

Yealink YLK-W60P

User Guide



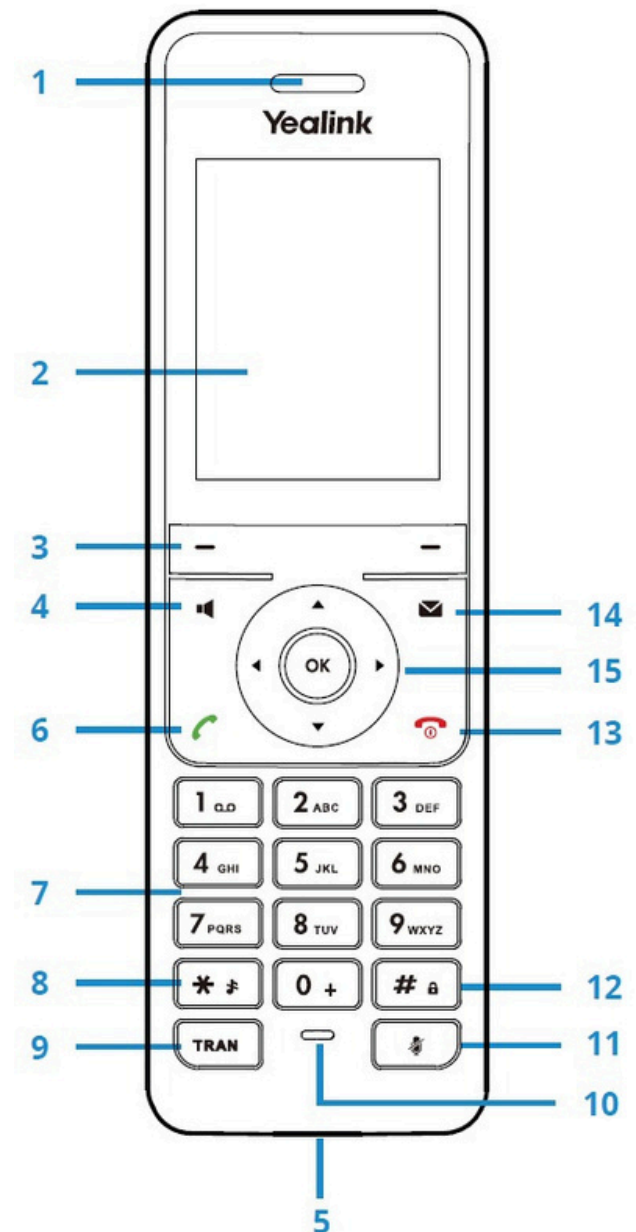
Yealink YLK-W60P User Guide

Welcome to the Yealink W60P user guide. This document has been designed to help familiarize yourself with the basic button layout of the desk phone, as well as guide you through the active call options, voicemail, and some advanced features the Yealink W60P has to offer.

The Basics

PRIMARY BUTTON LAYOUT

- 1. Earpiece**
Outputs audio during a phone call.
- 2. LCD Screen**
Shows call information, handset status icons, prompt messages, etc.
- 3. Soft Keys**
Labeled automatically to identify their context-sensitive features.
- 4. Speakerphone Key**
Switches between the earpiece and speakerphone modes. Answers an incoming call.
- 5. Headset Connector**
Connects a headset.
- 6. Off-hook Key**
Answers an incoming call. Enters the redial call list. Places a call.
- 7. Keypad**
Provides digits, letters and special characters in context-sensitive applications.
- 8. Star Key**
Enters the star symbol. Switches the silent mode on or off.
- 9. Redirect**
Key Transfers a call to another party.
- 10. Microphone**
Picks up audio during earpiece and hands-free calls.
- 11. Mute Key**
Toggles Mute feature on or off.



12. Pound Key

Enters the pound symbol. Locks or unlocks the handset keypad. Switches the input method.

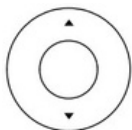
13. On-hook Key / Power key

Long presses in the menu screen to return to the idle screen. Long presses to turn the handset on or off when the handset is idle. Cancels actions or ends a call. Rejects an incoming call.

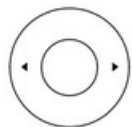
14. Message Key

Indicates a new received voice mail or a missed call. Accesses the voice mail or the missed call list.

15.



Moves the cursor. Acts as shortcuts. Scrolls through the displayed information.



