



TalkAnywhere Yealink W56H Guide v2.2



If you need further assistance, please reach out to us at support@talkanywhere.com. Once we receive your request one of our representatives will get back to you as soon as possible to help you with any of your phone system needs.

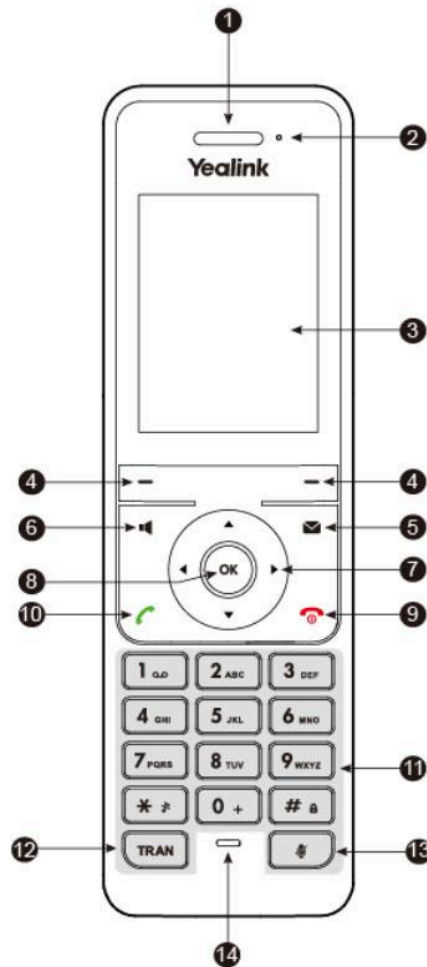
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Overview

The purpose of this document is to help walk you through the features and functions of your new W56H Phone.

We're here to help! If you have any questions about the new functionality please reach out to us at support@talkanywhere.com.






1	Receiver	Receives audio in receiver mode.
2	Power LED Indicator	Indicates call status, message status, and charging status.
3	Phone Screen	Shows information.
4	Soft Keys	Access the function directly. It depends on the operating situation.
5	Message Key	Accesses the voicemail or missed call.
6	Speakerphone Key	<ul style="list-style-type: none"> • Switches among the receiver, headset, and handsfree modes. • Answers an incoming call. • Place a call in handsfree mode.
7	Navigation/Volume Keys	Scroll through information or options on the screen.
8	OK Key	Confirms actions or enters the main menu.
9	End Key	<ul style="list-style-type: none"> • Press briefly to return to the previous screen. • Long press to return to the idle screen. • Press to turn the handset on. • Long press on the idle screen to turn the handset off. • Cancels actions or ends a call.
10	Call Key	<ul style="list-style-type: none"> • Answers an incoming call. • Enter the redial calls list. • Place a call in receiver or headset mode.
11	Keypad	Provides digits, letters, and special characters.
12	TRAN Key	Transfers a call to another party.
13	Mute Key	Toggles mute feature on or off.
14	Microphone	Picks up audio.

Answering and Placing a Call




There are several options to answer calls or place calls.



Answering a Call




- Soft Key Row: Says Accept
- Handset mode:
 - Press the  button
 - Press the  OK button
- Speaker mode: Press the  button

Placing a Call

- Soft Key Row: Dial a number and then select Call to send the call
- Handset mode:
 - Dial the number and press the  button to send the call
 - Dial the number and then press the  OK button to send the call
- Speaker mode: Dial the number and then press the  button

Placing a Call from the call history


You can access the call history and make a call from the call history

- Select the  key
- Press up or down arrows to highlight the entry
- Once the number is highlighted either press  or 

Ending a Call

- Press the  button

Placing an Internal Call

- Dial the extension +  button
- Dial the extension + the left soft button

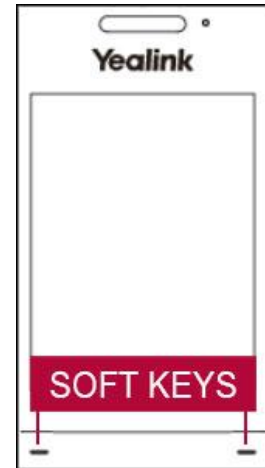
Hold, Transfer and Park

The Hold option is located within the Soft Key functions.

