Yealink T-56A Quick User Guide
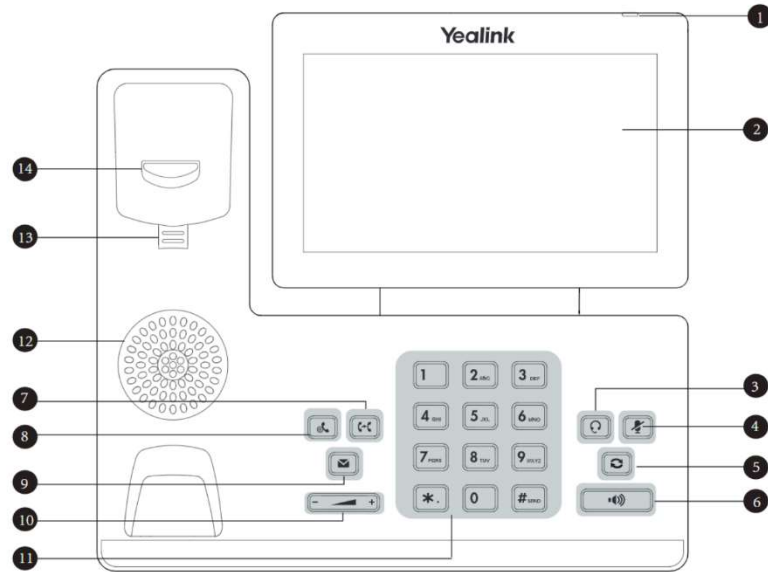
No.	Item	Description
1	Power LED Indicator	Indicates call statuses: • When receiving an incoming call, it fast flashes • When receiving a voice message, it slowly flashes
2	Touch Screen	7"/17.7cm (1024 x 600) capacitive (5 points) touch screen, tap to select items and navigate menus
3	HEADSET Key	Enables you to place and receive calls through a headset. The LED indicator glows green when the headset is activated
4	MUTE Key	Mutes local audio during calls and conferences. The LED indicator glows red when the mute feature is activated
5	REDIAL Key	Redials a dialled number
6	Speakerphone Key	Enables you to place and receive calls using the speakerphone. The LED indicator glows green when the speakerphone is activated
7	TRANSFER Key	Transfers a call
8	HOLD Key	Places a call on hold or resumes a held call
9	MESSAGE Key	Accesses your voice messages
10	Volume Key	Adjust the volume of the handset, headset, speaker, or ringer.
11	Keypad Keys	Enable you to enter numbers, letters, and special characters
12	Speaker	Provides audio output during hands-free operation

## Signing into Microsoft Teams on Your T-56A Device

Please note that you will not be required to routinely log in to the device, but the procedures below are included should you find the device logged out. The username (email address and password) will be available to users.

Procedure

1.   **Tap** Sign in

You will be connected to the Company Portal automatically

2.   Enter your user credentials

3.   After the device signs in successfully, **tap** Got it
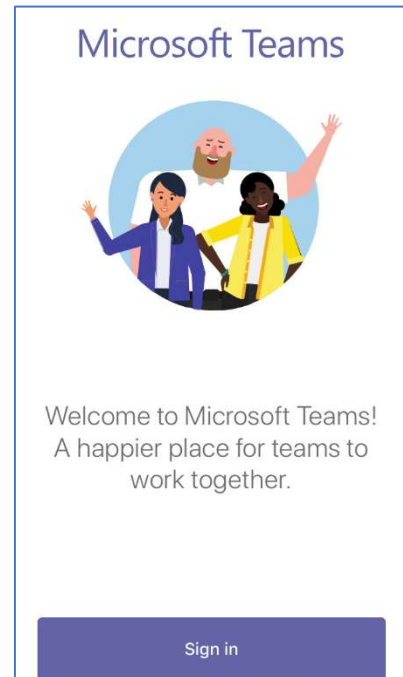
Signing Out of Your Device