Moves the cursor. Acts as shortcuts. Adjusts the ring volume. Switches the values.



Confirms actions or enters the Main menu.

The LCD screen is divided into three parts:

- Status Line
- Text Line
- Softkey Line.

The STATUS Line displays:

On hook (idle) –the signal strength indicator, internal handset number and battery status.
Off hook –the line ID.

The TEXT Line displays:

On hook (idle) –handset name, time and date, caller information when receiving an incoming, call and prompt messages.
Off hook –the dialed digits.

The SOFTKEY Line displays:

On hook (idle) –the History and Line.
Off hook –various options according to the context of the specific feature.

Common ICONs that can appear on the LCD screen.

	Received Call		Call Forward
	Placed Call		Call Hold
	Missed Call		Call Mute
	Voice Mail		Unassigned Outgoing Line
	Keypad Lock		Loudspeaker On
	Silent Mode		Headset Mode On
	Do Not Disturb		Anonymous Call Allowed

BATTERY STATUS

The battery status displays on the top right-hand corner of the LCD screen:

Icon Battery Level

	Full
	High
	Medium
	Low
	Needs Charging

Telephone Features

NAVIGATION KEYS

The Navigation keys allow you to scroll through the options and lists on the display keys by pressing left, right, up or down. These keys are pre-programmed with shortcuts to specific functions like ringtone volume and the Directory.

To customize shortcuts:

- Press the OK key
- Select the Settings icon
- Select shortcut
- Select the desired shortcut to customize
- Press the Changesoft key
- Select a new setting for that shortcut

TURNING HANDSET ON/OFF

To turn the handset on or off, long press (about two seconds) the Powerkey.

TURNING SILENT MODE ON/OFF

To turn Silent Mode on or off, long press (about two seconds) the *key.

ANSWER A CALL

To answer a call, remove phone from the cradle.

PLACE A CALL

Just dial the number and press the Off hook key.

ACCESS CALL LISTS To access Call History:

- Press the History soft key.
- Using the Navigation keys, select one of the following:
 - All Calls
 - Outgoing Calls
 - Missed Calls
 - Accepted Calls

To access recently placed calls:

- Press the Off hook key.

HOLD AND RESUME A CALL

To Hold:

- Press the Optionssoft key.
- Press the Holdsoft key.

To resume:

- Press the Resumesoft key.
- If there are two calls on hold, press the Resumesoft key to resume the current call, or press the Swap soft key to swap between the two calls.

TRANSFER A CALL

To conduct a blind transfer:

- After the first call is connected, press the Optionssoft key.
- Press the Blind Transfer soft key. (The active call will be placed on hold.)
- Dial the number or extension.
- Press the Transfersoft key.
- When you hear the ring back tone, press the Transfersoft key again to complete the transfer.

To conduct an announced transfer:

- Place call on hold
- Press Linethen press Dial
- Enter extension or number to call
- Once the receiving party answers, announce your call
- Press Options
- Press Call Transfer
- Press Transfer

To transfer the call directly to another user's voicemail:

- Dial *55.
- Dial the extension, followed by #.

CALL FORWARDING

To enable the Call Forwarding feature on a specific line:

- Press the OKkey.
- Select Call Features.
- Select Call Forward.
- Select the desired line, then press theOK soft key.
- Select the desired Forwarding type, then press the OKsoft key.
 - Always: Incoming calls are forwarded immediately.
 - Busy: Incoming calls are forwarded when handset is busy.
 - No Answer: Incoming calls are forwarded if not answered after a period of time.
- Select Enabled, then enter the desired destination number.
- Select the desired ring time to wait before forwarding (only for No Answer).
- Press the Savesoft key.

Additional Telephone Features

SET UP VOICEMAIL

- Initiate a call.
- Press the Message key.
- At prompt, enter in a unique pass code, (using only 4-8 digits) then press #.
- When asked, re-enter your pass code, then press #.
- Follow instructions to record your name.
- Follow prompts to:
 - Set up Busy greeting
 - Set up No Answer greeting
 - Set up Call Forward options

RETRIEVE VOICEMAIL MESSAGES

A red "message waiting" indicator light notifies you when you have a new voicemail message. If you have more than one message, the count will be displayed near the message icon.

- To check your voicemail, press the Message key . (You may also dial *98, or your extension.)
- Enter your voicemail pass code, then press #. (If you forgot your pass code, please contact your system administrator.)
- Follow the audio prompts.