Fuze for Yealink W52P Training

Fuze Enablement Team

Training Objectives

After attending this training, users should have a basic understanding of:

- Overview of the Yealink W52P

- Call features, including placing, receiving, and managing calls

- Setting up and accessing voicemail

- Searching and editing within the contact directory
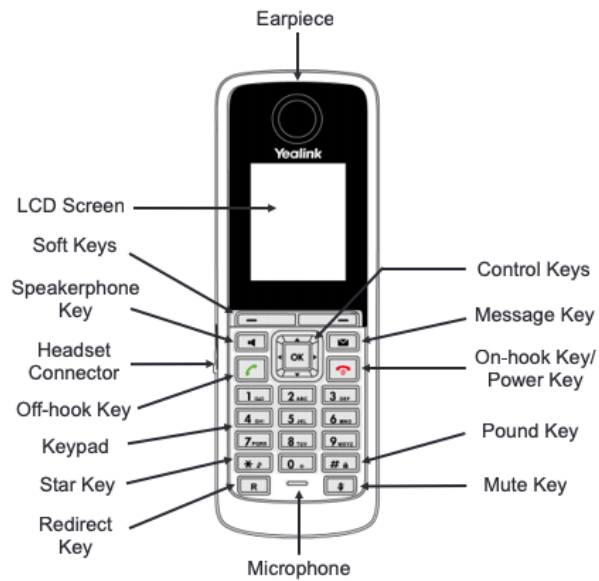
- Additional features and capabilities

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Phone Overview

Overview

The Yealink W52P phone can handle up to four simultaneous calls. The wireless handset has a 1.8 inch color display and exceptional HD sound. Up to five VoIP accounts can be used and the phone can be desktop-based or wall mountable.

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Phone Layout

Earpiece

LCD Screen

Soft Keys

Speakerphone Key

Headset Connector

Off-hook Key

Keypad

Star Key

Redirect Key

Control Keys

Message Key

On-hook Key/ Power Key

Pound Key

Mute Key

Microphone

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# Idle Screen Display

Status Line

- On hook (idle) – displays the signal strength, internal handset number, and battery status

- Off hook – displays line ID

Text Line

- On hook (idle) – displays time and date, caller information when receiving an incoming call, and prompt messages

- On hook (idle) – displays the dialed digits

Soft Key Line

- On hook (idle) – displays **History** and **Line**

- Off hook – displays terms related to context of feature
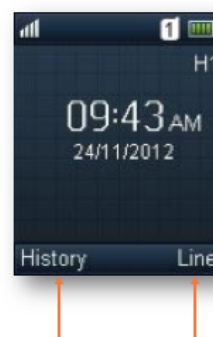
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Main Menu Display

The main menu consists of Status, Intercom, Voicemail, Call Features, Directory, and Settings

- To access the main menu, press 🆗 when the handset is idle

- To access a main menu feature via the handset:

- Press ⬅, ➡, ⬆, or ⬇ to scroll to the feature

Status — Directory — Intercom
Voice Mail — Call Features
Directory — Settings

The name of the selected menu item appears on the top of the LCD screen

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Submenu Display

The submenu items are displayed on the LCD screen as a list

- To access features of a submenu on the handset:

- Press ⊡ or ⊡ to highlight the desired submenu

- Press ⊡ or the **OK** soft key to access features of the submenu

[fuze tip] Press ⊡ or the **Back** soft key to return to the previous screen, or long press ⊡ to exit the menu and return to the idle screen
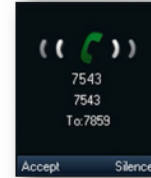
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Calls View

- Call duration and destination will appear on the screen for the active call

- Incoming calls will be displayed on active call screen

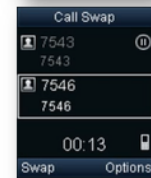- Answering the incoming call will place original call on hold

Active Call
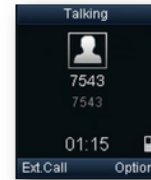
Incoming Call

Held Call

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To make calls within the US, dial the 10 digit number including the area code and local number. It is not necessary to dial 1 or 9 prior to the number.
For international calls, dial 011, the country code, the Area code, and the number.

