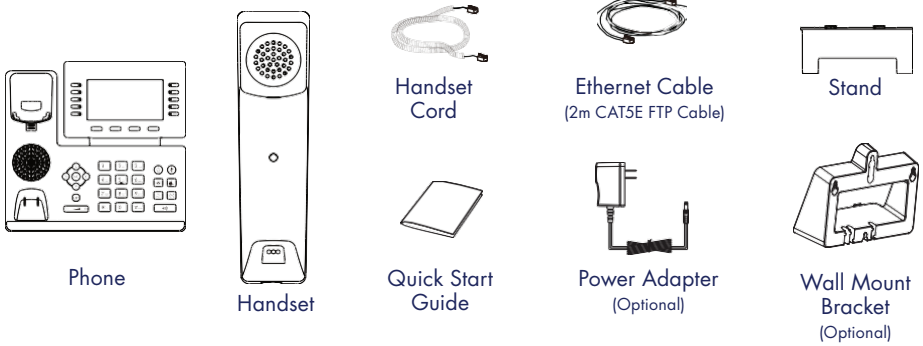# Quick Start Guide for
Prime Business Phone SIP-T53W

Package Contents

The following items are included in your package. If you find anything missing, contact your system administrator.

Phone

Handset

Handset Cord

Ethernet Cable
(2m CAT5E FTP Cable)

Stand

Quick Start Guide

Power Adapter
(Optional)

Wall Mount Bracket
(Optional)

> **Note:** We recommend that you use the accessories provided or approved by Yealink. The use of unapproved third-party accessories may result in poor performance.
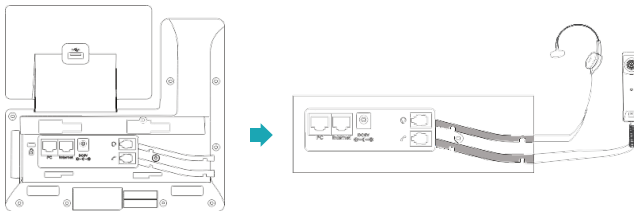
Assembling Your Phone

1. Attach the stand and adjust the angle of the screen
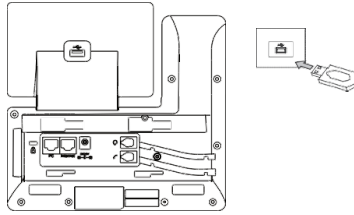

Desk Mount Method
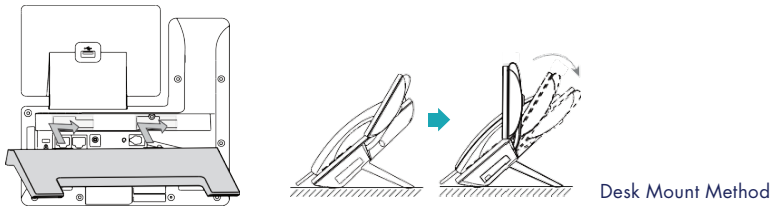
> **Note:** You can also mount the phone to a wall. For more information on how to attach the wall mount bracket, refer to Yealink Wall Mount Quick Installation Guide for Yealink IP Phones.

2. Connect the handset and optional headset

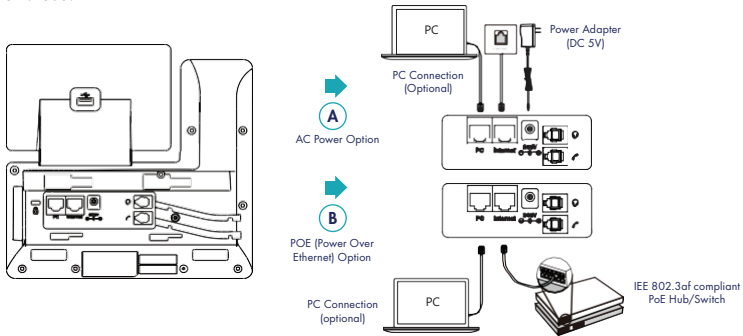> **Note:** The headset should be purchased separately

3. Connect the USB flash drive, as shown below:

Note: The USB port can also be used to connect other USB devices, such as EXP50, USB headset. The Wi-Fi USB dongle WF40/WF50 and color-screen expansion module EXP50 should be purchased separately. For more information on how to use the WF40, WF50 or EXP50, refer to Yealink Wi-Fi USB Dongle WF40 User Guide, Yealink Wi-Fi USB Dongle WF50 User Guide or Yealink EXP50 User Guide. For more information on how to use USB headset, refer to the documentation from the manufacturer

4. Connect the network and power, as shown below:

You have two options for network and power connections. Your system administrator will advise you which one to use.

