Yealink

W53P & W60P DECT IP Phone
User Guide

Copyright

Trademarks

Warranty

Declaration of Conformity

Hereby, Yealink(Xiamen) Network Technology CO., LTD. declares that this phone is in conformity with the essential requirements and other relevant provisions of the CE, FCC.

For European, this device is a DECT Portable station operating in the frequency band of 1880MHz to 1900MHz.

For US, This telephone is compliant with the DECT 6.0 standard which operates in the 1.92GHz to 1.93GHz frequency range.

CE Mark Warning

This device is marked with the CE mark in compliance with RED 2014/53/EU.

This device complies with the following standards:

1. Safety: EN 60950-1:2006+A11:2009+A1:2010+A12:2011+A2:2013

2. SAR: ETSI EN 62311:2008

3. EMC: EN55032:2012/AC:2013，EN55024:2010, EN301489-6 V2.1.1,EN301489-1 V2.1.1

4. Radio: ETSI EN 301406 V2.2.2

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This Class [B] digital apparatus complies with Canadian ICES-003 & ICRSS-213 Rules.

Operation is subject to the following conditions:

1. This device may not cause interference.

2. This device must accept any interference, including interference that may cause undesired operation of the device. Privacy of communications may not be ensured when using this telephone.

Information for DECT Product

This telephone is compliant with the DECT 6.0 standard which operates in the 1.92GHz to 1.93GHz frequency range. Installation of this equipment is subject to notification and coordination with UTAM. Any relocation of this equipment must be coordinated through and approved by UTAM. UTAM may be contacted at 1-800-429-8826.

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The original GPL license, source code of components licensed under GPL and used in Yealink products can be downloaded online: http://www.yealink.com/onepage_83.html.

Table of Contents

About This Guide

Yealink W53P/W60P DECT IP phone is a full-featured mobile device, which provides reliable and convenient wireless voice communications. In addition, it offers many widely accepted benefits of the DECT standard, including high security, strong scalability, and low power consumption to better meet your requirements.

This guide provides everything you need to quickly use your new phone. Firstly, verify with your system administrator that the IP network is ready for phone configuration. Also be sure to read the Quick Start Guide which can be found in your phone package before you set up and use the IP phone. As you read this guide, keep in mind that some features are only configurable by your system administrator or determined by your phone environment. As a result, some features may not be enabled or may be operated differently on your phone. Additionally, the examples and graphics in this guide may not directly reflect what is displayed or is available on your phone screen.

Note

This guide mainly takes W56H as an example. Due to different LCD specifications and parameters, the graphics displayed on the W53H handset may be different.

Read the *Yealink Products Regulatory Notices guide* for all regulatory and safety guidance.

Related Documentation

You can obtain additional information of the following phones from Yealink Support:

- DECT IP Phone W60P
- DECT IP Phone W53P

The following types of related documents are available on each support page:

- Release Notes, which details bug fixes and feature enhancements when an update is released.
- Quick Start Guide, which describes how to assemble your phone and configure the basic phone features.
- Administrator Guide, which provides the detailed information on how to configure phone features for system administrator.
- Regulatory Notice, which provides information about all regulatory and safety guidance.

In This Guide

Chapters in this guide include:

- Chapter 1   About This Guide
- Chapter 2   Getting Started with Your Phone
- Chapter 3   Customizing Your Phone
- Chapter 4   Audio Settings
- Chapter 5   Directory
- Chapter 6   Call History
- Chapter 7   Call Features
- Chapter 8   Advanced Features
- Chapter 9   Maintaining Your Phone
- Chapter 10   Appendix

Getting Started with Your Phone

This chapter provides the overview of phone hardware and screen layout, and introduces how to navigate your phone for the best performance.

Topics

Hardware Overview

Topics

W60B Base Station Hardware

After the base station starts up successfully and the handset is registered to the base station, all LEDs on the base station glow green in sequence.
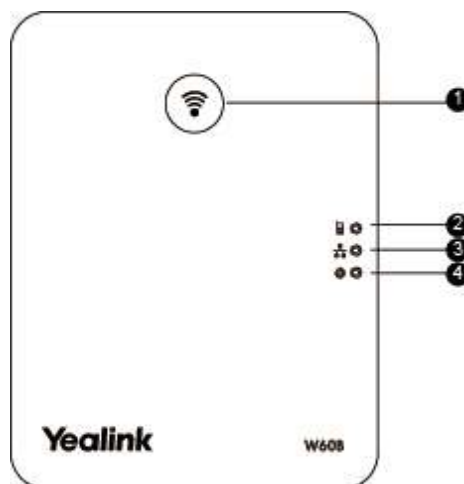
	Item	Description
1	Paging Key	• Locates a misplaced handset. • Toggles the registration mode. • Resets the base station to factory settings.
2	Registration LED	Indicates handset registration status or the base station is in the paging mode.
3	Network Status LED	Indicates the network status.

Item		Description
4	Power LED indicator	Indicates the power status of the base station.

W56H Handset Hardware
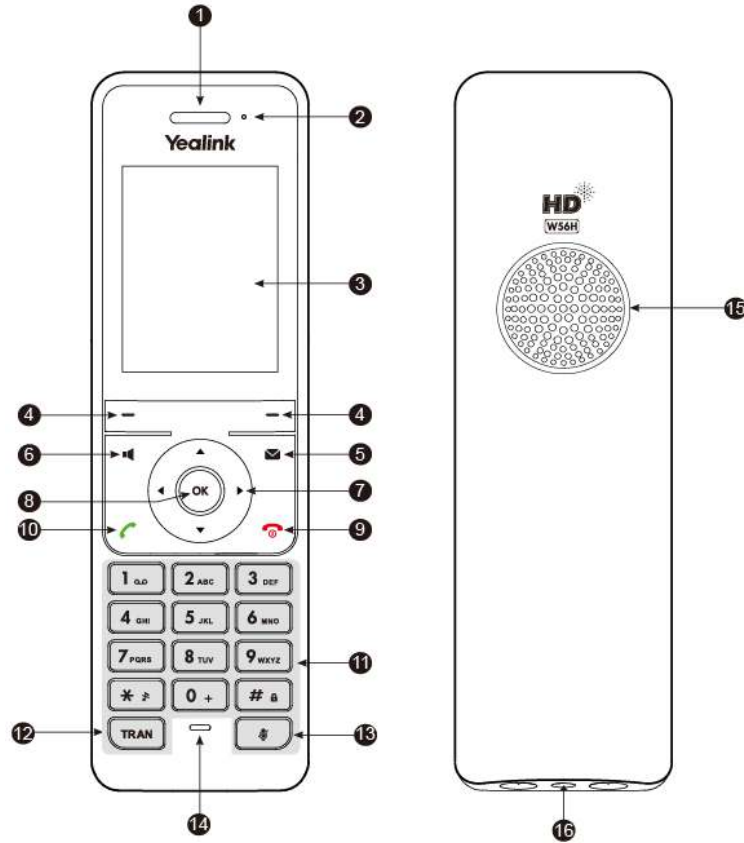
	Item	Description
1	Receiver	Receives audio in receiver mode.
2	Power LED indicator	Indicates call status, message status and charging status.
3	Phone Screen	Shows information.
4	Soft Keys	Access the function directly. It depends on the operating situation.
5	Message Key	Accesses the voice mail or missed call.
6	Speakerphone Key	• Switches among the receiver, headset and handsfree modes. • Answers an incoming call. • Places a call in handsfree mode.
7	Navigation Keys	Scroll through information or options on the screen.
8	OK Key	Confirms actions or enters the main menu.
9	On-hook Key/Power Key	• Press briefly to return to the previous screen. • Long press to return to the idle screen. • Press to turn the handset on.

Item		Description
		• Long press on the idle screen to turn the handset off. • Cancels actions or ends a call. • Rejects an incoming call.
10	Off-hook Key	• Answers an incoming call. • Enters the redial calls list. • Places a call in receiver or headset mode.
11	Keypad	Provides digits, letters and special characters.
12	TRAN Key	Transfers a call to another party.
13	Mute Key	Toggles mute feature on or off.
14	Microphone	Picks up audio.
15	Speaker	Outputs audio in handsfree mode.
16	3.5mm Headset Jack	Connects a standard 3.5mm headset.

W53H Handset Hardware
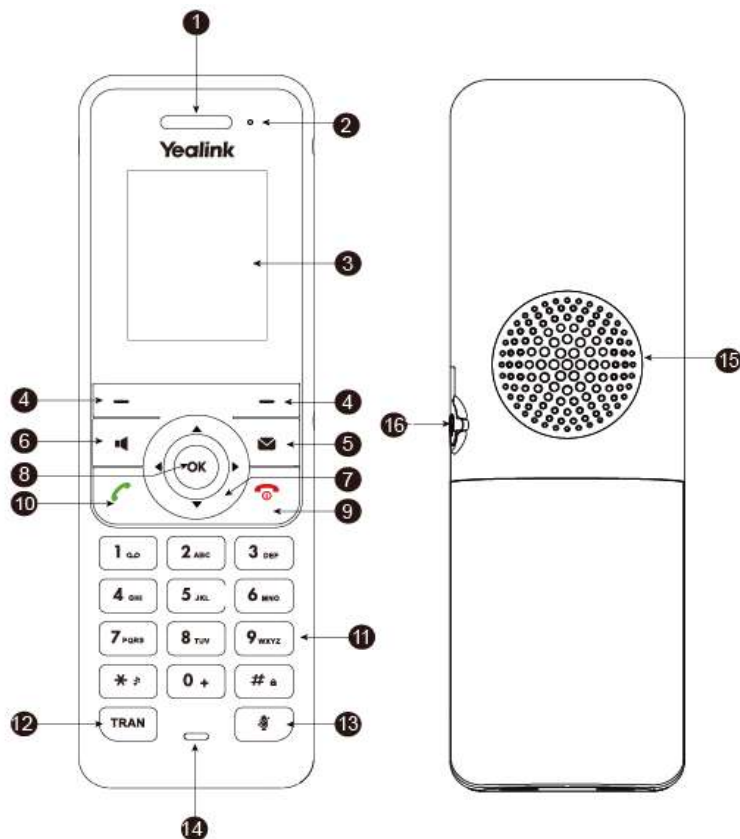
Item		Description
1	Receiver	Receives audio in receiver mode.

