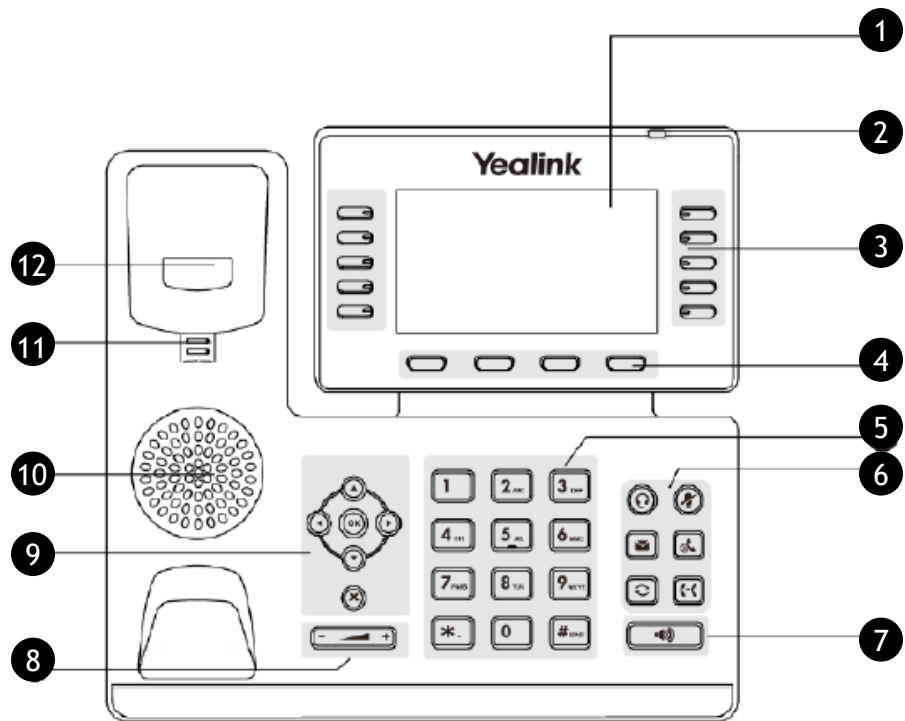




# Yealink T54W

Avatel Cloud Solution  
User Guide

Version 1.2

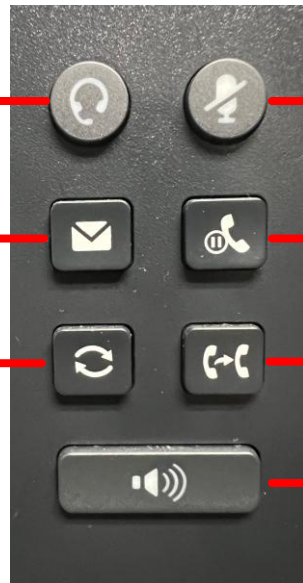


Number	Function
1	Main Display
2	Message/Status Indicator LED
3	BLF (Busy Lamp Field) Keys
4	Softkey Selection Buttons
5	Keypad
6	Mute, Headset, Voicemail, Redial <i>T54 Only</i> - Transfer, Hold
7	Speaker phone
8	Volume
9	Navigation – Scroll through screen options OK – Confirms actions or answers calls Cancel – Cancels actions or rejects calls
10	Speaker
11	Handset Tab (can be pulled up and switched to stop handset falling out of cradle)
12	Hook switch

Headset

Voicemail

Redial





























Mute

Hold

Transfer

Speakerphone

# Status Indicator Icons

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

# DeskPhone Button Functions

**Softkeys** are the main action keys displaying available options depending on the current function you are performing. These keys are shown in the lower section of the screen, with 4 available options.



T53 Softkeys



T54 Softkeys

**BLFs** or Busy Lamp Fields are keys on the phone which are typically used for displaying other handsets in the office and their status. For example, if a BLF/handset is on a call, the BLF will be red instead of green indicating the phone is in use. They are also used when transferring calls or calling internally.



T53 BLF Keys



T54 BLF Keys

*If you have a lot of users in the firm, you will be able to “scroll” through the list of BLF keys by pressing the last button (bottom right) of the BLF keys, switching to different “pages” on the handset.*

# DeskPhone Button Functions

## Voicemail Status Indicator

The top righthand section of the phone screen will display the status of voicemail. The LED lamp will light red when a message is left in your voicemail box.



