

HV.Select Yealink W60P Phone User Guide



July 2018

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Version Control

This document is controlled and issued by HV.Select Product Manager. Please ensure that you have the latest version of this document, form your Account Managers.

Description of change	Issue	Date
New document in support of product launch	1.0	16 July 2018

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<u>Version Control</u>	Error! Bookmark not defined.
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Yealink W60P

HVS IP Phone User guide



This user guide provides you with all the information you need to get the most from your phone. You must first set up your phone before you can use it. This doesn't take long as it is easy to do. Just follow the simple instructions in this user guide or the quick start guide included with the phone.

Got everything?

The following items are included in your W60P package:

- Handset
- Base Station
- Base Stand
- USB Charger Cradle
- Two Power Adapters
- Belt Clip
- Ethernet Cable
- Rechargeable Battery

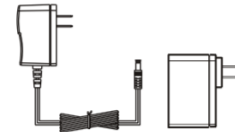
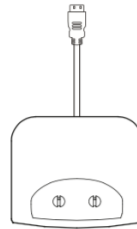
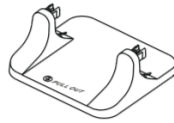
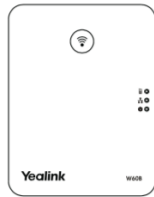
- Quick Start Guide
- The following items are included in your W60B package:

- Base Station
- Base Stand
- Ethernet Cable
- Power Adapters
- Quick Start Guide

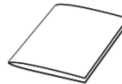
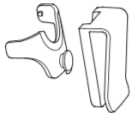
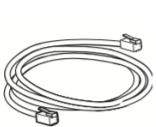
The following items are included in your W56H package:

- Handset
- USB Charger Cradle
- Power Adapters
- Belt Clip
- Rechargeable Battery

The following items are included in your W60P package:

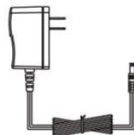
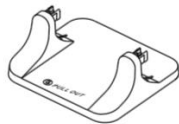


W56H Handset W60B Base Station Base Stand USB Charger Cradle 2 Power Adapters



Ethernet Cable Belt Clip Rechargeable Battery Quick Start Guide Handset Protective Case (Optional)

The following items are included in your W60B package:

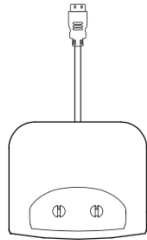


W60B Base Station Base Stand Power Adapter Ethernet Cable Quick Start Guide

The following items are included in your W56H package:



W56H Handset



USB Charger Cradle



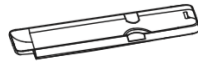
Belt Clip



Power Adapter



Rechargeable Battery



Handset Protective Case (Optional)

Emergency Calls – important information please note

Access to Emergency Services is provided but calls including emergency calls to 999 or 112, made via HVS may not work in the event of power or broadband connection failure. These failures may be caused by reasons outside our control. Location information, provided to the emergency services, is limited to the location details entered into the system by your Service Provider; this may not be where the call was originated.

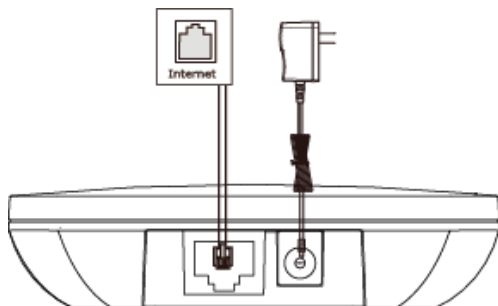
Phone Installation

1. Connect the network and power for the base station in one of the following ways, as shown below:

a. AC Power Option

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.

