



YEALINK W56H W60B QUICK USER GUIDE



DISPLAY KEYS:

- On-hook/Power. Powers handset off/on and returns to previous screen when on. Cancel actions and reject incoming calls.
- Confirms actions. Enters Main Menu.
- Connects to Voicemail.
- Mutes/unmutes Speaker.
- Turns Speakerphone off/on Switches between receiver, headset, hands-free.
- Transfers calls.
- Left Softkey display History.
- Right Softkey displays Line Status.
- Increases/decreases Volume.
- Scrolls through screen options.
- Off-hook. Answers and places calls.



NAVIGATION KEYS

The Navigation keys allow you to scroll through the options and lists on the display keys by pressing left, right, up, or down. These keys are pre-programmed with shortcuts to specific functions like ringtone volume and the Directory. To customize shortcuts:

1. Press the OK key.
2. Select the Settings icon.
3. Select Shortcut.
4. Select the desired shortcut to customize.
5. Press the Change soft key.
6. Select a new setting for that shortcut.

TURNING THE HANDSET ON/OFF

To turn the handset on or off, long press (about 2 seconds) the On-Hook key.

TURNING THE SILENT MODE ON/OFF

In the Silent Mode, the handset displays incoming call information, but does not ring. To turn Silent Mode on or off, long press (about 2 seconds) the asterisk * key.

ADJUSTING THE VOLUME

- Press the left/right arrow when the phone is idle to adjust Ringer Volume.
- Press left/right arrow during a call to adjust Audio Volume of speakerphone/earpiece.

CHANGING RING TONES

- External Incoming Calls: Navigate to OK -> Settings -> Audio -> Ring Tones -> Melodies. Select a ringtone for a line and hit Save.
- Internal Incoming Calls: Navigate to OK -> Setting -> Audio -> Ring Tones -> Melodies. Select an Intercom Call ringtone and hit Save.

ASSIGN A SPEED DIAL NUMBER

1. Press the OK key to enter the main menu, and then select Settings -> Telephony -> Speed Dial.
2. Press Up or Down keys to highlight the desired digit key, and then press the Assign soft key.
3. Press Up or Down keys to highlight the desired entry, and then press the OK soft key. If both the office number and mobile number are stored, press to highlight the desired number, and then press the OK soft key again.

LOCAL CONTACT DIRECTORY

TO VIEW A CONTACT

- Navigate to OK -> Directory.

TO ADD A CONTACT

1. Press the OK -> Directory -> Options -> New Contact.
2. Enter the Name, Number and Mobile info and Save.

TO EDIT A CONTACT

1. Navigate to OK -> Directory.
2. Select a Contact and Options -> Edit.
3. Edit information and Save.

TO DELETE A CONTACT

1. Navigate to OK -> Directory.
2. Select a contact and Options -> Delete -> Yes.

CALL HISTORY

The History list holds up to 100 entries. Icons indicate Placed, Received, Missed, or Forwarded call. Press the left/right arrow keys to switch among the call lists.

TO VIEW CALL HISTORY RECORDS

1. Press History.
2. Select a record and Option -> Detail.

TO PLACE A CALL FROM THE CALL HISTORY

1. Press History and select a Contact.
2. Press Off-Hook or Speakerphone .



PLACING A CALL

TO PLACE A CALL DIRECTLY, DO ONE OF THE FOLLOWING:

1. Enter a phone number and hit **OK**, Speakerphone **SPK**, or On-Hook **HOOK** to dial.
2. Press Speakerphone **SPK**. Enter a phone number and **OK**, Speakerphone **SPK**, or On-Hook **HOOK** to dial.

TO PLACE A CALL FROM THE CALL HISTORY LIST:

1. Press the History soft key when the handset is idle, and then select the desired call history list.
2. Press **UP**/**DOWN** to highlight the desired entry, and then press On-Hook **HOOK** or the Speakerphone **SPK** to dial out using the default line.

TO PLACE A CALL TO THE LAST DIALED NUMBER:

Press On-Hook **HOOK** twice.

TO PLACE A CALL USING THE SPEED DIAL KEY:

Long press the speed dial key to call the preset number directly.

ANSWERING A CALL

TO ANSWER A CALL, PRESS ONE OF THE FOLLOWING KEYS:

1. Hit Accept, On-Hook **HOOK**, Speakerphone **SPK**, or **OK**.

TO ANSWER A CALL WHILE ON AN ACTIVE CALL, DO ONE OF THE FOLLOWING:

1. Press the down arrow key to select the incoming call.
2. Press **OK**, On-Hook **HOOK**, Speakerphone **SPK**, or Accept. The Active call is placed on Hold and the incoming call becomes Active.

ENDING A CALL

To end a call, press the On-Hook **HOOK** key.

TRANSFERRING A CALL

TO CONDUCT A BLIND TRANSFER:

1. After the first call is connected, press the Options softkey.
2. Press the Blind Transfer soft key. The active call will be placed on hold.
3. Dial the number or extension.
4. Press the Transfer soft key.
5. When you hear the ring back tone, press the Transfer softkey again to complete the transfer.

TO CONDUCT AN ANNOUNCED TRANSFER:

1. Place the call on hold.
2. Press Line then press Dial.
3. Enter extension or number to call.
4. Once the receiving party answers, announce your call.
5. Press Options.
6. Press Call Transfer.
7. Press Transfer.

TO TRANSFER THE CALL DIRECTLY TO ANOTHER USER'S VOICEMAIL:

1. Dial *7<extension>.
2. Dial the extension, followed by #.

CALL FORWARDING

1. Press the OK key to access the Main Menu -> Call Features -> Call Forward.
2. Select a Line and Forwarding Type.
 - Always: Incoming calls are forwarded immediately.
 - Busy: Incoming calls are forwarded when handset is busy.
 - No Answer: Incoming calls are forwarded if not answered after a period of time.
3. Select Enabled, then enter the desired destination number, or the desired ring time to wait before forwarding for No Answer.
4. Press Save.

TO DISABLE CALL FORWARDING:

1. Select Menu -> Features -> Call Forward and a Line, if multiple lines
2. Select a Forwarding Type -> Enter -> Disable -> Save.

SETTING UP VOICEMAIL

1. Initiate a call.
2. Press Voicemail **VM**.
3. At the prompt, enter a unique passcode (using 4-8 digits), then press #.
4. When asked, re-enter your passcode, then press #.
5. Follow instructions to record your name.
6. Follow prompts to:
 - Set up Busy greeting.
 - Set up No Answer greeting
 - Set up Call Forward options.

You can also customize your greeting and greeting options in the online Smart City User Portal.

RETRIEVING VOICEMAIL MESSAGES

A red "message waiting" indicator light notifies you when you have a new voicemail message. If you have more than one message, the count will be displayed near the message icon.

1. To check your voicemail, press the Voicemail **VM** icon. (You may also dial #97, or your extension).
2. Enter your voicemail passcode, then press #. (If you forgot your passcode, please contact your system administrator).
3. Follow the audio prompts.

CONFERENCE CALLS

The phone supports conference calls with two other parties and multi-way network conferencing.

TO INITIATE A CONFERENCE CALL WITH TWO CONTACTS:

1. Place a call to the first party.
2. After the call connect, select Options -> Conference.
3. Call the next Contact and select Conf to join the participants.

TO CREATE A CONFERENCE CALL WITH AN ACTIVE CALL AND A HELD CALL:

1. While on an Active call, select a Held call.
2. Select Conf.



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