



## W52P IP DECT Phone User Guide

# Copyright

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## Warranty

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## Declaration of Conformity

Hereby, Yealink Network Technology CO., LTD. declares that this phone is in conformity with the essential requirements and other relevant provisions of the CE, FCC.

## CE Mark Warning

This device is marked with the CE mark in compliance with EC Directives 1999/5/EC (R&TTE).

This device complies with the following standards:

1. Safety: EN 60950-1:2006+A11:2009+A1:2010+A12:2011
2. SAR: EN62479:2010
3. EMC: ETSI EN 301 489-1 V1.9.2 (2011-09) & ETSI EN 301 489-6 V1.3.1 (2008-08)
4. Radio: ETSI EN 301 406 V2.1.1 (2009-07)

## Part 15 FCC Rules

This device is compliant with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

## Class B Digital Device or Peripheral

This equipment is tested and complies with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. Privacy of communications may not be ensured when using this telephone. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experience radio/TV technician for help.

Note: Changes or modifications not expressly approved by Yealink Network Technology Co., Ltd could void the user's authority to operate the equipment.

## ACTA Information

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the bottom of the base station is a label that contains, among other information, a product identifier in the format US: T2LXXXXXX.

## Hearing Aid Compatibility (HAC)

This telephone system meets FCC standards for Hearing Aid Compatibility.

## FCC RF Radiation Exposure Statement

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body. This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

For body worn operation, this phone has been tested and meets the FCC RF exposure guidelines when used with the belt clip supplied with this product. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

## Information for DECT Product



This telephone is compliant with the DECT 6.0 standard which operates in the 1.92GHz to 1.93GHz frequency range. Installation of this equipment is subject to notification and coordination with UTAM. Any relocation of this equipment must be coordinated through and approved by UTAM. UTAM may be contacted at 1-800-429-8826.

## WEEE Warning



To avoid the potential effects on the environment and human health as a result of the presence of hazardous substances in electrical and electronic equipment, end users of electrical and electronic equipment should understand the meaning of the crossed-out wheeled bin symbol. Do not dispose of WEEE as unsorted municipal waste and have to collect such WEEE separately.

## Customer Feedback

We are striving to improve our documentation quality and we appreciate your feedback. Email your opinions and comments to [DocsFeedback@yealink.com](mailto:DocsFeedback@yealink.com).

## GNU GPL INFORMATION

Yealink W52P IP DECT phone firmware contains third-party software under the GNU General Public License (GPL). Yealink uses software under the specific terms of the GPL. Please refer to the GPL for the exact terms and conditions of the license.

The original GPL license, source code of components licensed under GPL and used in Yealink products can be downloaded online:

<http://www.yealink.com/GPLOpenSource.aspx?BaseInfoCatelId=293&NewsCatelId=293&CatelId=293>.

# Generic Access Profile

Yealink W52P IP DECT phones conform to Generic Access Profile (GAP) standard to support some features (e.g., Call Encryption and Registration Management) defined in the GAP. It should be noted that Yealink W52P IP DECT phones are not compatible with the base station and handset from other manufacturers.

## About This Guide

Yealink W52P IP DECT phone is a full-featured mobile device, which can provide reliable and convenient wireless voice communications. In addition, it provides many widely accepted benefits of the DECT standard, including high security, scalability, and low power consumption to better meet your requirements.

This guide provides everything you need to quickly use your new phone. First, verify with your system administrator that the network is ready for phone configuration. Also be sure to read the Packaging Contents and Regulatory Notices sections in this guide before you set up and use your W52P IP DECT phone.

## In This Guide

Topics provided in this guide include:

- Chapter 1 [Getting Started](#)
- Chapter 2 [Overview](#)
- Chapter 3 [Basic Operations](#)
- Chapter 4 [Phone Settings](#)
- Chapter 5 [Call Features](#)

## Summary of Changes

This section describes the changes to this guide for each release and guide version.

## Changes for Release 73, Guide Version 73.27

Major updates have occurred to the following sections:

- [Dial Plan](#) on page 41
- [Appendix A - Time Zones](#) on page 79
- [Handset Registration](#) on page 15
- [Outgoing Lines](#) on page 44
- [Incoming Lines](#) on page 45
- [Troubleshooting](#) on page 73

## Changes for Release 73, Guide Version 73.10

The following section is new for this version:

- [Base Restart](#) on page 48
- [Off Hook Hot Line Dialing](#) on page 55
- [Network Conference](#) on page 62

Major updates have occurred to the following sections:

- [Handset Registration](#) on page 15
- [Date and Time](#) on page 29
- [Anonymous Call](#) on page 64
- [Anonymous Call Rejection](#) on page 67
- [Call Transfer](#) on page 60
- [Menu Structure](#) on page 78
- [Appendix A - Time Zones](#) on page 79

As of firmware version 73, the following features are only applicable to the UC-One firmware version (25/26.73.193.x.rom). The following sections are deleted in this version:

- Network Directory
- Network Call Log
- Shared Call Appearance

On code and off code are also not available to the UC-One firmware version 73 or later. To preserve backward compatibility of firmware version 50, the above features will not be removed from the phone when upgrading the old firmware version to the firmware version 73 or later, unless you reset the phone to factory defaults. Ask your system administrator for the appropriating firmware version to upgrade the phone.

## Changes for Release 50, Guide Version 50.20

The following section is new for this version:

- [Shared Call Appearance](#) on page 66

Major updates have occurred to the following sections:

- [Basic Network Settings](#) on page 17
- [Checking System Status](#) on page 18
- [Date and Time](#) on page 29
- [Call Transfer](#) on page 60



## Changes for Release 40, Guide Version 40.16

Major updates have occurred to the following sections:

- [Packaging Contents](#) on page 1
- [Connecting the W52P Base Station](#) on page 3

## Changes for Release 40, Guide Version 40.15

Major updates have occurred to the following sections:

- [Charging the Handset](#) on page 6
- [Call Transfer](#) on page 60
- [Troubleshooting](#) on page 73

## Changes for Release 30, Guide Version 30.40

The following section is new for this version:

- [Repeater Mode](#) on page 50

Major updates have occurred to the following section:

- [Auto Intercom](#) on page 47

## Changes for Release 30, Guide Version 30.30

Major updates have occurred to the following sections:

- [Base Station Description](#) on page 9
- [Displaying Information on LCD Screen](#) on page 12
- [Language](#) on page 26
- [Auto Intercom](#) on page 47
- [Handset Reset](#) on page 48
- [Base Reset](#) on page 49
- [Troubleshooting](#) on page 73



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## Getting Started

This chapter provides basic installation instructions and information for obtaining the best performance with the W52P IP DECT phone. Topics include:

- [Packaging Contents](#)
- [Connecting the W52P Base Station](#)
- [Setting up the W52P/W52H Handset](#)
- [Setting up the Charger Cradle](#)
- [Charging the Handset](#)

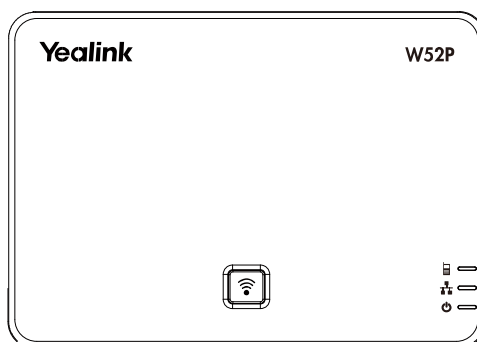
If you require additional information or assistance with your new phone, contact your system administrator.

## Packaging Contents

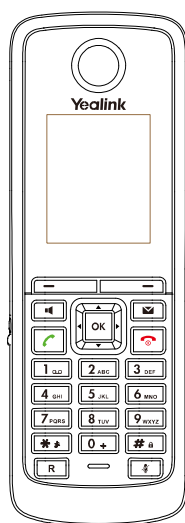
The following components are included in your W52P/W52H IP DECT phone packages:

W52P Package	W52H Package
<ul style="list-style-type: none"> <li>• 1 Base Station</li> <li>• 1 Handset</li> <li>• 1 Charge Cradle</li> <li>• 2 Power Adapters (one for the base station is optional)</li> <li>• 2 Rechargeable Batteries</li> <li>• 1 Ethernet Cable</li> <li>• 1 Belt Clip</li> <li>• 1 Quick Start Guide</li> </ul>	<ul style="list-style-type: none"> <li>• 1 Handset</li> <li>• 1 Charge Cradle</li> <li>• 1 Power Adapter</li> <li>• 2 Rechargeable Batteries</li> <li>• 1 Belt Clip</li> </ul>

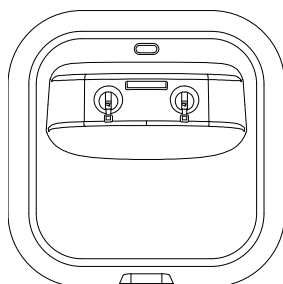
- **W52P Base Station**



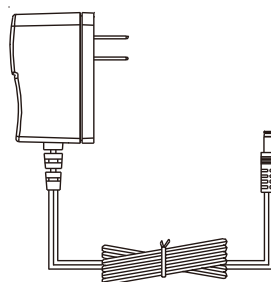
- **W52P/W52H Handset**



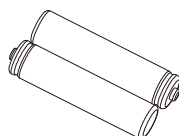
- **Charger Cradle**



- **Power Adapter**



- **Two Rechargeable Batteries**

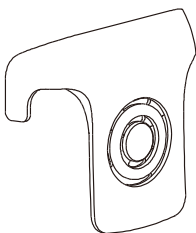




- **Ethernet Cable**



- **Belt Clip**



- **Quick Start Guide**



Check the package before installation. If you find anything missing, contact your system administrator.

## Connecting the W52P Base Station

You have two options for power and network connection of the base station. Your system administrator will advise you which one to use.

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

### Note

Please pay attention to the radio coverage of the base station. It is up to 300m in unobstructed outdoor areas and up to 50m inside buildings.

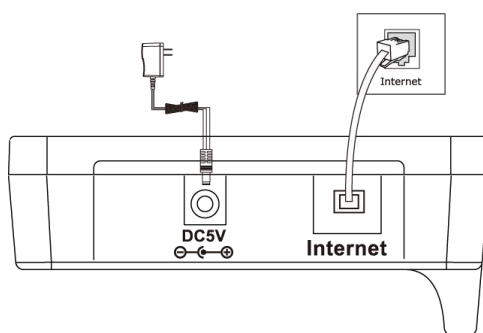
Set up the base station and the charger cradle at a central location on a flat, non-slip surface in your house or apartment.

### AC Power (Optional)

**To connect the AC power:**

1. 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 power outlet.
2. Connect the supplied Ethernet cable between the Internet port on the base station

and the Internet port in your network or the switch/hub device port.

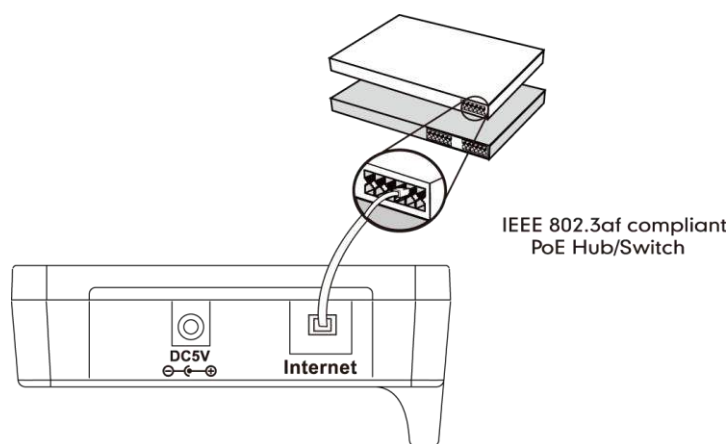


## Power over Ethernet

Using a regular Ethernet cable, the base station can be powered from a PoE-compliant (IEEE 802.3af) switch or hub.

### To connect the PoE:

1. 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 switch/hub 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 W52P/W52H Handset

### To insert batteries into the handset:

1. Open the battery cover.
2. Insert the batteries in the correct polarity.

### 3. Close the battery cover.



#### Note

Do not short-circuit the batteries, as short-circuiting the terminals may damage the batteries or the handset.

Do not use a damaged battery, as this may cause an explosion.

### Battery Information

**Technology:** Nickel Metal Hydride (NiMH)

**Size:** AAA

**Voltage:** 1.2V

**Capacity:** 800mAh

We strongly recommend you use the batteries complying with the above parameters. Because the compliant ones can guarantee the specified operating time, full functionality and long service life. The operating time of your handset depends on the capacity and age of the batteries and the way they are used.

We recommend you use only the batteries that came with the handset or replacement batteries approved by Yealink technology:

- Sanyo NiMH 800
- GP 850 mAh
- Yuasa Technologies AAA 800

### Battery Capacity

The capacity of the batteries depends on the use of backlight and talk time.

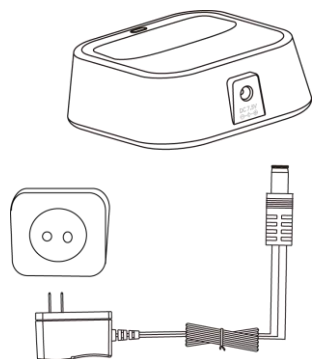
**Charging time:** approximately 6 hours (fully discharged to full capacity).

**Standby time:** up to 100 hours when the backlight is disabled.

**Talk time:** up to 10 hours active talk time (with full charged batteries).

## Setting up the Charger Cradle

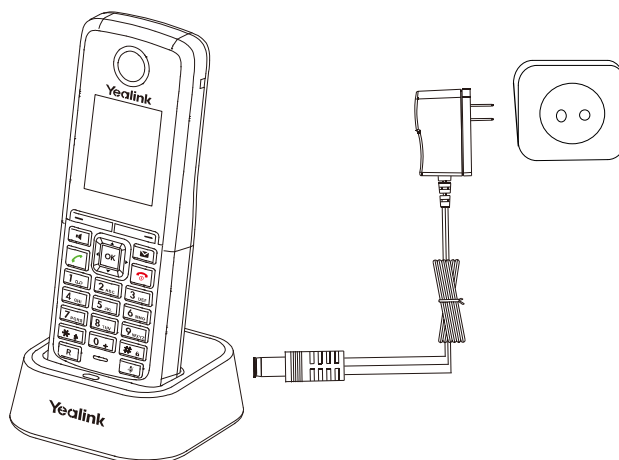
1. Connect the DC plug on the power adapter to the DC5V port on the charger cradle.
2. Connect the other end of the power adapter into an electrical power outlet.



## Charging the Handset

### To charge the handset:

1. After setting up the handset and charger cradle, place the handset in the charger cradle.



The original handset included in the W52P package is pre-registered to the base station. After charging, the handset is ready for use.

