# Yealink VP59

Quick Reference Guide
October 2019
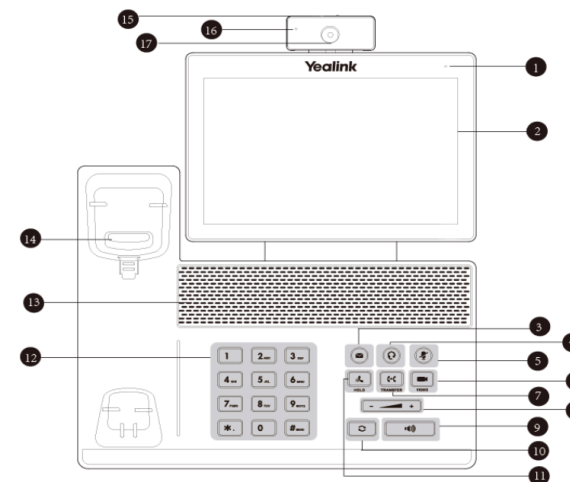


| 1 | Power and Message waiting indicator. | |
|---|---|---|
| 2 | Touch Screen | Shows Call Information, missed calls, Voicemail, Time and Date and DND and other information, there are three idle screens that can be used. |
| 3 | Message | Used to collect your messages. |
| 4 | Headset | Switches between Handset and Headset use. |
| 5 | Mute | Mutes the microphone so the other party cannot hear you. |
| 6 | Video | Controls the transmission of video images during calls (Local calls only) |
| 7 | Transfer | Used to transfer calls to another Extn. |
| 8 | Volume Key | Adjusts handset, headset, speaker and ringer volume. |
| 9 | Speakerphone | Toggles hands free operation. |
| 10 | Redial Key | Redials a previously called number. |
| 11 | Hold | Used to place a call on hold. |
| 12 | Keypad | Provides digits, letters and special characters. |
| 13 | Speaker | Used for hands-free operation |
| 14 | Hook Switch | Used for initiating and disconnecting calls. |
| 15 | Camera cover used to disable the camera for privacy. | |
| 16 | Camera Status Used to show the status of the camera, Green = Active and working | |
| 17 | Video Camera 2 MP Used for video calling on a local Lan or over a VPN | |

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## Making an Internal Call
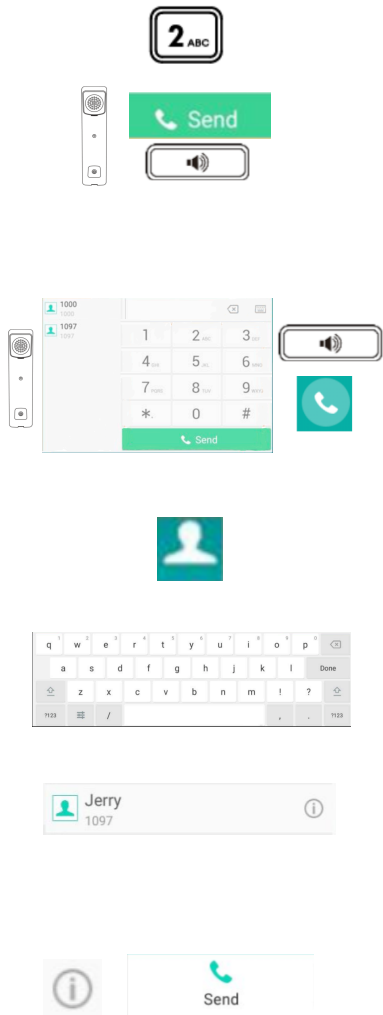
## Making an Internal Call

Dial the extension number via the alpha-numeric keypad

Press Send on the screen, lift your handset or press the Speaker Key to make the call.

The Call Status screen will display whom you are ringing and your details

OR

Lift your handset, press the Speaker button or press the handset icon on the touch screen.
Dial the extension via the alpha-numeric keypad or via the touch screen keypad.

OR

Press the Directory Key on the touch screen.

