One Talk
T5W Series Phones
User Guide

verizon.com/support/one-talk/
verizon.com/support/yealink/

T57W

T54W   *T53W*

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Before You Begin

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

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. 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 primarily shows screen shots from the T54W phone for visual guidance purposes.

This user guide contains information for the following Yealink products:
- T53W IP Phones
- T54W IP Phones
- T57W IP Phones

Getting Started

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 T5W Series IP phones. Unless specifically noted in this guide, all phone models operate in similar ways.

Hardware Overview

Understanding the phone hardware helps you easily use the phone's features.

T57W Hardware
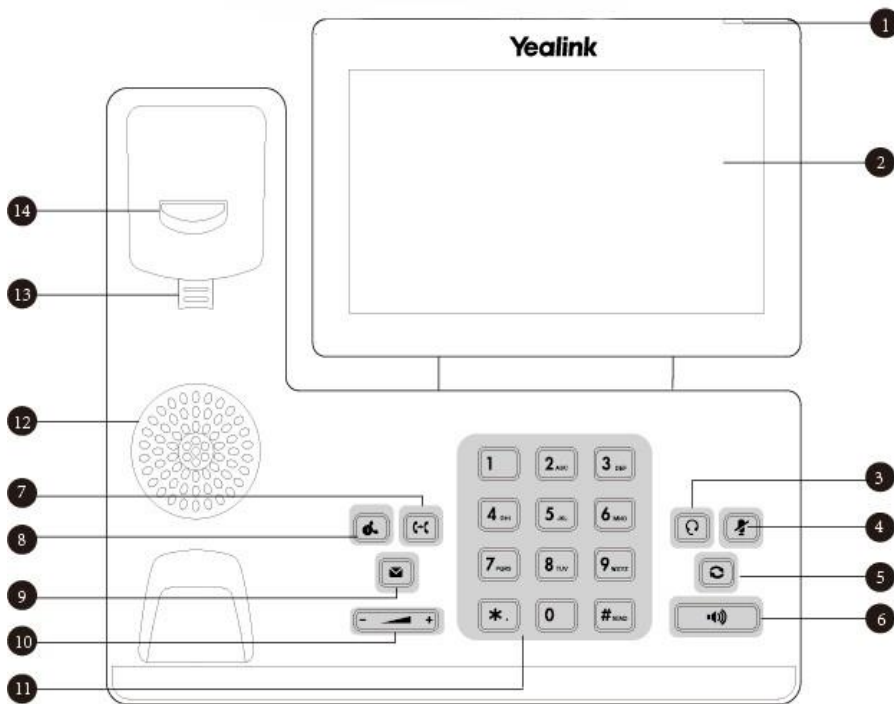
No.	Item	Description
1	Power LED	Indicates call status, message status and phone's system status.

2	Touch Screen	Allows you to select items and navigate menus on the touch-sensitive screen. Tap to select and highlight screen items. Shows information about calls, messages, time, date and other relevant data.
3	HEADSET Key	Toggles and indicates the headset mode. The key LED glows green when headset mode is activated.
4	MUTE Key	Toggles and indicates mute feature. The key LED glows red when the call is muted.
5	REDIAL Key	Redials a previously dialed number.
6	Speakerphone Key	Toggles and indicates the hands-free (speakerphone) mode. The key LED glows green when the hands-free (speakerphone) mode is activated.
7	TRANSFER Key	Transfers a call to another party.
8	HOLD Key	Places a call on hold or resumes a held call.
9	MESSAGE Key	Accesses voice mails.
10	Volume Key	Adjusts the volume of the handset, headset and speaker.
11	Keypad	Provides the digits and special characters in context-sensitive applications.
12	Speaker	Provides hands-free (speakerphone) audio output.
13	Reversible Tab	Secures the handset in the handset cradle when the phone is mounted vertically. For more information on how to adjust the reversible tab, refer to Yealink Wall Mount Quick Installation Guide for Yealink IP Phones.
14	Hook switch	Picking up the handset from the handset cradle, the hook switch bounces and the phone connects to the line. Laying the handset down on the handset cradle, the phone disconnects from the line.

T54W/T53W Hardware
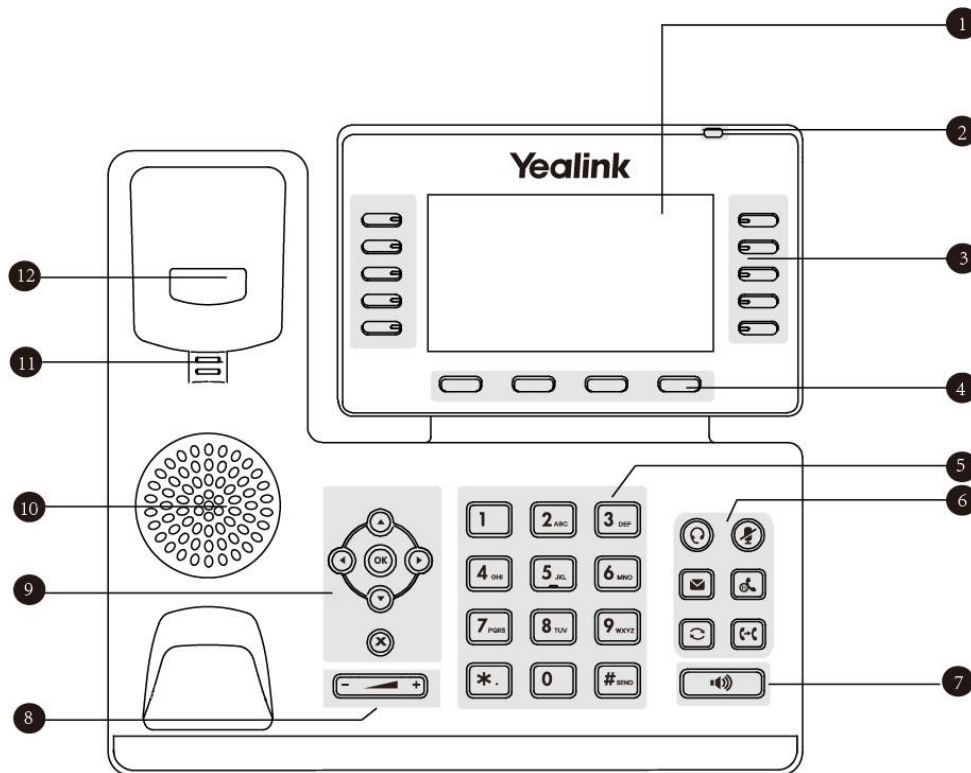
NO.	Item	Description
1	Phone Screen	Shows a screen with backlight that enables you to view menus and data.
2	Power LED	Indicates call status, message status and phone's system status.
3	Line Keys	Access your phone lines and features.
4	Soft Keys	Access the function displayed on the screen above the soft keys. The soft keys change depending on what you are doing at the time.

