Northland
COMMUNICATIONS

Yealink T54W SIP Phone

Phone + Voicemail

USER MANUAL

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BACK OF THE PHONE

KEY:

HEADSET: Plug your headset into this port.

INTERNET: Plug into this port to connect to your network.

DC5V: If your network does not provide Power Over Ethernet (P.O.E.), a separate power supply will accompany your phone.
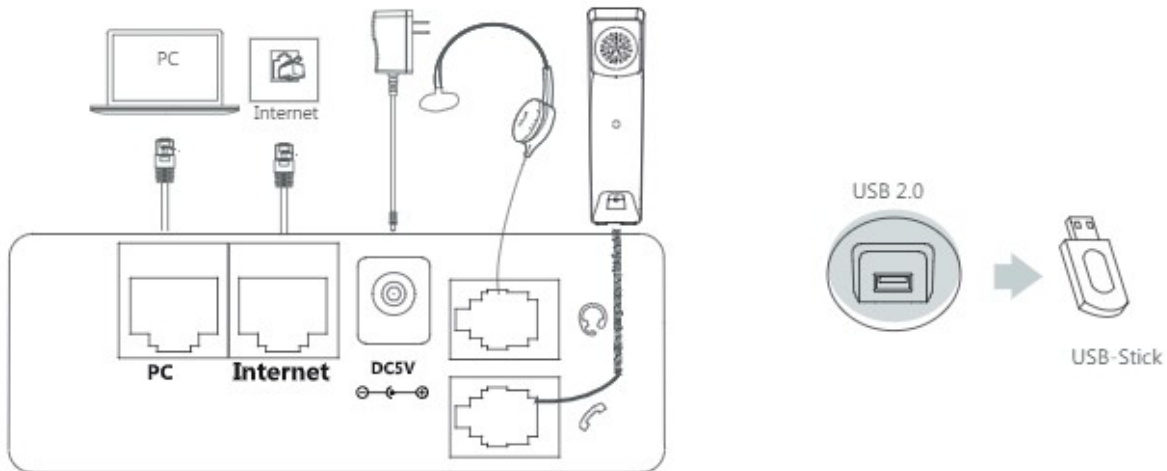
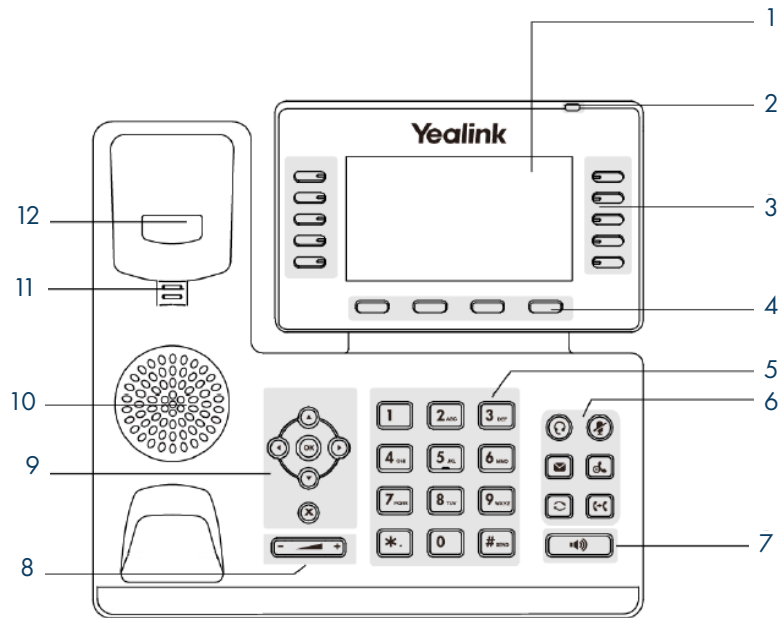**PC:** Plug your PC into this port if your PC is connecting through your phone.

HANDSET: Plug your handset into this port.

USB Port: USB port for optional USB devices.

GETTING TO KNOW YOUR YEALINK T54W SIP PHONE

NO.	ITEM	DESCRIPTION
1	PHONE SCREEN	Backlight display that enables you to view menus, features and information.
2	POWER LED INDICATOR	Indicates call status, message status and phone's system status.
3	LINE / FEATURE KEYS	Access your phone lines and features.
4	SOFTKEYS	Accesses the feature/function that appears on the display above them. Softkeys change based on the state of the phone: idle, on a call, in a menu, etc.
5	KEYPAD	Allows you to enter numbers, letter and characters. Use to select numbered menu items.
6	HEADSET KEY	Toggles the headset on/off. LED indicator glows green when headset is in use.
	MESSAGE KEY	Access your voicemail.
	HOLD KEY	Places a call on an exclusive hold. Resumes a held call.
	REDIAL KEY	Displays a list of recently called numbers and allows you to redial from the list.
	FORWARD/TRANSFER KEY	When the phone is idle, forwards calls to another number. When on an active call, transfers the call to another number (Internal or External).
7	SPEAKER KEY	Toggles the speaker on/off. The LED indicator glows green when the speaker is on.
8	VOLUME KEY	Adjusts the volume of the handset, headset and speaker.
9	NAVIGATION KEYS	+ Scroll through information or options displayed on the screen. + Access History and Directory.
	OK KEY	Confirms actions or answers incoming calls.
	X - CANCEL KEY	Cancels actions, exits menus or rejects incoming calls.
10	SPEAKER	Provides hands-free audio input/output.
11	REVERSIBLE TAB	Reverses to secure the handset in the cradle when the phone is mounted vertically.
12	HOOKSWITCH	Connects or disconnects the phone from the line. It is automatically activated when the handset is lifted or replaced.

