

# Phone User Guide Yealink W60B & W56H





## **Basic Operations** Shortcuts:

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

- 1. Press the left soft key to access the call history.
- 2. Press the right soft key to check the line status.
- 3. Press  $\blacktriangle$  to place an internal call.
- 4. Press ◀ to decrease the ringer volume.
- 5. Press ► to increase the ringer volume.
- 6. Press  $\mathbf{v}$  to access the directory



## **Turning Handset On/Off**

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

- Press 7 , 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 *when the handset is idle to lock the keypad.*
- Long press 📻 again to unlock the keypad.

#### **Silent Mode**

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

## **Handset Settings**

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 the speakerphone, earpiece, or earphone.

## **Ring Tones**

1. Press the OK key to enter the main menu, and then select Settings -> Audio -> Ring Tones -> M lodies.

2. Press a or to highlight the **Intercom Call** option or the desired line.

3. Press or to select the desired ringtone.

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  $\blacktriangle$  or  $\checkmark$  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  $\blacktriangle$  or  $\checkmark$  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  $\blacktriangle$  or  $\checkmark$  to highlight the desired digit key, and then press the **Assign** soft key.

- 3. Press  $\blacktriangle$  or  $\checkmark$  to highlight the desired entry, and then press the **OK** soft key.
- 4. 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 A when the handset is idle.
- 2. Press ▼ or ▼ to highlight the desired entry, and then press C or to dial out using the default line.

If multiple numbers for the contact are stored, press  $\blacktriangle$  or  $\checkmark$  to highlight the desired number, and then press  $\checkmark$  or  $\blacksquare$  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 *C* or **I** to dial out using the default line.

#### To place a call from the redial list:

- 1. Press 🥟 when the handset is idle.
- 2. Press  $\blacktriangle$  or  $\checkmark$  to highlight the desired entry, and then press  $\checkmark$  or  $\blacksquare$ .

## 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  $\overline{c}$ .

#### **Ending Calls**

Press 🕤 .

#### **Call Mute**

• Press 💷 during a call to 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  $\mathcal{C}$ ,  $\mathbf{II}$ , or  $\bigcirc$  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  $\checkmark$ ,  $\blacksquare$ , or  $\odot$  to dial out.

4. Press the Transfer soft key when you hear the ring-back tone.



#### **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  $\blacktriangle$  or  $\checkmark$  to highlight the desired line, and then press the **OK** soft key.
- 3. Press  $\blacktriangle$  or  $\checkmark$  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 answer 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.

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