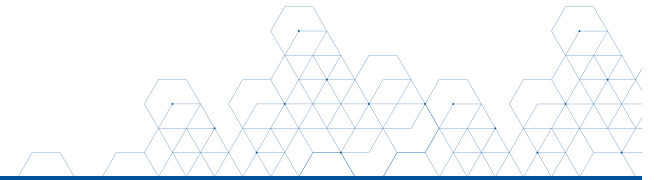# Yealink SIP-T54W
Quick Reference Guide

PLACE CALLS

Using the handset

Dial the number you are calling, then pick up the handset.

Note: You may place a call by picking up the handset before dialing. Just be aware, the system will attempt to complete the call after a slight pause in entering digits on the dialpad.

Using the speakerphone

With the handset in the cradle, dial the number you are calling then press 🔊 or the **Call** soft key.

ANSWER CALLS

Using the handset

When a call comes in, pick up the handset.

Using the speakerphone

When a call comes in, press 🔊, the blinking line key, or the **Answer** soft key.

Answer a second call

When a second call comes in, press the **Answer** soft key or if you have multiple buttons for your extension, press the blinking line key. The active call is automatically placed on hold.

HOLD AND RESUME CALLS

Place a call on hold

Press the 🔘 button or the **Hold** soft key during an active call. The line key controlling that call will blink.

Resume a held call

Press the blinking line key, the 🔘 button, or the **Resume** soft key.

Note: You may need to press ▲ or ▼ on the navigation dial to select the desired call before you see the **Resume** soft key.

PHONE LAYOUT

Location of navigation dial and volume control varies by model

Line keys

Line keys programmed to an extension control inbound and outbound calls.

Line keys programmed to an extension indicate the status of the call being controlled by the key.

- Blinking green = incoming call or call on hold
- Solid green = active

Line keys not programmed to an extension may be programmed as speed dials, etc.
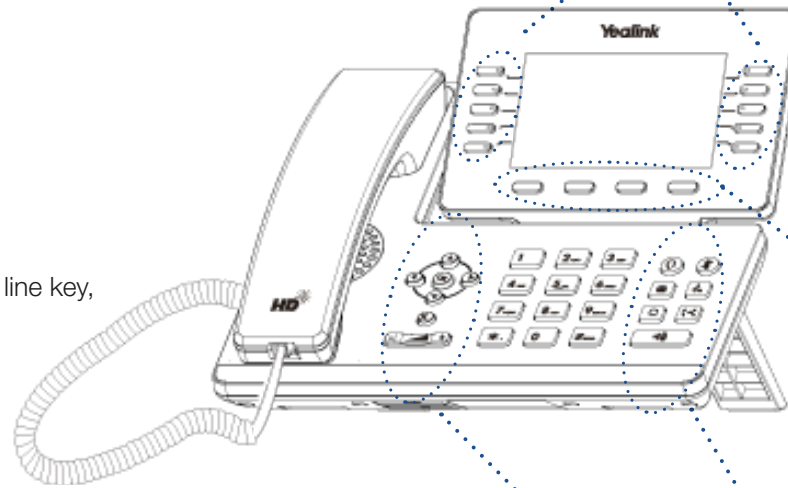
Soft keys

Soft keys appear at the bottom of your screen and their functions change depending on where you are in a call sequence.

Watching your soft keys is one of the most helpful things you can do when using your phone. In almost all cases, the thing you are most likely to do next in a call sequence will appear as a soft key.

Buttons

Physical buttons always perform the function for which they are labeled.

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TRANSFER CALLS

Blind transfer

Send a call directly to a recipient without speaking to the recipient first.
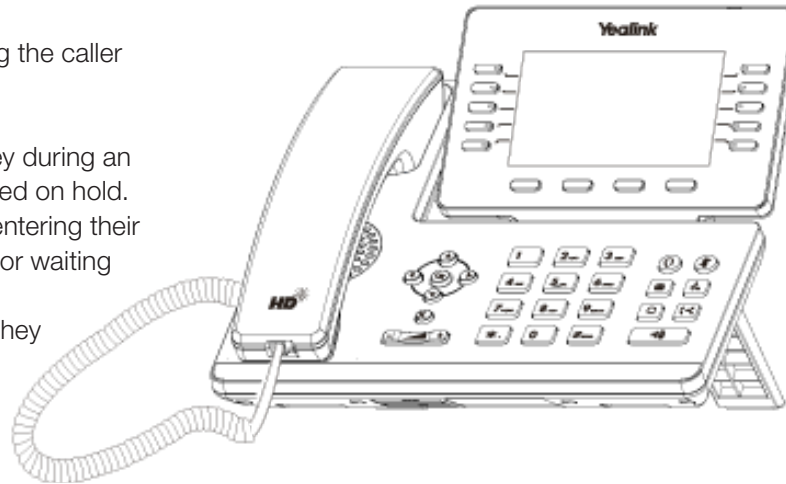To blind transfer a call:

1. Press the ⧉ button or **Transfer** soft key during an active call. The call is automatically placed on hold.
2. Enter the number to which you want to transfer the call.
3. Press the ⧉ button or the **B Transfer** soft key.

Consultative transfer

Speak to the transfer recipient before sending the caller through.
To complete a consultative transfer:

1. Press the ⧉ button or **Transfer** soft key during an active call. The call is automatically placed on hold.
2. Place a call to the transfer recipient by entering their number then pressing the **Call** soft key or waiting for the call to complete.
3. When the transfer recipient answers, if they are available to take the call, press the ⧉ button or **Transfer** soft key again to complete the transfer.

Direct to voicemail transfer

1. Press the ⧉ button or **Transfer** soft key during an active call. The call is automatically placed on hold.
2. To transfer to a four-digit extension, enter *90 followed by the number to which you want to transfer the call. To transfer to a five or six-digit extension, enter * followed by the number to which you want to transfer the call.
3. Press the **B Transfer** soft key.

Return to the original caller

At any point before completing a transfer, you may take the original caller off hold by pressing the blinking line key or the **Resume** soft key.

VOICEMAIL

Set up voicemail

If voicemail is available for your extension, the system will walk you through your voicemail setup the first time you press the ✉ button.

Check voicemail from your phone

Once you have set up your voicemail, press the ✉ button and follow the prompts.

MAKE A CONFERENCE CALL

The Yealink SIP-T54W features 10-way conferencing.

Press the **Conference** soft key during an active call. The active call is automatically placed on hold.

Enter the number of the party you would like to conference in, and then press the **Send** soft key or wait for the call to complete.

When the second party answers, press the **Conference** soft key again. All parties are now joined in the conference.

Press the **Split** soft key to split the conference call into individual calls.

Press the **EndCall** soft key to disconnect all parties or to leave a three-way conference.

To disconnect all parties in a three-way conference, **Split** into individual calls, then **EndCall** each party.

MUTE AND UNMUTE MICROPHONE

Press the microphone mute button 🔇 to mute the microphone during a call.

Press the microphone mute button 🔇 again to unmute the microphone during a call.