Select LDAP and then use the on-screen keyboard to enter the person's name you wish to call. A list of contacts will be shown as you type, to refine the search, press the screen outside of the keyboard and scroll up and down the list by swiping up or down the list of displayed contacts.

To call that person press the appropriate person on the list using the touch screen

OR

Once you have found the person you are looking for you can get further contact details by pressing the information icon on the screen, you can then call them by pressing the Send icon.

(Note: If the extension you are ringing is busy or not answered within 20 seconds (default) you will be passed to voicemail, if enabled.)

## Changing your Greeting

## Changing your permanent Greeting

## Voicemail (cont)

### Changing your permanent Greeting

To change your permanent greeting select option 6 followed by option 3

You will then be prompted to record your new Daily Greeting.  Press hash (#) when finished.

Your new permanent greeting will be played back to you, if you are happy with your greeting, replace your handset, press the Speaker button or End Call button on the touch screen.

For further details on the other voicemail features please Refer to your maintainer.

## Voicemail (cont)

Whilst the message is playing you can use the keypad to the following:

Press 1 to play help
Press 2 to skip forward 2 seconds
Press 3 to delete the message
Press 4 to play the previous message
Press 5 to forward the message *
Press 6 to play the next message
Press 7 to save the message
Press 8 to skip backwards 2 seconds
Press 9 to play the callers number
Press * for configuration options
Press 0 to return the call*

*Voicemail forwarding must be enabled for this to work, please see your reseller for details.

### Changing your Daily and Permanent Voicemail Greetings

If you have voicemail enabled, you can record two voicemail greetings. The first is a daily greeting that you would normally update on a daily basis, typically giving the date and your whereabouts/availability. The second is a permanent greeting that can be used on any day. If you choose to record a permanent greeting your daily greeting will be deleted at midnight and the permanent greeting will then be used until you record a new daily greeting.

Press the Messages button.

Whilst listening to the first prompt press the * key you will hear a list of options.

### Changing your daily Greeting

To change your daily greeting select option 2

You will then be prompted to record your new Daily Greeting. Press hash (#) when finished.

Your new Daily Greeting will be played back to you, if you are happy with your greeting, replace your handset, press the Speaker button or End Call button on the touch screen.

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Changing your daily Greeting

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## Making an External Call
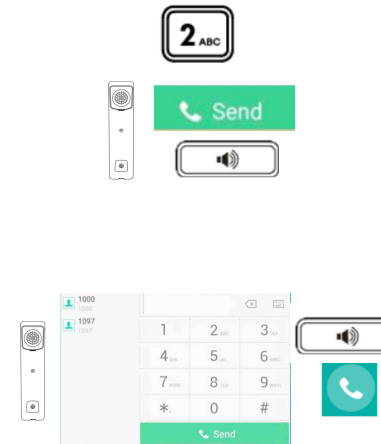
Making an External Call

Dial the external number via the alpha-numeric keypad. (Your System Administrator will inform you if a prefix is required.)

Press Send on the screen, lift your handset or press the Speaker Key to make the call.
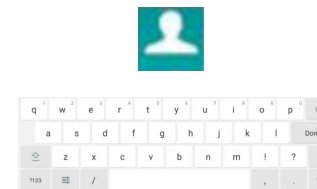
The Call Status screen will display whom you are ringing and your details.

OR

Lift your handset, press the Speaker button or press the handset icon on the touch screen.
Dial the extension via the alpha-numeric keypad or via the touch screen keypad.
(Your System Administrator will inform you if a prefix is required.)

OR

Press the Directory Key

Select LDAP and then use the on screen keyboard to enter the person's name you wish to call. A list of contacts will be shown as you type, to refine the search, press the screen outside of the keyboard and scroll up and down the list by swiping up or down the list of displayed contacts.

