

Yealink W60, W56H Quick Reference Guide

V3.1



Speed Dials:

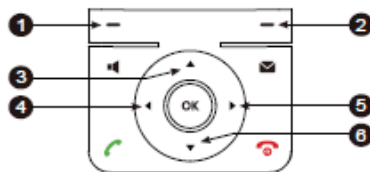
To dial a speed dial, press and hold the keypad # button.

Keypad button 2 = Park 1 (x901)

Keypad button 3 = Park 2 (x902)

Shortcuts

Shortcut keys help you quickly access to frequently used phone features. Check the default shortcut keys below:



- 1 Press the left soft key to access the call history.
- 2 Press the right soft key to check the line status.
- 3 Press ▲ to place an internal call.
- 4 Press ◀ to decrease the ringer volume.
- 5 Press ▶ to increase the ringer volume.
- 6 Press ▼ to access the directory.

Entering and Editing Data


- Press **# a** one or more times to switch among different input modes or enter "#".
- Press *** *** to select the special characters or enter "**".
- Press a digit key one or more times to enter the desired character or digit.
- Press the **Del** soft key to delete entered characters.
- Press the **Save** soft key to accept the change or **Ⓜ** to cancel.

If you need assistance, please contact Crosswind VoIP Support by emailing support@crosswindsupport.com or by calling (888) 920-5685


Basic Operations

Turning Handset On/Off



To turn the handset on, do one of the following:

- Press , then the LCD screen lights up.
- Place the handset in the charger cradle. The handset will be turned on automatically.



To turn the handset off:

Long press  to turn the handset off.

Locking/Unlocking Keypad

- Long press  when the handset is idle to lock the keypad.
- Long press  again to unlock the keypad.

Silent Mode

- Long press  when the handset is idle to switch the silent mode to On.
- Long press  again to switch the silent mode to Off.





Handset Settings

Handset Name





To rename the handset:

- 1.Press the **OK** key to enter the main menu, and then select **Settings->Handset Name**.
- 2.Edit the value in the **Rename** field.
- 3.Press the **Save** soft key to accept the change.

Volume Adjustment

- Press  or  when the handset is idle or ringing to adjust the ringer volume.
- Press  or  during a call to adjust the receiver volume of speakerphone/earpiece /earphone.

Ring Tones



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

Local Directory



To add a contact:

- 1.Press the **OK** key to enter the main menu, and then select **Directory**.
- 2.Press the **Options** soft key, and then select **New Contact**.
- 3.Enter the desired value in the **Name**, **Office**, **Mobile** and **Other** field respectively.
- 4.Press the **Save** soft key to accept the change.







To edit a contact:

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

To delete a contact:

- 1.Press the **OK** key to enter the main menu, and then select **Directory**.
- 2.Press  or  to highlight the desired entry.
- 3.Press the **Options** soft key, and then select **Delete** to delete the selected entry.

To assign a speed dial number:


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

Basic Call Features

Placing Calls




To place a call directly:

1.Do one of the following:


- Enter the desired number when the handset is idle.
- Press  to 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.

To place a call from the local directory:





1.Press  when the handset is idle.

2.Press  or  to highlight the desired entry, and then press  or  to dial out using the default line.


If multiple numbers for the contact are stored, press  or  to highlight the desired number, and then press  or  again to dial out using the default line.





To place a call from the call history:

1.Press the **History** soft key when the handset is idle, and then select the desired call history list.

2.Press  or  to highlight the desired entry, and then press  or  to dial out using the default line.

To place a call from the redial list:

1.Press  when the handset is idle.




2.Press  or  to highlight the desired entry, and then press  or .


To place a call using the speed dial key:

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


Answering Calls

To answer a call, do one of the following:



- Press the **Accept** soft key.
- Press .
- Press .
- Press .

Note: You can ignore an incoming call by pressing the **Silence** soft key or reject an incoming call by pressing .

Ending Calls

Press .

Call Mute

- Press  during a call to mute the call.
- Press  again to un-mute the call.

Call Hold and Resume

To place a call on hold:

Press the **Options** soft key during a call, and then select **Hold**.

To resume a call, do one of the following:

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

Call Transfer

You can transfer a call in the following ways:

Blind Transfer

- 1.Press the **Options** soft key during a call, and then select **Transfer**.
- 2.Enter the number you want to transfer the call to.
- 3.Press the **Transfer** soft key.

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Semi-Attended Transfer

1. Press the **Options** soft key during a call, and then select **Transfer**.
2. Enter the number you want to transfer the call to.
3. Press **☎**, **📞** or **☎** to dial out.
4. Press the **Transfer** soft key when you hear the ring-back tone.

Attended Transfer

1. Press the **Options** soft key during a call, and then select **Transfer**.
2. Enter the number you want to transfer the call to.
3. Press **☎**, **📞** or **☎** to dial out.
4. Press the **Transfer** soft key after the call is answered.

Call Forward

To enable the call forward feature on a specific line:

1. Press the **OK** key to enter the main menu, and then select **Call Features->Call Forward**.
2. Press **▲** or **▼** to highlight the desired line, and then press the **OK** soft key.
3. Press **▲** or **▼** to highlight the desired forwarding type, and then press the **OK** soft key.
Always---Incoming calls are forwarded immediately.
Busy---Incoming calls are forwarded when the line is busy.
No Answer---Incoming calls are forwarded if not answered after a period of time.
4. Select **Enabled** from the **Status** field.
5. Enter the number you want to forward the incoming calls to in the **Target** field.
For **No Answer Forward**, press **◀** or **▶** to select the desired ring time to wait before forwarding in the **After Ring Time** field.
6. Press the **Save** soft key to accept the change.

How to Park a Call with the Yealink Wireless Handset

On the Yealink wireless handset, there is no Park key. To pick up a call that is on **Park**, or to **Park** a call, follow the instructions below. Please note that the Park Extensions are 901 for Park 1 and 902 for Park2. The speed dial for **Park1 ext 901** has been set to **key 2**, and the speed dial for **Park2 ext 902** has been set to **key 3**. If there is a call on park1 on ext 901, and you call ext 901, that will pick up the call. If you transfer a call to one of the Park extensions, the call will be Parked.

Pick Up a Parked Call

Method1: Dial the Park Extension

To pick up a call that has been parked on Park 1 ext 901, dial **901** on the phone and press the **green phone key** to dial. If a call has been parked on Park 1 ext 902, dial **902** on the phone and press the **green phone key** to dial.

Method2: Press the Speed Dial Key

To pick up a call parked on Park1 ext 901, press and hold **key 2** until it calls the extension, which will pick up the call. To pick up a call parked on Park 2 ext 902, press and hold **key 3** until it calls the extension, which will pick up the call.

Park a Call

Method1: Transfer the call to the Park Extension

To Park a call, press the **TRAN** key, then dial the park 1 or park 2 extension **901** or **902**, and press **Transfer**. The call is now parked.

Method2: Transfer to the Speed Dial Key

To Park a call, press the **TRAN** key, then press and hold key 2 for Park1 x901, or key 3 for Park2 x902. Finally, press the **Transfer** softkey to complete Parking the call.

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