



verizon One Talk EXP50 Expansion Module User Guide

[Home](#) » [Verizon](#) » verizon One Talk EXP50 Expansion Module User Guide 

verizon One Talk EXP50 Expansion Module User Guide



Contents

- [1 About This Guide](#)
- [2 Getting Started](#)
- [3 Package Contents](#)
- [4 Physical Features](#)
- [5 Icon Instructions](#)
- [6 LED Instructions](#)
- [7 Installation](#)
- [8 Startup](#)
- [9 Wallpaper](#)
- [10 Screen Saver](#)
- [11 Uploading the Custom Picture](#)
- [12 Configuring the Screen Saver](#)
- [13 Configuring the EXP50 Color-screen Expansion Module](#)
- [14 Using the EXP50 Color-screen Expansion Module](#)
- [15 Resetting the EXP50 Color-screen Expansion Module](#)
- [16 Notices](#)
- [17 Technical support](#)
- [18 WEEE warning](#)
- [19 Important 911 emergency response information](#)
- [20 Part 15 FCC Rules](#)
- [21 Class B digital device or peripheral](#)
- [22 Important safety precautions](#)
- [23 Documents / Resources](#)
 - [23.1 References](#)
- [24 Related Posts](#)

About This Guide

The EXP50 is designed to improve the power and the flexibility of the T53W, T54W, and T57W IP phones. It features a large graphic color LCD screen with 20 physical keys with dual-color LEDs and three display pages, supporting a total of 60 keys. Up to three color-screen expansion modules can be daisy-chained to a single IP phone, offering a maximum of 180 Ext keys per phone.

The EXP50 is ideal for receptionists, administrative assistants, call center agents, power-users, and executives who need to monitor and manage a large volume of calls on a regular basis.

This guide provides everything you need to quickly set up and use the EXP50 color screen expansion module. Be sure to read the Package Contents in this guide before you set up and use your color-screen expansion module. This guide uses the T54W IP phone as an example but the EXP50 can work with the T53W, T54W and T57W.

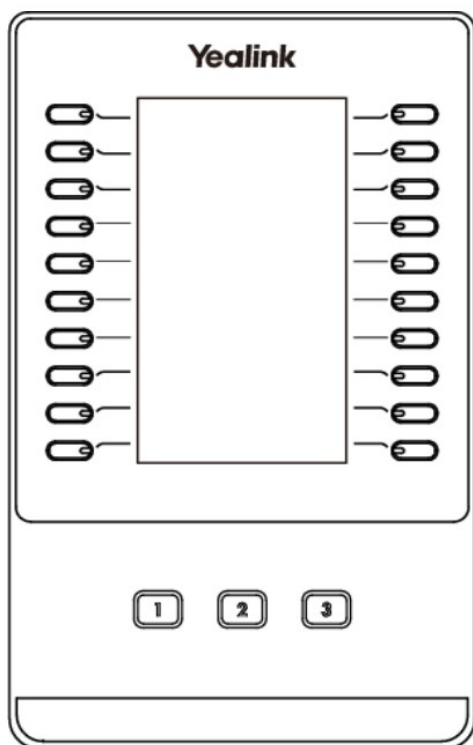
Getting Started

This chapter provides basic installation instructions and information for obtaining the best performance with the EXP50 color-screen expansion module.

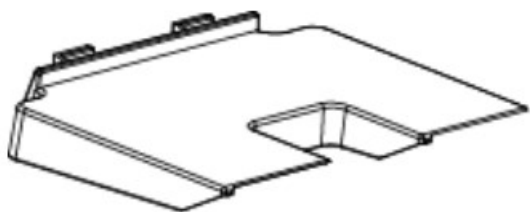
Package Contents

The following items are included in your package.

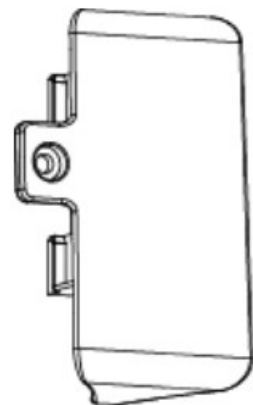
Expansion Module



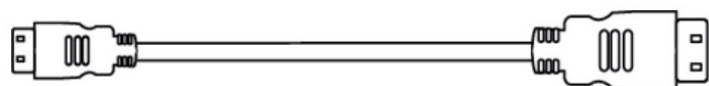
Stand



Connecting Sheet



USB Cable (USB 2.0)



