



Yealink W53/60 Quick Start Guide

Dialling Numbers

There is no need to dial '9' for an outside line if you previously had to. Dial the number (including area code) on the handset then press the  key or the green button . To end the call, press the red button .



DND (Do Not Disturb)

1. Press the  button.
2. Using the arrow keys, scroll to 'Call Features' .
3. Select 'Do Not Disturb'.
4. Select your user.
5. Using the arrow keys, scroll left or right to enable or disable 'Do Not Disturb'.
6. 'Do Not Disturb' enabled will be indicated by a  symbol at the top of the screen.

**Please note placing your phone on 'Do Not Disturb' will send all calls that come to you, straight to your voicemail. If a call comes in to a group that you are a part of and everyone in that group is on DND, this will send the call to the group voicemail.*

Transferring Calls

Blind Transfer

(Transfer a call without announcing)

1. Answer the call.
2. Press the 'TRAN' key.
3. Dial the extension you wish to transfer the call to or select from 'Directory'.
4. Press either the 'TRAN' key or the 'Transfer' soft key.

On Hold

1. Answer the call.
2. Press the 'Option' soft key.
3. Select 'Hold'.
4. To bring the call back, press the 'Resume' soft key.

Open Transfer

(Transfer a call with announcing)

1. Answer the call using the green button .
2. Press the 'TRAN' button.
3. Dial the extension you wish to transfer to or select from 'Directory'.
4. Press either the  key or the green button .
5. Wait for your colleague to answer.
6. Press either the 'TRAN' key or the 'Transfer' soft key to send the call to your colleague.
7. If your colleague is unavailable you can bring the call back to your handset by pressing the 'Back' soft key.

Call History

1. Press the 'History' soft key.
2. Using the arrow keys, you can scroll left and right through the following:

- All calls
- Missed calls
- Placed calls
- Received calls

Pick Up Groups

Group Pick Up

Press *8 followed by the **OK** key to pick up a call that is in your group.

Direct Pick Up

Press *8 plus the extension number you wish to pick up followed by the **OK** key.
For example: *8201 **OK** would pick up the extension 201 if it was ringing.

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Voicemail

From Your Extension

1. Press the **OK** button or dial '555', followed by the **OK** key then select the voicemail under your user.
2. When prompted enter the password, (Default is 0000) followed by the # key.
3. Listen to options.

From Another Extension

1. Dial '556' followed by the **OK** key or green button.
2. Enter the mailbox number you want to check, followed by the # key (usually the same as extension number).
3. When prompted enter the password, (Default is 0000) followed by the # key.
4. Listen to options.

Recording Voicemail Greetings

1. Follow the steps above to either record a personal or group voicemail.
2. At the options menu select the option '0' and then follow the prompts.

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Address Book

1. Press the **OK** key.
2. Use the arrow keys to scroll to 'Directory' and select using the **OK** key.
3. You can either scroll through using the up and down arrows or use the keypad to start typing the name of the contact you wish to select.
4. Pressing the **OK** call button will call the selected contact.



01329 558 558



www.aerial-direct.co.uk



helpdesk@aerial-direct.co.uk