POWER LED INDICATOR

The power LED indicator (above the display on the right hand side) provides call, message and the phone's status.

Solid red	The phone is initializing.
Fast-flashing red	The phone is ringing.
Slow-flashing red	There are new voicemail messages.
Solid red for .5 seconds and off for .3 seconds	The phone entered power-saver mode.

LINE KEY LED

The Line Key LED (on the display where you see your Subscriber telephone number) indicators
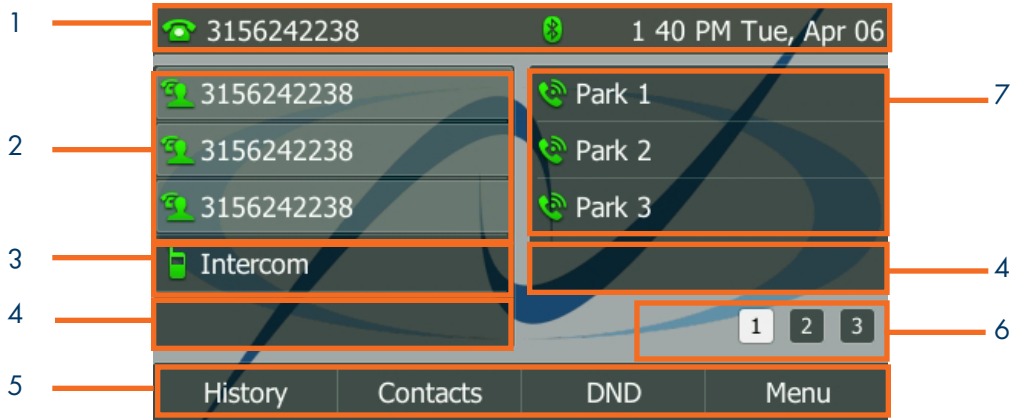
Solid green	The phone is in use.
Fast-flashing green	The phone is ringing.
Slow-flashing green	There is a call on hold.
Off	The line is idle.

SCREEN + ICONS

The user screens and icon indicators help you navigate and understand the information on the phone's status.

IDLE SCREEN

The Idle screen is made up of the status bar, line and feature keys and softkeys.

No.	Name	Description
1	Status Bar	Displays the phone's default subscriber account and phone status icons.
2	Line Keys	Used to make and receive telephone calls.
3	Intercom Key	Opens the speaker of another extension to speak handsfree.
4	Line/Feature Keys	Blank keys that can be programmed as additional lines and features.
5	Softkey Labels	Commands that are activated by pressing the keys below them. These commands change based on the phone's state. ie: on a call.
6	More Key	Scrolls to two additional pages of line/feature keys. Press the key to advance to the next screen. (3 pages total/23 additional feature keys)
7	Call Park Keys	Used to place a call on a system hold.

MENU SCREEN

To access the Menu Screen, press the Menu Softkey.
To access an item on the menu screen, scroll to the item and press the ENTER Softkey or the OK Key.
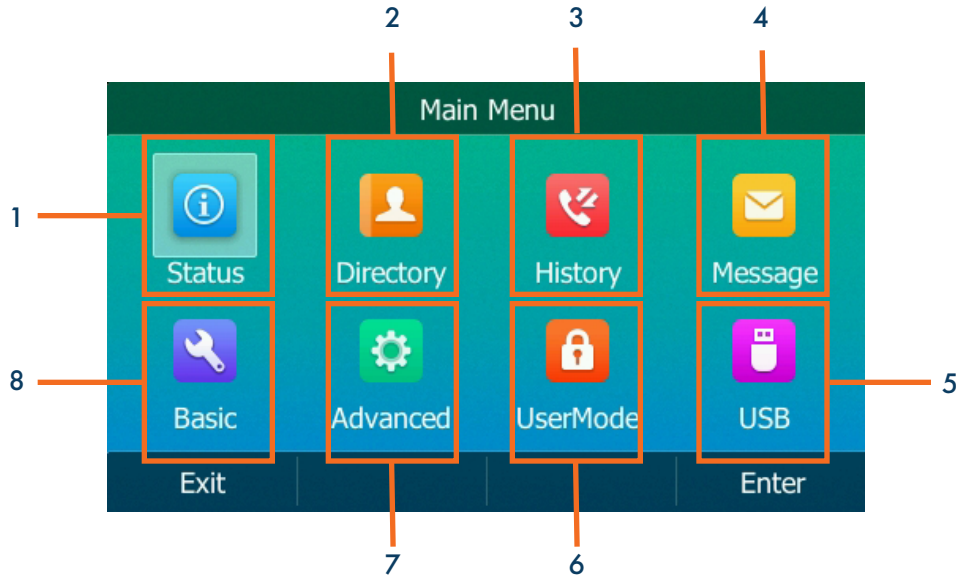
No.	Application	Description
1	Status	Provides the MAC, IP Address and firmware of the telephone.
2	Directory	Displays Network Contacts.
3	History	Displays recent call lists: All Calls, Placed Calls, Missed Calls and Received (answered) Calls.
4	Message	Displays message information (not content) and accesses the voicemail system.
5	USB	Gives USB information when a USB is in use in the phone.
6	User Mode	Used by the system administrator and requires an Admin Password.
7	Advanced	Used by the System Administrator and requires an Admin Password.
8	Basic	Basic phone settings such as Time & Date format, display and sound settings, etc.