	Item	Description
2	Power LED indicator	Indicates call status, message status and charging status.
3	Phone Screen	Shows information.
4	Soft Keys	Access the function directly. It depends on the operating situation.
5	Message Key	Accesses the voice mail or missed call.
6	Speakerphone Key	• Switches among the receiver, headset and handsfree modes. • Answers an incoming call. • Places a call in handsfree mode.
7	Navigation Keys	Scroll through information or options on the screen.
8	OK Key	Confirms actions or enters the main menu.
9	On-hook Key/Power Key	• Press briefly to return to the previous screen. • Long press to return to the idle screen. • Press to turn the handset on. • Long press on the idle screen to turn the handset off. • Cancels actions or ends a call. • Rejects an incoming call.
10	Off-hook Key	• Answers an incoming call. • Enters the redial calls list. • Places a call in receiver or headset mode.
11	Keypad	Provides digits, letters and special characters.
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16	3.5mm Headset Jack	Connects a standard 3.5mm headset.

Power LED Indicator on the Handset

LED Status	Description
Solid red	The handset is charging.
Fast flashing red (300ms)	The handset is ringing.
Slow flashing red (1s)	The handset receives a voice mail or has a missed call.
Off	The handset is powered off. The handset is idle. The handset is fully charged.

Menu

The handset provides a variety of features that are grouped into the menu.

Topics

Main Menu

The main menu is the top menu, which consists of seven menu items: Status, Intercom, Voice Mail, Call Features, Directory, Settings and History.

No.	Description
1	Menu item you selected.
2	Menu icon: : Status—To view the status information of base, handset and line. : Intercom—To make an internal call. : Voice Mail—To set and view voice mail(s). : Call Features—To access the features of Call Forward, Do Not Disturb, Call Waiting, Anon.Call Rejection, Anonymous Call and Paging. : Directory—To access the directory and manage the contacts. : Settings—To personalize the setting of your handset. : History—To access the call history list. **Note**: If your system administrator has enabled 3-level access permissions for you, you can see a User Mode icon .
3	Soft key label.

Topics

Entering the Main Menu

Procedure

1. Press the OK key when the handset is idle.

   The main menus are displayed on screen as icons.

Accessing the Main Menu Feature

Procedure

1. Press **OK** when the handset is idle.
2. Press the navigation keys to select a different menu icon.

   The name of the associated menu appears on the top of the screen.
3. Press **OK** to open the selected menu.

Note
You can only access **Status** and **Settings** if the handset is not registered to a base station. For more information on handset registration, refer to Handset Registration .

Related Topic

Appendix A- Menu Structure

Submenu

The functions in the submenus are displayed as lists. You can open the submenu to access a function.

For example, if you select **Settings** menu, the submenu is displayed as below:

```
                Settings
  1.Date & Time

  2.Audio

  3.Display

  4.Shortcut

  5.Language

  6.Registeration

  7.Telephony
  Back                      OK
```

Topic

Accessing a Submenu Feature

Accessing a Submenu Feature

Procedure

1. Press the up and down navigation keys to highlight the desired submenu.
2. Press **OK** to open the submenu.
3. Press the On-hook key or **Back** to return to the previous screen.

Related Topic

Appendix A- Menu Structure

Returning to Idle Screen

Procedure

1. Long press the On-hook key to quickly exit the menu and return to the idle screen.

Screen and Icons

Before you use the phone, you need to be familiar with the state of your phone, including phone screen layout and icons.

Topics

Idle Screen
Line Status Screen
Icons on the Idle Screen
Icons on the Calls Screen
Icons on the Line Status Screen
Call History Icons

Idle Screen
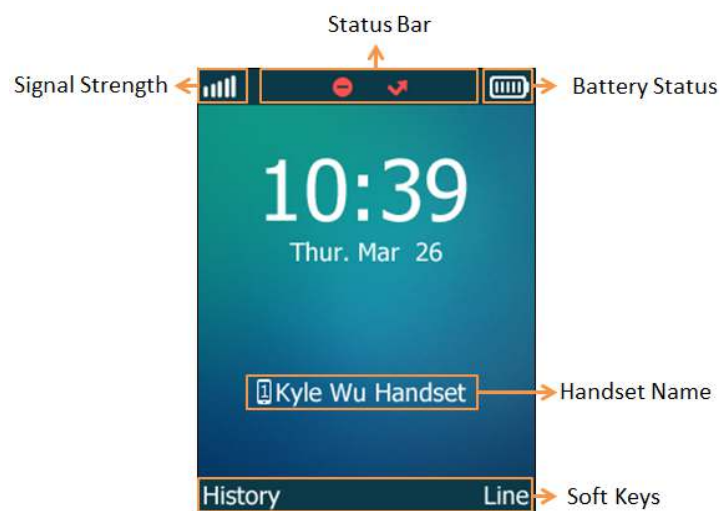
- **Signal Strength**:

  Weak to strong:

No reception:

Eco mode+ is on:

- **Battery Status**:

Low to full:

Need Charging:

- **Status Bar**: Display the feature status icons. The status icons display when features are activated.
- **Handset Name**: Display internal handset number and registered handset name (e.g., "1" is internal handset number, indicating the handset is the Handset 1 of the base station).
- **Soft Keys**: The soft key labels on the screen directly above the soft keys show the functions available at that particular moment.

Related Topics

Icons on the Idle Screen
Shortcuts

Line Status Screen

Press **Line** to enter the line status screen. The line status screen is displayed as below:
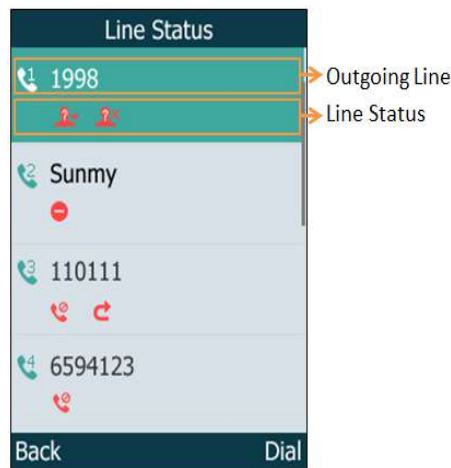
- **Outgoing Line**: Display the registered line number and the corresponding line (display user name by default). The default outgoing line will be displayed in the first line of the screen.
- **Line Status**: Display the icon of line status. The icon indicates the corresponding feature that assigned to the line.

Related Topic

Icons on the Line Status Screen

Icons on the Idle Screen

Icon	Description
1 2 3 4 5 6 7 8	Registered handset icon (e.g., "1" is internal handset number, indicating the handset is the Handset 1 of the base station)

Icon	Description
🔒	Keypad Lock
📼	Voice Mail
🔇	Silent Mode On
↪	Call Forward
⊖	Do Not Disturb (DND)

Icons on the Calls Screen

Icon	Description
📱	Receiver Mode On
🎧	Headset Mode On
🔊	Handsfree Mode On
👤	Contact
⏸	Call Hold
🎤	Call Mute
👥	Conference Call
📱	Intercom Call

Icons on the Line Status Screen

Icon	Description
↪	Call Forward
⊖	Do Not Disturb (DND)
☎	Unassigned outgoing line
👤→	Anonymous call is enabled.
👤×	Anonymous call rejection is enabled.

Call History Icons

Icon	Description
↙	Received Calls
↗	Missed Calls
↗	Placed Calls

Entering Characters on the Handset

You can enter and edit data in the corresponding field using the handset keypad. The input modes are selectable.

Topics

Setting the Input Modes

The handset provides you with 12 input modes, and different input mode provides different characters.

The default input modes are Abc, 123, ABC and abc. You can enable the input modes that you used frequently and switch among them if needed.

Procedure

1. Navigate to **OK**->**Settings**->**Display**->**Input Method**.
2. Select a desired input mode, and then press **Change**.

Editing Fields

The limitations for some certain fields on the handset are as follow:

- **Name and Password field**: any characters
- **Number field**: only digit, dot or #
- **IP address field**: 32-bit IPv4 address or 128-bit IPv6 address

Entering Data

In corresponding input mode, you can press the keypad repeatedly to view the character (or numbers) options and press more times to highlight the desired character (or number), the available character under each key are displayed at the left bottom of the phone screen.

The following table describes how to enter different characters using the keypad keys:

If you want to	Then you can
Switch among input modes.	Press ⬚ to switch among input modes. The current input mode is displayed at the right bottom of the phone screen.
Enter letters	Press a key one or more times (depending on what input mode you're in) to enter the possible characters that are displayed on the keypad key.
Enter special characters.	Press ⬚ to enter the space character or the following special characters: _ ' " = / \ ^ ; : . , - + * # § % & @ ? ! ¿ ¡ ( ) { } [ ] < > ¥ $ £ | ~ ¤ Press ⬚ : • If it is in the uppercase (ABC), uppercase and lowercase (Abc) or lowercase (abc) input modes, it will provide space character and the following special characters: . , ?, !, 0. • If it is in the numeric (123) input mode, it will only provide the digit 0. • Long press the key to enter the character +.
Delete the text.	Press ⬚ or ⬚ to position the cursor to the right of the text you want to delete, and then press **Del** to delete one character at a time or long press to delete all characters.