### Battery Charging Status

The handset batteries take 6 hours to fully charge. Charging status of batteries is displayed on the top right-hand corner of the LCD screen:

Icon	Charging Status
	Fully Charged
	75% Charged
	50% Charged



25% Charged



10% Charged



Almost Flat



## Overview

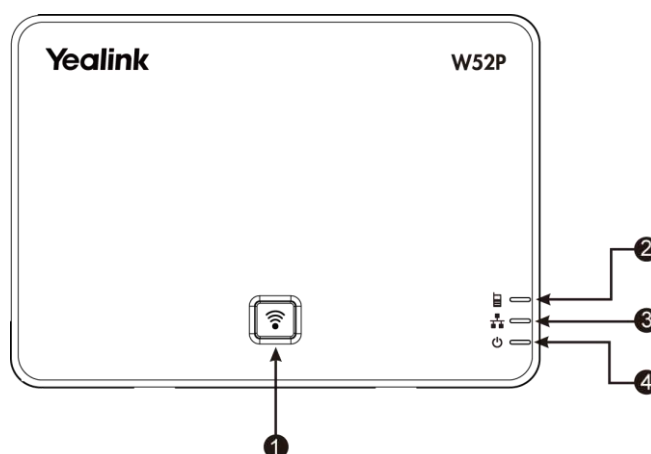
This chapter provides the overview of the W52P IP DECT phone. Topics include:

- [Base Station Description](#)
- [Handset Description](#)
- [Displaying Information on LCD Screen](#)
- [Icon Instructions](#)

If you require additional information or assistance with your new phone, contact your system administrator.

## Base Station Description

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



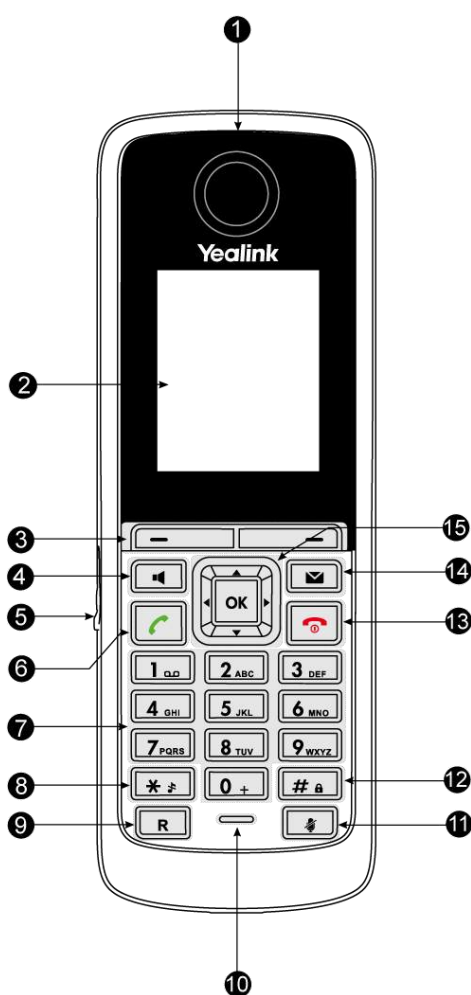
Hardware component instructions of the W52P base station are:

	Item	Description
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 flashes green when the base station is in the paging mode. Slow flashes green when the base station is in the registration mode. Illuminates solid green when there is at least one handset registered to the base station.

	Item	Description
③	Network Status LED	Indicates the network status: Slow flashes green when the network is unavailable. Illuminates solid green when the network is available.
④	Power Indicator LED	Indicates the power status of the base station: Slow flashes green when the base station is during the firmware upgrading process. Slow flashes green when the base station is during the resetting process. Illuminates solid green when the base station is powered on.






## Handset Description

The main hardware components of the W52P/W52H handset are the LCD screen and the keypad.





Hardware component instructions of the W52P/W52H handset are:

	Item	Description
①	Earpiece	Outputs audio during the earpiece call.
②	LCD Screen	Shows call information, handset status icons, prompt messages and so on.
③	Soft Keys	Label automatically to identity 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 receiving voice mail or a missed call. Accesses the voice mail or the missed call list.
⑮	 	Move the cursor. Act as shortcuts. Scroll through the displaying information.
	 	Move the cursor. Act as shortcuts. Adjust the ringer volume. Switch the values.
		Confirms actions or enters the main menu.

## Displaying Information on LCD Screen

The idle screen may be shown as below:



The LCD screen is divided into three parts: status line, text line and soft key line.

### The information shown in the status line:

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

### The information shown in the text line:

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

### The information shown in the soft key line:

- On hook (idle) — displays **History** and **Line**.
- Off hook — displays various terms according to the context of the specific feature.

## Signal Strength

The strength of reception signal between the base station and handset may display as:

Weak to strong:

No reception:

## Battery Status

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
















Icon	Battery Level
	Full
	High
	Medium
	Low
	Need Charging

### Note

When the capacity of batteries is low, and the handset is not charged timely, the handset will play a warning tone and display a prompt box every hour.

## Icon Instructions

Icons appearing on the LCD screen are described in the following table:

Icon	Description
	Anonymous Call
	Anonymous Call Rejection
	Missed Call
	Voice Mail
	Keypad Lock
	Silent Mode
	Do Not Disturb
	Call Forward
	Call Hold
	Call Mute
	Unassigned Outgoing Line
	Unusable Line
	Loudspeaker On
	Headset Mode On
	Normal Call



## Basic Operations

This chapter provides you with the basic operating instructions of the W52P IP DECT phone. Topics include:






- [Handset Registration](#)
- [Basic Network Settings](#)
- [Checking System Status](#)
- [Account Registration](#)
- [Turning Handset On/Off](#)
- [Adjusting Ringer Volume](#)
- [Locking/Unlocking Keypad](#)
- [Locating a Handset](#)
- [Switching Silent Mode On/Off](#)
- [Menu Guidance](#)

If you require additional information or assistance with your new phone, contact your system administrator.

## Handset Registration

You can register up to 5 handsets to one W52P base station. Each handset can be registered to 4 different base stations.

**To register a handset manually via the handset:**



1. Long press  on the base station.  
The registration LED slow flashes, indicating the base station is in the registration mode.
2. Press  on the handset to enter the main menu.
3. Select  -> **Registration**-> **Register Handset**.  
The LCD screen displays the Base1-Base4.
4. Press  or  to highlight the desired one, and then press the **OK** soft key.  
The handset begins to search for the base station.
5. Press the **OK** soft key when the LCD screen displays the RFPI code of the base station.
6. Enter the system PIN (default: 0000).
7. Press the **Done** soft key.  
The handset plays a warning tone and prompts “Handset Subscribed”, which

indicates the handset is registered successfully.



After successful registration, an internal handset number and handset name appear on the LCD screen.

You can also enable the registration mode of the base station via web user interface at the path **Status->Handset&VoIP->Registered New Handsets**.

**To de-register a handset via the handset:**

1. Press  to enter the main menu.
2. Select  -> **Registration->De-reg. Handset**.
3. Enter the system PIN (default: 0000).
4. Press the **Done** soft key.

The LCD screen displays the names of the handsets registered to the same base station. The name of the handset itself is highlighted and followed by a left arrow.

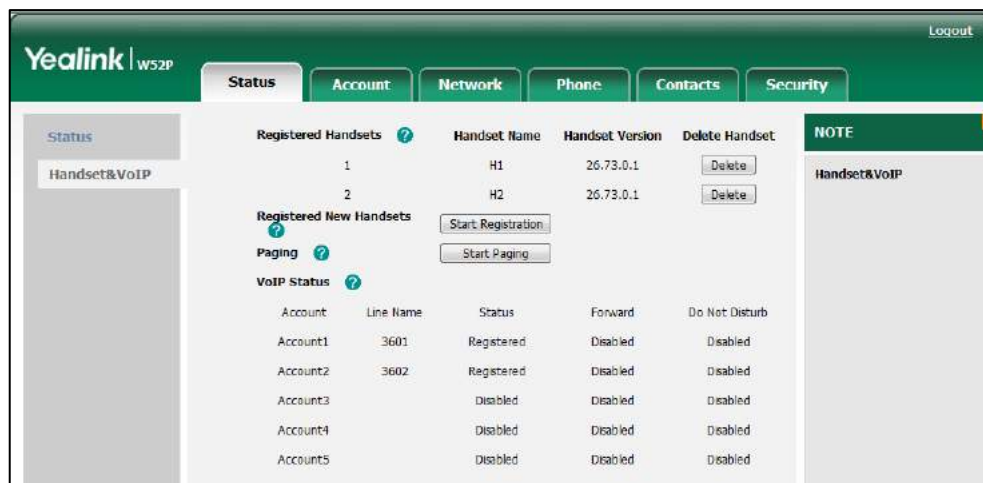
5. Press  or  to highlight the desired handset name, and then press the **OK** soft key.

The LCD screen prompts “De-register Handset”.

6. Press the **Yes** soft key to de-register the handset or the **No** soft key to cancel.

**To de-register a handset via web user interface:**





1. Click on **Status-> Handset&VoIP**.
2. Click **Delete** to delete the desired registered handset.



## Select Base Station

The handset can be registered to the base station automatically only if the handset is registered to more than one base station. You can select Bestbase to search for the base station with the best signal strength.

**To select the base station via the handset:**

1. Press  to enter the main menu.
2. Select  ->**Registration**->**Select Base**.  
The LCD screen displays all base stations the handset registered to and the **Bestbase** option. The radio box of the currently used base station is marked.
3. Press  or  to highlight the desired base station or the **Bestbase** option, and then press the **Select** soft key.

The handset begins to search for base station. After successful connection, the handset plays a warning tone and prompts "Base selected successfully!".





You can highlight the base station the handset registered to, and then press the **Rename** soft key to rename the base station name.

## Basic Network Settings

The base station attempts to contact a DHCP server in your network to obtain valid network settings (e.g., IP address, subnet mask, gateway address and DNS address) by default.





If the base station cannot contact a DHCP server for any reason, you need to configure basic network settings manually.

**To configure basic network settings manually via the handset:**

1. Press  to enter the main menu.
2. Select  ->**System Settings**->**Network**.
3. Enter the system PIN (default: 0000).
4. Press the **Done** soft key.
5. Press  or  to select **Static** from the **IP Address Type** field.
6. Enter the valid values in the **IP Address**, **Subnet Mask**, **Default Gateway**, **Primary DNS** and **Secondary DNS** fields respectively.
7. Press the **Save** soft key to accept the change.

Static DNS is not normally required when DHCP is enabled on your phone. In some cases, static DNS may be needed in your environment. Then you can manually configure static DNS on the handset to ignore DNS obtained by DHCP.





**To configure static DNS via the handset:**



1. Press  to enter the main menu.
2. Select  ->**System Settings**->**Network**.
3. Enter the system PIN (default: 0000).
4. Press the **Done** soft key.
5. Press  or  to select **Manual** from the **DNS Type** field when **DHCP** is selected from the **IP Address Type** field.

6. Enter the valid values in the **Primary DNS** and **Secondary DNS** fields respectively.
7. Press the **Save** soft key to accept the change.

If you are using an xDSL modem, you can connect your base station to the Internet via PPPoE mode. Set the Internet port as a PPPoE port. The PPPoE port will perform a PPP negotiation to obtain the IP address. Contact your system administrator for the PPPoE user name and password.

#### To configure PPPoE via the handset:

1. Press  to enter the main menu.
2. Select  -> **System Settings**->**Network**.
3. Enter the system PIN (default: 0000).
4. Press the **Done** soft key.
5. Press  or  to select **PPPoE** from the **IP Address Type** field.
6. Enter the valid values in the **PPPoE User** and **PPPoE Password** fields.

You can press  to enter special characters and press  to switch the input method.

7. Press the **Save** soft key to accept the change.

#### Note



Wrong network settings may result in inaccessibility of your phone and may also have an impact on your network performance. For more information on these parameters, contact your system administrator.

## Checking System Status



You can view the system status on your handset. Available information of the system status includes:

- **Base station status** (e.g., IP address, firmware version, MAC address and device certificate status of the base station)
- **Handset status** (e.g., hardware version, model, IPUI code and firmware version of the handset)
- **Line status**

#### To check the base station status via the handset:

1. Press  to enter the main menu.
2. Select  -> **Base**.

The LCD screen displays status information of the base station and the **Network** option.

3. Press  or  to scroll through and view the status information.
4. Select **Network**.




The LCD screen displays the network settings.

#### To check the handset status via the handset:



1. Press  to enter the main menu.
2. Select  -> **Handset**.


The LCD screen displays the status information of the handset.

3. Press  or  to scroll through the static information.

#### To check the line status via the handset:

Do one of the following:

- Press the **Line** soft key when the handset is idle to check the line status directly.
- Press  to enter the main menu.  
Select  -> **Line Status**.

The LCD screen displays all lines registered to the base station with icons for indicating the line status. For example, the  icon in the bottom of a line indicates that you cannot place a call using this line on the handset. For more information on status icon, refer to [Icon Instructions](#) on page 13.

## Account Registration

The base station supports up to 5 lines. You can register an account for each line via web user interface. To log into the web user interface of the base station, you should obtain the IP address of the base station in advance. For more information on how to obtain the IP address, refer to [Checking System Status](#) on page 18.


#### To register an account via web user interface:

1. Enter the IP address of the base station in the address bar of the browser and press the **Enter** key.
2. Enter the user name (default: admin) and password (default: admin) in the corresponding fields of the login page.
3. Click **Confirm** to login.
4. Click on **Account->Basic**.
5. Select the desired account from the pull-down list of **Account**.
6. Select **Enabled** from the pull-down list of **Line Active**.
7. Enter the valid values in the **Label**, **Display Name**, **Register Name**, **User Name**, **Password** and **SIP Server** fields respectively.  
Contact your system administrator for the account information.
8. Click **Confirm** to accept the change.


## Turning Handset On/Off

### To turn the handset on via the handset:

Do one of the following:

- Long press  until the LCD screen lights up.
- Place the handset in the charger cradle.  
The handset will be turned on automatically.

### To turn the handset off via the handset:





1. Long press  again when the handset is idle.

## Adjusting Ringer Volume


You can adjust the ringer volume of your handset according to the noise level of the surrounding environment. The ringer volume can be adjusted using the menu or the predefined shortcuts (left and right navigation keys) on the keypad when the handset is idle. The handset supports 5 different ringer volume levels. The default level is 3.

For more information on adjusting the ringer volume using the menu, refer to [Ring Tones](#) on page 26.

### To adjust ringer volume using the predefined shortcuts via the handset:

1. Press  or  when the handset is idle.  
Press  to decrease the ringer volume, or press  to increase the ringer volume.
2. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.


#### Note

If the ringer volume is adjusted to the minimum, the  icon will appear on the status line.


## Locking/Unlocking Keypad

You can lock the handset keypad to prevent keys from being accidentally pressed.


### To lock the keypad via the handset:

1. Long press  when the handset is idle until the LCD screen prompts “Keypad Locked, Press and hold ‘#’ to unlock!”.

The keypad is locked and the  icon appears on the status line.

You can still answer or reject incoming calls as usual. You can also end the answered call by pressing .

**To unlock the keypad via the handset:**

1. Long press  again until the LCD screen prompts "Keypad Unlocked".  
The keypad is unlocked and the  icon disappears from the idle screen.


**Note**

If the keypad is locked, only the emergency numbers can be dialed out. You must enter the emergency number continuously. To place emergency calls, you should configure the emergency numbers in advance. For more information, refer to [Emergency Numbers](#) on page 43.

## Locating a Handset


You can locate a misplaced handset using the base station to which the handset is registered.

**To locate a handset via the handset:**

1. Press  on the base station.

All handsets registered to this base station will ring simultaneously (Paging) and display the IP address of the base station on the LCD screen.

This helps you locate your handset easily.



You can press any key on the handset or press  again on the base station to end paging.

You can also locate handsets via web user interface at the path  
**Status->Handset&VoIP->Paging.**



## Switching Silent Mode On/Off

If the silent mode is switched on, the handset will not ring when receiving an incoming call, but you can still see the incoming call information on the LCD screen. You can switch the silent mode on if you do not want to be disturbed.

**To switch the silent mode on via the handset:**

1. Long press  until the LCD screen prompts "All Ring Tones Off".  
The silent mode is on. The  icon appears on the status line.