PLACE A CALL

+ Internal: Enter EXTENSION number.
+ External: Enter 1 and the 10-digit number.
+ Lift Handset or press the Call Softkey.
   Or press the Speaker Key.

ANSWER A CALL

+ Phone rings, indicator flashes, available commands appear on the display.
+ Lift Handset or press SPEAKER Key or press the ANSWER Softkey.
+ TO QUIET A RINGING CALL: Press the SILENCE Softkey.
+ TO SEND RINGING CALL TO VOICEMAIL: Press the REJECT Softkey.
+ TO FORWARD TO ANOTHER SUBSCRIBER: Press the FORWARD Softkey, enter the extension number and press FORWARD again.

PLACE AN INTERCOM CALL: Automatically bypasses ringing and opens the speaker of the party you are calling.
+ Press the INTERCOM Key.
+ Enter an intercom (extension) number.
+ Lift Handset or press the CALL Softkey.
+ Party will hear warning tone and their speaker is open for you to speak or announce.
+ For privacy, their microphone is automatically muted (they must unmute to speak).
+ If the called party is on another call, their phone will ring.

MANAGE MULTIPLE CALLS:
+ PLACE A SECOND CALL: Press the Line Key, first call automatically holds and you hear dial tone, enter number.

+ ANSWER A SECOND CALL: Hear Call Waiting Tone, caller ID of second call scrolls across the display (see below).
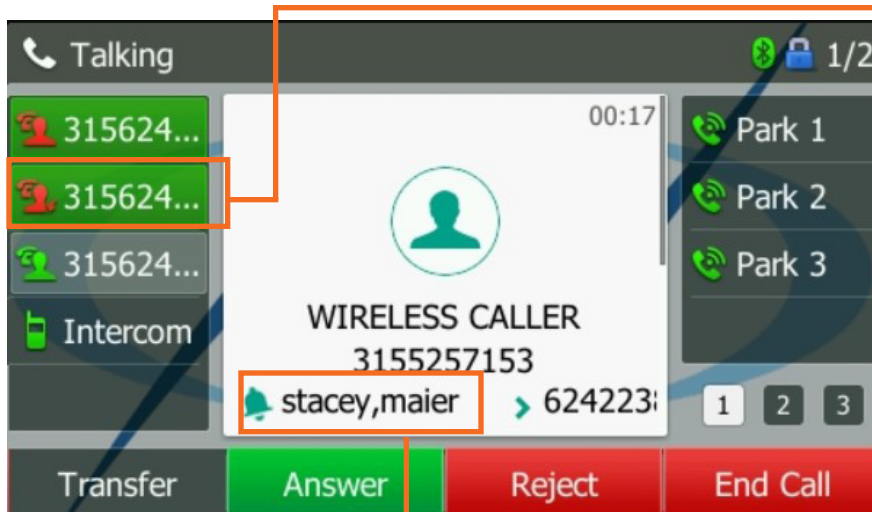
+ Press the LINE Key of the ringing call or
   Press the ANSWER Softkey.
   (First call automatically holds).
   You are connected to second call.
+ Press the REJECT Softkey to send the second call to voicemail.
+ Press the END CALL Softkey to end the first call and answer the second call.

+ Press the TRANSFER Softkey to transfer the first caller to another number and then press ANSWER to answer the second call.

Caller ID of second call scrolls across display.

Once you place the first call on hold and answer the second call, the Softkeys will change to allow you to toggle between calls.

+ Press the SWAP Softkey to toggle between calls.

HUNT GROUPS LOG IN/OUT

When you are a member of a group (Hunt group or iACD), your account phone is programmed to ring when a choice is made from an automated attendant or when the hunt group number is dialed. You may be required to log in to the hunt group to receive calls. Your telephone will be programmed with a Hunt Group or ACD Key. You will also see Softkeys related to group functionality.

ACD or Hunt Group ⟶

My State ⟶

More ⟵

+ Press the ACD / HUNT GROUP Key.
  This will show you the groups you are a member of and whether you are logged in or out of the group. (See below).
+ Press the MY STATE Softkey to change your state if you use "States" or reason codes. (See the iACD Agent User Manual for more information).
+ Press the MORE Softkey to see additional Softkey commands, such as MENU and HISTORY.

ACD/HUNT GROUP SCREEN

State

+ Scroll to the applicable group and press the LOGIN Softkey to log in. When you are logged in to a group, the Softkey will read LOGOUT.
+ Your current "State" is displayed at the top.
  Press the MY STATE Softkey if you use "States" or reason codes to change your state as part of an ACD Group. (see the ACD Agent User Manual for more information).
+ Press the MORE Softkey to see the following additional group options.
  DETAIL: Displays calls average wait time, number of callers waiting, how many members are logged in and your log in status. (See below).
  MEMBER: Displays the members of the group and their log in status. (See below).

MY STATE SCREEN

DETAIL SCREEN

MEMBER SCREEN

NAVIGATING A CONNECTED CALL

SPEAKER: Press to make or answer any call without lifting the Handset.

+ TO SWITCH TO SPEAKER FROM HEADSET/HANDSET: Press the SPEAKER Key, replace handset in cradle.
+ TO RESUME PRIVACY: Lift Handset or Press the HEADSET Key.
+ TO END SPEAKERPHONE CALL: Press the END CALL Softkey.

MUTE: Turns off your Microphone (Speaker, Handset + Headset) to allow you to speak privately. The caller cannot over-hear office/background noise or conversations.

+ TO USE: Press the MUTE Key. A mute symbol appears on the display, speak privately.
+ TO RESUME CONVERSATION: Press the MUTE Key again.

