



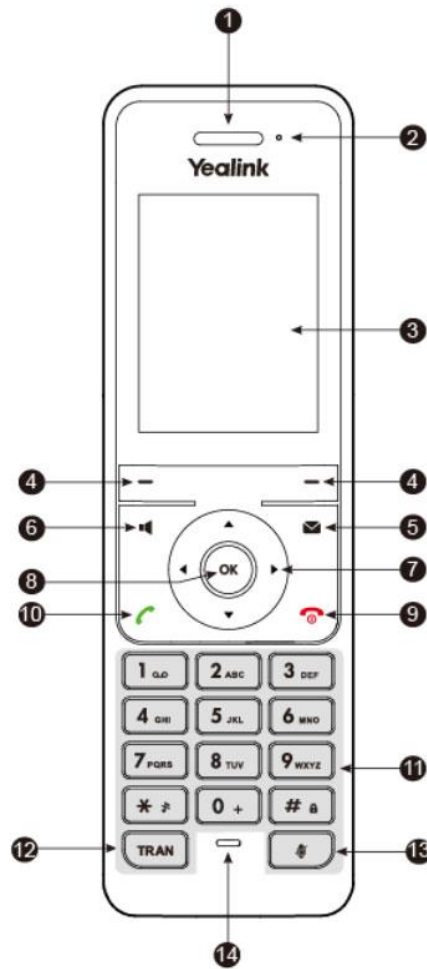
## FreePBX Yealink 53P Guide

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## Overview

The purpose of this document is to help walk you through the features and functions of your new 53P Phone.

We're here to help! If you have any questions about the new functionality please reach out to us at [support@datacommplus.com](mailto:support@datacommplus.com)






1	Receiver	Receives audio in receiver mode.
2	Power LED Indicator	Indicates call status, message status, and charging status.
3	Phone Screen	Shows information.
4	Soft Keys	Access the function directly. It depends on the operating situation.
5	Message Key	Accesses the voicemail or missed call.
6	Speakerphone Key	<ul style="list-style-type: none"> <li>• Switches among the receiver, headset, and handsfree modes.</li> <li>• Answers an incoming call.</li> <li>• Places a call in handsfree mode.</li> </ul>
7	Navigation/Volume Keys	Scroll through information or options on the screen.
8	OK Key	Confirms actions or enters the main menu.
9	End Key	<ul style="list-style-type: none"> <li>• Press briefly to return to the previous screen.</li> <li>• Long press to return to the idle screen.</li> <li>• Press to turn the handset on.</li> <li>• Long press on the idle screen to turn the handset off.</li> <li>• Cancels actions or ends a call.</li> </ul>
10	Call Key	<ul style="list-style-type: none"> <li>• Answers an incoming call.</li> <li>• Enters the redial calls list.</li> <li>• Places a call in receiver or headset mode.</li> </ul>
11	Keypad	Provides digits, letters, and special characters.
12	TRAN Key	Transfers a call to another party.
13	Mute Key	Toggles mute feature on or off.
14	Microphone	Picks up audio.

### Answering and Placing a Call




There are several options to answer calls or place calls.



#### Answering a Call




- Soft Key Row: Says Accept
- Handset mode:
  - Press the  button
  - Press the  OK button
- Speaker mode: Press the  button

#### Placing a Call

- Soft Key Row: Dial a number and then select Call to send the call
- Handset mode:
  - Dial the number and press the  button to send the call
  - Dial the number and then press the  OK button to send the call
- Speaker mode: Dial the number and then press the  button

#### Placing a Call from the call history


You can access the call history and make a call from the call history

- Select the  key
- Press up or down arrows to highlight the entry
- Once the number is highlighted either press  or 

#### Ending a Call

- Press the  button

#### Placing an Internal Call

- Dial the extension +  button
- Dial the extension + the left soft button

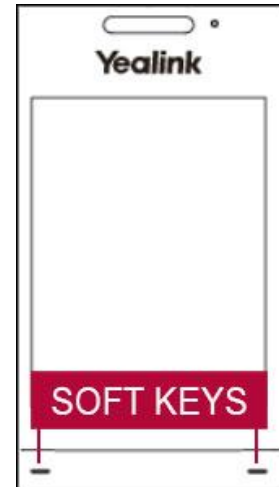
### Hold, Transfer and Park

The Hold option is located within the Soft Key functions.

#### Placing a Call on Hold:

It is best practice to put a call on hold if you do not need to transfer the call to anyone else. If you need to transfer the call to someone else, follow the steps below for transferring a call.