5	Keypad Keys	Allow you to enter numbers, letters, and special characters. If a menu item has an index number, you can use the keypad keys to select the item.
6	HEADSET Key	Toggles the headset mode on or off. The LED indicator glows green when the headset mode is activated.
	MUTE Key	Toggles the microphone on or off. The LED indicator glows green when the mute feature is activated.
	MESSAGE Key	Accesses your voice messages.
	HOLD Key	Places a call on hold or resumes a held call.
	REDIAL Key	Redials a previously dialed number.
	TRANSFER Key	Transfers a call.
7	Speakerphone Key	Toggles the speakerphone (hands-free) mode or not. The LED indicator glows green when the speakerphone is activated.
8	Volume Key	Adjusts the volume of the handset, headset and speaker.
9	Navigation Keys	Scroll through information or options displayed on the screen. Access History and Directory respectively.
	OK Key	Confirms actions or answers incoming calls.
	Cancel Key	Cancels actions or rejects incoming calls.
10	Speaker	Provides hands-free (speakerphone) audio output.
11	Reversible Tab	Secures the handset in the handset cradle when the phone is mounted vertically. For more information on how to adjust the reversible tab, refer to Yealink Wall Mount Quick Installation Guide for Yealink IP Phones.
12	Hook switch	Connects or disconnects the phone from the phone line. The hook switch is automatically activated when a user lifts the handset from the cradle to get a dial tone.

Power LED Indicator

The power LED indicator indicates the call, message and phone's system status.

LED Status	Description
Solid red	The phone is initializing.
Fast-flashing red (0.3s)	The phone is ringing.
Slowly-flashing red (1s)	The phone receives a voice mail or text message.
Solid red for 0.5s and off for 3s alternately	The phone enters the power-saving mode. It is only available on the T57W/T54W phones.

Line Key LED

The line key LED indicators are associated with the status of phone lines and features. It is not available on T57W phones.

Line key LED (associated with the phone line)

LED Status	Description
Solid green	The line is in conversation.
Fast-flashing green	The line receives an incoming call.
Slowly-flashing green	The call is placed on hold.
Off	The line is inactive.

Line key LED (configured as a page switch key)

LED Status	Description
Solid red	There is a call parked on the line, and the line key is not on the current page.
Fast-flashing green	The line receives an incoming call, and the line key is not on the current page.
Fast-flashing red	The monitored user whose line key is not on the current page receives an incoming call.
Off	The line keys are idle.

Screen and Icons

The user screens and icon indicators can help you navigate and understand the important information on the phone's status.

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 the screen.
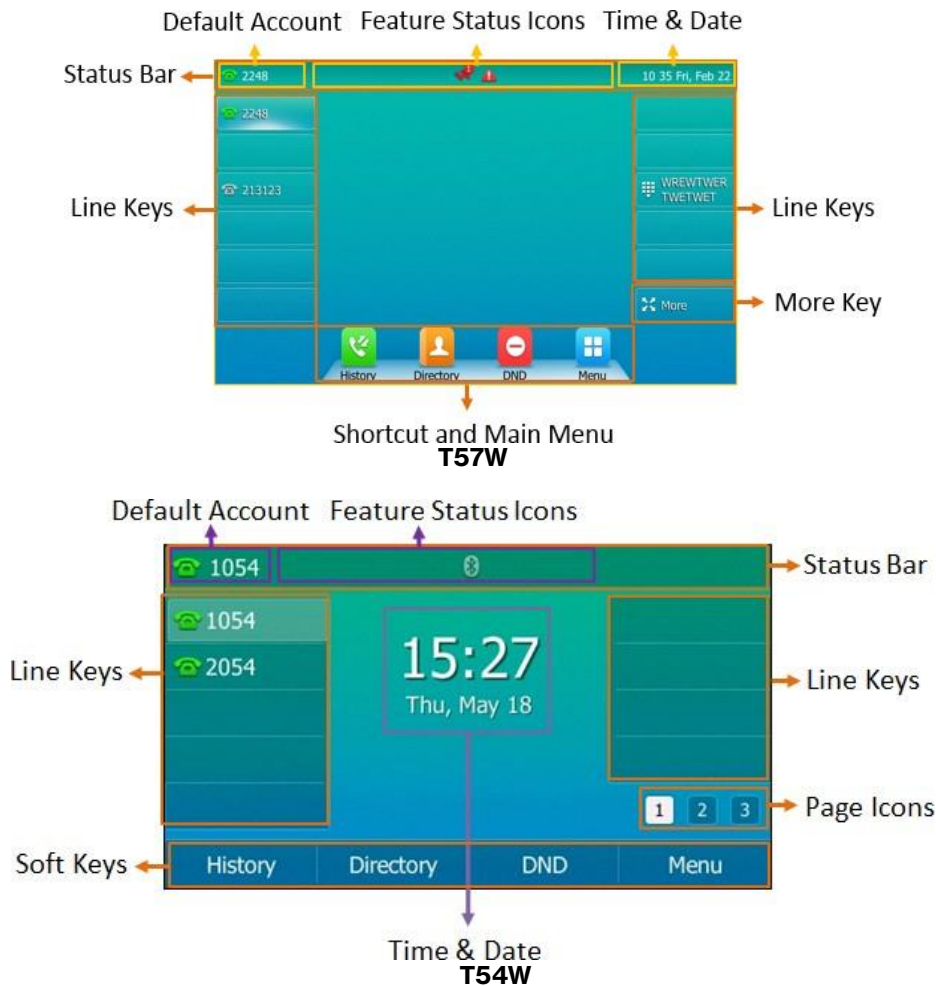
T57W

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- **Status Bar**: Display the default account on T57W/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.
- **Soft Keys**: Each soft key label indicates the action for the soft key below the screen.
- **More Key**: Tap to display more line keys on the T57W phones.
- **Shortcut and Main Menu**: Tap to access the shortcut or enter the main menu on the T57W phones.

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.