One Screw

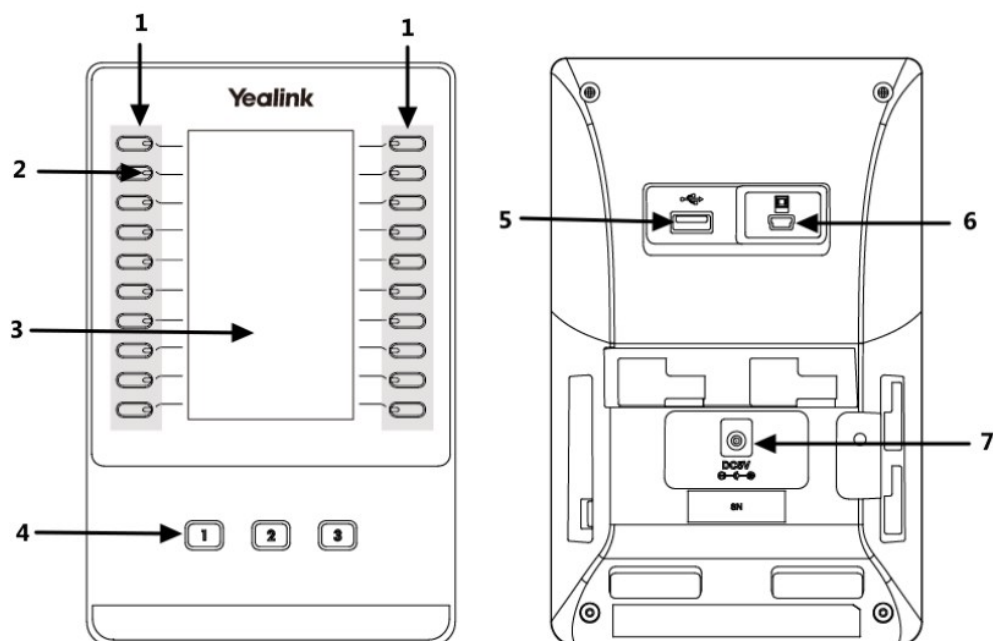


Quick Start Guide



Physical Features

The main physical features of the EXP50 color-screen expansion module are color LCD screen, Ext keys, LED indicators, USB jack, Mini USB jack and power interface.







The main physical features of the EXP50 color-screen expansion module are described as below:

| | Item | Description |
|---|------------------|---|
| ① | Ext Keys | Assign various features to these keys. |
| ② | LED Indicators | Indicate the Ext key status. For more information, refer to LED Instructions. |
| ③ | Color LCD Screen | Shows key feature label and key feature icon. For more information, refer to Icon Instructions. |
| ④ | Page Keys | Press these keys to navigate to corresponding page to view addition |
| ⑤ | USB Jack | <ul style="list-style-type: none"> • Connects the supplied cable to the Mini USB jack on the next expansion module. • Connects the Wi-Fi USB dongle WF40, USB headset or USB fl |
| ⑥ | Mini Jack | Connects the supplied cable to the USB jack on the host phone or to the USB jack on the prior expansion module. |
| ⑦ | Power Interface | Connects a power adapter to the expansion module. When more than two expansion modules are connected to a single host phone, you need to connect a power adapter to any one of the expansion modules. |

Icon Instructions

Icon indicator (associated with BLF/BLF List)

| Icons | Description |
|---|----------------------------|
|  | BLF/BLF List idle state |
|  | BLF/BLF list ringing state |
|  | BLF/BLF list callout state |
|  | BLF/BLF list talking state |

LED Instructions

LED Instructions

| LED Status | Description |
|-------------------|--|
| Solid green | The monitored user is idle |
| Fast-flashing red | The monitored user receives an incoming call |
| Solid red | The monitored user is talking. The monitored user's conversation is placed on hold. The monitored user is dialing. The call is parked against the monitored user's phone number. |
| Off | The monitored user does not exist. |

Installation

The EXP50 color-screen expansion module is compatible with the T53W, T54W and T57W IP phones. To easily connect the EXP50 to the phone, please unplug the phone stand from the IP phone.

Note: Up to three expansion modules can be connected to an IP phone.