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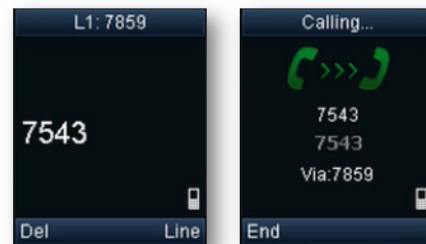
Placing Calls

A call can be placed using one of the following methods:

Internal

- Press ⌗ to enter the main menu

- Select Intercom ⌗ from Main Menu to display all registered handset names and All HS

- Press ⌗ or ⌗ to highlight the desired contact

- Press ⌗, ⌗, ⌗, or the OK soft key to dial out

External

- Enter the desired number using the keypad

- Press ⌗, ⌗, or ⌗ to dial out

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Answering Incoming Calls

Answer incoming calls by:

- Using the earpiece – Press 📞 or the **Accept** soft key

- Using the headset – Press the **Accept** soft key

- Using the speakerphone – Press 🔊

- To answer an incoming call while on an active call, press 📞, 🔊, ☑, or the **Accept** soft key

- To end a call, press ☎
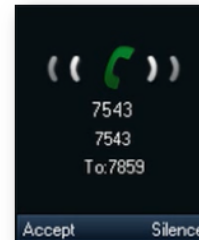
Answering an incoming call while on an active call places the original caller on hold

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Holding and Muting

To place an active call on hold or mute

- To place a call on hold, press the **Option** soft key, then select **Hold**, whereupon the ⏸ icon is displayed

- To resume the call, press the **Resume** soft key, or press ◀ or ☎

- To mute voice, press ⬇ during a call, at which point the 🔇 icon is displayed on the screen

- To un-mute a call, press ⬇ again, whereupon the 🔇 disappears from the screen

The LCD screen will indicate the hold and mute status

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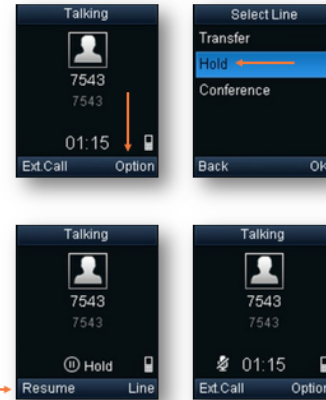
Silencing and Rejecting Incoming Calls

- To silence an incoming call, press the **Silence** soft key

- To reject a call, press the on-hook key 📞 to send calls directly to voicemail

Rejected calls will be displayed by pressing the **History** soft key, accessed from the idle screen
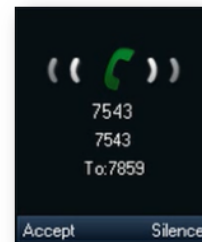
Viewing Call History

- Press the **History** soft key from the Idle Screen to see **All Calls**, **Outgoing Calls**, **Missed Calls**, and **Accepted Calls**

- Press ⊡ or ⊡ to toggle between the type of call, then press the **OK** soft key

- Press ⊡ or ⊡ to highlight the desired entry, then press the **View** soft key

- To call the contact from **History**, press the off-hook key 🖰

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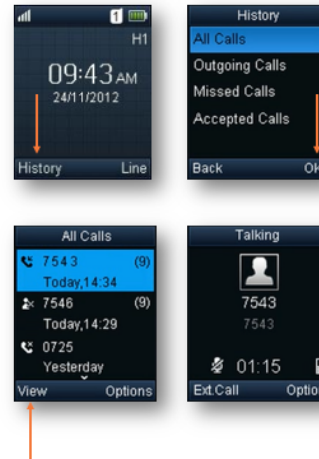
Transferring Calls - Attended

