



Advanced IT Services



Useful Guides

YEALINK USER GUIDE



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USER GUIDE

MODEL: YEALINK - T53

This guide is designed to help you use your Yealink handset effectively. If you have any additional questions, please use our helpdesk to raise a ticket or call our helpful team!

This guide is specifically for the Yealink T53 handset model. If you require an alternative model please contact our helpdesk.



YOUR HANDSET



1

This is the handset, pick this up to make a call.

2

The line buttons are so you can have multiple phone calls coming through and easily switch between them.

3

Navigation buttons will help when you are trying to look for a previously dialled number.

4

Adjust the volume of the handset, headset, speaker or ringer.

5

Mutes audio during calls and conferences. The LED indicator glows red when the mute feature is enabled.

6

Enables you to place and receive calls through a headset. The LED indicator glows green when headset is enabled.

7

Listen to voicemails.

8

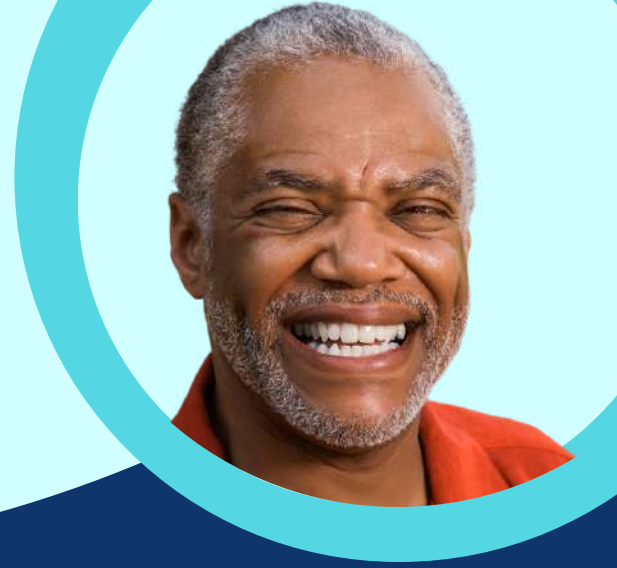
Redial the last called number.

9

Enables you to place and receive calls using the speakerphone. The LED light glows green when enabled.

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How To

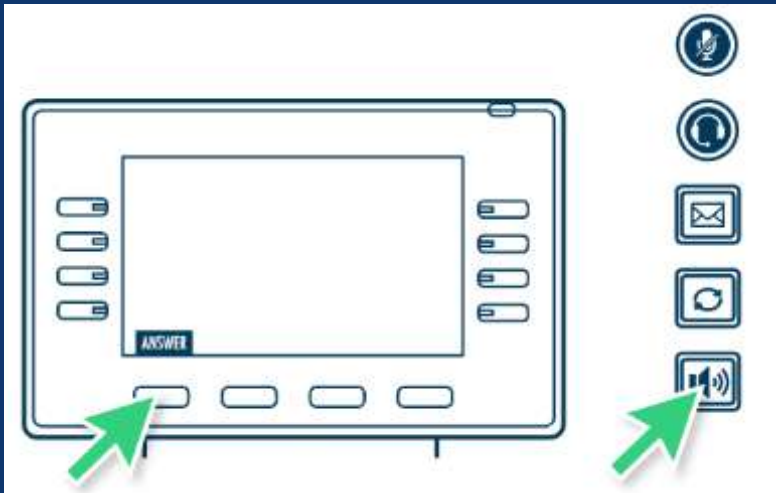
Basic Call Handling

Answering a call

Pick up the handset to answer the call

-OR-

Using speakerphone, press the **Answer** soft key



Placing an external call

Pick up handset, dial 9 followed by external number.

Placing an internal call

Pick up handset and begin dialling extension number.

Placing a call on hold

1. Whilst a call is active, press the **Hold** key.
2. To resume a call, press the **Resume** key.



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Muting a call

1. Whilst a call is active, press the Mute button.
2. The button will illuminate (red) and the microphone will be muted.
3. To unmute, press the button a second time and the red illumination will disappear.



Transferring a call

Announced Transfer



1. Whilst on an active call, press the transfer key - This places the call on hold



2. Enter the extension number you would like to transfer the call to
3. Press send

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Transferring a call

Announced Transfer



4. After the user answers the call and verbally accepts the transfer, press the transfer button
5. You can cancel the transfer before the call connects by pressing the cancel button (located bottom right)

Transferring a call

Blind Transfer



1. Whilst on an active call, press the transfer key - This places the call on hold



2. Enter the extension number you would like to transfer the call to
3. Press the B transfer button to complete the transfer

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Initiating a 3-party conference call

1. While a call is active, press the Conference soft key.
2. When you hear a dial tone, dial the number (internal or external) to be conferenced into the call.
3. Once the 3rd party has answered your call, press the Conference soft key once again. This will bring the 3rd party into the conference.
4. The conference can be managed using your Yealink phone: While the conference is activated, press the Manage soft key. From this screen, you can navigate between the participants and mute or disconnect conference participants.

Merging a call

1. While a call is active, if another call comes to the phone, press the Answer soft key. NOTE: This will automatically place the initial call on hold.
2. To merge the two calls, press the Conference soft key. Use the navigation keys to select the call you want to merge and press OK. This will join the three calls into a conference call.

Basic Features

Call forwarding

1. Dial *72.
2. Input the number you want your phone to forward to. Call forwarding is now on.
3. To temporarily turn call forwarding off, dial #74. To reactivate call forwarding with the same number, dial #74 again.
4. *73 will deactivate call forwarding and clear the forwarding number from the system.

DND (do not disturb)

1. While the phone is at rest, press the DND soft key on the home screen.
2. A DND indicator will appear at the top of the screen. NOTE: Phone will not ring in DND status. All calls will be directed to voicemail.

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Call history

1. Press the History soft key.
2. A full list of all calls will be displayed.
3. Use navigation keys (up and down) to move through list.
4. To place a call to the highlighted number, press the Send soft key then pick up the handset.
5. For call information (time, date, and length of call), press the OK button (before dialing) and navigate through the information.
6. To change the list type to display missed calls, placed calls, or received calls, use the left and right navigation keys to change the list type.
7. To clear the call history, press the Option soft key, while in a particular list. Navigate down to Delete All and press the OK soft key.

Voicemail

1. Press the Message button on the phone (to the right of the navigation keys).
2. When prompted, dial your mailbox (extension) number – followed by #.
3. When prompted, dial in your password (your extension number again)
4. Follow voice prompts to setup voicemail features.



Editing voicemail settings

1. Press the Message button on the phone.
2. When prompted, dial your mailbox (extension) number – followed by #.
3. At voice prompt, press 5 (change settings).
 - Press 1 to record personal greeting
 - Press 2 to record name
 - Press 3 to change password

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Using an out-of-office greeting

1. Press the Message button on the phone.
 2. When prompted, dial your mailbox (extension) number – followed by #.
 3. At voice prompt, choose 5 (change settings).
- Press 4 to record a temporary greeting
 - Press 5 to restore permanent greeting