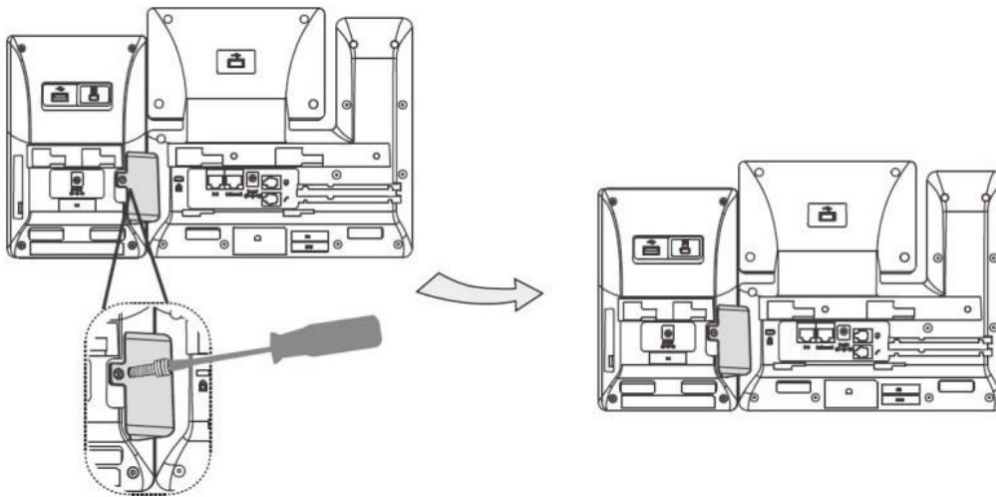
First: unplug the stand from the IP phone:

1. Unplug the power adapter and Ethernet cable from the IP phone.
2. Unplug the handset attached to the IP phone.
3. Turn the IP phone over and lay it on a non-slip, flat surface.
4. Unplug the stand from the IP phone.

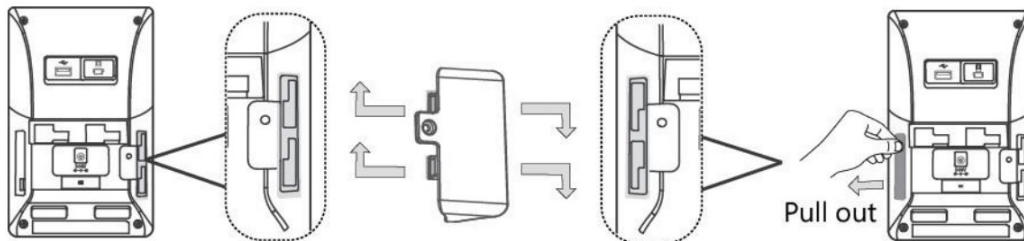
Second: Connect the EXP50 color-screen expansion module:

1. Turn over the phone and expansion module, and lay them on a flat, non-slip surface.
2. (Optional.) The slots of IP phone may be plugged up by silica gel. You can pull out the silica gel.
3. Connect the EXP50 color-screen expansion module and the IP phone using the supplied connecting sheet and

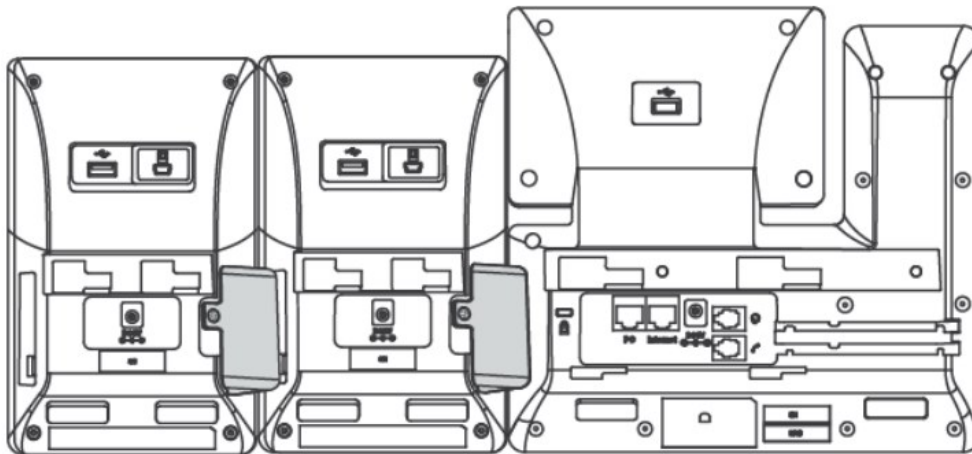
screw.



