Yealink W60P Cordless Dect Base + Handset

Phone + Voicemail

USER MANUAL

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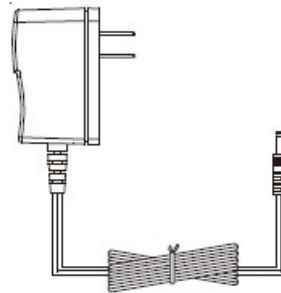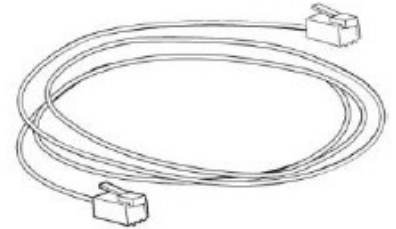YEALINK W60P BASE   BASE POWER ADAPTER   ETHERNET CABLE

CONNECTING THE BASE STATION

You have two options to power the base station. Your System Administrator will advise you which one to use.
**+** AC power (Optional)
+ Power over Ethernet (PoE)

NOTE: Pay attention to the radio coverage of the base station. It is up to approximately 1000 feet in unobstructed outdoor areas and up to approximately 165 feet inside buildings.
Do not set up the base station in a damp room, and keep it away from water.

AC Power (Optional)
+ Connect the DC plug on the power adapter to the DC5V port on the base station and connect the other end of the power adapter into an electrical outlet.
+ Connect the included or any standard Ethernet cable between the Internet port on the base station and the Internet port in your network or the switch/hub device port.
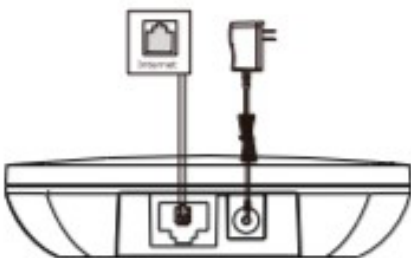
NOTE: The base station should be used with the original power adapter (5V/600mA) only. The use of a third-party power adapter may cause damage to the base station.

Power over Ethernet

+ Connect the Ethernet cable between the Internet port on the base station and an available port on the in-line power switch/hub.

IEEE 802.3af compliant
PoE Hub/Switch
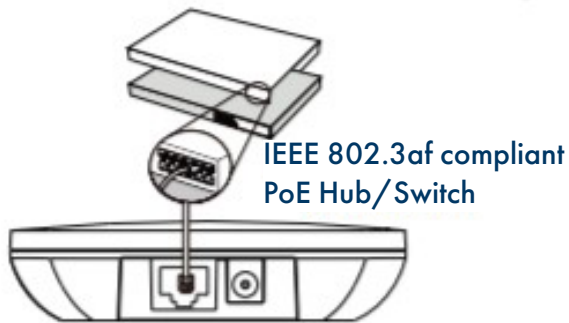
NOTE: If in-line power is provided, you don't need to connect the AC adapter. Make sure the hub/switch is PoE compliant.

IMPORTANT! Do not remove the power and network to the base station while it is updating firmware and configurations.

W56H HANDSET
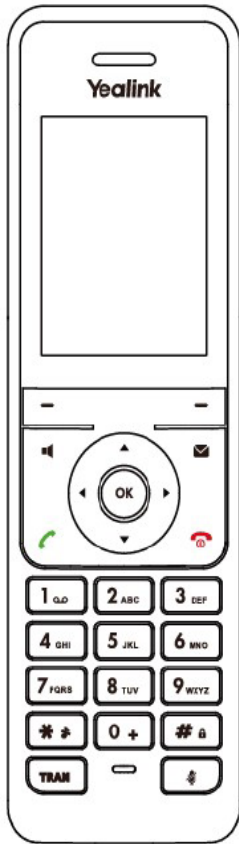
CHARGER CRADLE
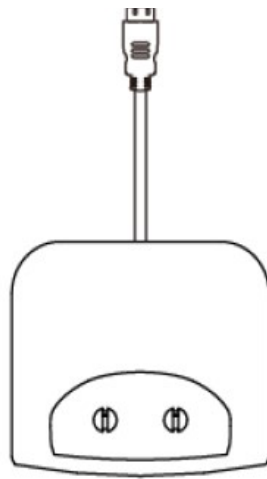
RECHARGEABLE BATTERY

HANDSET POWER ADAPTER

BELT CLIP

Insert the battery
+ Open the battery cover on the back of the handset.
+ Insert the battery and press it down.
+ Close the battery cover.