PC

Power Adapter (DC 5V)

PC Connection (Optional)

A AC Power Option

B POE (Power Over Ethernet) Option

PC Connection (optional)

PC

IEE 802.3af compliant PoE Hub/Switch

Note: The IP phone should be used with Yealink original power adapter (5V/1.2A) only. The use of the third-party power adapter may cause damage to the phone. If you are connecting a PC to your phone, we recommend that you use the Ethernet cable provided by Yealink. If inline power (PoE) is provided, you don't need to connect the power adapter. Make sure the hub/switch is PoE-compliant.

Startup

After the IP phone is connected to the network and supplied with power, it automatically begins the initialization process. After startup, the phone is ready for use. You can configure the phone via phone user interface or web user interface.

Welcome

Initializing... Please wait
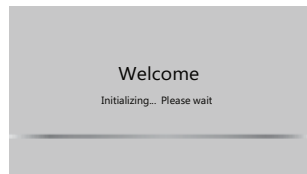
Configuring Your Phone

CONFIGURING VIA WEB USER INTERFACE

Accessing the web user interface:

1. Press the **OK** key when the phone is idle to obtain the IP address of the phone.
2. Open a web browser on your computer, enter the IP address into the address bar (e.g., "http://192.168.0.10" or "192.168.0.10") .
3. Enter the user name (default: admin) and password (default: admin) in the login page and click **Confirm**.

Configuring Network Settings: Click **Network** > **Basic** > **IPv4 Config**

DHCP: By default, the phone attempts to contact a DHCP server in your network to obtain its valid network settings, for example, IP address, subnet mask, gateway address and DNS address.

Static IP: If your phone cannot contact a DHCP server for any reason, you need to configure them manually.

> **Note:** The phone also supports IPv6, but IPv6 is disabled by default. Wrong network settings may result in the inaccessibility of your phone and may have an impact on the network performance. Contact your system administrator for more information.

Configuring Account Settings: Click Account->Register->Account X (X=1, 2, 3...11, 12)

Parameters of the account:

Register Status:	It shows the register status of the current account.
Line Active:	It enables or disables the account.
Label:	It is shown on the LCD screen to identify the account.
Display Name:	It is shown as caller ID when placing a call.
User Name:	It is provided by ITSP for registration (required).
Register Name:	It is an authenticated ID for authentication provided by ITSP (required).
Password:	It is provided by ITSP for registration (required).
Server Host:	It is provided by ITSP for registration (required).

Register status icons on the LCD screen:

☎ Registered   🚫 Register Failed   ☎ Registering

> **Note:** Check with your system administrator if any error appears during the registration process or a specific configuration is required for your registration.

CONFIGURING VIA PHONE USER INTERFACE

Configuring Network Settings:

Navigate to **Menu** > **Advanced** (default password: admin) > **Network WAN Port/VLAN/Web Server/8.02.1x/VPN/LLDP/CDP/NAT** to configure the network

Configuring Account Settings:

Navigate to **Menu** > **Advanced** (default password: admin) > **Accounts**.

> **Note:** more information on account parameters, refer to **Configuring Via Web User Interface** above.

Using Basic Call Functions

PLACING A CALL

Using the handset:
1. Pick up the handset.
2. Enter the number, and then press the **Send** soft key.

Using the speakerphone:
1. With the handset on-hook, press ⬛◄)) .
2. Enter the number, and then press **Send**.

Using the headset:
1. With the headset connected, press 🎧 to activate the headset mode.
2. Enter the number, and then press **Send**.

> **Note:** During a call, you can alternate between the headset, hands-free speakerphone and handset modes by pressing the **HEADSET** key, the **Speakerphone** key or by picking up the handset. Headset mode requires a connected headset.

ANSWERING A CALL

Using the handset:
Pick up the handset.

Using the speakerphone:
Press ⬛◄)) .

Using the headset:
Press 🎧

> **Note:** You can reject an incoming call by pressing **Reject**.

ENDING A CALL

Using the handset:
Hang up the handset or press **End Call**.

Using the speakerphone:
Press ⬛◄)) . or **End Call**.

Using the headset:
Press **End Call**.

REDIALING A CALL

○ Press 🔄 to enter the **Placed Calls** list, press ▲ or ▼ to select the desired entry, and then press 🔄 or **Send**.
○ Press 🔄 twice when the phone is idle to dial out the last dialed number.

