



## Quick Reference Guide



## Yealink W52P & W52H

## Call Handling

### Blind Transfer

1. Press the Option soft key during a call, and select Blind Transfer.
2. Enter the number you want to transfer call to.
3. Press transfer soft key.







### Semi-Attended Transfer

1. Press the Options soft key during a call, and select Transfer.
2. Enter the number you want to transfer the call to.
3. Press the Transfer soft key to dial out.
4. Press the Transfer soft key when you hear the ring-back tone.

### Attended Transfer

1. Press the Options soft key during a call, and select Transfer.
2. Enter the number you want to transfer the call to.
3. Press the Transfer soft key to dial out.
4. Press the Transfer soft key after the call is answered.

### Call Forward

1. Press the OK key to enter the main menu, and select Call Features->Call Forward.
2. Press  or  to highlight the desire line, and press the OK soft key.
3. Press  or  to highlight the desire forwarding type, and press the OK soft key.  
**Always** – Incoming calls are forwarded immediately.  
**Busy** – Incoming calls are forwarded when the handset is busy.  
**No Answer** – Incoming calls are forwarded if not answered after a period of time.
4. Select Enabled from the Status field.
5. Enter the number you want to forward the incoming calls to in the Target field.
6. Press  or  to select the desired ring time to wait before forwarding (only for No Answer Forward) in the After Ring Time field.
7. Press the Save soft key to accept the change.

## Voicemail

### Voicemail

When you have a message, the top right indicator light on the phone will light up.

1. Dial \*97 to access voicemail.
2. Enter your voicemail password when prompted, by default this will be your extension twice.
3. To listen to your voice messages press 1. By default, new voicemails will play automatically.
4. To listen to saved messages, press 2.
5. To save a message, press 9.
6. To delete a message, press 7.
7. To change your mailbox settings, press 0.
8. To go back a previous menu, press \*.
9. When finished, hang up or press #.

### Recording your Voicemail Messages

1. Call into your voicemail (see above steps).
2. Press 0 for Mailbox Options.
3. Record your unavailable message. This is for when someone gets to your voicemail when you are on DND or not on the phone.

Record your busy message. This is for when someone gets to your voicemail and you are currently on another call.

### Sending a Call to the Parking Lot

1. While having an active call, dial \*270#.
2. To pick up a call in park from a different phone, dial 71.