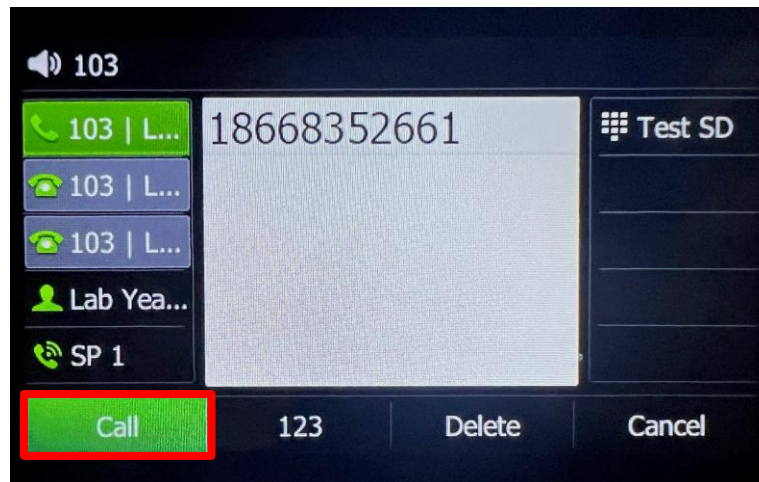
T53x Status/Indicators



T54x Status/Indicators

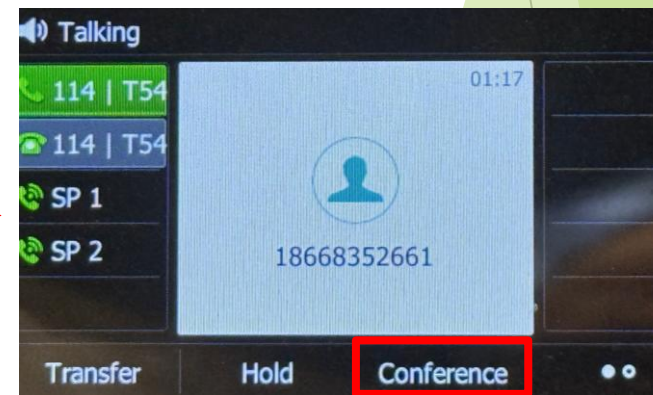
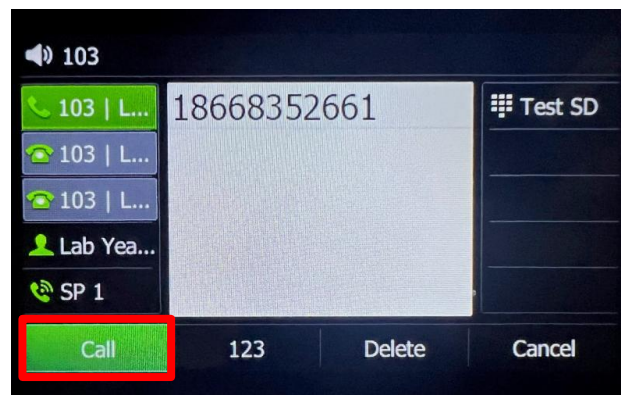
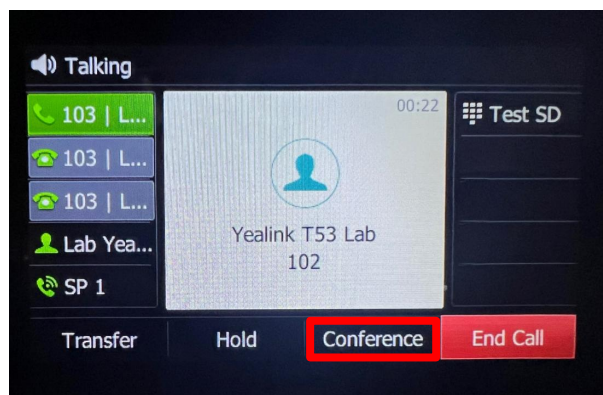
# Call Functions - Making a call

- Pick up the **Handset** or press the **Speakerphone** button, then dial the number.  
*No need to press a "line" button or dial an access code for an outside line.*
- After dialing, the phone will briefly pause, giving you time to delete and reenter a number if needed.
- To place the call immediately, press the "Call" softkey or the # key.
- To use a Headset, follow the same steps, but make sure the Headset button is selected (it lights green when enabled).



