



YEALINK W60P BASE + HANDSET CORDLESS PHONE

FOR AVAYA IP OFFICE

USER MANUAL

February 2022

SYRACUSE

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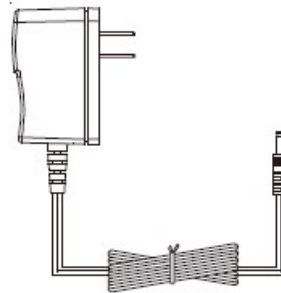
HOLLAND PATENT

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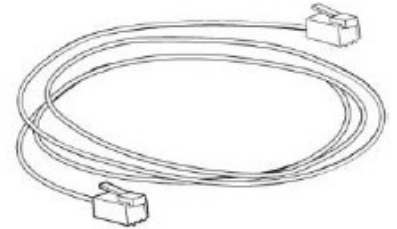
YEALINK W60 BASE



BASE POWER ADAPTER



ETHERNET CABLE



CONNECTING THE BASE STATION

You have two options to power the base station. Your System Administrator will advise you which one to use.

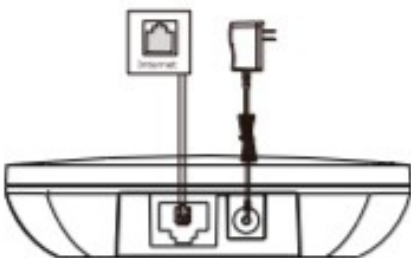
- + AC power (Optional)
- + Power over Ethernet (PoE)

NOTE: Pay attention to the radio coverage of the base station. It is up to approximately 1000 feet in unobstructed outdoor areas and up to approximately 165 feet inside buildings.

Do not set up the base station in a damp room, and keep it away from water.

AC Power (Optional)

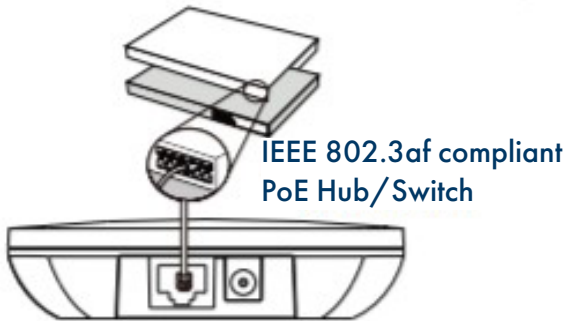
- + Connect the DC plug on the power adapter to the DC5V port on the base station and connect the other end of the power adapter into an electrical outlet.
- + Connect the included or any standard Ethernet cable between the Internet port on the base station and the Internet port in your network or the switch/hub device port.



NOTE: The base station should be used with the original power adapter (5V/600mA) only. The use of a third-party power adapter may cause damage to the base station.

Power over Ethernet

- + Connect the Ethernet cable between the Internet port on the base station and an available port on the in-line power switch/hub.



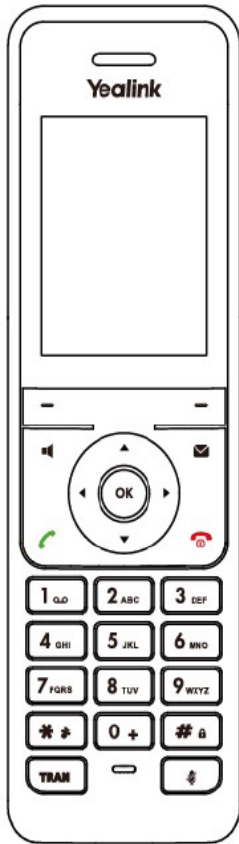
NOTE: If in-line power is provided, you don't need to connect the AC adapter. Make sure the hub/switch is PoE compliant.

IMPORTANT! Do not remove the power and network to the base station while it is updating firmware and configurations.

SETTING UP THE W60P BASE AND W56H HANDSET

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W56P HANDSET



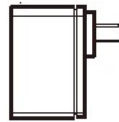
CHARGER CRADLE



RECHARGEABLE BATTERY



HANDSET POWER ADAPTER



BELT CLIP



Insert the battery

- + Open the battery cover on the back of the handset.
- + Insert the battery and press it down.
- + Close the battery cover.

