

Yealink T54W Desk Phone Client Guide



Basic Call Features

Voice Mail Set Up & Access

Voicemail

Message waiting indicator on the idle screen indicates that one or more voice messages are waiting

To listen to voice messages:

- Press the mail icon soft key & enter your access code, This is your extension number.
- Follow the voice prompts to listen to your voice messages.
- To set up your voicemail message, press 5 to record. This can be just your personal message or the main message used for day or out of hours message depending on your business requirements.

Call Park

Parking a Call (Holding a call that can be picked up from other phones)

- While on a call, press a Call Park extension key.
- It will turn Red, showing that the call has been placed on hold and now can be resumed on a different phone if desired.
- Press a Red Call Park button to resume the call.

PH: 1300 765 985

Web: wtco.com.au

Email: service@wtco.com.au



If what we offer
does not work as it
should, we will
work for free until it
does!





The  **WTCO**
100% Satisfaction Guarantee

Transfer a Call

Blind Transfer

- Press  or the Transfer soft key during an active call. The call is now on hold.
- Enter the number or extension you wish to transfer to.
- Press  or the B Transfer soft key.

Attended Transfer

- Press  or the Transfer soft key during an active call. The call is now on hold.
- Enter the number or extension you wish to transfer to then press **send**.
- Press  or the Transfer soft key when the calling party answers.

Pick up a parked call from cordless handset.

From the cordless handset dial 131 and press the green call button to pick up a call on park 1 (131) – park 2 (132) ect.

To place the call back on park from the cordless handset, press the Transfer button on bottom left and dial 131, 132 ect depending on where you want to park the call.

Press transfer, top right.

The most common scenario

The steps above are used for the most common call flow, where an incoming call is transferred from reception/admin out to a warehouse or work area cordless phone for a staff member to answer.