# Call Functions – Conference Call

1. While on an active call, press the “Conference” softkey. The current caller will be placed on hold.
2. Dial the number for the second caller and wait for the call to be answered
3. Press the “Conference” softkey again to merge all calls into a conference.
4. To cancel the conference and return to the first caller, press the flashing Line/BLF button or the “Resume” softkey.



# Call Functions - Holding & Transferring Calls

## Call Hold

- Press the **Hold** button or the “**Hold**” softkey to place a caller on hold.
- To resume the call, press the **Hold** button or the “**Resume**” softkey again.

**NOTE:** The **Hold** feature is for temporarily holding **your call only**. It is **not** intended for moving a call to another phone or location. For that purpose, use the **Park** feature (see next page).

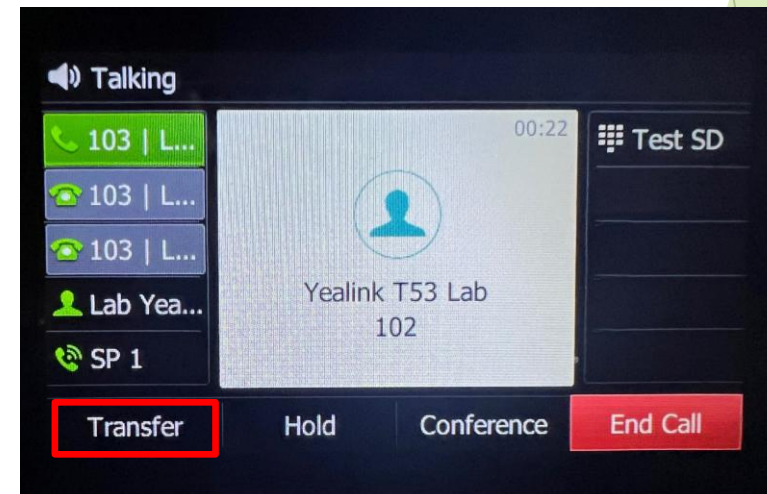
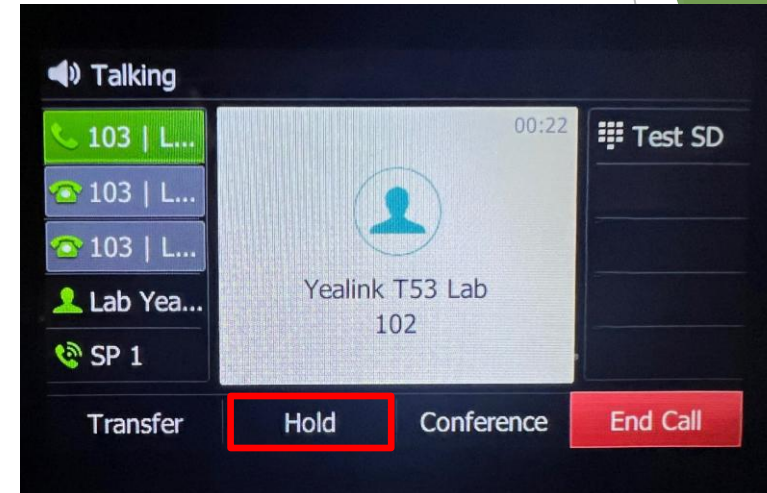
## Call Transfers

### Blind Transfer (no introduction)

- Press the **Transfer** button or softkey.
- Dial the extension number.
- Press **Transfer** again or simply hang up to complete.

### Attended Transfer (with introduction)

- Press the **Transfer** button or softkey.
- Dial the extension number.
- Wait for the person to answer, then announce the caller.
- If they accept the call, press **Transfer** or hang up to complete.
- If they decline, press the **flashing green line button** to return to the original caller.



# Call Functions – Park & UnPark

## Using Shared Park (SP1 / SP2)

The **Shared Park** feature allows you to place a call on **system hold** so it can be retrieved from **any phone** on the system.