**To switch the silent mode off via the handset:**

1. Long press  again until the LCD screen prompts "All Ring Tones On".  
The silent mode is off. The  icon disappears from the status line.

## Menu Guidance


The handset provides a variety of features that are grouped into menu. This section

provides you with some basic guidance of accessing and navigating the menu. For a quick overview of features of each menu, refer to [Menu Structure](#) on page 78.





## Main Menu

The handset menu has a number of levels. The main menu is the top-level menu, which consists of six menu items: Status, Intercom, Voice Mail, Call Features, Directory and Settings.


### To enter the main menu via the handset:

1. Press  when the handset is idle.  
The six menus appear as a list of icons on the LCD screen.

### To access a main menu feature via the handset:

1. Press , ,  or  to scroll through the six menus.  
The name of the selected menu item appears on the top of the LCD screen.







2. Press  or the **OK** soft key to enter the corresponding submenu.

## Submenu


The submenus are displayed on the LCD screen and they are shown as a list. You can access features of the submenu by entering the submenu.

### To access features of a submenu via the handset:

1. Press  or  to highlight the desired submenu.
2. Press  or the **OK** soft key to access features of the submenu.  
You can press  or the **Back** soft key to return to the previous screen.

## Returning to Idle Screen

To return to the idle screen via the handset:

1. Long press  to quickly exit the menu and return to the idle screen.

If you do not press any key in a period of time, the LCD screen will automatically exit the menu and return to the idle screen.

### Note

When you are navigating the menu, the LCD screen will automatically exit the menu if an incoming call arrives. The incoming call can be handled as usual. When the call is terminated, the LCD screen will return to the idle screen.



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# Phone Settings

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This chapter provides you with some instructions on how to change the settings of your phone. Topics include:



- [Handset Name](#)
- [Language](#)
- [Ring Tones](#)
- [Advisory Tones](#)
- [Backlight](#)
- [Screen Saver](#)
- [Color Schemes](#)
- [Keypad Light](#)
- [Notification Light](#)
- [Date and Time](#)
- [Shortcuts](#)
- [Contact Management](#)
- [Call History Management](#)
- [Dial Plan](#)
- [Emergency Numbers](#)
- [Outgoing Lines](#)
- [Incoming Lines](#)
- [Speed Dial](#)
- [Auto Answer](#)
- [Auto Intercom](#)
- [Base Restart](#)
- [Handset Reset](#)
- [Base Reset](#)
- [Auto Provision](#)
- [Eco Mode+](#)
- [Eco Mode](#)
- [Repeater Mode](#)

If you require additional information or assistance with your new phone, contact your system administrator.

## Handset Name

The handset will be assigned a name by default if successfully registered to the base station. You can personalize the handset name.





### To rename the handset via the handset:

1. Press  to enter the main menu.
2. Select  ->**Handset Name**.
3. Edit the current name in the **Rename** field.
4. Press the **Save** soft key to accept the change.

## Language

The handset supports displaying text in different languages. The handset supports 12 languages: English, French, Turkish, Portuguese, Spanish, Italian, Deutsch, Polski, Czech, Swedish, Hebrew and Russian. The default language of the handset is English. You can change the language according to your requirement.







### To change the language of the handset:

1. Press  to enter the main menu.
2. Select  ->**Language**.
3. Press  or  to highlight the desired language and press the **Select** soft key.  
The LCD screen prompts "Change phone language to xxx?" (xxx is the language you selected).
4. Press the **Yes** soft key to accept the change.  
Text displayed on the handset will change to the selected language.

## Ring Tones





Ring tones are used to indicate incoming calls. You can set different ring tones to distinguish the incoming lines from each other on your handset. You can also set a ring tone for an incoming intercom call. When receiving an incoming call, the handset rings the specified ring tone.

### To configure ring tones via the handset:

1. Press  to enter the main menu.
2. Select  ->**Audio->Ring Tones->Melodies**.
3. Press  or  to highlight the **Intercom Call** option or the desired line.
4. Press  or  to select and listen to the desired ring tone.
5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.



**To adjust ringer volume using the menu via the handset:**









1. Press  to enter the main menu.
2. Select  -> **Audio->Ring Tones->Volume**.
3. Press  or  to decrease/increase the ringer volume.
4. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

## Advisory Tones

Advisory tones are acoustic signals of your handset, which inform you of different actions and states. The following advisory tones can be configured independently of each other:

- **Keypad Tone:** plays when a user presses any key of the keypad.
- **Confirmation:** plays when a user saves settings or places the handset in the charger cradle.
- **Low Battery:** plays when the capacity of the batteries is low and the handset requires charging.







**To configure advisory tones via the handset:**

1. Press  to enter the main menu.
2. Select  -> **Audio->Advisory Tones**.
3. Press  or  to select the desired value from the **Keypad Tone** field.
4. Press  or  to select the desired value from the **Confirmation** field.
5. Press  or  to select the desired value from the **Low Battery** field.
6. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

## Backlight

Handset backlight status in the charging state or out of the charging state can be configured independently of each other. If enabled, the backlight is always on. Otherwise, the backlight is turned off after the handset is idle for a period of time. But the backlight is automatically turned on when an incoming call arrives, a key is pressed or the status of handset changes. You can disable the backlight to save power.



**To configure the backlight via the handset:**

1. Press  to enter the main menu.
2. Select  -> **Display->Display Backlight**.
3. Press  or  to select the desired value from the **In Charger** field.
4. Press  or  to select the desired value from the **Out Of Charger** field.
5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

## Screen Saver

The screen saver of the handset is designed to protect your LCD screen by filling it with an analog clock. You can enable the screen saver to protect the LCD screen if you do not use your handset for a long time. When the screen saver is enabled, an analog clock will be activated and appear on the LCD screen if the handset is idle for approximately 10 seconds.





### To configure screen saver via the handset:

1. Press  to enter the main menu.
2. Select  -> **Display**-> **Screen Saver**.
3. Press the **Change** soft key to check or uncheck the **Screen Saver** checkbox.

## Color Schemes

You can change the background of your handset by changing the color theme. There are 2 color themes available.

### To change color scheme via the handset:



1. Press  to enter the main menu.
2. Select  -> **Display**-> **Color Schemes**.
3. Press  or  to highlight the desired color scheme and preview its effect.
4. Press the **Select** soft key to mark the radio box of the highlighted color theme.

The color theme of the handset is changed accordingly.

## Keypad Light

You can enable the keypad light to make the keypad light up when any key is pressed. This helps you distinguish keys from each other in a dark environment.







### To configure keypad light via the handset:

1. Press  to enter the main menu.
2. Select  -> **Display**-> **Keypad Light**.
3. Press the **Change** soft key to check or uncheck the **Keypad Light** checkbox.

## Notification Light

Notification light is used to indicate voice mails and missed calls. When the handset receives a voice mail or misses a call, the message key LED flashes red. You can configure the notification light to indicate the voice mails or missed calls respectively.

### To configure notification light via the handset:

1. Press  to enter the main menu.
2. Select  ->**Display**->**Notification Light**.
3. Press  or  to select the desired value from the **Voice Mail** field.  
If **Enabled** is selected, the message key LED flashes red when the handset receives a voice mail.  
If **Disabled** is selected, the message key LED won't flash when the handset receives a voice mail.
4. Press  or  to select the desired value from the **Missed Call** field.  
If **Enabled** is selected, the message key LED flashes red when the handset misses a call.  
If **Disabled** is selected, the message key LED won't flash when the handset misses a call.
5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

### Note

When you press the Message key to view the missed calls or the received messages, the message key LED will go out.



## Date and Time

Date and time are displayed on the idle screen of your handset. The handset obtains the date and time from the Simple Network Time Protocol (SNTP) server by default. If your handset cannot obtain the date and time from the SNTP server, you need to configure the date and time manually.

You can configure the time format and date format respectively. The handset supports two time formats (12 Hour or 24 Hour) and seven date formats. The available date formats are listed in the following table:





Date Format	Example(2014-5-28)
WWW MMM DD	Wed. May 28
DD-MMM-YY	28-May-14
YYYY-MM-DD	2014-05-28
DD/MM/YYYY	28/05/2014
MM/DD/YY	05/28/14
DD MMM YYYY	28 May 2014
WWW DD MMM	Wed. 28 May

#### To configure date and time manually via the handset:

1. Press  to enter the main menu.
2. Select  -> **Date & Time**.
3. Edit the current values in the **Date** and **Time** fields respectively.
4. Press the **Save** soft key to accept the change.

The date and time displayed on the LCD screen will change accordingly.





#### To configure the time format via the handset:

1. Press  to enter the main menu.
2. Select  -> **Display**-> **Time Format**.
3. Press  or  to highlight the desired time format.
4. Press the **Change** soft key.

The radio box of the highlighted time format is marked.

The time format displayed on the LCD screen will be changed accordingly.

#### To configure the date format via the handset:

1. Press  to enter the main menu.
2. Select  -> **Display**-> **Date Format**.
3. Press  or  to highlight the desired date format.
4. Press the **Change** soft key.

The radio box of the selected date format is marked.

The date format displayed on the LCD screen will be changed accordingly.

For the list of available time zones on the IP phone, please refer to [Appendix A - Time Zones](#) on page 79.

To configure the DST automatically via web user interface:

1. Click on **Phone->Preference**.
2. Mark the **Automatic** radio box in the **Daylight Saving Time** field.
3. Select the desired time zone from the pull-down list of **Time zone**.

The screenshot shows the Yealink W52P web interface. The 'Phone' tab is selected, and the 'Preference' sub-tab is active. The 'Time Zone' dropdown menu is open, showing a list of time zones. The 'Automatic' radio button is selected under 'Daylight Saving Time'.

Time Zone	Offset
-1 Portugal(Azores)	-0:30
0 GMT, Ireland, Portugal, Spain, London ...	+0:30
+1 France, Germany, Italy, Netherlands ...	+1:30
+2 Greece, Israel, Turkey, Ukraine ...	+2:30
+3 East Africa Time, Iraq, Russia	+3:30
+3:30 Iran(Teheran)	+3:30
+4 Armenia, Georgia, Kazakhstan ...	+4:30
+4:30 Afghanistan	+4:30
+5 Kazakhstan, Kyrgyzstan, Pakistan, Russia	+5:30
+5:30 India(Calcutta)	+5:45
+6 Kazakhstan, Russia	+6:30
+7 Russia(Krasnoyarsk), Thailand(Bangkok)	+7:30
+8 China, Singapore, Australia	+8:00

4. Select the desired time zone name from the pull-down list of **Location**.

The pull-down list of **Location** displays the corresponding time zone names for the time zone you selected.

If the selected location uses daylight saving time, the **Start date**, **End date** and **Offset** fields will be filled with time automatically. All of them are read-only.

The screenshot shows the Yealink W52P web interface. The 'Phone' tab is selected, and the 'Preference' sub-tab is active. The 'Time Zone' dropdown is set to '+4 Armenia, Georgia, Kazakhstan ...' and the 'Location' dropdown is set to 'Armenia(Yerevan)'. The 'Daylight Saving Time' radio button is set to 'Automatic'.

Field	Value
Web Language	English
Time Synchronization	Enabled
Time Server	cn.pool.ntp.org
Synchronization Period	86400
DHCP Time	Disabled
Time Zone	+4 Armenia, Georgia, Kazakhstan ...
Daylight Saving Time	<input checked="" type="radio"/> Automatic <input type="radio"/> Enabled <input type="radio"/> Disabled
Location	Armenia(Yerevan)
Fixed Type	<input type="radio"/> By Date <input checked="" type="radio"/> By Week
Start Date	March Friday First In Mo 02:00
End Date	October Friday First In Mo 03:00
Offset	60
NTP By DHCP Priority	High
Watch Dog	Enabled

5. Click **Confirm** to save the change.

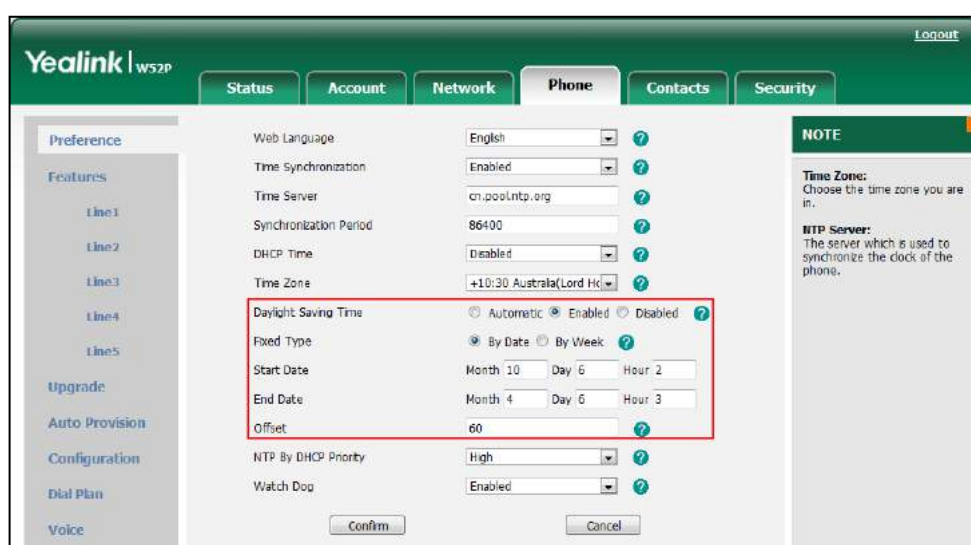
The phone will use the daylight saving time of the selected location.

**Note** If the location you select does not use daylight saving time, the fields of Start Date, End Date and Offset will be left blank.

**To configure the DST manually via web user interface:**

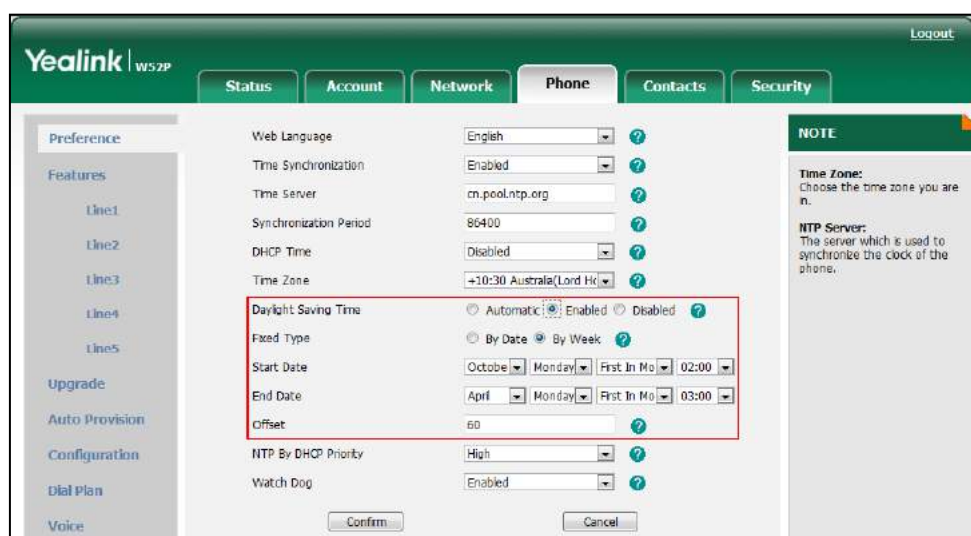
1. Click on **Phone->Preference**.
2. Mark the **Enabled** radio box in the **Daylight Saving Time** field.
3. Do one of the following:
  - Mark the radio box of **By Date** in the **Fixed Type** field.

