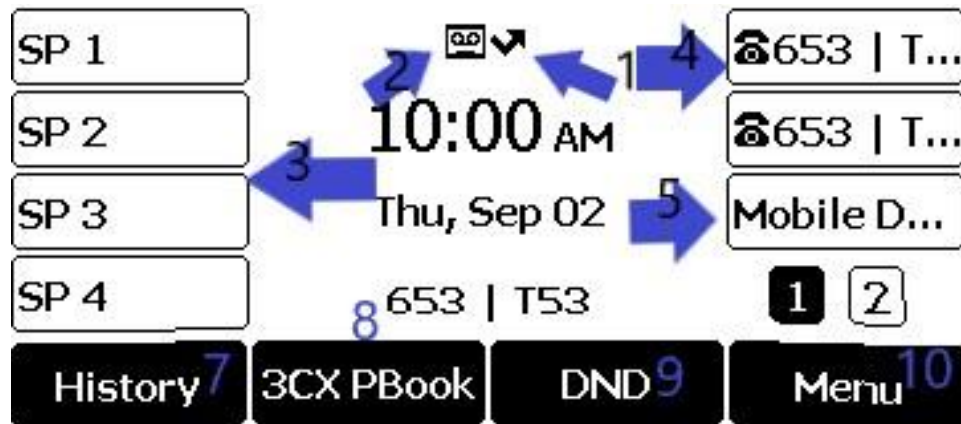# T53w/T53 Basics

- **1: Missed call notification:** There will be a red check/arrow and a number showing how many missed calls you have. Press the history key (**7**), then back to dismiss that notification.
- **2: Voicemail Notification.** A yellow envelope will display and show the number of new voicemails. The indicator light at the top of the phone will flash red if you have a voicemail. That can also be configured to flash for missed calls.
- **3: SP (Shared Park) keys:** Shared Park Keys are used as a global hold for the phone system. When a call is transferred to an available Park key the light will change from green to red on all of the phones and the caller is placed on hold. That call can then be picked up from any phone by pressing that same Park key. To place a call on park, press an available park key that is green. To pick up a parked call, press the red key that the call is parked on.
- **4: Line Keys:** Line keys allow for easy use of multiple lines on your same extension. The light will be green to show which Line key you are currently using. The light will be flashing green if that call is on Hold on your phone. This is different than Park. Using the hold key or switching between your two line keys places the call on hold on your phone. This can only be picked up by pressing the line key that is flashing green.
- **5: BLFs:** Busy Lamp Field keys (Speed dial keys). Press the button to call or transfer to that extension. The button will flash red if that extension is receiving a call and will be solid red if they are on a call.
- **6: BLF Page:** Shows what page is currently being displayed. Press the button to cycle through the pages.
- **7: History:** Press the button below to display call history.
- **8: PBook - Directory:** This displays all of the extensions on the system and any contacts that are shared between the phones. Scroll through or search and press Send to call that contact.
- **9: DND:** Sets phone to Do Not Disturb. By default this will send all calls directly to voicemail.
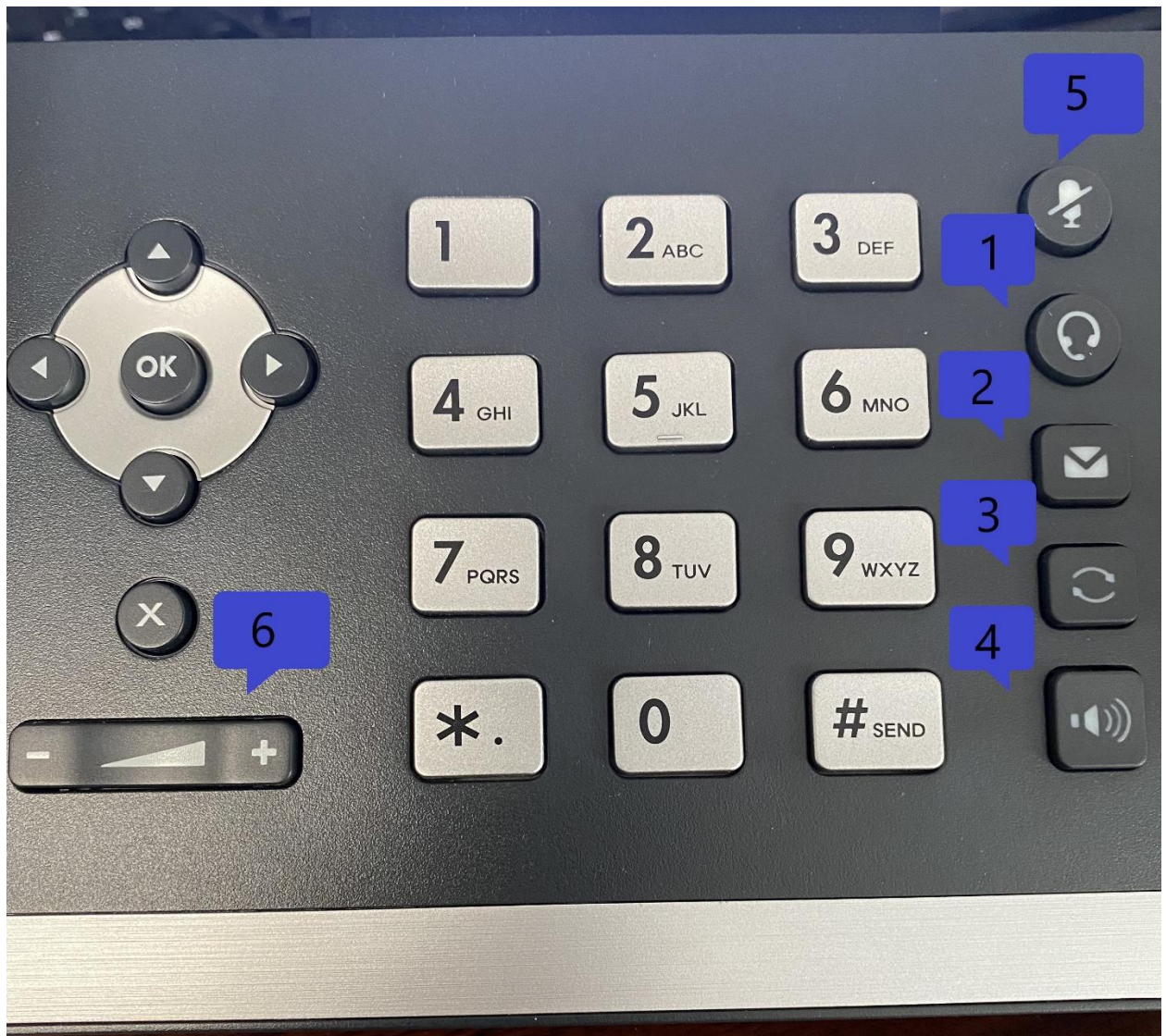
- **1: Headset:** Press this button to toggle between using the handset and headset. If it is green, it is set for headset mode.
- **2: Message Key:** Press this key to access your voicemail. You will be prompted to enter your voicemail PIN.
- **3: Redial:** Will bring up previously placed calls. Scroll to the call that you want to place again and press the Redial key again.
- **4: Speaker:** Press this key to answer a call directly to speakerphone. Or while using your handset on a call and you wish to move to speakerphone, press the speaker key and put the handset back on the phone.
- **5: Mute Key:** Will mute the audio sent to the caller from your extension. Press again to un-mute.
- **6: Volume:** Use the - and + to adjust the phone's volume. To adjust the volume for the handset, pick up the handset and set to the desired level.

