Yealink T58W Pro
## User Guide

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Dialing

Dial phone number or extension

Lift your handset and dial the phone number, (OR, with handset on-hook, dial number and press the green *Call* button). For:

- **Local and Long distance** – dial the 10-digit phone number (area code + local number)
- **International** – dial 011 + country code + city code + number
- **Internal extension** – dial the extension

NOTE:

- Be sure to use a surge protector with your phone.
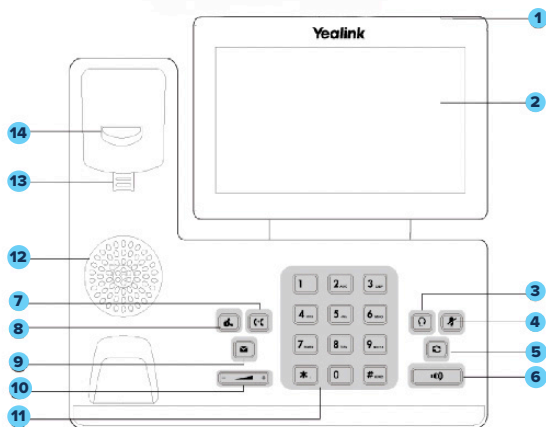
1. Power LED Indicator
2. Touchscreen
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10. HOLD Key
11. Keypad
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Your Phone Calling Features

Basics

Change Views

- To answer a ringing call, pick up the handset or press *Answer* to put call on speakerphone
- To answer a second call while on an active call, simply press the green answer button. The first call will automatically be placed on hold. Toggle back and forth between multiple calls by pressing the *Calls* button on far left and then pressing *Resume* on the desired call.

End Calls

- Press ⊙ to end an active call, replace the handset, or press . Or, press **...** > *End Call*
- For multiple calls, press **...** > *End Call* to hang up active call and then press *Resume* to resume the held call.

Hold Calls

- While on an active call, press the *Hold* key and the call will be held. Press the *Hold* key again to resume the call

Transfer Calls

Attended Transfer

1. Press *Transfer* or [CC], then dial the other party and press *Call*. Active call is held
2. When you hear the ring back sound, or after you talk with the other party, press *Transfer* or [CC] again

Blind Transfer

1. Press *Transfer* or [CC] , dial the other party and then press *B Transfer*

Transfer Call Direct to Voicemail

1. During an active call, press *More>Home Page* and then press *VM Transfer*
2. Enter the extension number and press *OK*

Conference Calls

Conduct Conference Calls

1. Make call to or receive call from other party
2. Press *Invite*

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3. Dial the third party and press *#*

4. Press *Invite* to add additional callers

5. Press *More>Split* to remove a party from the conference

Forward Calls

NOTE:

- Please see Quick Dial section of this guide for additional Call Forwarding options and methods.

To enable call forwarding always (first time setup)

1. Press *Menu*.

2. From the Features submenu, press *Call Control*.

3. Press *Call Forward*.

4. Press *Always Forward*.

5. Enter the forwarding number in the Forward to: field.

6. Press check mark in upper right corner.

NOTE:

- The next time you press forward it will automatically forward to the last number specified.

Repeat above steps if the forwarding number needs to be changed.

Disable Call Forwarding Always

1. Press *Forward* again or press *Close Forward*

Call Forwarding No Answer

1. Press *Menu*, navigate to *Call Control* > *Call Forward* > select *No Answer Forward*

2. Enable the *No Answer Forward* option, enter the *Forward* to phone number and select the ring time. Press the check mark in upper right corner to save. Lift handset to clear screen. Lift handset to clear screen.

Call Forwarding Busy

1. Press *Menu*, navigate to *Call Control* > *Call Forward* > select *Busy Forward*

2. Enable the *Busy Forward* option, enter the *Forward* to phone number and select the ring time. Press the check mark in upper right corner to save. Lift handset

to clear screen.

