

Thank you!

Thank you for choosing CallHarbor! This guide will walk you through how to utilize your new Yealink T54W. If you ever have any questions not answered by this guide, always feel free to reach out to our support team.

<p>Phone Support If you are having an emergency please utilize phone support. Emergency support is available 24x7x365.</p>	<p>Toll-Free: 833-363-VOIP Toll: 313-263-3663</p>
<p>Live Chat Opening live chats while logged into your CallHarbor account is preferred and will provide the fastest support.</p>	<p>https://callharbor.com https://control.callharbor.com</p>
<p>Email / Ticketing This is the preferred method of communication, a ticket will automatically be created when you email in.</p>	<p>support@callharbor.com https://support.callharbor.com</p>

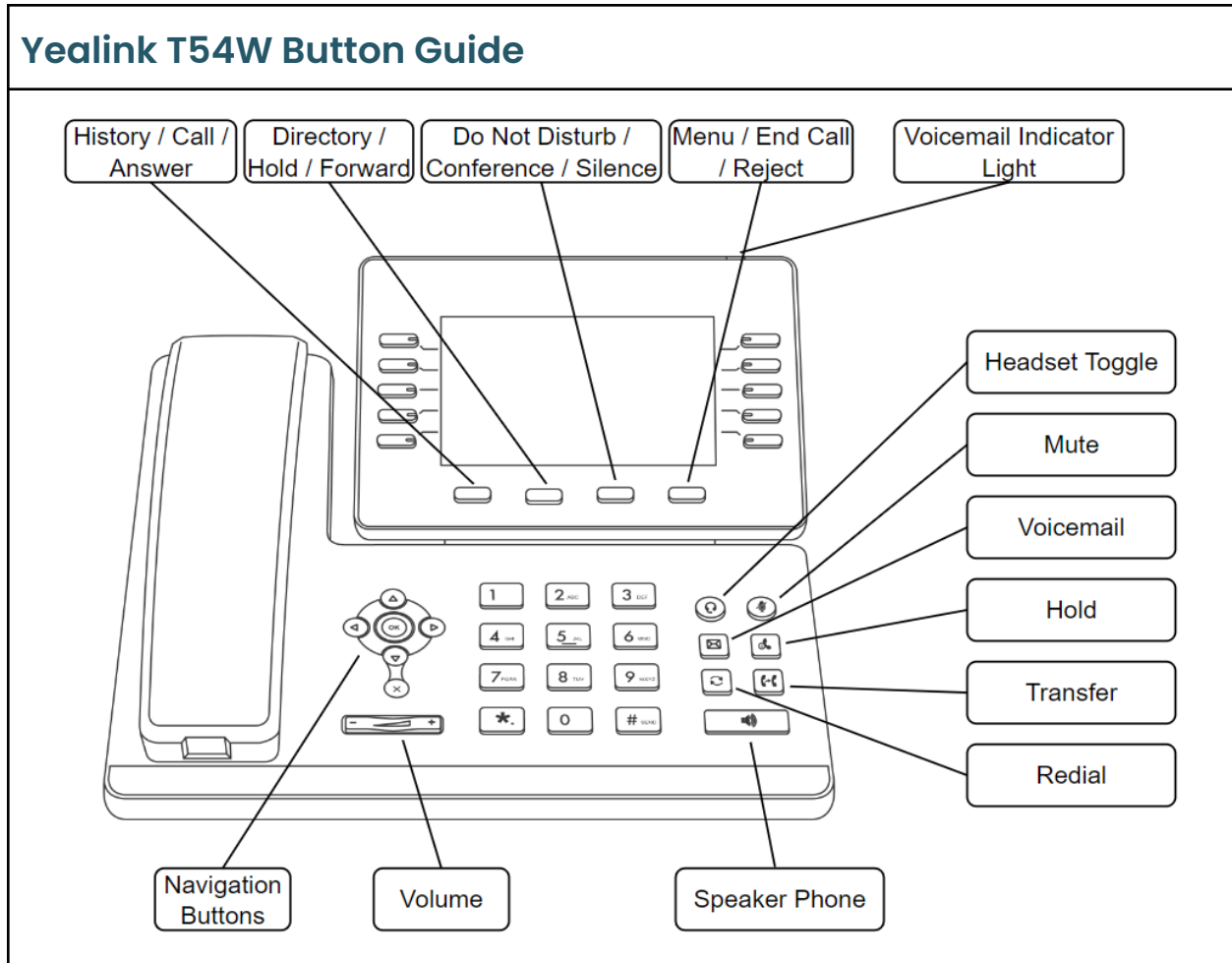


Table of Contents

Call handling	3
Answering a call	3
Placing a call	3
Ending a call	4
Placing a call on hold	4
Muting a call	4
Redialing	5
Initiating a conference call	5
Transferring Calls	6
Performing a blind (non assisted) transfer	6