Related Topics

Customizing Your Phone

You can make your IP phone more personalized by customizing various settings.

Topics

Turning Handset On

The handset will be turned on automatically when the battery is inserted to the handset. You can also turn the handset on manually.

Procedure

1. Do one of the following:
    - Press the On-hook key. The phone screen lights up.
    - Place the handset to the charger cradle.

Turning Handset Off

Procedure

1. Long press the On-hook key when the handset is idle.

Changing the Base PIN

To avoid unauthorized registration or access to some features on the handset, you should keep the base PIN secret. The default base PIN is "0000", you can change the default base PIN.

Procedure

1. Navigate to **OK**->**Settings**->**System Settings**->**Change Base PIN**.

2. Enter the system PIN (default: 0000), and then press **Done**.

3. Enter the new PIN in the **Enter New PIN** and **Re-enter New PIN** field respectively.

4. Press **Save**.

Note

We recommend that you set a new random 4-digit PIN that may not be easily guessed.

Changing the Wallpaper

You can change the wallpaper image when the handset is idle.

Procedure

1. Navigate to **OK**->**Settings**->**Display**->**Wallpaper**.

2. Press the navigation keys to select the desired image.

3. Press **Save**.

Setting the Screen Saver

The screen saver is designed to protect your phone screen by filling it with an analog clock. When the screen saver is enabled, an analog clock will be activated and appear on the phone screen if the handset is idle for approximately 10 seconds.

Procedure

1. Navigate to **OK**->**Settings**->**Display**->**Screen Saver**.

2. Press **Change**.

Changing the Screen Brightness

The handset backlight in charger or out of charger can be configured independently.

When in charger/out of charger is enabled, the backlight will be turned off after the handset is idle for about 30 minutes when the handset is or not in the charging cradle. When an incoming call arrives, a key is pressed or the the handset status changes, the backlight is automatically turned on.

Procedure

1. Navigate to **OK**->**Settings**->**Display**->**Display Backlight**.

2. Select the desired value from the **In Charger** or **Out Of Charger** field.

3. Press **Save**.

Setting the Keypad Light

You can enable the keypad light to illuminate the keypad keys when any key is pressed.

Procedure

1. Navigate to **OK**->**Settings**->**Display**->**Keypad LED**.

2. Press **Change**.

Changing the Language

The handset supports 10 languages: English, French, German, Italian, Polish, Portuguese, Spanish, Turkish, Swedish and Russian.

The default handset language is English. You can change the handset language.

Procedure

1. Navigate to **OK**->**Settings**->**Language**.
2. Select the desired language, and then press **Select**.

   The phone screen prompts you whether to change the language.
3. Press **Yes**.

The handset language is changed to the selected one.

Time & Date

You can set the time and date manually. The time and date formats are also customizable.

Topics

Setting the Time and Date Manually
Changing the Time and Date Format

Setting the Time and Date Manually

If your phone cannot obtain the time and date automatically, you can set the it manually.

Before You Begin

Check with your system administrator to find out if the manual mode has been enabled.

Procedure

1. Navigate to **OK**->**Settings**->**Date & Time**.
2. Enter the date and time in the corresponding fields.
3. Press **Save**.

   The time and date set on the handset will be changed accordingly.

Changing the Time and Date Format

You can customize the date with various time and date formats.

The built-in date formats are listed as below:

Date Format	Example (2016-09-02)
WWW MMM DD	Fri. Sep 02
DD-MMM-YY	02-Sep-16
YYYY-MM-DD	2016-09-02
DD/MM/YYYY	02/09/2016
MM/DD/YY	09/02/16

Date Format	Example (2016-09-02)
DD MMM YYYY	02 Sep 2016
WWW DD MMM	Fri. 02 Sep

Note

Your system administrator can customize the date format.

Procedure

1. Navigate to **OK**->**Settings**->**Display**->**Time Format** or **Date Format**.
2. Select the desired time format or date format.
3. Press **Change**.

Shortcuts

Shortcuts allow you to quickly and directly access the feature without scrolling through the menu when the phone is idle. For example, press the down navigation key to access Directory. You can configure six shortcuts on the phone in total.

Topics

Supported Shortcuts
Customizing the Shortcuts

Supported Shortcuts

The following table lists the default access feature of the desired shortcut, and the available access features for all shortcuts:

Shortcut	Default Access Feature	Available Access Features
Left Softkey	History	History
		Missed
		Received
Right Softkey	Line Status	Redial
		Speed Dial
		Menu
▲	Intercom	Line Status
		Default Line
		Call Forward
▼	Directory	Do Not Disturb
		Intercom
		Directory
◄	Volume-	Volume-
		Volume+
►	Volume+	Paging
		Status

Customizing the Shortcuts

Procedure

1. Navigate to **OK**->**Settings**->**Shortcut**.
2. Select the desired shortcut, and then press **Change**.
   The feature currently assigned to the selected key is highlighted and followed by a left arrow.
3. Select the desired feature, and then press **OK**.

Related Topic

Supported Shortcuts

Handset Keypad Lock

To prevent accidental use of the handset, the keypad can be locked manually by long pressing the # key. When the keypad is locked, incoming calls will still ring on your phone, but only the emergency numbers can be dialed out.

Topics

Locking Handset Keypad
Unlocking Your Phone

Locking Handset Keypad

Procedure

1. Long press the # key when the handset is idle until the phone prompts you the handset is locked.

The lock icon [icon] appears in the status bar.

Unlocking Your Phone

Procedure

1. Long press the # key when the locked handset is idle until the phone prompts you the handset is unlocked.

The lock icon [icon] disappears from the status bar.

Handset Registration

You can register a handset to 4 different base stations at most.

Note
Up to 8 handsets can be registered to one base station.

Topics

Registering a Handset to a Base Station
Registering a Handset to Multiple Base Stations
Deregistering a Handset
Selecting a Base Station to Connect
Renaming the Base Station

Registering a Handset to a Base Station

Before You Begin

When the phone prompts "Unregistered!", long press [icon] on the base station till the registration LED flashes.

Procedure

1. Press the **Reg** soft key to register the handset quickly.

After the handset is registered successfully, the phone prompts "Handset Subscribed" and "Base NO. (The last 4 characters of the connected Base's MAC address)".

After the handset initializes data successfully, an icon with the internal handset number and handset name appears on the phone screen.

Tip
You can also press the **OK** soft key, select **Register Handset** and then select the desired base to register the handset. You need to enter the base PIN (default: 0000) after a base is found.

Registering a Handset to Multiple Base Stations

You can register a handset to 4 different base stations.

Before You Begin

Long press (📶) on the base station till the registration LED flashes.

Procedure

1. Navigate to **OK**->**Settings**->**Registration**->**Register Handset**.
2. Select the desired base and then press **OK**.

   The handset begins searching for the base.
3. Press **OK** after a base is found.
4. Enter the base PIN (default: 0000), and then press **Done** to complete registration.

After registration, the phone prompts "Handset Subscribed" and "Base NO. (The last 4 characters of the connected Base's MAC address)".

After the handset initializes data successfully, an icon with the internal handset number and handset name appears on the phone screen.

Deregistering a Handset

You may need to de-register your handset if you want to replace a base station.

Procedure

1. Navigate to **OK**->**Settings**->**Registration**->**De-reg. Handset**.
2. Enter the system PIN (default: 0000), and then press **Done**.

   The phone screen displays the handsets names that are registered to the same base station. The name of the handset itself is highlighted and followed by a left arrow.
3. Select the desired handset, and then press **OK**.

   The phone screen prompts you whether to deregister the handset.
4. Press **Yes**.

Selecting a Base Station to Connect

One handset can be registered to multiple base stations, but only one base station is the active one, and others remain saved in the list of available base stations. You can connect the handset to a desired base manually, or allow the handset to connect the base station with the best reception automatically.

Procedure

1. Navigate to **OK**->**Settings**->**Registration**->**Select Base**.

   The phone screen displays all base stations that the handset is registered to and the **Bestbase** option. The radio box of the currently used base station with the last 4 characters of MAC address is marked.
2. Select the desired base station or **Bestbase**, and then press **Select**.

   The handset begins to search for a base station. After a successful connection, the phone screen prompts "Base selected successfully!".

Renaming the Base Station

Procedure

1. Navigate to **OK**->**Settings**->**Registration**->**Select Base**.
2. Select a desired base station (expect **Bestbase** option), and then press **Rename**.
3. Enter the desired name in the **Rename** field.
4. Press **Save**.

Silent Mode

You can enable the silent mode if you do not want to be disturbed. The handset will not ring when receiving an incoming call, but the phone will still display the incoming call information.

Topics

Switching on Silent Mode

Procedure

1. Long press the * key until the phone prompts "All Ring Tones Off".

   The silent icon appears in the status bar.

Note

When the silent mode is activated, the phone will not play any advisory tones.

Related Topic

Switching off Silent Mode

Procedure

1. Long press the * key until the phone prompts "All Ring Tones On".

Locating a Handset

You can locate a misplaced registered handset using the base station.

Before You Begin

Make sure the handsets are in idle state.

Procedure

1. Press on the base station.

   All the handsets that are registered to this base station will ring (paging) simultaneously and the IP address of the base station on the phone screen will be displayed.

You can press any key on one of the handsets or press again on the base station to stop ringing (paging).

Renaming the Handset

The handset will be named automatically if successfully registered to the base station. You can personalize the handset name.