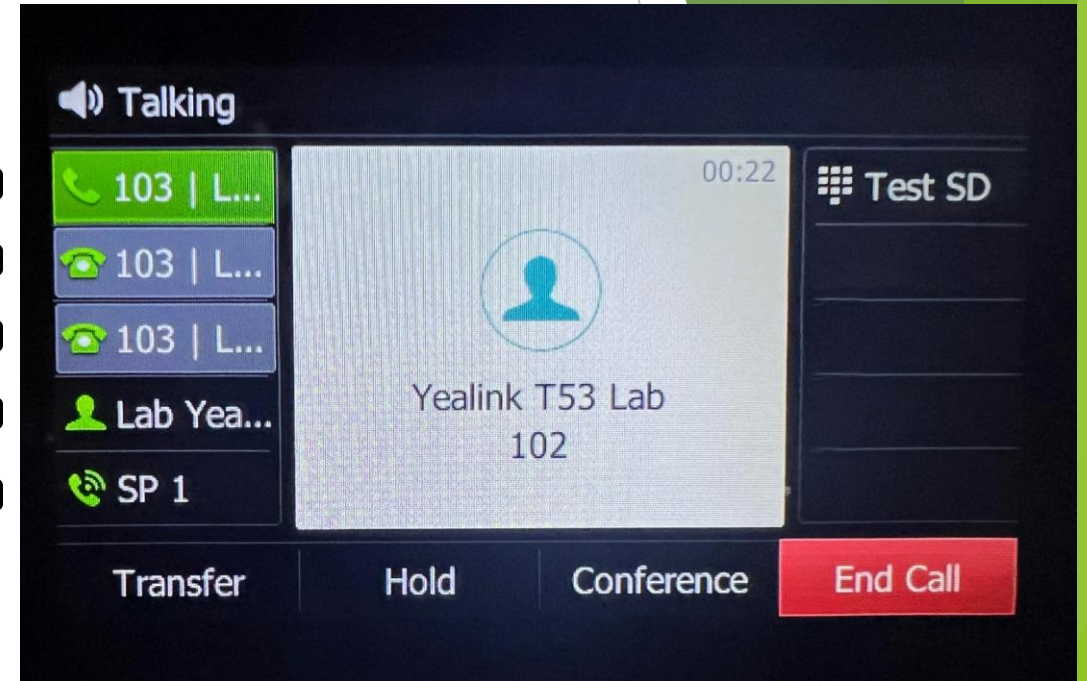
- **Steps to Park a Call:**
- While on the call, press the **SP1** button.

The button will change from **green** to **red**, indicating the call is parked.

**⚠ All phones with the SP1 button will also light up red.**


- Page or call the intended recipient to notify them of the parked call (e.g., “Call parked on SP1”).
- To retrieve the call, press the **red SP1** button.

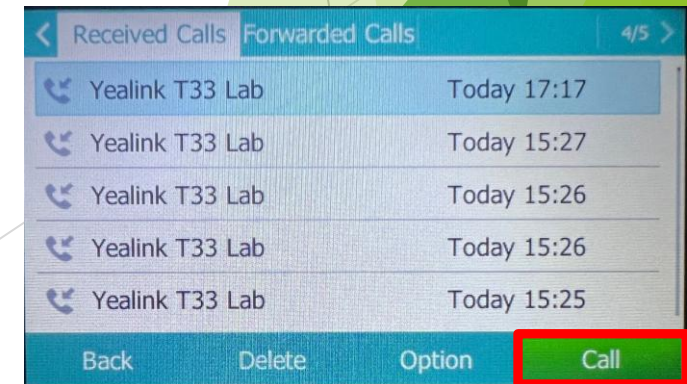
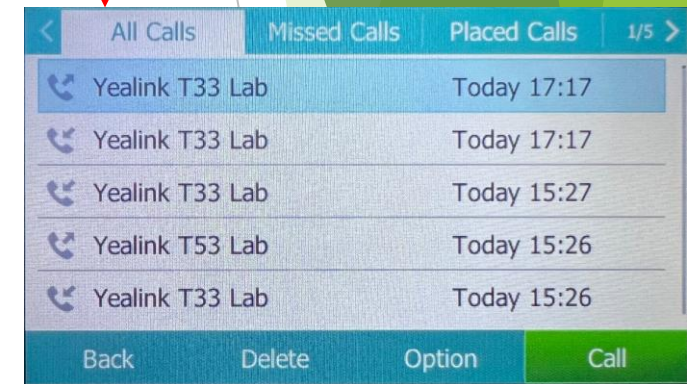
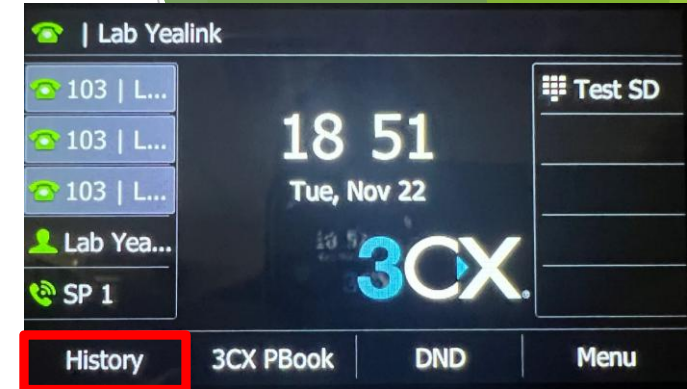
The button will turn back to **green**, meaning the call is picked up and the park location is free to use again.



