

# The Basics

The Yealink W56H Handset has the following features:

- Display
- Softkeys - Perform the functions that appear directly above them on the display. The functions of the softkeys are contact sensitive, meaning they change depending on current activity.
- Talk button
- Voicemail button
- **Navigation Arrows** - By pressing Up or Down, Left or Right, you can scroll through the options and lists from the display. These keys also function as a fast way to navigate to many functions such as placed calls, received calls, and directory contacts.
- OK or "Enter" button



## Feature Keys

The feature keys are the ones that you will use most often. They include the following:

**Talk Button** – Press the Talk button to place a call after dialing a phone number or when answering incoming calls.

**End Button** – This key enables you to end an active phone call or reject an incoming call.

**Speakerphone Key** – This key is used to place and receive calls using the speakerphone.

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**Mute Key** – Use this key to mute local audio during calls and conferences.

**Transfer Key**- This key is used to transfer, or send calls to another person.

**Voicemail Key** - Use this key to access your Voicemail and configure your voicemail box greeting.

## Placing Calls

To place a call:

1. Dial the number.
2. Press the **Talk** button.

## Receiving Calls

To answer a call:

1. Press the **Talk** button or the **Accept** softkey.

To answer an incoming call while on an active call:

1. Scroll to the incoming call and press the **Accept** softkey.

The first call is automatically placed on hold.

To retrieve the first call:

1. Press the **Swap** softkey.  
or
2. Use the **Navigation arrows** to scroll back to the first call.

## Placing Calls on Hold

To put an active call on hold:

1. Press the **Options** softkey.
2. Scroll down to the **Hold** option and tap the **OK** button.
3. To resume the call, press the **Resume** button.

If you have more than one call on hold:

1. Press the **Swap** softkey.  
or
2. Use the **Navigation arrows**, to move up or down to the call you wish to resume.

# Call Transfer

## Blind Transfer

A Blind (or unannounced) Transfer takes place when you transfer a call to someone else without announcing the call first.

To conduct a blind transfer while on an active call:

1. Press the **Transfer** (or TRAN)button.
2. Enter the destination to which you wish to transfer the call.
3. Press the **Transfer** (or TRAN) button again.

This completes the transfer.

## Consulted Transfer

A Consulted (or announced) Transfer is performed when you announce the call to the recipient prior to transferring the call.

To conduct a consulted transfer while on an active call:

1. Press the **Transfer** (or TRAN) button. The caller is automatically placed on hold.
2. Dial the receiving party and press **OK**.
3. Once the receiving party answers, announce the call.
4. To complete the transfer, press the **Transfer** (or TRAN) button again.

## Direct-to-Voicemail Transfer

A Direct-to-Voicemail Transfer is performed when you wish to transfer a call directly to another user's voicemail.

To conduct a Direct-to-Voicemail Transfer, while on an active call:

1. Press the **Transfer** (or TRAN)button.
2. The caller is automatically placed on hold.
3. Enter **Star (\*) 55** followed by the user's extension.
4. Press the **Transfer** (or TRAN) button again.

This completes the direct-to-voicemail transfer.

# Three-Way Conference Call

To initiate a Three-Way Conference Call, while on an active call:

1. Press the **Options** softkey.
2. Select **Conference**.
3. Dial the second number and press **OK**.
4. When the second party answers, press the **Conference** softkey again to connect the calls.

# Do Not Disturb

The Do Not Disturb feature is used to send all incoming calls directly to voicemail.

To enable Do Not Disturb:

1. Press the **OK** button and scroll to **Call Features**.
2. Select **Do Not Disturb**.
3. Select **OK**.
4. Switch the service to enabled and press the **Save** softkey.

Once Do not Disturb is enabled, the Do Not Disturb icon is displayed on the home screen.

**Note:** Once Do Not Disturb is enabled, calls cannot be received until you disable the feature. To disable this feature, repeat the previous steps.

# Call Forwarding

By default, calls that are not answered will go to voicemail. To forward calls to a destination other than voicemail, enable call forwarding or change your voice portal busy and no answer setting.