Transferring directly to voicemail	6
Performing an assisted transfer	7
Voicemail and other features	7
Checking your voicemail	7
Volume adjustment	7
Accessing your contacts directory	8
Configuring call forwarding	8
Do not disturb	9
Star codes	9
Intercoming another extension	10
Optionally enabled features	10
Call parking (if enabled)	10
Accessing manager portal (if enabled)	10
Administrative functions & troubleshooting	11
Connecting phone to Wi-Fi	11
Rebooting your phone	11
Factory resetting your phone	11

Call handling

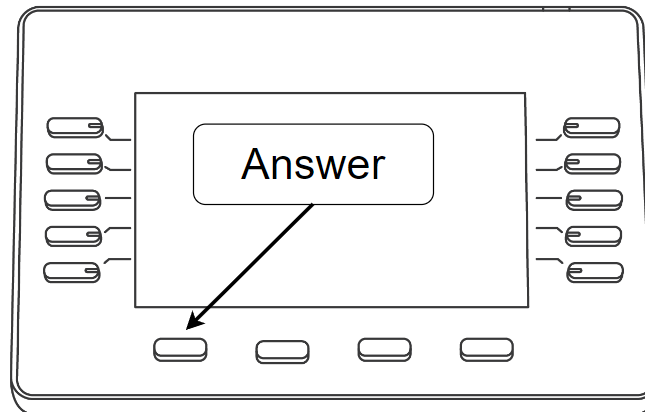
Answering a call

There are multiple ways to answer a call. Here are the options;

Option 1: Pick up handset

Option 2: Press the 'Speakerphone' button

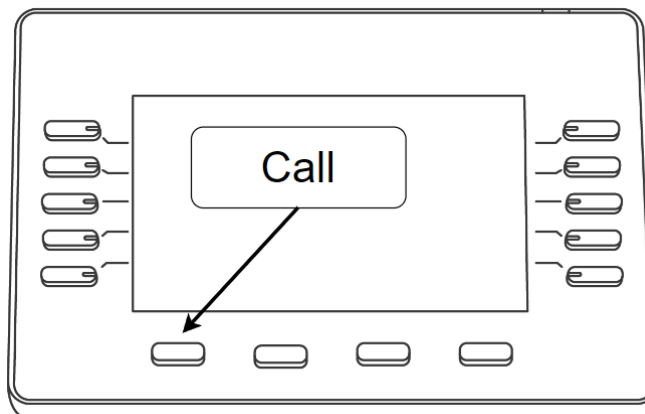
Option 3: Press the 'Answer' context button



Placing a call

To place a call with the handset: Lift the handset and dial the number or extension you intend to call, then press the 'Call' context button

To place a call with the speakerphone: Dial the number or extension you intend to call, then press the 'Call' context button

