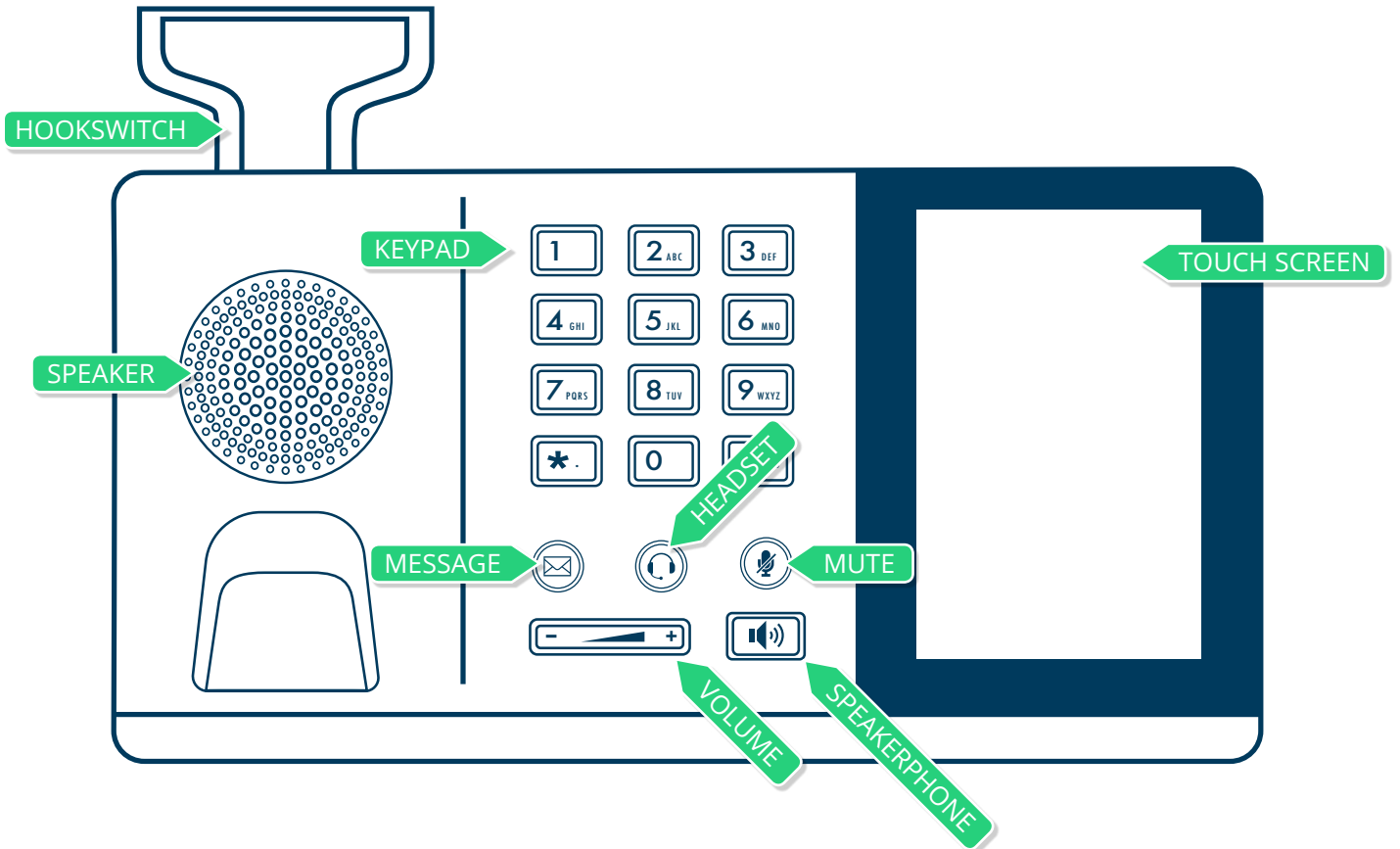


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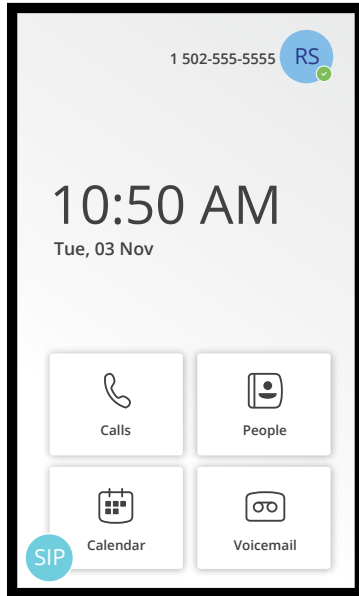
DUAL REGISTERED