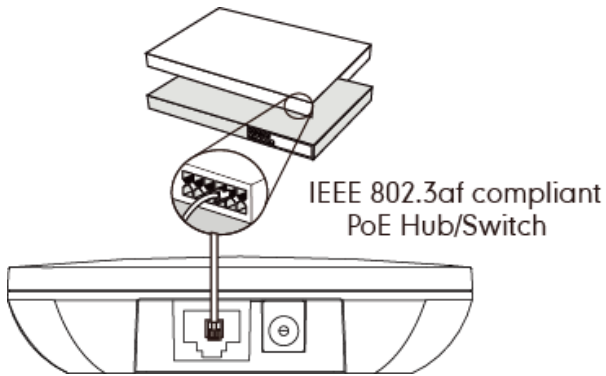
Connect the included or a standard Ethernet cable between the Internet port on the base station and the Internet port in your network or the switch/hub device port.



b. PoE (Power over Ethernet) Option

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

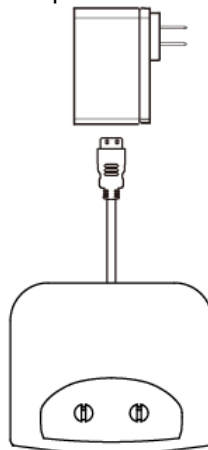
Connect the Ethernet cable between the Internet port on the base station and an available port on the in-line power switch/hub.



Noted: 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.

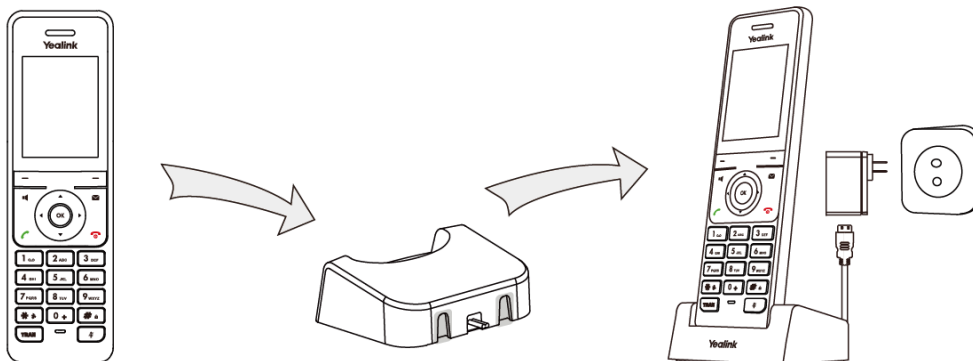
2. Connect the charger cradle, as shown below:

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



3. Charge the handset, as shown below:






After setting up the handset and charger cradle, place the handset in the charger cradle. The original handset included in the W60P package is pre-registered to the base station. After charging, the handset is ready for use.



Note: The charging status of the handset is indicated in the top right-hand corner of the LCD screen.

4. Battery Charging Status

The handset battery takes about 3 hours to fully charge. Charging status of battery is displayed on the top right-hand corner of the LCD screen:

Icon	Charging Status
	Fully Charged
	80% Charged
	60% Charged
	40% Charged
	20% Charged

Provisioning

Your Yealink W60P DECT Phone will be pre-loaded with all the information it needs to automatically provision the HVS service once all the connections have been made.

1. Once connected to the network port that is providing network access the phone will do a series of firmware updates (please allow the phone time to complete).
2. Once complete the phone will now show the line number against a line key.



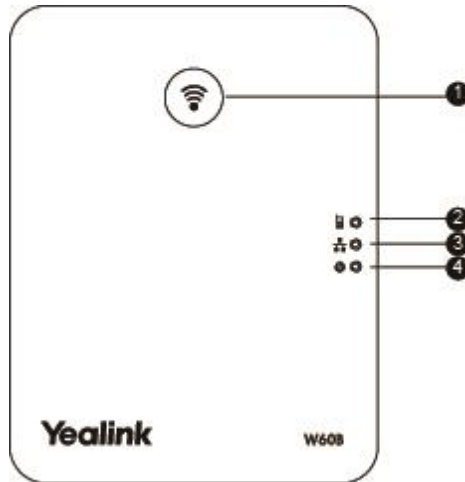
Note: If the handset fails to provision please contact your Service Provider.

