yealink t5x series
user guide

Welcome to the Yealink T58/57/56 user guide. This document has been designed to help familiarize you with the basic button layout of the desk phone, as well as guide you through the active call options, voicemail, and some advanced features the Yealink T58/57/56 has to offer.

hold
Press the hold button to quickly place an active call on hold. The caller will hear hold music. Press it again to resume the call.

volume control
This button has a few primary functions:
1. To raise or lower the ringtone volume.
2. To raise or lower the call volume while on an active call using your handset, headset, or speakerphone.

mute
Press the mute button while on an active call to mute your microphone. Press again to un-mute the call.

headset
Press the headset button to enable the use of a compatible headset. It will illuminate green when active. Press again to disable.

voicemail
Press the voicemail button and enter your pin number to hear an automated list of voicemail options. Options include listening to new messages, changing greetings, setting a new voicemail pin, and more. A full list of voicemail options can be found on page 5.

redial
Press the redial button to view a list of recently placed calls. If you would like to automatically redial your most recent placed call, simply press the redial button twice.

speakerphone
Press the speakerphone button to initiate the speakerphone either ahead of placing a call or while on an active call.

transfer
Press the transfer button to quickly make a blind, attended, or voicemail transfer. More information about transferring can be found on page 4.

phone dialer — 1

directory — 2

history — 3

6 — indicator light

5 — programmable buttons

4 — android keys

1 phone dialer
Tap to enter the dialing screen. To the left of the screen, you will see a list of your most recent placed calls. To the right, you will see a dial pad. Tap the desired characters and then tap Send to dial out the number. You may also use the physical dial pad.

2 directory
Tap to enter your system's phone book, both company-wide (Remote Phone Book > Company Directory) or personal (Local Directory). Tap the contact to call or select the information icon to view contact details.

3 history
Tap to enter your phone's call history and view a list of your missed, placed, received, and forwarded calls. Select the information icon to view call details as well as more options such as adding the caller to your local directory, add the caller to your blacklist, or delete the entry.

4 android keys

◀ return to previous screen   ● return to home page   ■ view & manage recently used applications

5 programmable buttons
As our phones are fully customizable, some of the programmable buttons may differ depending on your business needs.

- **LINE APPEARANCE KEYS** | Labeled as your extension number, these are your two open lines for multiple calls. While switching between lines, callers will automatically be placed on hold.
- **PARK KEYS** | Park allows you to place callers on a company-wide hold. Park buttons will illuminate red on all phones when there is a caller on park. Available park keys will remain green.
- **ADDITIONAL PROGRAMMABLE FEATURES** | Other programmable buttons include speed dials, busy lamp field (BLF), additional park buttons, page buttons, and more.

6 indicator light
When the indicator light is flashing, you either have a missed call and/or a voicemail. Your screen will show a bouncing arrow icon for missed calls and a cassette tape or envelope icon for new voicemail messages. Simply check your call history and/or listen to the new voicemail(s) to clear the light and icon indicators.

placing a call

To place a call, pick up the **handset**, dial the number or extension, then press the send soft key. Alternatively, with the handset on its hook, press the **speakerphone** key, dial the number or extension, and press send. Or with your **headset** connected, press the headset key to activate headset mode, dial the number or extension, and press send.

incoming call

When receiving an incoming call, the soft keys will display the following options:

answer   Pick up the handset, press the speakerphone button, or press the Answer soft key.

forward   To forward the call to a 10-digit number or extension without answering the phone first.

silence   To stop the ringing but allows the caller to hear the standard number of rings before going to voicemail.

reject   To send the caller directly to voicemail.

active call

Once on an active call, the soft keys will display the following options:

transfer   The Transfer soft key allows the following types of transfers:

- **BLIND** | To send the caller to another extension or 10-digit number without speaking to the receiving party first. Press the Transfer soft key, dial the extension or 10-digit number, and press the B Transfer soft key.

- **ATTENDED** | To send the caller to another extension or 10-digit number after confirming with the receiving party first. Press the Transfer soft key, dial the extension or 10-digit number, and press Send. Once the receiving party confirms, then press the Transfer soft key.

- **VOICEMAIL** | To send the caller directly to an internal extension's voicemail, press the Transfer soft key, dial *55 + extension number, then press B Transfer.

hold   To place a caller on hold, press the **Hold** soft key. The other party will hear hold music until you resume the call by pressing the **Resume** soft key option.

conference   To conference in another party, select the **Conference** soft key. Dial the extension, 10-digit number, or search your contacts and press **Send**. Once the new party has answered, press the **Conference** soft key to bridge the calls together. Within the Conference menu, the soft keys provide the following options:

split   To separate the calls back into two individual calls.

hold   To place both callers on hold.

manage   To mute, hold, or remove an individual on the call.

end   To end the call.

