ManIT Technology

Hosted Cordless VoIP Handset
User Guide

Yealink w52p DECT

Understanding your phone and buttons

Yealink w52p DECT phone in charger pictured

#	Phone Feature	Description
1	Earpiece	Provides sound during call
2	LCD Screen	Displays call information, handset status icons and, prompt messages
3	Softkey buttons	Press a softkey button to perform the action shown on the label above it. The function of each button will change depending on the phone's current operation.
4	Speakerphone button	Switches between the earpiece and speakerphone modes, also used to answer an incoming call
5	Headset Connector	Connects to an optional headset
6	Off-hook button	Answers an incoming call, enters the redial call list and places a call
7	Keypad	Provides digits, letters and special characters in context-sensitive applications
8	Star button	Enters the star symbol and toggles silent mode on and off
9	Redirect button	Transfers a call to another extension
10	Microphone	Picks up outgoing sound during earpiece and hands-free calls
11	Mute button	Toggles the mute feature on and off
12	Pound button	Enters the pound symbol, locks or unlocks the handset keypad and switches the input method
13	On-hook/Power button	Long presses in the menu screen to return to the idle screen. Long press to turn the handset on or off when the phone is idle. Cancels actions, ends calls and rejects incoming calls
14	Message button	Warns about new voicemail messages and takes you to your voicemail or missed call list
15	Navigation Buttons	Press an arrow to scroll in a direction through items displayed on the screen. **Left** and **Right** buttons used to adjust the ringer volume **OK** button confirms actions or enters the main menu

Understanding the LCD Screen

The LCD screen is split into three parts; The Status, Text and Soft Key Lines
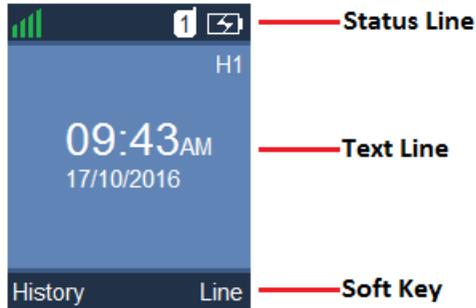
The table below shows what to expect on each given line of the LCD screen

Status Line	On hook:	Signal strength, internal handset number and battery status
	Off hook:	The line ID
Text Line	On hook:	Handset name, time and date, caller information while ringing
	Off hook:	The dialled digits
Soft Key Line	On hook:	The History and Line soft keys
	Off hook:	Various functions according to current operation

Icons appearing on the LCD screen are described in the table below

	Anonymous Call		Call Hold
	Anonymous Call Rejection		Call Mute
	Missed Call		Unassigned Outgoing Line
	Voicemail		Unusable Line
	Keypad Lock		Loudspeaker On
	Silent Mode		Headset Mode On
	Do Not Disturb		Normal Call
	Call Forward		Conference Call

Call functions and general use

Adjusting Volume:

The default volume set in the phone may not be appropriate, to change do the following:

- **Ringer:** while phone is inactive, press the **Left** and **Right** navigation buttons to the desired volume, press the **save** soft key to set the volume.
- **In call volume:** While a call is active, press the **Left** and **Right** navigation buttons to the desired volume, this will save automatically when this function times out after a few seconds.

Answering a Call:

To answer a call, when phone is ringing;

- Press the Off-hook or **Accept** soft key button and listen to the earpiece, or
- Press the Speaker button and listen via the phone's loudspeaker, or
- With the (optional) headset attached, press the **Accept** soft key button to communicate through the headset

Answering When on Another Call:

To answer an inbound call while already on another call, press the Off-hook, Speaker or **Accept** soft key buttons. The original call will be placed on hold.

Ending a Call:

Press the On-hook button

Initiating a Call:

To initiate a call enter the digits you wish to dial using the keypad, when finished do one of the following to dial:

- Press the Off-hook or **Accept** soft key button and listen to the earpiece, or
- Press the Speaker button and listen via the phone's loudspeaker, or
- With the (optional) headset attached, press the **Accept** soft key button to communicate through the headset

Redial:

Dial a previously dialled number

1. Press the Off-hook button to display the Redial List
2. Use the **Up** and **Down** navigation buttons to select the number you wish to dial
3. Once selected press either the Off-hook button or Speaker button to initiate a call.

Call History:

To view the call history of the handset:

1. When the phone is idle, press the **History** soft key
2. Using the **Up** and **Down** navigation buttons scroll through the Call History menu
3. Select the category of call history by pressing the **OK** button or **OK** soft key
4. Use the On-hook button to move backwards in the Call History menu

Using Hold and Resume:

You can place an active call on hold at any time, there is a limit of 1 active call being placed on hold at any given time

1. Press the **Options** soft key during a call
2. Using the **Up** and **Down** navigation buttons, select **Hold** and press the **OK** button.

To resume a call that is on hold, do one of the following:

- Press the **Resume** soft key
- Press the Speaker button
- Press the Off-hook button

Mute a call:

When mute is enabled you can hear the other party but they cannot hear you.

* To mute a call press the Mute button, the Call Mute icon will appear on the screen
* To unmute press the Mute button, the Call Mute icon disappears from the screen

Call Forward:

Call Forwarding will divert all incoming numbers to another number.

