W53P & W60P DECT IP Phone User Guide
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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:
2. SAR: ETSI EN 62311:2008
4. Radio: ETSI EN 301406 V2.2.2

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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.

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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
- Menu
- Screen and Icons
- Entering Characters on the Handset

Hardware Overview

Topics
- W60B Base Station Hardware
- W56H Handset Hardware
- W53H Handset Hardware
- Power LED Indicator on the Handset

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.

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
</table>
| 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

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>4 Power LED indicator</td>
<td>Indicates the power status of the base station.</td>
</tr>
</tbody>
</table>

### W56H Handset Hardware

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

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Long press on the idle screen to turn the handset off.</td>
<td></td>
</tr>
<tr>
<td>Cancels actions or ends a call.</td>
<td></td>
</tr>
<tr>
<td>Rejects an incoming call.</td>
<td></td>
</tr>
<tr>
<td>Off-hook Key</td>
<td>Answers an incoming call.</td>
</tr>
<tr>
<td>Enters the redial calls list.</td>
<td></td>
</tr>
<tr>
<td>Places a call in receiver or headset mode.</td>
<td></td>
</tr>
<tr>
<td>Keypad</td>
<td>Provides digits, letters and special characters.</td>
</tr>
<tr>
<td>TRAN Key</td>
<td>Transfers a call to another party.</td>
</tr>
<tr>
<td>Mute Key</td>
<td>Toggles mute feature on or off.</td>
</tr>
<tr>
<td>Microphone</td>
<td>Picks up audio.</td>
</tr>
<tr>
<td>Speaker</td>
<td>Outputs audio in handsfree mode.</td>
</tr>
<tr>
<td>3.5mm Headset Jack</td>
<td>Connects a standard 3.5mm headset.</td>
</tr>
</tbody>
</table>

W53H Handset Hardware

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
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<td>1</td>
<td>Receiver</td>
</tr>
<tr>
<td></td>
<td>Receives audio in receiver mode.</td>
</tr>
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### Power LED Indicator on the Handset

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

### Menu

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

Main Menu
Submenu
Returning to Idle Screen

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.

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<th>No.</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Menu item you selected.</td>
</tr>
</tbody>
</table>
| 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
Accessing the Main Menu Feature

**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 Menu](image)

**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**

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🔄</td>
<td>Registered handset icon (e.g., “1” is internal handset number, indicating the handset is the Handset 1 of the base station)</td>
</tr>
<tr>
<td>Icon</td>
<td>Description</td>
</tr>
<tr>
<td>------</td>
<td>---------------------------</td>
</tr>
</tbody>
</table>
| Keypad Lock
| Voice Mail
| Silent Mode On
| Call Forward
| Do Not Disturb (DND) |

**Icons on the Calls Screen**

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
</table>
| Receiver Mode On
| Headset Mode On
| Handsfree Mode On
| Contact
| Call Hold
| Call Mute
| Conference Call
| Intercom Call |

**Icons on the Line Status Screen**

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
</table>
| Call Forward
| Do Not Disturb (DND)
| Unassigned outgoing line
| Anonymous call is enabled.
| Anonymous call rejection is enabled. |

**Call History Icons**

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
</table>
| 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
Editing Fields
Entering Data

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:

<table>
<thead>
<tr>
<th>If you want to</th>
<th>Then you can</th>
</tr>
</thead>
<tbody>
<tr>
<td>Switch among input modes.</td>
<td>Press <em>#</em> to switch among input modes. The current input mode is displayed at the right bottom of the phone screen.</td>
</tr>
<tr>
<td>Enter letters</td>
<td>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.</td>
</tr>
</tbody>
</table>
| Enter special characters.             | Press *#* to enter the space character or the following special characters: ‘”=\^;:,+-*#$%
|                                       | Press 0-9:                                                                    |
|                                       | • 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

Setting the Input Modes
Appendix B - Input Modes and Characters
Customizing Your Phone

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

Topics

- Turning Handset On
- Turning Handset Off
- Changing the Base PIN
- Changing the Wallpaper
- Setting the Screen Saver
- Changing the Screen Brightness
- Setting the Keypad Light
- Changing the Language
- Time & Date
- Shortcuts
- Handset Keypad Lock
- Handset Registration
- Silent Mode
- Locating a Handset
- Renaming the Handset
- Eco Mode
- Eco Mode+
- Repeater Mode

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 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:

<table>
<thead>
<tr>
<th>Date Format</th>
<th>Example (2016-09-02)</th>
</tr>
</thead>
<tbody>
<tr>
<td>WWW MMM DD</td>
<td>Fri. Sep 02</td>
</tr>
<tr>
<td>DD-MMM-YY</td>
<td>02-Sep-16</td>
</tr>
<tr>
<td>YYYY-MM-DD</td>
<td>2016-09-02</td>
</tr>
<tr>
<td>DD/MM/YYYY</td>
<td>02/09/2016</td>
</tr>
<tr>
<td>MM/DD/YY</td>
<td>09/02/16</td>
</tr>
</tbody>
</table>
### Date Format