Getting to know your phone

Hardware Component Instructions

Base Station Description

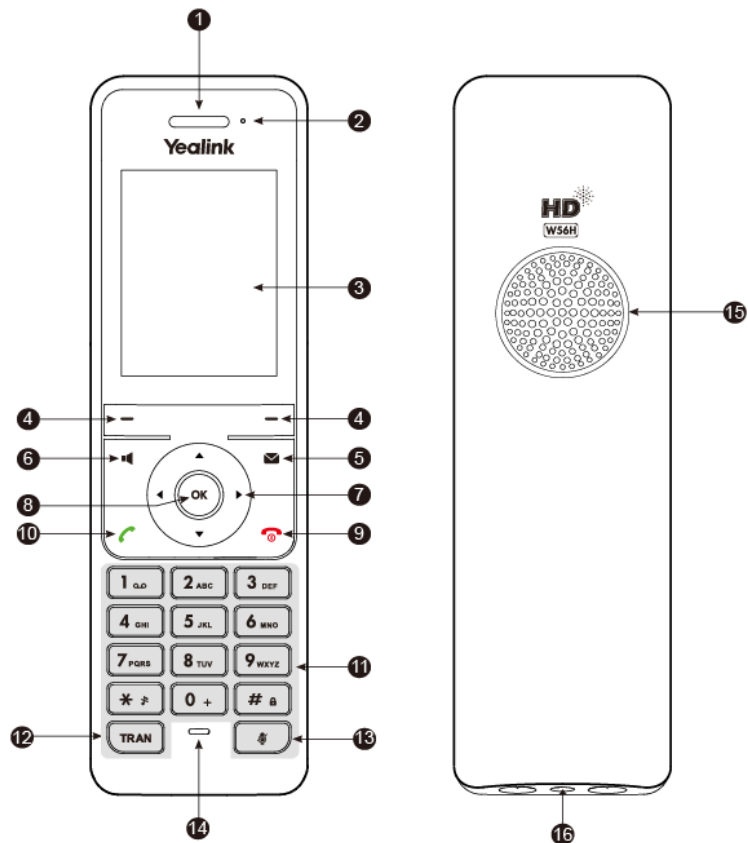
After the base station starts up successfully and the handset is registered to the base station, all LEDs on the base station illuminate green in sequence.




	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-flashing green—The base station is in the paging mode. Slow-flashing green—The base station is in the registration mode. Solid green—There is at least one handset registered to the base station. Off—The base station is powered off or no handsets are registered to the base station.
③	Network Status LED	Indicates the network status: Slow flashing green—The network is unavailable. Solid green—The network is available. Off—The base station is powered off.
④	Power Indicator LED	Indicates the power status of the base station: Slow flashing green—The base station is during the firmware upgrading process. Solid green—The base station is powered on. Off—The base station is powered off.

Handset Description

The main hardware components of the W60P/W60PH handset are the LCD screen and the keypad.



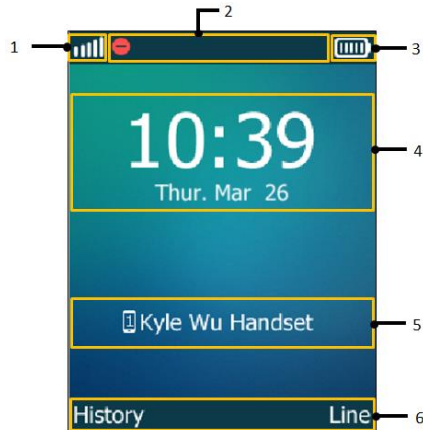
	Item	Description
①	Earpiece	Outputs audio during the earpiece call.
②	Power Indicator LED	Indicates call status, message status and charging status. <ul style="list-style-type: none"> • Receives an incoming call—Fast flashing red • Receives a voice mail or a missed call—Slow flashing red • Battery charging—solid red
③	LCD Screen	Shows information about calls, messages, soft keys, time, date and other relevant data.
④	Soft Keys	Label automatically to identify their context-sensitive features.
⑤	Message Key	Accesses the voice mail or missed call.
⑥	Speakerphone Key	<ul style="list-style-type: none"> • Switches among the earpiece, earphone and speakerphone modes. • Answers an incoming call. • Places a call in speakerphone mode.

