



Yealink DECT IP Multi-Cell System User Guide

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Table of Contents

Table of Contents	5
Getting Started	9
Hardware Overview	9
W80B Hardware	9
W56H Handset Hardware	10
W53H Handset Hardware	11
Power LED Indicator on the Handset	12
Menu	12
Main Menu	13
Entering the Main Menu	14
Accessing the Main Menu Feature	14
Submenu	14
Accessing a Submenu Feature	15
Returning to Idle Screen	15
Screen and Icons	15
Idle Screen	15
Line Status Screen	16
Icons on the Idle Screen	16
Icons on the Calls Screen	16
Icons on the Line Status Screen	17
Entering Characters on the Handset	17
Setting the Input Modes	17
Entering Data	17
Registering the Handset	19
Registering the First Handset to the W80B Device	19
Registering More Handsets at the DECT Manager	19
Selecting a DM/Base Station to Connect	20
Call Features	21
Placing Calls	21
Placing External Calls	21
Placing an External Call	21
Placing Multiple External Calls	22
Placing a Call from the Call History	22
Placing a Call from the Directory	22
Placing a Call with a Speed Dial Key	22
Assigning a Speed Dial Number	22
Changing a Speed Dial Number	23
Deleting a Speed Dial Number	23
Calling a Contact Using a Speed Dial Key	23
Redial	23
Redialing a Number	24

Redialing the Last Dialed Number	24
Adding a Dialed Number to Local Directory	24
Deleting a Redial Record	24
Deleting All Redial Records	24
Placing an Anonymous Call	25
Answering Calls	25
Answering a Call	25
Answering a Call When in a Call	25
Answering a Call Automatically	26
Disabling Call Waiting	26
Switching Among the Receiver, Handsfree and Headset Modes	26
Silencing or Rejecting Incoming Calls	26
Silencing a Call	26
Rejecting a Call Manually	27
Rejecting Anonymous Calls	27
Ending Calls	27
Muting/Unmuting Audio	27
Holding and Resuming Calls	27
Holding a Call	28
Resuming a Held Call	28
Rejecting Calls with Do Not Disturb (DND)	28
Rejecting Calls with DND	28
Call Forward	28
Forwarding Incoming Calls	29
Transferring Calls	29
Performing a Blind Transfer	29
Performing a Semi-Attended/Attended Transfer	29
Conference Calls	30
Local Conference	30
Setting Up a Local Conference Call	30
Merging Two Calls into a Conference	30
Muting or Unmuting a Conference Call	30
Ending a Conference Call	31
Network Conference	31
Setting Up a Network Conference	31
Inviting another Party into an Active Conference Call	31
Holding/Resuming a Conference Call	32
Ending a Conference Call	32
Advanced Call Features	33
Call Park and Call Retrieve	33
Parking or Retrieving a Call in the FAC Mode	33
Parking a Call in the FAC Mode	33
Retrieving a Parked Call in the FAC Mode	33
Parking or Retrieving a Call in the Transfer Mode	34

Parking a Call in the Transfer Mode	34
Retrieving a Parked Call in the Transfer Mode	34
Retrieving a Call with a Retrieve Key	35
Shared Line	35
State Indicator of Shared Line	35
Placing Calls on a Shared Line	36
Answering Calls on a Shared Line	36
Placing a Call on Public Hold	36
Placing a Call on Private Hold	37
Retrieving a Held Call on a Shared Line	37
Barging in an Active Call on a Shared Line	37
Pulling a Shared Call on a Shared Line	37
Voice Mail	38
Setting the Voice Mail Code	38
Leaving Voice Mails	38
Listening to Voice Mails	38
Directory	39
Local Directory	39
Adding Contacts	39
Viewing Contacts	39
Editing Contacts	39
Deleting Contacts	40
Deleting a Contact	40
Deleting All Contacts	40
Searching for Contacts	40
Shared Directory	40
Adding Shared Contacts	41
Editing Shared Contacts	41
Deleting a Shared Contact	41
Deleting All Shared Contacts	41
Searching for Shared Directory Contacts	41
Saving a Shared Contact to the Local Directory	42
Blacklist	42
Adding a Blacklist Contact	42
Viewing Blacklist Contacts	42
Editing a Blacklist Contact	42
Deleting Blacklist Contacts	43
Deleting a Blacklist Contact	43
Deleting All Blacklist Contacts	43
Remote Phone Book	43
Searching for Remote Phone Book Contacts	43
Viewing Remote Phone Book Contacts	43
Saving a Remote Phone Book Contact to the Local Directory	44
Call History	45

Call History Icons	45
Viewing History Records	45
Saving a History Record to Local Directory	45
Saving a History Record to Blacklist	45
Deleting History Records	46
Deleting a Call Record	46
Deleting All Call Records	46
Customizing Your Phone	47
Turning Handset On	47
Turning Handset Off	47
Changing the Wallpaper	47
Setting the Screen Saver	47
Changing the Screen Brightness	48
Setting the Keypad Light	48
Changing the Language	48
Time & Date	48
Setting the Time and Date Manually	48
Changing the Time and Date Format	49
Shortcuts	49
Supported Shortcuts	49
Customizing the Shortcuts	50
Handset Keypad Lock	50
Locking Handset Keypad	51
Unlocking Your Phone	51
Silent Mode	51
Switching on Silent Mode	51
Switching off Silent Mode	51
Audio Settings	52
Adjusting the Volume	52
Setting the Ring Tone	52
Setting the Ring Tone for the External Calls	52
Setting the Advisory Tone	52
Maintaining Your Phone	54
Investigating Warnings	54
Resetting the Handset	54
Appendix	55
Appendix A- Menu Structure	55
Appendix B - Input Modes and Characters	56

Getting Started

Before you use your phone, take some time to get familiar with its features and user interface.

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.