<table>
<thead>
<tr>
<th>Date Format</th>
<th>Example (2016-09-02)</th>
</tr>
</thead>
<tbody>
<tr>
<td>DD MMM YYYY</td>
<td>02 Sep 2016</td>
</tr>
<tr>
<td>WWW DD MMM</td>
<td>Fri. 02 Sep</td>
</tr>
</tbody>
</table>

**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:
**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 📱 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 📱 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 📱 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
Switching off Silent Mode

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
Setting the Advisory Tone

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

**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**

Setting the Eco Mode+
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**

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**

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
- Deleting all Blacklist Contacts

**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
- Adding a Remote Phone Book Contact to the Local Directory

**Searching for Remote Phone Book Contacts**

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

**Procedure**

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

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
Adding a History Record to Local Directory
Adding a History Record to Blacklist
Deleting History Records

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
Deleting All Call Records

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
Changing the Default Outgoing Line
Placing Calls
Answering Calls
Silencing or Rejecting Incoming Calls
Ending Calls
Muting/Unmuting Audio
Call Hold
Do Not Disturb (DND)
Call Forward
Transferring Calls
Conference Calls
Multicast Paging

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
- Placing External Calls
- Placing a Call from the Call History
- Placing a Call from the Directory
- Placing a Call with a Speed Dial Key
- Redialing a Number
- Placing an Anonymous Call

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
- Placing an Internal Call
- Placing an Internal Call During an External Call

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.

<table>
<thead>
<tr>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Note</strong></td>
</tr>
<tr>
<td>Your system administrator needs to assign the SIP line as the outgoing line for the handset beforehand.</td>
</tr>
</tbody>
</table>

**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.

<table>
<thead>
<tr>
<th>Tip</th>
</tr>
</thead>
<tbody>
<tr>
<td>You can make an IP call by directly dialing the IP address of any IP phone. For example, you can enter 192<em>168</em>1*15 to dial the IP 192.168.1.15.</td>
</tr>
</tbody>
</table>

**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.

<table>
<thead>
<tr>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>You can press Options, and then select a contact from the directory to dial out.</td>
</tr>
</tbody>
</table>

**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.

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

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 highlighted 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 information (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 highlighted 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 rejected.

Related Topic

Placing an Anonymous Call

Ending Calls

Procedure

1. Press 0 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
Resuming a Held Call
Swapping Between Active and Held Calls

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

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 highlighted 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 TRN key.
2. Enter the number you want to transfer to.
3. Press TRN 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 TRN key during a call.
2. Enter the number you want to transfer to.
3. Press the OK key, Off-hook key or Speakerphone key.
4. Do one of the following:
   - When you hear the ringback tone, press the TRN key or Transfer to finish a semi-attended transfer.
   - After the contact answers the call, press the TRN 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
- Inviting another Party into an Active Conference Call
- Holding/Resuming a Conference Call
- Ending a Conference Call

### 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.

<table>
<thead>
<tr>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>The procedures for setting up a network conference call on specific servers may be different. Contact your system administrator for more information.</td>
</tr>
</tbody>
</table>

**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**
Managing a Paging Call

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

Call Park and Call Retrieve
Shared Line
Voice Mail

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
Parking or Retrieving a Call in the Transfer Mode
Retrieving a Call with a Retrieve Key

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
Retrieving a Parked Call in the FAC Mode

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

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
Retrieving a Call with a Retrieve Key

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
Setting a Retrieve Key

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
Placing Calls on a Shared Line
Answering Calls on a Shared Line  
Placing a Call on Public Hold  
Retrieving a Held Call Remotely on a Shared line  
Pulling a Shared Call on a Shared line  

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.  

![State Indicator of Shared Line](image)

The following table shows the icon associated with the shared line:

<table>
<thead>
<tr>
<th>Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>The shared line is idle.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>The shared line is dialing, in conversation or placed on private hold.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /> (Flashing)</td>
<td>The shared line receives an incoming call or is placed on public hold.</td>
</tr>
</tbody>
</table>

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
- Leaving Voice Mails
- Listening to Voice Mails
- Setting a Voice Mail Key for a Specific Line

**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
Restarting the Base Station
Resetting the Base Station
Resetting the Handset
Triggering the Auto Provisioning

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

Clearing Warnings
Changing the Administrator Password

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
Appendix B - Input Modes and Characters

Appendix A - Menu Structure
### Appendix B - Input Modes and Characters

<table>
<thead>
<tr>
<th></th>
<th>Abc (initials in capitals)</th>
<th>123</th>
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<th>ABΓ</th>
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<th>aåå</th>
<th>S$$</th>
<th>s$$</th>
<th>a6v</th>
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<td>,</td>
<td>?!</td>
<td>0</td>
<td>space ,</td>
</tr>
</tbody>
</table>

*Note*

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