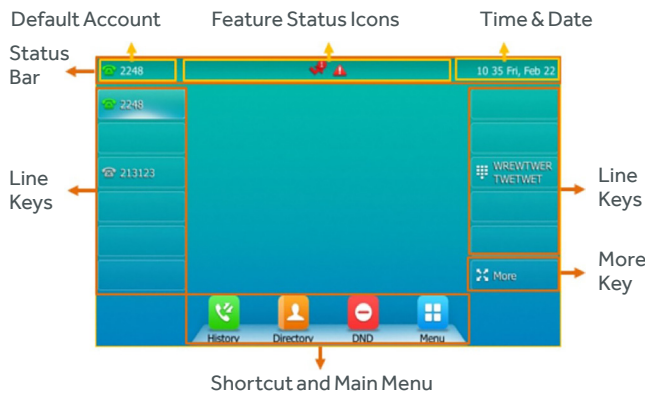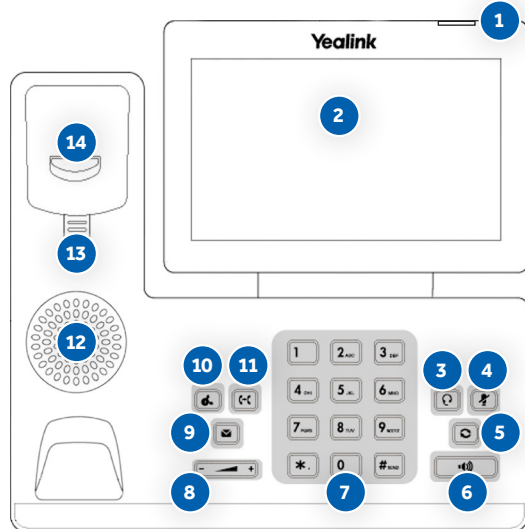# Sparklight® Business

YEALINK T57W QUICK START GUIDE

Let's get you up and running with your new phone.

Default Account   Feature Status Icons   Time & Date

Status Bar

Line Keys

Line Keys

More Key

Shortcut and Main Menu

BASIC FUNCTIONS

PLACING CALLS

1. Do one of the following:
   - Start typing a phone number.
   - Select the desired line key.
   - Pick up the handset, press the Speakerphone key or the Headset key
2. Enter a number or highlight a contact.
3. Select **Send**.

ANSWERING CALLS

1. Do one of the following:
   - Pick up the handset.
   - Press the Speakerphone key
   - Press the Headset key
   - Press Answer or the line key that has the flashing green LED indicator.

The call is answered in the speakerphone (hands-free) mode by default.

No.	Item	Description
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. Tap to select and highlight screen items. Shows information about calls, messages, time, date and other relevant data.
3	Headset Key	Toggles and indicates the headset mode. The key LED glows green when headset mode is activated.
4	Mute Key	Toggles and indicates mute feature. The key LED glows red when the call is muted.
5	Redial	Key Redials a previously dialed number.
6	Speakerphone Key	Toggles and indicates the hands-free (speakerphone) mode. The key LED glows green when the hands-free (speakerphone) mode is activated.
7	Keypad	Provides the digits and special characters in context-sensitive applications.
8	Hold Key	Places a call on hold or resumes a held call.
9	Message Key	Accesses voice mails.
10	Volume Key	Adjusts the volume of the handset, headset and speaker.
11	Transfer Key	Transfer a call to another party.
12	Speaker	Provides hands-free (speakerphone) audio output.
13	Reversible Tab	Secures the handset in the handset cradle when the phone is mounted vertically. For more information on how to adjust the reversible tab, refer to Yealink Wall Mount Quick Installation Guide for Yealink IP Phones.
14	Hookswitch	• Picking up the handset from the handset cradle, the hookswitch bounces and the phone connects to the line. • Laying the handset down on the handset cradle, the phone disconnects from the line.

ENDING A CALL

1. Do one of the following:
   - If you are using the handset, press the Cancel key, **End Call** or hang up the handset.
   - If you are using the headset, press the Cancel key or **End Call**.
   - If you are using the speakerphone, press the Cancel key, Speakerphone key or **End Call**.

