Yealink W56H Wireless Handset

Screen Icons

Icon	Description
	Ring volume is 0
	Call forward is enabled
	Keypad is locked
	New voicemail
	Do not disturb is enabled
	Receiver mode on
	Hands-free mode on
	Call hold
	Conference call
	Headset mode on
	Contact
	Call mute

Ziply Fiber Confidential

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Answering a call

Press the ☎ button.

Press the 🔊 button to use the speaker.

Blind transfer

While on a call

1. Press the **tran** button to place the call on hold.
2. Enter the extension or 10-digit telephone number you want to transfer to.
3. Press the **tran** button again.

Place a call on hold

While on a call

1. Press the **option** soft key.
2. Use the navigational wheel and select **hold** then press the **OK** button. The caller will hear hold music.
3. Press the **resume** soft key to resume the call.

Call forwarding

To enable call forwarding

1. Press the **OK button** when the phone is idle.
2. Use the navigational wheel and select **call features.** Then select **call forward.**
3. Select the desired forward type:
   - **Always forward:** Incoming calls are forwarded unconditionally.
   - **Busy forward:** Incoming calls are forwarded when the phone is busy.
   - **No answer forward:** Incoming calls are forwarded if not answered.
4. Using the navigational wheel scroll to the right and select **enabled.**
5. Then enter the desired number you want to forward calls to. Then press the **save** soft key.
6. For **no answer forward**, follow the same steps to enable, but you select the desired ring time to wait before forwarding from the **after-ring time** field.
7. Press the **save** soft key to accept the change.

Placing a call

Dial the intended number, then:

Press the ☎ button**,** then press OK.

Press the 🔊 button to use the speaker.

Warm transfer

While on a call

1. Press the **tran** button to place the call on hold.
2. Enter the extension or 10-digit telephone number you want to transfer to, then press the ☎ button.
3. When the other party answers, press the **tran** button.

Place a conference call

While on a call

1. Press the **option** soft key.
2. Use the navigational wheel and select **conference,** then press the **OK** button.
3. Dial the extension or 10-digit telephone number you want to conference in.
4. When the other party answers, select the **conf** soft key again. All parties are joined on the call.

Checking voicemail

Message indicator on the screen indicates messages are waiting at the message center.

1. Press the ✉ button.
2. Using the navigational wheel, select the envelope icon on the screen, then press the **select** soft key.

Ending a call

Press the ☎ button.

Press the 🔊 button to use the speaker.

View call history

1. Press the **history** soft key when the phone is idle.
2. Use the navigational wheel to scroll to the historical calls you wish to view.
   - All calls
   - Missed calls
   - Placed calls
   - Received calls

Volume adjustment

Press the ◁ or ▷ of the navigation wheel during a call to adjust the receiver volume of the handset/speaker/headset.
Press ◁ or ▷ when the phone is idle or ringing to adjust the ringer volume.