Procedure

1. Press **OK**->**Settings**->**Handset Name**.
2. Edit the current name in the **Rename** field.

3. Press **Save**.

Eco Mode+

Eco mode+ turns off the transmission power and the radio waves emitted are virtually zero when the phone is in the standby mode. If the eco mode+ is enabled, there is no signal interaction between the handset and the base station, and the color of the signal strength indicator on the idle screen will be displayed in green. When a call arrives or a connection occurs, the phone exits the eco mode+ automatically, and the color of the signal strength indicator on the idle screen changes from green to white.

Topic

Setting the Eco Mode+

Setting the Eco Mode+

You can enable or disable the eco mode+.

Procedure

1. Navigate to **OK**->**Settings**->**System Settings**->**Eco Mode+**.
2. Press **Change**.
3. Enter the system PIN (default: 0000) and then press **Done**.

   The phone prompts whether to reboot the base station.
4. Press **Yes**.

   The base station reboots to make the change take effect. The change applies to all the handsets registered to the base station. The color of the signal strength indicator on the idle screen will change from white to green.

Eco Mode

Eco mode greatly reduces the transmission power and signal output when the phone is during a call. The attenuation range is 20m. When the distance between the base station and the handset is over 20m, the eco mode is disabled automatically.

Topic

Setting the Eco Mode

Setting the Eco Mode

You can enable or disable eco mode. If the eco mode is enabled, the radio coverage of the base station will be reduced.

Procedure

1. Navigate to **OK**->**Settings**->**System Settings**->**Eco Mode**.
2. Press **Change**.

Repeater Mode

Repeater mode extends the radio coverage of the base station. This feature gives you more mobility in large dwelling. If the repeater mode is enabled, and a repeater is registered to the base station, the handset registered to the base station can be used either in the base station or the repeater coverage area. It provides users with greater freedom of mobility.

For more information on how to use DECT repeater with the base station, refer to Yealink DECT Repeater User Guide.

Topic

Setting the Repeater Mode

Before You Begin

Repeater mode and eco mode+ features cannot be used at the same time.

Procedure

1. Navigate to **OK**->**Settings**->**System Settings**->**Repeater Mode**.

2. Select a desired repeater mode and press **OK**.

   The phone prompts whether to reboot the base station.

3. Press **Yes**.

   The base station reboots to make the change take effect. The change is applied to all the handsets registered to the base station.

Related Topic

Audio Settings

The audio settings contain the volume settings, and the available ring tone, advisory tone and key tone settings.

Topics

Adjusting the Volume
Setting the Ring Tone
Setting the Advisory Tone

Adjusting the Volume

You can adjust the audio volume and the ring volume.

Topics

Adjusting the Audio Volume
Adjusting the Ringer Volume

Adjusting the Audio Volume

When you are during a call, you can increase or lower the volume of currently engaged audio devices (earpiece, speakerphone or Headset).

Procedure

1. Press the left or right navigation key to adjust the audio volume.

Related Topics

Setting the Ring Tone for the External Calls
Setting the Ring Tone for the Internal Calls

Adjusting the Ringer Volume

When the phone is idle or ringing, you can increase or decrease the ringer volume. If ringer volume is adjusted to the minimum, the minimum volume icon will appear on phone screen.

Procedure

1. Do one of the following:
  - Press the left or right navigation key to adjust the ringer volume.
  - Navigate to **OK**->**Settings**->**Audio**->**Ring Tones**->**Volume** to adjust the ringer volume.

Setting the Ring Tone

Ring tones are used to announce incoming calls. You can set ring tone for internal call and external call respectively.

Topics

Setting the Ring Tone for the Internal Calls
Setting the Ring Tone for the External Calls

Setting the Ring Tone for the Internal Calls

Procedure

1. Navigate to **OK**->**Settings**->**Audio**->**Ring Tones**->**Melodies**.
2. Select a desired ring tone from the **Intercom Call** field.

    The ring tone is played automatically.
3. Press **Save**.

Setting the Ring Tone for the External Calls

Procedure

1. Navigate to **OK**->**Settings**->**Audio**->**Ring Tones**->**Melodies**.
2. Select the desired ring tone for a specific line.

    The ring tone is played automatically.
3. Press **Save**.

Setting the Advisory Tone

Advisory tones are acoustic signals of your handset, which inform you of different actions and states. You can configure the following advisory tones independently:

- **Keypad Tone**: plays when you press any key on the keypad.
- **Confirmation**: plays when a setting is changed or the handset is placed in the charger.
- **Low Battery**: plays when the battery capacity is low and the handset needs to be charged.

Note

If the silent mode is activated, the advisory tones will not play, but you can still see the low battery and confirmation alert on the phone screen.

Procedure

1. Navigate to **OK**->**Settings**->**Audio**->**Advisory Tones**.
2. Select the desired value from the **Keypad Tone** field.
3. Select the desired value from the **Confirmation** field.
4. Select the desired value from the **Low Battery** field.
5. Press **Save**.

Directory

The Yealink IP phones provide several types of phone directories and what the system administrator has set for you.

The phones provide the following types of directories:

- Local Directory
- Shared Directory
- Blacklist
- Remote Phone Book

Local Directory

You can store 100 contacts in the handset's local directory, and each contact is with a name, a mobile number and an office number. The contact in the local directory can be added, edited and deleted freely.

Topics

Adding Contacts
Editing Contacts
Deleting Contacts
Searching for Contacts

Adding Contacts

You can add 100 contacts to your local directory.

Procedure

1. Navigate to **OK**->**Directory**.
2. Press **Options**, and then select **New Contact**.
3. Enter the name and the office, mobile or other number in the corresponding fields.
4. Press **Save**.

If the contact already exists in the local directory, the phone will prompt "Contact already exists!".

Editing Contacts

You can change or add more information to your contacts at any time.

Procedure

1. Navigate to **OK**->**Directory**.
2. Highlight the desired contact, and then press **Options**. Select **Edit**.
3. Edit the contact information.
4. Press **Save**.

Deleting Contacts

You can delete one or all contacts from the local directory.

Topics

Deleting a Contact
Deleting All Contacts

Deleting a Contact

Procedure

1. Navigate to **OK**->**Directory**.
2. Select the desired contact.
3. Press **Options**, and then select **Delete**.

    The phone prompts whether to delete this contact.

4. Press **Yes**.

Deleting All Contacts

Procedure

1. Navigate to **OK**->**Directory**.
2. Press **Options**, and then select **Delete All**.

    The phone prompts whether to delete all contacts.

3. Press **Yes**.

Searching for Contacts

In the Local Directory, you can enter search criteria to find your desired contact quickly.

Procedure

1. Navigate to **OK**->**Directory**.
2. Enter the name or number you are looking for in the search field.

    The contacts will be displayed in the result list.

Shared Directory

All handsets that are registered on the same base station can share the contacts with each other. You can store up to 100 contacts in your phone's shared directory, and edit, delete, search or simply dial a contact from the shared directory.

Check with your system administrator to find out if this feature is available on your phone.

Topics

Adding Shared Contacts
Editing Shared Contacts
Deleting a Shared Contact
Deleting All Shared Contacts
Searching for Shared Directory Contacts
Moving a Shared Contact to the Blacklist Directory
Moving a Shared Contact to the Local Directory
Placing a Call from the Shared Directory

Adding Shared Contacts

Procedure

1. Navigate to **OK**->**Directory**->**Shared Directory**.
2. Select **Options** and then select **New Contact**.
3. Enter the name and the office, mobile or other number in the corresponding fields.
4. Press **Save**.

If the contact already exists in the shared directory, the phone will prompt "Contact already existed!".

Editing Shared Contacts

Procedure

1. Navigate to **OK**->**Directory**->**Shared Directory**.
2. Highlight a contact and then press **Options**.
3. Select **Edit**.
4. Edit the shared contact information.
5. Press **Save**.

Deleting a Shared Contact

Procedure

1. Navigate to **OK**->**Directory**->**Shared Directory**.
2. Highlight a contact and then press **Options**.
3. Select **Delete**.

   The phone prompts whether to delete the contact.
4. Press **Yes** to delete.

Related Topic

Deleting All Shared Contacts

Deleting All Shared Contacts

Procedure

1. Navigate to **OK**->**Directory**->**Shared Directory**.
2. Highlight a contact and then press **Options**.
3. Select **Delete All**.

   The phone prompts whether to delete all contacts.
4. Press **Yes** to delete.

Related Topic

Deleting a Shared Contact

Searching for Shared Directory Contacts

In the Shared Directory, you can enter search criteria to find your desired contact quickly.

Procedure

1. Navigate to **OK**->**Directory**->**Shared Directory**.
2. Enter the name or number you are looking for in the search field.

The contacts will be displayed in the result list.

Moving a Shared Contact to the Local Directory

Procedure

1. Navigate to **OK**->**Directory**->**Shared Directory**.
2. Select a contact.
3. Press **Options** and then select **Add To Local**.
4. Select **New Entry**.
5. Press **Save**.

Placing a Call from the Shared Directory

Procedure

1. Navigate to **OK**->**Directory**->**Shared Directory**.
2. Select the desired contact.
3. Press the Off-hook key.

   If the selected contact has multiple numbers, select the desired number, and press OK.

Related Topic

Searching for Shared Directory Contacts

Blacklist

Incoming calls from the blacklist contacts are rejected automatically. You can store 30 contacts in the blacklist to block unwanted callers.

Topics

Adding a Blacklist Contact
Editing a Blacklist Contact
Deleting Blacklist Contacts

Adding a Blacklist Contact

Procedure

1. Navigate to **OK**->**Settings**->**Telephony**->**Blacklist**.
2. Press **Options**, and then select **New Entry**.
3. Enter the blacklist number.
4. Press **Save**.

Editing a Blacklist Contact

You can edit your blacklist contacts at any time.