OFFICIAL USER GUIDE

Get to know your phone

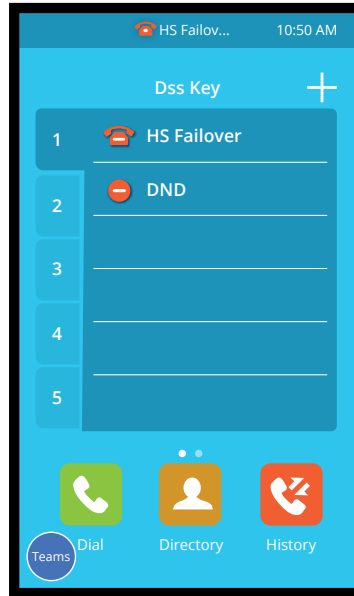


Dual registered phone



Teams

Use Teams for all communications – video, chat and phone calls (internal & external)



SIP

SIP is your fail-over phone service – only to be used if Microsoft Teams goes down and is not working.

SIP must be in DND mode (Fail over is showing red) for all phone calls to be routed to Teams. This is done by swiping the screen right and selecting DND.



Switch between Teams and SIP by pressing the button in the bottom left corner.

NOTE: you can move the Teams/SIP button anywhere on your screen by pressing and holding, then dragging.



Teams video meetings

Schedule a Teams meeting from your phone

1. From the **Calendar** screen, tap the **calendar icon**  in the bottom right.
2. Enter the title, add the participants, and select start time and end time.
You can enable the **All day** feature to set up whole-day meetings.
You can enable the **Share to channel** feature to schedule a channel meeting.
3. Enter the location and select the repetition period.
4. To show others your status during this time, tap the Show as field and then select Busy, Free, Tentative, or Out of office.
5. Optional: Enter the description of the meeting.
6. Tap  to set up the meeting.

View meeting details

1. From the **Calendar** screen, tap the desired meeting.
 2. Tap **See more** on the right of the screen.
-

Join a scheduled Teams meeting


From the **Calendar** screen, tap **Join** beside the desired meeting.

Responding to the meeting invitation

1. From the **Calendar** screen, tap the desired meeting.
2. Tap **RSVP** on the right of the screen.
3. Select the desired response: Accept, Tentative, or Decline

Teams basic call handling

Making a call to a number or contact

1. From the **Calls** screen, tap a favorite or recent number or tap the **phone icon**  to dial a number.
 2. From the **People** screen, tap a contact.
Tap the **phone icon** underneath the contact to place an audio call or tap the **video icon** to place a video call.
-

Answering a call

Pick up the handset, press the **Speakerphone** key, press the **Headset** key, or tap **Accept**.

Muting and unmuting audio

1. During a call, press the **mute key** on the phone or tap on the touch screen. The mute key glows red.
 2. To unmute audio, press the **mute key** on the phone or tap on the touch screen.
-

Placing a call on hold

During a call, press **•••** to put a call on hold.

Transferring calls

1. During a call, press **☰**, Transfer > Transfer now or Consult first
The call is placed on hold.
2. Enter the contact information to search and then select the desired contact. Then the call is connected to the number which you are transferring to.

Teams voicemail

NOTE: If your company uses ring groups, please be sure to talk to HelloSpoke support staff before setting up your voicemail. When a user in a Ring Group declines a call, Teams will send the call to their voicemail, NOT move the call to the next person in the Ring Group.

Setting up and editing voicemail settings

1. Tap your initials in the upper right corner of the screen.
2. Tap **Settings**.
3. Tap **Calling**.
4. Tap **Change voicemail greetings** and follow the prompts.