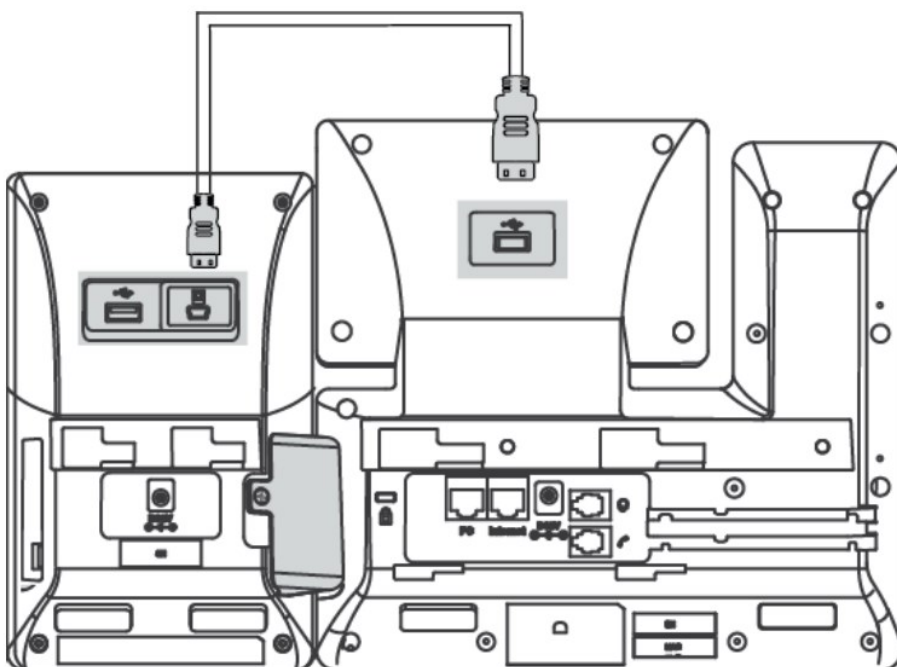
If you want to connect two or more expansion modules, pull out the silica gel and connect two expansion modules as shown below.



Connecting two expansion modules on a single host phone is shown below:

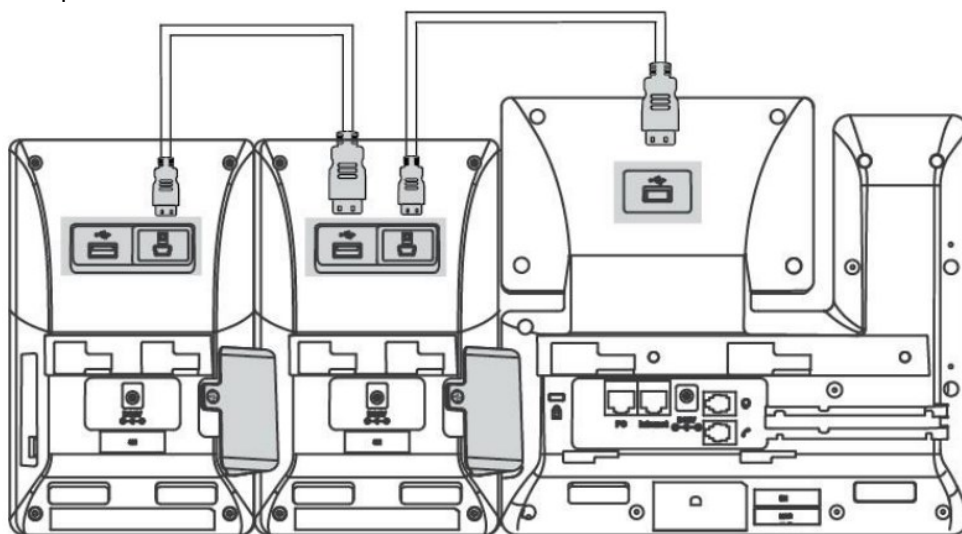


1. Connect the USB jack on the host phone and the mini USB jack on the expansion module using one supplied cable.

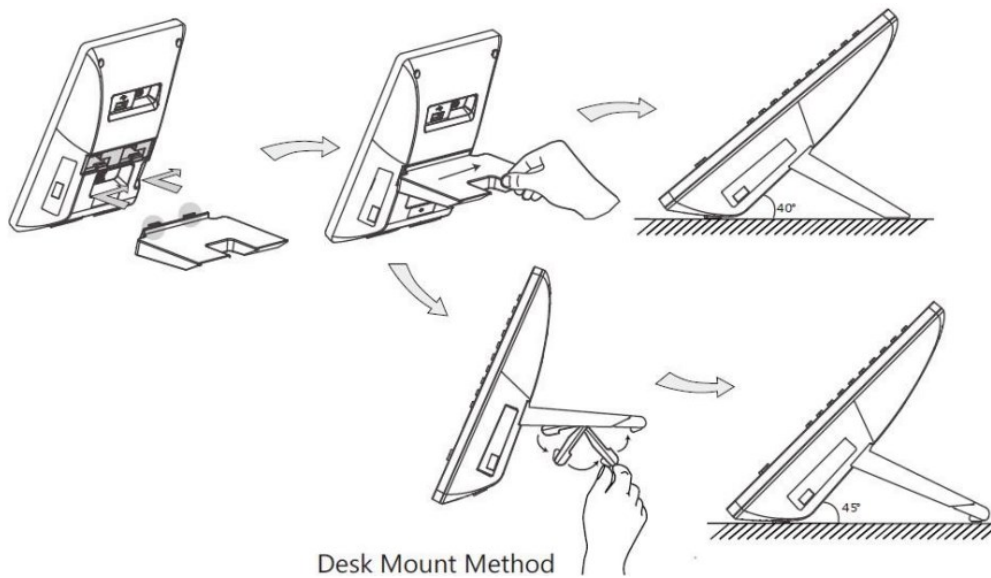


Note: Power is automatically transferred from the host phone to the expansion module(s) upon connection. If you want to use more than one expansion modules on a single phone, you need to connect an additional Yealink power adapter (5V/2A) to any one of the expansion modules