Topics

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

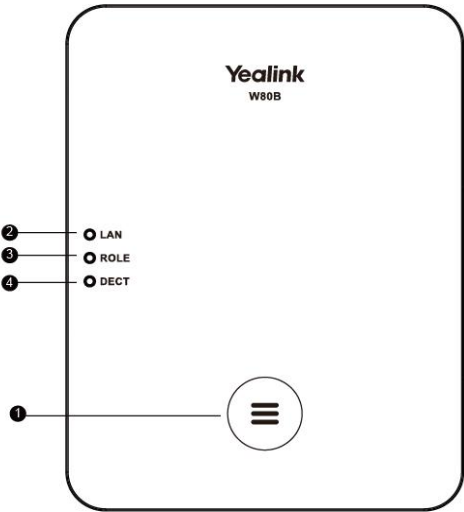
Hardware Overview

Understanding the phone hardware helps you easily use the phone's features.

Topics

- W80B Hardware
- W56H Handset Hardware
- W53H Handset Hardware
- Power LED Indicator on the Handset

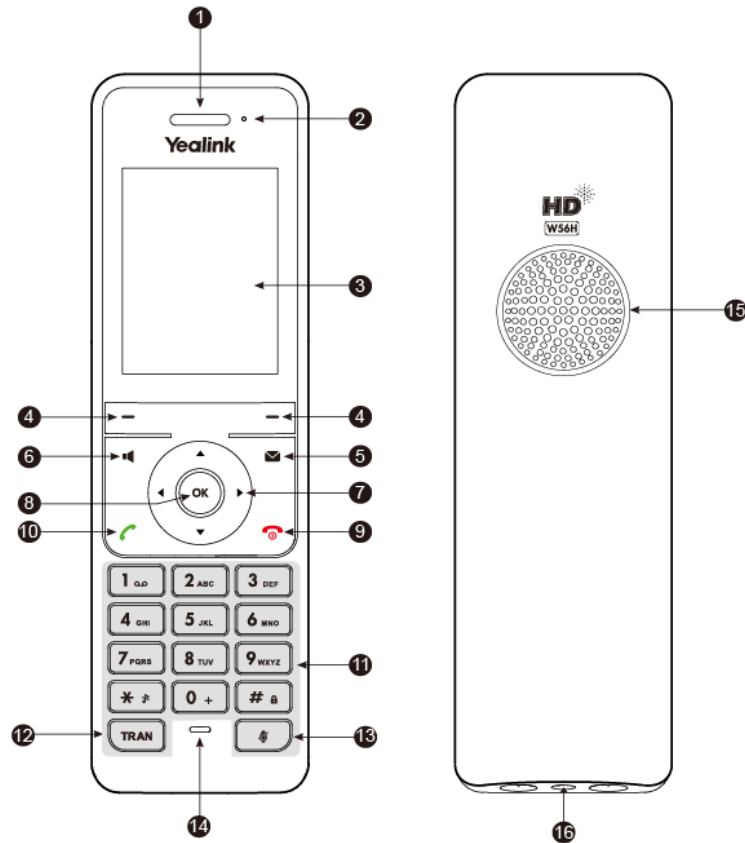
W80B Hardware



No.	Item	Description
1	Device Key	<ul style="list-style-type: none">• Toggles the registration mode and registers the first handset.• Resets the device to factory settings.• Sets the device role.
2	LAN LED	<ul style="list-style-type: none">• Indicates the power status.• Indicates the LAN connection status.

No.	Item	Description
3	ROLE LED	Indicates the device role.
4	DECT LED	Indicates the connection status to the DECT manager (DM).

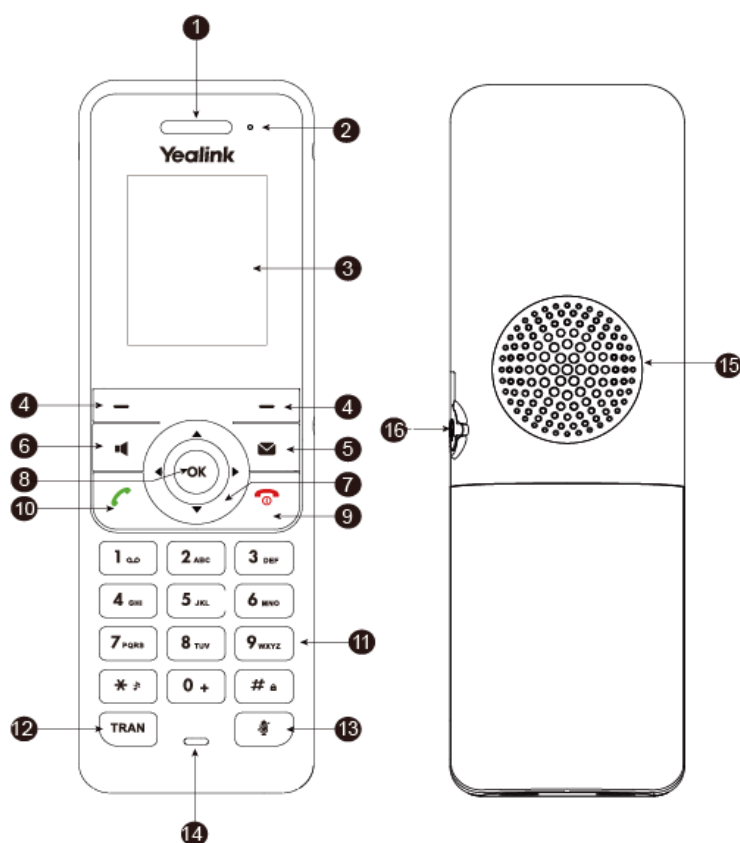
W56H Handset Hardware



	Item	Description
1	Receiver	Receives audio in receiver mode.
2	Power LED indicator	Indicates call status, message status, and charging status.
3	Phone Screen	Shows information.
4	Soft Keys	Access the function directly. It depends on the operating situation.
5	Message Key	Accesses the voice mail or missed call.
6	Speakerphone Key	<ul style="list-style-type: none"> Switches among the receiver, headset, and handsfree modes. Answers an incoming call. Places a call in handsfree mode.
7	Navigation Keys	Scroll through information or options on the screen.
8	OK Key	Confirms actions or enters the main menu.
9	On-hook Key/Power Key	<ul style="list-style-type: none"> Press briefly to return to the previous screen. Long press to return to the idle screen.

