


Folders

Choose an option to select a message folder:

- 0 New messages
- 1 Old messages
- 2 Work messages
- 3 Family messages
- 4 Friends messages
- # Cancel the folder selection

These are the options you have **while in a folder**:

- 3 Advanced options
 - 1 Send a reply.
 - 3 Hear the message envelope
 - * Return to the main menu
- 4 Play the previous message
- 5 Repeat this message
- 6 Play the next message
- 7 Delete this message
- 8 Forward this message
 - Enter the recipient's extension and then 
 - 1 Include a message from yourself
 - 2 Forward the message without comment
- 9 Save this message



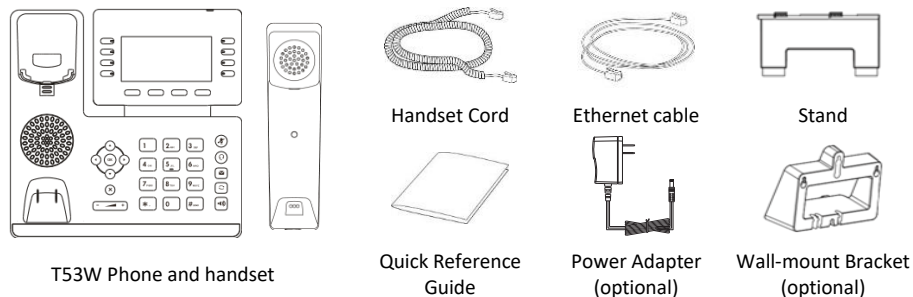
Prime Business Phone

SIP-T53W



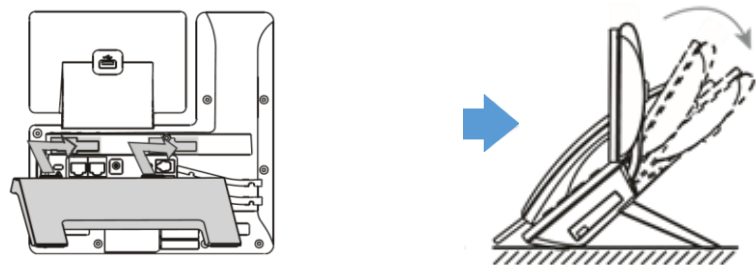
Package Contents

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



Assembling the Phone

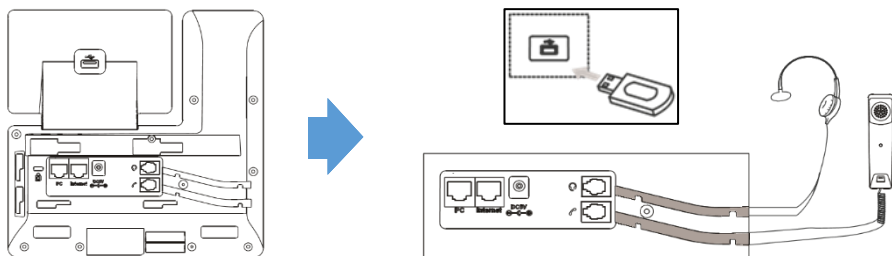
1. Attach the stand and adjust the angle of the screen:



Desk Mount Method

Note: You can also mount the phone to a wall. For more information, check with your system administrator.

2. Connect the handset and optional accessories:



The **USB** port can be used to connect the color-screen expansion module **EXP50** (sold separately), or a USB headset (sold separately).

Manage Your Voice Mail

Access Your Voice Mail

From your phone: Press and follow the voice prompts.

From another extension: Dial your extension number, and at the prompt, press .

From remote: Dial your office phone number and, at the prompt, press .

First steps:

To initialize your voice mail box:

- Record your name.
- Set up your voice mail **Unavailable** message.
- Set up your voice mail password.

Access your voice mail, and then press **0** [Mailbox options].

See **Set Up Your Greetings** below for details.

Navigating Your Voice Mail

Main menu: This will be the menu you hear when you log in.

- 1 New messages (or old messages if you have no unheard messages).
- 2 Change folders: Choose this option to get to old messages. (See **'Folders'** below).
- 3 Advanced options: Press ***** to return to the main menu
- 0 Mailbox options (See **'Set Up Your Greetings'** below)
- * Help
- # Exit

Set Up Your Greetings

To set up your voice mail greetings, access your voice mail and then press **0**.