If you connect two expansion modules, connect the USB jack on the prior expansion module and the mini USB jack on the next expansion module using another supplied cable. Connecting two expansion modules on a single host phone is shown below:



To attach the stand of the expansion module:



Startup

After the EXP50 color-screen expansion module is powered on, the LCD screen of the EXP50 color-screen expansion module will display “Welcome Loading...Please wait”.



After a short time, the loading screen will disappear, and then you can assign the desired feature to the EXP50 color-screen expansion module.

Customizing the EXP50 Color-screen Expansion Module

You can customize the EXP50 color-screen expansion module by personally configuring certain settings.

This chapter provides basic operating instructions for customizing the EXP50 color screen expansion module.

Wallpaper

You can customize the wallpaper on the EXP50 expansion module when connected to the IP phone. The wallpaper can be changed via host phone user interface. You can use a picture that is stored on your USB flash drives as wallpaper on your phone. When you set one of your pictures as the wallpaper, the picture will display on the wallpaper list.

Changing the Wallpaper

You can change the wallpaper in the T54W and T57W via the phone user interface

To change the EXP wallpaper via phone user interface:

1. Press Menu->Basic->Display->EXP Wallpaper.
2. Press or , or the Switch soft key to select the desired wallpaper image.

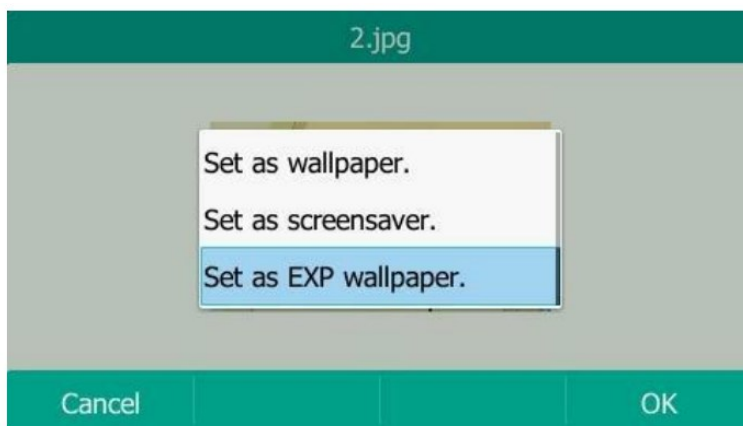


3. Press the Save soft key to accept the change or the Back soft key to cancel.

If the wallpaper from the USB flash drive has been uploaded, you can change the desired wallpaper directly. Or you can set the custom wallpaper from the USB flash drive directly.

To add the custom picture from a USB flash drive via phone user interface

1. Press Menu->USB->Browse Photo.
2. Press or to select the desired picture.
3. Press the Set as soft key, and then select Set as EXP wallpaper..
4. Press the OK soft key to accept the change



Note: Before uploading the custom picture from the USB flash drive, please make sure that the USB flash drive has been connected to the EXP50 expansion module successfully, and the picture is stored in the root folder on the USB flash drive and not stored in a specific folder.

Note: The EXP50 color-screen expansion module screen size is 4.3 inches (Resolution: 272×480). If the size of the custom wallpaper doesn't meet the IP phone screen size, the wallpaper will be stretched or zoomed out according to the screen size.

Screen Saver

The screen saver will automatically start when the IP phone is idle for the preset waiting time. The screen saver is used to blank the screen or fill it with moving images or patterns. If you connect an EXP50 color-screen expansion module to the IP phone, the screensaver will start or stop on the phone and EXP50 synchronously.

The screen saver will be stopped if one of the following phone events occurs:

- Press any key or touch the screen.
- Pick up/hang up the handset.
- There is an incoming call.
- A new prompt (e.g., missed call, new voice mail or forwarded call).
- The status of BLF key changes.

If your phone and EXP50 are idle again for a specified period of time, the screen saver will start again. The time & date and certain feature status icons (e.g., a new text message, auto answer, DND) will also display on the screen saver. You can configure the phone whether to display the time & date on the screen saver or not. You can configure the screen saver wait time, screen saver type and screen saver display clock via the phone user interface.