Enter the start date and end date in the corresponding fields.



- Mark the radio box of **By Week** in the **Fixed Type** field.

Select the desired date from the pull-down lists of **Start Date** and **End Date**.






4. Enter the offset time (in minutes) in the **Offset** field.
5. Click **Confirm** to save the change.

**To disable the DST via web user interface:**

1. Click on **Phone->Preference**.
2. Mark the **Disabled** radio box in the **Daylight Saving Time** field.
3. Click **Confirm** to save the change.







## Shortcuts

There are two types of shortcut on the handset: changeable and unchangeable shortcuts. A feature is pre-assigned to each shortcut. For example, long press  to turn on/off the silent mode, long press  to lock/unlock the keypad, press  to access the directory and so on.

The changeable shortcuts are the two soft keys and four navigation keys. The available features that can be assigned to each key may vary.

You can assign the frequently used features to the changeable shortcuts of your handset. This helps you get quick access to a feature by pressing the corresponding shortcut directly without having to scroll through the menu when the handset is idle.

**To configure a shortcut via the handset:**

1. Press  to enter the main menu.
2. Select  -> **Shortcut**.  
The LCD screen displays the changeable shortcuts with features currently assigned to them.
3. Press  or  to highlight the desired shortcut.
4. Press the **Change** soft key to access the available features.  
The feature currently assigned to the selected key is highlighted and followed by a left arrow.
5. Press  or  to highlight the desired feature.
6. Press the **OK** soft key to accept the change or the **Back** soft key to cancel.

## Contact Management

This section provides operating instructions on how to manage contacts. Topics include:

- [Local Directory](#)
- [Blacklist](#)
- [Remote Phone Book](#)

### Local Directory

You can store the frequently used contacts in the handset's local directory, where names

and numbers can be freely added, deleted and edited. You can store up to 100 contacts per handset, each with a name, a mobile number and an office number. You can also dial a contact from the local directory. This allows you to place calls without having to dial the number manually.

The directory entries are usually sorted in alphabetical order by the name attribute. Spaces and digits take first priority. The sort order is as follows:

1. Space
2. Digits (0-9)
3. Letters (alphabetical)





Other special characters are sorted completely in accordance with the ASCII sort order.

## Using Alphanumeric Keys


You can edit names and numbers of the contacts stored in the local directory using the keypad. The digit keys 0-1 are devoid of any letters. But the digit keys 2-9 are all alphanumeric keys containing one digit and three or four letters in alphabetical order. The following describes how to use the alphanumeric keys in detail.

### To configure the input method via the handset:

The handset provides you with 12 different input methods. You can disable the infrequently used input method. Then you can only switch among the enabled input methods when editing.

1. Press  to enter the main menu.
2. Select  -> **Display->Input Method**.  
The LCD screen displays all available input methods.
3. Press  or  to highlight the desired input method.
4. Press the **Change** soft key to check or uncheck the checkbox.

### To switch the input method via the handset:


1. Press  when entering data.  
The current input method is indicated on the bottom right-hand corner of the LCD screen. For example, "ABC" represents the upper-case input method, "abc" represents the lower-case input method and "123" represents the digital input method.

### To enter a character via the handset:



You can press a key one or more times (depending on the current input method) to enter the characters displayed on the key.



**To make a space via the handset:**

1. Press  when the input method is not "123".

**To move the cursor via the handset:**

1. Press  or  to move the cursor.



**To delete a wrong input character via the handset:**

1. Position the cursor to the right of the wrong input character.
2. Press the **Del** soft key to delete the character.

## Adding Contacts

You can add contacts to your local directory manually or from the call history. You can also add contacts to your local directory from the remote phone book. For more information, refer to [Remote Phone Book](#) on page 38.







**To add a contact to the local directory manually via the handset:**

1. Press  to enter the main menu.
2. Select .
3. Press the **Options** soft key, and then select **New Contact**.

If there is no contact in the local directory, press the **New** soft key directly.

4. Enter the desired values in the **Name**, **Number** and **Mobile** fields respectively.
5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

**To add a contact to the local directory from the call history via the handset:**

1. Press the **History** soft key when the handset is idle.
2. Press  or  to highlight the desired call history list, and press the **OK** key.
3. Press  or  to highlight the desired entry.
4. Press the **Options** soft key, and then select **Add To Local->New Entry**.
5. Press  or  to set the number to be the office number or the mobile number of the new entry, and then press the **OK** soft key.
6. Enter the name of the new entry in the **Name** field.
7. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.





**Note**

When you add a contact, the office number and the mobile number cannot be left blank at the same time. When the contact name is left blank, the handset sets the office number or the mobile number as the contact name.

If the information of the contact you want to add is totally same with that of an existing entry in the local directory, the screen will prompt "Contact save failed!".

## Editing Contacts





**To edit a contact in the local directory via the handset:**

1. Press  to enter the main menu.
2. Select .
3. Press  or  to highlight the desired entry.
4. Press the **Options** soft key, and then select **Edit**.
5. Edit the values in the **Name**, **Number** and **Mobile** fields respectively.
6. Press the **Save** soft key to accept the change.

## Deleting Contacts



You can delete a contact or all contacts from the local directory.

**To delete a contact via the handset:**

1. Press  to enter the main menu.
2. Select .
3. Press  or  to highlight the desired entry.
4. Press the **Options** soft key, and then select **Delete**.

The selected entry will be deleted successfully.



**To delete all contacts via the handset:**

1. Press  to enter the main menu.
2. Select .
3. Press the **Options** soft key, and then select **Delete All**.  
The LCD screen prompts "Delete All?".
4. Press the **Yes** soft key to delete all contacts or the **No** soft key to cancel.

## Searching for Contacts

You can search for the contacts by simply entering a few continuous characters of the desired contact name or number, and the results of potential matches are dynamically filtered and displayed on the LCD screen.

**To search for contacts in the local directory via the handset:**










1. Press  to enter the main menu.
2. Select .
3. Enter a few continuous characters of the desired contact name or number using the keypad.

The contact whose name or number matches the search will appear on the LCD screen after a timeout or when the **Search** soft key is pressed. You can dial a

contact from the result list.

## Placing a Call from Local Directory



**To place a call from the local directory via the handset:**

1. Press  to enter the main menu.
2. Select .
3. Press  or  to highlight the desired entry.
4. Do one of the following:
  - Press , if only one number is stored for the contact in the local directory, the phone will dial out the number directly.
  - Press , if both the office number and the mobile number are stored for the contact in the local directory, the screen will display two numbers.  
Press  or  to highlight the desired number.  
Press  to dial out.

## Blacklist





You can store up to 30 contacts in one handset's blacklist. You can add, edit or delete contacts in the blacklist. You can also dial a call from the blacklist, but an incoming call from a contact in the blacklist will be rejected automatically.

**To add an entry to the blacklist manually via the handset:**



1. Press  to enter the main menu.
2. Press  -> **Telephony**-> **Caller Blacklist**.
3. Press the **Options** soft key, and then select **New Entry**.  
If there is no entry, press the **OK** soft key directly.
4. Enter the desired number in the **Phone Number** field.
5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

You can also add an entry to the blacklist from the call history. For more information, refer to [Call History Management](#) on page 39.






**To delete an entry from the blacklist via the handset:**

1. Press  to enter the main menu.
2. Select  -> **Telephony**-> **Caller Blacklist**.
3. Press  or  to highlight the desired entry.
4. Press the **Options** soft key, and then select **Delete**.  
The selected entry will be deleted successfully.

**To delete all entries from the blacklist via the handset:**

1. Press  to enter the main menu.
2. Select  -> **Telephony**-> **Caller Blacklist**.
3. Press the **Options** soft key, and then select **Delete All**.  
The LCD screen prompts "Delete All?".
4. Press the **Yes** soft key to delete all entries or the **No** soft key to cancel.

**To place a call from the blacklist via the handset:**

1. Press  to enter the main menu.
2. Select  -> **Telephony**-> **Caller Blacklist**.
3. Press  or  to highlight the desired entry.
4. Press  to dial out.





## Remote Phone Book

You can access your remote phone book on your handset. You can add contacts to the local directory from the remote phone book. You can also dial a contact from the remote phone book. Contact your system administrator for the access URL of the remote phone book.

**To configure the access URL of the remote phone book via web user interface:**





1. Click on **Contacts**-> **Remote Phone Book**.
2. Enter the access URL in the **RemoteURL** field.
3. Enter the name in the **Display Name** field.
4. Click **Confirm** to accept the change.

**To access your remote phone book via the handset:**

1. Press  to enter the main menu.
2. Select .
3. Press  or  to highlight the name of your remote phone book, and then press the **Enter** soft key.






The handset connects to the remote phone book and proceeds to load it. The contacts in the remote phone book are displayed on the LCD screen.

**To place a call from the remote phone book:**





1. Press  to enter the main menu.
2. Select .
3. Press  or  to highlight the name of your remote phone book, and then press the **Enter** soft key.

The handset connects to the remote phone book and proceeds to load it. The

contacts in the remote phone book are displayed on the LCD screen.

4. Select the desired contact from the remote phone book.
5. Do one of the following:
  - Press , if only one number is stored for the contact in the remote phone book, the phone will dial out directly.
  - Press , if both the office number and the mobile number are stored for the contact in the remote phone book, the screen will display two numbers.  
Press  or  to highlight the desired number.  
Press  to dial out.





#### To add a contact to the local directory from the remote phone book via the handset:

1. Press  to enter the main menu.
2. Select .
3. Press  or  to highlight the name of your remote phone book, and then press the **Enter** soft key.  
The handset connects to the remote phone book and proceeds to load it. The contacts in the remote phone book are displayed on the LCD screen.
4. Select the desired contact from the remote phone book.
5. Press the **Options** soft key, and select **Add To Local->New Entry**.
6. Press the **Save** soft key to add the contact to the local directory.

## Call History Management

Call history contains call information such as calling/called party identification, time and date, and call duration. The handset maintains call history lists of All Calls, Outgoing Calls, Missed Calls and Accepted Calls. Each call history list can store a list of entries sorted by date and time of the call, starting with the latest call entry. You can check the detailed information of an entry in the call history. You can also dial a call, add an entry to the local directory or blacklist, and delete entries from the call history.

#### To check the local call history via the handset:

1. Press the **History** soft key when the handset is idle.  
The LCD screen displays 4 call history lists: **All Calls, Outgoing Calls, Missed Calls and Accepted Calls**.
2. Press  or  to highlight the desired list, and then press the **OK** soft key.  
The LCD screen displays all entries of the selected list.
3. Press  or  to highlight the desired entry, and then press the **View** soft key.  
The LCD screen displays the detailed information of the entry.

**To add an entry to the blacklist from the call history via the handset:**

You can block the incoming calls from the entry by adding it to the blacklist. For more information on blacklist, refer to [Blacklist](#) on page 37.

1. Press the **History** soft key when the handset is idle.  
The LCD screen displays 4 call history lists: **All Calls, Outgoing Calls, Missed Calls and Accepted Calls**.
2. Press  or  to highlight the desired list, and then press the **OK** soft key.  
The LCD screen displays all entries of the selected list.
3. Press  or  to highlight the desired entry.
4. Press the **Options** soft key, and select **Add To Blacklist**.  
The LCD screen prompts "Are you sure?".
5. Press the **Yes** soft key to add the selected entry to the blacklist or the **No** soft key to cancel.

**To delete an entry from the call history via the handset:**






1. Press the **History** soft key when the handset is idle.  
The LCD screen displays 4 call history lists: **All Calls, Outgoing Calls, Missed Calls and Accepted Calls**.
2. Press  or  to highlight the desired list, and then press the **OK** soft key.  
The LCD screen displays all entries of the selected list.
3. Press  or  to highlight the desired entry.
4. Press the **Options** soft key, and select **Delete**.  
The selected entry is deleted successfully.

**To delete all entries of a list from the call history via the handset:**

1. Press the **History** soft key when the handset is idle.  
The LCD screen displays 4 call history lists: **All Calls, Outgoing Calls, Missed Calls and Accepted Calls**.
2. Press  or  to highlight the desired list, and then press the **OK** soft key.  
The LCD screen displays all entries of the selected list.
3. Press the **Options** soft key, and then select **Delete All**.  
The LCD screen prompts "Delete All?".
4. Press the **Yes** soft key to delete all entries of the selected list or the **No** soft key to cancel.

**To place a call from the call history via the handset:**

1. Press the **History** soft key when the handset is idle.  
The LCD screen displays 4 call history lists: **All Calls, Outgoing Calls, Missed Calls and Accepted Calls**.

2. Press  or  to highlight the desired list, and then press the **OK** soft key.  
The LCD screen displays all entries of the selected list.
3. Press  or  to highlight the desired entry.
4. Press .

## Dial Plan

Dial plan is a string of characters that governs the way your handset processes the inputs received from your handset keypad. The handset supports the following dial plan features:

- [Replace Rule](#)
- [Area Code](#)
- [Block Out](#)

Basic expression syntaxes you need to know:

.	The dot "." can be used as a placeholder or multiple placeholders for any character. Example: "12." would match "123", "1234", "12345", "12abc", etc.
x	An "x" can be used as a placeholder for any character. Example: "12x" would match "121", "122", "123", "12a", etc.
-	Numeric ranges are allowed within the brackets: Digit "-" Digit. Example: "[5-7]" would match the number "5", "6" or "7".
[]	The square brackets "[]" can be used as a placeholder for a single character which matches any of a set of characters. Example: "91[5-7]1234" would match "9151234", "9161234", "9171234", etc.
()	The parentheses "()" can be used to group together patterns, for instance, to logically combine two or more patterns. Example: "91([5-7])1(x)" would match "91511", "91618", "91715", etc.
\$	The "\$" followed by the sequence number of a parenthesis means the characters placed in the parenthesis. The sequence number stands for the corresponding parenthesis. Example: A replace rule configuration, Prefix: "001(xxx)45(xx)", Replace: "9001\$145\$2". When you dial out "0012354599" on your phone, the IP phone will replace the number with "90012354599". "\$1" means 3 digits in the first parenthesis, that is, "235". "\$2" means 2 digits in the second parenthesis, that is, "99".

### Note

When adding a dial plan rule, you can specify the accounts to apply the dial plan rule in the **Account** field. The valid value of the "Account" parameter can be one or more digits among 1, 2, 3, 4 and 5, each of which represents a line ID. Multiple digits must be separated by commas. For example, when you enter the value "1, 2" in the **Account** field, this dial plan rule will apply to account1 and account2.

If you leave the **Account** field blank or enter 0, this dial plan rule will apply to all accounts.

## Replace Rule

You can configure one or more replace rules (up to 20) to remove the specified string and replace it with another string. You can configure a pattern with wildcards (refer to the expression syntax in the table above), so that any string that matches the pattern will be replaced. This feature is convenient for you to dial out a long number. For example, a replace rule is configured as “Prefix: 1” and “Replace: 1234567”, when you want to dial out the number “1234567”, you just need to enter “1”.

### To add a replace rule via web user interface via the handset:

1. Click on **Phone->Dial Plan->Replace Rule**.
2. Enter the string (e.g., 2xx) in the **Number** field.
3. Enter the string (e.g., 12345) in the **Replace** field.
4. Enter the desired line ID in the **Account** field or leave it blank.
5. Click **Add** to add the replace rule.

When you enter the number “234” using the keypad and then dial out using the configured account, the handset will dial out “12345” instead.

