Quick Reference Guide

Yealink W56P

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 desired 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 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

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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.
4. **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**.