



QUICK REFERENCE GUIDE: Yealink T57W





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** or .
- 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** or .
- 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 **Conference** to send the call to the second party.
- 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.*

CUSTOMIZING YOUR PHONE

Viewing Your Call History

- Press **History**.
- Tap the category listed to view:
 - Missed Calls
 - Placed Calls
 - Received Calls
 - Forwarded Calls

Managing Call History

- Press **History**.
- Tap the category listed and select an entry from the list.
- Tap ⓘ after the desired entry, and then you can do the following:
 - Tap **Call** to call the entry.
 - Tap **Add** to add the entry to the local directory.
 - Tap **Edit** to edit the entry before calling.
 - Tap **Blocklist** to add the entry to the blocklist (*your phone will not ring when that number calls you again*).
 - Tap **Delete** to delete the entry from the list.

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**.
- Tap ⓘ after the desired entry contact.
- Edit the contact information.
- Press **Save** to accept the change.

Deleting a Contact

- Press **Directory**, and then select **All Contacts**.
- Tap ⓘ after the desired entry contact.
- Tap **OK** when the LCD screen prompts "Delete selected item?".

Setting Ring Tones

- Navigate to **Menu > Basic > Sound > Ring Tones**.
- Tap **Common** or your line.
- Tap 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 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.