Set up the Charger Cradle

- + Connect the USB plug on the charger cradle to the DC5V port on the power adapter.
- + Connect the power adapter to an electrical outlet.



Charge the handset

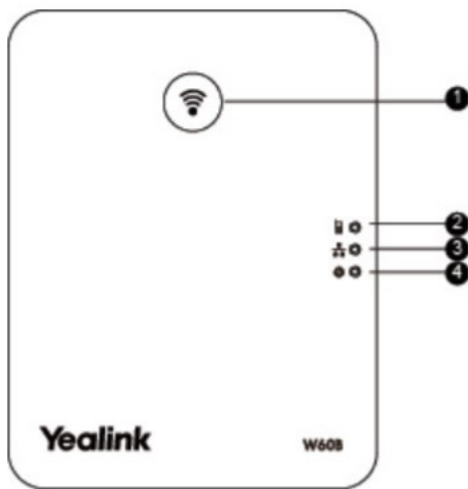
- + After setting up the handset and charger, place the handset in the charger.
- + The handset battery takes about 3 hours to fully charge. The charging status is displayed on the top right hand corner of the LCD screen.

Attach the Belt Clip

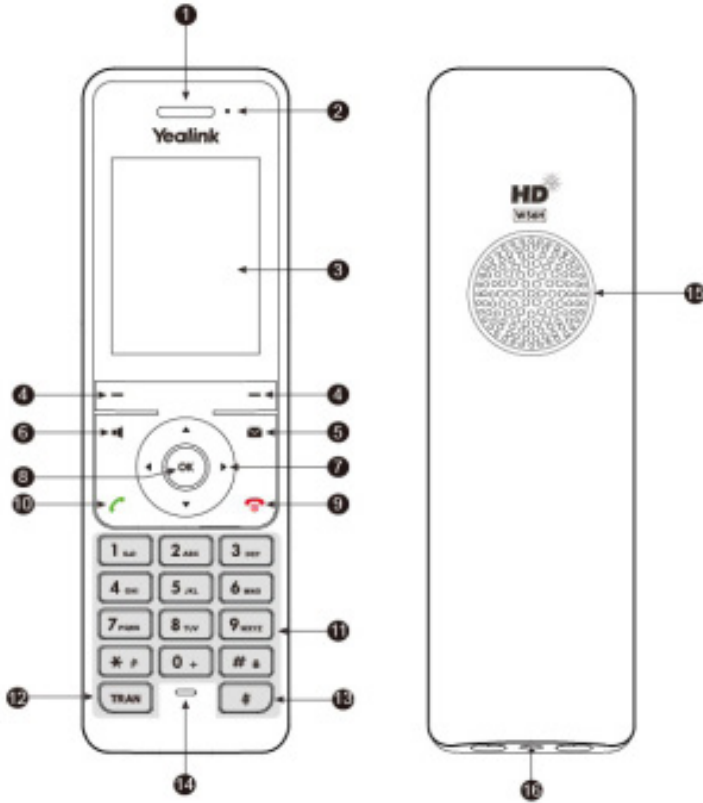
- + Push the clip onto the back of the handset.
- + Insert the clip into the designated notches in the handset.


W60P BASE STATION FEATURES

After the base station starts up successfully and the handset is registered to the base station, all LEDs on the base station will illuminate green in sequence.



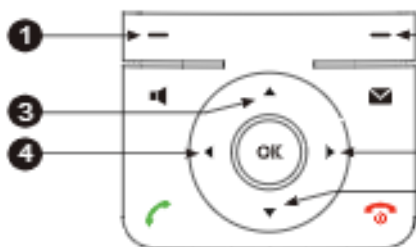
- 1. Paging Key** - Locates a misplaced handset.
 Toggles the registration mode.
 Resets the base station to factory settings.
- 2. Registration LED** - Indicates the mode of the base station.
 - + Fast flashing green - paging mode.
 - + Slow flashing green - registration mode.
 - + Solid green - there is at least one handset registered to the base.
 - + Off - the base is powered off or no handsets are registered to base.
- 3. Network Status LED** - Indicates the network status.
 - + Slow flashing green - network is unavailable.
 - + Solid green - network is available.
 - + Off - base is powered off.
- 4. Power Indicator LED** - Indicates the power status of the base station.
 - + Slow flashing green - base is going through a firmware upgrade.
 - + Solid green - base is powered on.
 - + Off - base is powered off.