T57W Icons in the Status Bar

Icons	Description	Icons	Description
	Wired network is unavailable		Phone Lock
	Wired network is unreachable		Missed Calls
	Speakerphone (hands-free) mode		Always Forward
	Busy Forward		No Answer Forward
	Handset mode		Recording starts successfully (Using a USB flash drive)
	Headset mode		Recording is paused (Using a USB flash drive)
	Voice Mail		Bluetooth mode is on
	Text Message		Bluetooth headset is both paired and connected
	Auto Answer		Bluetooth-enabled mobile phone is both paired and connected
	Do Not Disturb (DND)		Wi-Fi connection is successful
	Phone Warning		Wi-Fi connection fails
	Keep Mute		Wi-Fi connection is unreachable

	Ringer volume is 0		USB flash drive detected

T54W Icons in the Status Bar

Icons	Description	Icons	Description
	Wired network is unavailable		Phone Lock
	Wired network is unreachable		Missed Calls
	Speakerphone (hands-free) mode		Always Forward
	Busy Forward		No Answer Forward
	Handset mode		Recording starts successfully (Using a USB flash drive)
	Headset mode		Recording is paused (Using a USB flash drive)
	Voice Mail		Bluetooth mode is on
	Text Message		Bluetooth headset is both paired and connected
	Auto Answer		Bluetooth-enabled mobile phone is both paired and connected
	Do Not Disturb (DND)		Wi-Fi connection is successful
	Phone Warning		Wi-Fi connection fails
	Keep Mute		Wi-Fi connection is unreachable
	Silent Mode		USB flash drive detected

T53W Icons in the Status Bar

Icons	Description	Icons	Description
	Wired network is unavailable		Network is unreachable
	Speakerphone (hands-free) mode		Handset mode
	Headset mode		Voice Mail
	Text Message		Auto Answer
	Do Not Disturb (DND)		Phone Warning
	Keep Mute		Ringer volume is 0

🔒	Phone Lock	✔	Missed Calls
➡	Call Forward	●	Recording starts successfully (Using a USB flash drive)
‖	Recording is paused (Using a USB flash drive)	🛜	Wi-Fi connection is successful
✖	Bluetooth mode is on	🛜	Wi-Fi connection fails
❈	Bluetooth headset is both paired and connected	🛜	Wi-Fi connection is unreachable
❈	Bluetooth-enabled mobile phone is both paired and connected	⛽	USB flash drive detected

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.

T57W/T54W Line Key Icons

Icon indicators (associated with line key features)

Icons	Description	Icons	Description
⏸	Hold	⊖	DND
	Voice Mail	✉	SMS
	Direct Pickup		Group Pickup
	Conference	↩	Forward
	Transfer	📞	Recall
○	Record	⏺	Recording in process (Record)
	Multicast Paging List	💼	Hot Desking
	Phone Lock	👤	Directory
	Speed Dial	📱	DECT Intercom
📱	Mobile Account	↔ (T54W)	Extend

Icon indicators (associated with line)

Icons	Description	Icons	Description
	The private line registers successfully.		The shared/bridged line registers successfully.
(T54W) / (T57W, Flashing)	Registering.		Register failed.
	DND is enabled on this line.		Call forward is enabled on this line.

T53W/T53 Line Key Icons

Icon indicators (associated with line)

Icons	Description	Icons	Description
	The private line is registered successfully.		The shared/bridged line is registered successfully.
	Registration failed.		Registering.
	DND is enabled on this line.		Call forward is enabled on this line.

Entering Characters on T57W

The T57W phones provide an onscreen keyboard, phone keypad and dial pad to enter data. Keypad and dial pad provide the standard key layout, which enables users to use existing or familiar key positions.

Using the Onscreen Keyboard

The onscreen keyboard on T57W enables you to enter information into text fields using the touch screen.

Procedure

1. Tap the field you want to edit, the onscreen keyboard displays on the touch screen.
2. Enter the information. Do the following:

Task	Action
Enter uppercase (A) characters, lowercase (a) characters, or a combination of uppercase and lower- case characters.	1. If a keyboard with characters does not display, tap abc . 2. Tap ↑ to toggle between uppercase or lowercase mode. 3. Tap the characters you want to enter.
Enter numbers.	1. If a keyboard with numbers does not display, tap &123 . 2. Tap the numbers you want to enter.
Enter special characters.	1. If a keyboard with special characters does not display, tap &123 . 2. Tap the special characters you want to enter.
Position the cursor.	• Tap < or > to position the cursor. • Tap to position.
Confirm the settings/Go to the next field.	• If there is only one field or the field you are editing is the last one of the configuration, tap **Done** to confirm the setting. • If the field you are editing is not the last one of the configuration, tap **Next** to go to the next field.
Delete characters one by one.	1. Position the cursor to the right side of the text you want to delete. 2. Tap ⌫ .

Delete more characters at a time.	1. Drag your finger across the characters to highlight the you want to delete characters 2. Tap ⌫
Replace characters.	1. Drag your finger across the characters to highlight the characters you want to replace. 2. Tap the characters you want.

3. Select [⌨] to hide the onscreen keyboard.

Using the Phone Keypad and Dial Pad

You can use the keypad on your phone or dial pad to enter data. The phone keypad only provides digit keys, # key, and * key, and the dial pad provides digit keys and special characters.

The dial pad is shown below:

You can tap [⌨ Keyboard] to switch to the onscreen keyboard.

Entering Characters on T54W/T53W

On T54W/T53W/T53 phones, 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.

Task	Action
Switch input modes	Press the **ABC**, **abc**, **Abc**, **2aB**, or **123** soft key to switch the input modes.
Enter alphas	Select **ABC**, **abc**, **2aB**, or **Abc** 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.
Enter numbers	Select **123** mode, press the corresponding keys.
Enter special characters	Select **ABC**, **abc**, **2aB**, or **Abc** mode, press * key or # key one or more times to enter one of the following special characters: *** key**: *.,'?!\-()@/:_;+&%=<> £ \$¥¤[]{}~^¡¿§#"| **# key**: # In **123** mode, you can press the * key to choose the following special characters: **.*:/@[]**.
Insert space	Select **ABC**, **abc**, **2aB**, or **Abc** mode, press the **0** key.
Move cursor	Press (‹) or (›) to position the cursor.
Delete one or more characters	Position the cursor to the right of the character, and select the **Delete** soft key.

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.

Placing Calls

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

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 highlight a contact.
3. Select **Send**.

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 select **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 an available **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.
     1. 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. Select **Directory** and select the desired contact from the Directory list.
     2. On the T57W phones, select , and then select the desired contact.
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. The phone calls a contact using

the configured line by default. If you want to call a contact using another line, you can first press the line key, and then press the Speed Dial key.