To call that person press the appropriate person on the list using the touch screen

OR

Pressing the History button shows you called that have been.
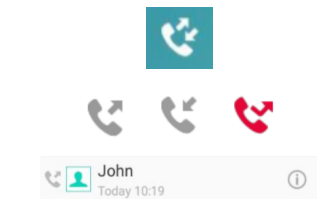
Made, Received and Missed

Find the call required by swiping up and down the list then press the appropriate entry to make the call.
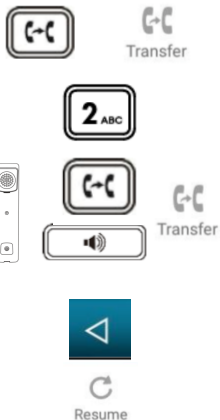
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## Answering a Call

The main screen will show the details of the caller, Lift the handset, press the Speaker key or use the touch screen and press the answer icon.

### OR

If you do not wish to answer the call press the reject button on the touch screen and the call will be passed to your Forward on Busy number (if set), or to voicemail (if enabled), or cancelled. (If your phone is busy or not answered within 20 seconds (default) the caller will be passed to voicemail, if enabled.)

## Ending a Call

Replace your handset (if you are using the handset), or press the Speaker button (if you are using hands free) or use the touch screen and press the End Call Icon

## Placing a Call on Hold

Press the Hold Key on the touch screen or press the Call Hold Key

To retrieve the call press the resume button

## Transferring a Call

### Announced Transfer

Place the call on hold using the Transfer Key or press the transfer icon on the touch screen,

Dial the internal or external number and wait for the call to be answered and then announce the intended transfer.

To transfer the original call, replace your handset (if you are using the handset) or press the Speaker button (if you are using hands free) or press the Transfer button or on screen transfer icon.
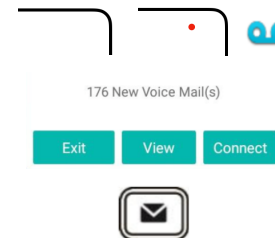
### OR

To return to the original call, press the back icon on the screen and then the Resume Key, or wait for the destination to hang up and then press the Resume icon on the touch screen.

## Voicemail

### Leaving a Message for a Colleague

If the extension you are ringing is busy or is not answered you will be transferred to voicemail (if enabled) and played your colleague's greeting.

Leave your message.

Replace your handset (if you are using the handset), or press the Speaker button (if you are using hands free) or press the End Call icon on the touch screen.

### Accessing Your Own Messages

The message waiting indicator on the T58V will flash to let you know that you have a new voicemail, you will also see a cassette icon appear on the main screen together with a pop-up window.

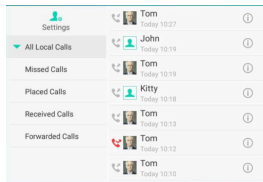Press the Messages Key to listen to your messages.

Your messages will be shown as well as any department message's that you have been assigned to monitor.

Press the section on the screen that corresponds to the Voice Mail you wish to listen to; you will be shown any:

Un-read [image] or Read [image] Messages

To listen to a voicemail press message line, you will then be sent to voicemail.

### Image labels (left column):
- Answering a Call — Answer
- Reject
- Ending a Call — EndCall
- Placing a Call on Hold — Hold / Resume
- Announced Transfer — Transfer / 2 ABC / Transfer / Resume

### Image labels (right column):
- Leaving a Message for a Colleague — EndCall
- Accessing Your Own Messages — 176 New Voice Mail(s) — Exit | View | Connect
- View Voice Mail — Voice Mail — Henry Coleman  0 New 1 Old Mail — CTI Inbound Sales  1 New 0 Old Mail
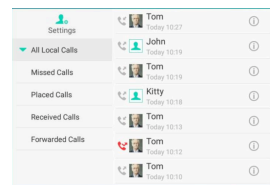
## Redialing a Number

### Redialing a Number

To redial a number, press the redial key, you will get a list of made calls displayed on the main screen.

You can swipe the list up and down to select the number you wish to re-dial.

Once you have located the caller you wish to call back press the entry on the touch screen and the call the call will be placed.
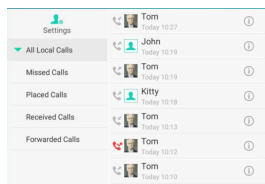
## To Call a Previous Caller

### To Call a Previous Caller Back

Press the History button on the touch screen.