	Item	Description
		<ul style="list-style-type: none"> • Press to turn the handset on. • Long press on the idle screen to turn the handset off. • Cancels actions or ends a call. • Rejects an incoming call.
10	Off-hook Key	<ul style="list-style-type: none"> • Answers an incoming call. • Enters the redial calls list. • Places a call in receiver or headset mode.
11	Keypad	Provides digits, letters and special characters.
12	TRAN Key	Transfers a call to another party.
13	Mute Key	Toggles mute feature on or off.
14	Microphone	Picks up audio.
15	Speaker	Outputs audio in handsfree mode.
16	3.5mm Headset Jack	Connects a standard 3.5mm headset.

W53H Handset Hardware



	Item	Description
1	Receiver	Receives audio in receiver mode.

	Item	Description
2	Power LED indicator	Indicates call status, message status, and charging status.
3	Phone Screen	Shows information.
4	Soft Keys	Access the function directly. It depends on the operating situation.
5	Message Key	Accesses the voice mail or missed call.
6	Speakerphone Key	<ul style="list-style-type: none"> • Switches among the receiver, headset, and handsfree modes. • Answers an incoming call. • Places a call in handsfree mode.
7	Navigation Keys	Scroll through information or options on the screen.
8	OK Key	Confirms actions or enters the main menu.
9	On-hook Key/Power Key	<ul style="list-style-type: none"> • Press briefly to return to the previous screen. • Long press to return to the idle screen. • Press to turn the handset on. • Long press on the idle screen to turn the handset off. • Cancels actions or ends a call. • Rejects an incoming call.
10	Off-hook Key	<ul style="list-style-type: none"> • Answers an incoming call. • Enters the redial calls list. • Places a call in receiver or headset mode.
11	Keypad	Provides digits, letters and special characters.
12	TRAN Key	Transfers a call to another party.
13	Mute Key	Toggles mute feature on or off.
14	Microphone	Picks up audio.
15	Speaker	Outputs audio in handsfree mode.
16	3.5mm Headset Jack	Connects a standard 3.5mm headset.

Power LED Indicator on the Handset

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

Menu

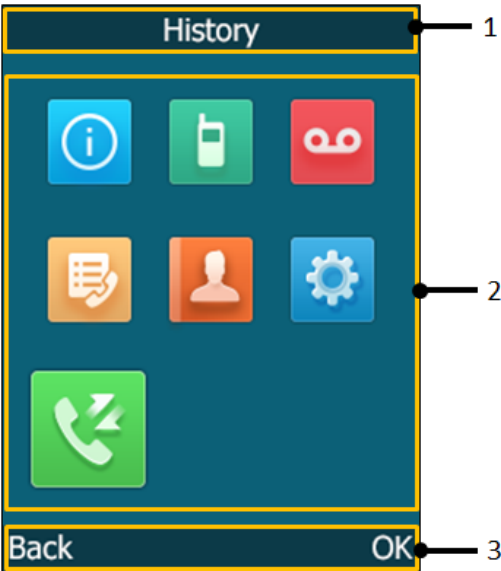
The handset provides a variety of features that are grouped into the menu.

Topics

- [Main Menu](#)
- [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.



No.	Description
1	Menu item you selected.
2	<p>Menu icon:</p> <ul style="list-style-type: none"> : Status–To view the status information of DM, handset, and line. : Intercom–Not available in the multi-cell system. : 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, and Anonymous Call. : Directory–To access the directory and manage the contacts. : Settings–To personalize the setting of your handset. : History–To access the call history list.
3	Soft key label.

Topics

- [Entering the Main Menu](#)
- [Accessing the Main Menu Feature](#)

Entering the Main Menu

You can enter the main menu to view the features.

Procedure

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

The main menus are displayed on the screen as icons.

Accessing the Main Menu Feature

After entering the main menu, you can use the navigation keys to access the desired menu.

Procedure

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

The main menus are displayed on the screen as icons.

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.

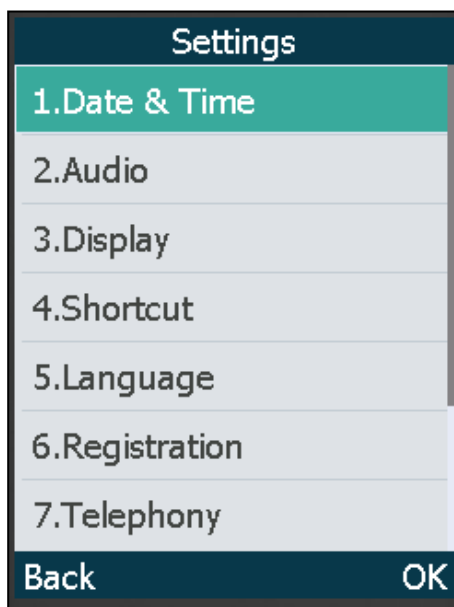
Related Topic

[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 the **Settings** menu, the submenu is displayed below:



Topic

[Accessing a Submenu Feature](#)

Accessing a Submenu Feature

After entering a certain menu, you can use the navigation keys to access the desired submenu.

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.

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

The user screens and icon indicators can help you navigate and understand the important information on the phone's status.

Topics

[Idle Screen](#)

[Line Status Screen](#)

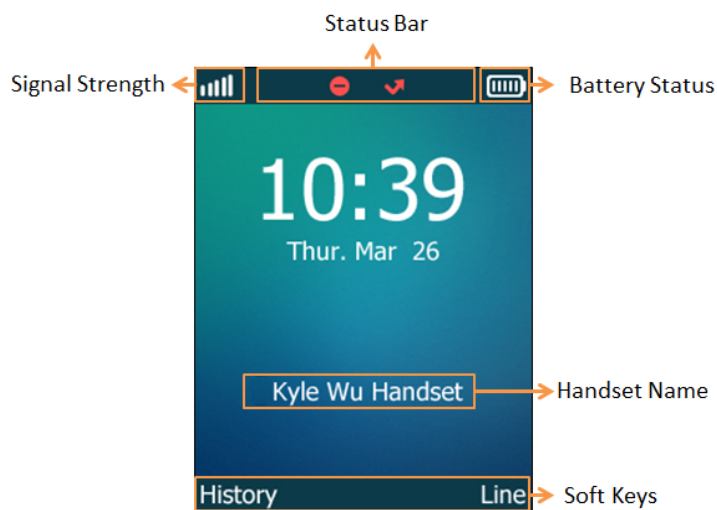
[Icons on the Idle Screen](#)

[Icons on the Calls Screen](#)

[Icons on the Line Status Screen](#)

Idle Screen

The idle screen is made up of the signal strength, battery status, status bar, handset name, and soft keys. The time & date is displayed in the middle of the screen.



