

# *Intermedia Telephone & Voicemail Quick Start Guide*

## MODEL T54W



### **DIALING EMERGENCY SERVICES, (911)**

*Your telephone is registered to your companies "Home" address and will reflect this information to the emergency response center you are connected to, **NOT** your current address.*

*Should you have the need to relocate your telephone device outside of your Intermedia registered account address it is your responsibility to contact your system administrator to make **ALL** the necessary changes to reflect the correct emergency service, (911), location information.*

*Should you absolutely need to use the telephone device outside of your Intermedia registered location for emergency dialing **"STAY ON THE LINE"** and speak to the emergency center operator and make sure they understand your current location and emergency needs.*

*For questions, changes, and service to your telephone or voicemail operation please contact:*

***Intermedia @ 1-877-880-0055 (Opt-3)***

Please have the following information:

1. Your account number
2. Your "MAIN" telephone number
3. Your address
4. Your "Secret" question/Answer
5. Detailed description of the change request or service issue being experienced

## **Intermedia Telephone & Hosted Application Links**

*(The below links will access Intermedia on-line knowledge base)*

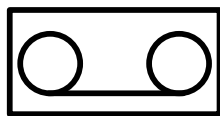
- Yealink Model T54W User Guide
  - [UN-YEALINKT54W-QS-001.pdf](http://UN-YEALINKT54W-QS-001.pdf) (serverdata.net)
- Voicemail Set-up and Use
  - <https://kb.intermedia.net/Article/2009>
- Unite Desktop Application
  - <https://kb.intermedia.net/Article/3081>
- Unite Mobile App
  - <https://kb.intermedia.net/Article/39499>

**Button Mapping:**

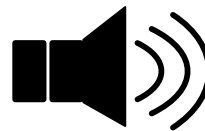
**MODEL T54W**



**Telephone Display Icons:**



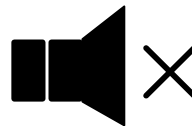
New Voicemail



Speaker Activated



Missed Call



Ringer Silenced



Call In-Progress



Phone in Do Not Disturb

## Model T54W Basic Operation:

*Note: the Model T54W color display telephone also has the [HOLD] and [TRANSFER] buttons built in. These two buttons may be substituted during operation in-place of using the “soft key” which appears in the users display.*

- Volume adjustments
  - Using the [VOLUME] control at the base of the telephone you may adjust the volume for the following items:
    - **Incoming call ringing;** While phone is idle press the [VOLUME +/-] to adjust. Ringing may be completely disabled if the volume is turned all the way to its lowest setting
    - **Handset receive;** While on the call press the [VOLUME +/-] to adjust.
    - **Speaker phone;** While on the call press the [VOLUME +/-] to adjust.
      - *You can NOT adjust the outgoing volume using the [VOLUME +/-] button*
- Place an outside call
  - Lift handset or press speaker key
  - Dial your number
- Place an internal call
  - Lift handset or press speaker key
  - Dial the internal extension number
  - Press the [SEND] soft key below your display or dial #
  - OR-**
    - Press the pre-programmed button
- Receiving an incoming call
  - Lift handset or press speaker key
    - *You may transfer from handset to speaker phone use by pressing the [SPEAKER] button during the call and replacing the handset*
    - *If on speaker lifting the handset will automatically switch off the speaker phone*
- Placing a call on **HOLD**
  - Press the [HOLD] soft key below your display
    - *If multiple calls are held you may toggle between them by pressing the [SWAP] soft key below your display*
- To retrieve a call on **HOLD**
  - Press the [RESUME] soft key below your display
  - Or you may press the flashing [LINE KEY] the call is held on

