

Yealink



W56P IP DECT Phone User Guide

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Warranty

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS GUIDE ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS GUIDE ARE BELIEVED TO BE ACCURATE AND PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF PRODUCTS.

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Declaration of Conformity

Hereby, Yealink(Xiamen) Network Technology CO., LTD. declares that this phone is in conformity with the essential requirements and other relevant provisions of the CE, FCC.

For European, this device is a DECT Portable station operating in the frequency band of 1880MHz to 1990MHz.

For US, This telephone is compliant with the DECT 6.0 standard which operates in the 1.92GHz to 1.93GHz frequency range.

CE Mark Warning

This device is marked with the CE mark in compliance with R&TTE Directive 1999/5/EC.

This device complies with the following standards:

1. Safety: EN 60950-1:2006+A11:2009+A1:2010+A12:2011+A2:2013
2. SAR: EN62479:2010
3. EMC: ETSI EN301489-1 V1.9.2(2011-09) & ETSI EN301489-6 V1.4.1(2015-05)
4. Radio: ETSI EN 301 406 V2.1.1 (2009-07)

Part 15 FCC Rules

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. this device must accept any interference received, including interference that may cause undesired operation.

Industry Canada (IC)

This Class [B] digital apparatus complies with Canadian ICES-003 & ICRSS-247 Rules.

Operation is subject to the following conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

Privacy of communications may not be ensured when using this telephone.

Class B Digital Device or Peripheral

This equipment is tested and complies with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. Privacy of communications may not be ensured when using this telephone. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experienced radio/TV technician for help.

Note: Changes or modifications not expressly approved by Yealink(Xiamen) Network Technology Co., Ltd could void the user's authority to operate the equipment.

ACTA Information

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the bottom of the base station is a label that contains, among other information, a product identifier in the format US: T2LXXXXXX.

Hearing Aid Compatibility (HAC)

This telephone system meets FCC standards for Hearing Aid Compatibility.

FCC RF Radiation Exposure Statement

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment.

This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body. This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

For body worn operation, this phone has been tested and meets the FCC RF exposure guidelines when used with the belt clip supplied with this product. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

Information for DECT Product



This telephone is compliant with the DECT 6.0 standard which operates in the 1.92GHz to 1.93GHz frequency range. Installation of this equipment is subject to notification and coordination with UTAM. Any relocation of this equipment must be coordinated through and approved by UTAM. UTAM may be contacted at 1-800-429-8826.

WEEE Warning



To avoid the potential effects on the environment and human health as a result of the presence of hazardous substances in electrical and electronic equipment, end users of electrical and electronic equipment should understand the meaning of the crossed-out wheeled bin symbol. Do not dispose of WEEE as unsorted municipal waste and have to collect such WEEE separately.

Customer Feedback

We are striving to improve our documentation quality and we appreciate your feedback. Email your opinions and comments to DocsFeedback@yealink.com.

GNU GPL INFORMATION

Yealink W56P IP DECT phone firmware contains third-party software under the GNU General Public License (GPL).

Yealink uses software under the specific terms of the GPL. Please refer to the GPL for the exact terms and conditions of the license.

The original GPL license, source code of components licensed under GPL and used in Yealink products can be downloaded online:

<http://www.yealink.com/GPLOpenSource.aspx?BaseInfoCateId=293&NewsCateId=293&CateId=293>.

Generic Access Profile

Yealink W56P IP DECT phones conform to Generic Access Profile (GAP) standard to support some features (e.g., Call Encryption and Registration Management) defined in the GAP. It should be noted that Yealink W56P IP DECT phones are not compatible with the base station and handset from other manufacturers.

About This Guide

Yealink W56P IP DECT phone is a full-featured mobile device, which can provide reliable and convenient wireless voice communications. In addition, it provides many widely accepted benefits of the DECT standard, including high security, scalability, and low power consumption to better meet your requirements.

This guide provides everything you need to quickly use your new phone. First, verify with your system administrator that the network is ready for phone configuration. Also be sure to read the Packaging Contents and Regulatory Notices sections in this guide before you set up and use your W56P IP DECT phone.

In This Guide

Topics provided in this guide include:

- Chapter 1 [Getting Started](#)
- Chapter 2 [Overview](#)
- Chapter 3 [Basic Operations](#)
- Chapter 4 [Phone Settings](#)
- Chapter 5 [Call Features](#)

Summary of Changes

This section describes the changes to this guide for each release and guide version.

Changes for Release 81, Guide Version 81.10

Major updates have occurred to the following sections:

- Handset Registration on page 24
- Basic Network Settings on page 26
- Call History Management on page [4248](#)
- Call Park on page [6077](#)
- Multicast Paging on page [Error! Bookmark not defined.90](#)
- Log Issue on page [Error! Bookmark not defined.98](#)

Changes for Release 80, Guide Version 80.15

Major updates have occurred to the following sections:

- Optional Accessory on page 4
- Basic Network Settings on page 26
- Language on page ~~33~~[34](#)

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Getting Started

This chapter provides basic installation instructions and information for obtaining the best performance with the W56P IP DECT phone. Topics include:

- [Packaging Contents](#)
- [Connecting the Base Station](#)
- [Setting up the W56H Handset](#)
- [Setting up the Charger Cradle](#)
- [Charging the Handset](#)
- [Attaching the Belt Clip](#)

If you require additional information or assistance with your new DECT phone, contact your system administrator.

Packaging Contents

The following components are included in your W56P IP DECT phone package and W56H package:

W56P IP DECT Phone Package	W56H Package
<ul style="list-style-type: none">• 1 Base Station• 1 Handset• 1 Charge Cradle• 2 Power Adapters• 1 Rechargeable Battery• 1 Ethernet Cable• 1 Belt Clip• 1 Quick Start Guide	<ul style="list-style-type: none">• 1 Handset• 1 Charge Cradle• 1 Power Adapter• 1 Rechargeable Battery• 1 Belt Clip

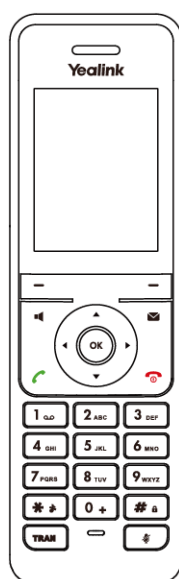
- Base Station



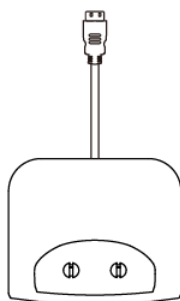
Note

Yealink W56P IP DECT phone consists of one Base for W52P/W56P and one W56H Handset.

- W56H Handset



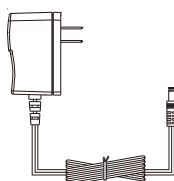
- Charger Cradle



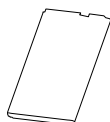
- Handset Power Adapter



- Base Power Adapter



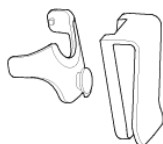
- Rechargeable Battery



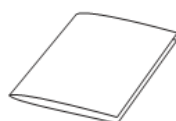
- Ethernet Cable



- Belt Clip



- Quick Start Guide



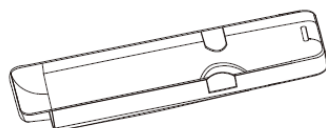
Check the package before installation. If you find anything missing, contact your system administrator.

Optional Accessory

The following item is an optional accessory for your handset. You need to purchase if required.

- W56H Handset Protective Case

The protective case is used to protect your handset from falling onto floor or liquids spilled into. It helps you to handle the handset non-slip.



Commented [JM1]: Are we offering this case for customer purchase? If not, do we want to note this in the user guide? It is widely available with online retailers and inexpensive.

Note

We recommend that you use the accessories provided or approved by Yealink. The use of unapproved third-party accessories may result in reduced performance.

Connecting the Base Station

You have two options for power and network connection of the base station. Your system administrator will advise you which one to use.

- AC power
- Power over Ethernet (PoE)

Note

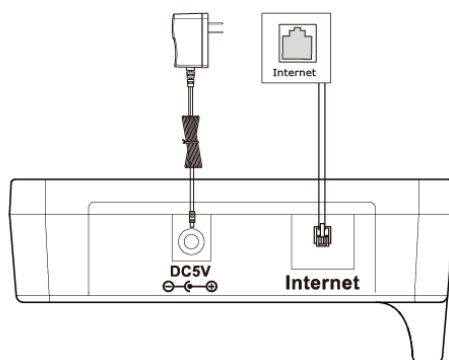
Please pay attention to the radio coverage of the base station. It is up to 300m in unobstructed outdoor areas and up to 50m inside buildings.

Do not set up the base station in a damp room, and keep away from the water.

AC Power

To connect the AC power:

1. Connect the DC plug on the power adapter to the DC5V port on the base station and connect the other end of the power adapter into an electrical power outlet.
2. Connect the included or a standard Ethernet cable between the Internet port on the base station and the Internet port in your network or the switch/hub device port.



Note

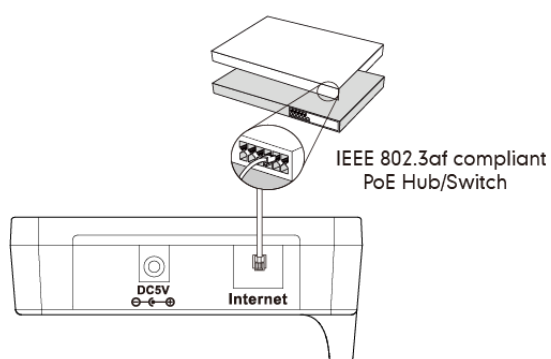
The base station should be used with Yealink original power adapter (5V/600mA) only. The use of the third-party power adapter may cause the damage to the base station.

Power over Ethernet

With the included or a regular Ethernet cable, the base station can be powered from a PoE-compliant (IEEE 802.3af) switch or hub.

To connect the PoE:

1. Connect the Ethernet cable between the Internet port on the base station and an available port on the in-line power switch/hub.



Note

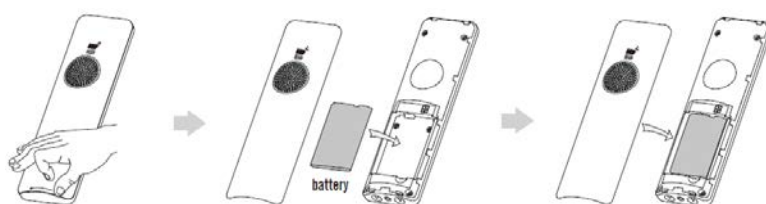
If in-line power is provided, you don't need to connect the AC adapter. Make sure the switch/hub is PoE compliant.

Important! Do not remove the power and network to the base station while it is updating firmware and configurations.

Setting up the W56H Handset

To insert battery into the handset:

1. Open the battery cover.
2. Insert the battery and press it down.
3. Close the battery cover.



Note

Do not short-circuit the battery, as short-circuiting the terminals may damage the battery or the handset.

Do not use a damaged battery, as this may cause an explosion.

Before replacing the battery, please turn off the handset to prevent memory loss.

Handset Information

The handset provides 2.4" 240x320 pixels color screen, and six changeable shortcut keys. It also supports a standard 3.5mm earphone.

For the maintenance, read and follow as shown below:

1. Do not use the handset near sources of electric such as microwave oven, TV sets or radios.
2. Keep the handset away from fire and moisture. Do not use the handset outdoors in the rain or handle it with wet hands.
3. Clean it only with a soft cloth. Do not use excess water or cleaning solvents of any kind.
4. Care should be taken that not to fall onto the floor.
5. Do not disassemble the handset.

Battery Information

We strongly recommend you use the same type rechargeable battery, or it may damage the unit.

Voltage: 3.7V

Capacity: 1460mAh

Battery Capacity

The capacity of the battery depends on the use of backlight and talk time. The capacity of the battery in the package is only approximately 40%. The first time to charge fully will take about 3 hours.

Charging time: approximately 3.5~4 hours (fully discharged to full capacity).

Standby time: up to 400 hours when the backlight is disabled.

Talk time: up to 30 hours active talk time (with full charged battery).

The operating time of your handset depends on the capacity and age of the battery and the way they are used.

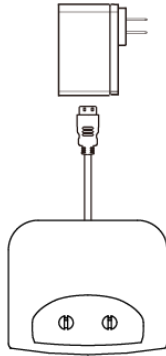
Battery Disposal

To reduce the risk of dangerous or injury to persons, read and follow as shown below:

- Keep the battery away from the heat sources and high voltages.
- Please store it safely and stay in a half-charged state when the battery is not used for a long time.
- Don't disassemble or assemble the battery by yourself.
- Don't heat and burn of the battery or throw it in fire.
- Don't contact the leaking battery directly.

