

## The Basics

### 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:

- ▶ Press **OK** key.
- ▶ Select the **Settings** icon.
- ▶ Select **Shortcut**.
- ▶ Select the desired shortcut to customize.
- ▶ Press the **Change** soft key.
- ▶ Select a new setting for that shortcut.

### Turning Handset On/Off

To turn the handset on or off, long press (about two seconds) the **End Call** key.

### Turning Silent Mode On/Off

To turn the Silent Mode on or off, long press (about two seconds) the **#** key.

### Answer a Call

To answer a call, press the **Call** key, **Speakerphone** key or the **Accept** soft key.

### Place a Call

To place a call, just dial the number and press the **Call** key.

## Other Features

### Set up Voicemail

- ✓ Press the **Message** key.
- ✓ At prompt, you will be asked to enter a new pass code (using only 4 - 8 digits), followed by the **#** sign.
- ✓ When you are asked to verify your pass code, re-enter your pass code, followed by the **#** sign.
- ✓ Record your first and last name at the prompt, followed by the **#** sign.

- ✓ Follow prompts to also:
  - ▶ Set up Busy greeting.
  - ▶ Set up No Answer greeting.
  - ▶ Set up Call Forward options.

### Retrieve 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.

- ✓ To check your voicemail, press the **Message** key. (You may also dial \*62 or your extension.)
- ✓ Enter your voicemail pass code, then press **#**. (If you forgot your pass code, please contact your system administrator.)
- ✓ Follow the audio prompts.

### Access Call Lists

To access Call History:

- ✓ Press the **History** soft key.
- ✓ Using the Navigation keys, select one of the following:
  - ▶ All Calls
  - ▶ Outgoing Calls
  - ▶ Missed Calls
  - ▶ Accepted Calls

To access recently placed calls:

- ✓ Press the **Call** key.

### Hold and Resume a Call

To Hold:

- ✓ Press the **Options** soft key.
- ✓ Press the **Hold** soft key.

To Resume:

- ✓ Press the **Resume** soft key.
- ✓ If there are two calls on hold, press the **Resume** soft key to resume the current call, or press the **Swap** soft key to swap between the two calls.

### To Park a Call

- ✓ Press the **Park** soft key.
- ✓ Follow the voice prompt and select an extension in which to park the call.
- ✓ Press the **#** key. (To park the call to your current extension, simply press the **#** key).

### To Retrieve a Parked Call

- ✓ Dial \*88 from the extension you wish to take the call from.
- ✓ Follow the voice prompt by dialing the extension to which your call has been parked.
- ✓ Press the **#** key.

### Transfer a Call

After first call is connected:

- ✓ To conduct a blind transfer:
  - ▶ Press the **Options** soft key.
  - ▶ Press the **Blind Transfer** soft key - the active call will be placed on hold.
  - ▶ Dial the number or extension.
  - ▶ Press the **Transfer** soft key.
  - ▶ When you hear the ring back tone, press **Transfer** soft key again to complete transfer.
- ✓ To conduct an announced transfer:
  - ▶ Press the **Options** soft key.
  - ▶ Press the **Transfer** soft key - the active call will be placed on hold.
  - ▶ Dial the number or extension.
  - ▶ Press the **Transfer** soft key.
  - ▶ Once the receiving party answers, announce the call and press **Transfer** soft key again to complete the transfer.
- ✓ To transfer voicemail:
  - ▶ Dial \*55.
  - ▶ Dial the extension, followed by the **#**.

### Call Forwarding

To enable the call forwarding feature on a specific line:

- ✓ Press **OK** key.
- ✓ Select **Call Features**.
- ✓ Select **Call Forward**.
- ✓ Select the desired line, then press **OK** soft key.
- ✓ Select the desired Forwarding type, then press **OK** soft key:
  - ▶ 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. Select **Enabled**, then enter the desired destination number.
- ✓ Select the desired ring time to wait before forwarding (only for No Answer).
- ✓ Press the **Save** soft key.



Yealink IP DECT Phone W52P *phones deliver:*

- ✓ Exceptional HD sound with wideband technology
- ✓ User can operate up to four simultaneous external calls
- ✓ Each system can accommodate up to five DECT cordless handsets
- ✓ Up to five VoIP accounts
- ✓ 1.8" color display with intuitive user interface
- ✓ 10 hours talk time, 100 hours standby time
- ✓ Integrated PoE (Class 1)
- ✓ Desktop or wall mountable

**Feature Codes**

- \*72 Call Forwarding Always Activation
- \*73 Call Forwarding Always Deactivation
- \*90 Call Forwarding Busy Activation
- \*91 Call Forwarding Busy Deactivation
- \*92 Call Forwarding No-Answer Activation
- \*93 Call Forwarding No-Answer Deactivation
- \*44 Call Recording (if enabled)
- \*67 Calling Line ID Delivery Blocking per Call
- \*65 Calling Line ID Delivery per Call
- \*68 Call Park
- \*88 Call Park Retrieve
- \*98 Call Pickup
- \*11 Call Retrieve
- \*69 Call Return
- \*70 Cancel Call Waiting
- \*99 Clear Voice Message Waiting Indicator
- \*55 Direct Voicemail Transfer
- \*78 Do Not Disturb Activation
- \*79 Do Not Disturb Deactivation
- \*62 Voice Portal Access
- \*66 Last Number Redial

Note: Some of these codes may not be available to all users. See your group administrator to add features.



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**Yealink IP DECT Phone W52P**

Yealink W52P is a SIP Cordless Phone designed for small businesses who are needing a device that can be carried around within the office or business. This phone is a great addition to the Futiva Hosted Communications options for devices.

This phones combines the benefits of wireless communication with rich business features of Voice over IP telephony. The user can benefit from freedom of movement, lifelike voice communications, multi-tasking convenience, professional features like intercom, transfer, call forward, 3-way conferencing, PoE, and many more.

Futiva Quick Start Guide



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