- Press the **Option** soft key during a call, then select **Transfer**, or press the redirect key [R]

- Enter the number to transfer the call to

- Press the off-hook key [📞] to dial out

- Press the **Transfer** soft key or [R] to complete the transfer

There is the option of speaking with the party to which the call will be transferred or to transfer after hearing the ring-back tone
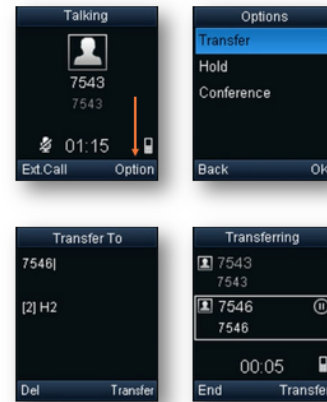
Transferring Calls - Unattended

Unattended transfer allows a call to be transferred without speaking to the recipient first

- Press the **Option** soft key during a call, then select **Transfer**, or press the redirect key R

- Enter the number to transfer the call to

- Press the **Transfer** soft key or R to complete the transfer

- LCD screen will display **Call Transferred**

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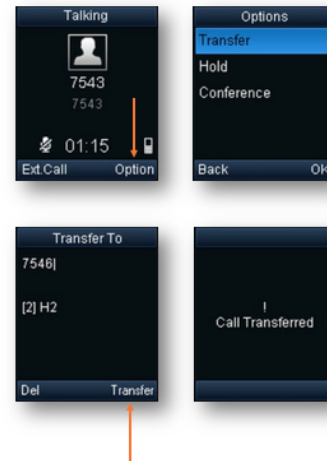
Conference Calls

To initiate a conference call with two other people:

- While on an active call, press the **Option** soft key, then select **Conference**

- Enter the number of the second party, then press ⌢ , ◀ , ᴏᴋ or **Conf** soft key

- When the second party answers, press the **Conf** soft key again to join all parties

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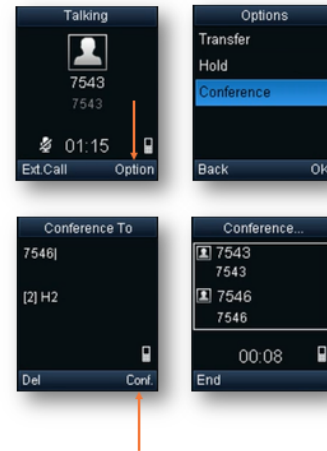
Holding Conference Calls

- Press Option soft key

- Select Hold soft key

  - 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.
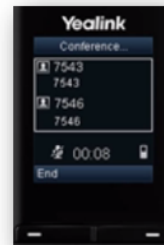
Ending Conference Calls

- If conference initiator presses [icon] or the **End** soft key it terminates the conference call for all parties

[fuze tip] If any other party in the conference call presses [icon] , the remaining participants remain connected to each other

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Forwarding All Incoming Calls

- Press [ok] to access the main menu
- Select [icon] > Call Forward
- Press [⊡] or [⊡] to highlight the desired forwarding type, then press the OK soft key
- Press [·] or [·] to select Enabled form the Status field
- Enter the destination number to forward incoming call to in the Target field

There are three types of call forwarding:

- Always Forward- forwards all incoming calls
- No Answer Forward- forwards all unanswered incoming calls
- Busy Forward- forwards calls that arrive when already in a call

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Setting Up and Accessing Voicemail

- Press ⊠ or dial *123 to access the Message Center
  - This is where voicemail is initially set up and can be configured at any time
- When the screen alerts to a new voicemail, press ⊠ or the Connect soft key
- The phone will indicate when there is a new voicemail by:
  - Displaying a message in the status bar
  - Flashing the Message Waiting indicator

fuze tip   It is also possible to access the Message Center by pressing the Message key ⊠ on the phone

Voicemail Setup

- Access the message center

- Enter temporary PIN when prompted (extension)

- Follow prompts to record name and standard greeting (busy message is not necessary)

- Create a new permanent PIN (4-15 digits)

  - New PIN cannot be the extension number, a replicated digit (1111) or a continual sequence of digits (123456 or 9876543)

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Searching for a Contact Within the Directory

- Press ⬜ to enter the main menu

- Select 🔳

- Enter a desired name or number using

- Dial contact from result list

fuze tip It is possible to search by first or last name, or by the contact's extension

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
Adding a Contact to the Directory

- Press ⟨ok⟩ to enter the main menu

- Select 📇

- Press the **Options** soft key, and then select **New Contact**.