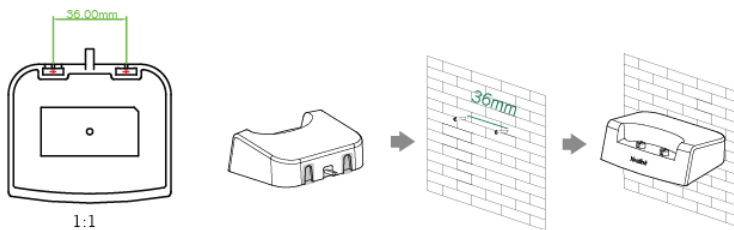
Setting up the Charger Cradle

1. Connect the USB plug on the charger cradle to the DC5V port on the power adapter.
2. Connect the power adapter into an electrical power outlet.



You can also mount the charger cradle on the wall, as shown below:

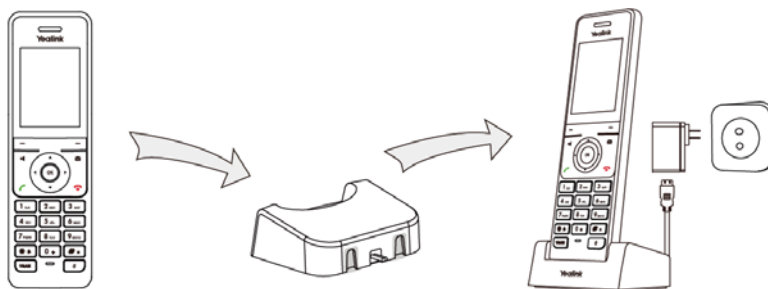
1. Drive the screws into the wall using the wall template as shown below.
2. Mount the charge cradle securely on the screws.



Charging the Handset

To charge the handset:

1. After setting up the handset and charger cradle, place the handset into the charger cradle.



Note

The handset should be used with Yealink original power adapter (5V/600mA) only. The use of the third-party power adapter may cause the damage to the handset.

Battery Charging Status

The handset battery takes about 3 hours to fully charge. Charging status of battery is displayed on the top right-hand corner of the LCD screen:

Icon	Charging Status
	Fully Charged
	80% Charged
	60% Charged
	40% Charged
	20% Charged

Note

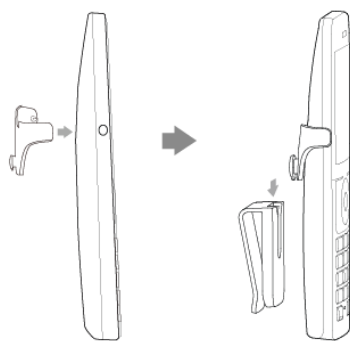
Don't charge battery near a fire source or in direct sunlight.

When the capacity of battery is low, and the handset is not charged timely, the handset will display a prompt box.

Attaching the Belt Clip

To attach the belt clip:

1. Push the clip onto the back of the handset.
2. Insert the clip into the designated notches in the handset.



Overview

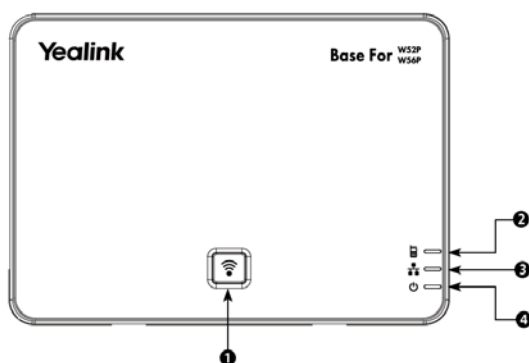
This chapter provides the overview of the W56P IP DECT phone. Topics include:

- [Base Station Description](#)
- [Handset Description](#)
- [LCD Screen Display](#)
- [LED Instruction](#)
- [Icon Instructions](#)
- [User Interfaces](#)

If you require additional information or assistance with your new phone, contact your system administrator.

Base Station Description

After the base station starts up successfully and the handset is registered to the base station, all LEDs on the base station illuminate green in sequence.



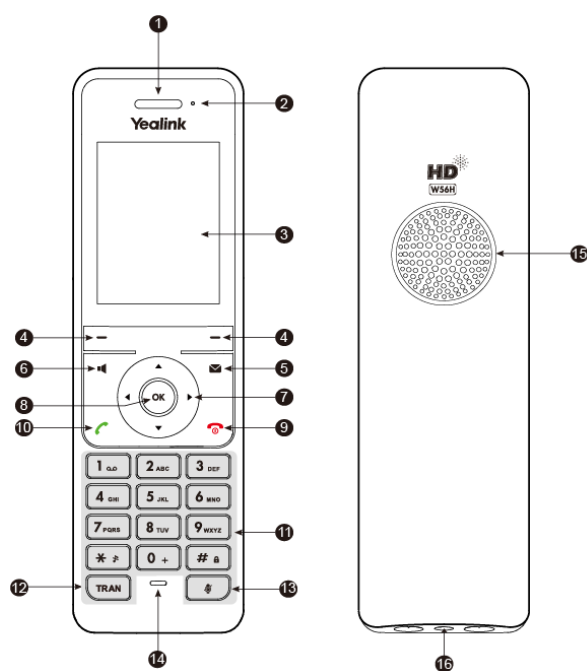
Hardware component instructions of the base station are:

	Item	Description
①	Paging Key	<ul style="list-style-type: none"> • Locates a misplaced handset. • Toggles the registration mode. • Resets the base station to factory settings.
②	Registration LED	<p>Indicates the mode of the base station:</p> <ul style="list-style-type: none"> • Fast-flashing green—The base station is in the paging mode. • Slow-flashing green—The base station is in the registration mode. • Solid green—There is at least one handset registered to the base station.




	Item	Description
		<ul style="list-style-type: none"> • Off—The base station is powered off or no handsets are registered to the base station.
③	Network Status LED	<p>Indicates the network status:</p> <ul style="list-style-type: none"> • Slow flashing green—The network is unavailable. • Solid green—The network is available. • Off—The base station is powered off.
④	Power Indicator LED	<p>Indicates the power status of the base station:</p> <ul style="list-style-type: none"> • Slow flashing green—The base station is during the firmware upgrading process. • Solid green—The base station is powered on. • Off—The base station is powered off.

Handset Description

The main hardware components of the W56H handset are the LCD screen and the keypad.



Hardware component instructions of the W56H handset are:

	Item	Description
①	Earpiece	Outputs audio during the earpiece call.
②	Power Indicator LED	Indicates call status, message status and charging status. <ul style="list-style-type: none"> • Receives an incoming call—Fast flashing red • Receives a voice mail or a missed call—Slow flashing red • Battery charging—solid red
③	LCD Screen	Shows information about calls, messages, soft keys, time, date and other relevant data.
④	Soft Keys	Label automatically to identity their context-sensitive features.
⑤	Message Key	Accesses the voice mail or missed call.
⑥	Speakerphone Key	<ul style="list-style-type: none"> • Switches among the earpiece, earphone and speakerphone modes. • Answers an incoming call. • Places a call in speakerphone mode.
⑦		<ul style="list-style-type: none"> • Move the cursor. • Act as shortcuts. • Scroll through the displaying information.
		<ul style="list-style-type: none"> • Move the cursor. • Act as shortcuts. • Adjust the ringer volume. • Switch among the values.
⑧		Confirms actions or enters the main menu.
⑨	On-hook Key/Power Key	<ul style="list-style-type: none"> • Press on any screen to return to previous screen. • Long press on any screen to return to the idle screen. • Press to turn the handset on. • Long press on 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 earpiece or earphone mode.
⑪	Keypad	Provides digits, letters and special characters in context-sensitive applications.
⑫	TRAN Key	Transfers a call to another party.
⑬	Mute Key	Toggles mute feature on or off.
⑭	Microphone	Picks up audio during earpiece and hands-free calls.

	Item	Description
⑮	Speaker	Provides hands-free (speakerphone) audio output.
⑯	3.5mm Earphone Jack	Allows you to connect a standard 3.5mm earphone.

LCD Screen Display


Idle Screen

If the handset starts up successfully, the idle screen will be displayed as below.



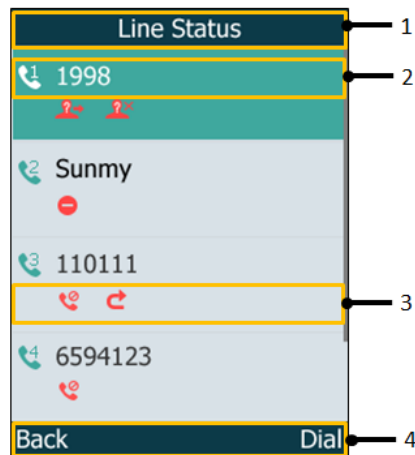
Idle Screen description:

No.	Description
1	This area shows signal strength: Weak to strong: No reception: Eco mode+ is on:
2	This area shows feature status. For more information on feature status icon, refer to Icon Instructions on page 16.
3	This area shows battery status: Low to full: Need charging:
4	This area shows the time and date.




No.	Description
5	This area shows internal handset number and registered handset name (e.g., "1" is internal handset number, indicating the handset is registered on NO.1). Handset 1 to Handset 5: 
6	This area shows the soft key labels. The default soft key labels are "History" and "Line". It will display "SCA" instead of "Line" when using the Shared Call Appearance feature.

Line Status Screen

Press the **Line** soft key to enter the line status screen. The line status screen displays as below:



Idle Screen description:

No.	Description
1	Displays the selected menu name.
2	Displays the registered line number (1-5) and the corresponding line (display user name by default). Line1 to Line5:  The default outgoing line will display on the first line of screen. For more information on the user name, refer to Registering Account on page Error! Bookmark not defined.28 .
3	Displays the icon of line status. The icon indicates the corresponding feature that assigned to the line. For example,  indicates that the line is unassigned as outgoing line for the handset,  indicates the forward feature is enabled for the line. For more information on feature status icon, refer to Icon

No.	Description
	Instructions on page 16.
4	Displays the two soft key labels.














LED Instruction of the Handset











Power Indicator LED

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

Icon Instructions

Icons appearing on the LCD screen are described in the following table:

Icon	Description
	Registered handset icon (e.g., "1" is internal handset number, indicating the handset is register on NO.1)
	Earpiece Mode On
	Earphone Mode On
	Speakerphone Mode On
	Keypad Lock
	Voice Mail
	Silent Mode On
	Call Forward
	Contact icon
	Received Calls
	Missed Calls
	Placed Calls
	Call Hold

Icon	Description
	Call Mute
	Conference Call
	Do Not Disturb (DND)
	Intercom Call
	Shared line is idle.
	Shared line is dialing, in conversation or placed on private hold.
 (flashing)	Shared line receives an incoming call or is placed on public hold.
	Unassigned outgoing line
	Anonymous call is enabled.
	Anonymous call rejection is enabled.

User Interfaces

The hardware components keypad and LCD screen of handset constitute the handset user interface, which allows the user to execute all call operation tasks and basic configuration changes directly on the handset.

Handset User Interface

Note

The access to the Advanced settings of the Account or Network via web user interface may be blocked by the web browser (e.g., Chrome, Firefox) if you have installed "Adblock Plus plugin".

Commented [JM2]: Remove reference to web interface

Basic Operations

This chapter provides you with the basic operating instructions of the W56P IP DECT phone.

Topics include:

- [Menu Guidance](#)
- [Entering Data and Editing Fields](#)
- [Handset Registration](#)
- [Basic Network Settings](#)
- [Checking System Status](#)
- [Registering Account](#)
- [Turning Handset On/Off](#)
- [Adjusting Volume](#)
- [Locking/Unlocking Keypad](#)
- [Switching Silent Mode to On/Off](#)
- [Locating a Handset](#)

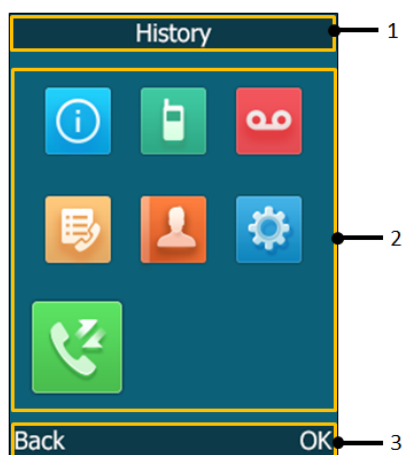
If you require additional information or assistance with your new phone, contact your system administrator.

Menu Guidance

The handset provides a variety of features that are grouped into menu. This section provides you with some basic guidance of accessing and navigating the menu. For a quick overview of features in each menu, refer to [Appendix B - Menu Structure](#) on page [75105](#).

Main Menu

The handset menu has a number of levels. The main menu is the top-level menu, which consists of seven menu items: Status, Intercom, Voice Mail, Call Features, Directory, Settings and History.




Main Menu Screen description:

No.	Description
1	Displays the selected menu item name.
2	Displays the main menu icon: : Status—To display the base, handset and line status. : Intercom—To make an internal call. : 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, Anonymous Call and Paging. : Directory—To access the directory and manage the contacts. : Settings—To configure the handset settings. : History—To access the call history list.
3	Displays the two soft key labels.

