



User Guide Yealink W56

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 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**, **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 or 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 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.

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 .

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.

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.