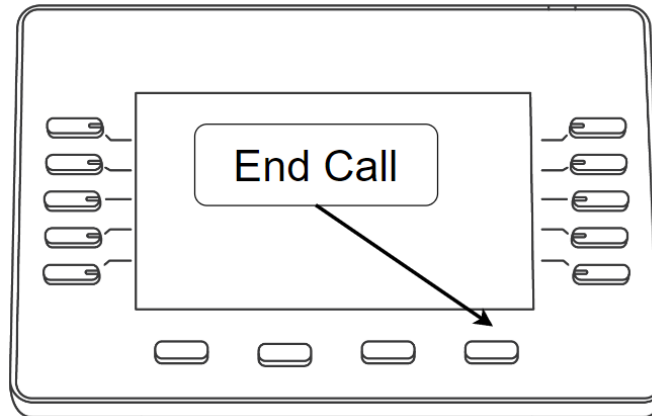


To switch between speaker and handset, press the speaker phone button while on a call

Ending a call

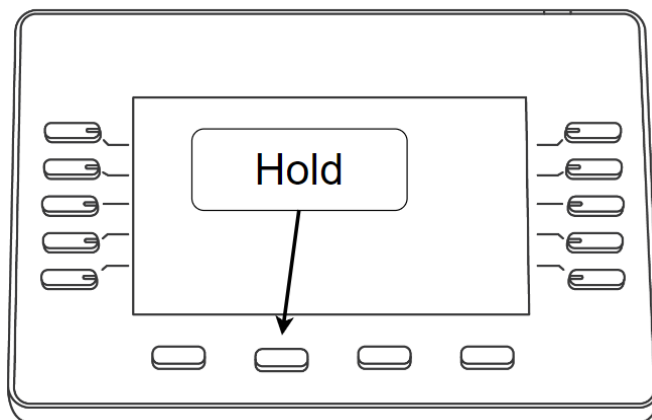
There are multiple ways to end a call. Here are the options;

- Option 1:** Hang up the handset
- Option 2:** Press the 'Speakerphone' button
- Option 3:** Press the 'End Call' context button



Placing a call on hold

To place an active call on hold you can either press the 'Hold' context button, or press the dedicated hold button at the bottom right of the phone.



Muting a call

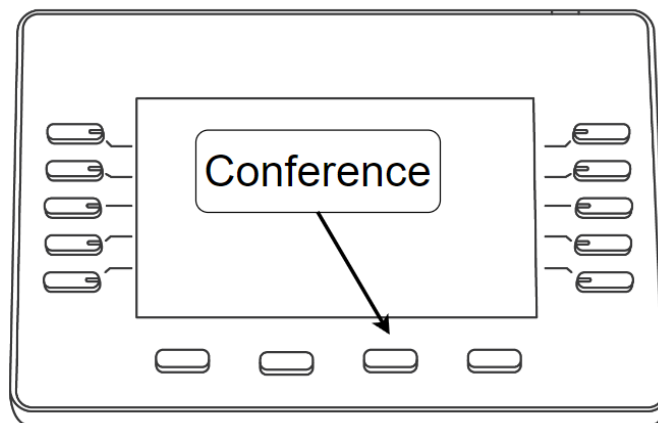
To mute a call, simply press the 'mute' button. This will mute your microphone, but **not** place the caller on hold.

Redialing

To redial your previously dialed number, press the dedicated redial button. To redial your most recent call just press the dedicated redial button again. If you would like to call back another caller, simply scroll to the number you would like to call, and press redial again.

Initiating a conference call

While on a call with your first participant, press the 'Conference' context button, then dial the number or extension of the second party you would like to add. Once they have connected, press the 'Conference' context button again and the calls will be merged.

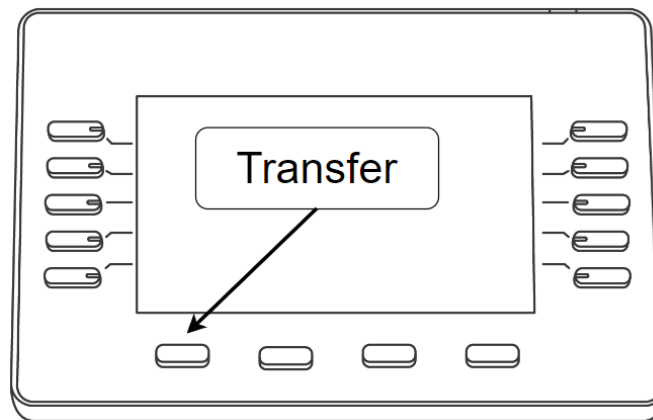


Transferring Calls

Performing a blind (non assisted) transfer

With this style of transfer, the call will be sent to the target user without you having the ability to first talk to the target user. This is the typical style of transfer that is utilized.