	Item	Description
⑦	▲ ▼	<ul style="list-style-type: none"> • Move the cursor. • Act as shortcuts. • Scroll through the displaying information.
	◀ ▶	<ul style="list-style-type: none"> • Move the cursor. • Act as shortcuts. • Adjust the ringer volume. • Switch among the values.
⑧		Confirms actions or enters the main menu.
⑨	On-hook Key/Power Key	<ul style="list-style-type: none"> • Press on any screen to return to previous screen. • Long press on any screen to return to the idle screen. • Press to turn the handset on. • Long press on idle screen to turn the handset off. • Cancels actions or ends a call. • Rejects an incoming call.
⑩	Off-hook Key	<ul style="list-style-type: none"> • Answers an incoming call. • Enters the redial calls list. • Places a call in earpiece or earphone mode.
⑪	Keypad	Provides digits, letters and special characters in context-sensitive applications.
⑫	TRAN Key	Transfers a call to another party.
⑬	Mute Key	Toggles mute feature on or off.
⑭	Microphone	Picks up audio during earpiece and hands-free calls.
⑮	Speaker	Provides hands-free (speakerphone) audio output.
⑯	3.5mm Earphone Jack	Allows you to connect a standard 3.5mm earphone.

Phone Display (Views)

Displaying Information on LCD Screen
























The idle screen may be shown as below:



Idle Screen description:

No.	Description
1	<p>This area shows signal strength:</p> <p>Weak to strong: </p> <p>No reception: </p> <p>Eco mode+ is on: </p>
2	<p>This area shows feature status. For more information on feature status icon, refer to Icon Instructions below.</p>
3	<p>This area shows battery status:</p> <p>Low to full: </p> <p>Need charging: </p>
4	<p>This area shows the time and date.</p>
5	<p>This area shows internal handset number and registered handset name (e.g., "1" is internal handset number, indicating the handset is registered on NO.1).</p> <p>Handset 1 to Handset 8: </p>
6	<p>This area shows the soft key labels. The default soft key labels are "History" and "Line".</p> <p>It will display "SCA" instead of "Line" when using the Shared Call Appearance feature.</p>

Icon Instructions

Icon	Description
	Registered handset icon (e.g., "1" is internal handset number, indicating the handset is register on NO.1)
	Earpiece Mode On
	Earphone Mode On
	Speakerphone Mode On
	Keypad Lock
	Voice Mail
	Silent Mode On
	Call Forward
	Contact icon
	Received Calls
	Missed Calls
	Placed Calls
	Call Hold
	Call Mute
	Conference Call
	Do Not Disturb (DND)
	Intercom Call
	Shared line is idle.
	Shared line is dialing, in conversation or placed on private hold.
 (flashing)	Shared line receives an incoming call or is placed on public hold.
	Unassigned outgoing line
	Anonymous call is enabled.
	Anonymous call rejection is enabled.


Checking System Status

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

- Base station status (IPv4 status or IPv6 status, firmware version, MAC address, device certificate status, RFPI and network information)

- Handset status (model, hardware version, firmware version, IPUI code, SN code and area)
- Line status

To check the base station status via the handset:


1. Press  to enter the main menu.
2. Select **Status->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**, and then press the **Enter** soft key.

The LCD screen displays the connected network information.

To check the handset status via the handset:


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

The LCD screen displays the status information of the handset.


3. Press **▲** or **▼** to scroll through the status 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 **Status->Line Status**.

The LCD screen displays all lines registered to the currently used base station with icons for indicating the line status. For example, the icon  at the bottom of a line indicates that you cannot place a call using this line on the handset.

Handset Registration

You can register up to 8 handsets to one W60P base station. Each handset can be registered to 4 different base stations.

To register a new handset manually:

When the handset LCD screen prompts “Press base paging 2s then press Reg.”, long press  on the base station till the registration LED flashes. There are two methods to register a new handset:

Easy Registration:

1. Press the **Reg** soft key on the handset to register quickly.

Normal Registration:

1. Press the **OK** soft key on the handset, and then select **Register Handset**.
2. Select the desired base and then press the **OK** soft key. The handset begins searching the base.
3. Press the **OK** soft key after searching a base successfully.
4. Enter the base PIN (default: 0000), and then press the **Done** soft key to complete registration.