### To edit a replace rule via web user interface via the handset:

1. Click on **Phone->Dial Plan->Replace Rule**.
2. Select the desired replace rule by clicking the replace rule or checking the check box.
3. Edit the values in the **Number** and **Replace** fields respectively.
4. Enter the desired line ID in the **Account** field or leave it blank.
5. Click **Edit** to accept the change.

### To delete one or more replace rules via web user interface via the handset:

1. Click on **Phone->Dial Plan->Replace Rule**.
2. Select one or more replace rules by clicking the replace rule(s) or checking the check box(es).
3. Click **Delete** to delete the replace rule(s).

## Area Code

Area codes are also known as Numbering Plan Areas (NPAs). They usually indicate geographical areas in a country. This feature is necessary only when dialing the number outside the code area. For example, area code is configured as “Code: 011, Minimum Length: 4, Maximum Length: 11”, then when you dial out the number “56789”, which has digits between 4 and 11, the phone will add the area code before the number and dial out (01156789).

### To configure area code via web user interface via the handset:



1. Click on **Phone->Dial Plan->Area Code**.
2. Enter the desired values in the **Code**, **Minimum Length (1-15)** and **Maximum Length (1-15)** fields.
3. Enter the desired line ID in the **Account** field or leave it blank.
4. Click **Confirm** to accept the change.

**Note** The default values of minimum and maximum lengths are 1 and 15 respectively.

## Block Out

You can block some specific numbers (up to 10) from being dialed. When you dial the block out number on the handset, the dialing will fail, and the LCD screen will prompt "Num Block".

**To add a block out number via web user interface via the handset:**

1. Click on **Phone->Dial Plan->Block Out**.
2. Enter the desired value in the **BlockOut Number** field.
3. Enter the desired line ID in the **Account** field or leave it blank.
4. Click **Confirm** to add the block out number.

## Emergency Numbers

Public telephone networks in countries around the world have a single emergency telephone number (emergency services number), that allows a caller to contact local emergency services for assistance when necessary. The emergency telephone number may differ from country to country. It is typically a three-digit number so that it can be easily remembered and dialed quickly. Some countries have different emergency numbers for different emergency services. You can specify the emergency numbers for contacting the emergency services in an emergency situation.

**Note** Contact your local phone service provider for available emergency numbers in your area.

**To specify emergency numbers via web user interface via the handset:**

1. Click on **Phone->Features**.
2. Enter the emergency services number in the **Emergency Numbers** field.  
For multiple numbers, enter a comma between every two emergency numbers.
3. Click **Confirm** to accept the change.  
Then you can dial the emergency numbers when the phone is locked.

## Outgoing Lines

After the handset is registered to the base station, you can assign one or more outgoing lines for the handset. The handset can only use the assigned outgoing line(s) to place calls. When multiple outgoing lines are assigned to the handset, the handset uses the first line as the default outgoing line. You can change the default outgoing line of the handset.

**To assign the outgoing line of the handset via web user interface:**

1. Click on **Account->Number Assignment**.
2. To assign outgoing lines, to check the desired account from **Line No.&Name** field to the corresponding handset in the **Handset No.** field.

Incoming lines		Line No.&Name				
Handset No.		4609	4603	1021		
1	H1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	H2	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	H3	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	H4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5	H5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Outgoing lines		Line No.&Name					
Handset No.		4609	4603	1021			Default
1	H1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1
2	H2	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	2
3	H3	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3
4	H4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	4
5	H5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	5

3. Click **Confirm** to save the change.

**To change the default outgoing line of the handset via the handset:**

1. Press  to enter the main menu.
2. Select  -> **Telephony->Default Line**.

The LCD screen displays all outgoing lines currently assigned to the handset. The default outgoing line is highlighted and followed by a left arrow.

3. Press  or  to highlight the desired line, and then press the **OK** soft key. The default outgoing line is changed successfully.

## Incoming Lines

After the handset is registered to the base station, you can assign one or more incoming lines for the handset. The handset can only receive incoming calls of the assigned incoming line(s). You can assign incoming lines to all handsets registered to the same base station on your handset.

**To assign the incoming line of the handset via web user interface:**

1. Click on **Account->Number Assignment**.
2. To assign incoming lines, to check the desired account from **Line No.&Name** field to the corresponding handset in the **Handset No.** field.

Incoming lines		Line No.&Name				
Handset No.		4609	4603	1021		
1	H1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	H2	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	H3	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	H4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5	H5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Outgoing lines		Line No.&Name					Default
Handset No.		4609	4603	1021			
1	H1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1
2	H2	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	2
3	H3	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3
4	H4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	4
5	H5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	5

3. Click **Confirm** to save the change.

**To assign the incoming line to handsets via the handset:**

1. Press **OK** to enter the main menu.
2. Select **Telephony->Incoming Lines**.
3. Enter the system PIN (default: 0000).
4. Press the **Done** soft key.

The LCD screen displays all handsets registered to the base station. The handset itself is highlighted and followed by a left arrow.

5. Press **▲** or **▼** to highlight the desired handset, and then press the **OK** soft key.
6. Press **◀** or **▶** to select **Accept** from the desired line fields.
7. Press the **Save** soft key to accept the change.
8. Press the **Back** soft key to return to the previous screen.

9. Repeat steps 5-8 to assign incoming lines for other handsets.

If a line is assigned to multiple handsets as an incoming line, an incoming call to this line will cause these handsets to ring simultaneously, but the incoming call can be only answered by one of them.

## Speed Dial


Speed dial allows you to perform single-digit dialing to predefined numbers. This feature is particularly useful to speed up dialing the numbers that frequently used or hard to remember. A maximum of 8 speed dial numbers are allowed.

For example, the digit key 2 is configured as a speed dial key and assigned the number 4606, the phone will dial out the number 4606 directly when you long press digit key 2.

## Assigning a Speed Dial Number







You can assign the important numbers of your directory (including local directory and remote phone book) to the speed dial keys of your handset. This helps you dial a contact quickly and easily by long pressing the speed dial key without having to enter the directory. The available speed dial keys are the digit keys 2-9.

**To assign a speed dial number from the directory via the handset:**

1. Press  to enter the main menu.
2. Select  -> **Telephony**-> **Speed Dial**.






The LCD screen displays all available speed dial keys.

If the digit key did not be assigned numbers before, you can long press the digit key when the phone is idle to enter the Speed Dial screen.

3. Press  or  to highlight the desired speed dial key, and then press the **Assign** soft key.
4. Press  or  to highlight the desired directory if there are multiple directories.
5. Select the desired contact from the directory.
6. Do one of the following:
  - If only one number is stored for the contact in the selected directory, press the **OK** soft key to assign the number to the selected speed dial key.
  - If both the office number and the mobile number are stored for the contact in the selected directory, press the **OK** soft key to display the two numbers.  
Press  or  to highlight the desired number.  
Press the **OK** soft key to assign the number to the selected speed dial key.

## Deleting a Speed Dial Number

To delete a speed dial number via the handset:

1. Press  to enter the main menu.
2. Select  -> **Telephony**-> **Speed Dial**.  
The LCD screen displays all available speed dial keys.
3. Press  or  to highlight the desired speed dial key, which is already assigned a number.
4. Press  or the **Clear Key** soft key to delete the assigned speed dial number.

## Placing a Call Using Speed Dial Key



To place a call using the speed dial key via the handset:

1. Long press the speed dial key (digit key) when the handset is idle.  
The number assigned to this speed dial key is dialed out.

## Auto Answer

When auto answer feature is enabled, you can simply answer the incoming calls by picking up the handset from the charger cradle without having to press the off-hook key. The auto answer feature works only if the handset is placed in the charger cradle.

To configure auto answer via the handset:

1. Press  to enter the main menu.
2. Select  -> **Telephony**-> **Auto Answer**.
3. Press the **Change** soft key to check or uncheck the **Auto Answer** checkbox.

## Auto Intercom





Intercom is a useful feature in an office environment to quickly connect with the operator or the secretary. You can make internal intercom calls and external intercom calls on the phone. Internal intercom calls are made between handsets registered to the same base station. External intercom calls can be made by dialing the feature access code followed by the number. External intercom calls depend on support from a SIP server.

The handset can automatically answer an incoming external intercom call and play warning tone only when there is only one handset subscribed and no call in progress on the handset.

To automatically answer an incoming internal intercom call, you need to enable auto intercom feature on the handset. The following configuration types of auto intercom feature are available for selection:

- **On (Beep On):** Auto intercom feature is on. The handset will answer an incoming internal intercom call automatically and play a warning tone.
- **On (Beep Off):** Auto intercom feature is on. The handset will answer an incoming internal intercom call automatically without a warning tone.
- **Off:** Auto intercom feature is off. You need to answer an incoming internal intercom call by pressing the **Accept** soft key.



**To configure auto intercom via the handset:**

1. Press  to enter the main menu.
2. Select  ->**Telephony**->**Auto Intercom**.  
The LCD screen displays three configuration types.
3. Press  or  to highlight the desired configuration type.
4. Press the **Change** soft key.  
The radio box of the selected configuration type is marked.

## Base Restart

In some instances, you may need to restart the base station to refresh the settings.

**To restart the base station via the handset:**



1. Press  to enter the main menu.
2. Select  ->**System Settings**->**Base Restart**.
3. Enter the system PIN (default: 0000).
4. Press the **Done** soft key.

After the above steps, the registration LED and network status LED go out simultaneously. After a period of time, the LED indicators will illuminate solid green again when the base station restarts successfully.

## Handset Reset

You can reset individual settings that you have made on the handset. Resetting handset will not overwrite settings of directory, call history, voice mail and the handset registration to the base station. Other customized settings on the handset will be reset to factory settings after handset reset. We recommend that you ask your system administrator for advice before resetting your handset.

**To reset the handset via the handset:**



1. Press  to enter the main menu.
2. Select  ->**System Settings**->**Handset Reset**.  
The LCD screen prompts "Reset handset to default?".

3. Press the **Yes** soft key to reset the handset or the **No** soft key to cancel.

## Base Reset

You can reset the base station to factory settings. This will clear all individual settings of the base station (e.g., directory and account registrations). Handset registrations and the system PIN will not be reset to factory defaults. We recommend that you ask your system administrator for advice before resetting your base station.

### To reset the base station via the handset:

1. Press  to enter the main menu.
2. Select  -> **System Settings**->**Base Reset**.
3. Enter the system PIN (default: 0000).
4. Press the **Done** soft key.

All individual settings of the base station will be reset to factory defaults. The power indicator LED and network status LED on the base station slow flash in sequence during the resetting process. Indicator LEDs on the base station illuminate solid green after startup.



### Note

Base station reset may take a few minutes. Do not power off until the base station starts up successfully.

## Auto Provision

You can trigger the auto provisioning process using the wizard. After you enter the user name and password in the wizard and confirm to perform an update, the base station tries to connect the RPS (Redirection and Provisioning Service) server. If the base station successfully connects the RPS server, the RPS server will respond the base station with the URL for downloading the configuration files. Then the base station will try to perform auto provisioning. Contact your system administrator for the user name and password used to connect the RPS server.



### To trigger the auto provisioning process via the handset:

1. Press  to enter the main menu.
2. Select  -> **System Settings**->**Auto Provision**.
3. Enter the system PIN (default: 0000) and press the **Done** soft key.
4. Enter the valid value in the **Username** field and press the **OK** soft key.
5. Enter the valid value in the **Password** field and press the **OK** soft key.  
The LCD screen prompts "Update now?".
6. Press the **Yes** soft key to perform an update or press the **No** soft key to cancel.

## Eco Mode+

Eco mode+ turns off the transmission power and the radio waves emitted are virtually zero when the phone is in the standby mode. If the eco mode+ is enabled, and there is no signal interaction between the handset and the base station, the color of the signal strength indicator on the idle screen will display in green. When a call comes in or a connection occurs, the phone exits the eco mode+ automatically, and the signal strength indicator on the idle screen changes from green to white.



### To configure eco mode+ via the handset:

1. Press  to enter the main menu.
2. Select  -> **System Settings**-> **Eco Mode+**.
3. Enter the system PIN (default: 0000) and press the **Done** soft key.  
The LCD screen prompts "Setting takes effect after base reboot. Reboot now or not?".
4. Press the **Yes** soft key to reboot the base station.  
The base station reboots to make the configuration take effect. The configuration applies to all the handsets registered to the base station.

## Eco Mode

Eco mode greatly reduces the transmission power and signal output when the phone is in the talk mode. The attenuation range is 20m. When the distance between the base station and the handset is over 20m, the eco mode is disabled automatically.

### To configure eco mode via the handset:

1. Press  to enter the main menu.
2. Select  -> **System Settings**-> **Eco Mode**.
3. Press the **Change** soft key to check or uncheck the **Eco Mode** checkbox.  
If the **Eco Mode** checkbox is checked, the eco mode is enabled. The color of the signal strength indicator on the idle screen will change from white to green.

**Note** If the eco mode is enabled, the coverage area of the base station will be reduced.



## Repeater Mode

Repeater mode extends the radio coverage of the base station. The repeater has the same radio coverage as the base station. This feature is especially useful for users who require mobility in large dwellings. If the repeater mode is enabled, and a repeater is



registered to the base station, the handset registered to the base station can be used either in the base station or the repeater coverage area, thereby providing users with greater freedom in mobility.

**To configure the repeater mode via the handset:**

1. Press  to enter the main menu.
2. Select  ->**System Settings**->**Repeater Mode**.
3. Press the **Change** soft key to check the **Repeater Mode** checkbox.

The LCD screen prompts "Setting takes effect after base reboot. Reboot now or not?".

4. Press the **Yes** soft key to reboot the base station.

The base station reboots to make the configuration take effect. The configuration applies to all the handsets registered to the same base station.

**Note**

Repeater mode and eco mode+ cancel each other out. These two features cannot be used at the same time.

To use repeater mode, make sure both the base station and handset are upgraded to the supported firmware version (x.30.x.40 or later).

For more information on how to use DECT repeater with the base station, refer to *Yealink DECT Repeater RT10 User Guide*.



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## Call Features

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The W52P IP DECT phone is designed to be easily used like a regular phone on a public switched telephone network (PSTN). You can place internal and external calls, answer calls, transfer a call to someone else, or conduct a conference call.

This chapter provides operating instructions of the call features. Topics include:

- [Placing Calls](#)
- [Off Hook Hot Line Dialing](#)
- [Answering Calls](#)
- [Ending Calls](#)
- [Redialing Calls](#)
- [Call Mute](#)
- [Call Hold/Resume](#)
- [Call Waiting](#)
- [Do Not Disturb \(DND\)](#)
- [Call Forward](#)
- [Call Transfer](#)
- [Conference Call](#)
- [Anonymous Call](#)
- [Anonymous Call Rejection](#)
- [Voice Mail](#)

If you require additional information or assistance with your new phone, contact your system administrator.

## Placing Calls

You can use your handset to place an internal or external call. You can place a call using the following call modes:

- **Earpiece mode**—pressing the off-hook key to dial out.
- **Speakerphone mode**—pressing the speakerphone key to dial out.
- **Headset mode**—connecting a headset.

During the call, you can switch the call mode by pressing the corresponding keys or connecting a headset.








You can cancel the dialing operation by pressing the on-hook key. During the call conversation, you can press the left and right navigation keys to adjust the volume of

the currently engaged audio devices (earpiece, headset or loudspeaker). The call duration is displayed on the LCD screen while the call is in progress.






## Placing Internal Calls

You can make free internal calls between the handsets registered to the same base station. You can place an internal call to one handset or all handsets registered to the same base station.