Accessing your voicemail

1. Tap **Voicemail** on the home screen or push the **voicemail** key on the phone.
2. From the Voicemail screen, tap the desired voicemail.
3. Tap to play the voicemail.
You can drag the slider to skip forward the playing or rewind the playing.
You can adjust the playback speed or pause.
4. Voicemails will also be emailed to you with a transcription and audio file attachment.

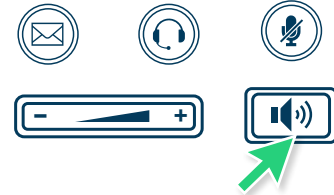
SIP basic call handling

Answering a call

While telephone is ringing, pick up handset to answer the call.

-OR-

While telephone is ringing, touch the **Answer** button on the screen or the **Speakerphone** key to answer the call using the speaker.



Placing an outside call

Pick up handset and begin dialing number (dialing a 9 is not required).

-OR-

Begin dialing number (handset cradled) – number will appear on screen. Pick up handset or touch the **Send** button on the screen and call will be placed.

NOTE: Picking up the handset at any point will activate the handset and deactivate the speakerphone.

Placing an extension (internal) call

Pick up handset and begin dialing extension number.

-OR-

Begin dialing number (handset cradled) – number will appear on screen. Pick up handset or touch the **Send** button and call will be placed.

NOTE: Picking up the handset at any point will activate the handset and deactivate the speakerphone.

Placing a call on hold

1. While a call is active, touch the **Hold** button on the screen.
2. To resume the call, touch the **Resume** button.

Muting a call

1. While a call is active, press the **Mute** button.
2. The button will illuminate (red) and the microphone on the headset or speaker will be muted.
3. To unmute, press the button a second time and the red illumination will disappear.



SIP basic call handling

Transferring a call

1. While a call is active, touch the **Transfer** button on the screen.
2. When you hear a dial tone, dial the number to which the call will be transferred (external or internal).
NOTE: If an error is made in dialing, press the **back arrow** on the screen, then touch the **Resume** button on the screen. This will resume the initial call.
3. For an “announced” transfer, allow the call to ring to the destination phone (do not touch the **Transfer** button again). Once the call is answered, verify that the call is ready to be transferred, then touch the **Transfer** button again.
NOTE: If the transfer needs to be canceled (no answer/receiving user not able to receive the transfer), touch the **EndCall** button, then touch the **Resume** button to resume the call.
4. For an “unannounced” transfer, touch the **Transfer** button after dialing the destination phone. This will send the call to the destination phone immediately (if there is no answer, the call will ring until it goes to voicemail).
5. To transfer a call directly to a user’s voicemail, touch the **Transfer** button then dial ****** followed by the extension. Once the user’s voicemail message is heard, you may hang up to complete the transfer to the recipient’s voicemail. (The message heard by the caller will be heard in entirety, even if the message begins before you complete the transfer)

Initiating a 3-party conference call

1. While a call is active, touch the **•••** button on the screen, then select **Conference**.
2. When you hear a dial tone, dial the number (internal or external) to be conferenced into the call.
3. Once the 3rd party has answered your call, touch the **•••**, then select **Conference** once again. This will bring the 3rd party into the conference.
NOTE: You can touch the **Split** button on the screen to separate the calls. Once the calls are separated, touch the call on the screen you want to resume and touch the **Resume** button.

Call forwarding

1. Dial *72.
2. Input the number you want your phone to forward to. Call forwarding is now on.
3. To temporarily turn call forwarding off, dial #74. To reactivate call forwarding with the same number, dial #74 again.
4. *73 will deactivate call forwarding and clear the forwarding number from the system.

DND (do not disturb)

1. While the phone is at rest, touch the **DND** button at the bottom of the home screen.
2. A DND indicator will appear at the top of the screen.
NOTE: Phone will not ring in DND status. All calls will be directed to voicemail.

SIP basic features

Call history

1. Touch the **History** button at the bottom of the screen.
2. A full list of all calls will be displayed.
3. To place a call to a number in the list, touch the number on the screen.
4. For call information (time, date, and length of call), press touch the information button (lower-case "i" in a circle).
5. To change the list type to display missed calls, placed calls, received calls or forwarded calls, select the list type from the dropdown on the top.
6. To clear the history for an individual call, touch the information button and then touch the **Delete** button.