Common Functions

- **Answer a call:** Pick up the handset, press the speaker key, or press answer.
- **End a call:** Place the handset back on the base or press End.
- **Transfer a call:** While on a call, press the BLF (speed dial key) that you want to transfer the call to and hang up.
- **Transfer a call to voicemail:** To transfer somebody directly to voicemail, press the <u>TRANSFER</u> key, *4, and press their BLF (or enter their 3-digit extension). *Be aware that there is a timeout after entering the (*4), so it is best practice to know the extension number or location of the BLF key prior to beginning the transfer.*
- **Answer calls from another phone:** Press the BLF key of the ringing phone. It will be flashing red.
- **Conference Calls - 3 Total Users:** Make one of the calls. Once connected, press the conference key and make your second call. Once that call is connected, press the conference key again.
- **Conference Calls with more than three users (using the conference bridge):** Dial 700. The system will prompt you for the conference ID. Enter a number of your choice, *, and the Conference Bridge PIN, and press #. Follow the prompts to create the new conference. External callers need to be notified of the conference ID and transferred to ext.700. The conference ID will be automatically generated if the conference is created using the desktop client.
- **Voicemail:**
  - **Retrieving messages:** When you have a voicemail, the indicator light will be flashing and there will be an envelope at the top of the display. Press the Message key and enter your PIN. Press * to play.
  - **Leave an internal message for extension:** Press *4 and press the BLF (or enter the 3-digit extension number). This will not ring the person's phone. This can also be done for your own extension to leave yourself a voicemail reminder.
  - **Delete voicemail:** Press the Message key and enter your PIN. Press * to play the new message. Press 3 to delete then press * to confirm.
  - **Record your mailbox greeting:** Press the Message key and enter your PIN. Press 9 for options. Press 8 for your personal greeting. Follow the prompts.
  - **Record your Self Identification Message.** Your name. (Required for Dial by Name Directory): Press the Message key and enter your PIN. Press 9 for options. Press 5 for Self-Identification message. Follow the prompts. Record you first and last name.
  - **Change your voicemail PIN:** Press the Message key and enter your PIN. Press 9 for options. Follow the prompts.