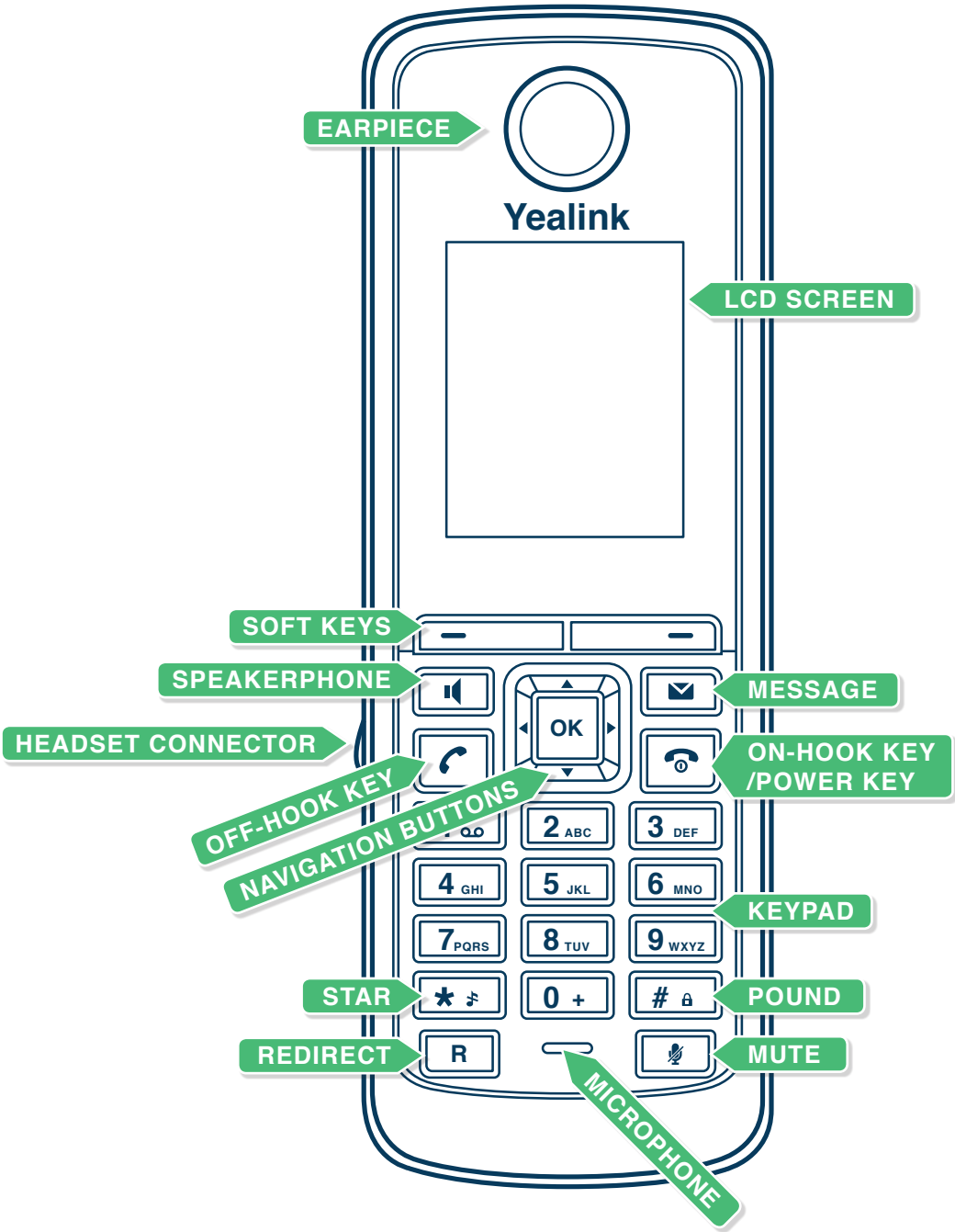




# Yealink W52

OFFICIAL USER GUIDE

# Get to know your phone



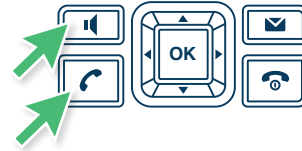
# Basic call handling

## Answering a call

While telephone is ringing, press the **Off-Hook** key or the **Accept** soft key to answer the call.

