

Yealink W60, W56H Quick Reference Guide

V3.1



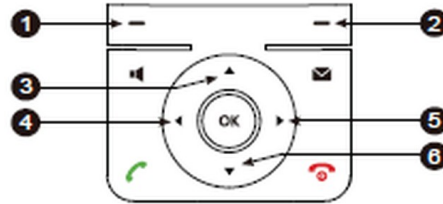
Speed Dials: To dial a speed dial, press and hold the keypad # button.

Keypad button 2 = Park 1 (x901)

Keypad button 3 = Park 2 (x902)

Shortcuts

Shortcut keys help you quickly access to frequently used phone features. Check the default shortcut keys below:



- ❶ Press the left soft key to access the call history.
- ❷ Press the right soft key to check the line status.
- ❸ Press ▲ to place an internal call.
- ❹ Press ◀ to decrease the ringer volume.
- ❺ Press ▶ to increase the ringer volume.
- ❻ Press ▼ to access the directory.

Entering and Editing Data

- Press **#a** one or more times to switch among different input modes or enter "#".
- Press ****** to select the special characters or enter "**".
- Press a digit key one or more times to enter the desired character or digit.
- Press the **Del** soft key to delete entered characters.
- Press the **Save** soft key to accept the change or **⏮** to cancel.

BASIC OPERATIONS

Turning Handset On/Off

To turn the handset on, do one of the following:

- Press **⏮**, then the LCD screen lights up.
- Place the handset in the charger cradle. The handset will be turned on automatically.

To turn the handset off:

Long press **⏮** to turn the handset off.

Locking/Unlocking Keypad

- Long press **#a** when the handset is idle to lock the keypad.
- Long press **#a** again to unlock the keypad.

Silent Mode

- Long press ****** when the handset is idle to switch the silent mode to On.
- Long press ****** again to switch the silent mode to Off.

HANDSET SETTINGS

Handset Name

To rename the handset:

1. Press the **OK** key to enter the main menu, and then select **Settings→Handset Name**.
2. Edit the value in the **Rename** field.
3. Press the **Save** soft key to accept the change.

Volume Adjustment

- Press ◀ or ▶ when the handset is idle or ringing to adjust the ringer volume.
- Press ◀ or ▶ during a call to adjust the receiver volume of speakerphone/earpiece/earphone.

Ring Tones

1. Press the **OK** key to enter the main menu, and then select **Settings→Audio→Ring Tones→Melodies**.
2. Press ▲ or ▼ to highlight the **Intercom Call** option or the desired line.
3. Press ◀ or ▶ to select the desired ring tone.

4. Press the **Save** soft key to accept the change.

Local Directory

To add a contact:

1. Press the **OK** key to enter the main menu, and then select **Directory**.
2. Press the **Options** soft key, and then select **New Contact**.
3. Enter the desired value in the **Name**, **Office**, **Mobile** and **Other** field respectively.
4. Press the **Save** soft key to accept the change.

To edit a contact:

1. Press the **OK** key to enter the main menu, and then select **Directory**.
2. Press **▲** or **▼** to highlight the desired entry.
3. Press the **Options** soft key, and then select **Edit**.
4. Edit the desired value in the **Name**, **Office**, **Mobile** and **Other** field respectively.
5. Press the **Save** soft key to accept the change.

To delete a contact:

1. Press the **OK** key to enter the main menu, and then select **Directory**.
2. Press **▲** or **▼** to highlight the desired entry.
3. Press the **Options** soft key, and then select **Delete** to delete the selected entry.

To assign a speed dial number:

1. Press the **OK** key to enter the main menu, and then select **Settings**→**Telephony**→**Speed Dial**.
2. Press **▲** or **▼** to highlight the desired digit key, and then press the **Assign** soft key.
3. Press **▲** or **▼** to highlight the desired entry, and then press the **OK** soft key.

If both the office number and mobile number are stored, press **▲** or **▼** to highlight the desired number, and then press the **OK** soft key again.

BASIC CALL FEATURES

Placing Calls

To place a call directly:

1. Do one of the following:
 - Enter the desired number when the handset is idle.
 - Press **■** to enter the pre-dialing screen.
Enter the desired number using the keypad.

If there are multiple lines assigned to your handset as outgoing lines, press the **Line** soft key to select the desired line. If you do not select a line, the handset uses the default outgoing line to dial out.

