

# Yealink T57W Quick Guide

The Yealink T57W features a large color touch screen. There are six on-screen soft keys on each side of the screen, and four color-coded icons along the bottom of the screen.

The keys along the side of the screen are programmable, and change depending on the configuration of your phone. If the soft key has not been programmed, it will be blank. The bottom right “more” soft key displays 18 additional soft keys in the center part of the screen.

The four icons along the bottom of the screen are labeled History, Directory, DND, and Menu.



There are 8 keys on the lower section of the phone, surrounding the numeric dial pad.



The  key adjusts the volume. Pressing this key when you are not engaged in a call adjusts the ringer volume. Pressing them while you are in a call adjusts the volume of the handset, speaker, or headset.

The larger rectangular  key is the speakerphone key. Press this key to make or answer a call using the **speakerphone**.

The other keys are as follows:

-  Activates a headset (if connected)
-  Mutes the microphone
-  Listen to your voice messages
-  Place a call on hold
-  Redial the last call
-  Transfer a call

## Placing a Call

### Using the Headset

- Pick up the handset.
- Enter the number on the dial pad.
- Press the **Call soft** key or wait a few seconds.

### Using the Speakerphone

- Press the  key.
- Enter the number on the dial pad.
- Press the **Call soft** key or wait a few seconds.

### Using the Handset

- Press the  key.
- Enter the number on the dial pad.
- Press the **Call soft** key or wait a few seconds.

## Answering a Call

- Using the Handset: Pick up the handset.
- Using the Speakerphone:  
Press the  key.
- Using the Headset: Press the **Headset** key.

## Ending a Call

- Using the Handset: Replace the handset on the cradle.
- Using the Speakerphone or headset:  
Press the  or  key, or press the **End Call** soft key.

## Transferring Incoming Calls

There are four methods you can use to transfer a call to another phone:

- A **Blind Transfer** sends a call directly and immediately to another party without consulting.

- A **Semi-Attended Transfer** sends a call while the destination phone is ringing.
- An **Attended Transfer** allows you to speak with the destination phone before transferring the call. Note that you may use the  key or the transfer soft key to transfer calls.
- A **Direct Voicemail Transfer** sends callers directly to a user's voicemail box without having to ring their desk phone.

### Blind Transfer

- Press the **Transfer** key during an active call the call is placed on hold.
- Enter the number you want to transfer the call to.
- Press the **Transfer** key again.

### Semi-Attended Transfer

- Press the **Transfer** key during an active call. The call is placed on hold.
- Enter the number you want to transfer to, and then press the **Send soft key**.
- Press the **Transfer** key again when you hear the ring-back tone.

### Attended Transfer

- Press the **Transfer** key during an active call. The call is placed on hold.
- Enter the number you want to transfer to, and then press the **Transfer** system key.
- Press the **Transfer** key again when the second party answers.

### Direct Voicemail Transfer

- Press the **Transfer** key during an active call. The call is placed on hold.
- Enter \*22 and the extension of the user you want to send the call to. e.g. \*221001. This will put them directly into that users voicemail.
- Press the Transfer key again.

## Conference Calling

You can conduct conference calls with up to three parties, including yourself.

1. Press the **Conference** soft key during an active call. The call is placed on hold.
2. Enter the number of the second party, then press the green **Conference** soft key.
3. Press the **Conference** Soft key again when the second party answers. All parties are now joined in the call.
4. Press the red **End Call** key to disconnect all parties. If you wish to remain in call with one party just hit the X next to the party you wish to disconnect from.

## Forwarding Incoming Calls

1. Press the **Menu soft key**, then select features then **Call Forward**.
2. Select the desired forward type.
  - **Always Forward:** Incoming calls are forwarded unconditionally
  - **Busy Forward:** Incoming calls are forwarded when the phone is busy.
  - **No Answer Forward:** Incoming calls are forwarded if not answered within a certain period.
3. Enter the number you want to forward to
4. Press the **Save** soft key.

## Forwarding Using \*72 /\*73

- To forward your line dial \*72 and then the number e.g. \*725553238787. You will hear 2 quick beeps and the call will disconnect. These beeps are confirming your line has been forwarded.
- To remove the forward your line dial \*73, the call beep twice and disconnect. Confirming your forward has been removed.

## Muting a Call

To mute the call, press the  key. The button will turn red and the screen will indicate that the microphone is muted. Press  again to resume the call.

## Voicemail

### Setting up Voicemail

To setup your voicemail for the first time press the  key and follow the prompts. Your PIN should be provided

### Checking Voicemail

The message waiting indicator on the idle screen indicates that one or more voice messages are waiting at the message center. The power indicator LED slowly flashes red.

To Listen to voice messages: Press  or the Connect soft key and follow voice prompts. You can also dial \*98 and follow the voice prompts to access voicemail.

## Using Speed Dials

Speed Dial keys let you dial a number by pressing a single key on your phone.

### To configure a speed dial key

1. Press the menu soft key when the phone is idle, then select Features->DSSKey.
2. Select the desired line key.
3. Select SpeedDial from the type field, select the desired line from the Account ID field. Enter a label in the Label field, then enter the phone number in the Value field.
4. Press the Save soft key to accept the change.

### To use the speed dial keys

Press the speed dial key to dial out to the preset number. To access the soft keys in the middle of the screen, you must first press the **More** system key.