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Yealink T54W & T57W Phones

[Midco.com/Business/GettingStarted](http://Midco.com/Business/GettingStarted)

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# Getting Started

If your phone is plugged in and connected to the network, it's time to configure the functions and features to meet your needs. This guide will help you understand the basics. Ready, set, call!



See the full guide at:  
[Midco.com/Business/GettingStarted](https://Midco.com/Business/GettingStarted)

## Place a Call

### Using the handset:

1. Pick up the handset.
2. Dial the number, and then press **Call**.

### Using the speakerphone:

1. With the handset on-hook, press .
2. Dial the number, and then press **Call**.

### Using the headset:

1. With the headset connected, press  to activate the headset mode.
2. Dial the number, and then press **Call**.

During a call, you may alternate between the handset, speakerphone and headset modes. Simply press the **Headset** key, the **Speakerphone** key or pick up the handset. Headset mode requires a connected headset.

## Answer, Hold and Resume a Call

### To answer a call using the handset:

Pick up the handset to answer.

### To answer a call using the speakerphone:

Press  to answer.

### To answer a call using the headset:

With the headset connected, press  to answer.

### To hold a call:

Press  or **Hold** during an active call.

### To resume a call:

- For one call on hold, press  or **Resume**.
- For multiple calls on hold, press  or  to select the desired call, and then press  or **Resume**.

## Speed Dial

### To configure speed dial keys:

1. Navigate to **Menu > Features > Dsskey**.
2. Select the desired DSS key, and then press **Enter**.
3. Select **Speed Dial** in the **Type** field, select the desired line in the **Account ID** field, enter a label in the **Label** field and then enter the number in the **Value** field.
4. Press **Save**.

### To use speed dial:

Simply press the speed dial key to dial the present number based on your desired configuration.

## Three-Way Call

### To initiate a three-way call:

1. Press **Conference** during an active call.  
The call is placed on hold.
2. Dial the number of the second party, and then press **Call**.
3. Press **Conference** again when the second party answers. Three parties are now joined in the conference.

**Pro Tip:** You may split the conference call into two individual calls by pressing **Split**.

## Vicemail

### To set up voicemail:

1. Lift the handset and press the **Vicemail** button.
2. Enter your default pin, followed by the **#** key.
3. Follow the instructions to complete voicemail setup.

### To listen to voicemail:

1. Lift the handset and press the **Vicemail** button.
2. Press  or the **voicemail line key**.
3. Follow the voice prompts.

The power indicator LED will slowly flash red if you have one or more voicemail messages waiting at the message center. By default, unanswered calls will go to voicemail.

If you forget your voicemail PIN, contact your company's system administrator to have it reset.

## Call Forwarding

### To enable call forward:

1. Navigate to **Menu > Features > Call Forward**.
2. Select the desired forward type:
  - **Always Forward:** Forwards all incoming calls to a specified forward-to destination.
  - **Busy Forward:** Forwards calls when your line is busy.
  - **No Answer Forward:** Forwards calls when DND is enabled, or if you do not answer the call in a pre-selected amount of time.
3. Dial the number you want to forward to.  
For **No Answer Forward**, press ◀ to ▶ select the desired ring time to wait before forwarding from the **After Ring Time** field.
4. Press **Save** to accept the change.

**Note:** When configuring the No Answer Forward, you can choose from 0-80 seconds for the ring time.

## Transfers

### Blind Transfer

To perform a blind transfer:

1. Press  or **Transfer** during an active call.  
The call is placed on hold. Dial the number you want to transfer to.
2. Press  or **B Transfer**.

### Semi-Attended & Attended Transfer

To perform a semi-attended or attended transfer:

1. Press  or **Transfer** during an active call.  
The call is placed on hold. Dial the number you want to transfer to, and then press **Call**.
2. Press  or **Transfer** when you hear the ringback tone or when the second party answers.

## Call Parking

### To park a call:

1. While on an active call, select **Transfer**.
2. Press **Park 1** or dial **\*45** to park the line.

### To retrieve a parked call:

1. Dial **\*46#**.
2. When prompted, dial the parking spot or number you were provided plus the **#** (pound).
3. Your call will now be retrieved from park.

**Note:** Anyone at the office can retrieve a parked call from any phone.

## Do Not Disturb (DND)

### To send incoming calls to voicemail:

1. Press the **DND** softkey.
2. The DND icon on the home screen will **turn red** to indicate unavailability.

To disable DND mode, press **Exit DND** mode on the home screen.

**Note:** During DND mode, callers will be sent to voicemail. Calls cannot be received until you disable DND mode.

## Volume and Ringtones

### To adjust the call volume:

Press  to adjust during an active call.

### To adjust the ringer volume:

Press  to while not on an active call.

### To set a ringtone:

1. Navigate to **Menu > Basic > Sound > Ringtones.**
2. Press  or  to select **Common** or the desired account and then press **Enter.**
3. Press  or  to select the desired ringtone.
4. Press **Save** to accept the change.

## Call History

### To access and manage call history:

1. Press **Call Logs**.
2. Press  or  to select an entry from the list.
3. Do the following:
  - Press **Call** to call the entry.
  - Press **Option** and then **Delete** to remove an entry from the list.
  - Press **Option** to do the following:
    - Select **Detail** to view detailed information about the entry.
    - Select **Add to Contacts** to add the entry to the local directory.
    - Select **Add to Blacklist** to block the caller.

## Company Directory

### To add a contact:

1. Press **Directory**, and then **Local Directory**.
2. Select **All Contacts**. Press **Add** to add a contact.
3. Enter a contact name in the **Name** field and contact number(s) in the corresponding field(s). Press **Save** to accept the change.

### To edit a contact:

1. Press **Directory**, and then select **All Contacts**.
2. Select the desired contact, press **Option** and then select **Detail** from the prompt list.
3. Edit the contact information. Press **Save** to accept the change.

### To delete a contact:

1. Press **Directory**, and then select **All Contacts**.
2. Select the desired contact, press **Option** and then select **Delete** from the prompt list.
3. Press **OK** to delete the selected item.



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# Online Resources

We have online resources for all-things phone:

- Phone video tutorials
- CommPortal training videos
- More quick start guides
- EXP50 Expansion Module instructions



Access it all at:  
[Midco.com/Business/GettingStarted](https://Midco.com/Business/GettingStarted)