



FreePBX Yealink 53W Guide

| | |
|--|---|
| Overview | 2 |
| Answering and Placing a Call | 4 |
| Answering a Call | 4 |
| Placing a Call | 4 |
| Placing an Internal Call | 4 |
| Hold, Transfer and Park | 5 |
| Placing a Call on Hold | 5 |
| Transfer a Call | 5 |
| Blind Transfer | 5 |
| Attended Transfer | 5 |
| Transferring a Call to voicemail | 6 |
| Parking a Call | 6 |
| Picking up a call on Park | 6 |
| Conferencing | 7 |
| Voicemail | 7 |
| Initial Voicemail Setup | 7 |
| Accessing Voicemail | 8 |
| Retrieve Voicemail from a different IP phone | 8 |
| Retrieve Voicemail from outside the office | 8 |
| Voicemail Greeting Types | 8 |

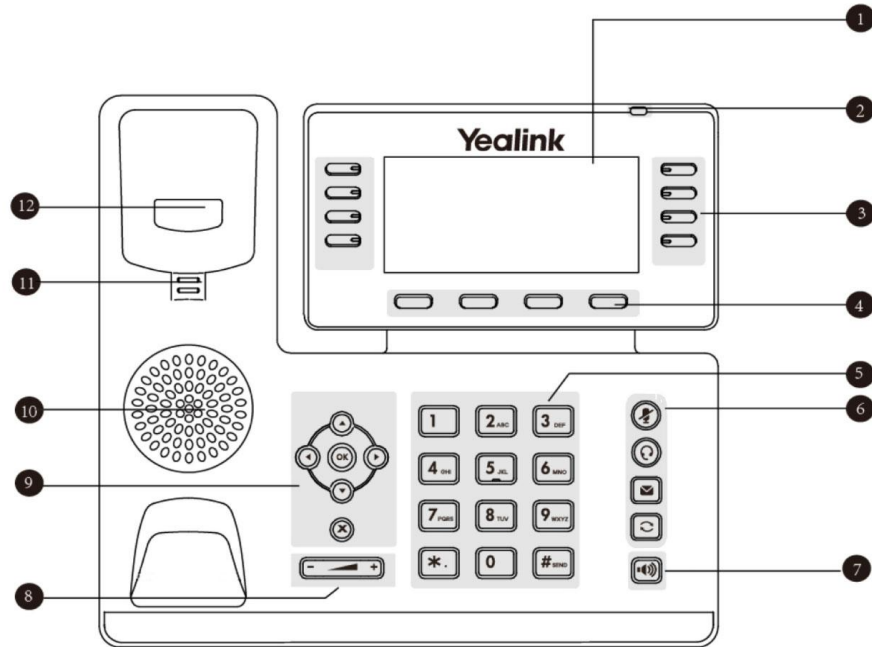


iVoice Yealink T53W Guide

Overview

The purpose of this document is to help walk you through the features and functions of your new Yealink T53W Phone.

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



| | | |
|----|----------------|---|
| 1 | LCD Screen | Display menus and information depending on what you are doing at the time. |
| 2 | LED Indicator | Indicates phone status and will flash if there is a voicemail waiting |
| 3 | Programmable | Access programmed features. Ex: Parking Spots, Extensions |
| 4 | Soft Keys | Call functions that will change depending on what you are doing at the time. |
| 5 | Dialpad | Dial a call through the Dialpad. |
| 6 | Mute Button | Mute or Unmute the microphone |
| | Headset | Activates using a headset on a phone call |
| | Message Button | Setup your voicemail or retrieve voicemails |
| | Redial Button | Redial a prior number dialed |
| 7 | Speakerphone | Puts a live call on speaker |
| 8 | Volume Button | Turn the volume up or down |
| 9 | Direction Keys | Use to move through screen display |
| 10 | Speaker | Hear call through the speaker when speakerphone button activated |
| 11 | Reversible Tab | Holds handset in place when it is in the cradle |
| 12 | Hookswitch | Active when the handset is lifted. Disconnects when the handset is in the cradle. |

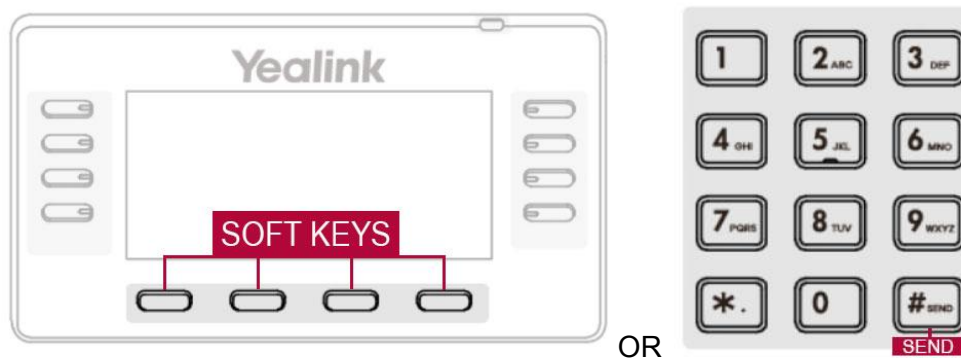
Answering and Placing a Call

Answering a Call

- Lift the handset, press the *Speakerphone* button, or press the Headset button (if enabled).