MUTING AND UN-MUTING A CALL

○ Press Ⓜ to mute the microphone during a call.
○ Press Ⓜ again to un-mute the call.

HOLDING AND RESUMING A CALL

To Hold a call:
Press 🔲 or **Hold** during an active call.

To Resume the call, do one of the following:
○ If there is only one call on hold, press 🔲 or **Resume**.
○ If there is more than one call on hold, press (▲) or (▼) to select the desired call, and then press 🔲 or **Resume**.

TRANSFERRING A CALL

You can transfer a call in the following ways:

Performing a Blind Transfer
1. Press the **Transfer** key during an active call. The call is placed on hold.
2. Enter the number you want to transfer to.
3. Press the **B Transfer** key.

Performing a Semi-Attended Transfer
1. Press the **Transfer** key during an active call. The call is placed on hold.
2. Enter the number you want to transfer to, and then press **Send**.
3. Press the **Transfer** key when you hear the ring-back tone.

Performing a Attended Transfer
1. Press the **Transfer** key during an active call. The call is placed on hold.
2. Enter the number you want to transfer to, and then press **Send** .
3. Press the **Transfer** key when the second party answers.

FORWARDING A CALL

To enable call forward:
1. Navigate to **Menu** > **Features** > **Call Forward**.
2. Select the desired forward type:
   Always Forward: Incoming calls are forwarded unconditionally.
   Busy Forward: Incoming calls are forwarded when the phone is busy.
   No Answer Forward: Incoming calls are forwarded if not answered after a period of time.
3. Enter the number you want to forward to. For **No Answer Forward**, press (◂) or (▸) to select the desired ring time to wait before forwarding from the **After Ring Time** field.
4. Press **Save** to accept the change.

INITIATING A CONFERENCE CALL

1. Press **Conference** during an active call. The call is placed on hold.
2. Enter the number of the second party, and then press **Send**.
3. Press **Conference** again when the second party answers. Three parties are now joined in the conference.
4. Press the **EndCall** key to disconnect parties

Note: You can split the conference call into two individual calls by pressing **Split**.

To configure a speed dial key:

1. Navigate to **Menu > Features > Dsskey**.
2. Select the desired DSS key, and then press **Enter**.
3. Select **SpeedDial** from the **Type** field, select the desired line from the **Account ID** field, enter a label in the **Label** field and then enter the number in the **Value** field.
4. Press **Save** to accept the change.

To use the speed dial key:

Press the speed dial key to dial out the preset number.

LISTENING TO VOICE MAILS

Message waiting indicator on the idle screen indicates that one or more voicemail messages are waiting at the message center. The power indicator LED slowly flashes red.

To listen to voice mails:

1. Press ✉ or **Connect**.
2. Follow the voice prompts to listen to your voicemail messages.

Customizing Your Phone

MANAGING CALL HISTORY

1. Press **History**.
2. Press ⌃ or ⌄ to select an entry from the list.
3. Do the following:
   - Press **Send** to call the entry.
   - Press **Delete** to delete the entry from the list.
   - Press **Option**, you can do the following:
     • Select **Detail** to view detailed information about the entry.
     • Select **Add to Contacts** to add the entry to the local directory.
     • Select **Add to Blacklist** to add the entry to the blacklist.
     • Select **Delete All** to delete all entries from the list.

MANAGING CONTACT DIRECTORY

Adding a contact:

1. Press **Directory**, and then select **All Contacts**.
2. Press **Add** to add a contact.
3. Enter a unique contact name in the **Name** field and contact numbers in the corresponding fields.
4. Press **Save** to accept the change.

Editing a contact:

1. Press **Directory**, and then select **All Contacts**.
2. Press ⌃ or ⌄ to select the desired contact, press **Option** and then select **Detail** from the prompt list.
3. Edit the contact information.
4. Press **Save** to accept the change.

Deleting a contact:

1. Press **Directory**, and then select **All Contacts**.
2. Press ⌃ or ⌄ to select the desired contact, press **Option** and then select **Delete** from the prompt list.
3. Press **OK** when the LCD screen prompts "Delete selected item?".

> **Note:** You can add contacts from call history easily. For more information, refer to **Call History** above.

Adjusting the Volume

Press ⌐ ⎯ + ⌐ to adjust the volume.

Setting Ring Tones

1. Navigate to **Menu** > **Basic** > **Sound** > **Ring Tones**.
2. Press ⌃ or ⌄ to select **Common** or the desired account and then press **Enter**.
3. Press ⌃ or ⌄ to select the desired ring tone.
4. Press **Save** to accept the change.

