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Yealink

Yealink SIP-T57W
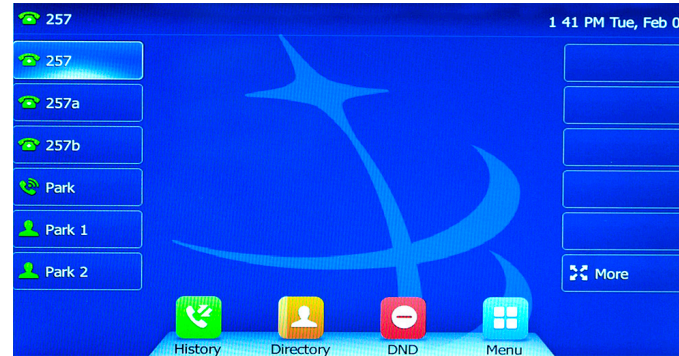**Desktop Telephone**
Quick User Guide

This guide covers the basic features and operation of the Yealink model T-57W desktop phones.

For more information including a video tutorial, please visit the Star2Star Knowledge Base at: *knowledge.star2star.com*

Note that these instructions cover operation of this phone on both the Star2Star Business Voice and Business Voice+ systems.

About Your Phone:

Your phone 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. In this example, there are three line keys and three park buttons. The keys on the right side have not been programmed, so they are blank. The bottom right "More" softkey displays 18 additional softkeys in the center part of the screen.

The four icons along the bottom of the screen are labeled History, Directory, DND, and Menu. We'll explain these keys in a later section.

There are 10 keys on the lower section of the phone, surrounding the numeric dial pad.

The + and - buttons below the 4-way keypad adjust the volume. Pressing these keys 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 built-in speakerphone.

The other keys are:

🎧	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 Handset:

- Pick up the handset
- Enter the number on the dial pad
- Press the Send softkey

Using the speakerphone:

- Press the Speakerphone key
- Enter the number on the dial pad
- Press the Send soft key.

Using the headset:

- Press the Headset key
- Enter the number on the dial pad
- Press the Send soft key.

Answering Incoming Calls:

Using the handset: Pick up the handset.
Using the speakerphone: Press [🔊] .
Using the headset: press 🎧

Ending a Call:

Using the Handset: Replace the handset on the cradle. Using the speakerphone or headset: Press the

[◄») key] or [🎧 key] key, or Press the End Call soft key.

Conference Calling:

You can conduct conference calls with up to three parties (including yourself) directly on your phone. If you need to set up a conference call with four or more parties, you can use Star2Star's Audio Conferencing system. Ask your system administrator for details.

To set up a three-party Conference Call

1. Press the **Conference** soft key during an active call. The call is placed on hold.
2. Enter the number of the second party, and 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 conference.
4. Press the red **End Call** soft key to disconnect all parties.

Transferring Incoming Calls:

There are three 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 transfer key [⯗-⯗] or the transfer soft key below the screen to transfer calls.

Blind Transfer

1. Press the Transfer key during an active call. The call is placed on hold.
2. Enter the number you want to transfer the call to.
3. Press Transfer key again.

Semi-Attended Transfer

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

Attended Transfer

1. Press the Transfer key during an active call. The call is placed on hold.
2. Enter the number you want to transfer to, and then press the Send soft key.
3. Press the Transfer key again when the second party answers.

Forwarding Incoming Calls:

To enable call forwarding:
1. Press the Menu soft key when the phone is idle, and then select Features->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 after a period of time.

3. Enter the number you want to forward to. For No Answer Forward, press or to select the desired ring time to wait before forwarding from the After Ring Time field.
4. Press the Save soft key to accept the change.

We recommend that you use your extension's Find Me - Follow Me settings instead of the phone's Call Forwarding feature.

Call Recording

You can record phone conversations onto a flash drive plugged into the phone's USB port. The recordings can be played back directly on the phone, or you can plug the USB drive into a computer to transfer the recordings.

To record a call, press the More (displayed as "..") soft

key below the display, then press the "Start Rec" softkey. The recording will stop when you disconnect the call, or when you press the "Stop Rec" softkey.

Muting a Call:

You can disable the phone's microphone to consult privately with others in the room while listening to the other party on the phone through the speaker or the handset.
To mute the call, press the mute key. The button will turn red and the screen will indicate that the microphone is muted. Press mute again to resume the call.

Using Speed Dial:

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, and then select Features->DSSKey.
2. Select the desired DSS key, and then press the Enter soft key. Note that keys 12 through 29 are in the center of the screen.
3. Select *SpeedDial* from the Type field, select the desired line from the Account ID field, enter a label in the Label field and then enter the 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 the preset number. To access the softkeys in the middle of the screen, you must first press the "More" softkey.

Speed dials set using this method may not survive a firmware upgrade. Please see knowledge.star2star.com for more details.

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:
1. Press [📧] or the Connect soft key.
2. Follow the voice prompts to listen to your voice messages.