CROSSWIND
CLOUD SOLUTIONS

Yealink SIP-T54W Quick Reference Guide
V1.0

Basic Call Features

Placing a Call

Using the handset:

1. Pick up the handset.
2. Enter the number, and then press the **Send** soft key.

Using the speakerphone:

1. With the handset on-hook, press 🔊 .
2. Enter the number, and then press the **Send** soft key.

Using the headset:

1. With the headset connected, press 🎧 to activate the headset mode.
2. Enter the number, and then press the **Send** soft key.

Call Mute and Un-mute

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

Note: During a call, you can alternate between the headset, hands-free speakerphone and handset modes by pressing the **Headset** key, the **Speakerphone** key or by picking up the handset. Headset mode requires a connected headset.

Answering a Call

Using the handset:
Pick up the handset.

Using the speakerphone:
Press 🔊 .

Using the headset:
Press 🎧 .

Ending a Call

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

Using the speakerphone:
Press 🔊 or the **End Call** soft key.

Using the headset:
Press the **End Call** soft key.

Redial

- Press 🔁 to enter the placed call list, press ⌃ or ⌄ to select the desired entry, and then press 🔁 or the **Send** soft key.
- Press 🔁 twice when the phone is idle to dial out the last dialed number.

If you need assistance, please contact Crosswind VoIP Support by emailing support@crosswindsupport.com or by calling (888) 920-5685

Call Hold and Resume

To place a call on hold:

Press the **Hold** soft key during an active call.

To resume the call, do one of the following:

- If there is only one call on hold, press the **Resume** soft key.
- If there is more than one call on hold, press (▲) or (▼) to select the desired call, and then press the **Resume** soft key.

Call Transfer

You can transfer a call in the following ways:

Blind Transfer

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

Semi-Attended Transfer

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

Attended Transfer

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

Parking Calls and Picking Them Up

When on a call, press the **Park1, Park2, etc** button, which will park the call, and the **Park** button you hit will now flash red on any phone that has that **Park** button. To pick up a parked call, press the **Park** button that has the red flashing light.

Call History

1. Press the **History/Call Log** soft key when the phone is idle, press or to scroll through the list.
2. Select an entry from the list, you can do the following:
   a. Press the **Send** soft key to call the entry.
   b. Press the **Delete** soft key to delete the entry from the list.

If you press the **Option** soft key, you can also 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 add the entry to the blacklist.
- Select **Delete All** to delete all entries from the list.

Paging (If you have that function)

If you have this button/function, when pressed, you will typically speak your message and then hang up. Your voice will be heard on the phone speakers, and if your site has it, will also be heard overhead.

Station (Line) Keys

These keys will show you the status of other phones in the building. **Green** means they are not on a call, **Red** means they are on a call. To call an extension press the button next to it. *Please note that if you are on a call and press **transfer** and then hit the button next to the extension you are transferring to, it will Blind transfer the call by default*.

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