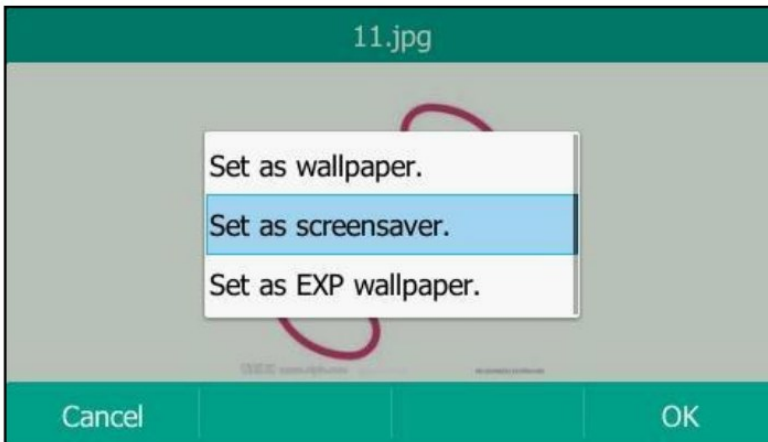
Uploading the Custom Picture

The screensaver picture format must meet the following:

| Phone Model | Format | Resolution | File Siz |
|-------------|--------------------------|-----------------|---|
| EXP50 | *.jpg/*.png/*.bmp/*.jpeg | ≤4.2 megapixels | 2MB of space should be reserved for the phone |

To upload a custom picture from USB flash drive via phone user interface:

1. Press Menu->USB->Browse Photo.
2. Press or to select the desired picture.
3. Press the Preview soft key.
4. Press the Set as soft key, and then select Set as screensaver.



5. Press the OK soft key to accept the change

Note: Before uploading the custom picture from the USB flash drive, please make sure that the USB flash drive has been connected successfully, and the picture is stored in the root folder on the USB flash drive and not stored in a specific folder

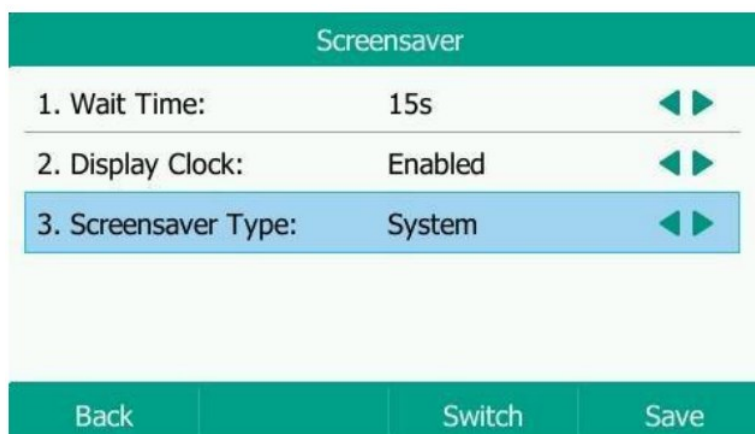
Configuring the Screen Saver

To configure the screen saver via phone user interface:

1. Press Menu->Basic->Display->Screensaver.
2. Press or , or the Switch soft key to select the desired wait time from the Wait Time field.
3. Press or , or the Switch soft key to select the desired value from the Display Clock field.
4. Press or , or the Switch soft key to select the desired screen saver type from the Screensaver Type field.

This field is configurable only if you have uploaded a custom picture via web user interface.

- If you select System. The IP phone will automatically set the built-in picture as the screen saver.
- If you select Custom. The IP phone will automatically set the custom pictures you upload as the screen saver, and display these pictures alternately.



5. Press the Save soft key to accept the change or the Back soft key to cancel.

Configuring the EXP50 Color-screen Expansion Module

The EXP50 color-screen expansion module supports 60 Ext keys. You can access the 60 Ext keys via three page keys. Each key can be assigned a feature using the phone user interface..

Phone User Interface

Long press the desired key, the phone will enter the setting screen of this key.

Speed Dial

You can configure an Ext key as the speed dial key. Then you can quickly dial out the pre-defined number using the specified line by pressing the speed dial key.

To configure an Ext key as the speed dial key:

1. Click on Dsskey->Ext Key.
2. In the desired Ext key field, select Speed Dial from the pull-down list of Type.
3. Enter the desired number you want to dial out directly in the Value field (e.g., 1003).
4. Enter the desired value in the Label field or leave it blank. If you leave this field blank, the LCD screen of the EXP50 color-screen expansion module will display the number specified in the Value field.
5. Click Confirm to accept the change.

Intercom

You can configure an Ext key as the intercom key. This is especially helpful in an office environment, as you can connect to the operator or the secretary more quickly by pressing the intercom key.