### To place an internal call to one handset via the handset:

1. Press  to enter the main menu.
2. Select .  
The LCD screen displays all other registered handset names and the **All HS** option.
3. Press  or  to highlight the desired handset name.
4. Press , ,  or the **OK** soft key to dial out.

### To place an internal call to all handsets via the handset:






1. Press  to enter the main menu.
2. Select .  
The LCD screen displays all registered handset names and the **All HS** option.
3. Select **All HS**.
4. Press , ,  or the **OK** soft key to dial out.  
All other subscribed handsets will ring simultaneously.

## Placing External Calls




You can place external calls on the handset. External calls based on the public telephone network require the use of SIP lines. Your system administrator needs to assign the SIP line to the handset beforehand, and then assign the line to the handset as the outgoing line. For more information on the outgoing line, refer to [Outgoing Lines](#) on page 44.


### To place an external call via the handset:

You can do one of the following:

- Enter the desired number using the keypad.  
Press ,  or  to dial out.  
If there are multiple lines assigned to your handset as outgoing lines, press the **Line** soft key to select the desired line and then press  or the **Dial** soft key to dial out.  
If you do not select a line, the handset uses the default outgoing line to dial out.
- Press  to enter the pre-dialing screen.

Enter the desired number using the keypad.




Press ,  or  to dial out.

If there are multiple lines assigned to your handset as outgoing lines, press the **Line** soft key to select the desired line and then press  or the **Dial** soft key to dial out.

If you do not select a line, the handset uses the default outgoing line to dial out.

#### To place a new call during an active call via the handset:

You can place at most two calls on your handset.

1. Press the **Ext.Call** soft key.  
The active call is placed on hold.
2. Enter the desired number in the **Call To** field using the keypad.
3. Press ,  or  to dial out.

#### Note

You can also make an IP call by directly dialing the IP address of any IP phone. For example, IP: 192.168.1.15.

## Off Hook Hot Line Dialing

For security reasons, W52P IP DECT phones support off hook hotline dialing feature.

When the user dials out a call using a line with this feature enabled, the IP phone will first dial out the preconfigured number to the SIP server the line registers to.

The SIP server may prompt the user to enter an activation code for call service. After the user enters a valid activation code, the IP phone will use this line to dial out a call successfully. If the entered activation code is invalid, the user cannot use this line for call service.

#### Note

The server actions may vary on different servers.

Contact your system administrator for the activation code.

This feature is disabled by default and configurable only via the configuration files. For more information on how to configure this feature, refer to

*Yealink\_W52P\_IP\_DECT\_Phones\_Auto\_Provisioning\_Guide\_V73\_27.*

This feature is not applicable to IP call and intercom call. That is, even if Off Hook hot line dialing feature is enabled, you can place an IP call or intercom call normally.

## Answering Calls

You can answer a call in three ways:

- Using the earpiece
- Using the speakerphone

- Using the headset

**Note**


You can ignore an incoming call by pressing the **Silence** soft key or reject an incoming call by pressing the on-hook key.

You can also activate Do Not Disturb mode on a per-line basis to reject all incoming calls of the specified line.

### Answering When Not in Another Call

In all cases, the active call will appear on the LCD screen showing call duration and destination.

#### To answer a call using the earpiece:

1. Press  or the **Accept** soft key.

#### To answer a call using the speakerphone mode:

1. Press  .

#### To answer a call using the headset:

1. With a headset connected, press the **Accept** soft key.

### Answering When in Another Call:

If you are during an active call, an incoming call arrives on the handset, do the following:


1. Press  ,  ,  or the **Accept** soft key.

The incoming call is answered, and the original call is placed on hold.

## Ending Calls

#### To end a call:


Do one of the following:

- Press  .
- Place the handset in the charger cradle.

## Redialing Calls





The redial number list stores the twenty last dialed phone numbers. When the memory of the redial number list is full, the handset will automatically erase the oldest dialed number when a new number is dialed. You can redial a call from the redial number list.

#### To redial the last dialed number:

1. Press  when the handset is idle.

2. Press  again.  
A call to your last dialed number is attempted.

#### To redial a previously dialed number:



1. Press  when the handset is idle.  
The handset displays the dialed phone numbers.
2. Press  or  to highlight the desired entry.  
You can press **Options->Edit Before Call** to edit the phone number or select the desired line by pressing the **Line** soft key.
3. Press  again.

You can add local contacts from the redial number list. You can also delete an entry or all entries from the redial number list.



## Call Mute

You can mute the microphone during an active call. When muting the microphone, you can hear the other party but he or she cannot hear you. For example, if you do not want the other party to listen to the conversation when you talk to someone in the room, you can mute the microphone temporarily.

#### To mute a call:

1. Press  during an active call.  
The call is muted, and the  icon is displayed on the LCD screen.


#### To un-mute a call:

1. Press  again.  
The  icon disappears from the LCD screen.

## Call Hold/Resume

You can place an active call on hold. At any time, at most one active call can be in progress on your handset. You can answer or make another call while placing the original call on hold.

#### To place a call on hold:

1. Press the **Options** soft key during a call, and then select **Hold**.  
The call is placed on hold and the  icon is displayed on the LCD screen.



#### To resume a hold call:

Do one of the following:

- Press the **Resume** soft key.

- Press  .
- Press  .

#### Two calls on Hold:

If two calls are placed on hold on the handset, press the **Resume** soft key to resume the current call. Press  ,  or the **Swap** soft key to swap between two calls.







#### Note

When the call on the handset is placed on hold, placing the handset in the charger cradle will not end the call.

## Call Waiting

You can enable or disable call waiting feature on the handset. If call waiting feature is enabled, the handset will notify you of a new incoming call during a call, and present the incoming call information visually on the LCD screen. You can also enable the handset to play a warning tone when receiving a new incoming call during a call. If call waiting feature is disabled, the new incoming call will be automatically rejected by the handset.

#### To configure call waiting feature via the handset:

1. Press  to enter the main menu.
2. Select  -> **Call Waiting**.
3. Press  or  to select the desired value from the **Status** field.
4. Press  or  to select the desired value from the **Tone** field.
5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

#### Note

The call waiting tone works only if call waiting feature is enabled.

#### To answer a new incoming call during a call via the handset:

If call waiting feature is enabled, a new incoming call can be answered during a call.

1. Press the **Accept** soft key to answer the new incoming call.  
The original call is placed on hold.

## Do Not Disturb (DND)

You can activate or deactivate the DND mode on a per-line basis. If DND mode is activated for a specific line, all incoming calls to the line will be rejected automatically, and the callers will hear a busy tone.





#### To activate DND mode for a specific line via the handset:



1. Press  to enter the main menu.




2. Select  -> **Do Not Disturb**.

The LCD screen displays the incoming lines currently assigned to the handset.

3. Press  or  to highlight the desired line, and then press the **OK** soft key.
4. Press  or  to select **Enabled** from the **Status** field.
5. Press the **OK** soft key to accept the change.

The  icon on the status line indicates the DND mode is activated. You can press the **Line** soft key when the handset is idle to check the line status. The  icon in the bottom of a line indicates that the DND mode is activated for this line.

The handset will reject all incoming calls to this line, and the LCD screen displays the missed call icon  followed by the number of missed calls.











## Call Forward

You can enable call forward feature on a per-line basis. The handset will forward incoming calls of the line to another party.

Three forwarding types:

- **Always Forward:** Incoming calls are immediately forwarded.
- **Busy Forward:** Incoming calls are immediately forwarded if the line is busy.
- **No Answer Forward:** Incoming calls are forwarded if not answered after a period of time.

**To enable call forward feature for a specific line via the handset:**

1. Press  to enter the main menu.
2. Select  -> **Call Forward**.  
The LCD screen displays the incoming lines currently assigned to the handset.
3. Press  or  to highlight the desired line, and then press the **OK** soft key.
4. Press  or  to highlight the desired forwarding type, and then press the **OK** soft key.
5. Press  or  to select **Enabled** from the **Status** field.
6. Enter the destination number you want to forward incoming calls to in the **Target** field.
7. Press  or  to select the desired ring time to wait before forwarding from the **After Ring Time** field (only available for No Answer Forward).
8. Press the **Save** soft key to accept the change.

The  icon on the status line indicates call forward feature is enabled.

If Always Forward is selected, there is no prompt on the LCD screen when the line receives an incoming call. The incoming call is logged in the Accepted Calls list.

### Note

Call forward feature may be overridden by the server settings. For more information, contact your system administrator.

## Call Transfer


You can transfer a call to another party in one of the following ways:

- **Blind Transfer:** Transfer a call directly to another party without consulting.
- **Semi-Attended Transfer:** Transfer a call when receiving the ring-back.
- **Attended Transfer:** Transfer a call with prior consulting.

### To perform a blind transfer:

1. Press the **Options** soft key during a call, and then select **Transfer**.

You can also press  directly.

2. Enter the number or select the handset you want to transfer the call to.
3. Press  or the **Transfer** soft key.

The call is connected to the number or the handset you specified, and the LCD screen prompts "Call Transferred".

### To perform a semi-attended transfer via the handset:

1. Press the **Options** soft key during a call, and then select **Transfer**.


You can also press  directly.

2. Do one of the following:


- Enter the number or select the handset you want to transfer the call to.

Press  to dial out.

- Press the **Directory** soft key, and then select the desired contact.

Press  or the **Call** soft key.

If both the office number and the mobile number of the contact are stored, select the desired number and press  or the **OK** soft key to dial out.

3. Press  or the **Transfer** soft key to complete the transfer when receiving the ring-back.

The LCD screen prompts "Call Transferred".

### To perform an attended transfer via the handset:

1. Press the **Options** soft key during a call, and then select **Transfer**.


You can also press  directly.

2. Do one of the following:


- Enter the number or select the handset you want to transfer the call to.


Press  to dial out.

- Press the **Directory** soft key, and then select the desired contact.

Press  or the **Call** soft key.

If both the office number and the mobile number of the contact are stored,

select the desired number and press  or the **OK** soft key to dial out.

3. Press  or the **Transfer** soft key to complete the transfer after the party answers the call.

The LCD screen prompts “Call Transferred”.

#### **To transfer a call to another party when there are two calls on the handset via the handset:**

1. Place a call to user A.
2. Place another call to user B.  
Two calls are established on the handset.
3. Select the desired call (e.g., the call with user A) and make sure the call is active.
4. Press the **Options** soft key, and then select **Call Transfer**.

The LCD screen displays the target party (user B) you will transfer the call to.

5. Press the **Transfer** soft key to complete the transfer.

The LCD screen prompts “Call Transferred”, and then the handset returns to the idle screen. Call is established between user A and User B.

## Conference Call

You can create a conference with other two parties using the phone’s local conference. You can also create a conference between two calls by pressing the Conf. soft key. The W52P IP DECT phones also support network conference.

### Note




Network conference is not available on all servers. For more information, contact your system administrator.

## Local Conference

You can use the handset to create a local conference with other parties. The handset supports up to 3 parties (including yourself) in a conference call. You can create a conference between an active call and a held call on the handset (on the same line or different lines).




#### **To set up a local conference call via the handset:**

1. Place a call to the first party.
2. Press the **Options** soft key, and then select **Conference**.
3. Do one of the following:
  - Enter the number of the second party or select the handset you want to add to the conference.

Press , ,  or the **Conf.** soft key to dial out.

- Press the **Directory** soft key, and then select the desired contact.

Press  ,  ,  or the **Call** soft key.


If both the office number and the mobile number of the contact are stored, select the desired number and press  ,  ,  or the **OK** soft key to dial out.

4. When the second party answers the call, you can consult with him or her before adding the call to the conference.
5. Press the **Conf.** soft key again to join all parties in the conference.

#### To join two calls in a conference via the handset:

1. Place two calls on the handset.
2. Select the desired call and make sure the call is active.
3. Press the **Options** soft key, and then select **Conference**.

Two calls are joined in the conference.

To drop the conference call, press  or the **End** soft key.

## Network Conference

You can use network conference feature to conduct a conference with multiple parties. The maximum of the parties depends on the server.

This feature allows you to perform the following:

- Join two calls together into a conference call.
- Invite another party into an active conference call.

To use this feature, you need to configure the network conference URI and conference type on the phone in advance. Contact your system administrator for the conference URI.

#### To configure network conference feature via web user interface:

1. Click on **Account**.
2. Select the desired account from the pull-down list of **Account**.
3. Click on **Advanced**.

4. Select **Network Conference** from the pull-down list of **Conference Type**, and enter the conference URI in the **Conference URI** field.

The screenshot shows the Yealink W52P web interface. The 'Account' tab is selected, and the 'Account1' configuration page is displayed. The 'Conference Type' dropdown menu is set to 'Network Conference', and the 'Conference URI' field contains the value 'Conferenced1@pbx.yealink.'. A red rectangular box highlights these two fields. Other configuration options visible include 'Keep Alive Type', 'UDP Keep Alive Interval', 'Local SIP Port', 'RPort', 'SIP Session Timer T1', 'SIP Session Timer T2', 'SIP Session Timer T4', 'DTMF Type', 'How to INFO DTMF', 'DTMF Payload', 'SIP Registration Retry Timer', and 'Subscribe MWI To Voice Mail'. A 'NOTE' section on the right indicates that advanced parameters are for administrators. 'Confirm' and 'Cancel' buttons are at the bottom.


5. Click **Confirm** to accept the change.

#### To set up a network conference call via the handset:

1. Place a call to the first party.
2. Press the **Options** soft key, and then select **Conference**.
3. Do one of the following:
  - Enter the number of the second party you want to add to the conference.  
Press , , or the **Conf.** soft key to dial out.
  - Press the Directory soft key, and select the desired contact.  
Press , , or the **Call** soft key.  
If both the office number and the mobile number of the contact are stored, select the desired number and press , , or the **OK** soft key to dial out.
4. When the second party answers the call, you can consult with him or her before adding the call to the conference.
5. Press the **Conf.** soft key again to join all parties in the conference.




#### To join two calls together into a conference call via the handset:

1. Place two calls on the handset.
2. Select the desired call and make sure the call is active.
3. Press the **Options** soft key, and then select **Conference**.  
Two calls are joined in the conference.

To drop the conference call, press  or the **End** soft key.

#### To invite another party into an active conference call via the handset:

Any party in the conference call can invite another party into an active conference call. Before the following steps, ensure that an active conference call is already existed on your IP phone.

1. Press the **Ext.Call** soft key.
2. Enter the desired number in the **Call To** field using the keypad.
3. Press ,  or  to dial out.
4. When the new party answers the call, press the **Options** soft key, and then select **Conference**.


The new party is joined to the conference call.


#### To place the active conference call on hold via the handset:

1. Any party in the conference call can press the **Options** soft key, and then select **Hold**.

The party will only place himself/herself on hold. Other parties can continue the conference call normally. The conference call will only be held when all parties in the conference call place themselves on hold.

#### To end the conference call on the IP phone via the handset:

1. The conference initiator presses  or the **End** soft key.

If any other party in the conference call presses , the remaining parties stay connected.

## Anonymous Call







You can use anonymous call feature to block the identity and phone number from showing up to the called party when you call someone. For example, you want to call to consult some service, but do not want to be harassed. You can configure anonymous call feature on a per-line basis.

### Note

The anonymous call feature is not available on all servers. Contact your system administrator for more information.