HOLD: This is an exclusive hold to your telephone. No one else can retrieve it. Refer to Call Park for how to perform a system hold.

+ TO HOLD A CALL: Press the HOLD Softkey or the HOLD Key on the phone.
+ TO RETURN TO CALLER: Press the LINE Key or Press the RESUME Softkey or Press the HOLD Key again.

IN CALL SCREEN
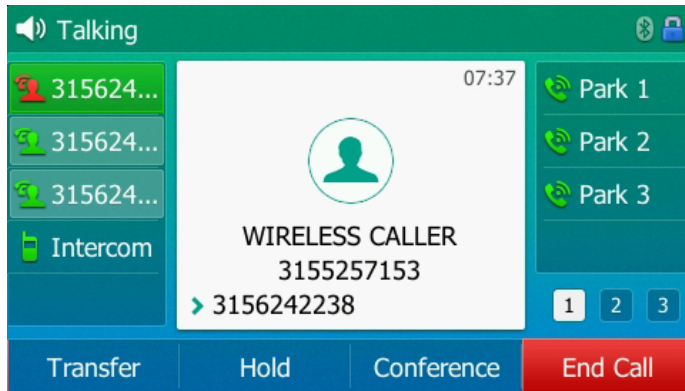
TRANSFER

TRANSFER allows you to connect your call to someone else (with call on line)

Announced: Press either the TRANSFER Softkey or Press the TRANSFER Key on the phone.
       The current call is automatically placed on hold.
       Enter the Number you are transferring to and press the CALL Softkey.
    OR   Press a Busy Lamp Field (Enhanced Monitor Extension) Key. Wait for the person to answer and announce the call.
+ COMPLETE TRANSFER: Press the TRANSFER Softkey, call is connected, hang up.
+ TO RETURN TO HELD CALL: Press the CANCEL Softkey and then press the RESUME Softkey.

Blind Transfer: Press the TRANSFER Softkey or press the TRANSFER key on the phone.
       The current call is automatically placed on hold.
       Enter the Number and press the B TRANSFER Softkey.
    OR   Press a Busy Lamp Field (Enhanced Monitor Extension) Key and press the TRANSFER Softkey immediately.

NOTES: To program a Busy Lamp Field (Enhanced Monitor Extension) Key, see the CommPortal User Manual.
A Busy Lamp Field (Enhanced Monitor Extension) can be programmed to perform *either* an announced transfer to the extension *or* a blind transfer to the extension. This must be programmed by a Northland administrator. Please consult your System Administrator.

TRANSFER TO VOICEMAIL: Sends a caller directly to voicemail without ringing the phone.
+ Press the TRANSFER Softkey or press the TRANSFER key on the phone.
+ The current call is automatically placed on hold.
+ Dial *99 and enter the EXTENSION Number.
+ Press the B TRANSFER Softkey.

ADHOC CONFERENCE

CONFERENCE allows you to do a multi-call conference (with call on line)

+ Press the CONFERENCE Softkey.   The first call automatically holds, listen for dial tone.
+ Enter the second number (internal or external) and press the CALL Softkey.

IMPORTANT: Wait for answer and announce conference.

+ Press the CONFERENCE Softkey again, all parties are connected.

ADDITIONAL CONFERENCE TOOLS
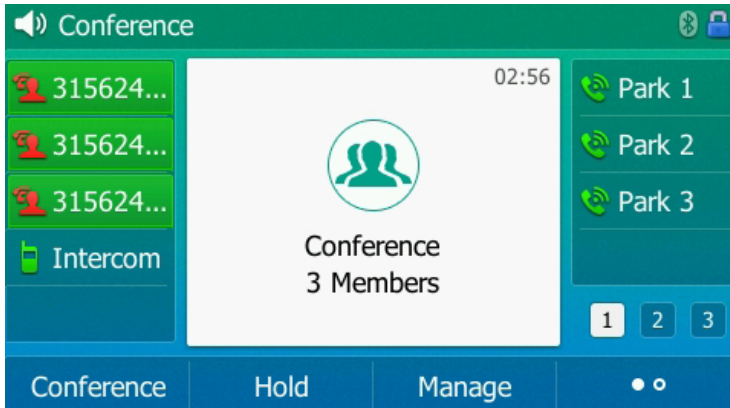
+ Press the CONFERENCE Softkey to add additional parties. (Maximum of four).
+ Press the HOLD Softkey to place all parties on hold.
+ Press the MANAGE Softkey for more management tools. (see screenshot below).
+ Press the MORE Softkey for additional commands.

On the MORE Screen:

+ To speak privately to one party, press the SPLIT Softkey. This places all parties on hold. Highlight the party you wish to speak privately with and press the RESUME Softkey.

CONFERENCE MANAGEMENT

When you press the MANAGE Softkey, the CONFERENCE MANAGE Screen is displayed.
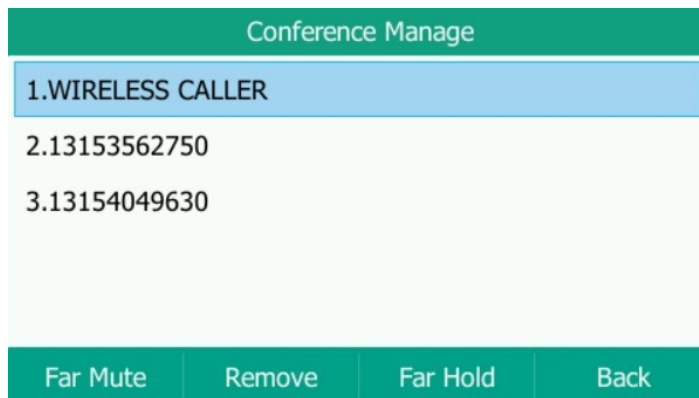
Scroll to the party you want to manage.
+ Press the FAR MUTE Softkey to mute the highlighted party.
+ Press the REMOVE Softkey to disconnect the highlighted party.
+ Press the FAR HOLD Softkey to place the highlighted party on hold.
+ Press the BACK Softkey to return to the previous screen.