- 1 Record your **Unavailable** message – this plays if you do not answer the phone.
- 2 Record your **Busy** message – this plays if you reject a call.
- 3 Record your name – this lets callers hear your name pronounced by you.
- 4 Manage (record or delete) your **Temporary greeting**

Note: The **temporary greeting** overrides all other voice mail greetings while in use.

- 5 Set your voicemail password.

By default, your password is your extension number.

You must change your password to something other than your extension.

Message Options

During the playback of the message, the following keys are available:

- * Rewind the message by 3 seconds.
- # Fast-forward the message by 3 seconds
- 0 Pause the message playback. Press any other key to resume playback.
- 3 Advanced options
 - 1 Send a reply.
 - 3 Hear the message envelope

These keys stop the message playback and perform the corresponding action:


- 4 Play the previous message
- 5 Repeat this message
- 6 Play the next message
- 7 Delete this message
- 8 Forward this message by entering the recipient's extension.
Press **1** to include a message from yourself or **2** to forward the message without comment
- 9 Save this message (continued on next page)

Voice Mail

When the phone receives a voice mail:

- The idle screen will pop up a **# New Voice Mail(s)** box
- The indicator LED will slowly flash red.
- The dialtone will make a stutter sound.

To listen to voice messages:

Press  and follow the voice prompts to select and listen to your voice messages.

For more information on the features of the voicemail system, see [Manage Your Voice Mail](#).

Call Park

Park a call

1. During an active call, press **Park1**, **Park2**, or **Park3**.
2. Hang up and announce the parking lot number to the intended receiver of the call.
Example: "Bob, you have a call on Park 1"

Pick up a parked call





Press that **Park#** key to connect to the caller.

Group Call Pickup




1. When a phone in your pickup group rings, pick up the handset of your phone.
 - The **GPickup** soft key appears on the LCD screen.
2. Press **GPickup** and the call is now directed to your phone to answer.

Customizing Your Phone



Call History

1. When the phone is idle, press **History**.
2. Press  or  to scroll through the list of calls.
Tip: Press  or  to scroll through the list of calls by type:
All -> Missed -> Placed -> Received -> Forwarded.
3. Select an entry from the list. You can do the following:
 - Press **#SEND** to call the entry.
 - Press **Delete** to delete the entry from the list.
 - Press **Option** -> **Detail** to view detailed information about the entry.

Volume Adjustment

- To adjust the receiver volume, press  during a call.
This adjusts the volume for the handset, speakerphone, or headset.
 - To adjust the ringer volume, press  when the phone is idle.
- Tip:** Pressing the left side repeatedly will lower the ringer volume down to **Silent**.
The top of the screen will indicate this with .

Ring Tones

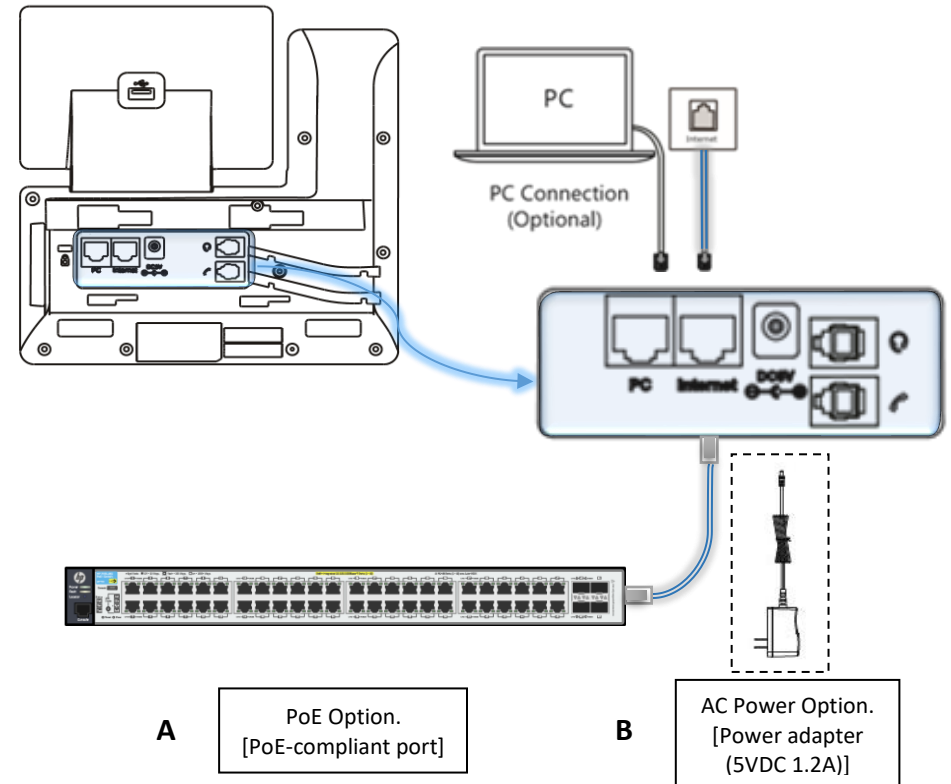
1. Press **Menu** when the phone is idle. Then use the arrow keys to select:
Settings-> Basic Settings-> Sound-> Ring Tones-> Common.
2. Select **1.** and then press **Enter**.
3. Press  or  to listen to the available ring tones.
4. Press **Save** to accept the ring tone.