• Signal Strength:

Weak to strong: 
 No reception: 

• Battery Status:

Low to full: 

Need Charging: 

- **Status Bar:** Displays the feature status icons. The status icons are displayed when features are activated.
- **Handset Name:** Displays the registered handset name.
- **Soft Keys:** The soft key labels on the screen directly above the soft keys show the functions available at that particular moment.

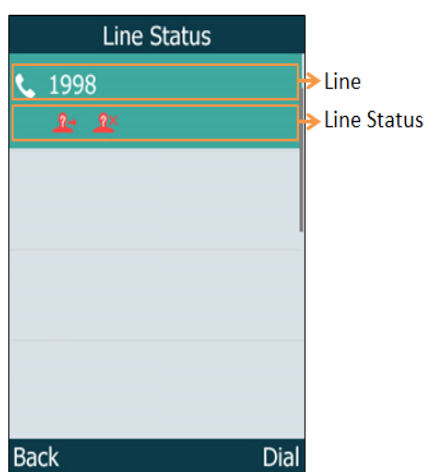
Related Topic

[Icons on the Idle Screen](#)

Line Status Screen

The line status screen is made up of the line and line status.

When the handset is idle, you can press **Line** to enter the line status screen. The line status screen is displayed below:








- **Line:** Display the corresponding line (display user name by default).
- **Line Status:** Display the icon of line status. The icon indicates the corresponding feature assigned to the line.

Related Topic

[Icons on the Line Status Screen](#)








Icons on the Idle Screen

By viewing the icons on the idle screen, you can easily get the current phone status, such as message status.

Icons	Description	Icons	Description
	The ringer volume is 0 and the phone is in the silent mode.		The phone has new voice mails.
	The phone has turned the Call Forward feature on.		The phone has turned the Do Not Disturb (DND) feature on.
	The keypad is locked.		





Icons on the Calls Screen

By viewing the icons in the calls screen, you can easily get the current call status, such as audio output mode status.

Icons	Description	Icons	Description
	Receiver Mode On		Headset Mode On
	Handsfree Mode On		Contact
	Call Hold		Call Mute
	Conference Call		

Icons on the Line Status Screen

Each icon in the line status screen indicates the corresponding feature assigned to the line.

Icons	Description	Icons	Description
	Call Forward		Do Not Disturb (DND)
	Anonymous call rejection is enabled		Anonymous call is enabled

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](#)

[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 used frequently and switch among them if needed.




Procedure



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

Entering Data

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

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

If you want to	Then you can
Switch among input modes.	Press  to switch among input modes. The current input mode is displayed at the right bottom of the phone screen.
Enter letters.	Press a key one or more times (depending on what input mode you're in) to enter the possible characters that are displayed on the keypad key.
Enter special characters.	Press  to enter the space character or the following special characters: _ ' " = / \ ^ ; : , . - + * # \$ % & @ ? ! ; ' () { } [] < > ¥ £ \$ ~ ¢ Press  :

If you want to	Then you can
	<ul style="list-style-type: none">• 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](#)

Registering the Handset

You need to register your handset to the DECT manager (DM) if you want to use the basic functions of the DECT multi-cell system.

Topics

[Registering the First Handset to the W80B Device](#)


[Registering More Handsets at the DECT Manager](#)

[Selecting a DM/Base Station to Connect](#)

Registering the First Handset to the W80B Device

You can register a handset to a W80B device to check the IP address of the DECT manager at the beginning of system deployment.

Before You Begin

- The W80B device role is **DM-Base**, and no handsets have been registered to the device.
- Long press the device key  on the W80B till the DECT LED indicator flashes to set the device to the registration mode. You can only register one handset to the W80B using this method.

Procedure

1. When the W56H/W53H handset LCD screen prompts "Unregistered!", do one of the following:

- Press the **Reg** soft key on the handset to register quickly.
- Press **OK** > **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.

After the handset is registered successfully, the handset LCD screen prompts "Handset Subscribed".

Tip

If the handset LCD screen does not prompt "Unregistered!", press the **OK** key to enter the main menu, and select **Settings** > **Registration** > **Register Handset** to register the handset.

Registering More Handsets at the DECT Manager

After your system administrator has set the DM to the registration mode via the web user interface, you can register more handsets to the DM.

Procedure

1. Do one of the following:

- Press the **Reg** soft key on the handset to register quickly.
- Press **OK** > **Register Handset** and then select the desired base to register the handset.
- Press **OK** > **Settings** > **Registration** > **Register Handset** and then select the desired base to register the handset.

After registration, the handset prompts "Handset Subscribed".

Note

The default base PIN is 0000.

Selecting a DM/Base Station to Connect

You can connect the handset to a desired DM/base station manually, or allow the handset to connect the registered DM/base with the greatest signal strength automatically.

Procedure

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

*The phone screen displays all DMs/base stations that the handset is registered to and the **Bestbase** option.*

2. Select the desired DM/base station or **Bestbase**, and then press **Select**.

Call Features

You can use the phone to place and answer calls, ignore incoming calls, transfer a call to someone else, conduct a conference call and perform other basic call features.