–OR–

While telephone is ringing, press the **Speakerphone** key to answer the call using the speaker.



## Placing an outside call

Press the **Off-Hook** key and begin dialing number (dialing a 9 is not required).

–OR–

Begin dialing number – number will appear on screen. Press the **Off-Hook** key and the call will be placed.

## Placing an extension (internal) call

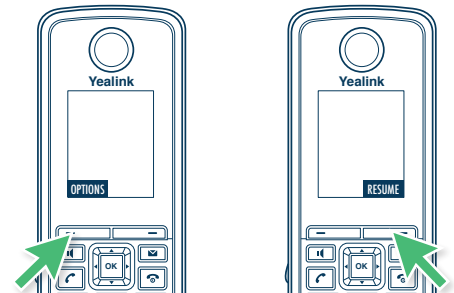
Press the **Off-Hook** key and begin dialing extension number.

–OR–

Begin dialing number – number will appear on screen. Press the **Off-Hook** key and the call will be placed.

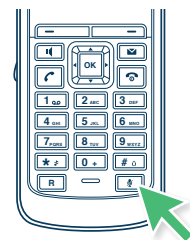
## Placing a call on hold

1. While a call is active, press the **Options** soft key and use the navigation keys to highlight **Hold**, then press **OK**.
2. To resume the call, press the **Resume** soft key.



## Muting a call

1. While a call is active, press the **Mute** key.
2. An icon will appear on the screen indicating that the microphone has been muted.
3. To unmute, press the **Mute** key a second time and the icon will disappear.



# Basic call handling

## Transferring a call

1. While a call is active, press the **Options** soft key. When the options appear, press **OK** to choose **Transfer**.
  2. Dial the number to which the call will be transferred (external or internal). Once you begin dialing, the system is waiting to see how many digits are dialed. If you pause too long when dialing, the system will initiate the call.  
*NOTE:* If an error is made in dialing, press the **On-Hook** key. This will resume the initial call.
  3. For an “announced” transfer, allow the call to ring to the destination phone (do not press the **Transfer** soft key again). Once the call is answered, verify that the call is ready to be transferred, then press the **Transfer** soft key.  
*NOTE:* If the transfer needs to be canceled (no answer/receiving user not able to receive the transfer), press either the **End** soft key or the **On-Hook** key. This will return you to the original call.
  4. For an “unannounced” transfer, press the **Transfer** soft key after dialing the destination phone. This will send the call to the destination phone immediately (if there is no answer, the call will ring until it goes to voicemail).
  5. To transfer a call directly to a user’s voicemail, press the **Options** soft key then press the **OK** button to choose **Transfer**, then dial **\*2** followed by the extension. Once the user’s voicemail message is heard, press the **Transfer** soft key to complete the transfer to the recipient’s voicemail. (The message heard by the caller will be heard in entirety, even if the message begins before you complete the transfer)
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## Initiating a 3-party conference call

1. While a call is active, press the **Options** soft key. Using the navigation keys, navigate down to **Conference** and press **OK**.
  2. Dial the number (internal or external) to be conferenced into the call.
  3. Once the 3rd party has answered your call, press the **Conf** soft key. This will bring the 3rd party into the conference.
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## Merging a call

1. While a call is active, if another call comes to the phone, press the **Accept** soft key.  
*NOTE:* This will automatically place the initial call on hold.
2. To merge the two calls, press the **Options** soft key, then navigate to **Conference** and press **OK**. This will join the three calls into a conference call.

