save**.

**Related Topics**
Pull an Active Call from the Slave Handset
Push an Active Call to the Slave Handset

**Push an Active Call to the Slave Handset**

You can push the active call from the phone to the slave handset.

**Before You Begin**

The master phone is during a call, and the slave mode is selected as Take over call. And make sure there is only one call on the phone.

**Procedure**

1. Select More->Call Shift.
   
   *The call is automatically connected on the slave handset.*

**Related Topic**

Selecting a Slave Handset for Your Phone

**Pull an Active Call from the Slave Handset**

You can retrieve the call from the slave handset to the phone after off-hook.

**Before You Begin**

The slave handset is during a call, and the slave mode is selected as Take over call. And make sure there is only one call on the handset.

**Procedure**

1. Do one of the following:
   * Pick up the handset.
   * Press the Speakerphone key.
   * Press the line key, and then select More->Call Pull.

   *The call is connected to the phone.*

**Related Topic**

Selecting a Slave Handset for Your Phone

**Shared Directory**

Users can manage contacts and use them on the phone and all registered handsets. You can store up to 1000 contacts in your phone’s shared directory.

Check with your system administrator to find out if this feature is available on your phone.

**Topics**

Adding Shared Contacts
Viewing Shared Contacts
Editing Shared Contacts
Deleting a Shared Contact
Deleting All Shared Contacts
Searching for Shared Directory Contacts
Moving a Shared Contact to the Blacklist Directory
Moving a Shared Contact to the Local Directory
Placing a Call from the Shared Directory

Adding Shared Contacts
When you add a contact to your Shared Directory, you can choose how much information you want to enter for your contact. You are required to enter a contact name at least for each new contact.

Procedure
2. Select Add.
3. Enter the shared contact’s information.
4. Select Save.

Viewing Shared Contacts
You can view the shared contacts from the Shared Directory on your phone.

Procedure
2. Use the navigation keys to look through the shared contacts.

Editing Shared Contacts
You can modify or add more information for your contacts.

Procedure
2. Highlight a contact and then select Option.
3. Select Detail.
4. Edit the shared contact information.
5. Select Save.

Deleting a Shared Contact
You can delete any contact from the Shared Directory.

Procedure
2. Highlight a contact and then select Option.
3. Select Delete.
   - The phone prompts whether to delete the contact.
4. Select OK to delete.

Moving a Shared Contact to the Blacklist Directory
You can move a shared contact to the Blacklist directory. The shared contacts added to the Blacklist directory will not disappear, even after you disabled the shared directory feature.

Procedure
2. Select Option -> Add to Blacklist.
The phone prompts you whether to move the contact.

3. Select OK.

**Placing a Call from the Shared Directory**

You can place a call to a contact directly from the Shared Directory.

**Procedure**

2. Select the desired contact.
   - If the selected contact has multiple numbers, select the desired number, and select Send.

**Related Topic**

**Searching for Shared Directory Contacts**

**Renaming the Handset**

You can personalize the handset name on the phone.

**Procedure**

2. Highlight a desired handset, and then select Detail.
3. Enter the desired handset name in the Handset Name field.
4. Select Save.

**Locating a Handset**

You can locate a misplaced registered handset by the phone.

**Procedure**

2. Select Start Pag.
   - All handsets that are registered to the phone will ring (paging) simultaneously and display the IP address of the phone on the screen.

You can select Stop Pag on the phone to end ringing (paging).

**Changing Base PIN**

To avoid unauthorized registration or access to some features on the phone, you should keep the base PIN secret.

**Procedure**

1. Navigate to Menu -> DECT Settings -> Change Base PIN.
   - On the SIP-T53W/T53 phones, navigate to Menu -> Settings -> DECT Settings -> Change Base PIN.
2. Enter the current PIN (default: 0000) in the Change Base PIN field.
3. Enter the new PIN in the New PIN and Confirm PIN fields.
4. Select Save.
Note
If the double PIN feature is enabled by your system administrator, you can only use the registration PIN to register a handset. Contact your system administrator for more information.
Maintaining Your Phone

When your phone is unable to operate properly, you need to investigate or troubleshoot issues along with other tasks your system administrator may ask you to perform.

Topics

Warnings
Diagnosing the Network
Rebooting Your Phone
Resetting to Factory Settings
Updating the Phone Configuration

Warnings

When some issues occur on your phone, a warning icon appears in the status bar.

The following lists the detailed situations:

- The default password is being used
- Failed to register the account
- Provisioning credentials are wrong
- Network is unavailable

Topics

Investigating Warnings
Re-provisioning Your Phone
Clearing Warnings

Related Topic

Changing the Administrator Password

Investigating Warnings

The warning icon lets you know that your phone has one or more important issues. You can view details about warnings in the Status screen.