Placing a Call on Hold:

It is best practice to put a call on hold if you do not need to transfer the call to anyone else. If you need to transfer the call to someone else, follow the steps below for transferring a call.

- While on a call, press the *Options* in the soft key row
- Choose *Hold* key
- The options within the Soft Key row will change when you put a call on hold. To pick up the call select the *Resume* option within the Soft Key row.





Transfer a Call

Transferring a call can be done using the  key or the Soft Key *Option* and then *Transfer*. There are three options for transferring a call:

- Blind Transfer - Transfer a call directly
- Attended Transfer - Introduce a call before it is transferred
- Transfer to Voicemail - Transfer a call directly to voicemail






Blind Transfer

- While on a call, select the *key*
- Then select 
- Dial the number you want to transfer the call to
- Select 
 - Example: Transferring a call to extension 3578

(Transfer) 3578 (Transfer)

Attended Transfer

Attended transfer allows you to introduce a call before you transfer the call.



- While on a call, select 
- Dial the number you want to transfer the call to followed by ,  or .
- Once you have introduced the call press 
 - Example: Transferring a call to extension 3578 after talking with the person first

(Transfer) 3578 OK = Talk to the person and then select (Transfer)

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Transferring a Call to voicemail

There will be times that the client requests to go directly to someone's voicemail or the person they are trying to reach requests they are transferred directly to their voicemail.

- While on a call, press 
- Dial 03 + the extension number and then  again.
 - Example showing if you want to transfer a call to the voicemail at extension 3578:
(Transfer) 03 3578 (Transfer)

Call Parking

We do not recommend parking a call with a cordless phone as you cannot see what parking spots are available.




Picking up a Parked Call

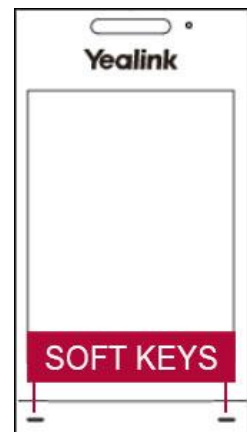
To pick up a parked call, dial the parking spot number you were given + # to pick up the call.

- Example to pick up a call on parking slot 701: 701#

Conference Call

To create a conference call you will use the Soft Key buttons.

- While on a call, press the *Options* key
- Select *Conference* option. This will place your call on hold and prepare you to dial a second call.
- Place your second call by dialing the phone number followed ,  or .
- Once the new call is live, select *Conference*. The calls will be merged.
 - Example conferencing in extension 3578:
(Options) (Conference) 3578# (New call is picked up) (Conference)



The Soft Keys will perform relevant functions such as splitting the calls, leaving the call, etc. once the conference call is live.


Voicemail

To access voicemail you can select the message button.




Initial Voicemail Setup

You will want to set up your voicemail right away. The default PIN is 1479. Once you dial in the first time you will want to change the PIN to another 4 digit number.

- Select the  button
- Dial your PIN
- It will then take you through the prompts to record your voicemail message and to change your PIN number.

Accessing Voicemail

You will be able to see that there is a voicemail waiting for you by the LED light blinking.

- Select the  button
- Dial your PIN
- You will hear a recording advising you how many voicemails you have waiting
- Follow the prompts to hear your message
- Once the voicemail has played you will hear the options available on how to delete, save, etc. that voicemail.

Retrieve Voicemail from a different IP phone

You can access your voicemail from a different IP phone other than your own.

- Dial 5000
- Dial the voicemail box number
- Dial your PIN
- Follow the voice prompts to check or delete your voicemails.

Do Not Disturb

To set your phone as Do Not Disturb

- Press the OK button and scroll to Call Features.
- Select Do Not Disturb.
- Select OK.
- Switch the service to enabled and press the Save softkey.

Once Do Not Disturb is enabled, the Do Not Disturb icon is displayed on the home screen. To disable this feature, repeat the previous steps.