1. **Earpiece** - Outputs audio during the earpiece call.
2. **Power Indicator LED** - Indicates handset power + certain features statuses.
 - + Fast flashing red - incoming call.
 - + Slow flashing red - voicemail message or missed call.
 - + Solid red - battery is charging.
3. **LCD Screen** - Shows information about calls, messages, softkeys, time, date and other relevant data. Call information such as caller ID + call duration. Icons (for example: DND ). Prompt text (for example: "Saved").
4. **Softkeys** - Appear on the display to indicate features that can be activated by pressing the keys directly below them.
5. **Message key** - Accesses the missed call log and the voicemail.
6. **Speaker key** - Switches between the earpiece, headset and speakerphone. Answers an incoming call.

7. **Navigation keys** - Moves the cursor. Adjusts the ringer volume.
8. **OK** - Confirms actions or enters the main menu.
9. **Power/ Off key** - Long presses in the menu screen to return to idle screen. Long presses to turn the handset on or off when idle. Cancels actions or ends a call. Rejects an incoming call.
10. **Answer/Talk key** - Answers an incoming call. Enters the redial calls list. Places a call.
11. **Alphanumeric Keypad** - Provides digits, letters and special characters.
12. **Transfer key** - Transfers a call to another party.
13. **Mute key** - Toggles the mute function on and off.
14. **Microphone** - Picks up audio during earpiece and handsfree calls.
15. **Speaker** - Provides handsfree speaker phone audio.
16. **3.5mm earphone jack** - Allow you to connect a standard 3.5mm headset.

SHORTCUTS



- 1 Press the left softkey to access the call history.
- 2 Press the right softkey to check the line status.
- 3 Press the up arrow to place a call to another handset.
- 4 Press the left facing arrow to decrease the ringer volume.
- 5 Press the right facing arrow to increase the ringer volume.
- 6 Press the down arrow to access the directory.

CALL PROCESSING

TO ANSWER INCOMING CALL: Press **TALK/ANSWER** Key

TO SEND A RINGING CALL TO VOICEMAIL: Press the **POWER/OFF** Key

TO SILENCE A RINGING CALL: Press the **SILENCE** Softkey.

TO ANSWER A SECOND CALL AND PLACE FIRST CALL ON HOLD: Scroll to new call

+ Press **ACCEPT** Softkey

TO SWITCH BETWEEN CALLS: Press **SWAP** Softkey

TO PLACE A CALL: Enter number and Press **TALK/ANSWER** Key

TO PLACE A SECOND CALL: Press **NEW CALL** Softkey

+ Enter number

+ Press **TALK/ANSWER** Key

TO DISCONNECT FROM A CALL: Press **END** Softkey or **POWER/OFF** Key

TO PLACE A CALL ON SPEAKER: Press **SPEAKER** Key

+ **TO TAKE A CALL OFF SPEAKER:** Press **SPEAKER** Key

MUTE: Press **MUTE** Key. Display will indicate call is muted.

UNMUTE: Press **MUTE** Key again

HOLD: Places a caller on hold for you to retrieve.

