Yealink SIP-T57W
Quick Reference Guide

NAVIGATE THE TOUCH SCREEN

To open the main menu, tap ⊞.

To return to the home screen from another screen, tap 🏠.

To go back to the previous screen, tap ↩.

To scroll up or down, tap ▲ or ▼

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 **Send** 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 🔊 or the **Answer** soft key.

Answer a second call

When a second call comes in, press the **Answer** soft key. The active call is automatically placed on hold.
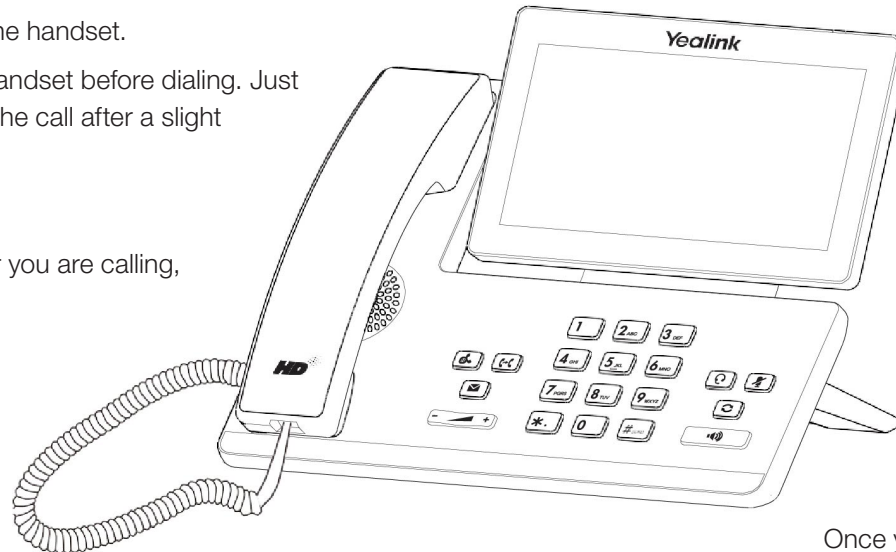
HOLD AND RESUME CALLS

Place a call on hold

Press the **Hold** button or soft key during an active call. The line soft key controlling the call will indicate the is on hold.

Resume a held call

Press the line soft key controlling the call 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.

If you have more than one line on your phone (e.g., personal extension and main line, tap the line for which you want to set up voicemail. When hear dialtone, press the the ✉ button.

Check voicemail from your phone

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

If you have more than one line on your phone (e.g., personal extension and main line, tap the line for which you want to set up voicemail. When hear dialtone, press the the ✉ button.

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TRANSFER CALLS

Blind transfer

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

Enter the number to which you want to transfer the call.

To complete the transfer either hang up, or press the **Transfer** button, or **B Transfer** soft key twice.

Consultative transfer

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

Place a call to the transfer recipient by entering their number then waiting for the call to complete or pressing the **Call** soft key.

When the transfer recipient answers, if they are available to take the call, press the **Transfer** button or soft key to complete the transfer.

Direct to voicemail transfer

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

If you are transferring to a four-digit extension, enter *90 followed by the number to which you want to transfer the call.

If you are transferring to a five-digit or six-digit extension, enter * followed by the number to which you want to transfer the call.

To complete the transfer either hang up, or press the **Transfer** button or 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 tapping the line soft key controlling the held call or tapping the held call window and tapping **Resume**.

MAKE A 3-PARTY CONFERENCE CALL

Tap 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, then tap **Conference** or wait for the call to complete.

When the third 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 two 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.
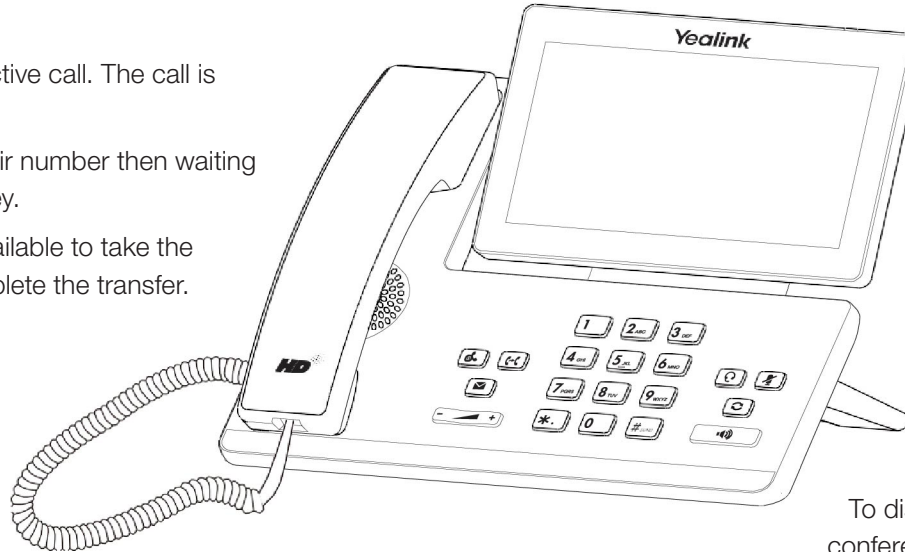
MUTE AND UNMUTE MICROPHONE

Press 🎤 to mute the microphone during a call.
Press 🎤 again to unmute the microphone during a call.

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