



## QUICK REFERENCE GUIDE: Yealink T54W





### CALL ACTIONS

#### Answer an Incoming Call

- Either lift the handset,
- Press the speakerphone button ,
- Or press the headset button .

#### Place an Outbound Call

- Either lift the handset, dial the number, press **Call/Dial** (or wait for timeout),
- Press the speakerphone button , dial the number, press **Call/Dial** (or wait for timeout),
- Or dial the number, then lift the handset or press the speakerphone button .


#### Transfer a Call (Blind/Consultative)

- During a call, press **Transfer**.
- Dial the number/extension to which you want to transfer the call.
- Press **Call** for Consultative/**Press B** Transfer to Blind Transfer.

#### Transfer a Call to Voicemail

- During a call, press **Transfer**.
- Dial **7 plus the extension** to which you want to transfer the call.
- Press **B Transfer**.

#### Checking Voicemail

- Press the envelope hard key .
- Enter your **PIN**.
- Follow the prompts.

#### Initiating a Conference Call

- While in an active call, press **Conference**.
- Dial the second party and press **Send/Dial**.
- Press **Conference** again to join all parties.

*Note: You can split the conference call into two individual calls by pressing **Split**.*



#### Redial

- Press the **Refresh** key twice .
- *Note: Pressing once will display call history.*



#### Configuring Speed Dial Keys

- Navigate to Menu > Features > Dsskey.
- Select **Speed Dial**.
- Input the number and how you want the key labeled.
- Press **Save**.
- *Note: If your phone reboots, manually programmed speed dials could disappear. It is best to have speed dials programmed via the CommPortal.*

#### Viewing Your Call History

- Press **History**.
- Press  or  to view:
  - All Calls
  - Missed Calls
  - Placed Calls
  - Received Calls
  - Forwarded Calls

#### Managing Call History

- Press **History**.
- Press  or  to select an entry from the list.
- Do the following:
  - Press **Send** to call the entry.
  - Press **Delete** to delete the entry from the list.
  - Press **Option**, for the following:
    - Select **Detail** to view detailed information.
    - Select **Add to Contacts** to add to the local directory.
    - Select **Add to Blacklist** to add the entry to the Blacklist.
    - Select **Delete All** to delete all entries from the list.

## CUSTOMIZING YOUR PHONE

### Adding a Contact

- Press **Directory**, and then select **All Contacts**.
- Press **Add** to add a contact.
- Enter the desired contact name and the contact number.
- Press **Save**.

### Editing a Contact

- Press **Directory** and then select **All Contacts**.
- Press  $\uparrow$  or  $\downarrow$  to select the desired contact, press **Option**, and then select **Detail** from the prompt list.
- Edit the contact information.
- Press **Save** to accept the change.

### Deleting a Contact

- Press **Directory**, and then select **All Contacts**.
- Press  $\uparrow$  or  $\downarrow$  to select the desired contact, press **Option**, and then select **Delete** from the prompt list.
- Press **OK** when the LCD screen prompts "Delete selected item?".

### Setting Ring Tones

- Navigate to **Menu > Basic > Sound > Ring Tones**.
- Press  $\uparrow$  or  $\downarrow$  to select **Common** or your line and then press **Enter**.
- Press  $\uparrow$  or  $\downarrow$  to select the desired ring tone.
- Press **Save** to accept the change.

**Central Notification Contact Information Needed** | Per FCC regulations, your HPBX system is configured to notify a central location on-site or off-site contact where someone is likely to see or hear the notification whenever a call is placed to a 911 operator. Relevant FCC Rules require operators and managers of the HPBX system to designate a contact that will be notified if a 911 call is placed from one of the users' MLTS phones. It is your responsibility to provide Metronet with the relevant contact information in the Metronet Admin CommPortal. We would be pleased to assist you if you do not know how to identify such a contact. Please contact us by email at [business-customer-service@metronet.com](mailto:business-customer-service@metronet.com) or phone at (855) 769-0936 if you need assistance.

**Notify Metronet if You Move Your Phone** | The location and address associated with a phone is the location and address identified on the initial service order when your HPBX service was installed. If you move your phone to a location or address that is different than that identified in the initial service order, 911 calls will appear to 911 emergency service operations to be coming from the address identified in the service order and not the new location or address. Your organization is responsible for managing and updating any changes to the location and address of the phone with dispatchable location information after the initial installation of your HPBX service. Dispatchable location information should include the validated street address where the phone is located and any adequately identify the location of the caller. In the event that you change the location of your phone, you can log on to the E911 Management Portal at <https://e911.metronetinc.com> to update the "Detailed Location for 911." You may also update the location of your phone by contacting Metronet Business Customer Service at (855) 769-0936. Updates may take 1-2 business days to process. Failure to update the location of the phone with dispatchable location information means that emergency responders may not have information to locate the caller quickly and accurately.