To enter the main menu via the handset:

1. Press when the handset is idle.
The seven menus appear as a list of icons on the LCD screen.

To access a main menu feature via the handset:

1. Press ▲, ▼, or ↵ to scroll through the seven menus.
The name of the selected menu item appears on the top of the LCD screen.
2. Press  or the **OK** soft key to enter the corresponding menu.

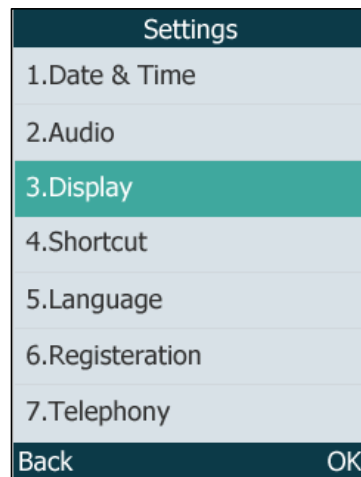
Note



You can only access Status and Settings menus if the handset does not register to a base station. For more information on the menu, refer to [Appendix B - Menu Structure](#) on page [75105](#).

Submenu

The submenus are displayed on the LCD screen and they are shown as a list. You can access features by entering the submenu.

The submenu display takes the **Settings** as an example:

**To access features of a submenu via the handset:**

1. Press ▲ or ▼ to highlight the desired submenu.
2. Press  or the **OK** soft key to access features of the submenu.
You can press  or the **Back** soft key to return to the previous screen.

For more details about the submenu, refer to [Appendix B - Menu Structure](#) on page [75105](#).

Returning to Idle Screen

To return to the idle screen via the handset:

1. Long press  to quickly exit the menu and return to the idle screen.

If you do not press any key in a period of time, the LCD screen will automatically exit the menu and return to the idle screen.

Note

When you are navigating the menu, the LCD screen will automatically exit the menu if an incoming call arrives. The incoming call can be handled as usual. When the call is terminated, the LCD screen will return to the idle screen.

Entering Data and Editing Fields

You can enter and edit data in the corresponding field using the handset keypad.




Configuring the Input Modes

The handset provides you with 12 different input modes. Keypad on the handset provides different characters (or numbers) when using different input modes.

For more details on the input modes and character (or number) options for the keypad, refer to [Appendix C - Input Modes and Characters](#) on page [76106](#).

You can enable the frequently used input mode. Then you can switch among the enabled input modes when entering or editing.

To configure the input mode via the handset:

1. Press  to enter the main menu.
2. Select Settings->Display->Input Method.
The LCD screen displays all available input modes.
3. Press  or  to highlight the desired input mode.
4. Press the **Change** soft key to check or uncheck the checkbox.

Editing Fields

There are limitations for certain types of the fields on handset as follow:









- **Name and Password field:** enter any characters that the handset provided.
- **Number field:** only enter the numeric characters, dot or #.
- **IP address field:** enter the 32-bit IPv4 address or 128-bit IPv6 address.

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 appears on the bottom left-hand corner of the LCD screen. Wait one second, and enter the next character (or number).

The default input methods are **Abc**, **123**, **ABC** and **abc**.

To enter or edit data by the default input modes, do one of the following as shown below:

If you want to	Then you can
Switch among input modes.	Press  one or more times to switch among input modes (depending on the input mode you've configured, refer to Configuring the Input Mode on page 22). The current input mode is displayed on the bottom right-hand corner of the LCD screen.
Enter only digits (1), uppercase (A) characters or lowercase (a) characters.	Press a keypad key one or more times (depending on what input mode you're in) to enter the characters that are displayed on the keypad key. For example, if the input mode is ABC : <ul style="list-style-type: none"> - To enter "A", press  once. - To enter "B", press  twice quickly. - To enter "C", press  three times quickly. For other input modes, refer to Appendix C - Input Modes and Characters on page 76-106.
Enter special characters.	Press  to select the space character or the following special characters: _ ' = / \ ^ ; : . , - + * # \$ % & @ ? ! ~ { } [] < > ¥ \$ £ ~ ¢ For  Key: <ul style="list-style-type: none"> - If it is in the uppercase (ABC soft key), uppercase and lowercase (Abc soft key) or lowercase (abc soft key) input modes, it will provide space character and the following special characters: . , ? , ! , 0. - If it is in the numeric (123 soft key) input mode, it will only provide the digit 0. - Long press the key to enter the character +. For other input modes, refer to Appendix C - Input Modes and Characters on page 76-106.
Delete text you entered.	Press  or  to position the cursor to the right of the text you want to delete, and then press the Del soft key to delete one character at a time or long press to delete all characters.

Handset Registration


Each handset can be registered up to 4 different base stations. You can select the desired base to use and rename it.

Note

You can register up to 5 handsets to one base station by default. The administrator can limit that how many handsets can be registered to one base station. Contact your system administrator for more information.

Registering a Handset

To register a new handset manually:

When the handset LCD screen prompts "Press base paging 2s then press Reg.", long press  on the base station till the registration LED flashes. There are two methods to register a new handset:

Easy Registration:

1. Press the **Reg** soft key on the handset to register quickly.

Normal Registration:

1. Press the **OK** soft key on the handset, and then select **Register Handset**.
2. Select the desired base and then press the **OK** soft key. The handset begins searching the base.
3. Press the **OK** soft key after searching a base successfully.

After the success of registration, the handset LCD screen prompts "Handset Subscribed" and "Base NO. (The last 4 characters of connected Base's MAC address)".

After initializing data successfully, an icon with internal handset number and handset name appears on the LCD screen.

To register to multiple base stations:




1. Press the **OK** key to enter the main menu.
2. Select Settings->Registration->Register Handset.
3. Repeat steps 2-4 mentioned in normal registration to register multiple base stations.

You can also enable the registration mode of the base station via web user interface at the path **Status->Handset&VoIP->Register New Handsets**.

Note

If the handset LCD screen prompts "Searching for Base", please check if your base station is powered on.

To de-register a handset via the handset:




1. Press  to enter the main menu.
2. Select Settings->Registration->De-reg. Handset.
The LCD screen displays the names of handsets that registered to the same base station. The name of the handset itself is highlighted and followed by a left arrow.
3. Press  or  to highlight the desired handset name, and then press the **OK** soft key.
The LCD screen prompts "De-register Handset".
4. Press the **Yes** soft key to de-register the handset or the **No** soft key to cancel.

De-register handset via the web user interface at the path: **Status->Handset&VoIP->Delete Handset**.

Selecting Base Station






If one handset is registered on multiple base stations, it will be automatically connected to one of them. You can select a desired base to register, or select the best base to automatically register with the strongest signal strength.

To select the base station via the handset:

1. Press  to enter the main menu.
2. Select Settings->Registration->Select Base.
The LCD screen displays all base stations that the handset is registered to and the **Bestbase** option. The radio box of the currently used base station with the last 4 characters of MAC address is marked.
3. Press  or  to highlight the desired base station or the **Bestbase** option, and then press the **Select** soft key.
The handset begins to search for base station. After successful connection, the handset LCD screen prompts "Base selected successfully!".

Renaming Base Station




To rename the base station via the handset:

1. Press  to enter the main menu.
2. Select Settings->Registration->Select Base.
3. Press  or  to highlight the desired registered base station (expect **Bestbase** option).
4. Press the **Rename** soft key, and then input the desired name in the **Rename** field.
You can press  to enter special characters and  to switch among different input modes.
5. Press the **Save** soft key to accept the change.

Basic Network Settings

The base station attempts to contact a DHCP server in your network to obtain valid network settings (e.g., IP address, subnet mask, gateway address and DNS address) by default. The IP DECT phone can support either or both IPv4 and IPv6 addresses modes, but IPv6 is disabled by default.

To configure the IP address mode via handset user interface:

1. Press  to enter the main menu.
2. Select **Settings**->**System Settings**->**Network** (default PIN: 0000) ->**Basic**.
3. Press  or  to select **IPv4**, **IPv6** or **IPv4&IPv6** from the **IP Mode** field.
4. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Note





Wrong network settings may result in inaccessibility of your DECT phone and may also have an impact on your network performance. For more information on these parameters, contact your system administrator.

Configuring Static IP Address

If the base station cannot contact a DHCP server for any reason, you need to configure basic network settings manually.

You can configure a static IPv4 address for the IP phone. Before configuring it, make sure that the IP mode is configured as **IPv4**

To configure static IPv4 IP address manually via the handset:

1. Press  to enter the main menu.
2. Select **Settings**->**System Settings**->**Network** (default PIN: 0000) ->**Basic**.
3. Press  to select **IPv4**, and then press the **OK** soft key.
4. Press  or  to select **Static** from the **IP Address Type** field.
5. Enter the valid value in the IP Address, Subnet Mask, Default Gateway, Primary DNS and Secondary DNS field respectively.
6. Press the **Save** soft key to accept the change.





The base station reboots automatically to make settings effective after a period of time.

Configuring Static DNS When DHCP is Enabled

Static DNS is not normally required when DHCP is enabled on your phone. In some cases, static DNS may be needed in your environment. Then you can manually configure static DNS to ignore DNS obtained from DHCP.

You can configure a static IPv4 DNS for the IP phone. Before configuring it, make sure that the IP mode is configured as **IPv4**

To configure static IPv4 DNS manually via the handset:

1. Press  to enter the main menu.
 2. Select Settings->System Settings->Network (default PIN: 0000) ->Basic.
 3. Press  to select **IPv4**, and then press the **OK** soft key.
 4. Press  or  to select **Manual** from the **DNS Type** field when **DHCP** is selected from the **IP Address Type** field.
 5. Enter the valid value in the **Primary DNS** and **Secondary DNS** field respectively.
 6. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.
- The base station reboots automatically to make settings effective after a period of time.

Checking System Status




You can view the system status on your handset. Available information of the system status includes:

- **Base station status** (IPv4 status or IPv6 status, firmware version, MAC address, device certificate status, RFPI and network information)
 - IPv4 uses a 32-bit address.
 - IPv6 is an updated version of the current Internet Protocol to meet the increased demands for unique IP addresses, using a 128-bit address.
- **Handset status** (model, hardware version, firmware version, IPUI code, SN code and area)
- **Line status**


Note

You can only check the handset status if the handset does not register to a base station.

To check the base station status via the handset:

1. Press  to enter the main menu.
2. Select **Status->Base**.
The LCD screen displays status information of the base station and the **Network** option.
3. Press  or  to scroll through and view the status information.
4. Select **Network**, and then press the **Enter** soft key.
The LCD screen displays the connected network information.

To check the handset status via the handset:

1. Press  to enter the main menu.

2. Select Status->Handset.

The LCD screen displays the status information of the handset.

3. Press ▲ or ▼ to scroll through the status information.


To check the line status via the handset:

Do one of the following:

- Press the **Line** soft key when the handset is idle to check the line status directly.

- Press  to enter the main menu.


Select Status->Line Status.

The LCD screen displays all lines registered to the currently used base station with icons for indicating the line status. For example, the icon  at the bottom of a line indicates that you cannot place a call using this line on the handset.

Turning Handset On/Off

To turn the handset on:

Do one of the following:

- Press . The LCD screen lights up.
- Place the handset in the charger cradle.

The handset can also be turned on automatically when inserting the battery to the handset.

To turn the handset off:

1. Long press  when the handset is idle.

Adjusting Volume




You can adjust the handset volume according to the noise level of the surrounding environment. The handset supports 5 different volume levels. The default level is 3.

To adjust the volume when the phone is during a call:


1. Press  to decrease the ringer volume, or press  to increase the ringer volume.

The ringer volume can be adjusted using the menu or the predefined shortcuts (left and right navigation keys) on the keypad when the handset is idle.


To adjust ringer volume via the handset:

1. Press  to enter the main menu.
2. Select Settings->Audio->Ring Tones->Volume.
3. Press  to decrease the ringer volume, or press  to increase the ringer volume.

4. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

You can also press  or  to adjust the ringer volume when the handset is idle or ringing.


Note

If the ringer volume is adjusted to the minimum, the icon  will appear on the status bar, and the silent mode will be activated. For more information, refer to [Switching Silent Mode to On/Off](#) on page [3031](#).


Locking/Unlocking Keypad

You can lock the handset keypad to prevent all keys from being accidentally pressed.

To lock the keypad via the handset:

1. Long press  when the handset is idle until the LCD screen prompts "Keypad Locked, Press and hold '#' to unlock!".

The keypad is locked and the icon  appears on the status bar.

You can still answer or reject incoming calls as usual. You can also end the call by pressing .

To unlock the keypad via the handset:

1. Long press  again until the LCD screen prompts "Keypad Unlocked".

The keypad is unlocked and the  disappears from the idle screen.



Note

If the keypad is locked, only the emergency numbers can be dialed out. You must enter the emergency number continuously and completely. To place emergency calls, you should configure the emergency numbers in advance. For more information, refer to [Emergency Numbers](#) on page [Error! Bookmark not defined.55](#).