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.

Placing an International Call *

You can place calls to international phone numbers on your phone.

Procedure
1. Long press digit key 0 on the phone keypad until the **plus sign (+)** appears.
2. Enter the phone number with the country code.
3. Select **Send**.

   *The ability to place international calls must be added to your One Talk line.

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**.

On the T57W phone, tap the desired contact.

Placing a Call from the Directory

You can place a call to a contact directly from your directory.

Procedure
1. Select Directory or navigate to Local Directory.
   On the T57W phone, select **Directory** or navigate to **Directory**.
2. Select the desired contact group or **All Contacts**.
3. Highlight the desired contact and select **Send**. On the T57W phone, tap the desired contact.

If the selected contact has multiple numbers, highlight the desired number, and select **Send**.

Placing an Anonymous Call

You can hide your name and number when you place a call. As a result, the receiving caller sees an anonymous call without caller identity.

Before You Begin
Contact 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 Features > Anonymous Call Rejection
2. Select the desired line.
3. Turn the feature ON/OFF
4. Select **Confirm**

Answering Calls

When you receive a call, you can choose to answer it manually or 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 🔊 (🔊).
   - Press the HEADSET key 🎧(🎧).
   - 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.

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.
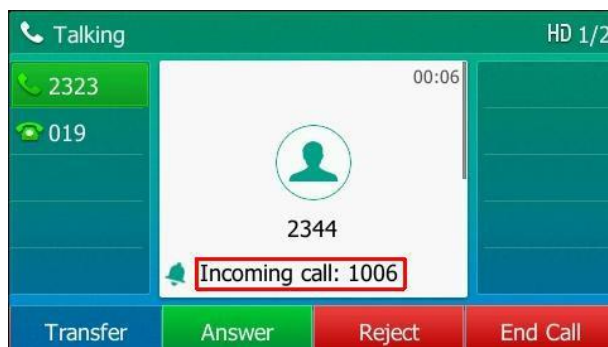
Procedure

1. Select **Answer**.

   The active call is placed on hold, and the incoming call becomes active.

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

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

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.

Silencing or Rejecting Incoming Calls

When you receive an incoming call, you can choose to silence or reject the call instead of answering.

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

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
Select Reject when the incoming call appears on your screen

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.

Procedure
Press DND in the main panel of the screen
> *The DND icon appears in the status bar.*

Deactivating DND

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

Procedure
Press DND in the main panel of the screen
> *The DND icon disappears from the status bar.*

Ending Calls

You can end the current call at any time.

Procedure

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 Speakerphone key 🔊 (🔊) or **End Call**.

Tip: You can press the HEADSET key 🎧 (🎧) to end calls

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 unmute 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.

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 music if Music On Hold is configured in the One Talk portal.

Holding a Call

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

Procedure
1. Press the HOLD key 📵 or select **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
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.

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.

Forwarding All Incoming Calls on All Lines

You can forward all incoming calls on the phone.

Procedure
1. Navigate to Features > Call Forward.
2. Select the desired forwarding type and select **Enabled** or **On** 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. On the T57W phones, select , and then select the desired contact.
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. Select **Save**.

   The call forward icon appears in the status bar

Forwarding All Incoming Calls on a Specific Line

By default, the forwarding setting applies to all lines on your phone.

Procedure
1. Navigate to Features > Call Forward.
2. Select the desired line.
3. Select the desired forwarding type and select **Enabled** or **On** 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 **Label** or **Value** field. Select **Directory** and select the desired contact from the Directory list. On the T57W phones, select , and then select the desired contact.
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 the call forward when you no longer want to forward your calls.

Procedure

1. Navigate to Features > Call Forward.
2. Select the desired forwarding type and select **Disabled** or **Off** from the corresponding field.
3. 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 select **Send**. On T57W phones, select **Forward**.
   The phone prompts a call forward message.

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.
- **Consultative Transfer**: Transfer a call with prior consultation.

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.
     On the T57W phone, tap the **Directory** or **History**. Tap the desired contact.
3. Press **B Transfer** or the TRANSFER key ⟨•⟨ to complete the transfer.

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

Performing a Consultative Transfer

You can transfer calls to other contacts after you check with the other party first
Procedure

1. Press the TRANSFER key or select **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.
   - Select **Directory**. Select the desired contact from the Directory list.
3. Press the OK key or select **Send**.
4. Do one of the following:
   - When you hear the ringback tone, press the TRANSFER key or **Transfer** to finish a semi-attended transfer.
   - After the contact answers the call, press the TRANSFER key 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.

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
2. Select the desired transfer mode.

Conference Calls

During a conference call, 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.

Local Conference

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

Setting Up a Local Conference Call

Procedure
1. Place a call to the first party.
2. 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** to add the second party to the conference.
5. Repeat the above steps to add more parties to the conference.

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**.

On the T57W phones, tap the desired hold call from the left sidebar.

The active call and the selected hold call 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.

Ending a Conference Call

When you end the conference call, the other parties drop the call.

Procedure
Select **End Call**.

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 2GB.

Recording a Call

You can record the important parts during an active call.

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

Procedure
During a call, select **More** > **Start REC**.

The phone screen displays a recording icon and recording duration.
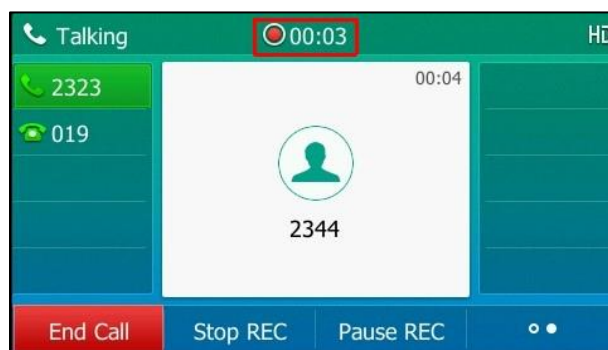
Pausing/Resuming a Recording

When you do not want a portion of a call to be recorded, 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 a .wav file in the USB flash drive automatically.

Procedure
Do one of the following:

- Select **Stop REC**.

  The recording icon and recording duration disappears. The screen displays 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 displays 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 into the phone.

Listening to a Recording

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

During recording playback, you can switch among Speakerphone and Handset modes by pressing the HEADSET key up the handset.