Topics

[Placing Calls](#)
[Answering Calls](#)
[Switching Among the Receiver, Handsfree and Headset Modes](#)
[Disabling Call Waiting](#)
[Silencing or Rejecting Incoming Calls](#)
[Ending Calls](#)
[Muting/Unmuting Audio](#)
[Holding and Resuming Calls](#)
[Call Forward](#)
[Transferring Calls](#)
[Conference Calls](#)

Placing Calls

After the handset is registered successfully, you can use your handset to place an external call.

The handset can keep 2 calls at one time at almost, one (associated with the audio) active and the other one on hold.

Topics

[Placing External Calls](#)
[Placing a Call from the Call History](#)
[Placing a Call from the Directory](#)
[Placing a Call from the Shared Directory](#)
[Placing a Call with a Speed Dial Key](#)
[Redial](#)
[Placing an Anonymous Call](#)

Placing External Calls

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

Topics

[Placing an External Call](#)
[Placing Multiple External Calls](#)

Placing an External Call

You can use the phone to place 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.

Placing Multiple External Calls

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

Procedure

1. Select **New Call**.
2. Enter the contact number.
3. Press the OK key.

Note

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

Placing a Call from the Call History

You can place calls to contacts from the History list, which contains the calls that were recently placed, answered, or missed.

Procedure

1. Press **History** or navigate to **OK > History**.
The phone screen displays all call records.
2. Highlight a contact and select the Off-hook key.

Placing a Call from the Directory

You can place a call to a contact directly from your directory.

Procedure

1. Navigate to **OK > Directory**.
2. Select the desired directory.
3. Highlight the desired contact and select the Off-hook key.
If the selected contact has multiple numbers, highlight the desired number, and select **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 the desired number, press **OK**.*

Changing a Speed Dial Number

You can change the current speed dial number to a new desired one.

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

When you no longer use the speed dial number, you can delete it.

Procedure

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

Calling a Contact Using a Speed Dial Key

After you have assigned the speed dial number, you can place a call to a contact directly by pressing it.

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.

Redial

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 Number](#)

[Redialing the Last Dialed Number](#)

[Adding a Dialed Number to Local Directory](#)

[Deleting a Redial Record](#)

[Deleting All Redial Records](#)

Redialing a Number

The handset keeps a record of all the placed calls. You can call the recently dialed phone 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

You can quickly redial the last dialed number by the Off-hook key.

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 the 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

You can delete any record from the redial list.

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

You can delete all redial records at once.

Procedure

1. Press the Off-hook key when the handset is idle to access the redial list.
2. Press **Options > Delete All**.

The phone prompts whether to delete all records.

3. Press **Yes**.

Placing an Anonymous Call

You can hide your name and number when you place a call. As a result, the callee receives an anonymous call without caller identity.

Before You Begin

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

Procedure

1. Navigate to **OK > Call Features > Anonymous Call**.
2. Select **Enabled** from the **Status** field.
3. 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 Topic

[Rejecting Anonymous Calls](#)

Answering Calls

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

Topics

[Answering a Call](#)

[Answering a Call When in a Call](#)

[Answering a Call Automatically](#)

Answering a Call

When you receive an incoming call, the phone rings and the screen displays the information of the incoming call. You can choose to answer the incoming call.

Procedure

1. Do one of the following:
 - Press the Off-hook 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

You can answer a call when there is already an active call on your phone.

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

Procedure

1. Press the down navigation key to select the incoming call
2. Select **Answer**.

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

Note

You can disable the call waiting feature to reject the incoming call automatically during a call.

Related Topic

[Disabling Call Waiting](#)

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 select the **Auto Answer** check box (the default status is checked).

Disabling Call Waiting

If the call waiting feature is disabled, when there is already a call, the new incoming call will be rejected automatically.

Procedure

1. Navigate to **OK > Call Features > Call Waiting**.
2. Select **Disabled** from the **Status** field.

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.
- Handsfree mode—pressing the Speakerphone key to dial out.
- Headset mode—connecting a standard 3.5mm headset.

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](#)

[Rejecting Calls with Do Not Disturb \(DND\)](#)

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 be displayed on your phone.

Procedure

1. Select **Silence**.

Rejecting a Call Manually

You can reject a call manually, and the call may be sent to voice mail. The rejected calls are displayed in the Received Calls list in your History list.

Procedure

1. Select the On-hook key.

Rejecting Anonymous Calls

You can reject incoming calls from the callers who have hidden their identities. 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**.
2. Select **Enabled** from the **Status** field.
3. Select **Save**.

Related Topic

[Placing an Anonymous Call](#)

Ending Calls

You can end the current call at any time.



Procedure

1. Press .

Muting/Unmuting Audio

You can mute the microphone during an active call so that the other party cannot hear your discussion with your colleagues.

Procedure

1. Press the mute key during a call to turn off the microphone.
The call is muted, and the mute icon  is displayed on the phone screen.
2. Press the mute key again to unmute.
The mute icon  disappears from the phone screen.

Holding and Resuming Calls

You can place an active call on hold and resume the call when you are ready. When you place a call on hold, the held party may hear the music played by its sever.

Topics

[Holding a Call](#)

[Resuming a Held Call](#)

Holding a Call

You can place an active call on hold on your phone.

Procedure

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

Note

When you have multiple calls on the phone and the current call is held, you can press the up or down navigation key to swap to the active call.

Resuming a Held Call

You can view and resume a held call on the phone.

Procedure

1. Press **Resume**, the Speakerphone key or Off-hook key.
If multiple calls are placed on hold, select the desired call first.

Note

When you have multiple calls on the phone and the current call is active, you can press the up or down navigation key to swap to the held call.

Rejecting Calls with Do Not Disturb (DND)

You can enable DND to reject all incoming calls automatically when you do not want to be interrupted.

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. Navigate to **OK > Call Features > Do Not Disturb**.
2. Select **Enabled** from the **Status** field.
3. Select **Save**.

The status bar displays the DND icon.

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 prompt on the phone screen when the line receives an incoming call. The incoming call is logged in the **Received** 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

When you are not available to handle calls, you can forward incoming calls to a specific contact.