CALL PARK

CALL PARK allows you to place a call on hold in the system and assign it to a Call Park Slot also referred to as an Orbit Code. The call can be retrieved from any telephone in the system by pressing the associated Call Park Slot Key.

+ TO PARK: With caller on line, press an available Park Key, Park Key will flash red, advise person of Call Park Number.
+ TO RETRIEVE: Lift Handset, press the Applicable Park Key. You are now connected to the call.
+ TO RETRIEVE ON SPEAKER: Press the Applicable Park Key.

NOTE: If parked call is not retrieved within a preprogrammed number of seconds, the call will "Callback" to the phone it was parked from.

HISTORY LISTS + CONTACTS LISTS

HISTORY: Displays a list of the last calls PLACED, MISSED AND RECEIVED. You can use these lists to make calls or view caller information.

+ TO USE: Press the MENU Softkey. Scroll to the HISTORY Icon and press the ENTER Softkey or the OK Key. The display shows all recent calls. The default list displayed is ALL Calls. Use the NAVIGATION Keys to scroll through the individual logs.
+ TO CALL: Scroll the number you wish to call and press the CALL Softkey.
+ TO SEE CALL DETAILS: Press the OPTION Softkey and then select DETAIL.
+ TO ADD TO YOUR CONTACTS: Press the OPTION Softkey and select ADD TO CONTACTS. Update any information and press the SAVE Softkey.

GETTING TO KNOW YOUR CONTACTS LISTS

NETWORK CONTACTS: The Network Contacts are located within the CONTACTS Softkey. They are divided into three groups.
CONTACTS: All contacts programmed into your phone book by a system administrator or by you either in CommPortal, through the Contacts Softkey or by saving from Call History Lists. These will import to your other Subscriber applications such as CommPortal and MaX UC during the nightly reboot.
EXTENSIONS: All extensions in your business group.
MLHGS (MULTI-LINE HUNT GROUPS): If you are a member of a MLHG, information for the groups you are a member of will appear in this Contact list.

NOTE: The above Contacts can also be accessed through the DIRECTORY. The DIRECTORY is located on the MENU Screen.

Network Contacts
1. Contacts
2. Extensions
3. MLHGS
Back   Update   Search   Enter
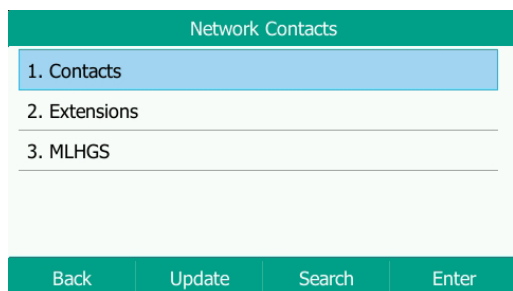
Press the CONTACTS Softkey to view Network Contacts.

+ Press the BACK Softkey to return to the previous screen.
+ Press the UPDATE Softkey to update contacts that were edited in CommPortal.
+ Press the SEARCH Softkey to search for a contact.
+ Press the ENTER Softkey to view the highlighted Contacts List.

+ **TO PROGRAM:** Press the CONTACTS Softkey.
  Scroll to and select the list you want to add the contact to.
  Press the OPTION Softkey.
  Scroll to and select ADD.
  Enter the contact's information. You can program multiple numbers in one entry.
  When complete, press the SAVE Softkey.

+ **TO SEARCH:** Press the CONTACTS Softkey.
  Tap SEARCH on the Contacts list you.
  Begin spelling the name. Use the 0 as a space key. (As you enter letters, the system presents possible matches).
  Highlight the name and press the CALL Softkey.

+ **TO EDIT OR DELETE A CONTACT:** Press the CONTACTS Softkey.
  Scroll the CONTACTS list the contact is in.
  Press the SEARCH Softkey.
  Begin spelling the name. Use the 0 as a space key. (as you enter letters, the system presents possible matches).
  Highlight the name and press the OPTION Softkey.
  Scroll to and select the action you want to complete.
  Complete the action and Press the SAVE Softkey when applicable.

NOTE: You can also add and edit contacts from the CommPortal User Interface.

CONVENIENCE FEATURES

PAGING: Accesses telephone speakers to make an announcement
+ TO USE: Lift Handset, press the PAGE Key, wait for tone, make announcement, press the END CALL Softkey, hang up.

GROUP PICK UP: Allows you to pick up another phone you hear ringing in your group (you must be programmed in a group by a System Administrator).

+ TO USE: Hear another phone ringing in your pre-programmed group.
    Press the PICK UP Key or dial *11 to connect a call.

DIRECTED PICK UP: Allows you to pick up a "specific" extension you hear ringing.

+ TO USE: Hear another phone ringing that is not in your preprogrammed group.
    Press the DIRECTED PICK UP Key or dial *12.
    Enter the EXTENSION number you wish to pick up.

NOTE: You can program features such as Pick up on available keys. See the CommPortal User Manual.

DO NOT DISTURB (DND): Stops all tones and ringing to your phone and sends all calls to voicemail.

+ TO USE: Press the DND Softkey. A DND icon appears in the Status bar.
+ TO EXIT: Press the DND Softkey.