To enable this feature:

1. Press the **OK** softkey.
2. Scroll to **Call Features**.
3. Select **Call Forward**.
4. Select the type of forwarding option you would like to enable.
  - Call forwarding always
  - Call forwarding no answer
  - Call forwarding busy
5. Tap the type of call forwarding you wish to enable and press **OK**.
6. Switch the service to enabled and enter the phone number to which to forward calls to.
7. Tap **Save** when done.

The forwarding indicator is shown on the home screen.

**Note:** When configuring No answer forwarding, you must select the number of seconds the caller will hear before the call is forwarded.

To configure:

1. Select **Call Forward**.
2. Select **No Answer**.
3. Switch the service to **Enabled** and enter the number to which to forward calls to.
4. Select the number of seconds it would take to forward calls. (You can choose from 0 to 120 seconds.)
5. Make your selection and select the **Save** softkey when done.

To disable call forwarding, select the forwarding service to disable, then switch the service to **Off**.

# Parking Calls

To park a call, while on an active call:

1. Select **New call**.
2. Enter **Star (\*)** 68, followed by the **OK** key.
3. When prompted, dial the extension number against which you wish to park the call, followed by the **Pound (#)** sign to park the call against your own number.

## Retrieving Parked Calls

To retrieve a parked call:

1. Dial **Star (\*)** 88.
2. When prompted, dial the extension number against which the call was parked, followed by the **Pound (#)** key.
3. You can also dial the **Pound (#)** key to retrieve the call parked against the number from which you are calling.

# Accessing Call History

Call history can be viewed by using the navigation arrows.

To see recently placed and received calls:

1. Press the **History** button.
2. To scroll through the list, press the **Down** arrow.
3. To dial a number, scroll to the desired number, and press the **Send** softkey.

# Adding Contacts to the Directory

To create a new contact from the call history list:

1. Press the **History** softkey.
2. Select the list of calls from your call history.
3. Select the number you wish to save and tap **Options**.
4. Select **Add to Local**.
5. Select **New Entry**.
6. Select the type of number and enter the name of the contact.
7. When you are done, press **Save**.

## Adding New Contacts

To add a contact:

1. Tap **OK**.
2. Scroll to **Directory**.
3. Select the **Group** you wish to save your contact to.

**Note:** Depending on your configuration, these directory groups may vary.

1. Tap **Options**.
2. Select **New Contact**.
3. Enter the contact's name and their phone number.
4. Press **Save** when done.

## Voicemail

### VoiceMail Setup

To set up your voicemail for the first time:

1. Press the **Voicemail** key.
2. Enter your default passcode, followed by the **Pound (#)** sign.
3. Enter your new passcode followed by the **Pound (#)** sign and confirm it once again followed by the **Pound (#)** sign.

### Accessing Voicemail

To check your voicemail:

1. Press the **Messages** button.
2. Enter your voicemail passcode followed by the **Pound (#)** key.
3. Follow the audio prompts to retrieve your voicemail messages.

**Note:** If you forget your voicemail passcode, please contact your system administrator to have it reset.

## SCA

The SCA softkey or (Shared Call Appearance) allows you to see lines of each handset paired to a base.

There are up to five lines that can be assigned to each base.

1. Press the **Line** softkey to see which line is already in use.
2. You can scroll to an open line and select **OK** to make a call from that line.

## Intercom

The intercom feature allows you to call the user or multiple users in your office.

When a recipient receives an intercom call, the phone rings.

1. Press the green **Answer** button to answer the call.

To make intercom calls between phones:

1. Press the **OK** button.
2. Press the **Intercom** option.
3. Use the navigation arrows to select the line to intercom with and press **OK**.

# Assigning Incoming Lines

By default, each handset paired to base can make or receive calls on all, up to five lines, paired to base.

You can assign specific incoming lines to ring to your handset. Your handset will only ring for the incoming lines assigned, not all lines.

To assign incoming lines from your handset:

1. Press the **OK** button to enter the main menu.
2. Select **Settings**.
3. Then select **Telephony**.
4. Scroll down to select **Incoming Lines**.
5. Enter the **default system pin**, 0000, and press the **Done** softkey.

Please contact your system administrator to have your pin reset, if needed.

You will see all the handsets registered to the base unit. Your handset is highlighted.

1. Press the **Navigation arrows** to highlight the desired handset and press the **OK** softkey.
2. Press **Save** to accept incoming calls to that line.
3. Press the **Back** softkey to return to the previous menu.