Set up the Charger Cradle
+ Connect the USB plug on the charger cradle to the DC5V port on the power adapter.
+ Connect the power adapter to an electrical outlet.

Charge the handset
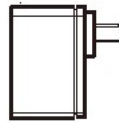+ After setting up the handset and charger, place the handset in the charger.
+ The handset battery takes about 3 hours to fully charge. The charging status is displayed on the top right hand corner of the LCD screen.

Attach the Belt Clip
+ Push the clip onto the back of the handset.
+ Insert the clip into the designated notches in the handset.

W60P BASE STATION FEATURES

After the base station starts up successfully and the handset is registered to the base station, all LEDs on the base station will illuminate green in sequence.
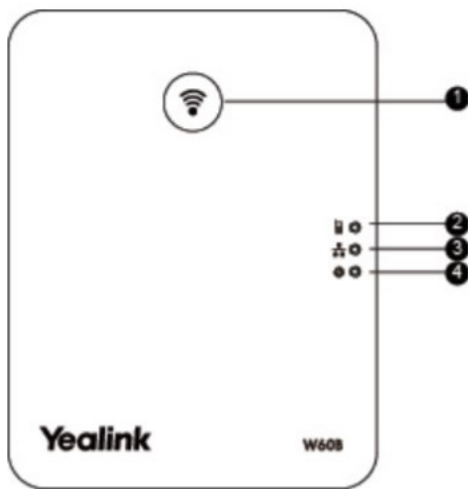
1. **Paging Key** - Locates a misplaced handset.
   Toggles the registration mode.
   Resets the base station to factory settings.
2. **Registration LED** - Indicates the mode of the base station.
   + Fast flashing green - paging mode.
   + Slow flashing green - registration mode.
   + Solid green - there is at least one handset registered to the base.
   + Off - the base is powered off or no handsets are registered to base.
3. **Network Status LED** - Indicates the network status.
   + Slow flashing green - network is unavailable.
   + Solid green - network is available.
   + Off - base is powered off.
4. **Power Indicator LED** - Indicates the power status of the base station.
   + Slow flashing green - base is going through a firmware upgrade.
   + Solid green - base is powered on.
   + Off - base is powered off.

W56H HANDSET KEYS + FEATURES
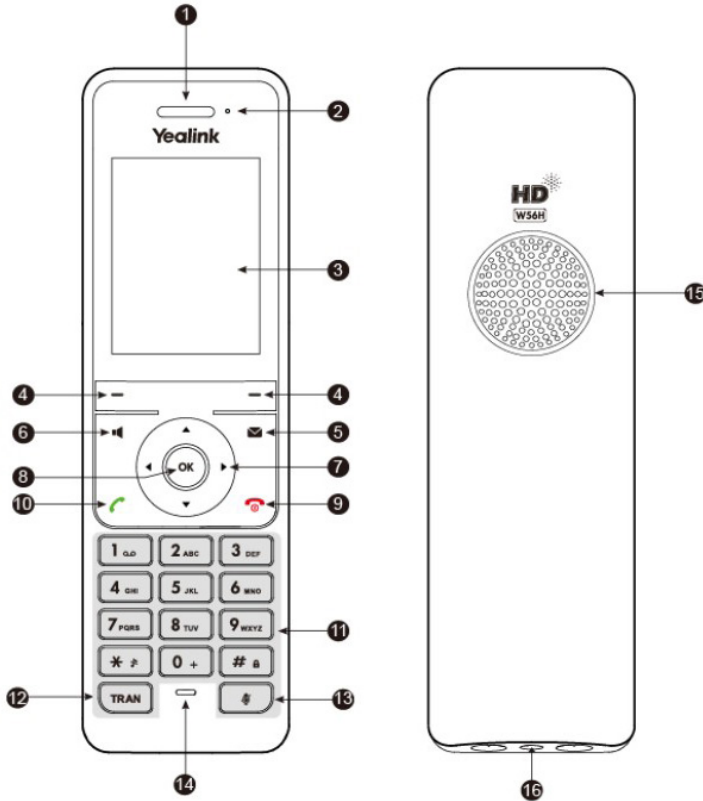
1. **Earpiece** - Outputs audio during the earpiece call.
2. **Power Indicator LED** - Indicates handset power +
   certain features statuses.
   + Fast flashing red - incoming call.
   + Slow flashing red - voicemail message or missed call.
   + Solid red - battery is charging.
3. **LCD Screen** - Shows information about calls, messages,
   softkeys, time, date and other relevant data.
   Call information such as caller ID + call duration.
   Icons (for example: DND 🔴).
   Prompt text (for example: "Saved").
4. **Softkeys** - Appear on the display to indicate features
   that can be activated by pressing the keys directly
   below them.
5. **Message key** - Accesses the voicemail or missed call
   log.
6. **Speaker key** - Switches between the earpiece, headset
   and speakerphone.
   Answers an incoming call.