CALL FORWARD: Forwards your phone to ring at a different number.

+ TO USE: Press the CALL FORWARD Key.
    Use the Navigation Keys to select the forwarding option.
    ALWAYS FORWARD: Forwards all calls immediately. The phone that is forwarded will not ring.
    FORWARD ON BUSY: When all extensions are in use, incoming calls will be forwarded to the extension entered.
    FORWARD NO ANSWER: Calls will be forwarded after a predetermined number of rings when they are unanswered.
    Enter the number to forward to.
    When all information is complete press the SAVE Softkey.
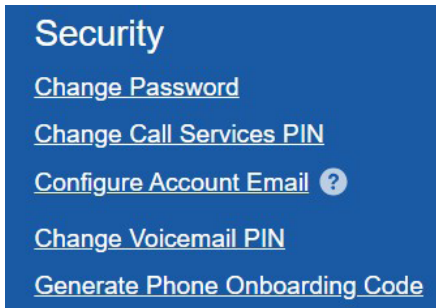   A Call Forward icon appears in the Status bar.
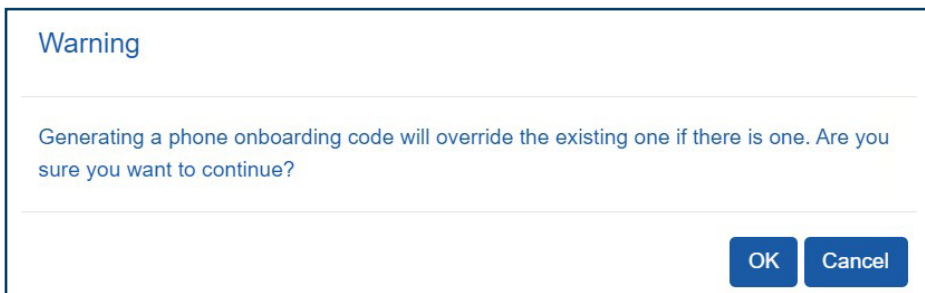
NOTE: Call Forward status is indicated across all MaX UC applications and CommPortal and can be updated from any application.

HOT DESK: Allows you to log in/out of other telephones within your Business Group.

IMPORTANT: Before you begin, you must log in to your Subscriber CommPortal and generate a phone onboarding code.
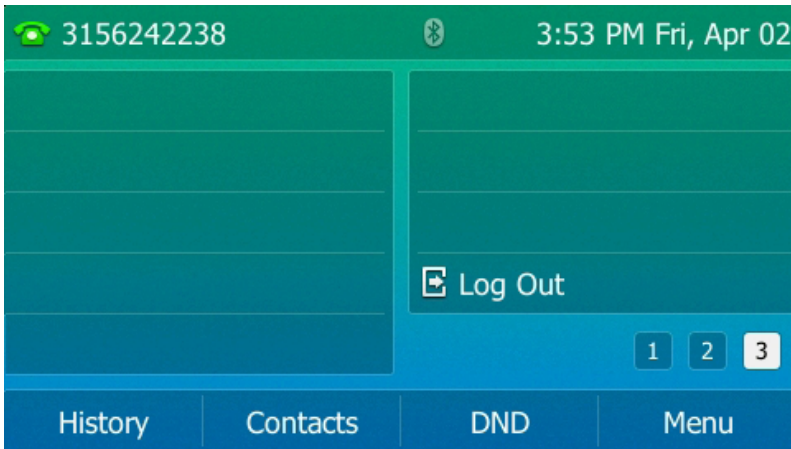
Security

Change Password

Change Call Services PIN

Configure Account Email ❓

Change Voicemail PIN

Generate Phone Onboarding Code

+ Go to the Application Ribbon on the CommPortal Home screen.
+ In the Security section, select **Generate Phone Onboarding Code**.

Warning

Generating a phone onboarding code will override the existing one if there is one. Are you sure you want to continue?

OK   Cancel

A warning displays to confirm.

+ Select OK.

📞 3156242238   🅱️   3:53 PM Fri, Apr 02

↪ Log Out

1 2 3

History   Contacts   DND   Menu

+ On the phone, Scroll to the third Line/Feature Screen.
+ Press the LOG OUT Key.
+ Press the OK Softkey to confirm. The phone will reboot and the current subscriber will be logged out.
+ When the phone completes the reboot, you will see a LOGIN Softkey.
+ Press the LOGIN Softkey and enter your 10-digit Subscriber number and the PIN assigned to you in CommPortal.
+ When the phone comes back up, you will be logged in.

NOTES: You can be logged in to multiple devices or applications. When you log in to a new device or application, you remain logged in to any other devices until you log out.

RINGS + INDICATORS

RINGS

Your telephone rings differently for different types of calls.

EXTERNAL: Two short rings repeated (a new external call or a transferred external call).

INTERNAL: Single ring repeated.

ADJUST RING VOLUME

You can adjust the volume while phone is ringing or idle.
Leave handset in place
Press the PLUS/MINUS VOLUME CONTROL Key to adjust the ring volume when your phone is idle.

RING TONES

You can select from several preprogrammed ring tones so that your phone rings differently than someone who sits near you.

Ring Tones can be programmed through the CommPortal User Interface.

Refer to the CommPortal User Manual at www.northland.net.

BASIC SETTINGS + FEATURES

The BASIC SETTINGS Icon on the MENU Screen consists of four areas of information: Status, Features, Basic Settings and Advanced Settings (see below). Most of these settings are self-explanatory. Settings covered in this guide are indicated with an *.
For more information on other settings, please refer to the Yealink User Guide at https://support.yealink.com.