After the success of registration, the handset LCD screen prompts “Handset Subscribed” and “Base NO. (The last 4 characters of connected Base’s MAC address)”.

After initializing data successfully, an icon with internal handset number and handset name appears on the LCD screen.

Shortcuts


This helps you get quick access to features by pressing the shortcut keys directly without having to scroll through the menu. You can press the following predefined shortcuts to access some frequently used features of your handset when the handset is idle:

Shortcut key	Default access features
Left soft key	History
Right soft key	Line Status
▲	Intercom
▼	Directory
◀	Volume-
▶	Volume+

Basic Operations

Turning Handset On/Off



To turn the handset on, 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:

- Long press  again to turn the handset off.

Locking/Unlocking Keypad

- Long press  when the phone is idle to lock the keypad.
- Long press  again when the phone is idle to unlock the keypad.


Switching Silent Mode On/Off

- Long press  to switch the silent mode on.
- Long press  again to switch the silent mode off





Basic Call Features


Placing Calls

To place a call directly:




Enter the desired number when the handset is idle, and then press .

To place a call from the local directory:





1. Press  when the handset is idle.
2. Press  or  to highlight the desired entry, and then press .

If both the office number and mobile number are stored, press or to highlight the desired number, and then press  again.

To place a call from the call history:

1. Press the History soft key, and then select the desired call history list.
2. Press  or  to highlight the desired entry, and then press .

To place a call from the redial number list:

1. Press  when the handset is idle.
2. Press  or  to highlight the desired entry, and then press .

To place a call using the speed dial key:

Long press the speed dial key to place a call to the number assigned to it.

Answering Calls

To answer a call, do one of the following:

Press the **Accept** soft key.


Press .

Press .



Note: You can ignore an incoming call by pressing the Silence soft key or reject an incoming call by pressing

. 

Ending Calls

1. Press .

Call Mute

- Press  during a call to mute the call.
- Press  again to un-mute the call.

Call Hold and Resume

To place a call on hold:

Press the **Options** soft key during a call, and then select **Hold**

To resume a call, do one of the following:

- If there is only a call on hold, press the **Resume** soft key.
- If there are two calls on hold, press the **Resume** soft key to resume the current call, press the **Swap** soft key to swap between calls.


Call Transfer

You can transfer a call in the following ways:


Blind Transfer

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

Semi-Attended Transfer

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

General information

Important

- Access to Emergency Services is provided but calls including emergency calls to 999 or 112, made via HVS may not work in the event of power or broadband connection failure. These failures may be caused by reasons outside our control. Location information, provided to the emergency services, is limited to the location details entered into the system by your Service Provider; this may not be where the call was originated.

Safety information

- Do not open the handset or the base. This could expose you to high voltages or other risks. Contact your Service Provider for all repairs.

Cleaning

- Clean the handset and base with a damp (not wet) cloth, or an anti-static wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

Environmental

- Do not expose to direct sunlight
- Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surfaces
- Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms
- Do not expose your product to fire, explosive or other hazardous conditions
- There is a slight chance your phone could be damaged by an electrical storm.

Product disposal instructions

- The symbol shown here and on the product means that the product is classed as Electrical or Electronic Equipment and should not be disposed with other household or commercial waste at the end of its working life.
- The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to minimize the impact on the environment, treat any hazardous substances and avoid the increasing landfill.
- Business users should contact their suppliers and check the terms and conditions of the purchase contract and ensure that this product is not mixed with other commercial waste for disposal.



Guarantee

- Your IP Phone is guaranteed for a period of 12 months from the date of purchase.
- Subject to the terms listed below, the guarantee will provide for the repair of, or at the Service Provider or its agent's discretion, the option to replace the Phone or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12-month guarantee period
- Proof of purchase is provided
- The equipment is returned to your Service Provider or its agent as instructed
- This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents
- This guarantee does not affect your statutory rights.