Switching Silent Mode to On/Off

If the silent mode is switched to On, the handset will not ring when receiving an incoming call, but you can still see the incoming call information on the LCD screen. You can switch the silent mode to On if you do not want to be disturbed.

To switch the silent mode to On via the handset:

1. Long press  until the LCD screen prompts "All Ring Tones Off".
The silent mode is on. The  appears on the status bar.

To switch the silent mode to Off via the handset:

1. Long press  again until the LCD screen prompts "All Ring Tones On".
The silent mode is off. The  disappears from the status bar.


Note


When the silent mode is activated, the advisory tones will not be played, regardless of their settings.

Locating a Handset

You can locate a misplaced registered handset using the base station.

To locate a handset via the handset:

1. Press  on the base station.
All the handsets that are registered to this base station will ring (paging) simultaneously and display the IP address of the base station on the LCD screen.
This helps you locate your handset easily.

You can press any key on one of the handsets or press  again on the base station to end ring (paging).

You can also locate handsets via web user interface at the path

Status->Handset&VoIP->Paging Status.

Phone Settings

This chapter provides you with some instructions on how to change the settings of your phone.

Topics include:





- [Handset Name](#)
- [Language](#)
- [Ring Tones](#)
- [Advisory Tones](#)
- [Backlight](#)
- [Screen Saver](#)
- [Wallpaper](#)
- [Date and Time](#)
- [Shortcuts](#)
- [Contact Management](#)
- [Call History Management](#)
- [Recent Call In Dialing](#)
- [Dial Plan](#)
- [Emergency Numbers](#)
- [Outgoing Lines](#)
- [Incoming Lines](#)
- [Key As Send](#)
- [Speed Dial](#)
- [Auto Answer](#)
- [Auto Intercom](#)
- [Base Restart](#)
- [Base PIN](#)
- [Base Reset](#)
- [Auto Provision](#)
- [Eco Mode+](#)
- [Eco Mode](#)
- [Repeater Mode](#)

If you require additional information or assistance with your new phone, contact your system administrator.

Handset Name

The handset will be assigned a name by default if successfully registered to the base station. You can personalize the handset name.

To rename the handset via the handset:




1. Press  to enter the main menu.
2. Select Settings->Handset Name.
3. Edit the current name in the **Rename** field.
You can press  to enter special characters and  to switch among input modes.
4. Press the **Save** soft key to accept the change  to cancel.

Handset name is also configurable via web user interface at the path: **Account->Handset Name**.

Language

The handset supports displaying text in 10 languages: English, French, German, Italian, Polish, Portuguese, Spanish, Turkish, Swedish and Russian. The default language of the handset is English. You can change the language according to your requirement.

To change the language of the handset:






1. Press  to enter the main menu.
2. Select Settings->Language.
3. Press  or  to highlight the desired language and then press the **Select** soft key.
The LCD screen prompts "Change phone language to xxx?" (xxx is the language you selected).
4. Press the **Yes** soft key to accept the change.
Text displayed on the handset will change to the selected language.



Ring Tones

Ring tones are used to indicate incoming calls. You can distinguish between an internal and external call by the ring tone. When receiving an incoming call, the handset rings the specified ring tone.

To configure ring tones via the handset:








1. Press  to enter the main menu.
2. Select Settings->Audio->Ring Tones->Melodies.
3. Press  or  to highlight the **Intercom Call** option or the desired line.
4. Press  or  to select and listen to the desired ring tone.
5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Advisory Tones

Advisory tones are acoustic signals of your handset, which inform you of different actions and states. The following advisory tones can be configured independently of each other:

- **Keypad Tone:** plays when you press any key of the keypad.
- **Confirmation:** plays when you save settings or place the handset in the charger cradle.
- **Low Battery:** plays when the capacity of the battery is low and the handset requires charging.

To configure advisory tones via the handset:

1. Press  to enter the main menu.
2. Select Settings->Audio->Advisory Tones.
3. Press  or  to select the desired value from the **Keypad Tone** field.
4. Press  or  to select the desired value from the **Confirmation** field.
5. Press  or  to select the desired value from the **Low Battery** field.
6. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Note






If the silent mode is activated, the advisory tones will not play, but you can still see the low battery and confirm information alert on the LCD screen. For more information on the silent mode, refer to [Switching Silent Mode to On/Off](#) on page [3031](#).

Backlight

Handset backlight status in the charging state or out of the charging state can be configured independently of each other. If enabled, the backlight is always on. Otherwise, the backlight is turned off after the handset is idle for a period of time. But the backlight is automatically turned

on when an incoming call arrives, a key is pressed or the status of handset changes. You can disable the backlight to save power.


To configure the backlight via the handset:

1. Press  to enter the main menu.
2. Select Settings->Display->Display Backlight.
3. Press  or  to select the desired value from the **In Charger** field.
4. Press  or  to select the desired value from the **Out Of Charger** field.
5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Screen Saver

The screen saver of the handset is designed to protect your LCD screen by filling it with an analog clock. You can enable the screen saver to protect the LCD screen if you do not use your handset for a long time. When the screen saver is enabled, an analog clock will be activated and appear on the LCD screen if the handset is idle for approximately 10 seconds.




To configure screen saver via the handset:

1. Press  to enter the main menu.
2. Select Settings->Display->Screen Saver.
3. Press the **Change** soft key to check or uncheck the **Screen Saver** checkbox.

Wallpaper

You can change the wallpaper image to display when the handset is idle.


To change the wallpaper via the handset:

1. Press  to enter the main menu.
2. Select Settings->Display->Wallpaper.
3. Press  or  to select the desired image.
4. Press the **Save** soft key to accept the change.

Keypad Light

You can enable the keypad light to make the digit keys, # key, * key, TRAN key and Mute key light up when any key is pressed. This helps you distinguish keys from each other in a dark environment.

To configure keypad light via the handset:


1. Press  to enter the main menu.
2. Select Settings->Display->Keypad Light.

3. Press the **Change** soft key to check or uncheck the **Keypad Light** checkbox.

Date and Time

Date and time are displayed on the idle screen of your handset. The handset obtains the date and time from the Simple Network Time Protocol (SNTP) server by default. If your handset cannot obtain the date and time from the SNTP server, you need to configure the date and time manually.

To configure date and time manually for a specific handset:

1. Press  to enter the main menu.
 2. Select Settings->Date & Time.
 3. Edit the desired value in the **Date** and **Time** field respectively.
 4. Press the **Save** soft key to accept the change.
- The date and time displayed on the LCD screen will change accordingly.




Note

Before you configure date and time manually for a specific handset, you should enable the **Manual Time** via web user interface first, or it would not take effect.




You can configure the time format and date format respectively. The handset supports two time formats (**12 Hour** or **24 Hour**) and seven date formats. The available date formats are listed in the following table:

Date Format	Example (2016-12-02)
WWW MMM DD	Fri. Dec 02
DD-MMM-YY	02-Dec-16
YYYY-MM-DD	2016-12-02
DD/MM/YYYY	02/12/2016
MM/DD/YY	12/02/16
DD MMM YYYY	02 Dec 2016
WWW DD MMM	Fri. 02 Dec

To configure the time format for a specific handset:




1. Press  to enter the main menu.
 2. Select Settings->Display->Time Format.
 3. Press  or  to highlight the desired time format.
 4. Press the **Change** soft key.
- The radio box of the highlighted time format is marked.
- The time format displayed on the LCD screen will be changed accordingly.

To configure the date format for a specific handset:

1. Press  to enter the main menu.
2. Select Settings->Display->Date Format.
3. Press  or  to highlight the desired date format.
4. Press the **Change** soft key.

The radio box of the selected date format is marked.





Shortcuts

There are two types of shortcuts on the handset: changeable and unchangeable shortcuts. A feature is pre-assigned to each shortcut. For example, long press  to turn on/off the silent mode, long press  to lock/unlock the keypad, press  to access the directory and so on.






The changeable shortcuts are the two soft keys and four navigation keys. The available features that can be assigned to each key may vary.

You can assign the frequently used features to the changeable shortcuts of your handset. This helps you get quick access to a feature by pressing the corresponding shortcut directly without having to scroll through the menu when the handset is idle.

The default shortcut key feature:

Shortcut key	Default access features
Left soft key	History
Right soft key	Line Status
	Intercom
	Directory
	Volume-
	Volume+

To configure a shortcut via the handset:

1. Press  to enter the main menu.
2. Select Settings->Shortcut.
The LCD screen displays the changeable shortcuts with features currently assigned to them.
3. Press  or  to highlight the desired shortcut.
4. Press the **Change** soft key to access the available features.
The feature currently assigned to the selected key is highlighted and followed by a left arrow.
5. Press  or  to highlight the desired feature.

6. Press the **OK** soft key to accept the change or the **Back** soft key to cancel.

Contact Management

This section provides operating instructions on how to manage contacts. Topics include:

1. [Local Directory](#)
2. [Blacklist](#)


Local Directory

You can store the frequently used contacts in the handset's local directory, where names and numbers can be freely added, deleted and edited. You can store up to 100 contacts per handset, each with a name, a mobile number and an office number. You can also dial a contact from the local directory. This allows you to place calls without having to dial the number manually.






Adding Contacts

You can add contacts to your local directory manually or from the call history. You can also add contacts to your local directory from the remote phone book.




To add a contact to the local directory manually via the handset:

1. Press  to enter the main menu.
2. Select **Directory**.
3. Press the **Options** soft key, and then select **New Contact**.
4. Enter the desired value in the **Name**, **Number** and **Mobile** field respectively.
5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

To add a contact to the local directory from the call history via the handset:

1. Press the **History** soft key when the handset is idle.
2. Press  or  to switch among All Calls, Missed Calls, Placed Calls and Received Calls.
3.  Press  or  to highlight the desired entry.
4. Press the **Options** soft key, and then select **Add To Local->New Entry**.

You can also select **Update Existing** add the number to an existing contact.

5.  Press  or  to set the number to be the office number or the mobile number, and then press the **OK** soft key.
6. Enter the name of the new entry in the **Name** field.
7. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.




Note

When you add a contact, the name is required, the office number and the mobile number cannot be left blank at the same time.

If the information of the contact you want to add is totally same with that of an existing entry in the local directory, the screen will prompt "Contact already exists. Please input others name or update contact".

Editing Contacts




To edit a contact in the local directory via the handset:

1. Press  to enter the main menu.
2. Select Directory.
3. Press  or  to highlight the desired entry.
4. Press the **Options** soft key, and then select **Edit**.
5. Edit the value in the **Name**, **Number** and **Mobile** field respectively.
6. Press the **Save** soft key to accept the change.


Deleting Contacts

You can delete a contact or all contacts from the local directory.

To delete a contact via the handset:

1. Press  to enter the main menu.
2. Select Directory.
3. Press  or  to highlight the desired entry.
4. Press the **Options** soft key, and then select **Delete**.
The LCD screen prompts "Do you want to delete the selected item?".
5. Press the **Yes** soft key to delete or the **No** soft key to cancel.


To delete all contacts via the handset:

1. Press  to enter the main menu.
2. Select Directory.
3. Press the **Options** soft key, and then select **Delete All**.
The LCD screen prompts "Delete All?".
4. Press the **Yes** soft key to delete all contacts or the **No** soft key to cancel.

Searching for Contacts

You can search for the contacts by simply entering a few continuous characters of the desired contact name or number, and the results of potential matches are dynamically filtered and displayed on the LCD screen.









To search for contacts in the local directory via the handset:

1. Press  to enter the main menu.
2. Select Directory.
3. Enter a few continuous characters of the desired contact name or number using the keypad.

The contact whose name or number matches the search will appear on the LCD screen after a timeout. You can dial a contact from the result list.

Placing a Call from Local Directory

To place a call from the local directory via the handset:

1. Press  to enter the main menu.
 2. Select Directory.
 3. Press  or  to highlight the desired entry.
 4. Do one of the following:
 - Press , if only one number is stored for the contact in the local directory, the phone will dial out the number directly.
 - Press , if both the office number and the mobile number are stored for the contact in the local directory, the screen will display two numbers.
- Press  or  to highlight the desired number.
- Press  dial out.


Search Source List in Dialing

You can search for a contact from the desired lists when the phone is on the dialing screen. The lists can be Local Directory, History, Remote Phone Book and LDAP.

Blacklist




You can store up to 30 contacts in one handset's blacklist. You can add, edit or delete contacts in the blacklist. You can also dial a call from the blacklist, but an incoming call from a contact in the blacklist will be rejected automatically.

To add an entry to the blacklist manually via the handset:

1. Press  to enter the main menu.
2. Press Settings->Telephony->Caller Blacklist.
3. Press the **Options** soft key, and then select **New Entry**.
If there is no entry, press the **OK** soft key directly.
4. Enter the desired number in the **Phone Number** field.
5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.


You can also add an entry to the blacklist from the call history. For more information, refer to [Call History Management](#) on page 4248.