Basic Settings	
Language and Input	Sets the default Language.
Time & Date	Change the date and time format.
Display	Settings for Backlight, wallpaper and screen saver.
*Sound	Settings for ring tone, key tone, touch tone, etc.
Change PIN	Changes the existing PIN.
Phone Lock	Sets a pin to use to lock/unlock phone.
Bluetooth	Toggles Bluetooth on/off and adds devices.
Reboot	Performs a complete reboot. Restarts the device. Your system administrator may ask you to do this.
Update Configuration	When requested by a System Admin, this will apply changes to system settings without restarting the device.

STATUS INDICATORS

STATUS BAR ICONS

The icons in the Status Bar help you easily get the current phone status, such as call and message status.

Icons	Description	Icons	Description
	Wired network is unavailable		Phone Lock
	Wired network is unreachable		Missed Calls
	Speakerphone (hands-free) mode		Always Forward
	Busy Forward		No Answer Forward
	Handset mode		Recording starts successfully (Using a USB flash drive)
	Headset mode		Recording is paused (Using a USB flash drive)
	Voice Mail		Bluetooth mode is on
	Text Message		Bluetooth headset is both paired and connected
	Auto Answer		Bluetooth-enabled mobile phone is both paired and connected
	Do Not Disturb (DND)		Wi-Fi connection is successful
	Phone Warning		Wi-Fi connection fails
	Keep Mute		Wi-Fi connection is unreachable
	Silent Mode		USB flash drive detected

BUSY LAMP FIELD KEYS

If you have keys on your Yealink Phone that are programmed as Busy Lamp Fields (BLF) for other users, the following indicators appear to indicate the user's status. If you have an Expansion Module, see the Expansion Module Quick Reference Guide at www.northland.net/support. To program Busy Lamp Field Keys (also know as Enhanced Monitor Extension) refer to the CommPortal User Manual.

Icon	LCD Light	Status
	No Light	User is available.
	Fast Flashing GREEN	User's line is ringing.
	Solid RED	User is on a call.
	Slow Flashing RED	User is on DND.
	No Light	User is logged out.
	No Light	Key is programmed as a Speed Dial.

YOUR VOICEMAIL

VOICEMAIL: The voicemail system is voice prompted with easy to follow instructions and commands

FIRST TIME VOICEMAIL SET UP

+ Dial *99.
+ Enter your 10 digit subscriber number and press #.
+ Enter the EAS Pin that you were given by your System Administrator.
+ Follow the audio instructions to create a password, record your name + record your personal greeting.

NOTE: The above steps can also be completed in CommPortal. This is an important part of identifying you in the system.

There are multiple greeting types available for you to choose from:

+ PERSONAL GREETING: Plays to everyone that calls you.

+ EXTENDED ABSENCE: Plays when you will be away from your office or phone for meetings/vacation, etc.
You can turn off message acceptance when using the extended absence greeting.
System will remind you the extended absence greeting is playing.

+ SYSTEM GENERATED: A synthesized greeting that's set up to include your phone number or recorded name.

+ BUSY: Plays when you have active calls on all available lines.

+ OUT OF HOURS: Can be set to play outside of your normal business hours, weekends and holidays.

+ FORWARDED TO VM: Plays when you have your phone set to forward to voicemail.

NOTES: Through the Self Service CommPortal, you are able to:
+ Use a wizard to set up your voicemail for the first time.
+ Record and change greetings.
+ Choose your voicemail to email options.
+ Change your login for voicemail so you're not required to enter your mailbox and pin each time you press the VM Softkey
+ Change other voicemail and telephone settings

Please see the Self Service CommPortal User Manual in the Northland University for full details.

ADDITIONAL NOTES:
+ Deleted messages are archived for 14 days and then they are permanently deleted.
+ Mailbox storage is 100 minutes including archived messages.
+ Maximum Message length is 4 minutes.

LOG IN TO VOICEMAIL FROM ANY TELEPHONE

Log in to voicemail from any account phone or external phone to listen to message, work with personal greeting and other voicemail settings.

LOG IN FROM YOUR OWN PHONE (VISUAL VOICEMAIL):

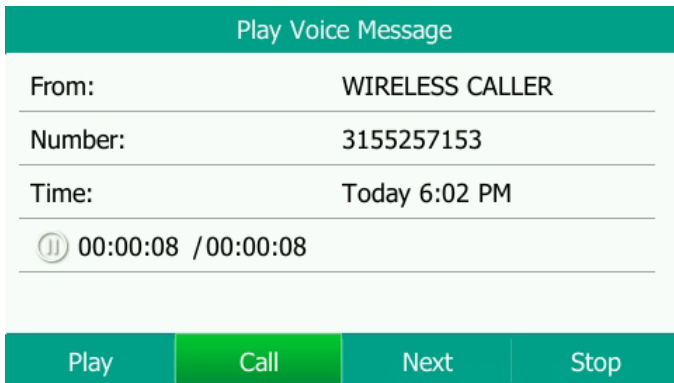+ Press the VOICEMAIL (Envelope) Key.
+ Messages are displayed on the screen.