To configure an Ext key as the intercom key:

1. Click on Dsskey->Ext Key.
2. In the desired Ext key field, select Intercom from the pull-down list of Type.
3. Enter the remote extension number in the Value field (e.g., 1006).
4. Enter the desired value in the Label field or leave it blank. If you leave this field blank, the LCD screen of the EXP50 color-screen expansion module will display the default label "Intercom".
5. Select the desired line to apply this key from the pull-down list of Line.
6. Enter the directed call pickup code in the Extension field. If it is configured, when the target extension receives an incoming call, the supervisor can press the intercom key to pick up the call directly.
7. Click Confirm to accept the change.

Using the EXP50 Color-screen Expansion Module

The use of Ext keys on the EXP50 color-screen expansion module and DSS keys on the IP phone are almost the same. This chapter provides you the following operating instructions for the EXP50 color screen expansion module.

Using the Busy Lamp Field

The busy lamp field (BLF) feature allows you to monitor the status change of users through BLF LED indicators. For example, you can configure a BLF key on the connected EXP50 color-screen expansion module to monitor the status of a friend's line (busy or idle). The BLF key LED illuminates solid red when the monitored line is in use. The BLF key LED illuminates solid green when the monitored line is idle. You can press a BLF key to dial out the monitored phone number when the monitored line is idle and pick up calls that are received on the monitored line.

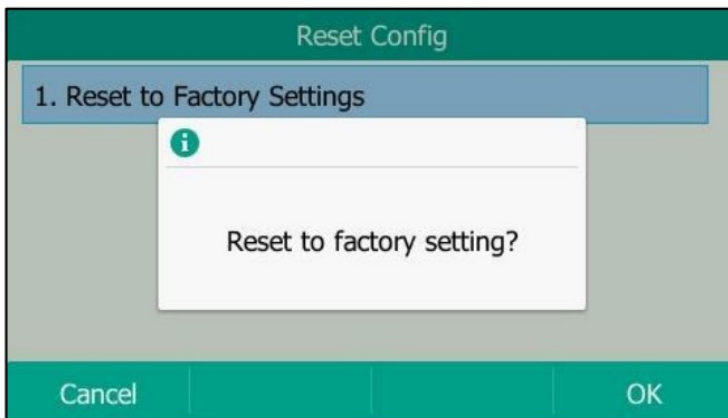
When there is an active call on the host phone, you can transfer the active call to the monitored phone number directly by pressing the BLF key.

Resetting the EXP50 Color-screen Expansion Module

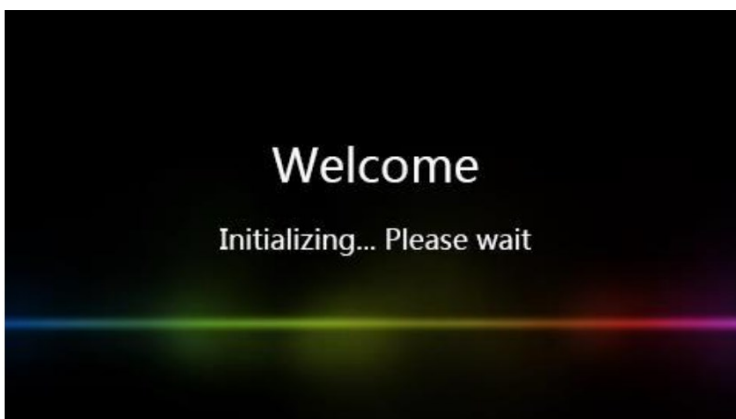
You can reset the EXP50 color-screen expansion module to clear all configurations by resetting the host phone. The reset process of the EXP50 color-screen expansion module is synchronized with the host phone.

To reset the EXP50 color-screen expansion module via phone user interface:

1. Press Menu->Advanced (password: admin) ->Reset Config on the host phone.
2. Select Reset to Factory Settings on the host phone. The LCD screen of the host phone prompts the following warning:



3. Press the OK soft key on the host phone. The LCD screen of the host phone prompts "Welcome Initializing... Please wait".



The host phone and the EXP50 color-screen expansion module will be reset to factory settings successfully after startup.

Note: Reset of the EXP50 color-screen expansion module can lead to resetting the host phone. And then all custom settings on the host phone and the EXP50 color-screen expansion module will be overwritten after resetting.

Notices

The specifications and information regarding the products in this guide are subject to change without notice. All statements, information and recommendations in this guide are believed to be accurate and presented without warranty of any kind, express or implied. Users must take full responsibility for their application of products.

Technical support

For additional support information please visit the One Talk support site ([verizonwireless.com/support/one-talk/](https://www.verizonwireless.com/support/one-talk/)) for the latest guides, FAQs, product documents and more.

