

### 1 Phone model



To use the extended functionality, the **Feature Pack for Certified SIP Phones** license is required, which you can obtain from your administrator. In addition, each device must be set up initially via Swyx Control Center before operation, see [help.enreach.com/controlcenter/latest.version/web/Swyx/en-US/index.html#context/help/certified\\_phones\\_\\$](http://help.enreach.com/controlcenter/latest.version/web/Swyx/en-US/index.html#context/help/certified_phones_$).

For information on the characteristics and operation of the Yealink SIP-T57W, see the manufacturer's documentation ([support.yealink.com/](http://support.yealink.com/)).



Please note that the operation and selection on the Yealink SIP-T57W is done via touch display. It may be necessary to first press a key or tap on the display when the phone is in standby mode before taking any action.

### 2 Activate terminal device

It is required to activate the terminal device on first connection if your administrator has selected the **Activation required on certified phones** option in the server configuration.



Yealink desk phones are configured in English by factory default. After connection to the SwyxServer, the language is automatically changed to the standard server language.

1. Connect the phone to the power supply and to the network via the **Internet** port using a LAN cable. Alternatively, the phone also supports **connection via PoE** (Power over Ethernet) according to the IEEE 802.3af standard.



If you connect the terminal device to the network before your administrator has entered the MAC address of the terminal device in Swyx Control Center, the login prompt may not appear. The device will then not be recognized by SwyxServer.

After the required configuration has been made, you can restart the device and the login prompt via **Reboot**, or by disconnecting the device from the network for a short time.

2. Wait for the login prompt. Enter your internal telephone number as **User-name**.
3. In the **Password** field, enter the **8-digit activation key** you received from your administrator. If necessary, press  to enter numbers via the display.
4. Select **Done** to confirm your entries.
  - ✓ The telephone connects to the SwyxServer. The telephone can be used immediately and configured if necessary.



If you have left the login menu without entering your login information, restart the phone by disconnecting it from the power supply for 10 seconds.

### 3 Logging on and logging off from a terminal device

You can log on to any certified SIP terminal activated in the network (hot desking).



A Yealink desk telephone can also be logged on and off for you by the administrator.

#### Logging on

1. On your Yealink desk phone, press **Login** .
2. Enter your internal call number under **Internal Number**.
3. Tap on the **PIN** field and enter your **User PIN on Desk Phone**. The **User PIN on Desk Phone** can be found in your welcome email or in Swyx Control Center under **User | [User name] | Desk phones | SwyxPhones**.

4. Confirm by tapping on **Done**.
  - ✓ The confirmation **Successfully logged in!** appears for approx. 5 seconds.



A Swyx user remains logged on to a Yealink phone even if he reboots or disconnects it from the network. You must therefore log off your user on the phone by yourself.



As of SwyxWare 12.20 different ringtones for incoming internal and external calls are supported.

## Sign Out



You can only log out if your administrator has assigned you a **User PIN on Desk Phone**. Contact your administrator if necessary.

→ Select  | **Logout**  and confirm with **OK**.

- ✓ The confirmation **Successfully logged out!** appears for approx. 5 seconds.

## 4 Set function keys

If you wish to customize the function keys on your telephone individually, use **Swyx Control Center** (menu item **Desk Phones**). The terminal device must be activated in order to be configured. Details regarding this are available from your administrator.



Assign function keys only in Swyx Control Center. The configuration of the device itself cannot be corrected by SwyxServer in case of an update.

## 5 Status signalling on Speed Dials

The phone supports the extended status signalling (Rich Presence) which is synchronised with SwyxIt!. The status signaling of the T57W is done via the name key icons on the display:

Icon	Explanation
	The user is <b>logged off</b> or the status information is <b>not shared with you</b> .
	The user is logged in and <b>available</b> .
	The user has his status set to <b>Do not disturb</b> .
	The user is currently <b>in a conversation</b> .
	The user has his status set to <b>Do not disturb</b> .

## 6 Dialing from the Phonebook

1. Press on **Directory**.
  - ✓ Your **Swyx phonebook** is displayed. You can initiate calls and look for users here.
- To search or filter for an entry, enter a name or phone number.
2. Tap on the desired **entry from the list**.
  - ✓ The selected contact is called.
3. If multiple phone numbers are specified for the contact, a pop-up window appears. Tap on the **desired number** to initiate the call.

## 7 Opening the Call Journal

1. Press on **History** .
  - ✓ Your **Swyx Call Journal** appears. Your call history is synchronized with SwyxServer.
2. In the left menu you can switch between **Network Calls** (corresponds to **All calls**), **Missed**, **Placed** and **Received** by tapping.