Procedure

1. Navigate to Menu > USB > Browse Audio.

   On 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).*
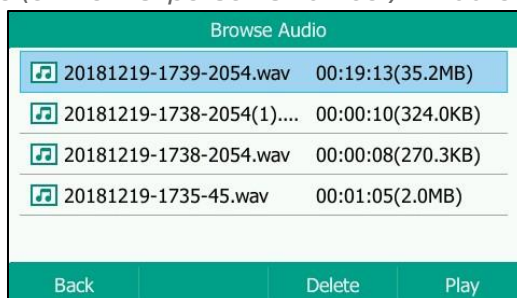
2. Highlight the desired file, and select **Play**. On the T57W phones, tap the desired file.
   The length of the recording and a progress bar are displayed as the recording plays.
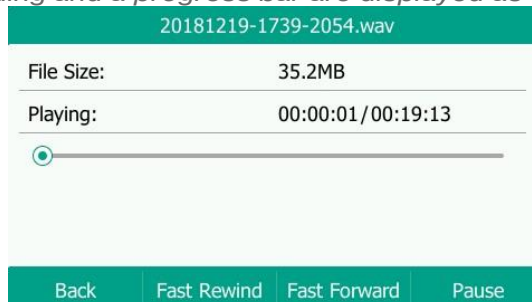
Pausing/Resuming a Playback

When you are playing a recording, you can pause it manually to take notes.

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. On the T57W phones, tap ⏸ to pause the playback. Then ▶ appears on the touch screen.

2. Select **Play** to restart the playback. On the T57W phones, tap ▶.

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.

OnT57W phones, drag the slider to skip forward the playback or rewind the playback.

Deleting a Recorded Call

You can deleterecordings when you need additional space on your USB flash drive or the recordings are use- less.

Procedure

1. Navigate to Menu > USB > Browse Audio.

   On T53W/T54W phones, navigate to **Menu** > **USB Record** > **Browse Audio**.

2. Highlight the desired recording, and select **Delete**. On the T57W phones, tap 🗑 after the desired recording.

   The phone prompts you to delete the audio or not.

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 into the phone during a call, a message will pop up to tell you how much time is available for recording.
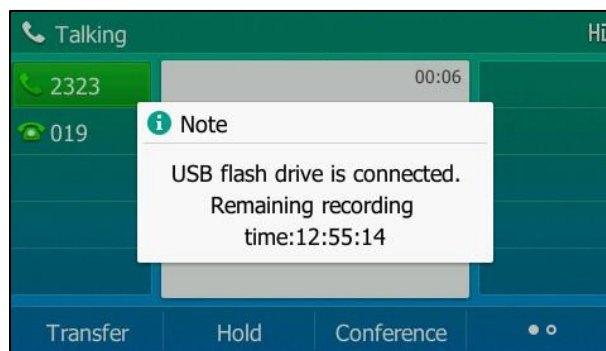
During a recording, if there is insufficient free space on the USB flash drive, the phone will prompt you a message (XX minutes left for call recording). If no free space on the USB flash drive during recording, the recording is stopped and saved to the USB flash drive automatically.

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

Procedure

Navigate to **Menu** > **USB** > **Storage Space**.

   On the T53W/T54W phones, navigate to **Menu** > **USB Record** > **Storage Space**.

Paging

Paging allows you to broadcast instant audio announcements to users who are in the same Local Area Network

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.

Sending a Page by a Paging Key

You can send a page by using the Paging key when the phone is idle.

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

Procedure
1. Navigate to Features > Paging
2. Enable both "Paging" and "Accept Paging". Then Save.
3. The Paging key will be displayed after Features on the main display.

Receiving Paging

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, depending on whether the Accept Paging option was enabled or disabled.

Managing a Paging Call

During a paging call, you can manage it manually at any time. **Procedure**

- Select **Hold** to place the current paging call on hold.

  The paging call is placed on hold and the receiver releases the session.
- Select **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.

Call Park and Call Retrieve

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

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, and quickly retrieve this parked call using a retrieve key.

State Indicator of the Park/Retrieve key

You can get the call park/retrieve status by viewing the icon indicator of the Park/Retrieve key.

Group Call Park

Group Call Park allows you to create a group with users who will be notified whenever a call is placed on Park.

Prior to configuring the Business Feature Group Call Park, you will need to take a look at the timer settings that are used for both, standard Call Park and Group Call Park

To do so, first select the "Manage all group" option from the "I want to" menu, and then edit the Group you are working on by selecting the Edit Group option:
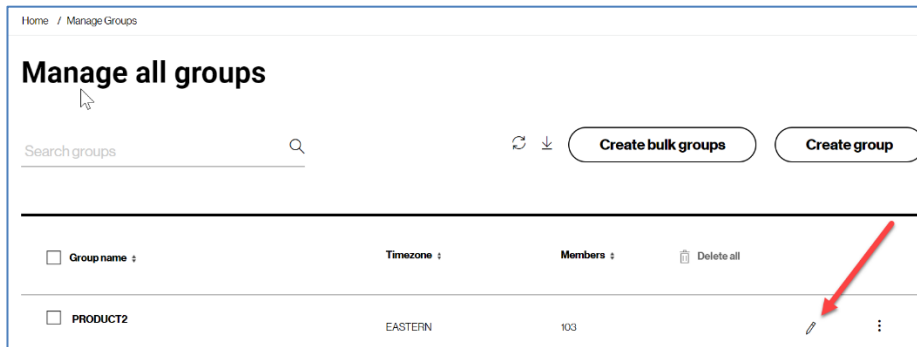
At the Edit Group screen will you a section called Call Park and Group Call Park timers.
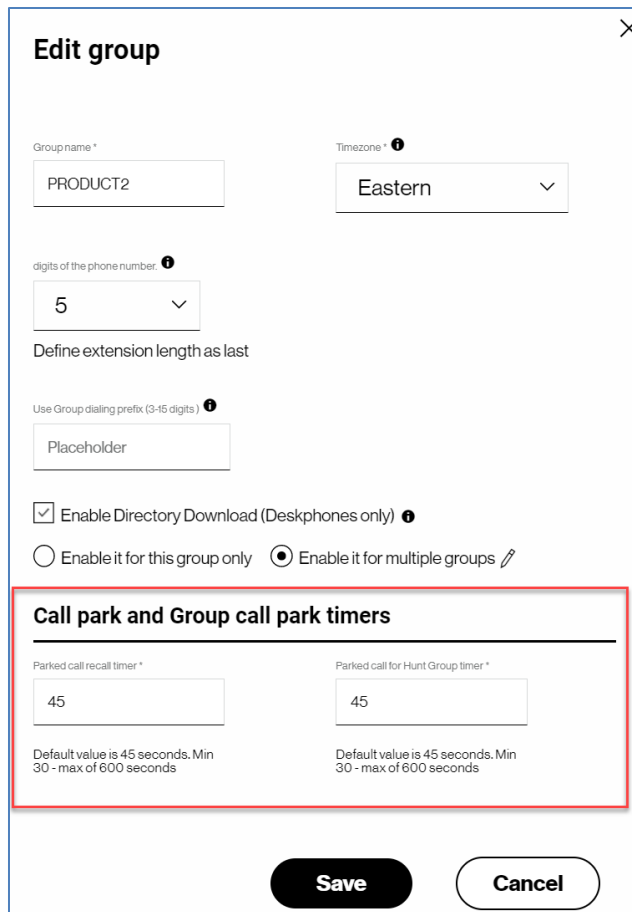
The default value for both is 45 seconds, if you need to use a different value, please enter it in the appropriate box and press "Save".