1. Press the **OK** button to enter the main menu
2. Use the **Up** and **Down** navigation buttons to select Call Forward and press the **OK** button or **OK** soft key
3. Use the Up and Down navigation buttons to select the desired line and press the **OK** button or **OK** soft key
4. Use the **Up** and **Down** navigation buttons to select the desired forwarding type
   * **Always Forward** – Incoming calls are immediately forwarded
   * **Busy Forward** – Incoming calls are immediately forwarded if the line is busy
   * **No Answer Forward** – Incoming calls are forwarded if not answered after a period of time

   Press the **Left** or **Right** navigation buttons to select Enabled from the Status field
5. Enter the destination number you want to forward incoming calls to in the Target field
   a. Press the **Left** or **Right** navigation buttons to select the desired ring time before forwarding (if No Answer Forward is selected)
6. Press the **Save** soft key to accept the change
7. The Call Forward icon will now be displayed on the idle screen

Transfer a call:

There are 3 transfer methods:

- **Blind Transfer** – Transfer a call directly to another party without consulting
- **Semi-Attended Transfer** – Transfer a call when receiving the ring-back
- **Attended Transfer** – Transfering a call with prior consulting

Blind Transfer
1. Press the **Options** soft key during a call, and select Blind Transfer
2. Do one of the following:
   - Enter the destination number you want to transfer the call to and press the Redirect or **OK** button, or
   - Press the **Directory** softkey, select the desired contact and press the **Call** soft key

Semi-Attended Transfer
1. Press the **Options** soft key during a call, and select Transfer
2. Do one of the following:
   - Enter the destination number you want to transfer the call to and press the **OK** button or **Transfer** soft key to dial out
   - Press the Directory soft key, and select the desired contact, then press the **Call** soft key
3. Press the Redirect button or the **Transfer** soft key to complete the transfer when receiving the ring-back

Attended Transfer
4. Press the **Options** soft key during a call, and select Transfer
5. Do one of the following:
   - Enter the destination number you want to transfer the call to and press the **OK** button or **Transfer** soft key to dial out
   - Press the Directory soft key, and select the desired contact, then press the **Call** soft key
6. You are now connected with the other party, if they wish to receive the call, press the Redirect button or the **Transfer** soft key to complete the transfer.

Do Not Disturb:
Do Not Disturb puts the phone in a constant "busy" state, this will redirect all incoming calls to voicemail
1. To active Do Not Disturb, press the **OK** button to enter the main menu.
2. Using the **Up** and **Down** navigation buttons, select Do Not Disturb and press the **OK** button.
3. Using the **Up** and **Down** navigation buttons to select the desired line and press the **OK** button.
4. Press the **Left** or **Right** navigation buttons to select Enabled from the Status field
5. Press the **OK** soft key to accept the change.

Speed Dial:

A speed dial is a pre-programmed phone number (or extension) associated with a single digit on the keypad. Assigned speed dials can be from 2-9.

Assigning Speed Dial destinations
1. Press the **OK** button to enter the main menu
2. Using the **Up** and **Down** navigation buttons to select Telephony, press the **OK** button
3. Using the **Up** and **Down** navigation buttons to select Speed Dial, press the **OK** button
4. Using the **Up** and **Down** navigation buttons to select the desired speed dial key and press the **Assign** soft key
5. Press the **OK** button to select the Directory where the contact is stored
6. Using the **Up** and **Down** navigation buttons to select the desired contact, press the **OK** soft key

Dialling a Speed Dial destination
1. Press the speed dial key (digit on the keypad) for several seconds when the handset is idle. The number assigned to this speed dial key is then dialled.

Voicemail Operations

Voicemail, also known as a message bank are voice messages left by a caller when a phone is busy or not answered

Create Voicemail Greeting

The Voicemail Greeting is the recording a caller will hear if they reach the Voicemail mailbox. To create a personalised greeting:
1. Press the Message button
2. When prompted, enter your voicemail password
    Default password: 0000#
3. Press 5 to enter "Advanced Options" menu
4. Press 1 to enter "Record a Greeting" menu
5. Select a number for this greeting between 1 and 9 on the keypad
6. Record your message then press any key to end the recording.
    a) Press 1 to listen to the greeting
    b) Press 2 to save the greeting, this will return you to the "Advanced Options menu"
    c) If you're not happy with the recording, press 3 to re-record the greeting
7. To select the recorded greeting as your Voicemail greeting, while in the "Advanced Options" menu, press 2 then enter the greeting number to be used using the keypad. (press 0 to use the default extension greeting)
8. Hang up

Leave a Voicemail Message

If a destination is busy or unavailable you may be redirected to voicemail

1. When prompted, record your voicemail message then press any key to end the recording (or hang up)
2. If a key is pressed to end the recording, you have these options:
    a) Press 1 to listen to the voicemail message
    b) Press 2 to save the voicemail message
    c) Press 3 to re-record the voicemail message

Retrieve Voicemail Messages

Voicemail messages are available either through the handset or if enabled, via email. Voicemail messages older than 2 weeks will be removed from your phone automatically, this has no effect on the voicemail messages in your email.

Accessing via the handset:

1. Press the Message button
2. If prompted, enter your voicemail password
   Default password: 0000#
3. You have the following options in the Voicemail menu
    a) Press 1 to listen to new messages
    b) Press 2 to listen to saved messages
4. After listening to the message, perform one of the following actions
    a) Press 1 to listen again
    b) Press 2 to save
    c) Press 3 to return call
    d) Press 7 to delete

Conference Calls

Conference calls, also known as a party line allow multiple people to speak to each other at the same time.

Establish a 3 party conference call using your phone

1. Dial the first party
2. After the other party has picked up, press the **Options** soft key, using the **Up** and **Down** navigation keys, select Conference and press the **OK** button
3. Do one of the following:
    - Enter the number of the second party and press the **OK** button or the **Conf** soft key, or
    - Press the Directory soft key and using the **Up** and **Down** navigation buttons select the desired contact and press the **Call** soft key
4. When the second party answers the call, you can consult with them before adding to the conference. Press the **Conf** soft key to join all parties

NOTES: