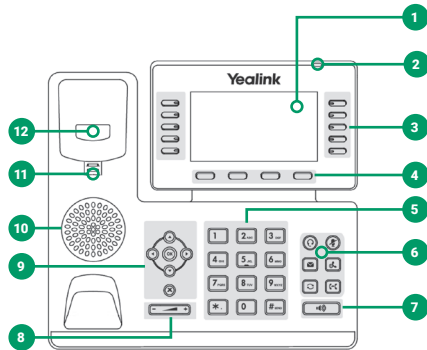




Yealink SIP-T53W QUICK REFERENCE GUIDE



- 1 **Phone Screen:** Shows a screen with backlight that enables you to view menus and data.
- 2 **Power LED Indicator:** Indicates call status, message status and phone's system status.
- 3 **Line Keys:** Access your phone lines and features.
- 4 **Soft Keys:** Access the function displayed on the screen above the soft keys. The soft keys change depending on what you are doing at the time.
- 5 **Keypad Keys:** Allows you to enter numbers, letters, and special characters. If a menu item has an index number, you can use the keypad keys to select the item.
- 6 **Headset, Mute, Message, Hold, Redial, and Transfer Keys**
- 7 **Speakerphone Key:** Toggles the speakerphone (hands-free) mode on and off. The LED indicator glows green when the speakerphone is activated.

- 8 **Volume Key:** Adjusts the volume of the handset, headset and speaker.
- 9 **Navigation Key:** Scroll through information or options displayed on the screen. Access History and Directory respectively.
- 10 **Speaker:** Provides hands-free (speakerphone) audio output.
- 11 **Reversible Tab:** Secures the handset in the handset cradle when the phone is mounted vertically.
- 12 **Hookswitch:** Connects or disconnects the phone from the phone line. The hookswitch is automatically activated when a user lifts the handset from the cradle to get a dial tone.

Placing a Call

- Start typing a phone number (10-digit number, no extension).
- Select the desired line key.
- Pick up the handset, press the **Speakerphone** key  or the **Headset** key .
- Enter a number or select a contact.
- Select **Send**.

Answering a Call

Using the Handset: Pick up the handset.

Using the Speakerphone: Press .

Using the Headset: Press .

Note: You can reject an incoming call by pressing **Reject**.

Ending a Call

Using the handset:






Hang up the handset or press the **End Call** soft key.

Using the speakerphone:



Press  or **End Call**.

Using the Headset: Press **End Call**.

Redialing a Call

- Press  to enter the **Placed Calls** list, press  or  to select the desired entry, and then press  or **Send**.
- Press  twice when the phone is idle to dial out the last dialed number.

Muting and Un-muting a Call

- Press  to mute the microphone during a call.
- Press  again to un-mute the call.

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Holding and Resuming a Call

To Hold a Call:

Press **Hold** during an active call.

To Resume the Call, do one of the following:

- If there is only one call on hold, press **Resume**.
- If there is more than one call on hold, press  or  to select the desired call, and then press **Resume**.

Transferring a Call

You can transfer a call in the following ways:

Performing a Blind Transfer

Transfer the caller to a ring group or another agent without speaking to the new agent first.

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

Performing a Semi-Attended Transfer

Transfer a call when the target phone is ringing.

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



Performing an Attended Transfer

Before actually transferring to the destination, the call is put on hold and another call is initiated to confirm whether the end destination actually wants to take the call or not.

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

Forwarding a Call

To enable Call Forward:

1. Navigate to **Menu** → **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 **Save** to accept the change.

Initiating a Conference Call


1. Press **Conference** during an active call.
The call is placed on hold.
2. Enter the number of the second party, and then press **Send**.
3. Press **Conference** again when the second party answers. All parties are now joined in the conference.
4. Press **End Call** to disconnect all parties.

Note: You can split the conference call into two individual calls by pressing **Split**.

Listening to Voicemail

Message waiting indicator on the idle screen indicates that one or more voicemail messages are waiting at the message center. The power indicator LED slowly flashes red.

To listen to your voicemail:

1. Press  or **Connect**.
2. Follow the voice prompts to listen to your voicemail messages.