



Your Yealink W56H.

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HANDSET USER GUIDE YEALINK W56H HANDSET



Your Yealink W56H DECT phone is designed for scalability and efficiency. Your handset combines the benefits of wireless communication with business-savvy features of VOIP technology. Offering an extended battery life, it is an ideal match for those always on the move at work.



REGISTERING YOUR HANDSET

Your handset can be registered on up to 4 base stations. To connect your handset to a base station, firstly press and hold the **registration key** on the base station for 3 seconds. On your handset, press **OK** to access your main menu. From your menu, go to **Settings >Registration> Register handset**. Select your desired base station and connect.

DIALLING OUT

To access the outside world, simply begin dialling - no codes are required. To begin a call, type the desired number or extension when the handset is idle and press the **TALK** key. If your handset has multiple lines assigned, select which one you would like to use.

BASIC OPERATIONS

Your handset can be turned on and off manually by holding down the **END CALL** key. The handset can also be turned on by placing it in the charging cradle. Your keypad can be locked and unlocked via the **#** key. Your handset also supports silent mode, which can be activated and deactivated by holding down the ***** key on your keypad.

CALL HISTORY

Your call history will allow you to view your latest incoming, outgoing or missed calls on your device. To access this, tap the **HISTORY** key whilst the phone is idle. From your history you can call back, add numbers to your local directory, delete listings and block entries from calling your handset.

SPEED DIAL

To set up a speed dial, hold down the number on the keypad you would like to use and when your directory appears, select your desired contact. To use the speed dial feature, hold down on your desired key and it will dial your contact.

TRANSFERRING CALLS

Your handset supports blind and attended transfers. During a call, press the **OPTIONS** key and select **TRANSFER** to place the caller on hold. To do a blind transfer, simply dial the number you would like to transfer to and press **TRANSFER** before the party picks up. To do an attended transfer, wait for the second party to pick up the call, speak with them and then **TRANSFER**.

HOLD

To place calls on hold, press the **OPTIONS** key during a call and select **HOLD**. To resume a call, press the **RESUME** key. If you have more than one call on hold, you can use the **SWAP** function to swap between the two calls.

CONFERENCE CALLING

You can set up a conference call with a maximum of 3 parties. When you want to add another party into a call, tap the **CONF** key followed by the desired telephone number or extension. Once the second party has answered, press the **CONF** key again to merge the parties.

DND

This stands for Do Not Disturb and is enabled and disabled via the menu. Once enabled, your handset will not ring for any incoming calls.

ADJUSTING THE VOLUME

When the phone is idle, use the right and left navigation keys to increase or decrease the ringer volume. If you do this whilst on a call, this will regulate the speaker level.

PROGRAMMED SHORTCUTS

There are multiple shortcuts which are predefined to access frequently used features when the handset is idle. Press the **OK** key to access the main menu. History can quickly be accessed via the left soft key. The downward navigational key will give access to the directory.

ADDING AND REMOVING CONTACTS

To add a contact enter the main menu and select directory, press the **OPTIONS** key and select **New Contact**. Enter your desired values such as name and number and save. To edit a contact, enter your directory and use the navigation keys to highlight your desired entry, press **OPTIONS**, select edit and change the desired values and save. To delete contacts, follow the instructions above but select delete in the options menu. Please note that if you save contacts in this way, they will be on your phone only - If you require assistance with your remote directory, please contact us via the support portal.

NIGHT / DAY MODE

When the system is in day mode, it will ring as normal and when in night mode all calls will forward to your out of hours voicemail service. These voicemails will be forwarded to a designated email address. If you require this setting, this can be discussed with your engineer on the day of installation or contact us via your support portal.

CALL FORWARDING

You can forward calls from your handset as well as calls coming into your main telephone number to anywhere you choose from your online phone portal. If you wish to do this for your handset only, access the menu and select call features. Call forwarding can be enabled here with options of where to send the call as well as when such as when there is no answer, when the line is busy or always.

VOICEMAIL

To access your mailbox, simply click your **MAILBOX** key. You must enter your PIN followed by **#** and follow the audible instructions. When your mailbox is full, it will stop working, therefore it is important to delete all used messages.

RECORDING VOICEMAIL GREETINGS

To record your voicemail greeting, access your mailbox as usual and once logged in, press 2 to change your mailbox busy greeting, 3 to change your no answer greeting and 4 to change your mailbox extended away greeting. If you would like assistance in setting your voicemail greeting or would like a professional recording, please contact us via your support portal and we can arrange this for you.

Login to your support portal for further information: support.circle.cloud