Intercom

- To connect directly to the speakerphone of a co-worker, press *Intercom*, dial the extension followed by *#* (or press the green *Call* button)

NOTE:

- If you are receiving an intercom call, the phone beeps, then the caller automatically connects to your speakerphone

Do Not Disturb

- To disable ringing, press *DND*. The LCD display will show a *DND* icon and any incoming calls will be directed to voicemail

- Press *DND* again to re-enable ringing

Menu

- The *Menu* softkey provides access to multiple options. Press the desired icon to access additional capabilities.

Redial

- To redial the last call placed, press the *Redial Key* twice.

NOTE:

- You can also select a number from a list to redial.

Park and Unpark Calls (If Enabled)

Parking is a way to place a call on public hold so that others can unpark and answer the call from any phone.

Park an Active Call

1. Press *GPark*
2. Listen to the message which identifies the extension the call is parked to
3. Notify the intended recipient(s) that a call is parked at specified extension. This can be done via intercom or broadcast paging

NOTE:

- If configured, simply press *Dsskey* and then press an available park line key to park an active calll

Unpark a Call

1. Recipient presses corresponding red line key or unpark button and parked call is retrieved

NOTE:

- Another option is to press *88 plus the extension where the call was parked, followed by #.

Broadcast Paging and Intercom Features

Broadcast Paging

- To page all phones on your local network (LAN), press the *Paging* line key and begin talking. All phones that are not on active calls will be alerted of the page with an audible beep and then receive the page via speakerphone.

Intercom

- To connect directly to the speakerphone of one co-worker, press *Intercom*, dial the extension followed by # (press the green *Call* button)

NOTE:

- If you are receiving an intercom call, the phone beeps, then the caller automatically connects to your speakerphone.

Viewing Recent Calls

View Recent Calls List

1. Press *Call History* icon
2. Scroll down/up to view all calls
3. Press the appropriate filter to view respective missed, placed and received call lists.
4. Press any record to dial the highlighted call

Directory

View Organization Directory

1. Press *Contacts* icon
2. Scroll down/up to view contact list and highlight desired contact.
3. Press the contact to dial.

Busy Lamp Field (BLF)

Monitored Lines (BLF Keys) are part of an optional add-on, and are managed by your phone system administrator. Up to 24 BLFs can be configured on phone display.

View Phone Status

1. Press the *Expand All* option near lower right of graphical display
2. Green indicates other person's phone is idle. Red indicates other person is on a call

Speed Dial

1. Simply press the BLF to place a call to that phone

Intercept Call Ringing to BLF

1. While BLF is blinking on an incoming call, simply press BLF key to intercept or pickup that call

Transfer Call to BLF

1. While on an active call, press *Transfer* button
2. Press *Dsskey*
3. Press desired BLF and call will be transfered

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Line Appearances

- Line Appearance Keys (3 standard) can independently handle live calls. With this optional add-on, additional appearance keys can be configured or shared lines from other phones added. These are managed by your phone system administrator.

Contact Center Call Queues
(If Enabled)

Log In to a Call Queue

1. Press the *Login* softkey. When you are signed into a call queue and state is set to available, a green checkmark will be displayed next to your line. Incoming calls to Contact Center will ring agent's phone.

Log Out of a Call Queue

1. Press the *Logout* softkey. After logging out, an arrow will be displayed next to your line

Change Your Agent State to Unavailable While Logged In

1. Press the *Unavail* softkey and select the unavailable code
2. Press the *Check mark* button to save
3. The unavailable reason code will appear near top of phone display.
4. Contact Center calls will not ring to your phone when state is set to unavailable or wrap-up

After Ending a Call

1. Your availability state will automatically change to wrap-up (configurable by supervisor)
2. Press *DispCode* softkey to enter a disposition code followed by *Check mark* (see supervisor for details)

NOTE:

- Unavailable codes and Disposition codes require a one-time setup.