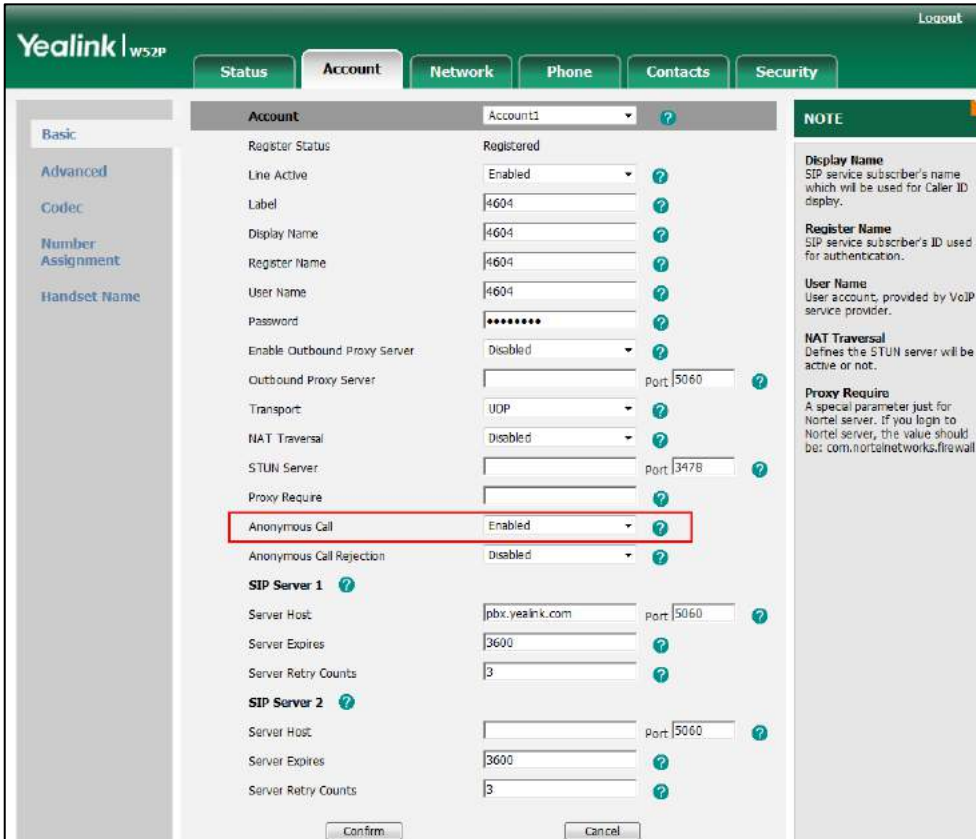
There is only one side anonymous call feature (phone-side or server-side) can be configured via the handset. As of firmware version 73, the system administrator can configure the anonymous call mode via the configuration files. The default anonymous call mode is Local, and the phone-side anonymous call feature is configured via the handset. If the anonymous call mode is configured to Server, the server-side anonymous call feature is configured via the handset. For more information, contact your system administrator.

### To configure anonymous call feature for a specific line via the handset:

1. Press  to enter the main menu.
2. Select  -> **Anonymous Call**.  
The LCD screen displays the outgoing lines currently assigned to the handset. The default outgoing line is highlighted and followed by a left arrow.
3. Press  or  to highlight the desired line, and then press the **OK** soft key.
4. Press  or  to select the desired value from the **Status** field.
5. Press the **OK** soft key to accept the change.

### To configure anonymous call feature for a specific line via web user interface:

1. Click on **Account->Basic**.
2. Select the desired account from the pull-down list of **Account**.
3. Select the desired value from the pull-down list of **Anonymous Call**.



The screenshot shows the Yealink W52P web user interface. The 'Account' tab is selected, and the 'Basic' sub-tab is active. The 'Account' dropdown menu is set to 'Account1'. The 'Anonymous Call' field is highlighted with a red box and is set to 'Enabled'. Other fields include 'Register Status' (Registered), 'Line Active' (Enabled), 'Label' (4604), 'Display Name' (4604), 'Register Name' (4604), 'User Name' (4604), 'Password' (masked), 'Enable Outbound Proxy Server' (Disabled), 'Outbound Proxy Server' (empty), 'Transport' (UDP), 'NAT Traversal' (Disabled), 'STUN Server' (empty), 'Proxy Require' (empty), 'Anonymous Call Rejection' (Disabled), 'SIP Server 1' (Server Host: pbx.yealink.com, Server Expires: 3600, Server Retry Counts: 3), and 'SIP Server 2' (Server Host: empty, Server Expires: 3600, Server Retry Counts: 3). A 'NOTE' section on the right provides information about Display Name, Register Name, User Name, NAT Traversal, and Proxy Require.

4. Click **Confirm** to accept the change.

### To place an anonymous call:

1. Using the specific line on the handset to place a call.  
The LCD screen of the destination phone prompts an incoming call from anonymity.

## Anonymous Call Code

You can configure the phone to send anonymous call on code/off code to activate/deactivate the server-side anonymous call feature via web user interface. Contact your system administrator for the anonymous call on code and off code.

**To configure anonymous call code for a specific line (e.g., line 1) via web user interface:**

1. Click on **Phone- >Line1**.
2. Mark the desired radio box in the **Anonymous code** field.
3. Enter the anonymous call on code and off code in the **On Code** and **Off Code** fields respectively.

The screenshot displays the Yealink W52P web interface. The 'Phone' tab is selected, and 'Line1' is chosen from the 'Features' sidebar. The 'Anonymous Call' section is highlighted with a red box. It shows the 'Anonymous code' radio button set to 'On', with 'On Code' set to '\*65' and 'Off Code' set to '\*66'. Other sections include 'Forward' (Always, Busy, No Answer), 'DND', and a 'NOTE' on the right side.

4. Click **Confirm** to accept the change.

If the **On** radio box is marked, the IP phone will send the anonymous call on code to activate the server-side anonymous call feature.



## Anonymous Call Rejection







You can use anonymous call rejection feature to reject incoming calls from anonymous callers. Anonymous call rejection automatically rejects incoming calls from callers who deliberately block their identities and numbers from showing up. You can configure anonymous call rejection feature on a per-line basis.

### Note

The anonymous call rejection feature is not available on all servers. Contact your system administrator for more information.

There is only one side anonymous call rejection feature (phone-side or server-side) can be configured via the handset. As of firmware version 73, the system administrator can configure the anonymous call rejection mode via the configuration files. The default anonymous call rejection mode is Local, and the phone-side anonymous call rejection feature is configured via the handset. If the anonymous call rejection mode is configured to Server, the server-side anonymous call rejection feature is configured via the handset. For more information, contact your system administrator.

### To configure anonymous call rejection feature for a specific line via the handset:

1. Press  to enter the main menu.
2. Select  -> **Anon.Call Rejection**.  
The LCD screen displays the incoming lines currently assigned to the handset.
3. Press  or  to highlight the desired line, and then press the **OK** soft key.
4. Press  or  to select the desired value from the **Status** field.
5. Press the **OK** soft key to accept the change.

### To configure anonymous call rejection feature for a specific line via web user interface:

1. Click on **Account->Basic**.
2. Select the desired account from the pull-down list of **Account**.

3. Select the desired value from the pull-down list of **Anonymous Call Rejection**.

The screenshot shows the 'Account' configuration page in the Yealink W52P web interface. The 'Anonymous Call Rejection' field is highlighted with a red box and is set to 'Enabled'. Other fields include Register Status (Registered), Line Active (Enabled), Label (4604), Display Name (4604), Register Name (4604), User Name (4604), Password (masked), Enable Outbound Proxy Server (Disabled), Outbound Proxy Server (empty), Transport (UDP), NAT Traversal (Disabled), STUN Server (empty), Proxy Require (empty), and Anonymous Call (Disabled). Below these are sections for SIP Server 1 and SIP Server 2, each with fields for Server Host, Server Expires, and Server Retry Counts. A 'NOTE' section on the right provides additional information for various fields. At the bottom, there are 'Confirm' and 'Cancel' buttons.

4. Click **Confirm** to accept the change.

## Anonymous Call Rejection Code

You can configure the phone to send anonymous call rejection on code/off code to activate/deactivate the server-side anonymous call rejection feature via web user interface. Contact your system administrator for the anonymous call rejection on code and off code.

**To configure anonymous call rejection code for a specific line (e.g., line 1) via web user interface:**

1. Click on **Phone** -> **Line1**.
2. Mark the desired radio box in the **Anonymous rejection code** field.


- Enter the anonymous call rejection on code and off code in the **On Code** and **Off Code** fields respectively.

The screenshot shows the Yealink W52P configuration interface. The 'Phone' tab is selected, and the 'Anonymous Call' section is expanded. The 'Anonymous rejection code' section is highlighted with a red box, showing the 'On Code' field set to \*67 and the 'Off Code' field set to \*68. The 'On' radio button is selected for this section. Other sections like 'Forward', 'DND', and 'Voice Mail' are also visible.

- Click **Confirm** to accept the change.

If the **On** radio box is marked, the IP phone will send the anonymous call rejection on code to activate the server-side anonymous call rejection feature.

## Voice Mail

You can leave voice mails to someone else. You can also receive and listen to voice mails via the handset. Voice mail feature ensures that you will never miss any important messages. When receiving a new voice mail, the  icon appears on the LCD screen with the number of unread voice mails, and the message key LED flashes red.







### Note

Voice mail feature is not available on all servers. Contact your system administrator for more information.

### To leave a voice mail:





You can leave a voice mail to someone else when he or she is busy or inconvenient to answer the call. Follow the voice prompts from the system server to leave a voice mail, and then hang up.

### To configure the voice mail access code via the handset:





1. Press  to enter the main menu.
2. Select  -> **Set Voice Mail**.  
The LCD screen displays the lines assigned to the handset as incoming lines and outgoing lines simultaneously, and the number of voice mails for each line.
3. Press  or  to highlight the desired line, and then press the **Select** soft key.
4. Press  or  to select **Enabled** from the **Status** field.
5. Enter the voice mail access code in the **Number** field.
6. Press the **OK** soft key to accept the change or the **Back** soft key to cancel.

### To configure fast access for voice mail via the handset:


You can configure fast access to connect straight to the voice mails of the desired line by long pressing the digit key 1 without having to scroll through the menu when the handset is idle.

1. Press  to enter the main menu.
2. Select  -> **Set Key 1**.  
The LCD screen displays the lines assigned to the handset as incoming lines and outgoing lines simultaneously.
3. Press  or  to highlight the desired line and press the **Select** soft key.  
The radio box of the selected line is marked.


### To listen to the voice mail using the menu via the handset:

1. Press  to enter the main menu.
2. Select  -> **Play Message**.  
The LCD screen displays the lines assigned to the handset as incoming lines and outgoing lines simultaneously, and the number of voice mails for each line.
3. Press  or  to highlight the desired line, and then press the **Select** soft key.  
The handset dials out the voice mail access code using the selected line automatically.
4. Follow the voice prompt from the system server to listen to your voice mails.

### To listen to the voice mail via fast access via the handset:


1. Long press  when the handset is idle.  
The handset automatically dials out the voice mail access code using the line you selected when configuring fast access for voice mail.

- Follow the voice prompt from the system server to listen to your voice mails.

You can also listen to the voice mail by pressing  to enter the Messages & Calls screen. Select the desired line and press the **Select** soft key.

### Note

Before listening to the voice mails, make sure the voice mail access code has been configured.

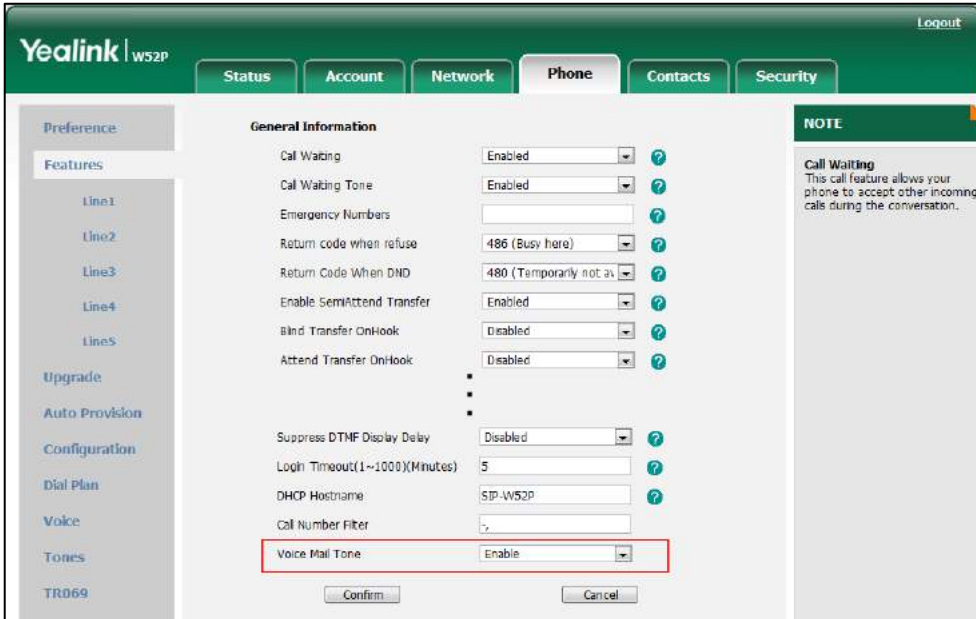
When all new voice mails are retrieved, the  icon will disappear from the screen.

## Voice Mail Tone

You can enable or disable the phone to play a warning tone when receiving a voice mail. Voice mail tone is enabled by default.

To configure the voice mail tone via web user interface:

- Click on **Phone->Features**.
- Select the desired value from the pull-down list of **Voice Mail Tone**.



The screenshot shows the Yealink W52P web user interface. The 'Phone' tab is selected, and the 'Features' sub-tab is active. The 'Voice Mail Tone' dropdown menu is highlighted with a red box and is set to 'Enable'. Other settings visible include 'Call Waiting' (Enabled), 'Call Waiting Tone' (Enabled), 'Emergency Numbers', 'Return code when refuse' (486 (Busy here)), 'Return Code When DND' (480 (Temporarily not available)), 'Enable SemiAttend Transfer' (Enabled), 'Blind Transfer OnHook' (Disabled), 'Attend Transfer OnHook' (Disabled), 'Suppress DTMF Display Delay' (Disabled), 'Login Timeout(1~1000)(Minutes)' (5), 'DHCP Hostname' (SIP-W52P), and 'Call Number Filter' (,).

- Click **Confirm** to accept the change.

### Note

Voice mail tone is configurable via web user interface only.



# Troubleshooting

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This chapter provides some general troubleshooting information to help you solve the problems you might encounter when using your W52P IP DECT phone.

If you require additional information or assistance with your new phone, contact your system administrator.

## Why doesn't the handset ring?

- Ensure that the ringer volume of your handset is not adjusted to the minimum. Refer to [Adjusting Ringer Volume](#) on page 20.
- Ensure that the silent mode is not switched on. Refer to [Switching Silent Mode On/Off](#) on page 21.

## Why can't I receive calls?

- Ensure that the DND mode is not activated. Refer to [Do Not Disturb \(DND\)](#) on page 58.
- Ensure that Always Forward feature is not enabled. Refer to [Call Forward](#) on page 59.

## Why does the handset prompt the message "Not Subscribed"?

Check the registration status of your handset. If your handset is not registered to the base station, register it manually. Refer to [Handset Registration](#) on page 15.

## Why does the handset prompt the message "Not In Range"?

- Ensure that the base station is properly plugged into a functional AC outlet.
- Ensure that the handset is not too far from the base station.

## Why does the handset prompt the message "Network unavailable"?

- Ensure that the Ethernet cable is plugged into the Internet port on the base station and the Ethernet cable is not loose.
- Ensure that the switch or hub in your network is operational.