You can swipe the list up and down to select the number you wish to re-dial.

Once you have located the caller you wish to call back press the entry on the touch screen and the call the call will be placed.

## To Delete a Call Entry

### To Delete a Call Entry

Press the History button on the touch screen.

You can swipe the list up and down to find the call you wish to delete.

Press the Information Icon of the record you wish to remove and then press the Trash Can Icon on the touch screen.

You will be prompted to Delete the record or Cancel, Press OK to delete the record or Cancel to return to the list.
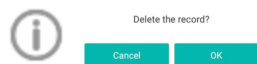
## Video Calls

### Video Calls

If you have a T58V Phone with a CAM50 Device fitted and your phone is connected in a local LAN infrastructure or you have your phone connected remotely via a Virtual Private Network (VPN) then you can Make and Accept Video calls from other enabled T series devices.

Your T58V phone will automatically show video calls if the infrastructure is correct, otherwise the call will be-have as a normal audio call.
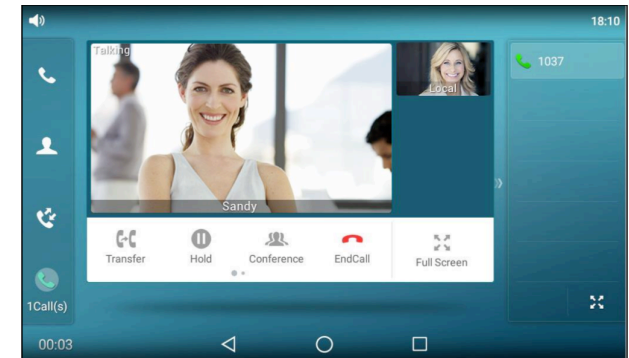
You will see two video streams, one of the calling party (The larger one) and a smaller picture of yourself.
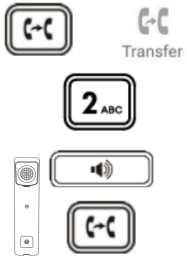
You can enlarge the picture by pressing the Full Screen Icon on the touch screen,

To end the call Replace the handset press if Speaker Button (If on hands free) or press the End Call Icon on the touch screen.

If you wish to stop the video feed whilst in a call swipe down from the top of the screen and press the Stop Video Icon.
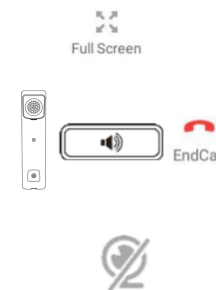
## Transferring a Call (cont)

### Blind Transfer (un-announced transfer)

Place the call on hold using the Tran Key or by pressing the Transfer Icon on the touch screen.

Dial the internal or external number

To complete the transfer, replace your handset (if you are using the handset) or press the Speaker button (if you are using hands free) or press the Transfer key and replace the handset

### Transferring a Call Directly to a Colleague's voicemail

Place the call on hold using the Transfer Key

Dial the internal number prefixed with a # i.e. #200 if you wanted to transfer the call to ext 200's voicemail.

Press the Transfer key again to complete the transfer

## Parking and Picking up a Call

This facility allows a call to be held on the system and picked up by any extension.

Once on a call press one of 4 Park keys on the touch screen to park the call

The caller's details will be displayed against the relevant Park Slot and the led indicator will flash red showing that there is a parked call waiting to be picked up.
Identify the person you wish to pickup and press the button next the relevant park slot on the touch screen to pick up the call.

Conferencing a call
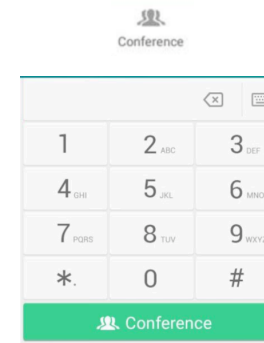
## Conferencing a Call

To conference a person into an existing call press the Conference icon on the touch screen

Enter the ext or external number you wish to conference and then press the Conference Icon on the touch screen.

To complete the conference press the Conference Icon on the touch screen.