

Yealink DECT IP Phone W53H



Handling Calls

Make A Call

- External Call – Dial the full number and press Green Phone button
- Internal Call – Dial the internal extension number followed by Green Phone button
- To end the call, press red Phone button.

Answer A Call

- Press the Green Phone button

Place a Call on Hold

- Whilst on a call press the Options button, Scroll down to the Hold Option then Press OK.
- To return to the call press the Resume button.

Mute

- Press the mute button to toggle mute on or off. The caller will not be able to hear you but you will be able to hear them.

Transfer a call

- Whilst on a call press the TRAN button then you can either:
 - Transfer internally by entering the extension number then press green button
 - After you have pressed TRAN there is a directory button, this contains the internal extensions which you can select if you don't know the number
 - Transfer externally by entering the telephone number then press green button
- Connect the call to the recipient by pressing the Transfer button either before or after they have answered the call.
- Press the back button to return to the call if you do not wish to transfer it.

Redial

- Press the Green Phone button once to access the Redial Option which lists all the most recent calls made. Use the navigation button to scroll through to the list then press Green Phone button again to call.
- Press the Green Phone button twice to redial the last number.

Features

Do Not Disturb

- Press the OK button to access the menus, use the navigation button to scroll to Call Features, press Ok button, scroll to Do Not Disturb, press Ok button, scroll across to toggle between enable and disable then press Save followed by Back to exit menu's.

Call History

- Press the History button, use the navigation button to scroll left/right to choose All calls, Missed calls, Placed calls or Received calls.

Conferencing

Maximum 3 x party

- Whilst on a call press the Options button
- Use the navigation button to scroll to Conference and press Ok
- Dial next number and press Conference again to join all parties to the call.

Directory

- Press the OK Key to access menu, use navigation key to select which directory to view or choose All.
- Use Navigation Key to scroll or use the search field at the top to type in alpha numerically.

Configuring your Phone

Change Ring Tone or Disable Advisory Tones

- Press the Ok button to access the menu, scroll to Settings, then to Audio, then Melodies, select Tone then Save
- Select Advisory to change the various alert tones.

Forward All calls to another number

Press the Ok Button to access the menu, scroll to Call Features, select Call Forward, Select option of Always, Busy or No Answer

- Toggle between Enabled and Disabled, scroll down to Target and enter number for calls to be forwarded to.
 - Internal Number—enter the extension or group number
 - Voicemail—Enter 801
 - External Number—enter the telephone number pre-fixed by 9
- Then press OK

Voicemail

To access your voicemail, either:

- Press the Message button then dial 2 then enter your passcode (default passcode is your extension number)
- or
- Dial 801 then enter your extension number and passcode



To change your voicemail greeting:

Access your voicemail then:

1. Dial 4 to manage greeting
2. Follow the prompts to listen (1), re-record (2), delete (3) when recording make sure you save your greeting.

To change your passcode:

Access your voicemail then:

1. Dial 5 for preferences
2. Dial 2 to manage your passcode.

To listen to a message received:

Access your voicemail then:

1. Dial 1 for new messages
2. At the end of the message, delete (1), replay (2), previous messages (3), next message (4)

To listen to saved messages:

Access your voicemail then:

1. Dial 2 for saved messages
2. At the end of the message, delete (1), replay (2), previous messages (3), next message (4)