

# YEALINK T58/57/56

## User Guide



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One Company. One Call.

**Endless Solutions.**

# Yealink-T58/57/56 User Guide

Welcome to the Yealink T58/57/56 user guide. This document has been designed to help familiarize you with the basic button layout of the desk phone, as well as guide you through the active call options, voicemail, and some advanced features the Yealink T58/57/56 has to offer.

## The Basics

### PRIMARY BUTTON LAYOUT



#### HOLD

Press the hold button to quickly place an active call on hold. The caller will hear hold music. Press it again to resume the call.



#### TRANSFER

Press the transfer button to quickly make a blind, attended, or voicemail transfer. More information about transferring can be found on page 4.



#### VOICEMAIL

Press the voicemail button and enter your pin number to hear an automated list of voicemail options. Options include listening to new messages, changing greetings, setting a new voicemail pin, and more. A full list of voicemail options can be found on page 5.



#### VOLUME CONTROL

This button has a few primary functions:

1. To raise or lower the ringtone volume.
2. To raise or lower the call volume while on an active call using your handset, headset, or speakerphone.



#### HEADSET

Press the headset button to enable the use of a compatible headset. It will illuminate green when active. Press again to disable.



#### MUTE

Press the mute button while on an active call to mute your microphone. It will illuminate red when you are muted. Press again to un-mute the call.



#### REDIAL

Press the redial button to view a list of recently placed calls. If you would like to automatically redial your most recent placed call, simply press the redial button twice.



#### SPEAKERPHONE

Press the speakerphone button to initiate the speakerphone either ahead of placing a call or while on an active call. It will illuminate green when active.






**1 PHONE DIALER**  
Tap to enter the dialing screen. To the left of the screen, you will see a list of your most recent placed calls. To the right, you will see a dial pad. Tap the desired characters and then tap **Send** to dial out the number. You may also use the physical dial pad.

**2 DIRECTORY**  
Tap to enter your system's phone book, both company-wide (Remote Phone Book > Company Directory) or personal (Local Directory). Tap the contact to call or select the information icon to view contact details.

**3 HISTORY**  
Tap to enter your phone's call history and view a list of your missed, placed, received, and forwarded calls. Select the information icon to view call details as well as more options such as adding the caller to your local directory, add the caller to your blacklist, or delete the entry.

**4 ANDROID KEYS**

 Return to previous screen.
  Return to the home page.
  View and manage recently used applications.

**5 PROGRAMMABLE BUTTONS**  
As our phones are fully customizable, some of the programmable buttons may differ depending on your business needs.

- **LINE APPEARANCE KEYS** | Labeled as your extension number, these are your two open lines for multiple calls. While switching between lines, callers will automatically be placed on hold.
- **PARK KEYS** | Park allows you to place callers on a company-wide hold. Park buttons will illuminate red on all phones when there is a caller on park. Available park keys will remain green.
- **ADDITIONAL PROGRAMMABLE FEATURES** | Other programmable buttons include speed dials, busy lamp field (BLF), additional park buttons, page buttons, and more.

**+** To add additional programmable buttons     **↕** To expand or condense the list of programmed buttons

**6 INDICATOR LIGHT**  
When the indicator light is flashing, you either have a missed call and/or a voicemail. Your screen will show a bouncing arrow icon for missed calls and a cassette tape or envelope icon for new voicemail messages. Simply check your call history and/or listen to the new voicemail(s) to clear the light and icon indicators.

# Active Calls

## PLACING A CALL

To place a call, pick up the **handset**, dial the number or extension on the screen or physical dial pad, then tap **Send**. Alternatively, with the handset on its hook, press the **speakerphone** key, dial the number or extension, and tap **Send**. Or with your **headset** connected, press the headset key to activate headset mode, dial the number or extension, and tap **Send**.

## INCOMING CALL

When receiving an incoming call, the following options will display on the screen:

**ANSWER**

Pick up the handset, press the speakerphone button, or tap **Answer**.

**FORWARD**

To forward the call to a 10-digit number or extension without answering the phone first.

**SILENCE**

To stop the ringing but allows the caller to hear the standard number of rings before going to voicemail.

**REJECT**

To send the caller directly to voicemail.