7. **Navigation keys** - Moves the cursor.
   Adjusts the ringer volume.
8. **OK** - Confirms actions or enters the main menu.
9. **Power/ Off key** - Long presses in the menu screen to return to idle screen.
   Long presses to turn the handset on or off when idle.
   Cancels actions or ends a call.
   Rejects an incoming call.
10. **Answer/Talk key** - Answers an incoming call.
    Enters the redial calls list.
    Places a call.
11. **Alphanumerical Keypad** - Provides digits, letters and special characters.
12. **Transfer key** - Transfers a call to another party.
13. **Mute key** - Toggles the mute function on and off.
14. **Microphone** - Picks up audio during earpiece and handsfree calls.
15. **Speaker** - Provides handsfree speaker phone audio.
16. **3.5mm earphone jack** - Allow you to connect a standard 3.5mm headset.

SHORTCUTS
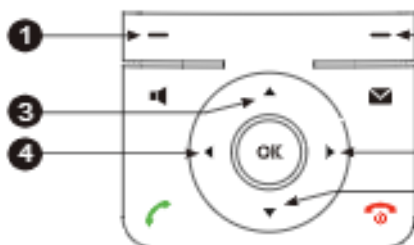
1 Press the left softkey to access the call history.
2 Press the right softkey to check the line status.
3 Press the up arrow to place an internal call.
4 Press the left facing arrow to decrease the ringer volume.
5 Press the right facing arrow to increase the ringer volume.
6 press the down arrow to access the directory.

CALL PROCESSING

TO ANSWER INCOMING CALL: Press **TALK/ANSWER** key.

TO ANSWER A SECOND CALL AND PLACE FIRST CALL ON HOLD: Scroll to new call.
   + Press **ACCEPT** Softkey

TO SWITCH BETWEEN CALLS: Press **SWAP** Softkey

TO PLACE A CALL: Enter number and Press **TALK/ANSWER** Key

TO PLACE A SECOND CALL: Press **NEW CALL** Softkey
   + Enter number
   + Press **TALK/ANSWER** Key

TO DISCONNECT FROM A CALL: Press **END** Softkey or **POWER/OFF** Key

TO PLACE A CALL ON SPEAKER: Press **SPEAKER** Key
   + TO TAKE A CALL OFF SPEAKER: Press **SPEAKER** Key

MUTE: Press **MUTE** Key. Display will indicate call is muted.
UNMUTE: Press **MUTE** Key again

HOLD: Places a caller on hold for you to retrieve. This is an exclusive hold to your phone.
   + TO HOLD CALL: Press **OPTIONS** Softkey
   + Select **HOLD**
   + TO RETURN TO CALLER: Press **RESUME** Softkey

TRANSFER: Connect your call to someone else (with call on line)

ANNOUNCED

 + Press **TRANSFER** Key (call holds).
 + Enter number and press **OK** key.
 + Wait for party to answer and announce call.
 + Press **TRANSFER** Key again.

TO RETURN TO CALLER: Press **END** Softkey.

BLIND

 + Press **TRANSFER** Key (call holds).
 + Enter number.
 + Press **TRANSFER** Key again.