To delete an entry from the blacklist via the handset:

1. Press  to enter the main menu.
2. Select Settings->Telephony->Caller Blacklist.
3. Press  or  to highlight the desired entry.
4. Press the **Options** soft key, and then select **Delete**.

The selected entry will be deleted successfully.





To delete all entries from the blacklist via the handset:

1. Press  to enter the main menu.
2. Select Settings->Telephony->Caller Blacklist.
3. Press the **Options** soft key, and then select **Delete All**.

The LCD screen prompts "Delete All?".

4. Press the **Yes** soft key to delete all entries or the **No** soft key to cancel.

To place a call from the blacklist via the handset:





1. Press  to enter the main menu.
2. Select Settings->Telephony->Caller Blacklist.
3. Press  or  to highlight the desired entry.
4. Press  to dial out.

Call History Management

Call history contains call information such as calling/called party identification, time and date, and call duration. The handset maintains call history lists of All Calls, Missed Calls, Placed Calls and Received Calls. Each call history list supports up to 100 entries and is sorted by date and time of the call, starting with the latest call entry, the earliest entry would not maintain when the list is up to 100.

You can check the detailed information of an entry in the call history. If the name and number of calling/called party is in the directory, the list displays the calling/called party name (matching priority: Local Directory>Remote Phone Book), or it will display the number instead. You can also dial a call, add an entry to the local directory or blacklist, or delete entries from the call history.



To view call history via the handset:

1. Press the **History** soft key when the handset is idle.
2. Press  or  to switch among All Calls, Missed Calls, Placed Calls and Received Calls.
3. Press  or  to highlight the desired entry.
4. Press the **Options** soft key, and then select **Detail**.

The LCD screen displays the details of the entry.

You can block the incoming calls from the entry by adding it to the blacklist. For more information, refer to [Blacklist](#) on page [4145](#).

To add an entry to the blacklist from the call history via the handset:

1. Press the **History** soft key when the handset is idle.
2. Press  or  to switch among All Calls, Missed Calls, Placed Calls and Received






Calls.

3. Press ▲ or ▼ to highlight the desired entry.
4. Press the **Options** soft key, and then select **Add To Blacklist**.



The LCD screen prompts "Are you sure?".

5. Press the **Yes** soft key to add the selected entry to the blacklist or the **No** soft key to cancel.






To delete an entry from the call history via the handset:

1. Press the **History** soft key when the handset is idle.
2. Press  or  to switch among All Calls, Missed Calls, Placed Calls and Received Calls.. 
3. Press  or  to highlight the desired entry.
4. Press the **Options** soft key, and then select **Delete**.
The selected entry is deleted successfully.

To delete all entries of a list from the call history via the handset:

1. Press the **History** soft key when the handset is idle.
2. Press  or  to switch among All Calls, Missed Calls, Placed Calls and Received Calls.
3. Press the **Options** soft key, and then select **Delete All**.
The LCD screen prompts "Delete All?".
4. Press the **Yes** soft key to delete all entries of the selected list or the **No** soft key to cancel.




To place a call from the call history via the handset:

1. Press the **History** soft key when the handset is idle.
2. Press  or  to switch among All Calls, Missed Calls, Placed Calls and Received Calls.
3. Press  or  to highlight the desired entry.
4. Press  to dial out.

Outgoing Lines

After the handset is registered to the base station (refer to [Handset Registration](#)), you can assign one or more outgoing lines for the handset. The handset can only use the assigned outgoing line(s) to place calls. When multiple outgoing lines are assigned to the handset, the handset uses the first line as the default outgoing line. You can change the default outgoing line of the handset.






To change the default outgoing line via the handset:

1. Press  to enter the main menu.
2. Select Settings->Telephony->Default Line.
The LCD screen displays all outgoing lines currently assigned to the handset. The default outgoing line is highlighted and followed by a left arrow.
3. Press  or  to highlight the desired line, and then press the **OK** soft key.
The default outgoing line is changed successfully.

Incoming Lines

After the handset is registered to the base station (refer to [Handset Registration](#)), you can assign one or more incoming lines for the handset. The handset can only receive incoming calls of the assigned incoming line(s). You can assign incoming lines to all handsets registered to the same base station on your handset.

To assign the incoming line to handsets via the handset:

1. Press  to enter the main menu.
2. Select Settings->Telephony->Incoming Lines.
3. Enter the system PIN (default: 0000), and then press the **Done** soft key.
The LCD screen displays all handsets registered to the base station. The handset itself is highlighted and followed by a left arrow.
4. Press  or  to highlight the desired handset, and then press the **OK** soft key.
5. Press  or  to select **Accept** from the desired line fields.
6. Press the **Save** soft key to accept the change.
7. Press the **Back** soft key to return to the previous screen.
8. Repeat steps 4-7 to assign incoming lines for other handsets.

Speed Dial

Speed dial allows you to perform single-digit dialing to predefined numbers. This feature is particularly useful to speed up dialing the numbers that is frequently used or hard to remember. A maximum of 8 speed dial numbers are allowed.

For example, the digit key 2 is configured as a speed dial key and assigned the number 4606, the phone will dial out the number 4606 directly when you long press digit key 2.


Assigning a Speed Dial Number

You can assign a number in your directory (including local directory and remote phone book) to the digit keys of your handset. This helps you dial a contact quickly and easily by long pressing the speed dial key without having to enter the directory. The available speed dial keys are the digit keys 2-9.

Note

The assigned number should exist in local directory (refer to [Local Directory](#) on page [3842](#)) or remote phone book (refer to [Remote Phone Book](#) on page [Error! Bookmark not defined,46](#)).

To assign a speed dial number from the directory via the handset:

1. Press  to enter the main menu.
2. Select Settings->Telephony->Speed Dial.

The LCD screen displays all available speed dial keys.

If the digit key did not be assigned numbers before, you can long press the digit key when the phone is idle to enter the Add to speed dial screen.




3. Press ▲ or ▼ to highlight the desired digit key, and then press the **Assign** soft key.
4. Press ▲ or ▼ to highlight the desired directory if there are multiple directories, and then press the **Enter** soft key.
5. Select the desired contact from the directory.
6. Do one of the following:
 - If only one number is stored for the contact in the selected directory, press the **OK** soft key to assign the number to the selected speed dial key.
 - If both the office number and the mobile number are stored for the contact in the selected directory, press the **OK** soft key to display the two numbers.

Press ◀ or ▶ to highlight the desired number.

Press the **OK** soft key to assign the number to the selected speed dial key.




Changing a Speed Dial Number

To change a speed dial number via the handset:

1. Press  to enter the main menu.
2. Select Settings->Telephony->Speed Dial.
The LCD screen displays all available speed dial keys.
3. Press  or  to highlight the desired speed dial key, which is already assigned a number.
4. Press the **Options** soft key and then select **Change** to change the assigned speed dial number.

Deleting a Speed Dial Number

To delete a speed dial number via the handset:

1. Press  to enter the main menu.
2. Select Settings->Telephony->Speed Dial.
The LCD screen displays all available speed dial keys.
3. Press  or  to highlight the desired speed dial key, which is already assigned a number.
4. Press the **Options** soft key and then select **Clear Key** to delete the assigned speed dial number.

Placing a Call Using Speed Dial Key


To place a call using the speed dial key via the handset:

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.

Auto Answer

When auto answer feature is enabled, you can simply answer the incoming calls by picking up the handset from the charger cradle without having to press the off-hook key. The auto answer feature works only if the handset is placed in the charger cradle.

To configure auto answer via the handset:

1. Press  to enter the main menu.
2. Select Settings>Telephony->Auto Answer.
3. Press the **Change** soft key to check or uncheck the **Auto Answer** checkbox.

Auto Intercom

Intercom is a useful feature in an office environment to quickly connect with the operator or the secretary. You can make internal intercom calls and external intercom calls on the phone.

Internal intercom calls are made between handsets registered to the same base station.

External intercom calls can be made by dialing the feature access code followed by the number.




External intercom calls depend on support from a SIP server.

The handset can automatically answer an incoming external intercom call and play warning tone only when there is only one handset subscribed and no call in progress on the handset.

To automatically answer an incoming internal intercom call, you need to enable auto intercom feature on the handset. The following configuration types of auto intercom feature are available for selection:

- **On (Beep On):** Auto intercom feature is on. The handset will answer an incoming internal intercom call automatically and play a warning tone.
- **On (Beep Off):** Auto intercom feature is on. The handset will answer an incoming internal intercom call automatically without a warning tone.
- **Off:** Auto intercom feature is off. You need to answer an incoming internal intercom call manually.

To configure auto intercom via the handset:


1. Press  to enter the main menu.
2. Select Settings->Telephony->Auto Intercom.
The LCD screen displays three configuration types.
3. Press  or  to highlight the desired configuration type.
4. Press the **Change** soft key.
The radio box of the selected configuration type is marked.

For more information on placing an internal call, refer to [Placing Internal Calls](#) on page [5266](#).

Base Restart

In some instances, you may need to restart the base station to refresh the settings.

To restart the base station via the handset:

1. Press  to enter the main menu.
2. Select Settings->System Settings->Base Restart.


After the above steps, the registration LED and network status LED go out simultaneously. After a period of time, the LED indicators will illuminate solid green again when the base station restarts successfully.

Base restart is also configurable via the web user interface at the path: **Settings->Upgrade**.

Handset Reset

You can reset individual settings that you have made on the handset. Resetting handset will not overwrite settings of directory, call history, voice mail and the handset registration to the base station. Other customized settings on the handset will be reset to factory settings after handset reset. We recommend that you ask your system administrator for advice before resetting your handset.


To reset the handset via the handset:

1. Press  to enter the main menu.
2. Select Settings->System Settings->Handset Reset.
The LCD screen prompts "Reset handset to default?".
3. Press the **Yes** soft key to reset the handset or the **No** soft key to cancel.

Eco Mode+

Eco mode+ turns off the transmission power and the radio waves emitted are virtually zero when the phone is in the standby mode. If the eco mode+ is enabled, and there is no signal interaction between the handset and the base station, the color of the signal strength indicator on the idle screen will display in green. When a call comes in or a connection occurs, the phone exits the eco mode+ automatically, and the signal strength indicator on the idle screen changes from green to white.


To configure eco mode+ via the handset:

1. Press  to enter the main menu.
2. Select Settings->System Settings->Eco Mode+.
3. Press the **Change** soft key.
4. Enter the system PIN (default: 0000) and then press the **Done** soft key.
The LCD screen prompts "Setting takes effect after base reboot. Reboot now or not?".
5. Press the **Yes** soft key to reboot the base station.
The base station reboots to make the configuration take effect. The configuration applies to all the handsets registered to the base station. The color of the signal strength indicator on the idle screen will change from white to green.

Eco Mode

Eco mode greatly reduces the transmission power and signal output when the phone is in the talk mode. The attenuation range is 20m. When the distance between the base station and the handset is over 20m, the eco mode is disabled automatically.

To configure eco mode via the handset:

1. Press  to enter the main menu.
2. Select Settings->System Settings->Eco Mode.
3. Press the **Change** soft key to check or uncheck the **Eco Mode** checkbox.
If the **Eco Mode** checkbox is checked, the eco mode is enabled.

Note If the eco mode is enabled, the coverage area of the base station will be reduced.

Commented [JM3]: Remove section as we are not providing repeaters

Call Features

The W56P IP DECT phone is designed to be easily used like a regular phone on a public switched telephone network (PSTN). You can place internal and external calls, answer calls, transfer a call to someone else, or conduct a conference call.

This chapter provides operating instructions of the call features. Topics include:

- [Placing Calls](#)
- [Answering Calls](#)
- [Ending Calls](#)
- [Redialing Calls](#)
- [Call Mute](#)
- [Call Hold/Resume](#)
- [Call Waiting](#)
- [Do Not Disturb \(DND\)](#)
- [Call Forward](#)
- [Call Transfer](#)
- [Conference Call](#)
- [Call Park](#)
- [Anonymous Call](#)
- [Anonymous Call Rejection](#)
- [Voice Mail](#)
- [Shared Call Appearance \(SCA\)](#)
- [Multicast Paging](#)

If you require additional information or assistance with your new phone, contact your system administrator.

Placing Calls

When the handset is registered to the base successfully, you can use your handset to place an internal or external call. One handset can handle a maximum of 2 calls at one time, and one active call (the call that has audio associated with it) can be in progress at any time, another call is placed on hold.



Note

The base station can handle multiple calls (4 calls by default) at a time when multiple handsets are registered. For more information, contact your system administrator.

You can place a call using the following call modes:

- **Earpiece mode**—pressing the off-hook key to dial out.
- **Speakerphone mode**—pressing the Speakerphone key to dial out.
- **Earphone mode**—connecting a standard 3.5mm earphone.

During the call, you can do the following:

- Switch among the call modes by pressing the corresponding key or connecting an earphone.
- Connect or disconnect the earphone.
- Press  or  to adjust the volume of the currently engaged audio device (earpiece, earphone or speakerphone).