Procedure

1. Navigate to **OK**->**Settings**->**Telephony**->**Blacklist**.
2. Highlight the desired blacklist contact, and then press **Options**. Select **Edit**.

3. Edit the blacklist contact information.

4. Press **Save**.

Deleting Blacklist Contacts

You can delete one or all blacklist contacts.

Topics

Deleting a Blacklist Contact

Procedure

1. Navigate to **OK**->**Settings**->**Telephony**->**Blacklist**.

2. Select the desired blacklist contact.

3. Press **Options**, and then select **Delete**.

Deleting all Blacklist Contacts

Procedure

1. Navigate to **OK**->**Settings**->**Telephony**->**Blacklist**.

2. Press **Options**, and then select **Delete All**.

The phone prompts whether to delete all contacts.

3. Press **Yes** to delete.

Remote Phone Book

If the Remote Phone Book feature has been enabled by your system administrator, you can access your corporate directory directly from your phone. You can simply dial a contact from the corporate directory. You can also search for a contact or add contacts from the remote phone book to the local directory.

You can only access up to 5 remote phone books on your phone. Check with your system administrator to find out if this feature is available.

Topics

Searching for Remote Phone Book Contacts

In the Remote Phone Book, you can enter search criteria to find your desired contact quickly.

Procedure

1. Navigate to **OK**->**Directory**->**Remote Directory**.

2. Select the desired remote phone book.

3. Enter the name or number you are looking for in the search field.

The contacts will be displayed in the result list.

Adding a Remote Phone Book Contact to the Local Directory

You can add contacts in the remote phone book to the local directory. The contact you add from the remote phone book will not disappear from your local directory, even if your system administrator deletes this contact from the remote phone book.

Procedure

1. Navigate to **OK**->**Directory**->**Remote Directory**.
2. Select the desired remote phone book.
3. Highlight the desired contact, and then press **Options**.
4. Select **Add To Local**->**New Entry**.
5. Edit the corresponding fields.
6. Press **Save**.

Tip

You can select **Add To Local**->**Update Existing** to add the number to an existing contact or update the existing contact information.

Call History

The IP phones maintain call history lists of Missed Calls, Placed Calls and Received Calls.

Topics

Viewing History Records

You can view a list of up to 100 Missed Calls, Placed Calls and Received Calls.

Procedure

1. Press **History**.

   The phone screen displays all call records.
2. Press **Options**, and then select **Detail**.

   The detailed information of the entry appears on the phone screen.

Adding a History Record to Local Directory

You can add a history record to the local directory.

Procedure

1. Press **History**.

   The phone screen displays all call records.
2. Highlight the desired entry, and then press **Options**.
3. Select **Add To Local**->**New Entry**.
4. Edit the corresponding fields.
5. Press **Save**.

Tip

You can select **Add To Local**->**Update Existing** to add the number to an existing contact or update the existing contact information.

Adding a History Record to Blacklist

You can add a history record to Blacklist.

Procedure

1. Press **History**.

   The phone displays all call records.
2. Select the desired list.
3. Highlight the desired entry, and then press **Options**.
4. Select **Add To Blacklist**.

   The phone prompts whether to add it or not.

5. Press **Yes**.

Deleting History Records

You can delete one or all call records from the call history list.

Topics

Deleting a Call Record

Procedure

1. Press **History**.

The phone displays all call records.

2. Highlight the desired entry, and then press **Options**->**Delete**.

Deleting All Call Records

Procedure

1. Press **History**.

The phone displays all call records.

2. Select the desired list.

3. Press **Options**, and then select **Delete All**.

The phone prompts whether to delete all the records.

4. Press **Yes** to delete.

Call Features

You can place a call, answer a call, transfer a call, etc. on Yealink IP phone.

Topics

Switching Among the Receiver, Handsfree and Headset Modes

You can place a call using the following call modes:

- Receiver mode—pressing the Off-hook key to dial out.

- Earpiece mode—pressing the Speakerphone key to dial out.

- Headset mode—connecting a standard 3.5mm headset.

Changing the Default Outgoing Line

Your system administrator can assign one or more outgoing lines for the handset. Only the outgoing line(s) assigned by your system administrator can be used to place calls.

When multiple outgoing lines are assigned to the handset, the first one will be the default outgoing line. You can change the default outgoing line of the handset.

Procedure

1. Navigate to **OK**->**Settings**->**Telephony**->**Default Line**.

   The phone displays all the assigned outgoing lines. The default outgoing line is highlighted and followed by a left arrow.

2. Highlight the desired line, and then press **OK**.

   The default outgoing line is changed successfully.

Placing Calls

When the handset is registered to the base station successfully, you can use your handset to place an internal or external call. One handset can handle a maximum of 2 calls at one time, and one call is active (the call that has audio associated with it), while the other is placed on hold.

By default, the phone uses the default outgoing line to place a call.

Note

The base station can handle a maximum of eight narrow-band calls, or four wide-band calls. For more information, contact your system administrator.

Topics

Placing Internal Calls

Intercom is a useful feature in the office to quickly contact with the operator or the secretary. Internal intercom calls are made between handsets registered to the same base station.

Topics

Setting Auto Intercom

The following types of auto intercom feature are available:

- **On (Beep On)**: The handset answers an internal intercom call automatically and plays a warning tone.
- **On (Beep Off)**: The handset answers an internal intercom call automatically without a warning tone.
- **Off**: Auto intercom feature is off. You need to answer an internal intercom call manually.

Procedure

1. Navigate to **OK**->**Settings**->**Telephony**->**Auto Intercom**.
2. Select the desired option, and then press **Change**.

Placing an Internal Call

Procedure

1. Navigate to **OK**->**Intercom**.
2. Select the desired handset or **All Handsets**.

   If you select **All Handsets**, all other subscribed handsets will ring simultaneously.
3. Press **OK**, Speakerphone key or Off-hook key.

Tip

During an external call, you can press **Options**->**Intercom** to place an internal call.

Placing an Internal Call During an External Call

Procedure

1. Press **Options**->**Intercom**.
2. Select the desired handset, and then press **OK**.

Placing External Calls

You can place external calls on the handset. External calls based on the public telephone network require the SIP lines.

> **Note**
>
> Your system administrator needs to assign the SIP line as the outgoing line for the handset beforehand.

Topics

Placing an External Call
Placing Multiple External Calls

Placing an External Call

Procedure

1. Do one of the following:
   - Enter the desired number using the keypad.
   - Press the Speakerphone key to enter the pre-dialing screen.

     Enter the desired number using the keypad.
2. Press OK, Speakerphone key or Off-hook Key to dial out.

> **Tip**
>
> You can make an IP call by directly dialing the IP address of any IP phone. For example, you can enter 192*168*1*15 to dial the IP 192.168.1.15.

Placing Multiple External Calls

When you are in a call, you can hold your current call and place a new call.

Procedure

1. Press **New Call**.
2. Enter the contact number.
3. Press the **OK**, Speakerphone key or Off-hook key.

> **Note**
>
> You can press **Options**, and then select a contact from the directory to dial out.

Placing a Call from the Call History

You can place calls to the contact from the Call History list.

Procedure

1. Press **History**.

   The phone screen displays all call records.
2. Select the desired call record, and press the Off-hook key.

Placing a Call from the Directory

You can call contacts from your phone directories.

Procedure

1. Navigate to **OK**->**Directory**.
2. Select the desired contact, and press the Off-hook key.

   If the selected contact has multiple numbers, select the desired number, and press **OK**.

Related Topic

Searching for Contacts

Placing a Call with a Speed Dial Key

You can quickly dial a number by using a speed dial key without entering the directory.

Topics

Assigning a Speed Dial Number
Changing a Speed Dial Number
Deleting a Speed Dial Number
Calling a Contact Using a Speed Dial Key

Assigning a Speed Dial Number

You can assign a contact number as a speed dial number to the digit key. A maximum of 8 speed dial numbers are allowed.

Before You Begin

The assigned number should exist in the directory.

Procedure

1. Navigate to **OK**->**Settings**->**Telephony**->**Speed Dial**

   The phone screen displays all available speed dial keys (2-9).
2. Select the desired digit key, and then press **Assign**.
3. Select the desired contact from the directory.
4. Press **OK** to assign the number to the selected speed dial key.

   If the selected contact has multiple numbers, select a desired number, press **OK**.

Changing a Speed Dial Number

Before You Begin

The assigned number should exist in the directory.

Procedure

1. Navigate to **OK**->**Settings**->**Telephony**->**Speed Dial**.
2. Select an assigned speed dial key.
3. Press **Options**, and then select **Change**.
4. Select a contact number from the directory.
5. Press **OK** to change the assigned speed dial number.

Deleting a Speed Dial Number

Procedure

1. Navigate to **OK**->**Settings**->**Telephony**->**Speed Dial**.
2. Select a desired speed dial key.
3. Press **Options**, and then select **Clear Key**.

Calling a Contact Using a Speed Dial Key

Procedure

1. Long press the speed dial key (digit key 2-9) when the handset is idle.

    The number assigned to this speed dial key is dialed out.

Redialing a Number

The redial list stores the last twenty dialed phone numbers. When the memory of the redial list is full, the handset will automatically erase the oldest one when a new number is dialed. You can redial a call from the redial list.

Topics

Redialing a Previously Dialed Number
Redialing the Last Dialed Number
Adding a Dialed Number to Local Directory
Deleting a Redial Record
Deleting All Redial Records

Redialing a Previously Dialed Number

Procedure

1. Press the Off-hook key when the handset is idle to access the redial list.
2. Select a record.
3. Press the Off-hook key or Speakerphone key to dial out.

Tip

Before placing an external call, you can press **Options**->**Edit Before Call** to edit the phone number.