Using the conference method, only 3 calls can be conferenced in at a time. If you would like to have a conference with more than three parties, we can set up a conference bridge to fit your needs.

end call   In addition to hanging up the handset or pressing the X button, you may also press the End soft key to end a call.

OneCloud®

voicemail

setting up your mailbox

The first time you log into your mailbox, we recommend recording your name and personal greeting. The name recording is for the dial-by-name directory, so when someone enters the first three letters of your last name, it will announce your name recording. The greeting plays when your mailbox is reached by a caller. It is very important to make a custom message, as many callers will not leave messages at mailboxes that have generic greetings.
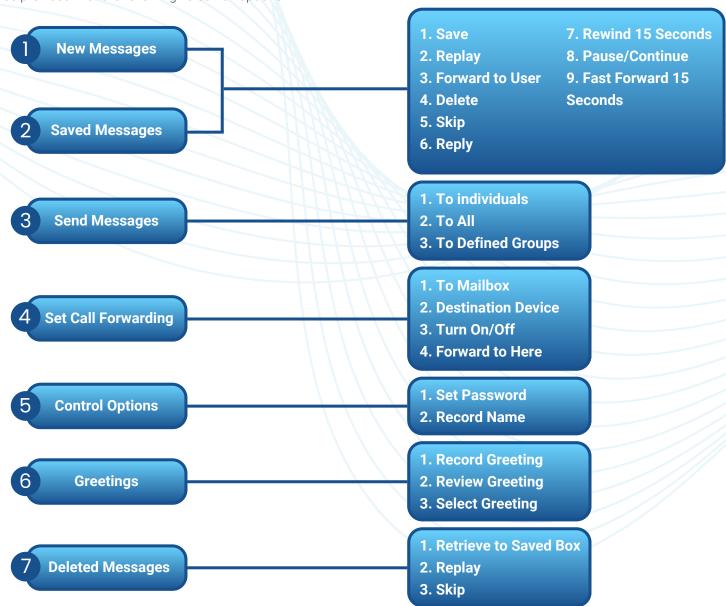
alternate greetings

Your mailbox supports multiple greetings for different scenarios like business trips and holidays.
From your mailbox main menu, press 6 for greetings, and then press 1 to record an alternate greeting. When prompted for the greeting number, press 2 for your next alternate greeting (1 is your default greeting). After your recording is completed, select the active greeting by selecting option 3 in the greetings menu.

voicemail options

To access your voicemail either press the Message button or dial 5001. You will be prompted to enter your pin, then you will be provided with the following voicemail options:

1 New Messages

2 Saved Messages

1. Save
2. Replay
3. Forward to User
4. Delete
5. Skip
6. Reply
7. Rewind 15 Seconds
8. Pause/Continue
9. Fast Forward 15 Seconds

3 Send Messages

1. To individuals
2. To All
3. To Defined Groups

4 Set Call Forwarding

1. To Mailbox
2. Destination Device
3. Turn On/Off
4. Forward to Here

5 Control Options

1. Set Password
2. Record Name

6 Greetings

1. Record Greeting
2. Review Greeting
3. Select Greeting

7 Deleted Messages

1. Retrieve to Saved Box
2. Replay
3. Skip

quick reference guide

setting up your mailbox

desk phone
(or by dialing 5001)

web client
(myonecloud.com)

mobile app
(App Store: OneCloud Mobile)

create/change pin | desk phone
Voicemail menu, dial 5, then 1.

create/change pin | web client
Select the drop-down arrow by your name and select Profile. Scroll down to Change Voicemail Pin, add/edit your pin number, and Save.

voicemail to email
Select Messages from the navigation menu on the One Cloud web portal. Then go to Settings and scroll down to Email Notification. Select Send w/attachment and indicate where you would like the recorded voicemails to go (new, save, trash).

general voicemail
Dial 5000 + Account # (Ext) + Pin

OneCloud welcome email
If the OneCloud welcome email has expired or you did not receive one, go to myonecloud.com and select "Are you a new user?" located under the main login box. It will prompt you to enter your extension and email address. Then, click Send and a new welcome email will be sent to you. Recommended Browsers: Google Chrome or Microsoft Edge.

transfer
BLIND | Transfer → Ext or # → B Transfer

ATTENDED | Transfer → Ext or # → Send → Transfer

VOICEMAIL | Transfer → *55 + Ext → B Transfer

conferencing
Placing a 3-way conference call from your phone while on an active call:

Conference → Ext, #, or contact → Send → Conference

short codes
PAGE INDIVIDUAL | Dial *08 + Ext

ANSWERING ANOTHER PHONE'S INCOMING CALL | Dial 07 + that phone's Ext

training notes
Add your own helpful notes from our in-person or remote training below!

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

OneCloud Support Team
If you are having any service-related issues, visit our website support.onecloud.com or call 1-800-637-3148 to open a service ticket.