CONFERENCE: Allows three-way conferencing (with call on line).
 + Press **NEW CALL** Softkey.
 + Enter second number.
 + When second person answers, announce conference
 + Press **OPTIONS** Softkey
 + Select **CONFERENCE** to join all parties

CALL PARK: Places an active call on a system hold to be retrieved from another telephone.

TO PARK A CALL: Press **TRANSFER** Key, call is automatically held
Press *13 (system audibly advises the Orbit Code call is parked on)
Press **TRANSFER** (call is parked, advise party of Orbit Code)

TO RETRIEVE PARKED CALL: Press **TALK/ANSWER** Key
Press *14 and Orbit Code Number (call is connected)

NOTE: The Yealink phone can receive pages but cannot make a page.

REDIAL: Your phone's redial feature displays a list of your most recently dialed numbers.

TO VIEW REDIAL LIST: Press **TALK/ANSWER** key.
Scroll to the number you want to dial.
Press **OK** key twice to redial number.

HISTORY: Your phone's call history is stored for incoming, outgoing and missed calls.

TO VIEW CALL HISTORY: Press the **HISTORY** Softkey
TO VIEW CALL DETAILS, ADD TO CONTACTS OR DELETE: Press the **OPTIONS** Softkey
TO CALL: Press the **OK** Key three times

DIRECTORIES

There are two types of directories on the Yealink Cordless phone:
+ Local Directory: Specific to that handset only.
+ Network Directory: Usually maintained by your System Administrator + available on all handsets.

TO ADD NUMBERS TO THE LOCAL DIRECTORY:
+ Press **OK** Key
+ Highlight and Select **DIRECTORY** Icon
+ Select **LOCAL DIRECTORY**
+ Press **OPTIONS** Softkey
+ Press **OK** Key
+ Enter first and last name
+ Scroll and Enter work/mobile/other phone numbers
+ Press **SAVE**

TO SEARCH DIRECTORIES:
+ Press **OK** Key
+ Highlight and Select **DIRECTORY** Icon
+ Select **which directory to search**
+ Begin spelling the name on the dial pad

NOTE: When searching, press the key the correct amount of times to get the appropriate letter. For example, if searching for a name that begins with an "S", you must press the 7 key four times. It's not necessary to enter an entire name when searching. EX: if searching for "Stephanie", you can enter STE, press SELECT, and you will receive the results for all names that start with STE.

HUNT GROUPS

When you are a member of a group (Hunt group or iACD), your account phone is programmed to ring when a choice is made from an automated attendant or when the hunt group number is dialed. You may be required to log in to the hunt group to receive calls.   You can log in to a group from any device that your account phone number is active on, or from CommPortal. See the CommPortal User Guide.

If you are a member of more than one group, you will need to know the group number in order to log in and out of the individual groups.   If you do not know your group numbers, you can obtain this information from the System Administrator.

+ To log in: Dial *44, enter the group number and press #. If you are a member of multiple Hunt Groups you will need to log in to each group individually.

+ To log out: Dial *44. If you are a logged in to multiple Hunt Groups, the system announces how many groups you are logged into and will prompt you to press 0# to log out of all hunt groups, or to enter the hunt group number followed by # to log out of an individual hunt group.

YOUR VOICEMAIL

When you have new messages, the phone will beep and an indicator note will appear on the display with the number of new messages you have.

LOG IN TO VOICEMAIL FROM THE YEALINK PHONE:
+ Press **VOICEMAIL** key or Dial *99
+ Enter your password and press #

LOG IN TO VOICEMAIL FROM ANY EXTERNAL TELEPHONE:
+ Dial: 315-671-0031
+ Enter your 10-digit telephone number and press #
+ Enter your password and press #

COMMON VOICEMAIL COMMANDS

Main Menu

1	Listen to messages
2	Send a message to another user
3	Work with personal greetings
4	Mailbox settings
6	Set message type (voicemail/email/fax)
7	Switch Account (log into another account)

Listening to Messages

1	Repeat
2	Save
3	Erase
4	Reply
5	Send a copy
22	Save as new
#	Next Message

NOTES: Star (*) will always back you up to the previous menu
Pound (#) will bypass a user's personal greeting
You can check your voicemail and record and manage greetings through your Subscriber CommPortal.