Redialing the Last Dialed Number

Procedure

1. Press the Off-hook key twice when the handset is idle.

    A call to your last dialed number is attempted.

Adding a Dialed Number to Local Directory

You can add a dialed external call number to a local directory or update the number for an existing contact.

Procedure

1. Press the Off-hook key when the handset is idle to access the redial list.
2. Select the desired record.
3. Press **Options**, and then select **Add To Local**->**New Entry**.

4. Select the type you want to add the number to.

5. Edit the corresponding fields.

6. Press **Save**.

Deleting a Redial Record

Procedure

1. Press the Off-hook key when the handset is idle to access the redial list.

2. Select a record.

3. Press **Options**, and then select **Delete**.

Deleting All Redial Records

Procedure

1. Press the Off-hook key when the handset is idle to access the redial list.

2. Press **Options**, and then select **Delete All**.

   The phone prompts whether to delete all records.

3. Press **Yes**.

Placing an Anonymous Call

You can place a call to someone without revealing your identification by blocking your name or phone number from being displayed to the recipient.

Note

Anonymous call is not available on all servers. Check with your system administrator to find out if this feature is available on your phone.

You need to enable anonymous call for a specific line first, and then place calls in this line.

Topics

Enabling Anonymous Call
Placing an Anonymous Call

Enabling Anonymous Call

Procedure

1. Navigate to **OK**->**Call Features**->**Anonymous Call**.

2. Select the desired line.

   The phone screen displays the outgoing lines currently assigned to the handset. The default outgoing line is high-lighted and followed by a left arrow.

3. Select **Enabled** from the **Status** field.

Placing an Anonymous Call

Before You Begin

Enable anonymous call for a specific line.

Procedure

1. Select the anonymous line to place a call.

   The callee is prompted with an incoming call from anonymity.

If the callee enables anonymous rejection feature, you may be prompted that the callee does not accept calls from an anonymous number.

Related Topics

Enabling Anonymous Call
Rejecting Anonymous Calls Automatically

Answering Calls

When you receive a call, you can choose to manually answer it or answer it automatically.

Topics

Assigning Incoming Lines to the Handset
Answering a Call
Answering a Call When in a Call
Answering a Call Automatically

Assigning Incoming Lines to the Handset

You can assign one or more incoming lines for the handset. The handset can only receive incoming calls of the assigned incoming line(s).

Procedure

1. Navigate to **OK**->**Settings**->**Telephony**->**Incoming Lines**.
2. Enter the system PIN (default: 0000), and then press **Done**.

   The phone screen displays all registered handsets. The handset itself is highlighted and followed by a left arrow.
3. Select the desired handset.
4. Select **Accept** from the desired line fields.
5. Press **Save**.

Answering a Call

Procedure

1. Do one of the following:
   - Press the Off-hook key, Speakerphone key or **Accept**.
   - Press the Speakerphone key.
   - If a headset is connected, press **Accept**.

Related Topic

Switching Among the Receiver, Handsfree and Headset Modes

Answering a Call When in a Call

When you are in an active call and an incoming call arrives on the phone, the call waiting tone beeps, and the incoming call information is displayed.

Before You Begin

Enable call waiting feature on the phone.

Procedure

1. Press the down navigation key to select the incoming call.
2. Press OK, the Off-hook key, the Speakerphone key or **Accept**.

    The active call is placed on hold, and the incoming call becomes active.

Related Topic

Enabling Call Waiting

Enabling Call Waiting

Call waiting enables you to receive another call when there is already an active call on your phone. If it is disabled, the new incoming call will be rejected automatically.

You can enable call waiting feature to avoid missing important calls during a call. You can also set the phone to play a warning tone when the new incoming call arrives.

Procedure

1. Navigate to **OK**->**Call Features**->**Call Waiting**.
2. Select **Enabled** from the **Status** field.
3. Select **Enabled** from the **Tone** field.

Answering a Call Automatically

When the handset is placed in the charger, you can simply answer the incoming calls by picking up the handset from the charger without pressing the Off-hook key.

Procedure

1. Navigate to **OK**->**Settings**>**Telephony**->**Auto Answer**.
2. Press **Change** to check the **Auto Answer** checkbox (the default status is checked).

Silencing or Rejecting Incoming Calls

When you receive an incoming call, you can choose to silence or reject the call instead of answering.

Topics

Silencing a Call
Rejecting a Call Manually
Rejecting Anonymous Calls Automatically

Silencing a Call

You can silence a call to stop your phone from ringing. Even if you silence the call, the incoming call notification continues to display on your phone.

Procedure

1. Press **Silence**.

Rejecting a Call Manually

Procedure

1. Press the On-hook key to reject an incoming call.

Rejecting Anonymous Calls Automatically

You can set your phone to automatically reject incoming calls from callers who have withheld their caller ID inform-ation (including the name or phone number). As a result, your phone will not ring and you will not be notified of an attempted call.

Procedure

1. Navigate to **OK**->**Call Features**->**Anon.Call Rejection**.

    The phone screen displays the incoming lines currently assigned to the handset. The default incoming line is high-lighted and followed by a left arrow.

2. Select the desired line.

3. Select **Enabled** from the **Status** field.

4. Press **Save**.

When the caller has anonymous call feature enabled and places a call to your IP phones, the call is automatically rejec-ted.

Related Topic

Placing an Anonymous Call

Ending Calls

Procedure

1. Press 📞 or **End**.

Muting/Unmuting Audio

You can mute the microphone temporarily during a call.

Procedure

1. Press the Mute key during an active call.

    The call is muted, and the mute icon 🎤 is displayed on the phone screen.

2. Press the Mute key again.

3. The mute icon 🎤 disappears from the phone screen.

Call Hold

You can place an active call on hold and resume the call when you are ready. When you place a call on hold, your IP PBX may play music to the other party while waiting.

Topics

Holding a Call

Procedure

1. Press **Options** during a call, and then select **Hold**.

   The phone screen indicates that the call is on hold.

Resuming a Held Call

Procedure

1. Press **Resume**, the Speakerphone key or Off-hook key.

   If multiple calls are placed on hold, select the desired call first.

Swapping Between Active and Held Calls

You can easily switch between active and held calls.

Procedure

1. Do one of the following to swap the active and held calls:
   - If the call is active, press the **Swap** soft key.
   - Press the up or down navigation key.

Do Not Disturb (DND)

DND enables your phone to reject all incoming calls automatically when you do not want to be interrupted. You can enable DND for specific lines.

Note
Check with your system administrator to find out if the DND feature is available on your phone.

Topics

Rejecting Calls with DND

You can activate DND for specific lines. The phone will reject all incoming calls automatically.

Procedure

1. Press **OK**->**Call Features**->**Do Not Disturb**.

   The phone screen displays the incoming lines currently assigned to the handset. The default incoming line is high-lighted and followed by a left arrow.
2. Select the desired line, and then press **OK**.
3. Select **Enabled** from the **Status** field.
4. Press **Save**.

The DND icon ⚫ in the status bar indicates the DND mode is activated. You can press the **Line** soft key when the handset is idle to check the line status.

Call Forward

You can enable call forward feature on a per-line basis. The handset will forward incoming calls of the line to another party.

There are three forwarding types:

- **Always Forward**: Incoming calls are immediately forwarded. There is no prompts on the phone screen when the line receives an incoming call. The incoming call is logged in the **Received Calls** list.
- **Busy Forward**: Incoming calls are forwarded when the line is busy.
- **No Answer Forward**: Incoming calls are forwarded if not answered after a period of time.

Topic

Forwarding Incoming Calls

Forwarding Incoming Calls

Procedure

1. Navigate to **OK**->**Call Features**->**Call Forward**.

   The phone screen displays the assigned incoming lines. The default incoming line is highlighted and followed by a left arrow.
2. Select the desired line.
3. Select the desired forwarding type.
4. Select **Enabled** from the **Status** field.
5. Enter the destination number you want to forward incoming calls to in the **Target** field.
6. If you select the **No Answer Forward**, select the desired ring time to wait before forwarding from the **After Ring Time** field.
7. Press **Save**.

The forward icon ↪ in the status bar indicates call forward feature is enabled.

The incoming calls will be forwarded to the destination number according to your setting.

Note
Call forward feature may be overridden by the server settings. For more information, contact your system administrator.

Transferring Calls

During a call, you can transfer the call to another contact in one of three ways:

- **Blind Transfer**: Transfer a call directly to the third party without consulting.
- **Semi-Attended Transfer**: Transfer a call when receiving ringback.
- **Attended Transfer (Consultative Transfer)**: Transfer a call with prior consulting.

Topics

Performing a Blind Transfer
Performing a Semi-Attended/Attended Transfer

Performing a Blind Transfer

You can transfer a call to another contact immediately without consulting with her/him first.

Procedure

1. Press **Options**->**Transfer**, or the TRAN key.
2. Enter the number you want to transfer to.
3. Press TRAN or **Transfer** to complete the transfer.

Performing a Semi-Attended/Attended Transfer

You can transfer a call to another contact immediately when receiving ringback or after consulting with her/him first.

Procedure

1. Press **Options**->**Transfer**, or the TRAN key during a call.
2. Enter the number you want to transfer to.
3. Press the OK key, Off-hook key or Speakerphone key.
3. Do one of the following:
    - When you hear the ringback tone, press the TRAN key or **Transfer** to finish a semi-attended transfer.
    - After the contact answers the call, press the TRAN key or **Transfer** to finish an attended transfer (consultative transfer).

Conference Calls

The Yealink IP phones support creating a conference with other two external parties (or an external and an internal party) and multi-way network conference.

Note
Network conference is not available on all servers. Check with your system administrator to find out if it is available on your phone.

