Yealink T54W & T57W
Basic Operations

Placing Calls

Using the Handset	Lift handset > Enter number > Press **Call**
Use the Speakerphone or Headset	Press (speaker) or (headset) > Press **Call**

Interacting with Calls

Place a Call on Hold	Press (hold) or **Hold**
Take a Call Off Hold	Press (hold) or **Resume**
Multiple Held Calls	Press (up) or (down) to Select Desired Call > Press **Resume**
Blind Transfer	Press (transfer) or **Transfer** > Dial Number > Press (transfer) or **Transfer**
Attended Transfer	Press (transfer) or **Transfer** > Dial Number > Press **Call** > Announce the Call > Press (transfer) or **Transfer**
Call Parking	Press **Park 1** or (transfer) or **Transfer** > Dial *45
Retrieve Parked Call	Dial *46# > Parking Spot > Press #

Using Voicemail

Set Up Voicemail	Press **Voicemail** > Enter Default PIN > Press #
Listen to Voicemails	Press (envelope) or **Voicemail Line Key**

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Midco CommPortal
Essential Functions

MIDCO BUSINESS®

Log In to the Midco® CommPortal

1. Go to **https://comportal.midco.com**
2. Enter your telephone number and default password.
3. Click **login** and **change password**. Password requirements:
   – 10 to 15 characters
   – One number, letter and special character
   – Cannot have same number or digit repeat three times in a row, a number sequence, nor part of a telephone number associated with account.

Change Password After Initial Setup

1. From your home dashboard, go to **Security** and click **Change Password**.
2. Enter your current password, followed by your new password twice. (See above for password requirements.)
3. Click **Confirm**.
4. Forgot your password? Change your password from the login screen.

Voicemail PIN

1. From your home dashboard, go to **Security** and click **Change Call Services PIN**.
2. Enter your current PIN, followed by your new PIN twice. PIN requirements:
   – Digits only
   – 6 to 10 digits long
   – Cannot contain, nor match part of a telephone number associated with the account
   – PIN cannot match you call service PIN
3. Click **Confirm**.

Personal Greeting Message

1. From your home dashboard, go to **Services** and select **Message Settings**, then **Mailbox**.
2. Navigate to the Access section, then Voicemail Greeting. Choose **Personal** and then the **Record Link**.
3. Click **Choose Record/Listen Greeting**, or **Upload Greeting** using an existing file.
4. Click **Play** button to play back your message.
5. Click **Save** and **Apply**.

Voicemail Message Access

1. From the top menu, select **Messages and Calls**.
2. Click the **Play** icon by the message you would like to hear.

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