

# Introduction to: Yealink T54W

BeamRing

webex  
by CISCO



## How do I place a call on hold?

1. While on the call, press the HOLD soft key
2. To resume the call, press the RESUME soft key.

## How do I mute a call?

1. While on the call, press the MUTE button.
2. The button will illuminate and the microphone or speaker will be muted
3. To unmute the call, press the MUTE button again and the illumination will stop.

## How do I use Do Not Disturb (DND)?

1. When not using the phone, press the DND key. A symbol will appear on the screen to indicate DND is enabled. The phone will not ring and all calls will be directed to voicemail.
2. To remove the DND press the key again.

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## How do I transfer a call?

1. While on the call, press the TRANSFER button
2. For an 'announced' transfer (where you wish to speak to the call destination before transferring the call) When you hear a dial tone, dial the number you want to transfer the call to.
3. Allow the call to ring at the destination, speak to the recipient and then when ready, press TRANSFER.
4. For an 'unannounced' transfer (where you want to immediately transfer the call without speaking to the transfer destination first) Press the BLIND soft key, dialing the number you want to transfer the call to, then press the TRANSFER soft key. (If there is no answer the call will ring until it goes to their voicemail).

## Using Voicemail:

Voicemail settings can be configured in the User hub by visiting <https://user.webex.com/>

### Accessing voicemail on your handset:

1. Press the MESSAGE button on the phone.
2. When prompted, enter your voicemail PIN number – followed by #.
3. Choose from the following options in the Voicemail Portal

Voicemail Portal Menu	
Press 1 - Voicemail box	Press 1 - Listen to messages Press 2 - Change busy greeting Press 3 - Change no answer greeting Press 4 – Change extended away greeting Press 5 – Compose new message and send Press * - Return to the voice portal Press # - Repeat menu
Press 3 - Greetings menu	Press 1 – Record name
Press 8 - Change passcode	
Press 9 - Exit voice portal	
Press # - Repeat menu	