# Basic features

## Call forwarding

1. Dial \*72.
  2. Input the number you want your phone to forward to. Call forwarding is now on.
  3. To temporarily turn call forwarding off, dial #74. To reactivate call forwarding with the same number, dial #74 again.
  4. \*73 will deactivate call forwarding and clear the forwarding number from the system.
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## DND (do not disturb)

1. While the phone is at rest, press the **OK** button (in the center of the navigation keys). Navigate to the **Call Features** icon (right column, middle row) and press **OK**. Navigate down to **Do Not Disturb** and press **OK**. On the following menu, press **OK** for “Wireless.” On the status screen, use the left/right navigate keys to set to “Enable” and press **OK**.
  2. A DND (red circle with a “-”) indicator will appear at the top of the screen.  
*NOTE:* Phone will not ring in DND status. All calls will be directed to voicemail.
  3. To disable DND, follow the same procedure in #1 and select “Disable”.
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## Call history

1. Press the **History** soft key.
2. Use navigation keys to choose desired list and press **OK**.
3. Use navigation keys (up and down) to move through chosen list.
4. To place a call to the highlighted number, press the **Off-Hook** key.
5. For call information (time, date, and length of call), press the **View** soft key once the desired call is highlighted and navigate through the information.
6. To clear the call history, navigate to the desired list and press the **OK** key, while in a particular list. Press the **Options** soft key, navigate down to **Delete All** and press **OK**.

# Voicemail

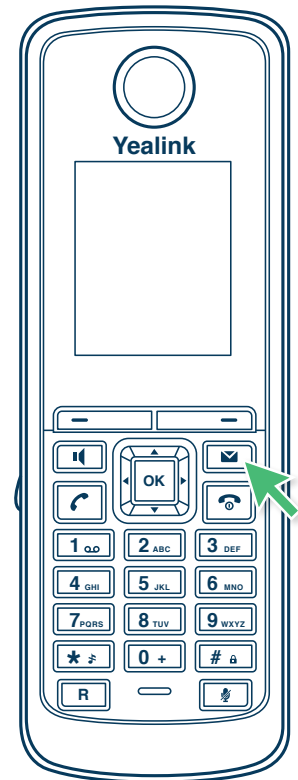
## Setting up a new voicemail

1. Press the **Message** key on the phone (to the right of the navigation keys), then navigate down to “Wireless” and press the **Select** soft key.
2. When prompted, dial your mailbox (extension) number – followed by #.
3. Follow voice prompts to setup voicemail features.

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## Editing voicemail settings

1. Press the **Message** key on the phone, then navigate down to “Wireless” and press the **Select** soft key.
2. When prompted, dial your mailbox (extension) number – followed by #.
3. At voice prompt, press 5 (change settings).
  - Press 1 to record personal greeting
  - Press 2 to record name
  - Press 3 to change password



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## Using a temporary greeting (out-of-office greeting)

1. Press the **Message** key on the phone, then navigate down to “Wireless” and press the **Select** soft key.
2. When prompted, dial your mailbox (extension) number – followed by #.
3. At voice prompt, choose 5 (change settings).
  - Press 4 to record a temporary greeting
  - Press 5 to restore permanent greeting

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## Accessing voicemail system remotely

1. From an outside phone (not a hello**spoke** phone), call your DID (or dial your main number and access your extension through your auto-attendant).
2. When you hear your personal voicemail greeting, press \*.
3. When prompted for your password, enter it followed by #.
4. At this point, you will have access to your personal voicemail features. This will allow you to retrieve messages and access all voicemail features.

*NOTE: In addition to receiving your voicemail messages on your phone and using the procedures listed above to retrieve them, you will also receive your voicemail via an email with a recording of the voicemail attached as a .wav file. In order to delete the voicemail from the system, you must use your phone (or remote access). Deleting the email with the attached voicemail recording will not delete the voicemail from the system.*