- Enter the desired values in the **Name**, **Number** and **Mobile** fields

- Press the **Save** soft key to accept the change or the **Back** soft key to cancel
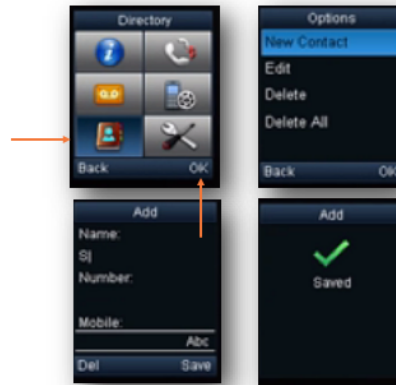
The newly added contact will be saved in the local directory for the phone

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Editing the Contact Directory

- Press [OK]
- Select [📇]
- Press [·] or [·] to highlight the desired entry
- Press the **Option** soft key
- Select **Edit**
- Edit the values in the **Name**, **Number** or **Mobile** fields
- Press the **Save** soft key
- To remove a contact from the Directory, press the **Delete** soft key
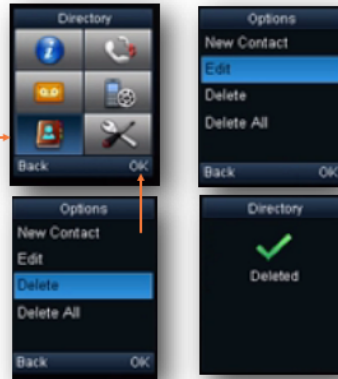
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Utilizing Do Not Disturb (DND)

Do Not Disturb mutes the ring tone and sends all incoming calls to voicemail

- Press ⌆ to enter the main menu

- Select 🖳, Select Do Not Disturb

- Press ▭ or ▭ to highlight the desired line, then press the **OK** soft key

- Press · or · to select **Enabled** from the **Status** field

- Press **OK** soft key to accept the change

While on **DND**, there will be no visual indication that a call is being received, other than showing a missed call

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Missed call will appear on screen with options to exit or view.

Parking

Call parking is the ability to put calls on hold on one phone and then be able to pick up that call from another phone

- Press the call park key

- Dial the call park retrieve code

Contact the administrator for call retrieve code
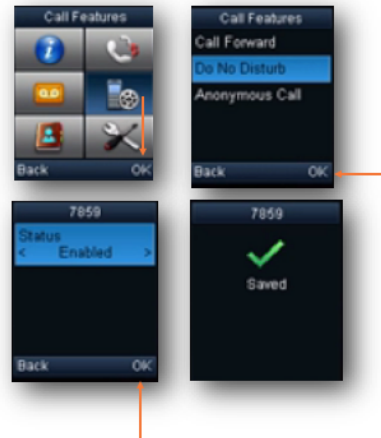
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Knowledge Check

1. The W52P can handle **Four** simultaneous calls.

2. Silencing a call sends the caller immediately to voicemail. True or False? **False**

3. A current caller will automatically be placed on hold if an incoming call is answered. True or False? **True**

4. Personal contacts can be added to the Contact Directory. True or False? **True**

5. The Message Center can only be accessed by dialing *123. **False**

6. While on DND mode, all incoming calls will be directed to voicemail. True or False? **True**

7. All participants in a conference call will have their call terminated if you leave the call. True or False? **False**

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Thank You!