+ **TO HOLD CALL:** Press **OPTIONS** Softkey

+ Select **HOLD**

+ **TO RETURN TO CALLER:** Press **RESUME** Softkey

TRANSFER: Connect your call to someone else (with call on line)

ANNOUNCED

+ Press **TRANSFER** Key (call holds)

+ Enter number and press **OK** key

+ Wait for party to answer and announce call

+ Press **TRANSFER** Key

TO RETURN TO CALLER: Press **END** Softkey

CONFERENCE: Allows three-way conferencing (with call on line)

+ Press **NEW CALL** Softkey

+ Enter second number

+ When second person answers, announce conference

+ Press **OPTIONS** Softkey

+ Select **CONFERENCE** to join all parties

BLIND

+ Press **TRANSFER** Key (call holds)

+ Enter number

+ Press **TRANSFER** Key



CALL PARK: Places an active call on a system hold to be retrieved from another telephone

TO PARK A CALL: Press **TRANSFER** Key, call is automatically held
Press *37* Park Slot Number (ie: 1, 2 or 3)
Press #
Press **END** Softkey

TO RETRIEVE PARKED CALL: Press **TALK/ANSWER** Key
Press *38* and Park Slot Code
Press #

NOTE: The Yealink phone can receive pages. Check with your system administrator to find out if it has been programmed to make a page.

REDIAL: Your phone's redial feature displays a list of your most recently dialed numbers.

TO VIEW REDIAL LIST: Press **TALK/ANSWER** Key
Scroll to the number you want to dial
Press **OK** twice to redial number

HISTORY: Your phone's call history is stored for incoming, outgoing and missed calls.

TO VIEW CALL HISTORY: Press the **HISTORY** Softkey

TO VIEW CALL DETAILS, ADD TO CONTACTS OR DELETE: Press the **OPTIONS** Softkey

TO CALL: Press the **OK** Key three times

TO VIEW MISSED CALLS AND VOICEMAIL MESSAGES: Press the **MESSAGE** Key.

DIRECTORY

The directory contains the Contacts or list also referred to as the Local Directory. Contacts are entered by the user specific to that handset only.

TO ADD NUMBERS TO THE LOCAL DIRECTORY:

- + Press the **DOWN ARROW** Key
- + Press **OPTIONS** Softkey
- + Scroll to **New Contact**. Press **OK** Key
- + Enter first and last name
- + Scroll and Enter work/mobile/other phone numbers
- + Press **SAVE** Softkey

TO SEARCH DIRECTORY:

- + Press **OK** Key
- + Highlight and Select **DIRECTORY** Icon
- + Select **which directory to search**
- + Begin spelling the name on the dial pad


NOTE: When searching, press the key the correct amount of times to get the appropriate letter. For example, if searching for a name that begins with an "S", you must press the 7 key four times. It's not necessary to enter an entire name when searching. EX: if searching for "Stephanie", you can enter STE, press **SELECT**, and you will receive the results for all names that start with STE.

ACCESS YOUR MAILBOX (LOG IN)

When you have new voicemail messages the voicemail icon will appear at the top of the display with a number next to it indicating how many missed calls (on the left) and how many new messages there are (on the right). **2 00 6**

NOTE: See the Voicemail User Manual for first time mailbox setup instructions and complete information.

LOG INTO YOUR MAILBOX FROM AN INTERNAL EXTENSION:

- Press MESSAGE key 
- Scroll to the Messages Icon and select OK
- Enter Your Extension (Mailbox) Number
- Press #
- Enter your password
- Press #

NOTE: At your own phone you do not have to enter your mailbox number. When prompted for the mailbox number, press #, enter your password and press # again.

LOG INTO YOUR MAILBOX FROM AN EXTERNAL NUMBER:

- Dial: Check with your System Administrator for the applicable number to dial from the outside.
- Enter Mailbox Number
- Press #
- Enter your password
- Press #

NOTES: You do not have to listen to voice prompts once you log in. you can enter commands immediately. Once you log in, IP Office will play a summary of new messages in your mailbox. To begin playing messages immediately, Press 2. To Bypass header information, Press 0.

MESSAGE COMMANDS: While listening to your messages:

To:	Press
Skip Header	0
Forward	1
Restart	2
Replay without header	0
Skip to Previous	*2
Pause/Resume	3
Replay Header	23
Back 5 Seconds	5
Restart from beginning	*5
Advance	6
Save and Skip Category	*#
Save and Play Next	#
Play Next	**4
Delete and Play Next	*3
Restore deleted message	**8
Print Fax (if applicable)	*1

NOTE: If you do not delete or save a message, it becomes an OLD message and is automatically deleted in 30 days.