# Other Functions - Call History & Redial

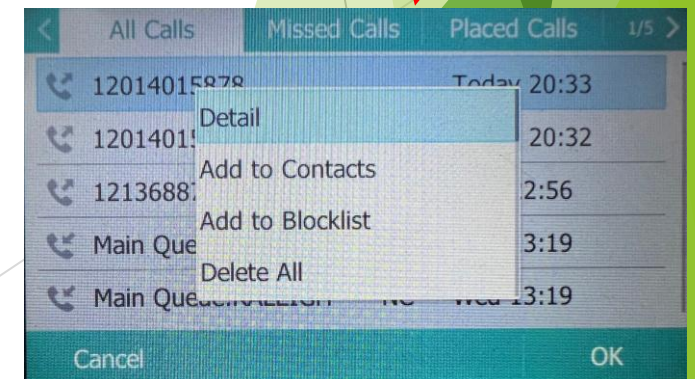
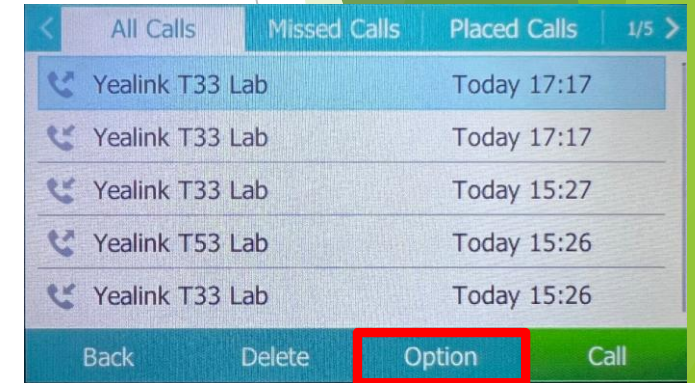
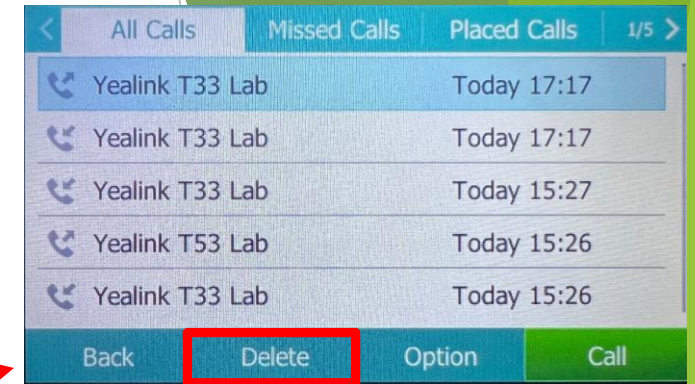
The History softkey gives you access to all calls that reached your extension as well as calls that were made from your phone. There are 5 categories accessible by pressing the left/right Navigation buttons.

- All Calls - *All calls made or received from the phone*
- Missed Calls - *A filtered list of calls unanswered on the phone*
- Placed Calls - *A filtered list of calls made from the phone. This can also be accessed by pressing the Redial button. → *
- Received Calls - *A filtered list of all calls received and answered on the phone*
- Forwarded Calls - *A filtered list of all calls received and forwarded to another destination. This field will only be populated when call forwarding is active on the extension.*
- Use the up/down navigation buttons to select an entry and press the “Call” softkey to place the call.