- Placing a call on **PARK**
  - Press the **[PARK]** key
    - *System will prompt which zone call was parked*
- Retrieve a call on **PARK**
  - Press **[PARK ZONE]** where call was placed I.E. **[980]**
- To **TRANSFER** a call to another extension
  - Press the **[TRANSFER]** soft key below your display
  - Dial the extension to send the call
  - OR-**
  - Press the **[BLF]** key for the user
    - *You can remain on the line to announce the call*
  - Press the **[TRANSFER]** soft key below your display to complete the call
- Retrieve a **TRANSFERRED** call  
“**DO NOT HANG UP**”
  - Press the **[ooo]** soft key below your display
  - Press the **[End Call]** soft key below your display
  - Press the **[Resume]** soft key below your display
- To **TRANSFER** a call **DIRECTLY to VOICEMAIL**
  - Press the **[TRANSFER]** soft key below your display
  - Dial **[Star]**
  - Press the pre-programmed user button
  - Hang-up to complete the transfer
- To make a **3-WAY CONFERENCE** call
  - While on the call press the **[CONF]** soft key below your display
  - Dial the internal or external party to be conferenced
    - *If Internal do not forget to press [SEND]*
  - Press **[CONF]** after second party has answered to establish call
- Last number **REDIAL**
  - Press the **[REDIAL]** menu access button
  - Use the **[MENU NAVIGATION]** buttons to scroll through previous calls
  - Press the **[SEND]** soft key below your display to dial the number
- Voice **PAGE** all phones (*Note not all phones will have this feature*)
  - Lift handset
  - Press **[PAGE]**

- Assign Internal Ring Tone
  - Press the **[DIRECTORY]** soft key
  - With “ALL CONTACTS” highlighted press the **[ENTER]** soft key
  - Press the **[ADD]** soft key
  - Using the menu navigation arrow ↓ to “OFFICE NUMBER”
  - Enter the internal extension number of the user
  - Using the menu navigation arrow ↓ to “RING”
  - Using the menu navigation arrow ← → to select the ring tone
  - Press the **[SAVE]** soft key

\*\*\*This will distinguish an internal / external call. Complete this process for each internal telephone device\*\*\*

## Voicemail Basic Operation:

### New Voicemail Users

By default the “Temporary” passcode is [3930].

The voicemail system will prompt you through as a new user to change your passcode, record your name, and record your voicemail greeting. Upon completion of set-up your voicemail will be ready to take messages.

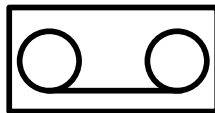
**Listen to the voicemail instructions. Failure to “Save” your settings will result in your voicemail box not functioning properly.**

### When “New” voicemail messages are received it will be indicated by three means:

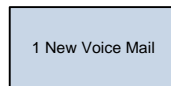
1. Flashing light atop the telephone display



2. The “Message Icon in the top of the display

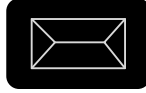


3. Your display will indicate the number of awaiting new messages



## To retrieve your voicemail messages:

1. Press the **[MESSAGE]** button on the phone



2. If outside of the office call **[YOUR 10-DIGIT TELEPHONE NUMBER]**
  - a. From an outside line call your phone number
  - b. When the voicemail greeting begins, press #
  - c. Follow the voice prompts, *"Please enter your extension, Press # when done."*
  - d. Follow the voice prompts, *"Please enter your PIN code. Press # when done."*
- **1 - listen to new voicemail**
  - during VM playback
    - **1** - replay the current message
    - **2** - delete the VM
    - **3** - mark message as unheard
    - **4** - skip current message
    - **5** - callback the sender of voicemail
    - **#** - skip the playback of message details
  - after VM playback
    - **1** - replay the current message
    - **2** - delete the VM
    - **3** - mark message as unheard
    - **4** - skip current message
    - **5** - callback the sender of voicemail
- **2 - listen to old messages**
  - during VM playback
    - **1** - replay the current message
    - **2** - delete the VM
    - **3** - mark message as unheard
    - **4** - skip current message
    - **5** - callback the sender of voicemail
    - **#** - skip the playback of message details
  - after VM playback
    - **1** - replay the current message
    - **2** - delete the VM
    - **3** - mark message as unheard
    - **4** - skip current message
    - **5** - callback the sender of voicemail



- **3 - personal options**
  - **1** - record voicemail greeting
  - **2** - change PIN
  - **\*** - return to VM list