2. Press **☎**, **■** or **☎** to dial out.

To place a call from the local directory:

1. Press **▼** when the handset is idle.
2. Press **▲** or **▼** to highlight the desired entry, and then press **☎** or **■** to dial out using the default line.

If multiple numbers for the contact are stored, press **▲** or **▼** to highlight the desired number, and then press **☎** or **■** again to dial out using the default line.

To place a call from the call history:

1. Press the **History** soft key when the handset is idle, and then select the desired call history list.
2. Press **▲** or **▼** to highlight the desired entry, and then press **☎** or **■** to dial out using the default line.

To place a call from the redial list:

1. Press **☎** when the handset is idle.
2. Press **▲** or **▼** to highlight the desired entry, and then press **☎** or **■**.

To place a call using the speed dial key:

Long press the speed dial key to call the preset number directly.

Answering Calls

To answer a call, do one of the following:

- Press the **Accept** soft key.
- Press **■**.
- Press **☎**.
- Press **☎**.

Note: You can ignore an incoming call by pressing the **Silence** soft key or reject an incoming call by pressing **☎**.

Ending Calls

Press **☎**.

Call Mute

- Press **🔇** during a call to mute the call.
- Press **🔇** again to un-mute the call.

Call Hold and Resume

To place a call on hold:

Press the **Options** soft key during a call, and then select **Hold**.

To resume a call, do one of the following:

- If there is only a call on hold, press the **Resume** soft key.
- If there are two calls on hold, press the **Resume** soft key to resume the current call. Press the **Swap** soft key to swap between calls.

Call Transfer

You can transfer a call in the following ways:

Blind Transfer

1. Press the **Options** soft key during a call, and then select **Transfer**.
2. Enter the number you want to transfer the call to.
3. Press the **Transfer** soft key.

Semi-Attended Transfer

1. Press the **Options** soft key during a call, and then select **Transfer**.

2. Enter the number you want to transfer the call to.
3. Press ,  or  to dial out.
4. Press the **Transfer** soft key when you hear the ring-back tone.

Attended Transfer

1. Press the **Options** soft key during a call, and then select **Transfer**.
2. Enter the number you want to transfer the call to.
3. Press ,  or  to dial out.
4. Press the **Transfer** soft key after the call is answered.

Call Forward

To enable the call forward feature on a specific line:

1. Press the **OK** key to enter the main menu, and then select **Call Features**→**Call Forward**.

2. Press **▲** or **▼** to highlight the desired line, and then press the **OK** soft key.
3. Press **▲** or **▼** to highlight the desired forwarding type, and then press the **OK** soft key.
 - Always**----Incoming calls are forwarded immediately.
 - Busy**----Incoming calls are forwarded when the line is busy.
 - No Answer**----Incoming calls are forwarded if not answered after a period of time.
4. Select **Enabled** from the **Status** field.
5. Enter the number you want to forward the incoming calls to in the **Target** field.
 - For **No Answer Forward**, press **◀** or **▶** to select the desired ring time to wait before forwarding in the **After Ring Time** field.
6. Press the **Save** soft key to accept the change.

How to Park a Call with the Yealink Wireless Handset

On the Yealink wireless handset, there is no Park key. To pick up a call that is on **Park**, or to **Park** a call, follow the instructions below. Please note that the Park Extensions are 901 for Park 1 and 902 for Park2. The speed dial for **Park1 ext 901** has been set to **key 2**, and the speed dial for **Park2 ext 902** has been set to **key 3**. If there is a call on park1 on ext 901, and you call ext 901, that will pick up the call. If you transfer a call to one of the Park extensions, the call will be Parked.

Pick Up a Parked Call

Method1: Dial the Park Extension

To pick up a call that has been parked on Park 1 ext 901, dial **901** on the phone and press the **green phone key** to dial. If a call has been parked on Park 1 ext 902, dial **902** on the phone and press the **green phone key** to dial.

Method2: Press the Speed Dial Key

To pick up a call parked on Park1 ext 901, press and hold **key 2** until it calls the extension, which will pick up the call. To pick up a call parked on Park 2 ext 902, press and hold **key 3** until it calls the extension, which will pick up the call.

Park a Call

Method1: Transfer the call to the Park Extension

To Park a call, press the **TRAN** key, then dial the park 1 or park 2 extension **901 or 902**, and press **Transfer**. The call is now parked.

Method2: Transfer to the Speed Dial Key

To Park a call, press the **TRAN** key, then press and hold key 2 for Park1 x901, or key 3 for Park2 x902. Finally, press the **Transfer** softkey to complete Parking the call.