Important note: Both features (Call Park & Group Call Park) use the values specified in this section. The values apply to all the Groups created in the Call Park Group feature that is explained in the next section.

1. From the One Talk Portal, locate and select Group Call Park within the Manage Features options, under "Business Features".

Group Call Park

Place a call on Park and user in the group will be
notified according to the order in which they
appear in the group list
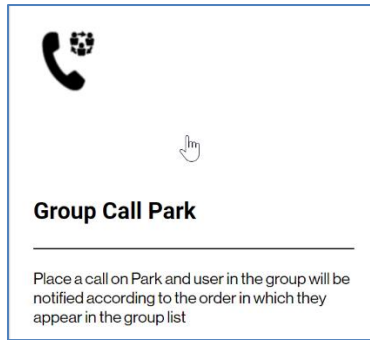
2. Once you are in the Manage Call Park Group, click on the "Create Call Park group" button.

Manage Call Park Groups

In this section you can add/remove One Talk lines who will receive a notification when a call is parked in
the specific Call Park Group. The call park notifications will be delivered top-down; meaning, the order in
which the users are listed, is the order the notifications will be sent to them. You will have additional
options to configure. You will be able to send a call to a One Talk Hunt Group if the call is not retrieved
after a specified amount of time. You will also have the option to configure the amount of time a call is on
a 'parked' state before it is sent back to the person who first parked the call or the call being routed to a
One Talk Hunt Group.

Create Call Park group

3. Once you are in the Manage Call Park Group, click on the "Create Call Park group" button. Which will bring you to the page where you will specify

4. Specify the name you want to give to the new Group you are creating
5. Select what you want to happen to the call placed on Park after the call park timer expires. Three options are available.
   - Return the call to the line that parked it (default setting). This will send the call back to the user who placed to call on park.
   - Return the call to a Hunt Group. This will forward the call to a specified Hunt Group of your choice; only Hunt Groups in your current One Talk Group can be selected.
   - Return the call to the user who placed the call on Park, and if that user does not pick up the call, then, forward it to a Hunt Group; only Hunt Groups in your current One Talk Group can be selected.
6. Add lines; once you press the "add lines" button, you will be able to add up to 15 lines to be part of the Call Park group. The order in which you list the lines is of extreme importance, since the user at the top will be the first one receiving the notification that a call is placed on Park.
7. Once you have completed all the previous steps, you can press "Save" to apply the updates you made. From that moment on, whenever a user presses the "Group Call Park" button, the system will use the

specified settings to that action.

Important things to know about the Group Call Park feature

- Group Call Park is available to all One Talk users.
    - Users can only be a member in one group.
    - Only members in the group can park a call to the group.
    - Users cannot park a call to a group that they are not assigned as a member.

- You can create as many call park groups as you need in the One Talk portal.
    - You can only add up to 15 lines to a call park group.
    - You can move lines up/down at any time in the call park group, and the changes will take place immediately.

- Only the top user in the call park group list will be the recipient of the call park notification.
    - There are only two conditions that will send a call park notification to a member other than the top one listed in the call park group list:
        - The user already has a call parked to his/her line.
        - The user's device is off.
        - Note: Do Not Disturb does not prevent the call from being parked to the user.
    - There is not a notification to the rest of the group members that a call is parked.

- The user can have only one call park notification at any given time.
- For now, desk phone users will have a new button to place a call in group call park and an option for individual call park.
- The user can choose to use standard "Park" which will allow him or her to park a call to a specific One Talk number/extension.
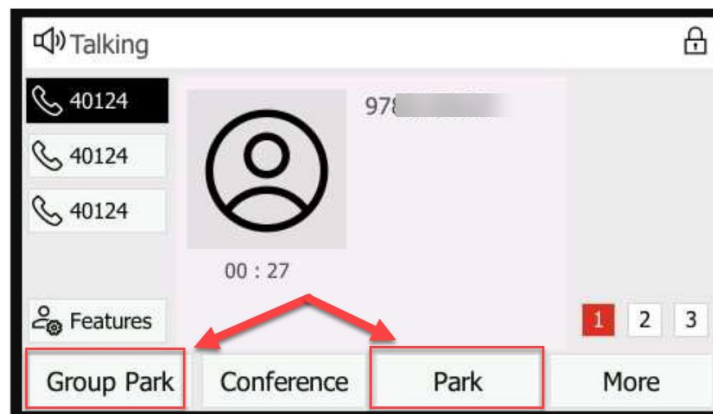
- If no call park group is defined in the portal, the user will hear a fast busy signal if they press the group park button.

- Users of any other type of One Talk device (native dialer, mobile app, desktop app) will need to use the group call park feature access code **58 to place a call in group park.

- If the user has a desk phone, the user will receive a pop up telling a call has been parked and is ready to be retrieved.

- If the user has Mobile/Desktop app end points in that line, they will receive the standard Call Park notification they see today.

- The call park timers on the Edit Group screen apply to all the call park groups created.

- The call park timers also apply to the individual call park user level feature

- The Hunt Group to which you can send a call after the call park timer expires must be an HG in the One Talk Group the line is part of

Intercom

Intercom is a useful feature in an office environment to quickly connect with another extension.

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.

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.

Procedure

1. Select the desired line key.
2. Select **Intercom** from the **Type** field.
3. Select the desired line from the **Account ID** field.
4. Do one of the following:
   - (Optional.) Enter the string that will appear on the phone screen in the **Label** field. Enter the target extension number in the **Value** field.
5. Select **Save**.
6. Press the Intercom key to place an intercom call.

