MIDCO BUSINESS®

Flexible. Functional. User-friendly.

Yealink T54W & T57W Phones

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Getting Started

If your phone is plugged in and connected to the network, it's time to configure the functions and features to meet your needs. This guide will help you understand the basics. Ready, set, call!

See the full guide at:
Midco.com/Business/GettingStarted

Place a Call

Using the handset:
1. Pick up the handset.
2. Dial the number, and then press **Call**.

Using the speakerphone:
1. With the handset on-hook, press (◀◦).
2. Dial the number, and then press **Call**.

Using the headset:
1. With the headset connected, press (☉) to activate the headset mode.
2. Dial the number, and then press **Call**.

During a call, you may alternate between the handset, speakerphone and headset modes. Simply press the **Headset** key, the **Speakerphone** key or pick up the handset. Headset mode requires a connected headset.

Answer, Hold and Resume a Call

To answer a call using the handset:
Pick up the handset to answer.

To answer a call using the speakerphone:
Press ⏴⏵ to answer.

To answer a call using the headset:
With the headset connected, press ⏴⏵
to answer.

To hold a call:
Press ⏴⏵ or **Hold** during an active call.

To resume a call:
– For one call on hold, press ⏴⏵ or **Resume**.
– For multiple calls on hold, press ⏴⏵ or ⏴⏵
  to select the desired call, and then press
  ⏴⏵ or **Resume**.

CommPortal Login

To manage and use your business calling features using the Midco CommPortal:

1. Go to the Midco CommPortal, at **Commportal.Midco.com**.
2. On the login screen, enter your **phone number** and **password**. Your initial password is provided by Midco.
3. Click **Login**.
4. If you have not already, change your password to one that's unique to you.

For additional CommPortal instructions, visit **Midco.com/Business/GettingStarted**.

Speed Dial

To configure speed dial keys:

1. Log in to the **Midco CommPortal**.
2. On the **Home** dashboard, click **Contacts** and then **Contact List**.
3. Click **Speed Dials**.

4. In the **New Speed Dial** section, select a **speed dial code**.
   – One-digit codes range from 2-9. Two-digit codes range from 20-49.
   – Only unassigned speed dial codes will display as selection options.
5. Enter the **number** you'd like assigned to the speed dial code.
6. Click **Add**.
7. Repeat steps 3-5 for each new speed dial code you'd like to set up.
8. Click **Apply** when you have finished adding all new speed dial numbers.

You can now dial an established speed dial number from your phone. Simply lift your handset and listen for the dial tone. Dial the speed code for the party you'd like to call.

To use speed dial:
Simply press the speed dial key to dial the present number based on your desired configuration.

Three-Way Call

To initiate a three-way call:
1. Press **Conference** during an active call. The call is placed on hold.
2. Dial the number of the second party, and then press **Call**.
3. Press **Conference** again when the second party answers. Three parties are now joined in the conference.

Pro Tip: You may split the conference call into two individual calls by pressing **Split**.

Voicemail

To set up voicemail:
1. Lift the handset and press the
   =**Voicemail** button.
2. Enter your default pin, followed by the **#** key.
3. Follow the instructions to complete voicemail
   setup.

To listen to voicemail:
1. Life the handset and press the
   Voicemail button.
2. Press ✉ or the **voicemail line key**.
3. Follow the voice prompts.

> The power indicator LED will slowly flash red
> if you have one or more voicemail messages
> waiting at the message center. By default,
> unanswered calls will go to voicemail.
>
> If you forget your voicemail PIN, contact
> your company's system administrator to
> have it reset.

Call Forwarding

To enable call forward:

1. Navigate to **Menu** > **Features** > **Call Forward**.
2. Select the desired forward type:
   - **Always Forward**: Forwards all incoming calls to a specified forward-to destination.
   - **Busy Forward**: Forwards calls when your line is busy.
   - **No Answer Forward**: Forwards calls when DND is enabled, or if you do not answer the call in a pre-selected amount of time.
3. Dial the number you want to forward to. For **No Answer Forward**, press (◄) to (►) select the desired ring time to wait before forwarding from the **After Ring Time** field.
4. Press **Save** to accept the change.

Note: When configuring the No Answer Forward, you can choose from 0-80 seconds for the ring time.

Transfers

Blind Transfer

To perform a blind transfer:

1. Press (⟲) or **Transfer** during an active call. The call is placed on hold. Dial the number you want to transfer to.
2. Press (⟲) or **B Transfer**.

Semi-Attended & Attended Transfer

To perform a semi-attended or attended transfer:

1. Press (⟲) or **Transfer** during an active call. The call is placed on hold. Dial the number you want to transfer to, and then press **Call**.
2. Press (⟲) or **Transfer** when you hear the ringback tone or when the second party answers.

Call Parking

To park a call:
1. While on an active call, select **Transfer**.
2. Press **Park 1** (or dial *45) to park the line. If you already have a call parked in Park 1, use Park 2 or 3 and so on.
3. To retrieve a parked call, select the **parking spot**.

Note: Anyone at the office can retrieve a parked call from any phone.

Do Not Disturb (DND)

To send incoming calls to voicemail:
1. Press the **DND** softkey.
2. The DND icon on the home screen will **turn red** to indicate unavailability.

To disable DND mode, press **Exit DND mode** on the home screen.

> **Note:** During DND mode, callers will be sent to voicemail. Calls cannot be received until you disable DND mode.

Volume and Ringtones

To adjust the call volume:

Press ⌐ ◀ +⌐ to adjust during an active call.

To adjust the ringer volume:

Press ⌐ ◀ +⌐ to while not on an active call.

To set a ringtone:

1. Navigate to
   Menu > **Basic** >**Sound** > **Ringtones**.
2. Press ▲ or ▼ to select **Common** or
   the desired account and then press **Enter**.
3. Press ▲ or ▼ to select the
   desired ringtone.
4. Press **Save** to accept the change.

Call History

To access and manage call history:
1. Press **Call Logs** or **Menu** > **History**.
2. Press ⏶ or ⏷ to select an entry from
   the list.
3. Do the following:
   – Press **Call** to call the entry.
   – Press ⓘ to do the following:
     – Select **Detail** to view detailed
        information about the entry.
     – Select **Add to Contacts** to add the entry
        to the local directory.

To block the caller or add it to your blacklist,
log in to the **Midco CommPortal** and go to
Phone Status > **Rules**.

Company Directory

To add a contact:
1. Press **Directory**, and then **Network Contacts**.
2. Select **CommPortal Contacts**. Press **Add** to add a contact.
3. Enter a contact name in the **Name** field and contact number(s) in the corresponding field(s). Press **Save** to accept the change.

To edit a contact:
1. Press **Directory**, and then **Network Contacts**.
2. Select **CommPortal Contacts**. Search for the desired contact, press (i) and then select **Detail** from the prompt list.
3. Edit the contact information. Press **Save** to accept the change.

To delete a contact:
1. Press **Directory**, and then **Network Contacts**.
2. Select **CommPortal Contacts**. Search for the desired contact, press (i) and then select **Delete** from the prompt list.
3. Press **OK** to delete the selected item.

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Online Resources

We have online resources for all-things phone:

– **Phone video tutorials**
– **CommPortal training videos**
– **More quick start guides**
– **EXP50 Expansion Module instructions**

Access it all at:
Midco.com/Business/GettingStarted