

## YEALINK IP DECT PHONE W52P

Welcome to PC Telcom VIP!

PC Telcom VIP is packed with many advanced features that will enhance your day-to-day business activities and make your life easier. This guide is designed to help you use some of the most popular features with your new cordless Yealink IP DECT Phone W52P.

## FEATURE CODES

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

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

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## PC TELCOM VIP

# Yealink® IP DECT Phone W52P



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## The Basics

### Navigation Keys

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

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

### Turning Handset On/Off

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

### Turning Silent Mode On/Off

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

### Answer a Call

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

### Place a Call

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

## Other Features

### Set Up Voicemail

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

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

### Retrieve Voicemail Messages

- A red "message waiting" indicator light notifies you when you have a new voicemail message. If you have more than one message, the count will be displayed near the message icon.
- To check your voicemail, press the Message key. (You may also dial \*62, or your extension.)
  - Enter your voicemail pass code, then press #. (If you forgot your pass code, please contact your system administrator.)
  - Follow the audio prompts.

### Access Call Lists

To access Call History:

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

To access recently placed calls:

- Press the Call key.

### Hold and Resume a Call

To Hold:

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

To Resume:

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

### Transfer a Call

After the first call is connected:

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

### Call Forwarding

To enable the call forwarding feature on a specific line:

- Press the OK key.
- Select Call Features.
- Select Call Forward.
- Select the desired line, then press the OK soft key.
- Select the desired Forwarding type, then press the OK soft key.
  - Always: Incoming calls are forwarded immediately.
  - Busy: Incoming calls are forwarded when handset is busy.
  - No Answer: Incoming calls are forwarded if not answered after a period of time.
- Select Enabled, then enter the desired destination number.
- Select the desired ring time to wait before forwarding (only for No Answer).
- Press the Save soft key.