Placing a Call

- Lift the handset or press the *Speakerphone* button.
- Dial the number, and press the *Call* Soft Key or the # key



- *No prefix is required when placing an outbound call*

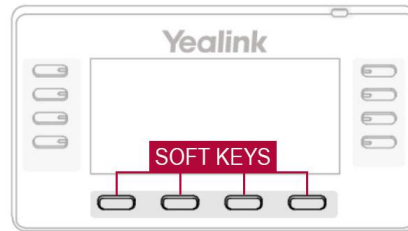
Placing an Internal Call

- Dial the extension of the user + # or *Call* Soft Key
 - Example to dial extension 123: **123#**
- OR locate and press the extension number within the programmable keys of the user you wish to reach.
 - All phones have a toggle button that allows you to access additional extensions (programmable buttons). It is located on the right side, last button of the programmable keys. You will generally see a 1, 2, and 3 next to it



Hold, Transfer and Park

The Hold and Transfer keys are located within the Soft Key row.



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 either parking a call or transferring a call.

- While on a call, press the *Hold* key in the soft key row
- 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

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, press the *Transfer* key followed by the extension you wish to transfer to and then *Transfer* again.
 - Example: Transferring a call to extension 123

(Transfer key)123(Transfer key)

- OR Select the *Transfer* key followed by the extension within the Programmable keys area if extensions have been programmed

Attended Transfer

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

- While on a call, press *Transfer*, the extension and then press the *Call* Soft Key or #. That will connect you with the person you are transferring the call to. Once you introduce the call, press *Transfer* again and the call will go through.
 - 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

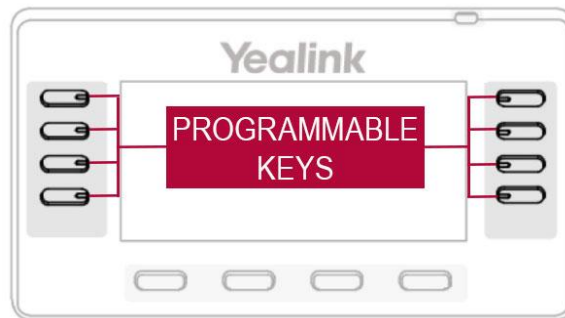
There will be times that the client requests to go directly to someone's voicemail or the person they are trying to reach requests they are transferred directly to their voicemail.

- While on a call, press the *Transfer* key followed by * + the extension number and then *Transfer* again.
 - Example: Transferring a call to the voicemail at extension 123

(Transfer key)*123(Transfer key)

Parking a Call

Call Parking is a type of Call Holding. When you park a call, you can pick that call up from ANY phone in the system. If a call is put on hold, you can only pick the call up from that phone. The Park key is located within the Programmable Keys.



- While on a live call, press a *Park* key
 - Depending on what has been programmed there could be multiple Park keys
 - An open parking spot will have a green light next to it.
 - A used parking spot will have a red light next to it.
- The call has now been parked
- Communicate the parking spot where the call resides to the recipient.
 - If the call is not picked up within time programmed, you will receive a ringback

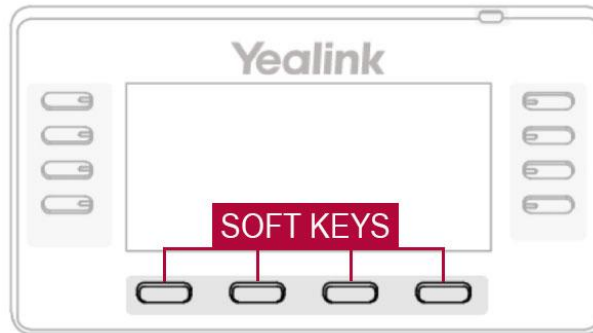
- **Do not select a parking spot with a red light because it will merge the currently parked call and the new call together.**
- **If another call is coming in, once you park the call, press New Call to accept the new call**

Picking up a call on Park

- Go to any phone that is on the system and select the *Park* key that the call was parked on.
 - If there is not a Park key, dial the parking spot + # to pick up the call.
 - Example: Pick up a call parked at Park 1: 71#
 - Example: Pick up a call parked at Park 2: 72#
- Select Answer
- The call has now been picked up

Conferencing

To create a conference call you will use the Soft Keys row.



- While on a call, press the *Conference* key located in the soft keys. 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 the *Call* key. Once the new call is live, press the *Conference* key again. The calls will be merged.

- Example: Conferencing in the user at 123-123-1234


Live call (Conference key)(123-123-1234)(Call key) New call is picked 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

Initial Voicemail Setup


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

- Press the *Message* 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

You will be able to see that there is a voicemail waiting for you by the LED light blinking and/or the Message button flashing.

- Select the *Message* 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. 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.