# Other Functions - Call History & Redial

- To delete an entry in any log, select the call and press the “Delete” softkey, then press “OK” to confirm.
- Pressing the “Option” softkey reveals the following categories:
  - Detail- *Reveals all caller ID information received from the call, the time of the call and the duration of the call.*
  - Add to Contacts- *Allows you to add the caller entry to your local contacts. You can edit the name and add additional numbers to the contact. Press the “Save” softkey to complete.*
  - Add to Blocklist- *Allows you to add the caller entry to your blocklist. You can edit the name and add additional numbers to the contact. Press the “Save” softkey to complete.*
  - Delete All- *This will delete all entries in all 5 history parameters.*



# Other Functions - 3CX Pbook & DND

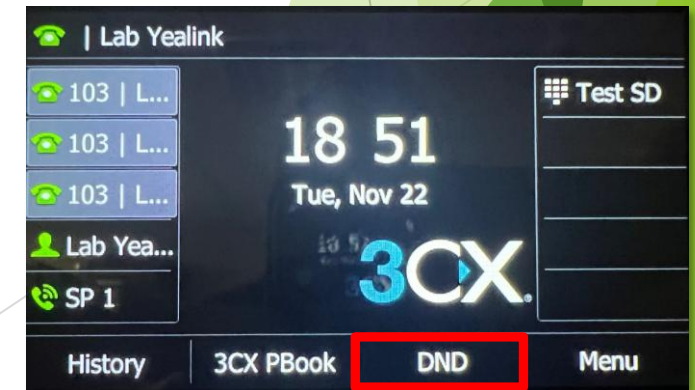
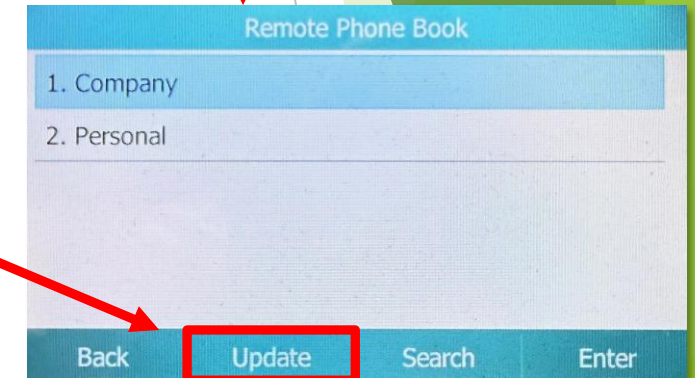
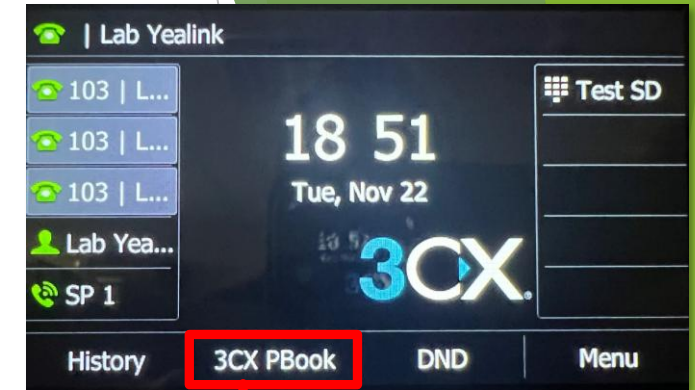
- The 3CX Pbook (phone book) provides access to internal and external contacts stored on the 3CX system, as well as personal contacts saved locally on your phone.
- Press the “3CX Pbook” softkey
- Select “Company” to view all internal extensions and company contacts entered through the 3CX Web Client.

**TIP:** It is recommended to press the “Update” softkey before entering “Company” contacts as this will ensure you have the latest update from the system.

- Select “Personal” to view contacts entered directly on your phone.

**Note:** **Personal** contacts are stored locally on the phone and are not backed up to the 3CX system. If the phone is replaced, these contacts must be manually saved by the system administrator by logging into the phone’s GUI and exporting the contact list.

- The “DND” is the (do not disturb) softkey. When turned on, all calls go directly to your voicemail by default.



