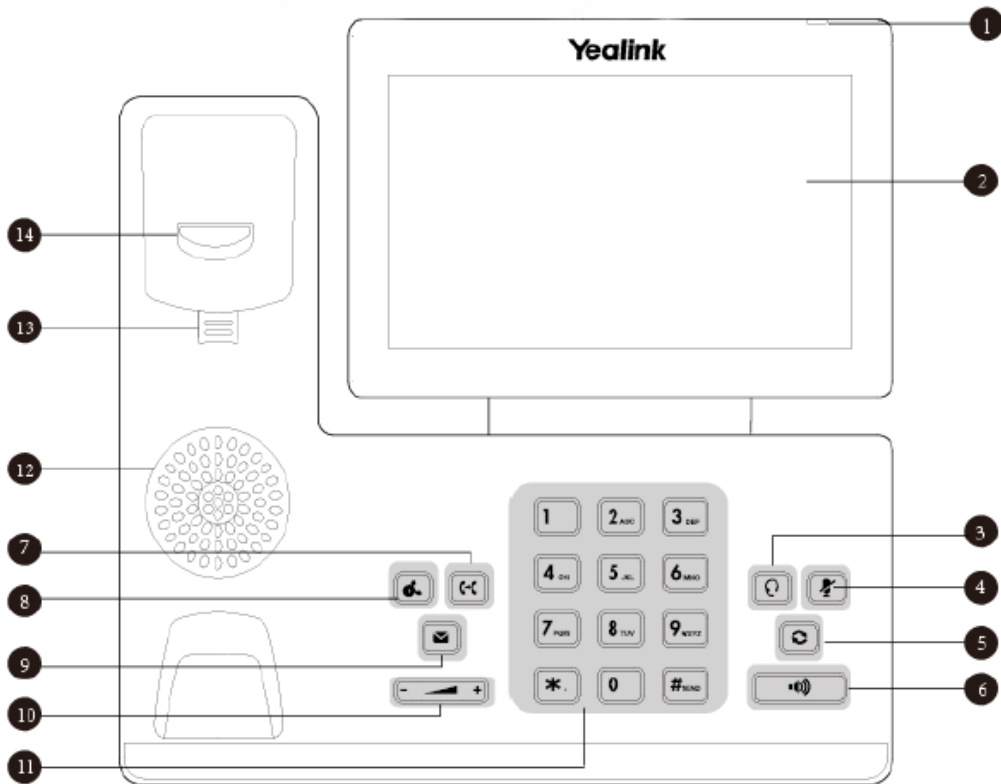


Phone User Guide – Yealink SIP-T57W





1. Power LED – indicates call status, message status and phone’s system status
2. Touch screen – allows you to select items and navigate menus on the touch sensitive screen
3. Headset key – used for certain headsets – will glow green when headset is in use
4. Mute key – for muting on calls – glows red when user is muted to caller
5. Redial key – shows recently placed calls, use touch screen to select call to redial
6. Speakerphone key – glows green when speakerphone mode is activated
7. Transfer key – transfers call
8. Hold key – places call on hold or resumes held call
9. Voice Mail key – accesses voice mail
10. Volume key – adjusts the volume of handset, headset, speaker when in use, and ring when phone is idle
11. Keypad
12. Speaker
13. Wallmount tab
14. Hookswitch

Placing a Call

Using the handset: Pick up the handset, dial number and touch green **Call** button on display to call. To use the

speakerphone, press the speakerphone button  on the bottom right of the phone and hang handset up. To end the call, hang up handset or press red **End Call** button on the display.

Using the speakerphone: With the handset on hook, simply start dialing the number and touch green **Call** button on display. To end the call, touch the red **End Call** button on the display.



Using a headset: Press the button on the headset earpiece, enter the phone number and touch green **Call** button on display. To end the call, press button on headset earpiece again.

TIP: Local numbers may be 7 digit dialing or may require the area code, depending on the area. Long distance numbers can be dialed with or without the 1+. Please contact your administrator for access to international dialing.

Answering a Call


Using the handset: When phone is ringing, pick up the handset.