Regulatory Notices

Operating Ambient Temperatures
• Operating temperature: +32 to 122°F (-10 to 50°C)
• Relative humidity: 5% to 90%, noncondensing
• Storage temperature: -22 to+160°F (-30 to+70°C)

Warranty

Our product warranty is limited only to the unit itself, when used normally in accordance with the operating instructions and the system environment. We are not liable for damage or loss resulting from the use of this product, or for any claim from a third party. We are not liable for problems with Yealink device arising from the use of this product; we are not liable for financial damages, lost profits, claims from third parties, etc., arising from the use of this product.

Explanation of the symbols

--- is the DC voltage symbol

Safety Instructions

Save these instructions. Read the safety instructions before use! The following basic safety precautions should always be followed to reduce risk of fire, electrical shock, and other personal injury.

⚠ **General Requirements**
• Before you install and use the device, read the safety instructions carefully and observe the situation during operation.
• During the process of storage, transportation, and operation, please always keep the device dry and clean.
• During the process of storage, transportation, and operation, please avoid collision and crash of the device.
• Please attempt not to dismantle the device by yourself. In case of any discrepancy, please contact the appointed maintenance center for repair.
• Without prior written consent, no organization or individual is permitted to make any change to the structure or the safety design of the device. Yealink is under no circumstance liable to consequences or legal issues caused by such changes.
• Lease refer to the relevant laws and statutes while using the device. Legal rights of others should be respected as well.

⚠ **Environmental Requirements**
• Place the device at a well-ventilated place. Do not expose the device under direct sunlight.
• Keep the device dry and free of dust.
• Place the device on a stable and level platform.

• Please place no heavy objects on the device in case of damageand deformation caused by the heavy load.
• Keep at least 10 cm between the device and the closest object for heat dissipation.
• Do not place the device on or near any inflammable or fire-vulnerable object, such as rubber-made materials.
• Keep the device away from any heat source or bare fire, such as a candle or an electric heater
• Keep the device away from any household appliance with strong magnetic field or electromagnetic field, such as a microwave oven or a refrigerator.

⚠ **Operating Requirements**
• Do not let a child operate the device without guidance.
• Do not let a child play with the device or any accessory in case of accidental swallowing.
• Please use the accessories provided or authorized by the manufacturer only.
• The power supply of the device shall meet the requirements of the input voltage of the device. Please use the provided surge protection power socket only.
• Before plugging or unplugging any cable, make sure that your hands are completely dry.
• Do not spill liquid of any kind on the product or use the equipment near water, for example, near a bathtub, wash bowl, kitchen sink, wet basement or near a swimming pool.
• Do not tread on, pull, or over-bend any cable in case of malfunction of the device.
• During a thunderstorm, stop using the device and disconnect it from the power supply. Unplug the power plug and the Asymmetric Digital Subscriber Line (ADSL) twisted pair (the radio frequency cable) to avoid lightning strike.
• If the device is left unused for a rather longtime, disconnect it from the power supply and unplug the power plug.
• When there is smoke emitted from the device, or some abnormal noise or smell, disconnect the device from the power supply, and unplug the power plug immediately. Contact the specified maintenance center for repair.
• Do not insert any object into equipment slots that is not part of the product or auxiliary product.
• Before connecting a cable, connect the grounding cable of the device first. Do not disconnect the grounding cable until you disconnect all other cables.

⚠ **Cleaning Requirements**
• Before cleaning the device, disconnect it from the
  power supply.
• Use a piece of soft, dry and anti-static cloth to clean
  the device.
• Keep the power plug clean and dry.

⚠ **Environmental Recycling**

Never dispose of the device with domestic waste. Ask your Town Council about how to dispose of it in an environmentally friendly way. The cardboard box, plastic packaging and player components may be recycled in accordance with prevailing recycling regulations in your country.

Always adhere to prevailing regulations Those who fail to do so may be fined or prosecuted in accordance with the law. The crossed out garbage can that appears on the device means that when it has reached the end of its useful life, it should be taken to a special waste disposal center and treated separately to.

Troubleshooting
The unit cannot supply power to Yealink device. There is a bad connection with the plug.
1. Clean the plug with a dry cloth.
2. Connect it to another wall outlet.

The usage environment is out of operating temperature range.
1. Use in the operating temperature range.

The cable between the unit and the Yea link device is connected incorrectly.
1. Connect the cable correctly. You cannot connect the cable properly.

1. You may haveconnectedawrong Yealink device.
2. Use the correct power supply.

Some dust, etc., may be in the port.
1. Clean the port.