3. Connect the network and power:

You have two options for network and power connections:

- option **A:** Inline power - PoE. (provided by a PoE-compliant network port)
- option **B:** The appropriate power adapter.

Your system administrator will advise you on which to use.



Register status icons on the LCD screen: (Located next to the extension number)



Registered





Register Failed



Registering

Note: If any error appears during the registration process or a specific configuration is required for your registration, check with your system administrator.


About This Guide

- Soft keys are displayed on the LCD screen. They identify the features available by pressing the keys around the screen. Soft keys are shown in this guide by a label with a box around it.
Example: **Directory**.
- Screens and soft keys are context-sensitive. They change based on the phone status.
Examples: Idle, off-hook, during an active call, etc.
- Phone physical keys are shown as icons. Examples:  and .
- Phone shortcuts are indicated by **Tip**:



Basic Call Features

Place a Call



Using the handset:

Pick up the handset, dial the number, and then press .

Using the speakerphone:

Press , dial the number, and then press .

Using the headset:

Press , dial the number, and then press .

Tip: During a call, you can alternate between headset, speakerphone and handset modes by pressing  or  or picking up the handset.

Answer a Call

Using the handset:

Pick up the handset.

Using the speakerphone:

Press .

Using the headset:

Press .

Tip: You can reject an incoming call by pressing **Reject**. Your 'Busy' message will play.

End a Call

Using the handset:

Hang up the handset or press **EndCall**.


Using the speakerphone:





Press  or **EndCall**.

Using the headset:

Press **EndCall**.

Redial


To re-dial the last number dialed, press   when the phone is idle.

Tip: To select another number to redial, press  to display the **Placed calls** list.
Press  or  to select the desired entry and  to dial the number.





(For more options see **Call History** in **Customizing Your Phone**)

Call Hold

To place a call on hold, press . To resume the call, press .


Tip: If there is more than one call on hold, select the desired call. Then press .

Call Mute



- Press  to mute the microphone during a call.
The screen will display  **Mute** and  will light.
The caller can't hear you but you can hear the caller.
- Press  to un-mute the call.

Call Transfer



1. During an active call, press . The call is placed on hold.
2. Dial the number you want to transfer to.

Blind Transfer: Transfer a call directly to another party without consulting
Press .




Semi-Attended Transfer: Transfer a call when the target phone is ringing.

Press . When you hear the ring-back tone, press .



Attended Transfer: Transfer a call with prior consulting.

Press . When the second party answers, you can announce the caller. Then press .


Transfer to Voicemail

1. During an active call, press . The call is placed on hold.
2. Press  22 and the extension that will receive the voicemail.
3. Press  to complete the transfer.

Call Forward

1. Press **Menu** when the phone is idle. Then select **Features** -> **Call Forward**.
2. Press  to select the desired forward type:
 1. **Always Forward** Incoming calls are forwarded unconditionally.
 2. **Busy Forward** Incoming calls are forwarded if the phone is busy.
 3. **No Answer Forward** Incoming calls are forwarded if not answered after a period of time.
3. Enable the Call Forward feature by pressing  to select **Enable**
4. Enter the number you want to forward to.
5. Press **Save** to accept the change

Conference Call

1. During an active call press **Conference**. The call is placed on hold.
2. Dial the number of the second party, and then press .
3. When the second party answers, press **Conference**.
All parties are now joined in the conference.
4. To disconnect all parties, press **EndCall**.