



User Guide Yealink W56

Turning Handset On/Off

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

- Press **[Power]**, 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 **[Power]** 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 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 **[Left]** or **[Right]** when the handset is idle or ringing to adjust the ringer volume.
- Press **[Left]** or **[Right]** 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 **[Up]** or **[Down]** to highlight the **Intercom Call** option or the desired line.
3. Press **[Left]** or **[Right]** 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**, **Number** and **Mobile** 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 **[Up]** or **[Down]** to highlight the desired entry.
3. Press the **Options** soft key, and then select **Edit**.
4. Edit the value in the **Name**, **Number** and **Mobile** 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 **[Up]** or **[Down]** 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 **[Up]** or **[Down]** to highlight the desired digit key, and then press the **Assign** soft key.
3. Press **[Up]** or **[Down]** to highlight the desired entry, and then press the **OK** soft key.
If both the office number and mobile number are stored, press **[Up]** or **[Down]** to highlight the desired number, and then press the **OK** soft key again.

Placing Calls

To place a call directly:

1. Do one of the following:

- Enter the desired number when the handset is idle.
- Press **[Pre-Dial]** 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 **[Call]**, **[Speaker]** or **[Call]** to dial out.

To place a call from the local directory:

1. Press **[Down]** when the handset is idle.

2. Press **[Up]** or **[Down]** to highlight the desired entry, and then press **[Call]** or **[Speaker]** to dial out using the default line.

If multiple numbers for the contact are stored, press **[Up]** or **[Down]** to highlight the desired number, and then press **[Call]** or **[Speaker]** 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 **[Up]** or **[Down]** to highlight the desired entry, and then press **[Call]** or **[Speaker]** to dial out using the default line.

To place a call from the redial list:

1. Press **[Call]** when the handset is idle.

2. Press **[Up]** or **[Down]** to highlight the desired entry, and then press **[Call]** or **[Speaker]**.

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 **[Speaker]**.
- Press **[Call]**.
- Press **[Call]**.

Ending Calls

Press **[Power]**.

Call Mute

- Press **[Mute]** during a call to mute the call.
- Press **[Mute]** 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.

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 **[Call]**, **[Speaker]** or **[Call]** 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 **[Call]**, **[Speaker]** or **[Call]** 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 **[Up]** or **[Down]** to highlight the desired line, and then press the **OK** soft key.
3. Press **[Up]** or **[Down]** 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 **[Left]** or **[Right]** 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.