## ACTIVE CALL

Once on an active call, the screen will display the following options:

**TRANSFER**

The **Transfer** button allows the following types of transfers:

- **BLIND** | To send the caller to another extension or 10-digit number without speaking to the receiving party first. Tap **Transfer**, dial the extension or 10-digit number and tap **B Transfer**.
- **ATTENDED** | To send the caller to another extension or 10-digit number after confirming with the receiving party first. Tap **Transfer**, dial the extension or 10-digit number, and tap **Send**. Once the receiving party confirms, then tap **Transfer**.
- **VOICEMAIL** | To send the caller directly to an internal extension's voicemail, tap **Transfer**, dial \*55 + extension number, then tap **B Transfer**.

**HOLD**

To place a caller on hold, tap **Hold**. The other party will hear hold music until you resume the call by tapping **Resume**.

**CONFERENCE**

To conference in another party, tap **Conference**. Dial the extension, 10-digit number, or search your contacts and tap **Send**. Once the new party has answered, tap **Conference** to bridge the calls together. Within the Conference menu, the screen will display the following options:

**SPLIT**

To separate the calls back into two individual calls.

**HOLD**

To place both callers on hold.

**MANAGE**

To mute, hold, or remove an individual on the call.

**END**

To end the call.

Using the conference method, only 3 calls can be conferenced in at a time. If you would like to have a conference with more than three parties, we can set up a conference bridge to fit your needs.

**END CALL**

In addition to hanging up the handset, you may also tap **End** to end a call.

# Voicemail

## SETTING UP YOUR MAILBOX

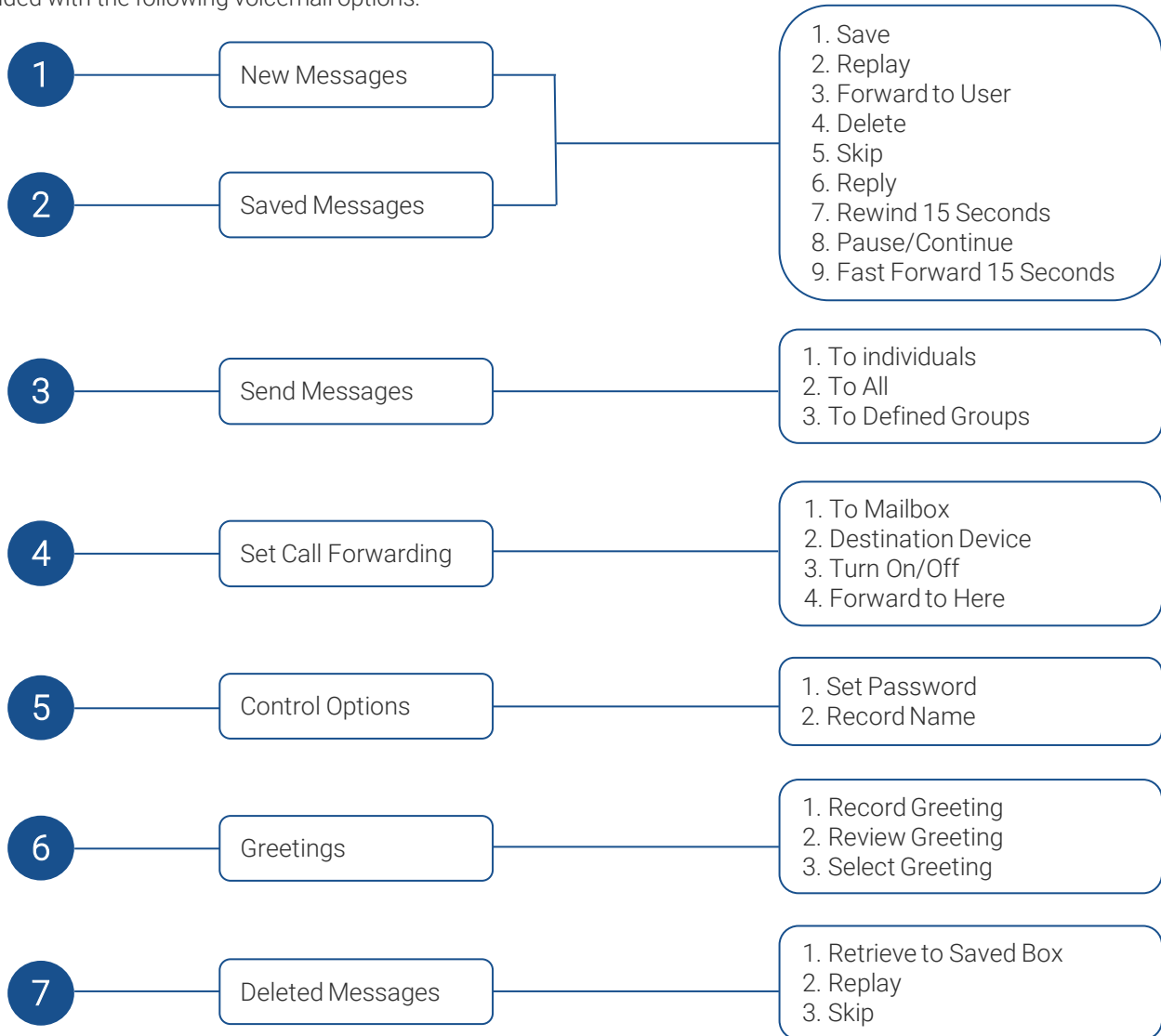
The first time you log into your mailbox, we recommend recording your name and personal greeting. The name recording is for the dial-by-name directory, so when someone enters the first three letters of your last name, it will announce your name recording. The greeting plays when your mailbox is reached by a caller. It is very important to make a custom message, as many callers will not leave messages at mailboxes that have generic greetings.