Important customer information

To avoid electric shock, use caution when connecting cables. For example, do not connect safety extra-low voltage (SELV) circuits to telephone-network voltage (TNV) circuits. LAN ports contain SELV circuits, and WAN ports contain TNV circuits. Some LAN and WAN ports both use RJ-45 connectors. To avoid electric shock, do not operate the product or connect or disconnect cables during electrical storms. To avoid electric shock, do not use this product in or near water. To reduce the risk of fire or overheating, keep this product in well-ventilated areas, away from radiators or other heat sources. Do not block cooling vents. The plug-socket combination must be accessible at all times because it serves as the main power-disconnecting device. Use only the manufacturer-provided AC adaptor approved for use with this product. Use of another AC adaptor may cause a fire or explosion. This product relies on short-circuit (overcurrent) protection installed in your home or office. Ensure that a fuse or circuit breaker no larger than 120 VAC, 15 A U.S. is used on the phase conductors (all current carrying conductors).

Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:

1. When the power cord or plug is damaged or frayed
2. If liquid has been spilled into the product
3. If the product has been exposed to rain or water
4. If the product does not operate normally when the operating instructions are followed. Adjust only those controls that are covered by the operating instructions, since improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal condition



WEEE warning

To avoid the potential effects on the environment and human health as a result of the presence of hazardous substances in electrical and electronic equipment, end users of electrical and electronic equipment should understand the meaning of the crossed-out wheeled bin symbol. Do not dispose of waste electrical and electronic equipment (WEEE) as unsorted municipal waste and collect such WEEE separately.

Important 911 emergency response information

If you call 911, emergency service responders will be sent to the registered location you provided when you provisioned this phone. An incorrect address could result in incorrect routing of 911 calls and dispatch of emergency personnel to the wrong location, so please contact your administrator if your registered location is not accurate. Data and voice functionality (including the ability to make and receive 911 calls) will not be available during a power outage, broadband connection failure or other service disruption. Neither Verizon Wireless nor any of its affiliates shall be liable for any service outage and/or inability to access emergency service personnel, nor shall Verizon Wireless or any of its affiliates be responsible for the acts or omissions of emergency response center personnel.



Declaration of conformity

Yealink Network Technology CO., LTD., declares that this phone is in conformity with the essential requirements and other relevant provisions of the Conformité Européene (CE) and the Federal Communications Commission (FCC). You can find the CE and FCC information from the label on the back of the IP phone.

CE mark warning

This device is marked with the CE mark in compliance with Radio equipment and Telecommunications Terminal Equipment (R&TTE Directive 1999/5/EC).

Part 15 FCC Rules

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This device is compliant with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference
2. This device must accept any interference received, including interference that may cause undesired operation

Class B digital device or peripheral

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna
2. Increase the separation between the equipment and receiver
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
4. Consult the dealer or an experienced radio/TV technician for help

Important safety precautions

Please read the following important safety notices and instructions before installing or using the product.

- A DANGER warning refers to situations that could cause bodily injury
- A CAUTION warning refers to situations that could result in equipment malfunction or damage
 1. Follow all warnings and instructions marked on the product
 2. Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners.
Use an antistatic cleaning pad for cleaning
 3. Do not use this product near water
 4. Do not place this product on an unstable cart, stand or table. If the product falls, it could be seriously damaged
 5. This product should be operated using the type of power indicated on the marking label. If you are not sure of the type of power available, consult your dealer or local power company
 6. Do not allow anything to rest on the power cord. Do not locate this product where people will walk on the cord

7. Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short out parts that could result in a fire or electric shock
8. Never spill liquid of any kind into or onto the product
9. Do not attempt to service this product yourself, as opening or removing covers may expose you to dangerous voltage points or other risks


Danger—electric shock and fire

Electric current from power, telephone and communication cables is hazardous and could result in electric shock and/or fire.








Learn more

For more information, visit www.onetalk.com

Documents / Resources

| | |
|---|--|
|  | <p>verizon One Talk EXP50 Expansion Module [pdf] User Guide One Talk EXP50 Expansion Module, Talk EXP50 Expansion Module, EXP50 Expansion Module, Expansion Module, Module</p> |
|---|--|

References

-  [One Talk: Shared Business Lines - Support Overview](#)
-  [Devices by Yealink | Verizon](#)
-  [One Talk: Shared Business Lines - Support Overview](#)
-  [Verizon: Wireless, Internet, TV and Phone Services | Official Site](#)
-  [Verizon: Wireless, Internet, TV and Phone Services | Official Site](#)
-  [One Talk: Cloud-Based Business Phone System | Verizon](#)
-  [One Talk: Cloud-Based Business Phone System | Verizon](#)