To end the call, place handset back in cradle or touch the red **End Call** button on the display.


Using the speakerphone: When phone is ringing, press the Speakerphone button . To end the call, press  again.

Using the headset: When phone is ringing, press the button on the headset earpiece to answer the call. To end the call, press the headset button again or touch the red **End Call** button on the display.



Volume Adjustment

Use the volume key  to adjust the volume on the handset when you are on a handset call, on the speaker when you are on a speakerphone call, or ring volume when your phone is idle.

Redial



Press  to view Placed calls, then select the number to redial on the touchscreen.

Muting yourself to callers

Press  to mute yourself to callers. You will see the microphone icon on the button turn red and there will be a Mute notification on your screen. Press  again to unmute.

TIP: Mute can be used on handset, speakerphone and headset calls.

Call Hold

Press  or touch the **Hold** option on the display during a call to place that call on hold. You will see a pause indication on your screen. To return to the caller, press  or touch the **Resume** option on the display.

You can use the navigation keys to navigate if there is more than one call on hold on your phone.

TIP: A call on hold can only be retrieved from the phone where the call was placed on hold. Use transfer or the Park feature to place calls on hold that need to be retrieved from other phones on the system.

Call Transfer

Using Extension Buttons: If you have buttons for phones programmed on your phone, you can use them for quick dial and quick transfers. To transfer: when on an active call, touch the **More** button to see the expanded display with quick dial buttons. Touch the extension button to transfer the call. The caller will immediately be routed to that phone and your phone will be idle.

TIP: Extension buttons are default programmed for blind transfer. If you need to announce the call before transferring the call, submit a service request to support@pdvn.net to have that feature programmed.

Blind Transfer: When on an active call, touch the **Transfer** button on display. The caller will be placed on hold. Enter the number you want to transfer to, then press the **B Transfer** soft key to send.

Attended Transfer: When on an active call, touch the **Transfer** button on the display. The caller will be placed on hold. Enter the number you want to transfer to, then touch the **Send** button on the display. Wait for the person to answer and announce the call. To transfer the call, touch the **Transfer** button on the display. If the person does not want to take the call, press the **End Call** soft key then press the **Resume** soft key to return to the caller.

Conference (3-way) calls

When on an active call, touch the **Conference** button on the display. Dial 2nd party. Wait for them to answer, then touch **Conference** button again to join the two calls together. Touch **Split** key to resume individual calls. Touch **Hold** key to place conference call on hold. Touch **Split** soft key to return to the calls separately.

Calling an extension on the system

Either dial the extension number or touch the **More** button to view and select a pre-programmed button to call another extension. To call over speakerphone, dial *0 then the extension number.

TIP: Submit a request to support@pdvn.net to have pre-programmed buttons programmed on your phone.


Call Park


Call Park is an enhanced hold feature that will allow you to place a call on hold that can be retrieved from any phone on the system.

To place a call into a park orbit: Ask the caller to hold. Touch an available Park orbit button on your phone – **Park 1**, **Park 2** etc. That park button will light in red and can be retrieved from any phone on the system.

To retrieve a parked call, touch the correct park orbit button. The call information will show on the display. If the call is not retrieved, it will ring back to the phone that originally placed it on Park.

Voice Mail Set Up and Use

To set up your mailbox, press  to go to voice mail. For the initial setup – you will be prompted to enter your new password, then #. You will be prompted to reenter your password, then #. Then you will be prompted to record a greeting.

Once your mailbox is set up, you will receive notifications on your screen if you have new messages. Press the **Connect** soft key to access your messages. Or you can press the  button on your phone. Enter password.

You will hear how many messages you have. Press 1 to listen to your messages. When listening to messages, you can press 1 to save or 7 to delete. You can also press 3 to forward a message to another mailbox on the system.

To update password, greeting, or name in mailbox: Press 5 to manage your mailbox.

To change greeting press 1. To change name, press 2. To change password, press 3.

Your system may be enabled with the voice mail to email feature. If so, voice mails will come to your email as a .wav file and can be shared via email.

TIP: If you need a voice mail password reset, let us know at support@pdvn.net.