Message	
✉ WIRELESS CALLER	Today 6:02 PM
✉ stacey,maier	Today 10:52 AM

Back	Call	Option	Play
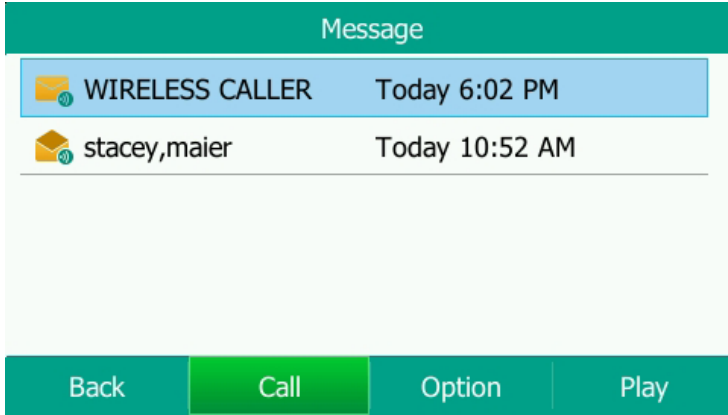
+ Press the BACK Softkey to return to the IDLE Screen.
+ Press the CALL Softkey to call the party.
+ Press the OPTION Softkey to see additional message options. (See below).
+ Press the PLAY Softkey to listen to the message.

MESSAGE OPTIONS

Detail
Mark as new
Forward as Voicemail
Add to Contacts
Add to Metaswitch Contact
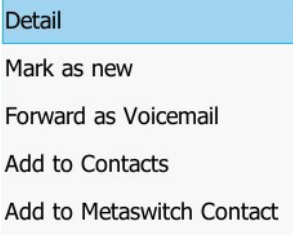
+ Select DETAIL to see the date, time and duration of the message and view other options such as CALL and DELETE Softkeys.
+ Scroll to and select MARK AS NEW to keep the message as new after you have listened to it. If you have not listened to the message this option will read MARK AS READ.
+ Scroll to and select FORWARD AS VOICEMAIL to forward the message to another subscriber in your business group.

OPTIONS WHILE PLAYING A MESSAGE

Play Voice Message	
From:	WIRELESS CALLER
Number:	3155257153
Time:	Today 6:02 PM
⏸ 00:00:08 / 00:00:08	

Play	Call	Next	Stop

+ Press the PLAY Softkey to listen to the message. During playback, this Softkey will read PAUSE.
+ Press the CALL Softkey to call the party.
+ Press the NEXT Softkey to go to the next message.
+ Press the STOP Softkey to stop the message and return the MESSAGE Screen.

NOTE: Only onscreen options can be used when listening to your messages through the display.
To access more options you must log in using one of the methods below. See page 16 for additional voicemail options.

LOG IN FROM ANY EXTERNAL TELEPHONE:

+ Dial: 315-671-0031
+ Enter your 10 digit telephone number and press the # key
+ Enter your pin and press the # key.
+ Press 1 to listen to your messages.

LOG IN FROM ANY PHONE IN YOUR BUSINESS GROUP:

+ Dial: *99
+ Enter your 10 digit telephone number and press the # key
+ Enter your pin and press the # key.
+ Press 1 to listen to your messages.

YOUR VOICEMAIL
COMMON VOICEMAIL COMMANDS

	Main Menu			Listening to Messages
1	Listen to messages		1	Repeat
2	Send a message to another user		2	Save
3	Work with personal greetings		3	Erase
4	Mailbox settings		4	Reply
5	Work with Reminder Messages		5	Send a copy
6	Access deleted messages		6	Increases the message volume
7	Switch Account (log into another account)		7	Slows the message playback down
0	Access Help		8	Pause / Resume
*	Exit Voicemail or return to previous menu		9	Speeds the message playback up
			#	Next Message
			11	Previous Message

NOTES: Star (*) will always back you up to the previous menu
Pound (#) will bypass a user's personal greeting

77	Skip backward 5 seconds
99	Skip forward 5 seconds

ADDITIONAL VOICEMAIL SETTINGS

There are additional voicemail settings available in the main menu. Some settings are only available when you log in through a telephone. See page 15 for how to log in from any telephone. See the CommPortal User Guide for settings that are available through CommPortal.

WORK WITH GREETING SETTINGS

From the Main Menu, press 3 to work with Greetings. The following greeting settings are available.

Press 1 to work with the personal greeting
Press 2 to work with the extended absence greeting
Press 3 to choose a system generated greeting or to work with your recorded name
Press 5 to work with the greeting that plays when your phone is busy
Press 6 to work with your out of hours greeting (this allows to set a schedule for a greeting that plays outside of your normal business hours). See also the CommPortal User Guide.
Press 9 to work with the greeting callers here when your phone is set to forward all calls to voicemail

WORK WITH TIMESAVER AND CONVENIENCE SETTINGS

From the Main Menu, press 4 to work with Settings. The following settings are available.

Press 1 to work with group lists - add / edit / delete group lists.
Press 2 to work with timesaver settings - turn autoplay on / off, work with Urgent Message settings and change your message header and body settings.
Press 3 to work with Security – change the pin, set fast login or set skip pin.
Press 5 to work with Notifications - message waiting indicator, email notifications and phone notifications.
Press 6 for Additional Settings - Check the Operator number or turn Marketing broadcasts on / off.
Press 0 to hear helpful hints.

TRANSFER TO VOICEMAIL: Sends a caller directly to voice-mail without ringing the phone.

+ Tap TRANSFER, call automatically held
+ Press *99 and enter EXTENSION Number
+ Tap TRANSFER and then tap TRANSFER again immediately

LEAVE A MESSAGE FOR ANOTHER USER WITHOUT RINGING THE PHONE:

+ Press *99
+ Enter Extension Number and Press SPEAKER or tap AUDIO CALL.

Need support? Connect with us at www.northland.net/support or
Dial 4357 (HELP) or 315-671-6262 to speak to a Northland Representative