## Why cannot the handset be registered to the base station?



If the network works normally, you can check the compatibility between base station and handset. There are 2 sets of base stations, complied with the FCC and CE standards respectively. You can check it from the back of the base station. There are also 2 sets of handsets, American and Europe area respectively.

The American area handset is compatible with FCC standard base station.

The Europe area handset is compatible with CE standard base station.

**To recognize the area of handset via the handset:**

1. Press  to enter the main menu.
2. Select  -> **Handset**.

The LCD screen displays status information of handset status, you can press  or  to scroll through to the **Area** field.

**Why doesn't the power indicator on the base station light up?**

Plug the supplied power adapter to W52P, if the power indicator doesn't light up, it should be a hardware problem. Please contact your vendor or local distributor and send the problem description for help. If you cannot get a support from them, please send a mail which includes problem description, test result, your country and phone's SN to [Support@yealink.com](mailto:Support@yealink.com).

**Why doesn't the network indicator on the base station light up slowly flash?**

It means that the W52P cannot get an IP address. Try connecting the W52P to another switch port, if the network indicator still slowly flashes, please try a reset.

**Why can I hear the verification tone from handset if the call is successfully handled by the repeater?**

**To deactivate the verification tone on the repeater:**

1. Switch off the repeater (disconnect the power adapter).
2. Switch it on for 1 to 5 seconds and switch it off again.
3. Switch it on again. The LED indicator on the repeater flashes slowly.
4. Switch it off again.
5. Switch it on again.

The verification tone is then deactivated. If you want to activate the verification tone, repeat the above steps.

**Why does paging fail?**

- Check the current mode of the base station. If the base station is not in the paging mode, press the paging key on the base station to enter the paging mode.
- Ensure that there is at least one handset registered to the base station.

**Why can't I turn the handset on?**

Ensure the batteries are inserted into the handset. If the batteries are already inserted into the handset, place the handset in the charger cradle.



### Why do I hear some noise during a call?

- Ensure that you are not using the handset or base station in an area with high electrical interference. You can reposition the handset and the base station to keep them far away from sources of high electrical interference.
- Ensure that the handset is not too far from the base station.
- Restart the base station and place a call to see if there is still noise heard during the call.

### Can I transfer an internal call to another party?

The phone does not support this feature. You can only transfer external calls from the phone.

### How to export PCAP trace?

We may need you to provide a PCAP trace to help analyze your problem.

#### To export a PCAP trace via web user interface:

1. Click on **Phone->Upgrade**.
2. In the **Pcap Feature** field, click **Start** to begin capturing signal traffic.
3. Recreate the error to be documented in the trace.
4. Click **Stop** to stop the capture.
5. Click **Export** to open file download window, and then save the file to your local system.

### How to export system log?

We may need you to provide a system log to help analyze your problem.

#### To export the system log to local PC via web user interface:

1. Click on **Phone->Configuration**.
2. Select **6** from the pull-down list of **Log Level**.
3. Click **Confirm** to accept the change.
4. Mark the **Local** radio box in the **Export System Log** field.
5. Click **Export** to open file download window, and then save the file to your local system.

You can also export the system log to a syslog server, contact your system administrator for more information.

#### Note

It is recommended to reset the log level to 3 after exporting the system log.

### How to export/import the phone configurations?

We may need you to export the phone configurations to help analyze problem. In some instances, you may need to import configurations to your phone.

#### To export the phone configurations via web user interface:

1. Click on **Phone->Configuration**.
2. Click **Export** in the **Import / Export Config** field to open file download window, and then save the file to your local system.

#### To import the phone configurations via web user interface:

1. Click on **Phone->Configuration**.
2. Click **Browse** in the **Import / Export Config** field to locate a configuration file from your local system.
3. Click **Import** in the **Import / Export Config** field to import the configuration file.

**Note** The file format of configuration file must be .bin.

### How to reset the system PIN?

1. Disconnect the power adapter.
2. Long press the paging key and reconnect the power adapter.

When base station finishes reset, the power indicator LED, network status LED and registration LED illuminate in sequence. System PIN and all individual settings are reset to factory defaults. Handset registrations will also be cleared after base station reset.

## Appendix

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### Upgrading the Base Station

You can upgrade your base station to the latest firmware version. The latest firmware version not only improves the performance of the base station, but also provides more features compared to the previous version. This section provides you with instruction on upgrading the base station via web user interface. For more information on upgrading the base station via auto provisioning, refer to *Yealink W52P IP DECT Phones Auto Provisioning Guide*.

To upgrade the base station firmware, contact your system administrator for the latest firmware file, and then store it on your local system in advance.

#### To upgrade base station firmware via web user interface:

1. Click on **Phone->Upgrade**.
2. In the **Select and Upgrade Base Firmware** field, click **Browse** to locate the firmware file from your local system.
3. Click **Upgrade** to upgrade the firmware of the base station.

The browser pops up the dialog box "Firmware of the SIP Phone will be updated. It will take 10 minutes to complete. Please don't power off!".

4. Click **OK** to confirm upgrading.

The upgrading process will take a few minutes. The power indicator LED on the base station flashes during the firmware upgrading process.

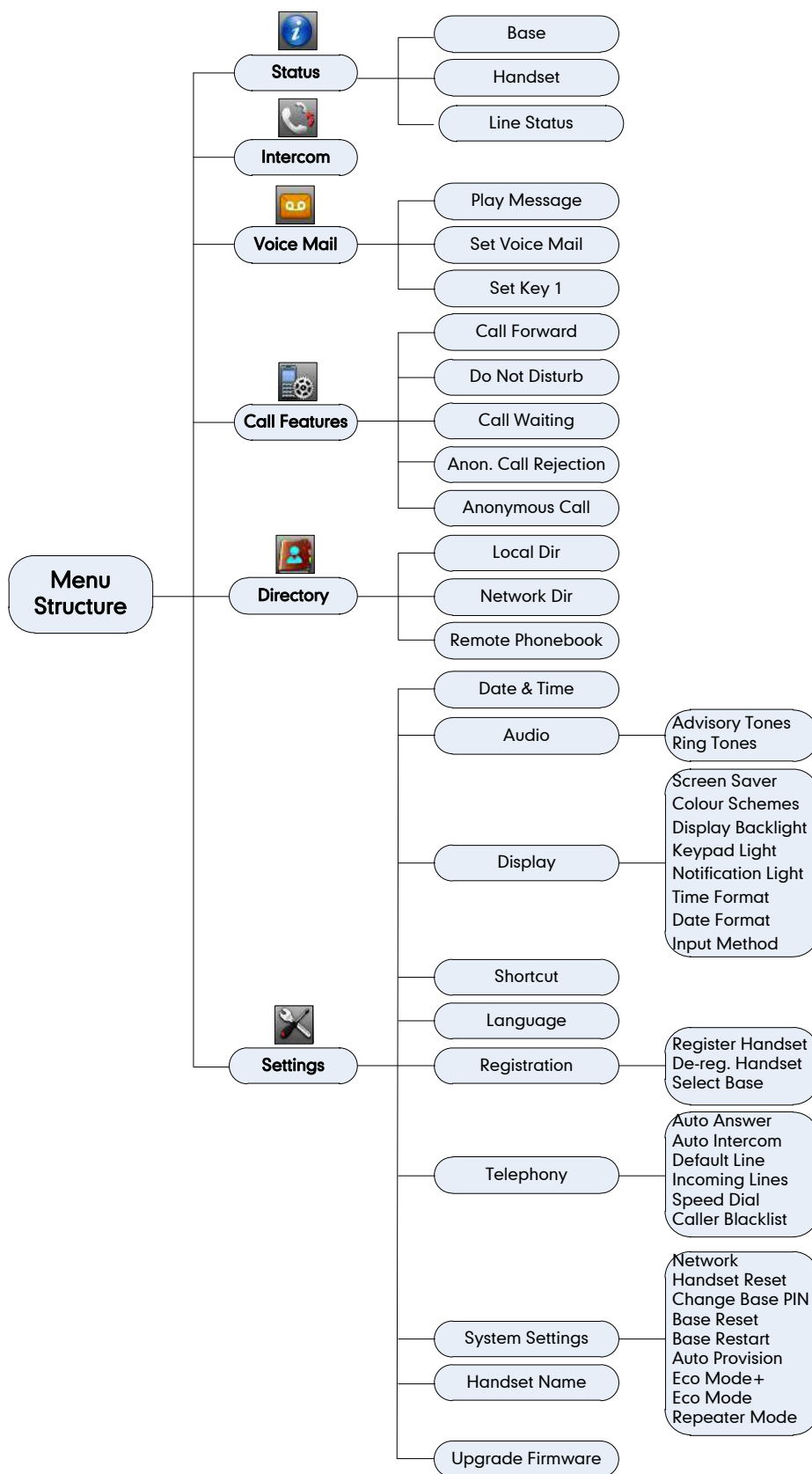
Once the base station firmware has been successfully upgraded, the base station reboots automatically. The handset will perform an auto registration to the base station.

You can check the firmware version of the base station using the handset. For more information, refer to [Checking System Status](#) on page 18.

#### Note

Do not refresh or close the browser during the upgrading process of the base station.

## Menu Structure



## Appendix A - Time Zones

Time Zone	Time Zone Name
-12	
-11:30	
-11	Samoa
-10:30	
-10	US-Hawaii-Aleutian, US-Alaska-Aleutian
-9:30	
-9	US-Alaska Time
-8:30	
-8	Canada(Vancouver,Whitehorse), Mexico(Tijuana,Mexicali), US-Pacific Time
-7:30	
-7	Canada(Edmonton,Calgary), Mexico(Mazatlan,Chihuahua), US-MST no DST, US-Mountain Time
-6:30	
-6	Canada-Manitoba(Winnipeg), Chile(Easter Islands), Mexico(Mexico City,Acapulco), US-Central Time
-5:30	
-5	Bahamas(Nassau), Canada(Montreal,Ottawa,Quebec), Cuba(Havana), US-Eastern Time
-4:30	Venezuela(Caracas)
-4	Canada(Halifax,Saint John), Chile(Santiago), Paraguay(Asuncion), UK(Falkland Islands), UK-Bermuda(Bermuda), Trinidad&Tobago
-3:30	Canada-New Foundland(St.Johns)
-3	Argentina(Buenos Aires), Brazil(DST), Brazil(no DST), Denmark-Greenland(Nuuk)
-2:30	
-2	Brazil(no DST)
-1:30	
-1	Portugal(Azores)
-0:30	
0	Denmark-Faroe Islands(Torshavn), GMT, Greenland, Ireland(Dublin), Morocco, Portugal(Lisboa,Porto,Funchal), Spain-Canary Islands(Las Palmas),UK(London)
+0:30	
+1	Albania(Tirane), Austria(Vienna), Belgium(Brussels),

Time Zone	Time Zone Name
	Caicos, Chad, Croatia(Zagreb), Czech Republic(Prague), Denmark(Kopenhagen), France(Paris), Germany(Berlin), Hungary(Budapest), Italy(Rome), Luxembourg(Luxembourg), Macedonia(Skopje), Namibia(Windhoek), Netherlands(Amsterdam)
+1:30	
+2	Estonia(Tallinn), Finland(Helsinki), Gaza Strip(Gaza), Greece(Athens), Israel(Tel Aviv), Jordan(Amman), Latvia(Riga), Lebanon(Beirut), Moldova(Kishinev), Romania(Bucharest), Russia(Kaliningrad), Syria(Damascus), Turkey(Ankara), Ukraine(Kyiv, Odessa)
+2:30	
+3	East Africa Time, Iraq(Baghdad), Russia(Moscow)
+3:30	Iran(Teheran)
+4	Armenia(Yerevan), Azerbaijan(Baku), Georgia(Tbilisi), Kazakhstan(Aktau), Russia(Samara)
+4:30	Afghanistan
+5	Kazakhstan(Aqtobe), Kyrgyzstan(Bishkek), Pakistan(Islamabad), Russia(Chelyabinsk)
+5:30	India(Calcutta)
+5:45	
+6	Kazakhstan(Astana, Almaty), Russia(Novosibirsk,Omsk)
+6:30	
+7	Russia(Krasnoyarsk), Thailand(Bangkok)
+7:30	
+8	China(Beijing), Singapore(Singapore), Australia(Perth)
+8:30	
+9	Korea(Seoul), Japan(Tokyo)
+9:30	Australia(Adelaide), Australia(Darwin)
+10	Australia(Brisbane), Australia(Hobart), Australia(Sydney,Melboume,Canberra), Russia(Vladivostok)
+10:30	Australia(Lord Howe Islands)
+11	New Caledonia(Noumea)
+11:30	
+12	New Zealand(Wellington, Auckland)
+12:30	
+12:45	New Zealand(Chatham Islands)
+13	Tonga(Nukualofa)

# Regulatory Notices

## Important Safety Information

To reduce risk of fire, severe personal injury and damage to property, read the following safety information carefully before using the product.

### Environmental Requirements

- Place the product on a stable, level and non-slip surface.
- Do not place the product close to heat sources, in direct sunlight or next to any household appliance with strong magnetic field or electromagnetic field, such as a microwave oven or a refrigerator.
- Do not allow the product to come into contact with water, dust and chemicals.
- Protect the product from aggressive liquids and vapors.
- Do not place the product on or near any inflammable or fire-vulnerable object, such as rubber-made materials.
- Do not install the product in rooms with high humidity, for example, in bathrooms, laundry rooms and wet basements.

### Safety Notes During Operation

- Use only spare parts and accessories supplied or authorized by Yealink. The operation of non- authorized parts cannot be guaranteed.
- Do not place heavy objects on top of the handset or the base station in case of damage and deformation caused by the heavy load.
- Do not open the handset or the base station by yourself for repair purpose, which could expose you to high voltages. Have all repairs carried out by authorized service personnel.
- Do not let a child operate the product without guidance.
- Keep the small accessories contained in your product out of reach of small children in case of accidental swallowing.
- Before plugging or unplugging any cable, make sure that your hands are completely dry.
- Do not hold the handset up to your ear when speakphone is on or when the ringer is ringing as the volume can be very loud, which may be harmful to your hearing.
- During a thunderstorm, stop using the product and disconnect it from the power supply to avoid lightning strike.
- If the product is left unused for a rather long time, disconnect the base station from the power supply and unplug the power adapter.

- When there is smoke emitted from the product, or some abnormal noise or smell, disconnect the product from the power supply, and unplug the power adapter immediately.
- Remove the electrical cord from an outlet by pulling gently on the power adapter, not by pulling the cord.

### **Battery Precautions**

- Do not immerse the battery into water, which could short-circuit and damage the battery.
- Do not expose the battery to an open flame or leave the battery where it could be subjected to extremely high temperatures, which could cause the battery to explode.
- Do power the handset off before removing the battery.
- Do not try to use the battery for the power supply of any device other than this handset.
- Do not open or mutilate the battery, released electrolyte is corrosive and may cause damage to the your eyes or skin.
- Use only the rechargeable battery pack delivered with the handset or those rechargeable battery packs expressly recommended by Yealink.
- Defective or exhausted batteries should never be disposed of as municipal waste. Return old batteries to the battery supplier, a licensed battery dealer or a designated collection facility.

### **Notices of Cleaning**

- Before cleaning the base station, stop using it and disconnect it from the power supply.
- Remove the battery before cleaning the handset to reduce risk of electric shock.
- Only clean your product with a piece of slightly moist and anti-static cloth.
- Keep the power plug clean and dry. Using a dirty or wet power plug may lead to electric shock or other perils.



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