You can cancel the dialing operation by pressing the on-hook key. The call duration is displayed on the LCD screen while the call is in progress.


Placing Internal Calls

You can make free internal calls between the handsets registered to the same base station. You can place an internal call to one handset or all handsets registered to the same base station. If the auto intercom feature is enabled, the handset will answer the internal call automatically. For more information, refer to [Auto Intercom](#) on page [4861](#).






Note

The handset must be subscribed and registered to the same base station to place a call. For more information on registration, refer to [Handset Registration](#) on page [24](#).


To place an internal call to one handset via the handset:

1. Press  to enter the main menu.
2. Select **Intercom**.






The LCD screen displays all registered handset names and the **All HS** option.

3. Press  or  to highlight the desired handset name.
4. Press , ,  or the **OK** soft key to dial out.

To place an internal call to all handsets via the handset:

1. Press  to enter the main menu.
2. Select **Intercom**.

The LCD screen displays all registered handset names and the **All HS** option.

3. Press  or  to highlight **All HS**.
4. Press , ,  or the **OK** soft key to dial out.

All other subscribed handsets will ring simultaneously.





Placing External Calls

You can place external calls on the handset. External calls based on the public telephone network require the use of SIP lines. Your system administrator needs to assign the SIP line to the handset beforehand, and then assign the line to the handset as the outgoing line. For more information on the outgoing line, refer to [Outgoing Lines](#) on page [4456](#).

Note







The handset must be subscribed and registered to the same base station to place a call. For more information on registration, refer to [Handset Registration](#) on page [24](#).

To place an external call via the handset:

1. Do one of the following:
 - Enter the desired number using the keypad.
 - Press  enter the pre-dialing screen.
Enter the desired number using the keypad.
If there are multiple lines assigned to your handset as outgoing lines, press the **Line** soft key to select the desired line.
If you do not select a line, the handset uses the default outgoing line to dial out.
2. Press ,  or  to dial out.

You can place at most two calls on your handset. You can also place an internal call during an external call.

To place a new external call during an active call via the handset:

1. Do one of the following:
 - Press the **New Call** soft key.
Enter the desired number using the keypad.
Press ,  or  dial out.
 - Press the **Options** soft key.
Select **Directory**, and then press the **OK** soft key.
Select the desired group, and then press the **Enter** soft key.
Select the desired contact.
Press ,  or  the **Call** soft key.

To place an internal call during an active call via the handset:

1. Press the **Options** soft key.
2. Select **Intercom**, and then press the **OK** soft key.

3. Select the desired handset, and then press the **OK** soft key.

Answering Calls

When the handset registered to the base successfully, you can answer a call in three ways:

- Using the earpiece
- Using the speakerphone
- Using the earphone

Note

You can ignore an incoming call by pressing the **Silence** soft key or reject an incoming call by pressing the on-hook key.

You can also activate Do Not Disturb mode on a per-line basis to reject all incoming calls of the specified line. For more information, refer to [Do Not Disturb \(DND\)](#) on page [577](#).

Answering When Not in Another Call

In all cases, the active call will appear on the LCD screen showing call duration and destination.

To answer a call using the earpiece:

Press  or the **Accept** soft key.

To answer a call using the speakerphone:





1. Press .

To answer a call using the earphone:

1. With an earphone connected, press the **Accept** soft key.

Answering When in Another Call:


If you are during an active call, an incoming call arrives on the handset, do the following:

1. Press  to select the incoming call.
2. Press  ,  ,  or the **Accept** soft key.

The incoming call is answered, and the original call is placed on hold.


Ending Calls

To end an internal call:

1. Press the **End** soft key or .

To end an external call:


Do one of the following:

- Press .
- Place the handset in the charger cradle.






Redialing Calls

The redial list stores the twenty last dialed phone numbers. When the memory of the redial list is full, the handset will automatically erase the oldest dialed number when a new number is dialed. You can redial a call from the redial list.




To redial the last dialed number:

1. Press  twice when the handset is idle.
A call to your last dialed number is attempted.




To redial a previously dialed number:

1. Press  when the handset is idle to access the redial list.
The handset displays the dialed phone numbers.
2. Press  or  to highlight the desired entry.
You can press **Options->Edit Before Call** to edit the phone number and then select the desired line by pressing the **Line** soft key. It is only applicable to external calls.
3. Press  or  to dial out.




To add the previously dialed number to local directory (only applicable to external calls):

1. Press  when the handset is idle to access the redial list.
2. Press  or  to highlight the desired entry.
3. Press the **Options** soft key, and then select **Add To Local**.
4. Press the **OK** soft key, and then select **New Entry** or **Update Existing**.

To delete an entry from the redial number list:

1. Press  when the handset is idle to access the redial list.
2. Press  or  to highlight the desired entry.
3. Press the **Options** soft key, and then select **Delete**.



To delete all entry from the redial number list:

1. Press  when the handset is idle to access the redial list.
2. Press  or  to highlight the desired entry.
3. Press the **Options** soft key, and then select **Delete All**.
The LCD screen prompts "Delete All?".
4. Press the **Yes** soft key.



Call Mute

You can mute the microphone during an active call. When muting the microphone, you can hear the other party but he or she cannot hear you. For example, if you do not want the other party to listen to the conversation when you talk to someone in the room, you can mute the microphone temporarily.

To mute a call:

1. Press  during an active call.
The call is muted, and the icon  is displayed on the LCD screen.


To un-mute a call:

1. Press  again.
The icon  disappears from the LCD screen.

Call Hold/Resume



You can place an active external call on hold. At any time, at most one active call can be in progress on your handset. You can answer or make another call while placing the original call on hold.

To place a call on hold:



1. Press the **Options** soft key during a call, and then select **Hold**.
The call is placed on hold, and the icon  is displayed on the LCD screen.

To resume a hold call:

Do one of the following:

- Press the **Resume** soft key.
- Press .
- Press .

Two calls on Hold:

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

Note






When the call on the handset is placed on hold, placing the handset in the charger cradle will not end the call.

Call Waiting

You can enable or disable call waiting feature on the handset. If call waiting feature is enabled, the handset will notify you of a new incoming call during a call, and present the incoming call

information visually on the LCD screen. You can also enable the handset to play a warning tone when receiving a new incoming call during a call. If call waiting feature is disabled, the new incoming call will be automatically rejected by the handset.




To configure call waiting feature via the handset:

1. Press  to enter the main menu.
2. Select Call Features->Call Waiting.
3. Press  or  to select the desired value from the **Status** field.
4. Press  or  to select the desired value from the **Tone** field.
5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Note The call waiting tone works only if call waiting feature is enabled.

To answer a new incoming call during a call via the handset:

If call waiting feature is enabled, a new incoming call can be answered during a call.

1. Press  to select the incoming call.
2. Press  ,  or the **Accept** soft key to answer the new incoming call.






The original call is placed on hold.



Do Not Disturb (DND)


You can activate or deactivate the DND mode on a per-line basis. If DND mode is activated for a specific line, all incoming calls to the line will be rejected automatically, and the callers will hear a busy tone.

Note The DND feature takes effect on the incoming lines that assigned to the handset. For more information on assigning incoming lines, refer to [Incoming Lines](#) on page 4557.

To activate DND mode for a specific line via the handset:

1. Press  to enter the main menu.
2. Select Call Features->Do Not Disturb.
The LCD screen displays the incoming lines currently assigned to the handset. The default incoming line is highlighted and followed by a left arrow.
3. Press  or  to highlight the desired line, and then press the **OK** soft key.
4. Press  or  to select **Enabled** from the **Status** field.
5. Press the **Save** soft key to accept the change.

The icon  on the status bar indicates the DND mode is activated. You can press the **Line** soft key when the handset is idle to check the line status. The icon  at the bottom of a line indicates that the DND mode is activated for this line.

The handset will reject all incoming calls to this line, and the LCD screen displays the missed call icon  followed by the number of missed calls.

DND is configurable via web user interface at the path **Features->Forward&DND**.

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.










Three forwarding types:

- **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.

Note

The call forward feature takes effect on the incoming lines that assigned to the handset. For more information on assigning incoming lines, refer to [Incoming Lines](#) on page 4557.

To enable call forward feature for a specific line via the handset:

1. Press  to enter the main menu.
2. Select Call Features->Call Forward.
The LCD screen displays the incoming lines currently assigned to the handset. The default incoming line is highlighted and followed by a left arrow.
3. Press  or  to highlight the desired line, and then press the **OK** soft key.
4. Press  or  to highlight the desired forwarding type, and then press the **OK** soft key.
5. Press  or  to select **Enabled** from the **Status** field.
6. Enter the destination number you want to forward incoming calls to in the **Target** field.
7. Press  or  to select the desired ring time to wait before forwarding from the **After Ring Time** field (only available for **No Answer Forward**).
8. Press the **Save** soft key to accept the change.

The icon  on the status bar indicates call forward feature is enabled.

If Always Forward is selected, there is no prompts display on the LCD screen when the line receives an incoming call. The incoming call is logged in the Received Calls list.

Call forward is configurable via web user interface at the path **Features->Forward&DND**.

Note



Call forward feature may be overridden by the server settings. For more information, contact your system administrator.

Call Transfer












You can transfer an external incoming call to another party in one of the following ways:

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












To perform a blind transfer:

1. Press the **Options** soft key during a call, and then select **Transfer**.
You can also pre  directly.
2. Enter the number or select the handset you want to transfer the call to.
3. Press  or the **Transfer** soft key.
The call is connected to the number or the handset you specified.

To perform a semi-attended transfer via the handset:

1. Press the **Options** soft key during a call, and then select **Transfer**.
You can also pre  directly.
2. Do one of the following:
 - Enter the number or select the handset you want to transfer the call to.
Press    dial out.
 - Press the **Directory** soft key, and then select the desired contact.
Press    the **Call** soft key.
If both the office number and the mobile number of the contact are stored, select the desired number and then pre    to dial out.
3. Press  or the **Transfer** soft key to complete the transfer when receiving the ring-back.

To perform an attended transfer via the handset:

1. Press the **Options** soft key during a call, and then select **Transfer**.
You can also pre  directly.
2. Do one of the following:
 - Enter the number or select the handset you want to transfer the call to.
Press    dial out.
 - Press the **Directory** soft key, and then select the desired contact.
Press    the **Call** soft key.
If both the office number and the mobile number of the contact are stored, select the desired number and then pre    to dial out.
3. Press  or the **Transfer** soft key to complete the transfer after the party answers the call.

To transfer a call to another party when there are two calls on the handset:

1. Place a call to user A.
2. Place another call to user B.
Two calls are established on the handset.
3. Select the desired call (e.g., the call with user A) and make sure the call is active.
4. Press the **Options** soft key, and then select **Call Transfer**.
The LCD screen displays the target party (user B) you will transfer the call to.
5. Press the **Transfer** soft key to complete the transfer.
The handset returns to the idle screen. Call is established between user A and User B.

Note

The internal incoming call cannot be transferred.

Conference Call

You can create a conference with other two external parties (or an external and an internal party) using the phone's local conference. The W56P IP DECT phone also supports network conference.

Note

Network conference is not available on all servers. For more information, contact your system administrator.

Call Park

You can use call park feature to place a call on hold, and then retrieve the call from another phone in the system (for example, a phone in another office or conference room). If the parked call is not retrieved within a period of time defined by the system, the phone performing call park will receive the call back.

Note

Call park is not available on all servers. Contact your system administrator for more information.






The IP phone supports call park feature under the following modes:

- **FAC mode:** park the call to the local extension or a desired extension through dialing the park code, and retrieve the parked call from the local extension or desired extension through dialing the park retrieve code.
- **Transfer mode:** park the call to shared parking lot through performing a blind transfer to a call park number (call park code), and retrieve the parked call from the shared parking lot through dialing the park retrieve code.

You may need to configure the call park code and park retrieve code before using call park

feature. You can configure a park retrieve key.

To configure a park retrieve via the handset:

1. Press  to enter the main menu.
2. Select Settings->Shortcut.
The LCD screen displays the changeable shortcuts with features currently assigned to them.
3. Press  or  to highlight the desired shortcut.
4. Press the **Change** soft key to access the available features.
The feature currently assigned to the selected key is highlighted and followed by a left arrow.
5. Press  or  to highlight the desired feature.
6. Press the **OK** soft key to accept the change or the **Back** soft key to cancel.

Note

The call park code and park retrieve code are predefined on the system server. Contact your system administrator for more information.

Anonymous Call






You can use anonymous call feature to block the identity and phone number from showing up to the called party when you call someone. For example, you want to call to consult some service, but do not want to be harassed. You can configure anonymous call feature on a per-line basis.

Note

The anonymous call feature takes effect on the outgoing lines that assigned to the handset. For more information on assigning incoming lines, refer to [Outgoing Lines](#) on page 4456.

The anonymous call feature is not available on all servers. Contact your system administrator for more information.

