Yealink W52 Quick Start Guide

Dialling Numbers

There is no need to dial '9' for an outside line if you previously had to.
Dial the number (including area code) on the handset then press the OK key
or the green button.
To end the call, press the red button.

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DND (Do Not Disturb)

1. Press the OK button.
2. Using the arrow keys, scroll to 'Call Features'.
3. Select 'Do Not Disturb'.
4. Select your user.
5. Using the arrow keys, scroll left or right to enable or disable 'Do Not Disturb'.
6. 'Do Not Disturb' enabled will be indicated by a symbol at the top of the screen.

Please note placing your phone on 'Do Not Disturb' will send all calls that come to you, straight to your voicemail. If a call comes in to a group that you are a part of and everyone in that group is on DND, this will send the call to the group voicemail.

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Transferring Calls

Blind Transfer
(Transfer a call without announcing)
1. Answer the call.
2. Press the 'Option' soft key.
3. Select 'Transfer'.
4. Dial the extension number you wish to transfer the call to or select from 'Directory'.
5. Press the 'Transfer' soft key.

On Hold
1. Answer the call.
2. Press the 'Option' soft key.
3. Select 'Hold'.
4. To bring the call back, press the 'Resume' soft key.

Open Transfer
(Transfer a call with announcing)
1. Answer the call using the green button.
2. Press the 'Options' soft key.
3. Select 'Transfer'.
4. Dial the extension you wish to transfer to or select from 'Directory'.
5. Press either the OK key or the green button.
6. Wait for your colleague to answer.
7. Press the 'Transfer' soft key to send the call to your colleague.
8. If your colleague is unavailable you can bring the call back to your handset by pressing the 'End' soft key.

Call History

1. Press the 'History' soft key.
2. Using the arrow keys, you can scroll up and down through the following:

   · All calls
   · Outgoing calls
   · Missed calls
   · Accepted calls

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Pick Up Groups

Group Pick Up
Press *8 followed by the ⟨ok⟩ key to pick up a call that is in your group.

Direct Pick Up
Press 8* plus the extension number you wish to pick up followed by the ⟨ok⟩ key.
For example: *8201 ⟨ok⟩ would pick up the extension 201 if it was ringing.

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Voicemail

From Your Extension
1. Press the ✉ button or dial '555', followed by the ⟨ok⟩ key, then select the voicemail box under your user.
2. When prompted enter the password, (Default is 0000) followed by the # key.
3. Listen to options.

From Another Extension
1. Dial '556' followed by the ⟨ok⟩ key or green button 📞.
2. Enter the mailbox number you want to check, followed by the # key (usually the same as extension number).
3. When prompted enter the password, (Default is 0000) followed by the # key.
4. Listen to options.

*Please note that this method can also be used to access group voicemail.

Recording Voicemail Greetings
1. Follow the steps above to either record a personal or group voicemail.
2. At the options menu select the option '0' and the follow the prompts.

Address Book

1. Press the ⟨ok⟩ key.
2. Using the arrow keys, scroll to 'Directory' 📖.
3. You can either scroll through using the up and down arrows or use the keypad to start typing the name of contact you wish to select.
4. Pressing the 📞 call button will call the selected contact.