

Welcome to Mix Networks

General Training Guide



Yealink SIP - T54W

LINE KEYS

Use these keys to activate up to sixteen accounts and assign various features.

SOFT KEYS

Label automatically to identify their context-sensitive features.



Scroll through the displayed information.



Confirms actions or answers incoming calls.



Cancels actions or rejects incoming calls.

VOLUME KEYS
Adjusts Volume.

HEADSET KEY

Activates hands free for making and receiving calls without lifting the handset.

MESSAGE KEY

Press the Messages key to listen; enter password, proceed with instructions.

REDIAL KEY

Automatically redials the last number that was dialed.

MUTE KEY

Places a call on mute so caller cannot hear you.

HOLD KEY

Places a call on hold, to resume a call, press Hold again.

TRANSFER KEY

Places a call on hold while you enter the number you want to transfer to.

SPEAKERPHONE

Toggles and indicates the hands-free speakerphone mode.



MIX Support

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Don't Dial 9

No need to dial 9 to reach an outside line. Dial the 10 digits and your call will go through. This is also done to follow Kari's Law to allow anyone to dial just 911 to reach emergency services. MIX also sends location data to E911 that notifies EMS to the site of the caller.

Hit SEND to initiate the call faster

The system is set to see 10 digits, so to call another user station you can dial the 4 digits (ex. 9000) and hit send or wait a few seconds and the phone will send the call.

Transfers

Have a call you need to send to another user? Note the display shows Transfer, push the button, dial the user station number and hang up. If you want to screen the call and let the person you are calling know who the caller is or what the call is about, wait for them to answer. Speak to them and then hang up. The caller will be connected.

Voicemail Transfers

To send a caller to a voicemail without ringing the phone, Transfer dial 7 and then the user extension (ex. 7+9000).

What are the PARK buttons?

Park is a system/site wide hold. If I answer a call and the caller asks for Harry, I will park the call and let Harry know he has a call on Park X, Harry can retrieve the call at any phone on the new system by pressing the Park X key. (X= 1,2,3)

Voicemail

Your voicemail can be reached by dialing 5001 or pressing the envelope button on your phone. Your default voicemail password is 6490 followed by the # sign. PLEASE FEEL FREE TO CHANGE THIS PASSWORD. The first time you use your voicemail you will be required to complete the setup (record name and greeting) before you can retrieve your messages. You'll receive a notification that you have a voicemail through your messages and email aswell.

Soft Keys

Along the right side and for 2 pages beyond you can add soft keys. We use the soft keys for easier transfers and to see if they are on the phone, use the same button to call them directly. The LED changes to show me the status of the person. Green means they are free to take a call, red means they are already on a call and flashing red means they have a call ringing at their station. If flashing red I can press their button and answer the caller for them.



THANK YOU FOR CHOOSING MIX NETWORKS.