To configure anonymous call feature for a specific line via the handset:

1. Press  to enter the main menu.
2. Select Call Features->Anonymous Call.
The LCD screen displays the outgoing lines currently assigned to the handset. The default outgoing line is highlighted and followed by a left arrow.
3. Press  or  to highlight the desired line, and then press the **OK** soft key.
4. Press  or  to select the desired value from the **Status** field.
5. Press the **OK** soft key to accept the change.

To place an anonymous call:

1. Using the specific line on the handset to place a call.
The LCD screen of the destination phone prompts an incoming call from anonymous.

Anonymous Call Rejection


You can use anonymous call rejection feature to reject incoming calls from anonymous callers. Anonymous call rejection automatically rejects incoming calls from callers who deliberately block their identities and numbers from showing up. You can configure anonymous call rejection feature on a per-line basis.

Note

The anonymous call rejection feature takes effect on the incoming lines that assigned to the handset. For more information on assigning incoming lines, refer to [Incoming Lines](#) on page 4557.

The anonymous call rejection feature is not available on all servers. Contact your system

To configure anonymous call rejection feature for a specific line via the handset:


1. Press  to enter the main menu.

2. Select Call Features->Anon.Call Rejection.

The LCD screen displays the incoming lines currently assigned to the handset. The default incoming line is highlighted and followed by a left arrow.

3. Press ▲ or ▼ to highlight the desired line, and then press the **OK** soft key.
4. Press ← or → to select the desired value from the **Status** field.
5. Press the **OK** soft key to accept the change.

Voice Mail

You can leave voice mails to someone else. You can also receive and listen to voice mails via the handset. Voice mail feature ensures that you will never miss any important messages. When receiving a new voice mail, the icon  appears on the LCD screen with the number of unread voice mails, and the power LED slowly flashes red.


Note

Voice mail feature is not available on all servers. Contact your system administrator for more information.

To leave a voice mail:

You can leave a voice mail to someone else when he or she is busy or inconvenient to answer the call. Follow the voice prompts from the system server to leave a voice mail, and then hang up.

To configure the voice mail access code via the handset:


1. Press  to enter the main menu.
2. Select Voice Mail->Set Voice Mail.
3. (Optional.) Press ▲ or ▼ to highlight the desired line, and then press the **Select** soft key.
4. Press ← or → to select **Enabled** from the **Status** field.
5. Enter the voice mail access code in the **Number** field (e.g., *4).
6. Press the **OK** soft key to accept the change or the **Back** soft key to cancel.

Note

Voice mail access codes must be predefined on the system server. Contact your system administrator for the more information.

To configure fast access for voice mail via the handset:




You can configure fast access to the voice mails of the desired line by long pressing the digit key 1 without having to scroll through the menu when the handset is idle.

1. Press  to enter the main menu.
2. Select Voice Mail->Set Key 1.
3. (Optional.) Press ▲ or ▼ to highlight the desired line and then press the **Select**

soft key.

The radio box of the selected line is marked.

To listen to the voice mail using the menu via the handset:

1. Press  to enter the main menu.
2. Select Voice Mail->Play Message.
3. (Optional.) Press  or  to highlight the desired line, and then press the **Select** soft key.


The handset dials out the voice mail access code using the selected line automatically.

Follow the voice prompt from the system server to listen to your voice mails.

Note

Before listening to voice mails, make sure the voice mail access code has been configured.


To listen to the voice mail via fast access via the handset:

1. Long press  when the handset is idle.

The handset automatically dials out the voice mail access code using the line you selected when configuring fast access for voice mail.


If you have not set the voice mail access code, it will enter the setting screen, you should configure it first.

2. Follow the voice prompt from the system server to listen to your voice mails.

You can also listen to the voice mail by pressing  to enter the Messages & Calls screen. Select the desired line and then press the **Select** soft key.

Note

Before listening to the voice mails, make sure the voice mail access code has been configured.

When all new voice mails are retrieved, the icon  will disappear from the screen.

Shared Call Appearance (SCA)

You can use Shared Call Appearance (SCA) feature to share an extension which can be registered on two or more IP phones at the same time.

If two phones share a line, an incoming call to this extension will cause both phones to ring simultaneously. The incoming call can be answered on either a phone but not both.

This feature is very useful in the boss and secretary scenario. For example, the secretary can share the boss's extension on her phone. When there is an incoming call to the extension of the boss, both the phones of the boss and the secretary will ring simultaneously. Either the boss or the secretary can answer the call. Calls on the shared line can be placed on hold or barged in.



Using SCA Feature on the Handset

You can do the following using SCA feature by the handset:




- Placing an SCA call
- Answering calls
- Placing/Retrieving a call on hold
- Barging in an active call


Placing an SCA call


To place a call on the shared line:

Do one of following:




- Enter the desired number using the keypad when the handset is idle.


Press  ,  or  to dial out.

If there are multiple lines assigned to your handset as outgoing lines, press the **Line** soft key to select the shared line and then press  or the **Dial** soft key to dial out. If you do not select a line, the handset uses the default outgoing line to dial out.

- Press  to enter the pre-dialing screen.

Enter the desired number using the keypad.

Press  ,  or  to dial out.

If there are multiple lines assigned to your handset as outgoing lines, press the **Line** soft key to select the shared line and then press  or the **Dial** soft key to dial out. If you do not select a line, the handset uses the default outgoing line to dial out.


Answering Calls

You can have one call or two calls on the shared line. When an incoming call arrives on the shared line from User C, both DECT phone A and land-line phone B ring simultaneously. The LCD screen of DECT phone A and land-line phone B display the incoming call information.

You can answer the incoming call on either DECT phone A or land-line phone B but not both.

To answer a call on the shared line by handset A:





1. Press  ,  ,  or the **Accept** soft key. The land-line phone B stops ringing.

If you answer the call on land-line phone B, the DECT phone A stops ringing, and the icon  displays on the screen.

An incoming call arrives when there is an active call on the shared line, both the DECT phone A and land-line phone B ring. The LCD screen of DECT phone A and land-line phone B display the incoming call information.

You can answer the incoming call on either DECT phone A or land-line phone B.

To answer another call when there is an active call on land-line phone B by handset A:

1. Press  to select the incoming call.
2. Press  ,  ,  or the **Accept** soft key. The land-line phone B stops ringing.
The incoming call is answered, and the original call is placed on hold.

If the land-line phone B answer the incoming call, the DECT phone A stops ringing.

Note

Make sure call waiting feature is enabled on phone A. For more information, refer to [Call Waiting](#) on page 5670.

Placing/Retrieving a Call on Hold

During the SCA call, two types of hold are available: public hold and private hold. When an SCA call is placed on public hold, the held call is available for any shared location to retrieve. When an SCA call is hold privately, the held call can only be retrieved from the shared location that placed the call on hold.

Using Public Hold


To place an SCA call on public hold by handset A:

1. Press the **Options** soft key.
2. Select **Hold**, and then press the **OK** soft key.

The SCA call is placed on public hold.

You can retrieve the public held call on either DECT phone A or land-line phone B.

To retrieve a call placed on public hold by handset A:

- If the SCA call is placed on public hold on land-line phone B, the DECT phone  icon flashes.
Press the **SCA** soft key on handset, and then select the held call.
Press the **Resume** soft key on handset to retrieve the call from land-line phone B.
- If the SCA call is placed on public hold on DECT phone A:
Press the **Resume** soft key on handset to retrieve the call directly.

If both DECT phone A and land-line phone B have an active call, and the call on land-line phone B is placed on public hold, you can retrieve the call on DECT phone A.

To retrieve another call that placed on public hold by handset A:

1. Place the current call on hold.
2. Press the **Line** soft key, the screen displays the calls on held.
3. Press the **Resume** soft key to resume the held call on land-line phone B.

Using Private Hold

To place a call on private hold by handset A:

1. Press the **Options** soft key, and then select **Private Hold**.

2. Press the **OK** soft key.

The SCA call is held privately. User A can press the **Resume** soft key on handset to resume the held call. User B is not able to retrieve the private held call.

Barging an Active SCA Call

SCA bridging feature allows SCA users to barge in an active call, and establish a conference call with the third party.

To barge in an active SCA call by handset:

An SCA call is established between land-line phone B and DECT phone C.

1. Press the **SCA** soft key on DECT phone A.

Visual indicator on the LCD screen of the DECT phone A indicates that the shared line is in the active state.

2. Select the active call you want to barge in.

3. Press the **BargeIn** soft key to barge in.

A conference call is established among DECT phone A, land-line phone B and DECT phone C.

If an SCA user (User A or User B) cancels the call, the other SCA user is still connected to the remaining party. If the third party (User C) cancels the call, the call ends.

Troubleshooting

This chapter provides some general troubleshooting information to help you solve the problems you might encounter when using your W56P IP DECT phone.

If you require additional information or assistance with your new phone, contact your system administrator.

Base Issue

Why doesn't the power indicator on the base station light up?


Plug the supplied power adapter to W56P, if the power indicator doesn't light up, it should be a hardware problem. Please contact your vendor or local distributor and send the problem description for help. If you cannot get a support from them, please send a mail which includes problem description, test result, your country and phone's SN to Support@yealink.com.


Why doesn't the network indicator on the base station light up slowly flash?

It means that the W56P cannot get an IP address. Try connecting the W56P to another switch port, if the network indicator still slowly flashes, please try a reset.

Handset Issue

To recognize the area of handset via the handset:

1. Press  to enter the main menu.
2. Select Status->Handset.

The LCD screen displays status information of handset status, you can press  or to scroll through to the **Area** field.

Why can't I turn the handset on?

Ensure the battery is inserted into the handset. If the battery is already inserted into the handset, place the handset in the charger cradle.

Register Issue

Why cannot the handset be registered to the base station?

If the network works normally, you can check the compatibility between base station and handset. There are 2 sets of base stations, complied with the FCC and CE standards respectively. You can check it from the back of the base station. There are also 2 sets of handsets, American and Europe area respectively.

The American area handset is compatible with FCC standard base station.

The Europe area handset is compatible with CE standard base station.

Call Issue

Why can't I receive calls?

- Ensure that the DND mode is not activated. Refer to [Do Not Disturb \(DND\)](#) on page [5774](#).
- Ensure that Always Forward feature is not enabled. Refer to [Call Forward](#) on page [5872](#).

Why do I hear some noise during a call?

- Ensure that you are not using the handset or base station in an area with high electrical interference. You can reposition the handset and the base station to keep them far away from sources of high electrical interference.
- Ensure that the handset is not too far from the base station.
- Restart the base station and place a call to see if there is still noise heard during the call.

Paging Issue

Why does paging fail?

- Check the current mode of the base station. If the base station is not in the paging mode, press the paging key on the base station to enter the paging mode.
- Ensure that there is at least one handset registered to the base station.

Audio Issue

Why doesn't the handset ring?

- Ensure that the ringer volume of your handset is not adjusted to the minimum. Refer to [Adjusting Volume](#) on page [2839](#).
- Ensure that the silent mode is not switched to On. Refer to [Switching Silent Mode to On/Off](#) on page [3034](#).

Why can I hear the verification tone from handset if the call is successfully handled by the repeater?

To deactivate the verification tone on the repeater:

1. Switch off the repeater (disconnect the power adapter).
2. Switch it on for 1 to 5 seconds and switch it off again.
3. Switch it on again. The LED indicator on the repeater flashes slowly.
4. Switch it off again.
5. Switch it on again.

The verification tone is then deactivated. If you want to activate the verification tone, repeat the above steps.

Display Issue

Why does the handset prompt the message “Not Subscribed”?

Check the registration status of your handset. If your handset is not registered to the base station, register it manually. Refer to [Handset Registration](#) on page [24](#).

Why does the handset prompt the message “Not in Range” or “Out Of Range”?

- Ensure that the base station is properly plugged into a functional AC outlet.
- Ensure that the handset is not too far from the base station.

Why does the handset prompt the message “Network unavailable.”?

- Ensure that the Ethernet cable is plugged into the Internet port on the base station and the Ethernet cable is not loose.
- Ensure that the switch or hub in your network is operational.

Update & Reset Issue

How to upgrade firmware?

To upgrade base station/handset firmware via web user interface:

1. Click on Settings->Upgrade.
2. In the **Select And Upgrade Firmware** or **Select and Upgrade Handset Firmware**

field, click **Browse** to locate the firmware file from your local system.

3. Click **Upgrade** to upgrade the firmware of the base station or handset.
4. Click **OK** to confirm upgrading.

The upgrading process will take a few minutes. The power indicator LED on the base station flashes during the firmware upgrading process.

Once the base station firmware has been successfully upgraded, the base station reboots automatically. The handset will perform an auto registration to the base station.

You can check the firmware version of the base station via the handset. For more information, refer to [Checking System Status](#) on page 27.

Note

Do not refresh or close the browser, or power off during the upgrading process of the base station/handset.

How to restore the system PIN?

1. Disconnect the power adapter.
2. Long press the paging key and reconnect the power adapter.

When base station finishes reset, the power indicator LED, network status LED and registration LED illuminate in sequence. System PIN and all individual settings are reset to factory defaults. Handset registrations will also be cleared after base station reset.

