

1 Phone model



In order to use extended functionality, the "Feature Pack for Certified SIP Phones" license is required from the administrator. In addition, each device must be set up initially via Swyx Control Center before operation, see also [help.swyx.com/controlcenter/latest.version/web/Swyx/en-US/index.html#context/help/certified_phones_\\$](https://help.swyx.com/controlcenter/latest.version/web/Swyx/en-US/index.html#context/help/certified_phones_$).

For information on the characteristics and operation of the Yealink SIP-T54W, see the manufacturer's documentation (support.yealink.com).



Please note the following particularities of the T54W:

It is operated using four menu buttons. Please note that the input is done via the digit keys. If applicable, you have to change the mode of input, in order to type in digits or letters. It may be necessary to first press a key when the phone is in standby mode before taking any action.

2 Activate terminal device

It is required to activate the terminal device on first connection if your administrator has selected the "Activation required on certified phones" option in the server configuration.




Yealink desk phones are configured in English by factory default. After connection to the SwyxServer, the language is automatically changed to the standard server language.

1. Connect the phone to the power supply and to the network via the "Internet" port using a LAN cable. Alternatively, the phone also supports connection via PoE (Power over Ethernet) according to the IEEE 802.3af standard.



If you connect the terminal device to the network before your administrator has entered the MAC address of the terminal device in Swyx Control Center, the login prompt may not appear. The device will then not be recognized by SwyxServer.

After the required configuration has been made, you can restart the device and the logon prompt via "Reboot", or by disconnecting the device from the network for a short time.

2. Wait for the login prompt. Enter your internal telephone number as the "Username".
3. Press the arrow key .
4. In the "Password" field, enter the 8-digit activation key you received from your administrator. For this purpose, change the current input mode (e. g. abc, ABC, 2aB) to numerals (123) if required.
5. Press the "OK" button to confirm your inputs.
 - ✓ The telephone connects to the SwyxServer. The telephone can be used immediately and configured if necessary.



If you have left the login menu without entering your login information, restart the phone by disconnecting it from the power supply for 10 seconds.


3 Logging on and logging off from a terminal device

You can log on to any certified SIP terminal activated in the network (hot desking).



A Yealink desk telephone can also be logged on and off for you by the administrator.

Logging on

1. Select "Login" on the Yealink desk phone.
2. Enter your internal call number under "Internal Number".
3. Press the arrow key .
4. Enter your 'User PIN on Desk Phone' in the "PIN" field. For this purpose, change the current input mode (e. g. abc, ABC, 2aB) to numerals (123) if required. The 'User PIN on Desk Phone' can be found in your welcome email or in Swyx Control Center under "User |[User name] | Desk phones | SwyxPhones".
5. Confirm your entries with the "OK" button.
 - ✓ The confirmation "Successfully logged in!" appears for approx. 5 seconds.



A Swyx user remains logged on to a Yealink phone even if he reboots or disconnects it from the network. You must therefore log off your user on the phone by yourself.




As of SwyxWare 12.20 different ringtones for incoming internal and external calls are supported.

Logging off



You can only log out if your administrator has assigned you a 'User PIN on Desk Phone'. Contact your administrator if necessary.

- Select "  (More) | Logout" and confirm with the "OK" button.
- ✓ The confirmation "Successfully logged out!" appears for approx. 5 seconds.

4 Set function keys






If you wish to customize the function keys on your telephone individually, use the SwyxWare Web Administration (menu item "Desk Phones"). The terminal device must be activated in order to be configured. Details regarding this are available from your administrator.



Assign function keys only in Swyx Control Center. The configuration of the device itself cannot be corrected by SwyxServer in case of an update.

5 Status signalling on name keys

The telephone supports the extended status signalling (Rich Presence), which is synchronised with SwyxIt!. The status signalling of the T54W is done via LED of the name key and via user icons on the display.



| Icon | Key LED | Explanation |
|---|----------|--|
|  | Inactive | The user is logged out or the status information is not shared with you. |
|  | Green | The user is logged in and available. |
|  | Orange | The user has his status set to "away". |
|  | Red | The user is currently on a call. |
|  | Red | The user has his status set to "do not disturb". |

6 Dialing from the Phonebook

1. Select "Directory".
 - ✓ Your Swyx phonebook is displayed. You can initiate calls and look for users here.
- To search or filter for an entry, enter a name or phone number using the dial keys. For this purpose, change the current input mode (e. g. abc, ABC, 2ab,123) if required.
2. Use the arrow keys to navigate in the list to the desired entry and confirm with the "OK" key.
 - ✓ The selected contact is called.