After you sign out of your account, you can only use the phone settings feature

Procedure

1.   Go to ≡ > Settings > Sign out

2.   **Select** OK

Changing Your Presence Status

You can update your presence status on the phone. For example, when you are busy with urgencies, you can change your status to DND to avoid being disturbed.
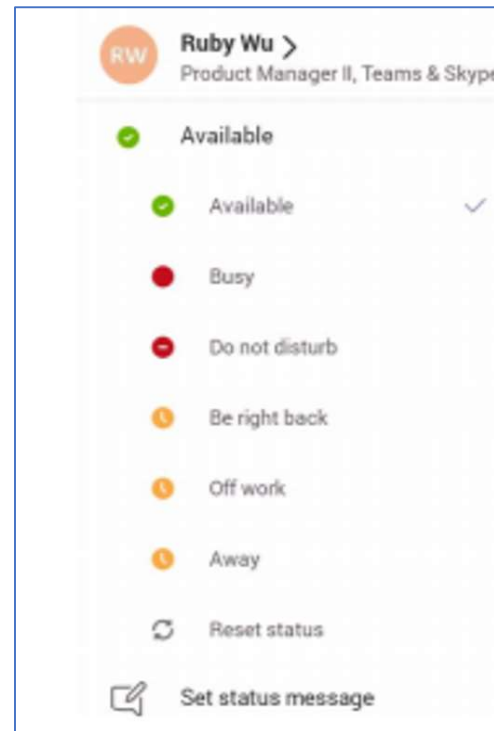
Procedure

1.   **Tap** ≡ at the top-left of the touch screen

2.   **Tap** the presence status field and then select the desired status from the drop-down menu.

Tip: You can reset your presence status to be available from any other status by **tapping** Reset status

Switching among the Handset, Speakerphone and Headset Modes

You can select the desired mode before placing a call, or you can alternate among Speakerphone, headset, and handset modes during the call

You can switch the audio output modes of a phone:

- Switching to handset mode: Pick up the handset
- Switching to speakerphone (hands-free) mode: Press the Speakerphone key. The Speakerphone LED indicator glows green when the speakerphone is activated.
- Switching to headset mode: Press the HEADSET key. THE HEADSET LED indicator glows green when the headset is activated.
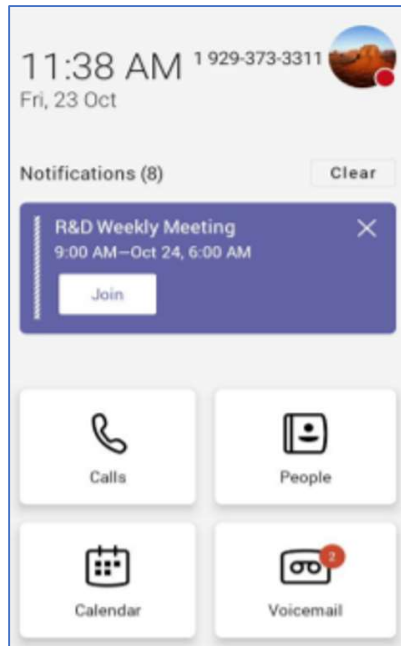
Accessing Screens on Yealink Teams Phones

You can navigate the menu bar at the bottom of the touch screen to access the following screens:
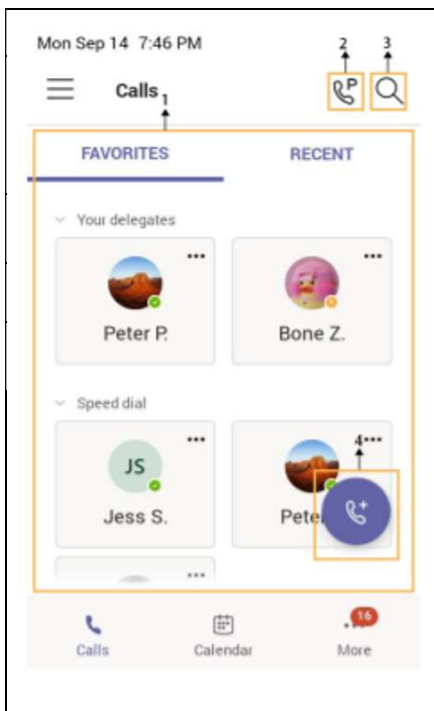
**Home Screen** - You can enable the home screen on your phone