Hoteling
(If Enabled)

Hoteling allows users to login to other open desk phones (aka host phones) using their personal credentials. This allows a guest to temporarily take over a host phone and access their own personal voicemail, call history and

present their unique caller ID when making outbound calls. Additional phone configuration/setup is required. Contact your system administrator for more information.

Log In to an Open Desk Phone

1. Press the *Hoteling* line key
2. Press the *2aB* or *abc* softkey until *123* is displayed. This changes the keypad to a numeric entry and will allow you to enter numbers for both User ID and Password.
3. For your User ID, enter your 10-digit phone number
4. Press down arrow to navigate to next row
5. For your password, enter your 6-digit numeric voicemail passcode
6. Press the *Login* soft key
7. Your personal extension now appears on the open host phone and it is ready for use.

Log Out of an Open Desk Phone

1. Press the *GuestOut* softkey
2. Press *OK* softkey to confirm logout

NOTE: If you forget to log out, the system is typically set up to automatically log out guests after a 12-hour period.

Additional Phone Features

Muting the Microphone

- During a call, press 🎤 to mute your audio
- To disable Mute, press 🎤 again

Change Volume

- To change call volume, press ⊟ ◢ + during a call
- To change the ringer volume, press ⊟ ◢ + when the phone is idle or ringing

Change Ringtone

Change the Incoming Call Ringtone

1. Press *Menu* softkey
2. Navigate to *Basic Settings*
3. Navigate to *Sound*
4. Select *Ring Tones*
5. Select *Common*
6. Highlighted ringtone will automatically play
7. Navigate up/down to select the desired ringtone

TELNET WORLDWIDE

Important Note About 911:

Because VoIP (Voice over Internet Protocol) service works differently than traditional phone service, VoIP E911 service may also work differently. To understand limitations and to be prepared should you need to make a 911 call from your IP phone, please read the TelNet E911 Emergency Service Advisory Notification at:

→ **www.telnetww.com/TelNet911Advisory.pdf**

VoIP 911 Alert

Emergency 911 service on this device may be limited or unavailable and DOES NOT function during a power or broadband outage.

→ Click to visit **www.telnetww.com/911info**

8. Press the *Check Mark* in the uper right corner to save

Access Voice Messages

1. Press the voicemail button ✉ and then press the desired voicemail box. If there is a new message waiting, simply press *Connect*.

2. Follow prompts to play messages, record greetings, etc. (See Voice Messaging section for more options)

Quick Dial Calling Features

Call Forwarding

Forward all incoming calls to another number or voicemail, forward calls only when your line is busy, or when calls go unanswered. As part of your business continuity plan, have Call Forwarding Not Reachable feature set to automatically forward all calls if something prevents calls from completing, (e.g. power failure or loss of Internet connectivity).

Activate Call Forwarding

1. Lift handset. Press the ✱ code (noted below)

2. Enter phone number to which calls will be forwarded, or forward to Voicemail

3. Press # and replace handset to activate service

Deactivate Call Forwarding

1. Lift handset. Press the ✱ or # code (below)

Call Forwarding	Activate	Deactivate
All Calls	✱72	✱73
All Calls to Voicemail	✱21	#21
***When Busy**	✱90	✱91
*Busy to Voicemail	✱40	#40
When No Answer to Voicemail	✱41	#41
Not Reachable (for business continuity plan – requires set up)	✱94	✱95

2. Replace handset to deactivate service

NOTE:

- Call forwarding options marked with ✱ require call waiting to be disabled to function properly.

Call Waiting

Be notified of other calls coming in while you are on the line.