Topics

Local Conference
Network Conference

Local Conference

The IP phones support three-way (including yourself) conference call, it is the default conference type called Local Conference. You can set up a conference between an active call and a held call at any time.

Topics

Setting Up a Local Conference Call
Joining Two Calls in a Conference
Muting or Unmuting a Conference Call
Ending a Conference Call

Setting Up a Local Conference Call

Procedure

1. Place a call to the first party.

2. When the first party answers the call, press **Options**->**Conference** to place a new call.

3. Enter the number of the second party to dial out.

   The active call is placed on hold.

4. When the second party answers the call, press **Conf.** again to join all parties in the conference.

Joining Two Calls in a Conference

You can invite a held call into a conference call with the active call.

Procedure

1. Place two calls using the same or different accounts on the phone.

2. Select the desired call for a conference and ensure that the call is active.

3. Press **Options**->**Conference**.

Muting or Unmuting a Conference Call

You can mute the local microphone during a conference call so that the other two participants can hear each other except you.

Procedure

1. Press the MUTE key to mute the conference.

2. Press the MUTE key again to unmute the conference.

Ending a Conference Call

Procedure

1. The conference initiator presses the On-hook key or **End**.

   If any party in the conference ends the call, the other parties remain connected.

Network Conference

If your system administrator has set a network conference feature on your phone, you can initiate a conference with multiple participants.

Topic

Setting Up a Network Conference

Procedure

1. Place a call to the first party.

2. Press **Options**->**Conference** to place a new call.

   The active call is placed on hold.

3. Enter the number of the second party, and then press the OK key or **Conf.**.

4. When the second party answers the call, press **Conf.** to add the second party to the conference.

5. Press **Conference** to place a new call.

The conference call is placed on hold.

6. Enter the number of the new party, and then press the OK key or **Send**.

7. When the new party answers the call, press **Conf.** to add the new party to the conference.

8. Repeat steps 5 to 7 until you add all parties.

Note
The procedures for setting up a network conference call on specific servers may be different. Contact your system administrator for more information.

Inviting another Party into an Active Conference Call

Any party in the conference call can invite other party into an active conference call.

Procedure

1. Press **New Call**.

2. Enter the desired number and dial out.

3. When the new party answers the call, press **Options**, and then select **Conference**.

   The new party is joined to the conference call.

Holding/Resuming a Conference Call

Procedure

1. Any party in the conference call press **Options**, and then select **Hold**.

   The party will only place himself/herself on hold. Other parties can continue the conference call normally. The conference call will only be held when all parties in the conference call place themselves on hold.

Ending a Conference Call

Procedure

1. The conference initiator presses the On-hook key or **End**.

   If any party in the conference ends the call, the other parties remain connected.

Multicast Paging

Multicast Paging allows you to easily and quickly broadcast instant audio announcements to users who are listening to a specific multicast group on a specific channel.

The IP phone supports the following 31 channels:

- **0**: Broadcasts are sent to channel 0.
- **1 to 25**: Broadcasts are sent to channel 1 to 25. We recommend that you specify these channels when broadcasting with Polycom IP phones which have 25 channels you can listen to.
- **26 to 30**: Broadcasts are sent to channel 26 to 30. We recommend that you specify these channels when broadcasting with Yealink IP phones

Note that all IP phones in the multicast paging group must be deployed in the same network, since a broadcast is used. The IP phone can only send/receive broadcasts to/from the listened channels. Other channels' broadcasts will be ignored automatically by the IP phone.

Topics

Sending Multicast Paging
Receiving Multicast Paging

Sending Multicast Paging

Before You Begin

Your system administrator has set the paging group for your phone.

Procedure

1. Navigate to **OK**->**Call Features**->**Paging**.
2. Select the desired paging group.
3. Press **Paging**.

Note
Multicast RTP is one way only from the sender to the multicast address(es) (receiver). For outgoing RTP multicasts, all other existing calls on the phone will be placed on hold.

Receiving Multicast Paging

Your system administrator has set a listening paging group for you, and then you can receive a paging call when the phone is idle. The paging call is automatically answered on your phone.

When there is a voice call or a paging call in progress, the phone handles the new paging call differently according to the multicast listening settings configured by your system administrator.

Managing a Paging Call

During a paging call, you can do the following:

- Press **Hold** to place the current paging call on hold.

  The paging call is placed on hold and the receiver releases the session.
- Press **Resume** to resume the held paging call.

  The multicast RTP session is re-established.
- Press **End Call** to end the paging call.

Advanced Features

This chapter introduces how to use the advanced features on the IP phone.

Topics

If you require additional information or assistance with your new phone, contact your system administrator.

Call Park and Call Retrieve

You can use this feature to park a call, and then retrieve the call either from your phone or another phone. After you park a call, the call is placed on hold, you can continue the conversation after retrieving it.

The IP phone supports this feature under the following modes:

- **FAC mode**: park the call to the local extension or a desired extension through dialing the park code.
- **Transfer mode**: park the call to the shared parking lot through a blind transfer. For some servers, the system will return a specific retrieve park number (park retrieve code) from which the call can be retrieved after parking successfully.

Note

Call park is not available on all servers. Check with your system administrator to find out if it is available on your phone.

Topics

Parking or Retrieving a Call in the FAC Mode

Your system administrator sets the FAC mode in which you can park and retrieve a call on your phone.

Topics

Parking a Call

Before You Begin

Your system administrator has set call park in the FAC mode.

Procedure

1. During a call, press **Options**, and then select **Call Park**.

   The phone will dial the call park code which is pre-configured.

2. Do one of the following:

- If you want to park the call against the local extension, press the # key.
- If you want to park the call against the desired extension, enter the extension (for example, 4606) where you want to park the call and press the # key.

If the call is parked successfully, you will hear a voice prompt that the call is parked.

Retrieving a Parked Call in the FAC Mode

Before You Begin

Your system administrator has set call park in the FAC mode. There is a call parked on the extension. Get the park retrieve code from your system administrator.

Procedure

1. Dial the park retrieve code.
2. Follow the voice prompt to retrieve:
   - Press the # key on the phone where the call is parked.
   - Enter the desired extension followed by # (for example, 4606#) on any phone.

Related Topic

Retrieving a Call with a Retrieve Key

Parking or Retrieving a Call in the Transfer Mode

Your system administrator has set the Transfer mode in which you can park and retrieve a call on your phone.

Topics

Parking a Call in the Transfer Mode
Retrieving a Parked Call in the Transfer Mode

Parking a Call in the Transfer Mode

Before You Begin

Your system administrator has set call park in the Transfer mode.

Procedure

1. During a call, press **Options**, and then select **Call Park**.
   The call will be directly transferred to the shared parking lot.

Retrieving a Parked Call in the Transfer Mode

Before You Begin

Your system administrator has set call park in the Transfer mode. There is a call parked on the shared parking lot.

Procedure

1. Dial the retrieve lot.
   The phone will retrieve the parked call from the shared parking lot.

Tip
When the phone is idle, you can use a Retrieve key to retrieve a parked call directly.

Related Topic

Retrieving a Call with a Retrieve Key

You can easily use a retrieve key to retrieve a parked call quickly.

Topics

Setting a Retrieve Key

You can set a shortcut key as Retrieve key.

Before You Begin

Check with your system administrator if the FAC or Transfer mode is set on your phone.

Procedure

1. Navigate to **OK**->**Settings**->**Shortcut**.

2. Select the desired shortcut key, and then press **Change**.

3. Select **Retrieve**, and then press **OK**.

Retrieving a Parked Call using a Retrieve Key

Before You Begin

1. There is a call parked on the extension or the shared parking lot.

2. You need to set a Retrieve key.

3. Your system administrator has set call park feature for your phone.

Procedure

1. Press the Retrieve key when the handset is idle.

    The handset will dial the configured park retrieve code.

Related Topic

Shared Line

Yealink IP phone supports using Shared Call Appearance (SCA) to share a line. So that this line can be registered on more than one IP phone at the same time.

Your system administrator can set your phone to use shared line.

Note
Check with your system administrator to find out if SCA is available on your phone.

Topics

State Indicator of Shared Line

If your system administrator assigns the shared line to your handset, the SCA with an icon is displayed on right soft key.
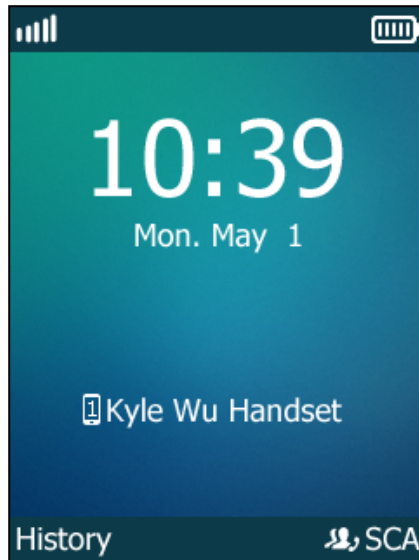
The following table shows the icon associated with the shared line:

Icons	Description
	The shared line is idle.
	The shared line is dialing, in conversation or placed on private hold.
(Flashing)	The shared line receives an incoming call or is placed on public hold.

Placing Calls on a Shared Line

You can have one or multiple calls on a shared line. The phone places a call on the first shared line automatically. You can press **SCA** to select the desired shared line.

Related Topic

Placing Calls

Answering Calls on a Shared Line

When an incoming call arrives on the shared line, all the registered phones will ring simultaneously, and the call can be answered on any one of the phones. You can answer one or two calls on the shared line.

Related Topic

Answering Calls

Placing a Call on Public Hold

You can place a call on public hold that any shared line phone can retrieve the held call.

Procedure

1. During a call, press **Options**, and then select **Hold**.

   The call is held on your phone, and all of the phones registered with shared line show the call is in a held state.