Answering an Intercom Call

By default, when there is an incoming intercom call, the phone plays a warning tone and automatically answers the incoming call.

During an 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 Accept
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.

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

Procedure

1. Menu > Features > Intercom.
2. Make the desired changes in the Accept Intercom and Intercom Mute options
3. Select **Save**.

Short Message Service (SMS)

Text messages can be stored in your phone's Inbox, Sent box, Outbox or Draft box, 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.

Reading a Text Message

You can read your text messages on the phone, to obtain text information sent by a contact. **Procedure**
1. Navigate to **Menu** > **Message** > Messaging >**Inbox**.
2. Highlight the desired message and select**View**.

Sending a Text Message

The desk phones can send text messages.

Procedure
1. Navigate to Menu > Message > Messaging > New Message.
2. Compose the new text message.
3. Press **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.
6. Send the message.

Replying to a Text Message

You can reply to a message after reading a text message. **Procedure**
1. Navigate to **Menu** > **Message** > Messaging >**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 > Messaging >
2. Highlight the desired folder
3. Select the message you want to delete
4. Select Option >Delete.
5. Press Delete
6. 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.

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.

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.

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.

Directory

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

Local Directory

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

Managing the Local Directory Groups

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

Adding Contact Groups

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

Procedure
1. Select **Directory** (**Dir**) or navigate to **Menu** > **Directory** > **Local Directory**. On the T48U phones, select **Directory** or navigate to **Menu** > **Directory**.
2. Select Add Group (AddGr).
3. Enter the desired group name.
4. Select **Save**.
5. Press **Add**.

Editing Contact Groups

You can change or add the group's information.

Procedure
1. Select **Directory** (**Dir**) or navigate to **Menu** > **Directory** > **Local Directory**. Highlight the desired group.
2. Select Option > Detail.
3. Edit the group information.
4. 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

1. Select Directory (Dir) or navigate to Menu > Directory > Local Directory.
2. Highlight the desired group.
3. Select Option > Delete.

    The phone prompts you to delete the group or not.

4. Select **OK**.

Managing the Local Directory Contacts

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

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

1. Select Directory (Dir) or navigate to Menu > Directory > Local Directory.
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

1. Select Directory (Dir) or navigate to Menu > Directory > Local Directory.
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

1. Select Directory (Dir) or navigate to Menu > Directory > Local Directory.
2. Select 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

1. Select Directory (Dir) or navigate to Menu > Directory > Local Directory.
2. Select the desired contact group or **All Contacts**.
3. Highlight the desired contact, and select **Option** > **Delete**.

    The phone prompts you to delete the contact or not.

4. Select **OK**.

Deleting All Contacts

You can delete all contacts from the Local Directory.

Procedure

1. Select Directory (Dir) or navigate to Menu > Directory > Local Directory.
2. Select the desired contact group or **All Contacts**.
3. Select Option > Delete All.

   The phone prompts you to delete all contacts or not.
4. Select **OK**.

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

1. Select Directory (Dir) or navigate to Menu > Directory > Local Directory.
2. Select the desired contact group or **All Contacts**.
3. Highlight the desired contact, and select **Option** > **Add to Blacklist**. *The phone prompts you to move to the blacklist or not.*
4. Select **OK**.

Searching for Contacts

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

Procedure

1. Select Directory or navigate to Menu > Directory > Local Directory.
2. Select **Search**.
3. Enter your search criteria in the search field.

Blacklist

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

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. Select **Add**.
3. Enter the blacklist contact's information.
4. Select **Save** or **Add**.

Viewing Blacklist Contacts

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

Procedure
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**.

3. Select **Save**.

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.

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.

    The phone prompts you to delete the contact or not.
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.

    The phone prompts you to delete all contacts or not.
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

1. Navigate to Menu > Directory > Blacklist.
2. Highlight the desired contact, and then select **Option**.
3. Select Add to Contacts.
4. Select **OK** or **Save**.

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.

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 do not include extra information on the con- tact.

Procedure

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

Call History

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

Call History Icons

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

Icons	Description	Icons	Description
↘	Received Call	✔	Missed Call
↖	Placed Call	⇥	Forwarded Call

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.

Deleting a Call Record

You can delete any call record from the call history list.

Procedure

1. Press **History** or navigate to **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 navigate to **Menu** > **History**.
2. Select the desired list.
3. Select Option > Delete All.

    The phone prompts you to delete all the records or not.
4. Select **OK**.

Customizing Your Phone

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

Changing the Administrator Password

By default, you require an administrator password to access the **Advanced/Advanced Settings** menu. The default password is @N3ta!k2@2*

For security reasons, you should change the default password as soon as possible.

Procedure

1. Navigate to Menu > Settings > Advanced Settings > Change Password
2. Enter your old and new password information.
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.
- **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.
    - **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 > Settings > Basic Settings > Display > Backlight.
2. Select the desired level from the **Active Level** field.

3. Select the desired time from the **Backlight Time** field.
4. Select **Save**.

Adjusting the Screen Contrast

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

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 > Settings > Basic Settings > 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.

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 > 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).

Procedure
1. Navigate to Menu > Settings > Basic Settings > Time & Date > Time & Date Format.
2. Select the desired time format or date format.
3. Select **Save**.

Customizing the Soft Keys

You can customize the function of the soft keys displayed on the bottom of the idle screen.

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.

Procedure

1. Navigate to **Menu** > **Settings** > **Advanced Settings** (default password: @N3ta!k2@2*) > **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.

Setting the Phone Lock

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

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. The T5W Series phones only support All Keys type of phone lock.

> **Note**: The Volume key [key image] , HEADSET key and Speakerphone key [key image] are always available when you lock the phone.

Procedure

1. Navigate to Menu > Settings > Basic Settings > Phone Lock.
2. Enter the desired PIN (default PIN: 123) in the **Unlock PIN** field.
3. Select **OK** or **Save**.
4. Select **Enabled** from the **Lock Enable** field.
5. 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.
6. 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
Long press # key when the phone is idle.

> *The lock icon appears on the phone screen.*

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 > Settings > Basic Settings > Change PIN.
2. Enter your old and new unlock PIN respectively. The unlock PIN length must be within 15 digits.
3. Select **Save**.

Audio Settings

You can change the basic audio settings on your phone.

Adjusting the Volume

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

Procedure
1. Press the Volume key .

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.