Procedure

Go to ☰ > Settings > Home screen

The Calls Screen – The Calls screen is displayed after the phone start-up. You can place a call from the history entry or view the favourites information from the Calls screen.


| No.	Name	Description
1	Favourites & Recent	FAVOURITES: Displays favourite contacts RECENT: Displays recent calls
2		**Tap** to retrieve a parked call
3		**Tap** to search for a contact
4		**Tap** to initiate a call

Calling Contacts

Procedure

1.   From the Calls screen, tap

2.   Enter the contact account information to search for the desired contact

3.   Tap   beside the contact to place an audio call

Tip: You can tap   to search for a contact

Dialling the Number

Procedure

1.   Do one of the following:

- Pick up the handset
- Press the Speakerphone key
- Press the HEADSET key
- **Tap**   on the Calls screen

2.   Enter the contact number

3.   **Tap**   the call icon

Placing a Call from Call History

You can place calls to contacts from the call history list, which contains incoming, outgoing, and missed calls

Procedure

1.   From the Calls > RECENT screen, **tap** the desired contact

2.   **Tap**   to place an audio call

Placing a Call from Voicemail

Procedure

1.   From the Voicemail screen, **tap** the voice mail record that you want to call

2.   Tap ☎ to place an audio call

Answering a Call

Procedure

Do one of the following:

- Pick up the handset
- Press the Speakerphone key
- Press the HEADSET key
    - **Tap**

Muting and Unmuting Audio

Procedure to mute the microphone during an active call so that the other party cannot hear you

1.   During a call, press the mute key on the phone or **tap** 🎤 on the touch screen. The mute key glows red.

2.   To unmute audio, press the mute key on the phone or **tap** 🎤 on the touch screen. The mute key is green.

Holding and Resuming Calls

When you are in a call, you can place an active audio call on hold and resume the call when you are ready

Procedure for placing a Call on Hold

During a call, **tap** ••• > Put call on hold

Procedure for Resuming a Call

Do one of the following:

- If only one call is placed on hold, **tap** <u>Resume</u>
- If multiple calls are placed on hold, **tap** on the right side of the desired call

Ending or Rejecting an Active Call

Procedure

Tap

Transferring Calls

You can transfer a call to another party using the blind transfer or consultative transfer method

Procedure for a Consultative Transfer (Transfer calls to other contacts after consulting with them first)

1. During a call, **tap** **> Transfer > Consult first**

2. After the party answers the call, **tap** beside the contact. It prompts you whether to transfer the call or not**.**

3. Select the desired contact or search for a contact

4. Tap OK to complete the transfer. After the transferred party answers the call, the call is transferred successfully.

Procedure for a Blind Transfer (Transfer calls to other contacts without consulting with them first)

1. During a call, **tap** **> Transfer > Transfer now**

2. Select the desired contact or search for a contact. Then the call is connected to the number which you are transferring to.

Favourites

You can add favourites, or remove favourites

Procedure for adding favourites

1.   From the <u>Calls</u> screen, **tap** RECENT

2.   **Tap** the desired contact

3.   **Tap** ☆

The contact now appears in the FAVOURITES list

Procedure for removing favourites

1.   From the <u>Calls</u> screen, **tap** FAVOURITES

2.   **Tap** ···   on the desired contact

3.   **Tap** <u>Remove favourite</u>

Forwarding All Incoming Calls

You can set up your phone to forward all incoming calls to a specified destination

Procedure for Forwarding Calls to Voicemail (You can forward all incoming calls to your voicemail)

1.   Go to ☰ **> Settings > Calling**

2.   Enable **Call forwarding**

3.   **Tap** the Forward to field then **select** Voicemail

Forwarding Calls to a Contact or Number

Procedure for Forwarding Calls to a Contact or Number (You can forward all incoming calls to a contact or number)

1.   Go to ☰ **> Settings > Calling**

2.   Enable **Call forwarding**

3.   **Tap** the Forward to field then **select** Contact or Number.

