

YOUR YEALINK T58W DESK PHONE

Solutions Made Easy.



Key Descriptions

The T58W is a touch screen device using an Android Operating System. Features and commands are often shown on the display and activated by “tapping” or long tapping an icon. Below are the hard keys that appear on the phone. There may also be an Icon on the display that performs the same function.



Hold Key - Press once to place a call on hold. Press again to retrieve call.



Transfer Key - Transfers a call to another number (internal or external).



Message Key - Use to access your voicemail.



Volume Key - Tap to adjust ringer, speaker, handset or headset volume.



Headset Key - Toggles the headset on/off. LED glows green when headset is in use.



Mute Key - Tap to mute or unmute the speaker, handset or headset.



Redial Key - Displays a list of recently called numbers and allows you to redial from the list.



Speaker Key - Toggles the speaker on/off. LED glows green when speaker is active.



Call Handling

Blind Transfer

1. Press the TRANSFER Key.
2. Enter the number you want to transfer to and tap and press the BLIND TRANSFER Key.

Announced Transfer

1. Press the TRANSFER Key.
2. Enter the number you want to transfer to, tap the ATTENDED TRANSFER key on the display and wait for the person to answer.
3. Announce the call and press the TRANSFER Key.

Transfer to Voicemail

1. With the caller on the line, Tap TRANSFER.
2. Dial *99 and the extension number.
3. Press the TRANSFER Key again immediately.

Conference Call

1. With the caller on the line, tap INVITE.
2. Enter the second number (internal or external) and tap ADD > CALL.
3. Wait for the person to answer and announce the conference.
4. When the second party answers, all parties are on.
5. Repeat to add additional parties.

Park a Call

1. With the caller on the line, tap an available PARK Key. Key flashes red.
2. To retrieve a parked call, tap the applicable PARK Key.

Do Not Disturb (DND)

1. Swipe down from the top of the display.
2. Tap DND. Icon turns red.
DND Mode is enabled is displayed on the screen.
3. To deactivate DND, tap EXIT DND MODE on the top of the display.

YOUR VOICEMAIL

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LOG IN TO VOICEMAIL

From any internal extension:

- + Dial *99 (Pressing the MESSAGE Key, logs you in to VISUAL VOICE for that account).
- + Enter your 10-digit telephone number and press the # key.
- + Enter your password (temporary password provided by your System Administrator) and press the # key.
- + Follow the voice prompts.

NOTES: If Fast Login has been enabled, you will not be asked to enter your telephone number. From your own phone, enter your password and press # when prompted.
If logging in from another account phone that has Fast Login enabled, press * and enter your 10-digit telephone number, press #, enter your password and press #.
Pressing the MESSAGE Key on any phone, logs you in to VISUAL VOICE for that account.

From any external telephone:

- + Dial: 315-671-0031 (Syracuse) or 315-624-9994 (Utica).
- + Enter your 10 digit telephone number and press the # key.
- + Enter your password (temporary password provided by your System Administrator) and press the # key.
- + Follow the voice prompts.

COMMON VOICEMAIL COMMANDS

From the Main Menu

| | |
|---|----------|
| Listen to messages | 1 |
| Leave a message for another user | 2 |
| Work with personal greetings | 3 |
| Mailbox settings | 4 |
| Get Deleted Messages | 6 |
| Switch Account (log into another account) | 7 |
| Help menu | 0 |

While Listening to Messages

| | |
|-------------------------|-----------|
| Repeat | 1 |
| Save | 2 |
| Erase | 3 |
| Reply | 4 |
| Increase Message Volume | 6 |
| Next Message | # |
| Back Up 5 seconds | 77 |
| Forward 5 seconds | 99 |

NOTES: Star (*) will always back you up to the previous menu.
When listening to a greeting, pound (#) will bypass the user's personal greeting.

CommPortal for Web

CommPortal is an interactive web page that allows you to access and manage your call service, settings and voicemail for your account phone. Your system administrator will provide you with a temporary password.

To log into CommPortal, go to: <https://bucommportal.northland.net>

Dial 4357 (HELP) or 315-671-6262 to speak to a Northland Representative