Placing a Call on Private Hold

In SCA scenario, you can place a call on private hold that only you can retrieve the held call.

Topics

Setting a Private Hold Key
Holding a Call Privately

Retrieving a Held Call Remotely on a Shared line

If you place a call on hold on a shared line, you can resume this call at any time. When the shared line key shows a call that is in a held state, you can resume the held call remotely from other user's phone.

Before You Begin

There is at least one call placed on public hold on the shared line.

Procedure

1. Press **SCA**, and then select the held call.
2. Press **Resume**.

Barging In an Active Call on a Shared line

In SCA scenario, both you and other users can barge into an active call on the shared line. Only one user can barge into a call at a time. After a user barges into a call, the call turns into a three-party conference.

Before You Begin

There is at least one active call on the shared line.

Procedure

1. Press **SCA**, and then select an active call.
2. Press **BargeIn** to interrupt the active call.

Pulling a Shared Call on a Shared line

In SCA scenario, both you and other users can pull an existing call from another shared phone that is active or held.

Before You Begin

There is an active or held call on the shared line. Contact your system administrator for the call pull feature access code.

Procedure

1. Enter the call pull feature access code (for example, *11).

2. Press OK, Speakerphone key or Off-hook key.

Voice Mail

Voice Mail feature allows you to leave voice mails for someone or listen to your voice mail messages on your IP phones. This feature is set up on the server side and not all servers support this feature.

Topics

Setting the Voice Mail Code

If you want to connect your phone to the message center, you need to set the voice mail code on your phone.

Before You Begin

1. Navigate to **OK**->**Voice Mail**->**Set Voice Mail**.

2. Select the desired line, and then press **Select**.

3. Select **Enabled** from the **Status** field.

4. Enter voice mail code in the **Number** field.

5. Press **OK**.

Setting a Voice Mail Key for a Specific Line

You can set digit key 1 as a voice mail key for a specific line. When the handset is idle, you can long press this key, and quickly access the voice mails without scrolling through the menu.

Procedure

1. Navigate to **OK**->**Voice Mail**->**Set Key 1**.

2. Select the desired line, and then press **Select**.

Leaving Voice Mails

You can leave a voice mail to someone when he or she is busy or inconvenient to answer the call. Follow the voice prompts from the system server to leave a voice mail, and then hang up.

Listening to Voice Mails

Before You Begin

You need to set the voice mail code in advance.

Procedure

1. Navigate to **OK**->**Voice Mail**->**Play Message** or press **Message** key.

2. Select the desired line, and then press **Select**.

   The handset dials out the voice mail code using the selected line automatically.

3. Follow the voice prompt from the system server to listen to your voice mails.

Tip

If you have set a voice mail key, you can long press the Voice Mail key to access the voice mail of a specified line.

Related Topics

Setting the Voice Mail Code
Setting a Voice Mail Key for a Specific Line

Maintaining Your Phone

When your phone cannot operate properly, you need to investigate or troubleshoot issues among other tasks your administrator may ask you to perform.

Topics

Investigating Warnings

When the default password is used on the IP phones, you can view the warning details about the issue from **Status** screen.

Procedure

1. Navigate to **OK**->**Status**->**Base**.

    The warning detail is displayed in the **Warning** field.

Related Topics

Restarting the Base Station

The improper operation may cause malfunction. If a malfunction occurs, your system administrator may ask you to restart the base station to refresh the settings.

Procedure

1. Navigate to **OK**->**Settings**->**System Settings**->**Base Restart**.
2. Enter the system PIN (default: 0000), and then press **Done**.

After the above steps, the registration LED and network status LED go out simultaneously. After a period of time, the LED indicators will glow green again when the base station restarts successfully.

Resetting the Base Station

Generally, some common issues may occur while using the IP phone. Your system administrator may ask you to reset your phone to factory after you have tried all troubleshooting suggestions but still do not solve the problem. Resetting will delete all your personal settings, and reset all settings to the factory defaults. Check with your system administrator if the personalized settings are kept before resetting your phone to factory.

> **Note**
>
> This will clear all individual settings of the base station (e.g., directory and account registrations). Handset registrations and the system PIN will not be reset to factory defaults.

Procedure

1. Navigate to **OK**->**Settings**->**System Settings**->**Base Reset**.

2. Enter the system PIN (default: 0000), and then press **Done**.

3. Select **Reset to factory**, and then press **OK**.

    All individual settings of the base station will be reset to factory defaults. The power LED indicator and network status LED on the base station slowly flash in sequence during the resetting. LED indicators on the base station glow green after startup.

Important

Base station reset may take a few minutes. Do not power off until the base station starts up successfully.

Resetting the Handset

You can reset individual settings that you have configured on the handset. Resetting handset will not overwrite the settings of the directory, call history, voice mail and the handset registration. But other customized settings on the handset will be reset to factory after handset reset.

Procedure

1. Navigate to **OK**->**Settings**->**System Settings**->**Handset Reset**.

    The phone prompts whether to reset the handset.

2. Press **Yes**.

Triggering the Auto Provisioning

Your system administrator may ask you to update your phone configurations. You can trigger the auto provisioning using the wizard.

Before You Begin

Get the user name and password to trigger provisioning.

Procedure

1. Navigate to **OK**->**Settings**->**System Settings**->**Auto Provision**.

2. Enter the system PIN (default: 0000) and then press **Done**.

3. Enter the user name, and then press **OK**.

4. Enter the password, and then press **OK**.

    The phone prompts whether to update immediately.

5. Press **Yes**.

Appendix

Topics

Appendix A- Menu Structure

Note

The menus in the gray box are not available when the handset is not registered to a base station.

Appendix B - Input Modes and Characters

	Abc (initials in capitals)	123	ABC	abc	АВГ	AÄÅ	aäå	SŚŠ	sśš	абв	АБВ
1	1	1	1	1	1	1	1	1	1	1	1
2	ABCabc2	2	ABC2	abc2	АВГ2	AÀÁÂÃÄÅÆBCÇ2	aàáâãäåæbcç2	AÁÄĄBCĆČ2	aáäąbcćč2	АБВГ2	абвг2
3	DEFdef3	3	DEF3	def3	ΔEZ3	DEÈÉÊËẼF3	deèéêëẽf3	DĎEÉĘĚF3	dďeéęěf3	ДЕЖЗ3	дежз3
4	GHIghi4	4	GHI4	ghi4	HΘI4	GĞHIÌÍÎÏĨĬÏ4	gğhìíîïĩĭï4	GHIÍ4	ghií4	ИЙКЛ4	ийкл4
5	JKLjkl5	5	JKL5	Jkl5	KΛM5	JKL5	jkl5	JKLŁĹĽ5	jklłĺľ5	МНОП5	мноп5
6	MNOmno6	6	MNO6	mno6	NΞO6	MNÑOÒÓÔÕÖØ6	mnñoòóôõöø6	MNŃŇOÓÖŐ6	mnńňoóöő6	РСТУ6	рсту6
7	PQRSpqrs7	7	PQRS7	pqrs7	ΠΡΣ7	PQRSŞß7	pqrsşß7	PQRŔŘSŚŠ7	pqrŕřsśš7	ФХЦЧ7	фхцч7
8	TUVtuv8	8	TUV8	tuv8	TΥΦ8	TUÙÚÛÜŨV8	tuùúûüũv8	TŤUÚÜŮV8	tťuúüův8	ШЩЪЫ8	шщъы8
9	WXYZwxyz9	9	WXYZ9	Wxyz9	XΨΩΥ9	WŴXYŶZ9	wŵxyŷz9	WXYỲÝZŹŻŽ9	wxyỳýzźżž9	ЬЭЮЯ9	ьэюя9
0	space . , ? ! 0	0	0 . , ? ! space	0 . , ? ! space	space 0	space 0	space 0	space 0	space 0	0 Ґ€ІЇŸ	0ґ€іїÿ
*.	space = / \ ^ ; : . , - + * # § % @ ? ! ¿ ¡ ( ) { } [ ] < > ¥ $ £ | ~ ¤	space _ ' " = / \ ^ ; : . , - + * # § % @ ? ! ¿ ¡ ( ) { } [ ] < > ¥ $ £ | ~ ¤	space _ ' " = / \ ^ ; : . , - + * # § % @ ? ! ¿ ¡ ( ) { } [ ] < > ¥ $ £ | ~ ¤	space _ ' " = / \ ^ ; : . , - + * # § % @ ? ! ¿ ¡ ( ) { } [ ] < > ¥ $ £ | ~ ¤	space _ ' " = / \ ^ ; : . , - + * # § % @ ? ! ¿ ¡ ( ) { } [ ] < > ¥ $ £ | ~ ¤	space _ ' " = / \ ^ ; : . , - + * # § % @ ? ! ¿ ¡ ( ) { } [ ] < > ¥ $ £ | ~ ¤	space _ ' " = / \ ^ ; : . , - + * # § % @ ? ! ¿ ¡ ( ) { } [ ] < > ¥ $ £ | ~ ¤	space _ ' " = / \ ^ ; : . , - + * # § % @ ? ! ¿ ¡ ( ) { } [ ] < > ¥ $ £ | ~ ¤	space _ ' " = / \ ^ ; : . , - + * # § % @ ? ! ¿ ¡ ( ) { } [ ] < > ¥ $ £ | ~ ¤	space _ ' " = / \ ^ ; : . , - + * # § % @ ? ! ¿ ¡ ( ) { } [ ] < > ¥ $ £ | ~ ¤	space _ ' " = / \ ^ ; : . , - + * # § % @ ? ! ¿ ¡ ( ) { } [ ] < > ¥ $ £ | ~ ¤