4.   Add the desired number. The incoming calls are then automatically forwarded to the contact or number

Forwarding Incoming Calls If Unanswered

Procedure for configuring the forwarded destination if the incoming call is not answered

1.   Go to ☰ **> Settings > Calling > If unanswered**

2.   Select a desired forwarded destination:

- **Select** Voicemail directly
- **Select** Contact or number, add the target contact

Using the On-screen Dial Pad

1.   Do one of the following:

- Pick up the handset
- Press the Speakerphone key
- Press the HEADSET Key
- Tap 📞 on the Calls screen

2.   Use the on-screen dial pad to enter numbers

Using the Phone Keypad

Instead of using the on-screen keyboard, you can also use the phone keypad to enter data. The phone keypad only provides digit keys and the following special characters: * # , + ;

Procedure

Press digit keys, hash (#) key, and star (*) key on the phone or long press the hash key or star key to provide more characters

Conference Calls

This chapter provides basic operating instructions about initiating and managing a conference call.

Procedure for Initiating a Conference by Calling Multiple Contacts

1.   **Tap** 📞 from the Calls screen

2.   **Select** the desired contact or search for a contact. You can add multiple contacts

3.   Tap 📞

Procedure for Initiating a Conference Call by Inviting Other Contacts (inviting contacts to join an active call)

1.   During a call, **tap** 🔲

2.   **Tap** 🔵 on the touch screen.

3.   Enter the participant account information to search and then add members

4.   **Tap** ✓ to initiate a conference.

Procedure for Initiating a Conference Call from Call History

1.   **Tap** Calls > RECENT from the touch screen

2.   **Select** a desired entry from the call history

3.   **Tap**

Procedures for Holding and Resuming a Meeting

When you are in a meeting, you can put yourself on hold and resume the meeting when you are ready

Putting yourself on hold

During a meeting **tap**   > Put me on hold

Resuming a meeting

Tap Resume

Accessing the Voicemail Screen

You can listen to voicemails or place calls to contacts from the Voicemail screen

1.   **Tap** More > Voicemail

No.	Name	Description
1	Voicemail list	Displays all the voicemails stored in the voicemail list
2		**Tap** to play the voicemail
3		**Tap** to change the playback speed of the voicemail
4	Operation Options	**Tap** to view information of contact **Tap** to call the contact **Tap** to delete the voicemail
5	Contact Details	Displays the contact details and **tap** to place a call

Using the Voicemail

After you sign into the phone in Personal account mode, all voicemails received on your account will be displayed on your phone. You can view the duration and receiving time of each voicemail stored in your voicemail. After reading the voicemail, you can delete it.

Procedure for Listening to the Voicemail

1.   From the Voicemail screen**, tap** the desired voicemail

2.   **Tap** ▷ to play the voicemail

3.   To change the playback speed of the voicemail, **tap** 1x . You can also change the speed to 2x or .5x

4.   To pause the playback, **tap** ❚❚ . Then **tap** ▷ to resume the playback

Procedure for Deleting Voicemail Messages

1.   From the Voicemail screen**, tap** the desired voicemail

2.   **Tap** 🗑 below the voicemail. It prompts if you are sure to delete the voicemail.

3.   **Tap** DELETE

Procedure for Viewing the Details of the Contacts (Viewing the details of the person who left you a message)

1.   From the Voicemail screen**, tap** the desired voicemail

2.   **Tap** 🪪 below the voicemail.