To perform a blind transfer, while in a call press the 'Transfer' context button, dial the number or extension of your transfer target, and then press 'B Transfer' at the bottom left of the screen.



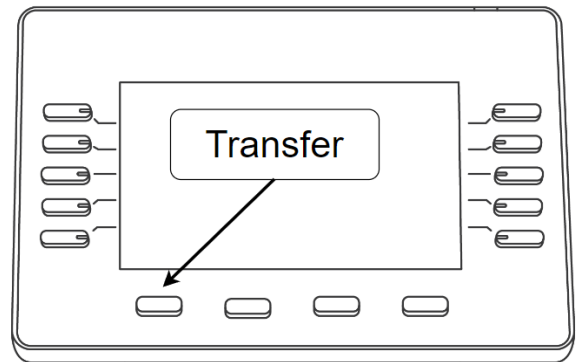
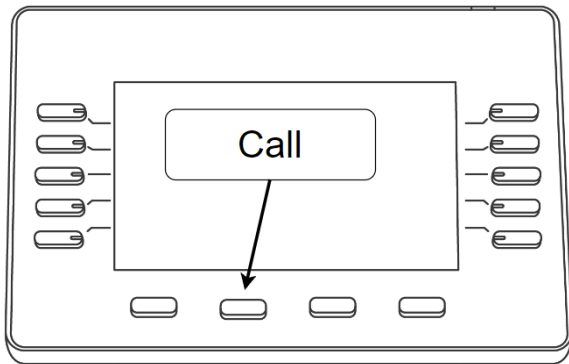
Transferring directly to voicemail

To transfer a call directly to voicemail, simply put * in front of the extension number. For example to transfer a call to the voicemail box of 100, enter *100 when asked for the extension number while transferring.

Performing an assisted transfer

With this style of transfer, you will have a chance to talk to the transfer target before sending the phone call.

To perform an assisted transfer, while in a call press the 'Transfer' context button, dial the number or extension of your transfer target, then press the 'Call' context button. Once you have finished talking with the transfer target, you can press the 'Transfer' button to complete the transfer



Voicemail and other features

Checking your voicemail

To check your voicemail, press the voicemail button. You will then be prompted to enter your voicemail box pin.

For more information on navigating the voicemail system, please see [our knowledge-base \(or click here\)](#).

Volume adjustment

Ringer Volume

To adjust ringer volume simply press the volume up or down button while not on an active call.

Speaker Volume

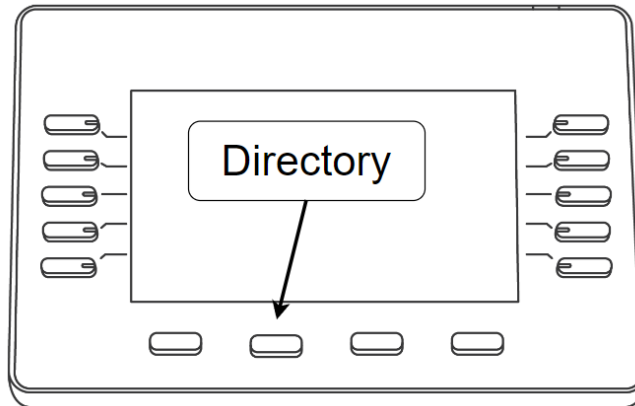
To adjust speakerphone volume, press the speakerphone button, and then press the volume up or down button.

Handset Volume

To adjust handset volume, pickup the handset, and press the volume up or down button.