Setting a Ring Tone for the Phone

You can choose a ring tone for all incoming calls.

Procedure
1. Navigate to Menu > Settings > Basic Settings > Sound > Ring Tones > Common.
2. Select the desired ring tone.
3. 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 > 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 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.

Procedure

1. Select Directory (Dir) or navigate to Menu > Directory > Local Directory.
2. Select 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.

Procedure

1. Navigate to Menu > Settings > Basic Settings > Sound > Key Tone.
2. Turn off **Key Tone**.
3. Select **Save**.

Optional Accessories for Your Phone

The phone can use optional accessories when you need to extend its capabilities. The following optional accessories need to be purchased separately if required for your phone:

- Wireless Headset WH62D and WH62M
- 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.

Headset

The phone supports wired headsets, USB headsets and Bluetooth headsets to place and answer calls.

You can use only one headset at a time.

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.

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.

For a list of supported USB headsets, refer to tested compatible headset list. 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 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 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 ⊙ (🔲) to find out if it is available on your phone.

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.

Connecting the Expansion Module

You can connect the expansion module to your phone, using the supplied materials in the expansion module's packaging.

Procedure
Connect the expansion module to the phone using the connecting sheet and screws.

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**.

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.

Rebooting Your Phone

Improper operation may cause malfunctions. If malfunctions occur, your system administrator may ask you to reboot your phone.

Procedure

1. Navigate to **Menu** > Advanced (default password: @N3ta!k2@2*) > **Reboot**.

   The phone prompts you to reboot the phone or not.

2. Select **OK**.

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** (default password: @N3ta!k2@2*   ) > **Reset Configuration**
2. Select Reset to Factory Settings > Reset.

   The phone prompts you to reset the setting or not.
3. Select **OK**.

   The phone begins resetting.

Notices

The specifications and information regarding the products in this guide are subject to change without notice. All statements, information and recommendations in this guide are believed to be accurate and presented without warranty of any kind, express or implied. Users must take full responsibility for their application of products.

Technical support

For additional support information please visit the One Talk support site (verizonwireless.com/support/one-talk/) for the latest guides, FAQs, product documents and more.

Important customer information

To avoid electric shock, use caution when connecting cables. For example, do not connect safety extra-low voltage (SELV) circuits to telephone-network voltage (TNV) circuits. LAN ports contain SELV circuits, and WAN ports contain TNV circuits.
Some LAN and WAN ports both use RJ-45 connectors.

To avoid electric shock, do not operate the product or connect or disconnect cables during electrical storms. To avoid electric shock, do not use this product in or near water.

To reduce the risk of fire or overheating, keep this product in well-ventilated areas, away from radiators or other heat sources. Do not block cooling vents.

The plug-socket combination must be accessible at all times because it serves as the main power-disconnecting device.
Use only the manufacturer-provided AC adaptor approved for use with this product. Use of another AC adaptor may cause a fire or explosion.

This product relies on short-circuit (overcurrent) protection installed in your home or office. Ensure that a fuse or circuit breaker no larger than 120 VAC, 15 A U.S. is used on the phase conductors (all current carrying conductors).

Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:

1. When the power cord or plug is damaged or frayed
2. If liquid has been spilled into the product
3. If the product has been exposed to rain or water
4. If the product does not operate normally when the operating instructions are followed. Adjust only those controls that are covered by the operating instructions, since improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal condition

WEEE warning

To avoid the potential effects on the environment and human health as a result of the presence of hazardous substances in electrical and electronic equipment, end users of electrical and electronic equipment should understand the meaning of the crossed-out wheeled bin symbol. Do not dispose of waste electrical and electronic equipment (WEEE) as unsorted municipal waste and collect such WEEE separately.

Warranty

The specifications and information regarding the products in this guide are subject to change without notice. All statements, information, and recommendations in this guide are believed to be accurate and presented without warranty of any kind, express or implied. Users must take full responsibility for their application of products.

Yealink Network Technology CO., LTD., makes no warranty of any kind with regard to this guide, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. Yealink Network Technology CO., LTD., shall not be liable for errors contained herein nor for incidental or consequential damages in connection with the furnishing, performance, or use of this guide.

Important 911 emergency response information

If you call 911, emergency service responders will be sent to the registered location you provided when you provisioned this phone. An incorrect address could result in incorrect routing of 911 calls and dispatch of emergency personnel to the wrong location, so please contact your administrator if your registered location is not accurate.

Data and voice functionality (including the ability to make and receive 911 calls) will not be available during a power outage, broadband connection failure or other service disruption. Neither Verizon Wireless nor any of its affiliates shall be liable for any service outage and/or inability to access emergency service personnel, nor shall Verizon Wireless or any of its affiliates be responsible for the acts or omissions of emergency response center personnel.

C€Declaration of conformity

Hereby, Yealink Network Technology CO., LTD., declares that this phone is in conformity with the essential requirements and other relevant provisions of the Conformité Européene (CE) and the Federal Communications Commission (FCC). You can find the CE and FCC information from the label on the back of the IP phone.

CE mark warning

This device is marked with the CE mark in compliance with Radio equipment and Telecommunications Terminal Equipment (R&TTE Directive 1999/5/EC).

Part 15 FCC Rules

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device is compliant with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference
2. This device must accept any interference received, including interference that may cause undesired operation

Class B digital device or peripheral

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna
2. Increase the separation between the equipment and receiver
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
4. Consult the dealer or an experienced radio/TV technician for help

Important safety precautions

Please read the following important safety notices and instructions before installing or using the product.

- A DANGER warning refers to situations that could cause bodily injury
- A CAUTION warning refers to situations that could result in equipment malfunction or damage

1. Follow all warnings and instructions marked on the product

2. Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use an antistatic cleaning pad for cleaning

3. Do not use this product near water

4. Do not place this product on an unstable cart, stand or table. If the product falls, it could be seriously damaged

5. This product should be operated using the type of power indicated on the marking label. If you are not sure of the type of power available, consult your dealer or local power company

6. Do not allow anything to rest on the power cord. Do not locate this product where people will walk on the cord

7. Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short out parts that could result in a fire or electric shock

8. Never spill liquid of any kind into or onto the product

9. Do not attempt to service this product yourself, as opening or removing covers may expose you to dangerous voltage points or other risks

10. Refer all questions regarding servicing of this product to qualified service personnel

Danger–electric shock and fire

Electric current from power, telephone and communication cables is hazardous and could result in electric shock and/or fire.

Learn more

For more information, visit www.onetalk.com

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