Procedure

1. Navigate to Menu -> Status.
2. Select Warnings.

The Warnings screen is displayed listing any issues.

Tip

You can also press the OK key when the phone is idle, and then select Warnings.

Re-provisioning Your Phone

When the provisioning credentials are wrong, you need to ask your system administrator for the valid provisioning credentials to re-provision your phone.

Procedure
1. Navigate to **Menu** -> **Status** -> **Warnings**.
2. Select **Auto-configuration failed** -> **Re provision**.
3. Enter valid provisioning credentials, and select **Save**.  
   *The phone prompts you whether to provision now.*
4. Select **OK**.

**Clearing Warnings**

You can temporarily remove the warning icon from the status bar.

However, the warning icon appears again after the phone reboots or the phone has a new warning if the issue is not solved.

**Procedure**

1. Navigate to **Menu** -> **Status** -> **Warnings**.
2. Select **Clear Icon**.

**Diagnosing the Network**

When network problems occur on your phone, you can use the "ping" or "trace route" method to troubleshoot network connectivity problems.

**Procedure**

1. Navigate to **Menu** -> **Features** -> **Diagnostics** -> **Network**.
2. Do one of the following:
   - Select **Ping**, then enter the desired IP address or URL in the **Ping IP or URL** field.
   - Select **Trace Route**, then enter the desired IP address or URL in the **Trace Route IP or URL** field.
3. Select **Start**.
   *The screen displays the network status information.*

```
<table>
<thead>
<tr>
<th>Ping</th>
</tr>
</thead>
<tbody>
<tr>
<td>PING 10.2.20.215 (10.2.20.215): 56 data bytes</td>
</tr>
<tr>
<td>64 bytes from 10.2.20.215: seq=0 ttl=64 time=11.434 ms</td>
</tr>
<tr>
<td>64 bytes from 10.2.20.215: seq=1 ttl=64 time=0.559 ms</td>
</tr>
</tbody>
</table>
```

**Using the “ping” method**
Rebooting Your Phone

The improper operation may cause malfunction. If the malfunction occurs, your system administrator may ask you to reboot your phone.

Procedure

1. Navigate to Menu -> Basic -> Reboot.
   On the SIP-T53W/T53 phones, navigate to Menu -> Settings -> Basic Settings -> Reboot.
   The phone prompts you whether to reboot the phone.
2. Select OK.

Tip
You can also long press the Cancel key on the keypad when the phone is idle to reboot the phone.

Resetting to Factory Settings

When some issues occur on your phone and you have tried all troubleshooting suggestions but still do not solve the problem, you can reset your phone to factory configurations.

This operation will delete all your personal configuration settings, and reset all settings to the factory defaults. Check with your system administrator if the personalized settings are kept before resetting your phone to factory settings.

Procedure

1. Navigate to Menu -> Advanced -> Reset Config.
   On the SIP-T53W/T53 phones, navigate to Menu -> Settings -> Advanced Settings -> Reset Config.
2. Select Reset to Factory Settings.
   The phone prompts you whether to reset the setting.
3. Select OK.
   The phone begins resetting.

Tip
You can also long press the OK key when the phone is idle.

After reset, the screen prompts “Welcome Initializing...Please wait”.

Using the “trace route” method

<table>
<thead>
<tr>
<th>Trace Route</th>
</tr>
</thead>
<tbody>
<tr>
<td>traceroute to 10.2.20.215 (10.2.20.215), 30 hops</td>
</tr>
<tr>
<td>max, 38 byte packets</td>
</tr>
<tr>
<td>1</td>
</tr>
<tr>
<td>0.813 ms</td>
</tr>
</tbody>
</table>

Back
The phone will be reset successfully after startup.

**Note**
Reset of your phone may take a few minutes. Do not power off until the phone has started up successfully.

# Updating the Phone Configuration

Your system administrator may ask you to update the configuration for your phone to apply any changes to system settings, which you can do without restarting it.

**Procedure**

1. **Navigate to Menu -> Basic -> Update Configuration.**
   - On the SIP-T53W/T53 phones, navigate to **Menu -> Settings -> Basic Settings -> Update Configuration**.
   - A message is displayed on the phone screen:

![Basic Settings](image)

2. **Select OK.**

**Tip**
You can also long press the REDIAL key when the phone is idle to update the phone configuration.
Appendix - Menu Structure

For the T54W Phone
The menus with gray box are not available when the DECT USB dongle DD10K is not attached to the phone.

For the T53W/T53 Phone

Note

The menus with gray box are not available when the DECT USB dongle DD10K is not attached to the phone.