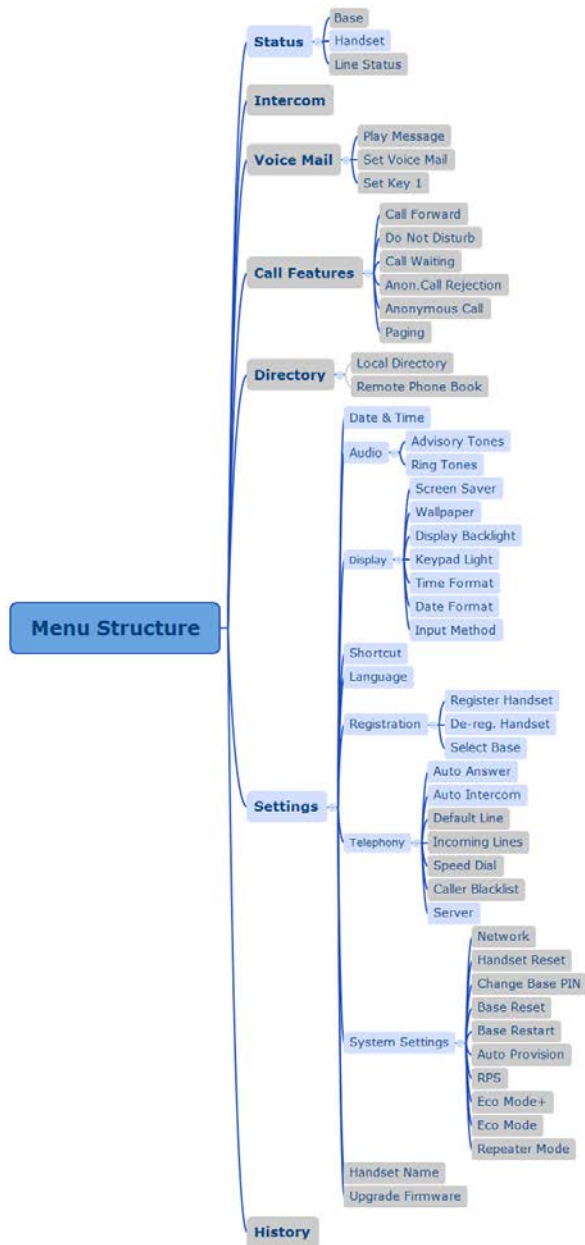
Appendix

Appendix A - Time Zones

Time Zone	Time Zone Name
-11	Samoa
-10	United States-Hawaii-Aleutian, United States-Alaska-Aleutian
-9:30	French Polynesia
-9	United States-Alaska Time
-8	Canada(Vancouver,Whitehorse), Mexico(Tijuana,Mexicali), United States-Pacific Time
-7	Canada(Edmonton,Calgary), Mexico(Mazatlan,Chihuahua), United States-MST no DST, United States-Mountain Time
-6	Canada-Manitoba(Winnipeg), Chile(Easter Islands), Mexico(Mexico City,Acapulco), United States-Central Time
-5	Bahamas(Nassau), Canada(Montreal,Ottawa,Quebec), Cuba(Havana), United States-Eastern Time
-4:30	Venezuela(Caracas)
-4	Canada(Halifax,Saint John), Chile(Santiago), Paraguay(Asuncion), United Kingdom-Bermuda(Bermuda), United Kingdom(Falkland Islands), Trinidad&Tobago
-3:30	Canada-New Foundland(St.Johns)
-3	Argentina(Buenos Aires), Brazil(DST), Brazil(no DST), Denmark-Greenland(Nuuk)
-2:30	Newfoundland and Labrador
-2	Brazil(no DST)
-1	Portugal(Azores)
0	Denmark-Faroe Islands(Torshavn), GMT, Greenland, Ireland(Dublin), Morocco, Portugal(Lisboa,Porto,Funchal), Spain-Canary Islands(Las Palmas), United Kingdom(London)
+1	Albania(Tirane), Austria(Vienna), Belgium(Brussels), Caicos, Chad, Croatia(Zagreb), Czech Republic(Prague), Denmark(Kopenhagen), France(Paris), Germany(Berlin), Hungary(Budapest), Italy(Rome), Luxembourg(Luxembourg), Macedonia(Skopje), Namibia(Windhoek), Netherlands(Amsterdam), Spain(Madrid)
+2	Estonia(Tallinn), Finland(Helsinki), Gaza Strip(Gaza), Greece(Athens), Israel(Tel Aviv), Jordan(Amman), Latvia(Riga), Lebanon(Beirut), Moldova(Kishinev), Romania(Bucharest), Russia(Kaliningrad), Syria(Damascus), Turkey(Ankara), Ukraine(Kyiv, Odessa)











Time Zone	Time Zone Name
+3	East Africa Time, Iraq(Baghdad), Russia(Moscow)
+3:30	Iran(Teheran)
+4	Armenia(Yerevan), Azerbaijan(Baku), Georgia(Tbilisi), Kazakhstan(Aktau), Russia(Samara)
+4:30	Afghanistan(Kabul)
+5	Kazakhstan(Aqtobe), Kyrgyzstan(Bishkek), Pakistan(Islamabad), Russia(Chelyabinsk)
+5:30	India(Calcutta)
+5:45	Nepal(Katmandu)
+6	Kazakhstan(Astana, Almaty), Russia(Novosibirsk,Omsk)
+6:30	Myanmar(Naypyitaw)
+7	Russia(Krasnoyarsk), Thailand(Bangkok)
+8	Australia(Perth), China(Beijing), Russia(Irkutsk, Ulan-Ude), Singapore(Singapore)
+8:45	Eucla
+9	Japan(Tokyo), Korea(Seoul), Russia(Yakutsk,Chita)
+9:30	Australia(Adelaide), Australia(Darwin)
+10	Australia(Brisbane), Australia(Hobart), Australia(Sydney,Melbourne,Canberra), Russia(Vladivostok)
+10:30	Australia(Lord Howe Islands)
+11	New Caledonia(Noumea), Russia(Srednekolymsk Time)
+11:30	Norfolk Island
+12	New Zealand(Wellington,Auckland), Russia(Kamchatka Time)
+12:45	New Zealand(Chatham Islands)
+13	Tonga(Nukualofa)
+13:30	Chatham Islands
+14	Kiribati


Appendix B - Menu Structure



Note The menus with gray box are not available when the handset does not register to a base station.

Appendix C - Input Modes and Characters

Input Mode Keypad	Abc (initials in capitals)	123	ABC	abc	ABГ	AAA	aaa	SSŠ	sss	абв	АБВ
	1	1	1	1	1	1	1	1	1	1	1
	ABCabc2	2	ABC2	abc2	ABГ2	AAA AAA ÆBCÇ2	aaa aaa æb cç2	AAÄABCČ 2	aaaabcčč2	АБВГ2	абвг2
	DEFdef3	3	DEF3	def3	ΔEZ3	DEÉÊËËF3	deèéëëf3	DĎĚĚĚF3	dďěěěf3	ДЕЖЗ3	дежз3
	GHIghi4	4	GHI4	ghi4	HΘI4	GǦHIİİİİ4	gǧhiıııı4	GHIİ4	ghiı4	ИЙКЛ4	ийкл4
	JKLjkl5	5	JKL5	Jkl5	KΛM5	JKL5	jkl5	JKLŁŁL5	jklłłl5	МНОП5	mnop5
	MNOmno6	6	MNO6	mno6	NΞO6	MNŃOŃŃ ŌŌŌŌ6	mnnŋŋŋŋ ŏŏŏŏ6	MNŃŃŃŃ ŌŌŌŌ6	mnnŋŋŋŋ ŏŏŏŏ6	РСТУ6	рсту6
	PQRSpqrs7	7	PQRS7	pqrs7	ΠΡΣ7	PQRSŞB7	pqrsşb7	PQRŘŘSSŠ 7	pqrřřsss7	ФХЦЧ7	фхцч7
	TUVtuv8	8	TUV8	tuv8	ΤΥΦ8	TUÚÚÚÚ V8	tuúúúúv8	TŤUÚÚÚ V8	tťuúúúv8	ШЩЪЫ8	шщъы8
	WXYZwxyz 9	9	WXYZ9	Wxyz9	ΧΨΩΥ9	WŴXYŶZ9	wŵxyŷz9	WXYŸÝŽŽ Ž9	wxyŷŷžžž9	ЪЭЮЯ9	ъэюя9
	space . , ? !	0	0 . , ? !	0 . , ? !	space 0	space 0	space 0	space 0	space 0	0 ĞİİŸ	0ğeiŷ

Input Mode Keypad	Abc (initials in capitals)	123	ABC	abc	ABГ	AĂĂ	aăă	SŠŠ	sšš	абв	АБВ
	0		space	space							
	space = /\n^;:.,- + * # \$ % @ ? ! ; i () { } [] < > ¥ \$ £ ~ □	space _ ' " = /\n^;:.,- + * # \$ % @ ? ! ; i () { } [] < > ¥ \$ £ ~ □	space _ ' " = /\n^;:.,- + * # \$ % @ ? ! ; i () { } [] < > ¥ \$ £ ~ □	space _ ' " = /\n^;:.,- + * # \$ % @ ? ! ; i () { } [] < > ¥ \$ £ ~ □	space _ ' " = /\n^;:.,- + * # \$ % @ ? ! ; i () { } [] < > ¥ \$ £ ~ □	space _ ' " = /\n^;:.,- + * # \$ % @ ? ! ; i () { } [] < > ¥ \$ £ ~ □	space _ ' " = /\n^;:.,- + * # \$ % @ ? ! ; i () { } [] < > ¥ \$ £ ~ □	space _ ' " = /\n^;:.,- + * # \$ % @ ? ! ; i () { } [] < > ¥ \$ £ ~ □	space _ ' " = /\n^;:.,- + * # \$ % @ ? ! ; i () { } [] < > ¥ \$ £ ~ □	space _ ' " = /\n^;:.,- + * # \$ % @ ? ! ; i () { } [] < > ¥ \$ £ ~ □	space _ ' " = /\n^;:.,- + * # \$ % @ ? ! ; i () { } [] < > ¥ \$ £ ~ □

Regulatory Notices

Important Safety Information

To reduce risk of fire, severe personal injury and damage to property, read the following safety information carefully before using the product.



Environmental Requirements

- Place the product on a stable, level and non-slip surface.
- Do not place the product close to heat sources, in direct sunlight or next to any household appliance with strong magnetic field or electromagnetic field, such as a microwave oven or a refrigerator.
- Do not allow the product to come into contact with water, dust and chemicals.
- Protect the product from aggressive liquids and vapors.
- Do not place the product on or near any inflammable or fire-vulnerable object, such as rubber-made materials.
- Do not install the product in rooms with high humidity, for example, in bathrooms, laundry rooms and wet basements.



Safety Notes During Operation

- Use only spare parts and accessories supplied or authorized by Yealink. The operation of non-authorized parts cannot be guaranteed.
- Do not place heavy objects on top of the handset or the base station in case of damage and deformation caused by the heavy load.
- Do not open the handset or the base station by yourself for repair purpose, which could expose you to high voltages. Have all repairs carried out by authorized service personnel.
- Do not let a child operate the product without guidance.
- Keep the small accessories contained in your product out of reach of small children in case of accidental swallowing.
- Before plugging or unplugging any cable, make sure that your hands are completely dry.
- Do not hold the handset up to your ear when speakphone is on or when the ringer is ringing as the volume can be very loud, which may be harmful to your hearing.
- During a thunderstorm, stop using the product and disconnect it from the power supply to avoid lightning strike.
- If the product is left unused for a rather long time, disconnect the base station from the power supply and unplug the power adapter.
- When there is smoke emitted from the product, or some abnormal noise or smell, disconnect the product from the power supply, and unplug the power adapter immediately.
- Remove the electrical cord from an outlet by pulling gently on the power adapter, not by pulling the cord.



Battery Precautions

- Do not immerse the battery into water, which could short-circuit and damage the battery.
- Do not expose the battery to an open flame or leave the battery where it could be subjected to extremely high temperatures, which could cause the battery to explode.
- Do power the handset off before removing the battery.
- Do not try to use the battery for the power supply of any device other than this handset.
- Do not open or mutilate the battery, released electrolyte is corrosive and may cause damage to the your eyes or skin.
- Use only the rechargeable battery pack delivered with the handset or those rechargeable battery packs expressly recommended by Yealink.
- Defective or exhausted battery should never be disposed of as municipal waste. Return old battery to the battery supplier, a licensed battery dealer or a designated collection facility.



Notices of Cleaning

- Before cleaning the base station, stop using it and disconnect it from the power supply.
- Remove the battery before cleaning the handset to reduce risk of electric shock.
- Only clean your product with a piece of slightly moist and anti-static cloth.
- Keep the power plug clean and dry. Using a dirty or wet power plug may lead to electric shock or other perils.

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