- While on a call, press the *Options* in the soft key row
- Choose *Hold* key
- The options within the Soft Key row will change when you put a call on hold. To pick up the call select the *Resume* option within the Soft Key row.





### Transfer a Call

Transferring a call can be done using the  key or the Soft Key *Option* and then *Transfer*. There are three options for transferring a call:






- Blind Transfer - Transfer a call directly
- Attended Transfer - Introduce a call before it is transferred
- Transfer to Voicemail - Transfer a call directly to voicemail

#### Blind Transfer

- While on a call, select the *key*
- Then select 
- Dial the number you want to transfer the call to
- Select 
  - Example: Transferring a call to extension 123  
**(Transfer key)123(Transfer key)**

#### Attended Transfer

Attended transfer allows you to introduce a call before you transfer the call.

- While on a call, select 
- Dial the number you want to transfer the call to followed by ,  or 
- Once you have introduced the call press 
  - Example: Transferring a call to extension 123 after talking with the person first  
**(Transfer key)123(Call key) = Talk to the person and then select (Transfer key)**

### Transferring a Call to voicemail

There will be times that the client requests to go directly to someone's voicemail or the person they are trying to reach requests they are transferred directly to their voicemail.

- While on a call, press 
- Dial \* + the extension number and then  again.
  - Example showing if you want to transfer a call to the voicemail at extension 123:

**(Transfer key)\*123(Transfer key)**

### Picking up a Parked Call




To pick up a parked call, dial the parking spot number you were given + # to pick up the call.

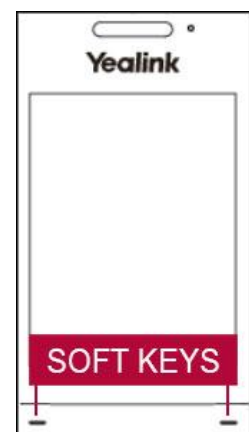
- Example to pick up a call on parking slot 71: 71#
- If your phone system is programmed with Park 1, Park 2, Park 3, etc. the number to dial would be as follows:

Park Spot	# to dial	Park Spot	# to dial
Park 1	71	Park 3	73
Park 2	72	Park 4	74

### Conference Call


To create a conference call you will use the Soft Key buttons.

- While on a call, press the *Options* key
- Select *Conference* option. This will place your call on hold and prepare you to dial a second call.
- Place your second call by dialing the phone number followed by ,  or .
- Once the new call is live, select *Conference*. The calls will be merged.
  - Example conferencing in extension 123:  
**Live Call (options)(conference key)(123)(Call key) Ext 123 picks up (conference key)**




**The Soft Keys will perform relevant functions such as splitting the calls, leaving the call, etc. once the conference call is live.**

### Voicemail


To access voicemail you can select the message button. 

### Initial Voicemail Setup

You will need to set up your voicemail right away and change your PIN number.

- Select the  button
- Enter the **PIN** which is your extension number.
- You will be prompted to:
  - Record your name
  - Record your greetings
  - Change PIN number.
    - Change your PIN number to any other number besides your extension. Your extension number is used by us to process support requests so it cannot be the same.

### Accessing Voicemail

- Select the  button
- Enter your PIN number
- Press \* to play the voicemail
- Once the voicemail has played you will hear the options available on how to delete, save, etc. that voicemail.
- Once completed you can hang up

### Retrieve Voicemail from a different IP phone

You can access your voicemail from a different IP phone other than your own.

- Dial \*98
- Dial your extension number and PIN
- Follow the voice prompts to check or delete your voicemails.

### Retrieve Voicemail from outside the office

The steps below walk you through accessing your voicemail from outside the office

- Pick up your phone and dial the number your administrator provided you with.
- Be asked to be transferred to your extension or dial your extension number from the greeting
- Once you hear your voicemail recording dial \*
- Dial your PIN
- You will be given access to your voicemail. Follow the voice prompts to check, delete or listen to your voicemails.

## Voicemail Greeting Types

- Unavailable Greeting: Default greeting, used if you don't answer the phone.
- Busy Greeting: Used when you are on the phone or DND (do not disturb) is enabled.
- Temporary Greeting: Will override the other two greeting types, ideal for vacation, etc.

If you need further assistance, please reach out to us at [support@datacommplus.com](mailto:support@datacommplus.com). Once we receive your request one of our representatives will get back to you as soon as possible to help you with any of your phone system needs.