Procedure

1. Navigate to **OK > Call Features > Call Forward**.
2. Select the desired forwarding type.
3. Select **Enabled** from the **Status** field.
4. Enter the destination number in the **Target** field.
5. If you select the **No Answer Forward**, select the desired ring time to wait before forwarding from the **After Ring Time** field.
6. Select **Save**.

The status bar displays the forward icon, and the incoming calls will be forwarded to the destination number according to your setting.

Note

Local call forward settings 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.

You can use one of three ways:

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

Topics

Performing a Blind Transfer

Performing a Semi-Attended/Attended Transfer

Performing a Blind Transfer

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

Procedure

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

Performing a Semi-Attended/Attended Transfer

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

Procedure

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

Conference Calls

The phone supports creating a conference with other two external parties and multi-way network conference.

During the conference, follow these tips:

- Mute your microphone when you are not speaking, especially in noisy environments.
- Avoid tapping or rustling papers near the microphone.
- Speak in your normal voice without shouting.

Topics

[Local Conference](#)

[Network Conference](#)

Local Conference

You can initiate a three-way (including yourself) conference calls with your contacts on the phone.

Topics

[Setting Up a Local Conference Call](#)

[Muting or Unmuting a Conference Call](#)

[Ending a Conference Call](#)

Setting Up a Local Conference Call

You can set up a local conference call with up to two contacts.

Procedure

1. Place a call to the first party.
2. When the first party answers the call, select **Options** > **Conference** to place a new call.
The active call is placed on hold.
3. Dial the second party's number.
4. When the second party answers the call, select **Conf.** to invite two parties to join the conference.

Merging Two Calls into a Conference

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

Procedure

1. Place two calls on the phone.
2. Select the desired call for a conference and ensure that the call is active.
3. Select **Options** > **Conference**.

Muting or Unmuting a Conference Call

When you mute the local microphone during a conference call, other 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

You can end the current conference call at any time.

Procedure

1. Press 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 two or more contacts.

Topics

[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

You can set up a network conference with two or more contacts.

Procedure

1. Place a call to the first party.
2. Select **Options** > **Conference**.
The active call is placed on hold.
3. Dial the second party's number.
4. When the second party answers the call, select **Conf.** to add the second party to the conference.
5. Select **Conf.** 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.
7. When the new party answers the call, select **Conf.** to add the new party to the conference.
8. Repeat steps 5 to 7 until you add all parties.

Note

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

Inviting another Party into an Active Conference Call

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

Procedure

1. Select **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

Any party in the conference call can place himself/herself on hold, but other parties can continue the conference call normally.

Note

The conference call will only be held when all parties in the conference call place themselves on hold.

Procedure

1. Press **Options** > **Hold**.
2. Select **Resume** to resume the held conference call.

Ending a Conference Call

You can end the current conference call at any time.

Procedure

1. Press the On-hook key or **End**.

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

Advanced Call Features

By using the advanced features, your handset would perform more functions that make your work more efficiently.

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

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

You can park the call to the local extension or the desired extension through dialing the park code.

Topics

[Parking a Call in the FAC Mode](#)

[Retrieving a Parked Call in the FAC Mode](#)

Parking a Call in the FAC Mode

You can park a call in the FAC mode directly. When you park a call to the local extension or the desired extension, the call is held in the same network your phone.

Before You Begin

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

Procedure

1. During a call, select **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

You can retrieve a parked call in the FAC mode from any phone within your network.

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

You can 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) after parking successfully.

Topics

[Parking a Call in the Transfer Mode](#)

[Retrieving a Parked Call in the Transfer Mode](#)

Parking a Call in the Transfer Mode

You can park a call in the transfer mode directly. When you park a call to the shared parking lot, the call is held on your phone.

Before You Begin

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

Procedure

1. During a call, select **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

You can retrieve a parked call in the transfer mode from any phone in the same network.

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 park retrieve code.
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.

Before You Begin

Check with your system administrator if the FAC or Transfer mode is set on your phone, and if the call park feature has set for 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**.

When there is a call parked on the extension or the shared parking lot, you can press the Retrieve key on the idle screen, and the handset will dial the configured park retrieve code.

Shared Line

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

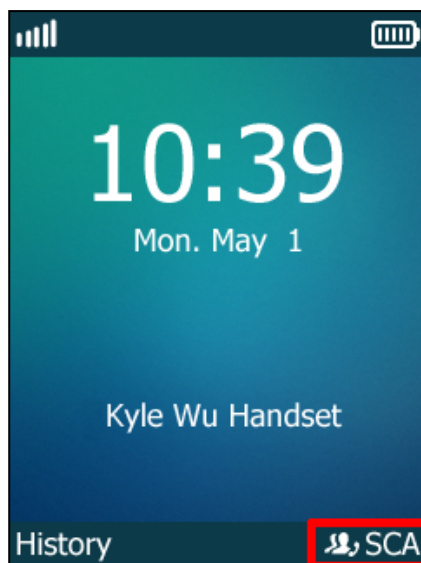
Your system administrator can set your phone to use the shared line.

Topics




[State Indicator of Shared Line](#)
[Placing Calls on a Shared Line](#)
[Answering Calls on a Shared Line](#)
[Placing a Call on Public Hold](#)
[Placing a Call on Private Hold](#)
[Retrieving a Held Call on a Shared Line](#)
[Barging in an Active Call 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 the right soft key.



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

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

Placing Calls on a Shared Line

You can place 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

You can answer one or two calls on the 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.

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**.

Placing a Call on Private Hold

You can place a call on private hold that only you on shared line can retrieve the held call.

Procedure

1. Press **Options** > **Private Hold**.

Then the call is held on your phone, and the other phones registered with shared line show the call is in the busy state. Other users on the shared line cannot resume your held call.

Retrieving a Held Call 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, you can barge into an active call on the shared line. After you barge into a call, the call turns into a three-party conference.

Note

Only one user can barge into an active call on the shared line at a time.

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. Select **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 the Voice Mail Code

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

Procedure

1. Navigate to **OK > Voice Mail > Set Voice Mail**.
2. Select **Enabled** from the **Status** field.
3. Enter voice mail code in the **Number** field.
4. Select **OK**.