# Other Functions - Phone Directory

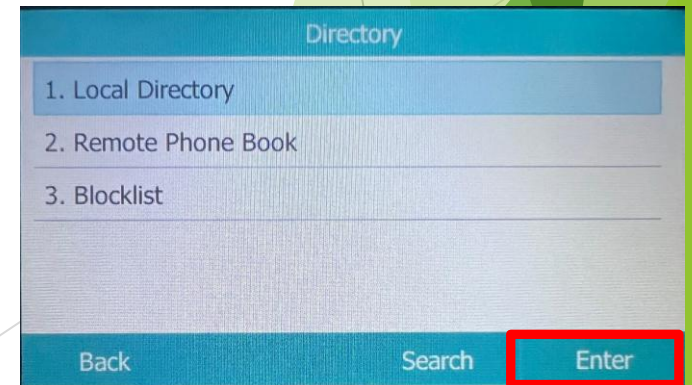
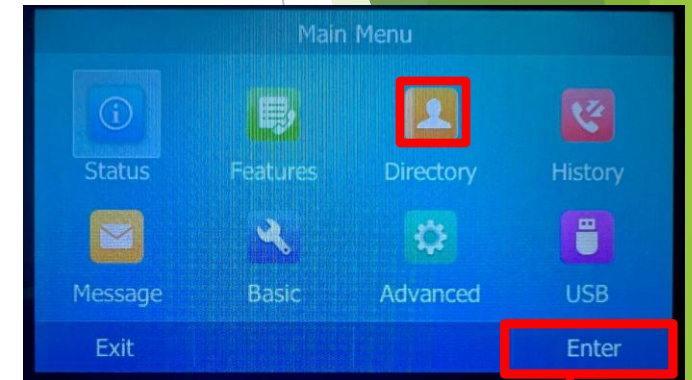
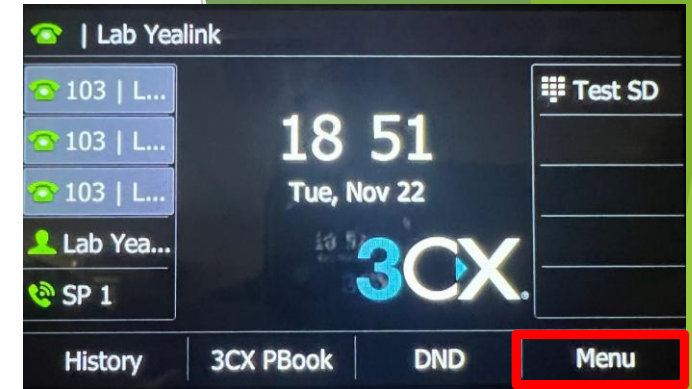
- Press the “Menu” softkey.
- Use the navigation buttons to select “Directory” and press the “Enter” softkey.

## Directory reveals the following 3 categories:

- **Local Directory** - This selection gives you access to all personal contacts saved on your phone. Example...entries saved from your call history will be displayed in this section.
- **Remote Phonebook** - This selection gives you access to 3CX Phone book. This is the same destination as the 3CX Pbook softkey reviewed in the previous page.
- **Blocklist** - This selection gives you access to all blocklist entries added from your call history. You can add or delete contacts in this section.

**Note:** Contacts saved in the **local directory** are stored on your phone and are **not stored in the 3CX system**. If your phone is replaced, notify the system administrator so your personal contacts can be transferred.

**Best Practice:** Use the **3CX Web Client** to enter company contacts. These are synced and accessible across all phones.



# Other Functions - Voicemail

- Pressing the “Voicemail” button or dialing the *voicemail access code* (see below) will give you access to your mailbox and the voicemail system. If you have voicemail, the system will begin playing your messages automatically. You can control and access different parameters of the voicemail by pressing the following digits at any time:

***NOTE: The voicemail system will prompt additional options once you select a section. Please follow the prompts after selection.***

- Press \* to play messages
- Press 1 to change profile status
- Press 4 to delete all read messages
- Press 5 to record name for the mailbox
- Press 6 to play mailbox information
- Press 7 to change mailbox pin
- Press 8 to record your greeting
- Press 9 to replay menu prompts
- Press # to exit voicemail

## Greetings

- “0” Save
- “1” Re-Record
- “2” Verify

## Play Sub-Menu

- “0” Plays next message
- “1” Plays previous message
- “2” Repeats message
- “3” Deletes message
- “4” Calls back the number
- “5” Forwards the message
- “9” Back to voicemail options
- “#” Exit Voicemail



***Voicemail Access Code:*** Dial the appropriate code that matches your system extension setup.  
2 digit ext. “99”    3 digit ext. “999”    4 digit ext. “9999”