## ALTERNATE GREETINGS

Your mailbox supports multiple greetings for different scenarios like business trips and holidays. From your mailbox main menu, press 6 for greetings, and then press 1 to record an alternate greeting. When prompted for the greeting number, press 2 for your next alternate greeting (1 is your default greeting). After your recording is completed, select the active greeting by selecting option 3 in the greetings menu.

## VOICEMAIL OPTIONS

To access your voicemail either press the Message button or dial 5001. You will be prompted to enter your pin, then you will be provided with the following voicemail options:



# Quick Reference Guide



## VOICEMAIL

### ACCESS



**DESK PHONE**  
(Or by dialing 5001)



**WEB CLIENT**  
([myonecloud.com](http://myonecloud.com))

Messages



**MOBILE APP**  
(App Store: OneCloud Mobile)

## TRANSFER

**BLIND** | Transfer → Ext or # → B Transfer

**ATTENDED** | Transfer → Ext or # → Send → Transfer

**VOICEMAIL** | Transfer → \*55 + Ext → B Transfer

## CONFERENCING

Placing a 3-way conference call from your phone while on an active call:

Conference → Ext, #, or contact → Send → Conference

## STAR CODES

**PAGE INDIVIDUAL** | Dial \*08 + Ext

**ANSWERING ANOTHER PHONE'S INCOMING CALL** |  
Dial \*07 + that phone's Ext

## TRAINING NOTES

*Add your own helpful notes from our in-person or remote training below!*

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### TelWare Support Team

*If you are having any service-related issues, visit our website [support.telware.com](http://support.telware.com) or call 1-800-637-3148 to open a service ticket.*

### CREATE/CHANGE PIN | DESK PHONE

Voicemail menu, dial 5, then 1.

### CREATE/CHANGE PIN | WEB CLIENT

Select the drop-down arrow by your name and select Profile. Scroll down to Change Voicemail Pin, add/edit your pin number, and Save.

### VOICEMAIL TO EMAIL

Select Messages from the navigation menu on the One Cloud web portal. Then go to Settings and scroll down to Email Notification. Select Send w/attachment and indicate where you would like the recorded voicemails to go (new, save, trash).

### GENERAL VOICEMAIL

Dial 5000 + Account # (Ext) + Pin

### ONECLOUD WELCOME EMAIL

If the OneCloud welcome email has expired or you did not receive one, go to [myonecloud.com](http://myonecloud.com) and select "Are you a new user?" located under the main login box. It will prompt you to enter your extension and email address. Then, click Send and a new welcome email will be sent to you. *Recommended Browsers: Google Chrome or Microsoft Edge.*