Leaving Voice Mails

You can leave a voice mail to someone who is busy or inconvenient to answer the call.

Procedure

1. Follow the voice prompts to leave a voice mail.
2. Hang up to complete the voice mail.

Listening to Voice Mails

You can listen to your voice mails on the handset directly.

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.
The handset dials out the voice mail code using the selected line automatically.
2. Follow the voice prompt from the system server to listen to your voice mails.

Related Topic

[Setting the Voice Mail Code](#)

Directory

The phone provides several types of phone directories, which can be customized by your system administrator.

Topics

[Local Directory](#)
[Shared Directory](#)
[Blacklist](#)
[Remote Phone Book](#)

Local Directory

You can store up to 100 contacts in the handset's Local Directory, as well as add, edit and delete a contact.

Topics

[Adding Contacts](#)
[Viewing Contacts](#)
[Editing Contacts](#)
[Deleting Contacts](#)
[Searching for Contacts](#)

Adding Contacts

When you add a contact to your Local Directory, you can choose how much information you want to enter for your contact. You are required to enter a contact name at least for each new contact.

Procedure

1. Navigate to **OK > Directory**.
2. Select **Options > New Contact**.
3. Enter your contact's information.
4. Select **Save**.

Viewing Contacts

You can view the local contacts from the Local Directory on your phone.

Procedure

1. Navigate to **OK > Directory**.
2. Use the navigation keys to look through the contacts.
The contact names are displayed in alphabetical order.

Editing Contacts

You can update your contacts' information.

Procedure

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

Deleting Contacts

You can delete one or all contacts from the Local Directory.

Topics

[Deleting a Contact](#)

[Deleting All Contacts](#)

Deleting a Contact

You can delete any contact from the Directory.

Procedure

1. Navigate to **OK > Directory**.
2. Select the desired contact.
3. Select **Options > Delete**.

The phone prompts whether to delete this contact.

4. Select **Yes**.

Deleting All Contacts

You can delete all contacts from the Directory.

Procedure

1. Navigate to **OK > Directory**.
2. Select **Options > Delete All**.

The phone prompts whether to delete all contacts.

3. Select **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 your search criteria in the search field.

Shared Directory

All handsets that are registered on the same DM can share the contacts with each other. You can store up to 100 contacts in your phone's shared directory.

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

Topics

[Adding Shared Contacts](#)

[Viewing Shared Contacts](#)

[Editing Shared Contacts](#)

[Deleting a Shared Contact](#)

[Deleting All Shared Contacts](#)

[Searching for Shared Directory Contacts](#)

[Saving a Shared Contact to the Local Directory](#)

[Placing a Call from the Shared Directory](#)

Adding Shared Contacts

When you add a contact to your Shared Directory, you can choose how much information you want to enter for your contact. You are required to enter a contact name at least for each new contact.

Procedure

1. Navigate to **OK > Directory > Shared Directory**.
2. Select **Options > New Contact**.
3. Enter the shared contact's information.
4. Select **Save**.

Editing Shared Contacts

You can modify or add more information to your contacts.

Procedure

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

Deleting a Shared Contact

You can delete any contact from the Shared Directory.

Procedure

1. Navigate to **OK > Directory > Shared Directory**.
2. Highlight a contact and then select **Options > Delete**.
The phone prompts whether to delete the contact.
3. Select **Yes** to delete.

Deleting All Shared Contacts

You can delete all contacts from the Shared Directory.

Procedure

1. Navigate to **OK > Directory > Shared Directory**.
2. Highlight a contact and then select **Options > Delete All**.
The phone prompts whether to delete all contacts.
3. Select **Yes** to delete.

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.

Saving a Shared Contact to the Local Directory

You can move a shared contact to the Local Directory. The shared contacts added to the Local Directory will not disappear, even after your system administrator disabled the Shared Directory feature.

Procedure

1. Navigate to **OK > Directory > Shared Directory**.
2. Highlight a contact, and select **Options > Add To Local > New Entry**.
3. (Optional.) Edit the contact's information.
4. Select **Save**.

Blacklist

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

Topics

[Adding a Blacklist Contact](#)

[Viewing Blacklist Contacts](#)

[Editing a Blacklist Contact](#)

[Deleting Blacklist Contacts](#)

Adding a Blacklist Contact

You can add a blacklist contact on the phone to prevent someone from calling you.

Procedure

1. Navigate to **OK > Settings > Telephony > Blacklist**.
2. Select **New Entry** or **Options > New Entry**.
3. Enter the blacklist contact's information.
4. Select **Save**.

Viewing Blacklist Contacts

You can view the blacklist contacts from the Blacklist on your phone.

Procedure

1. Navigate to **OK > Settings > Telephony > Blacklist**.
2. Use the navigation keys to look through the blacklists.

Editing a Blacklist Contact

You can update your blacklist contacts' information.

Procedure

1. Navigate to **OK > Settings > Telephony > Blacklist**.
2. Highlight the desired blacklist contact, and select **Options > Edit**.
3. Edit the blacklist contact information.
4. Select **Save**.

Deleting Blacklist Contacts

You can delete one or all blacklist contacts. If a contact is removed from the blacklist, you can answer the call from the contact normally.

Topics

[Deleting a Blacklist Contact](#)

[Deleting All Blacklist Contacts](#)

Deleting a Blacklist Contact

If you want to answer a call from a specific contact, you need to remove it from the Blacklist.

Procedure

1. Navigate to **OK > Settings > Telephony > Blacklist**.
2. Select the desired blacklist contact.
3. Select **Options > Delete**.

Deleting All Blacklist Contacts

You can delete all contacts from the Blacklist when you are ready to answer calls from them again.

Procedure

1. Navigate to **OK > Settings > Telephony > Blacklist**.
2. Select **Options > Delete All**.
The phone prompts you whether to delete all contacts.
3. Select **Yes**.

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.

Topics

[Searching for Remote Phone Book Contacts](#)

[Viewing Remote Phone Book Contacts](#)

[Saving 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

1. Navigate to **OK > Directory**.
2. Select the desired remote phone book.
3. Enter your search criteria in the search field.