3. If several phone numbers have been specified for the contact, use the arrow keys to navigate to the desired phone number and press the "OK" key to start the call.

7 Opening the Call Journal

1. Select "History".
 - ✓ Your Swyx Call Journal appears. Your call history is synchronized with SwyxServer.
2. Use the arrow keys  and  to switch between the call lists "All Calls", "Missed Calls", "Placed Calls" and "Received Calls".



If you open your call log on a device or in SwyxIt!, the notification will also disappear on all devices except Dec devices you are logged in with.

8 Function "Internal number"

If you have configured several internal numbers (including group numbers and alternative numbers) in your SwyxWare user account, a corresponding function key can be configured as an internal number key for each number.



You must first define the internal number keys as corresponding function keys in order to use the "Internal number" function on the Yealink desk telephone. See [4 Set function keys](#). When assigning the function keys, please note the limitation of the telephone number assignment, see [12 Limitation of number assignment](#).



You cannot configure different phone numbers for Yealink desk telephones for outgoing and incoming calls on one internal number key. It is recommended to define the assignment of the internal number key according to the settings in SwyxIt!.



On the Yealink phone, the internal number key is highlighted with the corresponding phone number on which a call is received.

- To start a call from a desired phone number, press the corresp. internal number key.
- Or change the phone numbers using the arrow keys  and .
- ✓ All further calls are made with the number selected in this way until a change is made again.



If you have configured internal number keys and have not selected a specific telephone number for a call, the system uses your first defined internal telephone number.

9 Forwarding calls

Forwarding incoming calls

1. When you are called, select "Forward".
2. Enter the phone number to which you want to forward the incoming call and confirm with the "OK" or "Send" button.
 - ✓ The call is deflected before it is connected to you.





If problems occur with subsequent forwarding, check whether second calls are permitted. For this purpose, click on "Settings" in SwyxIt! and deactivate the control box next to "Deactivate secondary call".

Forwarding active calls

1. You are already having a call with a subscriber.
2. Select "Transfer".
 - ✓ The call is put on hold and the caller hears music on hold.
3. Enter the number to which you wish to forward the call to and confirm with the "OK" or "Send" button. After a few seconds the call will also be initiated without confirmation.
4. When the call is answered, select "Transfer".
 - ✓ The active call is connected with the previous call. The home screen is displayed again on your telephone.

Forwarding calls on hold

1. You are already having a call with a subscriber.
2. Select "Hold".
 - ✓ The call is put on hold and the caller hears music on hold.
3. Select "New Call" to call a second conversation partner.
4. Enter the number of the second caller and confirm with the "OK" or "Send" button. After a few seconds the call will also be initiated without confirmation.
5. When the call is answered, select "Transfer".
6. Use the arrow key  or  to select the caller to whom you want to forward the now active call.
7. Press the "OK" key.
 - ✓ The active call is connected to the previously held call. The home screen is displayed again on your telephone.

Transferring active calls (without consultation)

1. You are already having a call with a subscriber.
2. Select "Transfer".
 - ✓ The call is put on hold and the caller hears music on hold.





If you wait longer than 3 seconds after entering the telephone number in the following operating step, a second call to the subscriber will be initiated. A forwarding is then only possible using the method Forwarding active calls.

3. Enter the phone number to which you want to transfer the call to and select "B Transfer".
 - ✓ As soon as the call is accepted, you have transferred the call. The home screen is displayed again on your telephone. If the forwarded call is not answered or rejected, you will be called back.


10 Starting conferences

The Yealink desk phone supports conferences with up to three participants.

1. Call a subscriber.
2. Select "Hold".
 - ✓ The call is put on hold and the caller hears music on hold.
3. Select "New Call".
4. Enter the telephone number of the third participant and confirm with the "OK" or "Call" button. After a few seconds the call will also be initiated without confirmation.
5. When the call is answered, select "Conference".
6. Use the arrow keys to select  or  to select the participant on hold from the list and confirm with the "OK" or "Send" button.
 - ✓ You are now connected to both conversation partners in a conference.

11 Determining status information

You can set your presence status with the phone.

1. Select "DND" (Do Not Disturb).
 - ✓ Your presence status is set to "DND" and the telephone displays " " in the upper information bar.
2. To change your presence status back to "Available", select "DND" again.

12 Limitation of number assignment

This Yealink desk phone supports the assignment of up to nine phone numbers. When assigning the phone numbers, group phone numbers or alternative phone numbers count in as well. If you exceed the limit for number assignment during assignment, the numbers are treated with the following prioritization: 1. Own numbers, 2. Group numbers, 3. Alternate numbers. All phone numbers that exceed the limit cannot be used on this device.