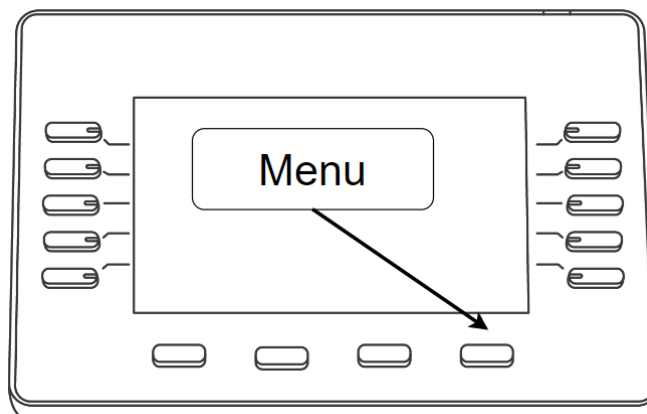
Accessing your contacts directory

To access the Directory, press the Directory context button. From here select Remote Directory. This directory is automatically populated with your coworkers extension numbers and names.



Configuring call forwarding

To configure call forwarding, press the Menu context button, and then navigate to features. Click call forwarding and then select the type of forwarding you would like to configure. You will need to enter the number or extension for the forward under the Forward To setting, and then enable the forward by pressing the right navigation button while highlighting Off to switch it to On. Then hit Save at the bottom right of the screen.



Do not disturb

To enable Do not disturb, press the dedicated Do not disturb button. This will stop the phone from ringing and send all calls to your forward if unanswered rule (by default, this is your voicemail box).

Star codes

Note: All star codes may not be applicable to your system setup, please ensure that you test each star code after utilization. If you do run into any issues please reach out to our support team.

**<ext>	Intercom
*<ext>	Direct to voicemail, can be used for transferring
*97	User voicemail
*98	Voicemail portal
*72<phonenumber>	Set forward always
*73	Disable forward always
*78	Activate do not disturb
*79	Deactivate do not disturb
*77	Reject anonymous callers
*87	Accept anonymous callers

Intercoming another extension

To intercom another extension simply dial **<ext> and press send, or pick-up the handset. For example to intercom extension 100, you would dial **100.

Optionally enabled features

Call parking (if enabled)

Option 1:

Park the call by transferring to the parking lot, and retrieve by dialing the parking lot number.

Example: Transfer to 700 to park, Dial 700 to retrieve.

See section on blind transferring for more information on transferring.

Option 2:

Dialing *** while on a call.

This will automatically look for parking lots within 700-710 and 7000-7010 and park the call reading back which lot the caller was parked in. You may dial the number to pick up the call. If you would like to configure a button to do this you must set the button type as Mid-Call DTMF.

Option 3 (preferred):

Utilizing park buttons on the phones. To park, press the button on the phone, to retrieve press the button on the phone.

This may be configured within the button designer, or by setting the button type to "Park" on the phone in question.

Accessing manager portal (if enabled)

Our manager portal is a way to control your phone system, or specific extension.

Manager portal training is available through our knowledge-base at

<https://help.callharbor.com>

To login to our manager portal you must go to <https://control.callharbor.com> and login with your existing credentials. If you do not have credentials please reach out to either your phone system administrator or CallHarbor support.

Administrative functions & troubleshooting

Please only perform these functions when asked by your phone administrator or CallHarbor support. Factory resetting your phone may result in your phone no longer functioning if it is unable to redownload its configuration.

Connecting phone to Wi-Fi

1. Navigate to Menu > Basic > Wi-Fi
2. Select available networks, press enter
3. Select your Wi-Fi network, press connect
4. Enter the password, press ok

Rebooting your phone

To reboot your phone simply press Menu, navigate to Basic, and then select Reboot.

Factory resetting your phone

At various times, there may be technical reasons to perform a factory reset. To initiate a factory reset, please hold the OK button for approximately 10 seconds. A prompt will appear on the screen asking you to confirm that you would like to factory reset. Press OK and the phone will initiate a factory reset and reboot.