Viewing Remote Phone Book Contacts

You can view the contact list of the remote phone book on your phone.

Procedure

1. Navigate to **OK > Directory**.
2. Select the desired remote phone book.
3. Use the navigation keys to look through the remote phone book contacts.

Saving a Remote Phone Book Contact to the Local Directory

You can save any remote phone book contact to the Local Directory, to conveniently call this contact when you cannot access the remote phone book.

Procedure

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

Tip

You can select **Add To Local > Update Existing** to update the existing contact information.

Call History

The call history list includes Missed Calls, Placed Calls and Received Calls, and each list holds 100 entries.

Topics

[Call History Icons](#)

[Viewing History Records](#)




[Saving a History Record to Local Directory](#)

[Saving a History Record to Blacklist](#)

[Deleting History Records](#)

Call History Icons

The call history icon in the Call History indicates the corresponding call history types.

Icon	Description
	Received Calls
	Missed Calls
	Placed Calls

Viewing History Records

The history record saves the call information such as the caller's name and number, local line and call duration.

Procedure

1. Press **History** or navigate to **OK > History**.
2. Select the desired list.
3. Select the desired entry.
4. Select **Options > Detail**.

Saving a History Record to Local Directory

To identify someone's call the next time, you can save a history record to the Local Directory.

Procedure

1. Select **History** or navigate to **OK > History**.
2. Select the desired list.
3. Highlight the desired entry, and select **Options > Add To Local > New Entry**.
4. Edit the contact information.
5. Select **Save**.

Tip

You can select **Add To Local > Update Existing** to update the existing contact information.

Saving a History Record to Blacklist

You can prevent someone from calling you again by saving a history record to the blacklist.

Procedure

1. Select **History** or navigate to **OK > History**.
The phone displays all call records.
2. Select the desired list.
3. Highlight the desired entry, and then select **Options > Add To Blacklist**.
The phone prompts whether to add it or not.
4. Select **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

You can delete any call record from the call history list.

Procedure

1. Press **History** or navigate to **OK > History**.
2. Select the desired list.
3. Highlight the desired entry, and select **Options > Delete**.

Deleting All Call Records

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

Procedure

1. Press **History** or navigate to **OK > History**.
2. Select the desired list.
3. Select **Options > Delete All**.
The phone prompts you whether to delete all the records.
4. Select **Yes**.

Customizing Your Phone

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

Topics

[Turning Handset On](#)
[Turning Handset Off](#)
[Changing the Wallpaper](#)
[Setting the Screen Saver](#)
[Changing the Screen Brightness](#)
[Setting the Keypad Light](#)
[Changing the Language](#)
[Time & Date](#)
[Shortcuts](#)
[Handset Keypad Lock](#)
[Silent 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 handset screen lights up.
 - Place the handset to the charging cradle.

Turning Handset Off

The handset will be turned off automatically when the battery runs out. You can also turn the handset off manually.

Procedure

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

Changing the Wallpaper

You can change the wallpaper that is displayed on the idle screen.

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 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. Select **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

Your phone supports several languages that you can choose to use on the phone.

Contact your system administrator to find out exactly which languages are supported on your phone.

Procedure

1. Navigate to **OK > Settings > Language**.
2. Select the desired language.
The phone screen prompts you whether to change the language.
3. Select **Yes**.
The phone language is changed to the selected one.

Time & Date

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

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. Edit the date and time.
3. Select **Save**.

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

Changing the Time and Date Format

You can set the phone to display the time in 12-hour format or 24-hour format. You can also change the date format, including the options to display the day (D), month (M), and year (Y).

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. Select **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

By default, the handset provides a certain access feature for a certain shortcut, you can change it to make your phone more personalized.

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

Shortcut	Default Access Feature	Available Access Features
Left Softkey	History	History Missed Received Redial Speed Dial Menu Line Status Default Line Call Forward Do Not Disturb Directory Local Directory Remote Directory Volume- Volume+ Status
Right Softkey	Line Status	
	Intercom (not available in the multi-cell system)	
	Directory	
	Volume-	
	Volume+	

Customizing the Shortcuts

You can customize the function of the shortcuts to make your handset more personalize.

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

When you temporarily do not use your handset, you can lock it manually.

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

When you need to use the locked handset, you can unlock it manually.

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.

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

You can silence an incoming call by switching on silence mode to stop your phone from ringing.

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

If you want to resume the incoming ring, you can switch off silent mode.

Procedure

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

Audio Settings

You can change the basic audio settings on your phone.

Topics

[Adjusting the Volume](#)

[Setting the Ring Tone](#)

[Setting the Advisory Tone](#)

Adjusting the Volume

You can adjust the volume of the ringer, media, and the audio during a call.

Procedure

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

Setting the Ring Tone

Ring tones are used to indicate the incoming calls.

Topics

[Setting the Ring Tone for the External Calls](#)

Setting the Ring Tone for the External Calls

You can select a unique ring tone for the external calls so that you can identify callers when the phone rings.

Procedure

1. Navigate to **OK > Settings > Audio > Ring Tones > Melodies**.
2. Select the desired ring tone.
The ring tone is played automatically.
3. Select **Save**.

Setting the Advisory Tone

Advisory tones are the 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 cradle.
- **Low Battery:** plays when the battery's remaining capacity is low and the handset needs charging.

Note

If the silent mode is activated, the advisory tones will not play, but you can still see the alert of low battery 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. Select **Save**.

Maintaining Your Phone

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

Topics

[Investigating Warnings](#)

[Resetting the Handset](#)

Investigating Warnings

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

Procedure

1. Navigate to **OK > Status > DM**.

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

Related Topic

[Changing the Administrator Password](#)

Resetting the Handset

You can reset individual settings that you have configured on the handset.

Except the settings of directory, call history, voice mail, and the handset registration, the handset will reset all customized settings to factory after the resetting.

Procedure

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

The phone prompts whether to reset the handset.

2. Select **Yes**.

Appendix

Topics

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

Appendix A- Menu Structure