If you open your call log on a device or in SwyxIt!, the notification will also disappear on all devices except DECT devices you are logged in with.

## 8 Function "Internal number"

If you have configured several internal numbers (including group numbers and alternative numbers) in your SwyxWare user account, a corresponding function key can be configured as an internal number key for each number. You must first define the internal number keys as corresponding function keys in order to use the **Internal number** function on the Yealink desk telephone. See **4 Set function keys**. When assigning the function keys, please note the limitation of the telephone number assignment, see **12 Limitation of number assignment**.



You cannot configure different phone numbers for Yealink desk telephones for outgoing and incoming calls on one internal number key. It is recommended to define the assignment of the internal number keys according to the settings in SwyxIt! and to update it accordingly on the phone if changes are made.



On the Yealink phone, the internal number key is highlighted with the corresponding phone number on which a call is received.

- To start a call from a desired phone number, **tap on the desired internal number key in the margin**.
- Or change the phone numbers using the arrow keys ◀ and ▶.
  - ✓ All further calls are made with the number selected in this way until a change is made again.
- Or tap on the user name in the top left corner and then select the desired line from the drop-down list.



If you have configured internal number keys and have not selected a specific telephone number for a call, the system uses your first defined internal telephone number.

## 9 Forwarding calls

### Forwarding incoming calls

1. When you are called, press on **Forward**.
2. Enter the **phone number** to which you want to forward the incoming call and confirm with **Forward**.
  - ✓ The call is deflected before it is connected to you.



If problems occur with subsequent forwarding, check whether second calls are permitted. For this purpose, click on **Settings** in SwyxIt! and deactivate the control box next to **Deactivate secondary call**.

### Forwarding active calls

1. You are already having a call with a subscriber.
2. Press on **Transfer**.
  - ✓ The call is put on hold and the caller hears music on hold.
3. Enter the **number** to which you wish to forward the call to and confirm with **Call**. After a few seconds the call will also be initiated without confirmation.
4. When the call is answered, tap on **Transfer**.
  - ✓ The active call is connected with the previous call. The home screen is displayed again on your telephone.

### Forwarding calls on hold

1. You are already having a call with a subscriber.
2. Press on **Hold**.
  - ✓ The call is put on hold and the caller hears music on hold.
3. Tap on **New Call** to call a second conversation partner.
4. Enter the **number** of the second conversation partner and confirm with **Call**. After a few seconds the call will also be initiated without confirmation.
5. When the call is answered, select **Transfer** and select the party to whom you want to transfer the now active call.
  - ✓ The active call is connected to the previously held call. The home screen is displayed again on your telephone.

### Transferring active calls (without consultation)

1. You are already having a call with a subscriber.
2. Press on **Transfer**.
  - ✓ The call is put on hold and the caller hears music on hold.



If you wait longer than 3 seconds after entering the telephone number in the following operating step, a second call to the subscriber will be initiated. A forwarding is then only possible using the method Forwarding active calls, page 3.

3. Enter the **phone number** to which you want to transfer the call to and tap on **B Transfer**.
  - ✓ As soon as the call is accepted, you have transferred the call. The home screen is displayed again on your telephone. If the forwarded call is not answered or rejected, you will be called back.

## 10 Starting conferences

The Yealink desk phone supports conferences with up to three participants.

1. Call a subscriber.
2. Select **Hold**.
  - ✓ The call is put on hold and the caller hears music on hold.
3. Select **New Call**.
4. Enter the **number** of the third subscriber and confirm with **Call**. After a few seconds the call will also be initiated without confirmation.
5. When the call is answered, select **Conference**.
6. In the list on the left, tap the **participant on hold**.
  - ✓ You are now connected to both conversation partners in a conference.

## 11 Determining status information

You can set your presence status with the phone.

1. Tap on **DND** (Do Not Disturb) .
  - ✓ Your presence status is set to **DND** and the telephone displays  in the upper information bar.
2. To change your presence status back to **Available**, tap **DND** again.

## 12 Limitation of number assignment

This Yealink desk phone supports the **assignment of up to nine phone numbers**. When assigning the phone numbers, group phone numbers or alternative phone numbers count in as well. If you exceed the limit for number assignment during assignment, the numbers are treated with the following prioritization: **1. Own numbers, 2. Group numbers, 3. Alternate numbers**. All phone numbers that exceed the limit cannot be used on this device.