



# Yealink W56H and W56P Phone

## Quick Reference Guide

Green Platform



Available features may vary. Particular feature set is based on the original order and the system administrator's requests for each deployment. Please contact your system administrator or Telesystem directly to discuss any additions to the system.

**Soft Keys:** select a menu item displayed above the key

**Speaker button:** turn speaker audio on or off

**Send button:** use to place or answer a call.

**Transfer:** use to send a live call elsewhere.



**Voicemail:** accesses voicemail box.

**Navigational buttons:** arrows and OK buttons assist in navigating menus and features as well as change ringer volume.

**End button:** hangs up call or cancels current operation. Press and hold to power handset on/off.

**Mute:** mute or unmute

## Call Handling Basics

### Answer a call

When phone is idle: Press the green **Send** button, **Accept** soft key, or **Speakerphone** button.

While already on a phone call: Use the navigational arrows to select the ringing call then press the green **Send** button, **Accept** soft key, or **Speakerphone** button. The first call will go on hold automatically.

### Place a call

Input the phone number or extension then press the green **Send** button or **Speakerphone** button

### End a call

Press the red **End** button or soft key.

### Mute

Press the **Mute** button to turn mute on or off during a call.

### Hold

To place a call on hold: Press Options soft key then use navigational buttons to select **Hold**.

To resume a held call: Press the **Resume** soft key.

To resume a held call if one held and one active call are on the phone:

Press the **Swap** soft key. Alternately, use navigational buttons to select the held call then press **OK**.

This will place the formerly active call on hold and resume the other.

## Advanced Call Handling

### Blind Transfer (Unannounced)

Blind transfers pass through the caller ID of the originating caller to the third party.

- Press the **TRAN** button
- Input the destination extension or phone number
- Press the **TRAN** button

Transfer directly to an extension's voicemail box by dialing 7 plus the extension as the destination number.

### Announced Transfer

- Press the **TRAN** button
- Input the destination extension or phone number
- Wait for the third party to answer while the first party waits on hold.
  - To complete the transfer, press the **TRAN** button.
  - To cancel the transfer and go back to the first caller, press the **Cancel** soft key.

### Conference (Three Way) Call

After the first call is already on the line:

- Press **Options** soft key then use navigational buttons to select **Conference**.
- Input the destination extension or phone number
- Wait for the third party to answer while the first party waits on hold.
  - To join the conference together, press **Options** soft key then use navigational buttons to select Conference.
  - To cancel the conference and go back to the first caller alone, press the **End** soft key.

To join two separate calls together that are already on the line:

- Press **Options** soft key then use navigational buttons to select **Conference**.

*While on a conference call, pressing the End button causes all parties to hang up.*

## Advanced Features

### Recent Calls

Press the **History** soft key then use navigational buttons to select *All, Missed, Placed, or Received calls*.

To exit the logs, press the **End** button or **Back** soft key.

### Voicemail

- Press the **Voicemail** button
- Use navigational buttons to select the intended line.
- Press the **Select** soft key to enter the voicemail system. Follow prompts.

### Call Park

Park is a 'shared' hold. A parked call can be accessed by all desk phones at the site. This feature must be set up by Telesystem in advance.

To park a call:

- Press the **TRAN** button
- Input \*95
- Listen to where the call is about to be parked. For example, "your call be parked on orbit 901."
- Press the **TRAN** button

To retrieve a call from park:

- Dial **\*96 plus the orbit** which the call is parked upon then press the green **Send** button
  - For example, dial \*96901 to retrieve the call parked on orbit 901