Tip: You can press the Headset key to end calls.

BASIC FUNCTIONS

REDIALING A CALL

1. Press the REDIAL key

   A record of Placed Calls is displayed on the phone screen.

2. Highlight the desired record, select Send.

> **Tip**: Press the Redial key [icon] twice to recall the contact you called.

MUTE/UNMUTE A CALL

1. Press the Mute key [icon] during a call.

   The mute key LED glows red.

2. Press the Mute key [icon] again to unmute the call.

   The mute key LED goes out.

> **Tip**: You can also mute the microphone while the phone is dialing or ringing so that the other party cannot hear you when the call is set up.

HOLD/RESUME A CALL

1. Press the Hold key [icon] or select Hold during a call.

   You can view and resume a held call on the phone.

2. Press the Hold key [icon] again, corresponding line key or Resume.

   If multiple calls are placed on hold, select the desired call first.

> **Note**: When you have multiple calls on the phone and the current call is active, you can select **Swap** to swap the held call.

TRANSFERRING A CALL

Blind Transfer:

1. Press the Transfer key [icon] or **Transfer** during a call.

2. Do one of the following:

   - Enter the number or select a contact from the placed call list you want to transfer to.
   - If you have set a Speed Dial key, you can also press the Speed Dial key to transfer the call to the contact directly.
   - Press **Directory**. Select the desired contact from the **Directory** list. On the T57W phones, tap the Directory or **History**. Tap the desired contact.

3. Press **B Transfer** or the Transfer key [icon] to complete the transfer.

> **Tip**: If you are using a handset, the transfer can be completed by hanging up the handset.

Semi-Attended/Attended Transfer:

1. Press the Transfer key [icon] or select **Transfer** during a call.

2. Do one of the following:

   - Enter the number or select a contact from the placed call list you want to transfer the call to.
   - Select **Directory**. Select the desired contact from the Directory list.
   - On the T57W phones, select **Directory** or **History**. Select the desired contact.

3. Press the OK key or select **Send**.

4. Do one the following:

   - When you hear the ringback tone, press the Transfer key [icon] or **Transfer** to finish a semi-attended transfer.
   - After the contact answers the call, press the Transfer key [icon] or **Transfer** to finish an attended transfer (consultative transfer).

> **Tip**: If you are using a handset, the transfer can be completed by hanging up the handset. The OK key is not available on T57W phones.

FORWARDING A CALL

Activate Call Forwarding:

1. Navigate to **Menu > Features > Call Forward**.

2. Select the desired forwarding type and select **Enabled** or **On** from the corresponding field.

3. Do one of the following:

   - Enter the contact number you want to forward incoming calls to in the **Forward to** field.
   - Highlight the **Forward to** field. Press **Directory**, and select the desired contact from the Directory list.
   - On the T57W phones, select [icon] and then select the desired contact.

4. If you select the **No Answer Forward** option, select the desired ring time to wait before forwarding from the **After Ring Time** field.

5. Select **Save**.

   The call forward icon appears in the status bar. For T57W/T54W, the phone also prompts you that call forward is enabled.

Deactivate Call Forwarding:

1. Navigate to **Menu > Features > Call Forward**.

2. (Optional.) If the forward is activated for a specific line, select the desired line.

3. Select the desired forwarding type and select **Disabled** or **Off** from the corresponding field.

4. Select **Save**.

> **Tip**: For T57W, you can tap Close forward to deactivate DND quickly when the phone is idle. You can press the All Lines soft key to deactivate forward for all lines.

Initiate a Conference Call:

1. Place a call to the first party.

2. Select **Conference** to place a new call. This active call is placed on hold.

3. Dial the second party's number You can also select the desired contact from the search list, or select a contact from the placed call list or Directory before you enter the number.

4. When the second party answers the call, select **Conference** to add the second party to the conference.

5. Repeat the above steps to add more parties to the conference.

LISTEN TO VOICEMAIL

1. Navigate to **Menu > Message > Voice Mail > View Voice Mail**.

   The phone screen displays the amount of new and old voice mails.

2. Follow the voice prompt to listen to your voice mails.

business.sparklight.com