Activate Call Waiting for All Calls

1. Lift handset. Press ✱43, and then press #

2. The Call Waiting service is turned on for all calls

Deactivate Call Waiting for All Calls

1. Lift handset. Press #43, and then press #

2. The Call Waiting service is turned off for all calls

Cancel Call Waiting for a Single Call

1. Lift handset. Press ✱70, and then press #

2. The Call Waiting service is turned off so that you can make an uninterrupted phone call. The Call Waiting service will be back on for the next phone call

Speed Dial 8 (1-digit codes)

Set up and update 1-digit speed dial codes for frequently

dialed numbers

Set Up/Update Speed Dial 8 (1-Digit Codes)

1. Dial *74, and listen for tone
2. Enter the 1-digit code plus the 10-digit phone number you would like assigned followed by #. (Recorded message confirms code was programmed)

Place Call Using Speed Dial 8

1. Press the 1-digit *speed dial code*, then press **Call**

Speed Dial 100 (If Enabled)

Set up and update 2-digit speed dial codes for frequently dialed numbers.

Set Up/Update Speed Dial 100 (2-Digit Codes)

1. Dial *75, press # and listen for tone
2. Enter the 2-digit code plus the 10-digit phone number you would like assigned followed by #. (Recorded message confirms code was programmed)

Place Call Using Speed Dial 100

1. Press # plus the 2-digit speed dial code, then press **Call**

Accessing Voicemail and Your Voice Portal

Access your voicemail and personal voice portal using your own phone:

- Press ⊠ and then press the desired voicemail box. If there is a new message waiting, simply press **Connect**
- Or dial *86 and *Call* from your phone

Your administrator provides you with the phone number/extension for the group Voice Portal (referred to as the Voice Portal general access number/extension)

Initial Voicemail Set Up

1. First time logging in, press ⊠ and then press the desired voicemail box. and then:
2. Enter a new passcode at the prompt, followed by #
3. Re-enter your passcode at the prompt followed by #
4. Record your name at the prompt and press #. Your Voicemail is setup and ready for use.

Quick Dial Guide

	On	Off
Call Forward		
All Calls	Forward or *72	Forward or *73
All Calls to Voicemail	*21	#21
When Busy	*90	*91
Busy to Voicemail	*40	#40
When No Answer to Voicemail	*41	#41
Not Reachable (for business continuity plan – requires set up)	*94	*95
Check Not Reachable Status	*63*	
Call Waiting	*43	#43
Cancel for single call		*70
Call Return (last inbound number)	*69	
Directed Call Pickup (intercept)	*97	
Redial (last outbound number)	*66	or Redial
Access Voicemail	*86	or MESSAGE
Transfer Call	Transfer	
Call Hold	Hold	Resume
Do Not Disturb	DND or *78	DND or *79
Three-way Call	Conference	(repeat to add)
Speakerphone	Speaker	(again for off)
Mute	Mute	(again for off)
Music On Hold Deactivation (per-call deactivation)	*60	(music returns next call
Clear Message Waiting Indicator	*99	
Change Number of Rings before voicemail picks up	*610	

NOTE:

- Your voicemail passcode must be 6 digits in length and cannot be your phone number. Do not use weak passcodes (e.g., not sequential or repeating digits).

Access Voicemail and Voice Portal

From Your Own Phone

1. First time logging in, press   and then press the desired voicemail box.
2. Enter your passcode followed by *#*. (Skip step if auto login is enabled)
3. Follow prompts of the *Voice Messaging Main Menu*

From Another Phone Within Your Group

1. Dial your phone number or extension
2. Press ✱ while greeting plays to reach the login prompt
3. Enter your passcode followed by *#* to reach *Voice Messaging* main menu
4. At the *Voice Messaging* menu, make selection, (or press ✱ to reach the *Voice Portal* main menu)

From a Phone Outside of Your Group

1. Dial the Voice Portal general access phone number/ extension
2. Enter your mailbox number (typically your phone number)
3. Enter your passcode followed by *#*
4. Follow prompts of the *Voice Portal Main Menu*

Voice Messaging Main Menu

1	Listen to Messages
2	Busy Greeting Menu
3	No Answer Greeting Menu
4	Extended Away Greeting Menu
5	Compose Message Menu
7	Delete All Messages
8	Message Deposit Settings Menu
∗	Voice Portal Main Menu
#	Repeat Menu

"Play Message" options

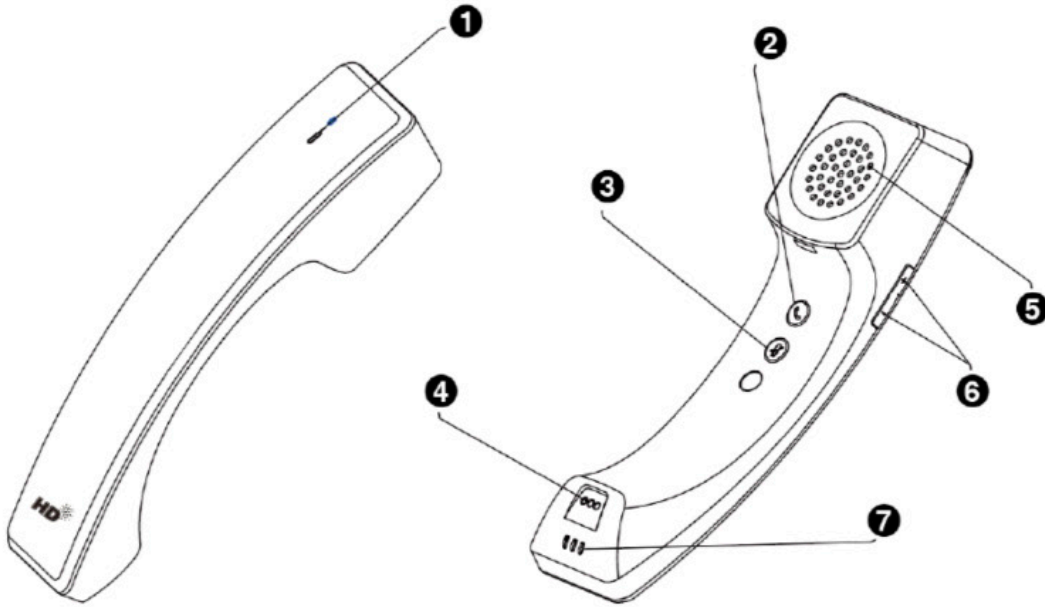| While listening to message		Between messages	
1	Skip Back	#	Save
2	Pause/Resume	7	Delete
3	Skip Forward	2	Repeat
4	Jump to Beginning	5	Envelope Info
6	Jump to End	6	Play Next Message
Any time		8	Callback Caller
∗	Return to Previous Menu	9	Additional Options 1 Reply to Message 2 Forward Message ∗ Return to Previous Menu # Repeat

Voice Portal Main Menu

1	Access Voice Mailbox
3	Greetings Menu – Record Name
4	Change Hoteling
5	Change Passcode
6	Exit
#	Repeat

Handset LED Indicators

LED Status	Description
Solid green	The handset charges fully
Green for 1s	The handset powers on
Fast-flashing orange	The handset is pairing with the phone
Slowly-flashing orange	The handset is reconnecting
Orange for 2s	The handset is connected to the phone
Fast-flashing red	Receives a call and the handset is not on the phone handset cradle
Slowly-flashing red	The handset's battery is low.
Solid red	The handset is charging
Red for 3s	The handset powers off automatically
Red and green flashing alternately	The handset is finding the phone
Red,green and orange flashing alternately	The handset is upgrading

BTH58 Hardware

#	Item	Description
1	LED Indicator	Indicates handset statuses
2	Hookswitch Key	• Answer/Reject/Hangup a call • Long press 3s to power on the handset • Long press 8s to power off the handset
3	Mute Key	Toggles and indicates the mute feature
4	Microphone	Provides audio input during calling
5	Speaker	Provides audio output during calling
6	Volume Control Keys	Adjust the volume of the handset and the phone
7	Charging Contacts	Place the handset on the phone handset cradle, the handset starts charging