

# Yealink W52 Cordless Phone

Owner's Manual



**INTERMEDIA**  
The Business Cloud™

Version 1

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## CE Mark Warning

This device is marked with the CE mark in compliance with EC Directives 1999/5/EC (R&TTE).  
This device complies with the following standards:

1. Safety: EN 60950-1:2006+A11:2009+A1:2010+A12:2011
2. SAR: EN62479:2010
3. EMC: ETSI EN 301 489-1 V1.9.2 (2011-09) & ETSI EN 301 489-6 V1.3.1 (2008-08)
4. Radio: ETSI EN 301 406 V2.1.1 (2009-07)

## Part 15 FCC Rules

This device is compliant with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

## Class B Digital Device or Peripheral

This equipment is tested and complies with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. Privacy of communications may not be ensured when using this telephone. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experience radio/TV technician for help.

**Note:** Changes or modifications not expressly approved by Yealink Network Technology Co., Ltd could void the user's authority to operate the equipment.

## ACTA Information

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the bottom of the base station is a label that contains, among other information, a product identifier in the format US: T2LXXXXXX.

## Hearing Aid Compatibility (HAC)

This telephone system meets FCC standards for Hearing Aid Compatibility.

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## FCC RF Radiation Exposure Statement

- This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment.
- This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body. This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.
- For body worn operation, this phone has been tested and meets the FCC RF exposure guidelines when used with the belt clip supplied with this product. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

## Information for DECT Product



This telephone is compliant with the DECT 6.0 standard which operates in the 1.92GHz to 1.93GHz frequency range. Installation of this equipment is subject to notification and coordination with UTAM. Any relocation of this equipment must be coordinated through and approved by UTAM. UTAM may be contacted at 1-800-429-8826.

## WEEE Warning



To avoid the potential effects on the environment and human health as a result of the presence of hazardous substances in electrical and electronic equipment, end users of electrical and electronic equipment should understand the meaning of the crossed-out wheeled bin symbol. Do not dispose of WEEE as unsorted municipal waste and have to collect such WEEE separately.

## About This Guide

Yealink W52 Cordless Phone is a full-featured mobile device, which can provide reliable and convenient wireless voice communications. In addition, it provides many widely accepted benefits of the DECT standard, including high security, scalability, and low power consumption to better meet your requirements.

This guide provides everything you need to quickly use your new phone. First, verify with your system administrator that the network is ready for phone configuration. Also be sure to read the Packaging Contents and Regulatory Notices sections in this guide before you set up and use your W52 Cordless Phone.

## In This Guide

Topics provided in this guide include:

- Chapter 1 Getting Started
- Chapter 2 Overview
- Chapter 3 Basic Operations
- Chapter 4 Phone Settings
- Chapter 5 Call Features

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## GETTING STARTED

This chapter provides basic installation instructions and information for obtaining the best performance with the W52 Cordless Phone. Topics include:

- Packaging Contents
- Connecting the W52 Cordless Phone Base Station
- Setting up the W52 Cordless Phone/W52 Cordless Base Handset
- Setting up the Charger Cradle
- Charging the Handset

If you require additional information or assistance with your new phone, contact your system administrator.

## Packaging Contents

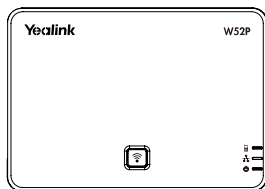
The following components are included in your W52 Cordless Phone/W52 Cordless Base packages:

### W52 CORDLESS PHONE PACKAGE

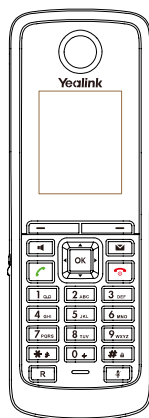
- 1 Base Station
- 1 Handset
- 1 Charge Cradle
- 2 Power Adapters (one for the base station is optional)
- 2 Rechargeable Batteries
- 1 Ethernet Cable
- 1 Belt Clip
- 1 Quick Start Guide

### W52 CORDLESS BASE PACKAGE

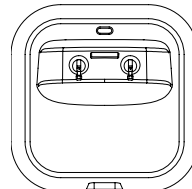
- 1 Handset
- 1 Charge Cradle
- 1 Power Adapter
- 2 Rechargeable Batteries
- 1 Belt Clip



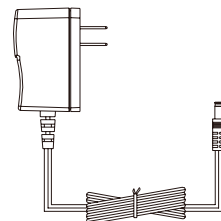
W52 Cordless Phone  
Base Station



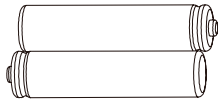
W52 Cordless Phone/W52  
Cordless Base Handset



Charger Cradle



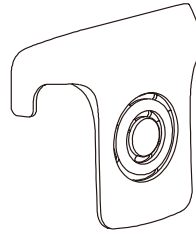
Power Adapter



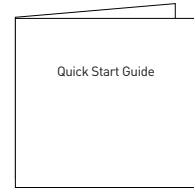
Two Rechargeable Batteries



Ethernet Cable



Belt Clip



Quick Start Guide

Check the package before installation. If you find anything missing, contact your system administrator.

## Connecting the W52 Cordless Phone Base Station

You have two options for power and network connection of the base station. Your system administrator will advise you which one to use.

- AC power (Optional)
- Power over Ethernet (PoE)

If you require additional information or assistance with your new phone, contact your system administrator.

## Packaging Contents

The following components are included in your W52 Cordless Phone/W52 Cordless Base packages:

### NOTE:

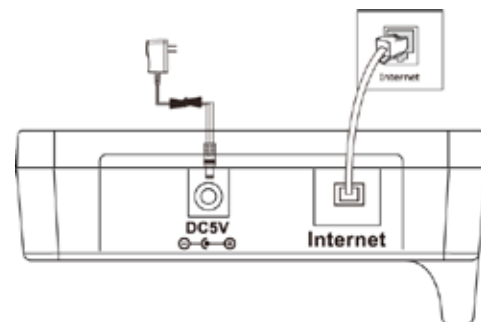
Please pay attention to the radio coverage of the base station. It is up to 900 ft in unobstructed outdoor areas and up to 150 ft inside buildings.

Set up the base station and the charger cradle at a central location on a flat, non-slip surface in your house or apartment.

### AC Power (Optional)

#### To connect the AC power:

1. 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.
2. Connect the supplied Ethernet cable between the Internet port on the base station and the Internet port in your network or the switch/hub device port.





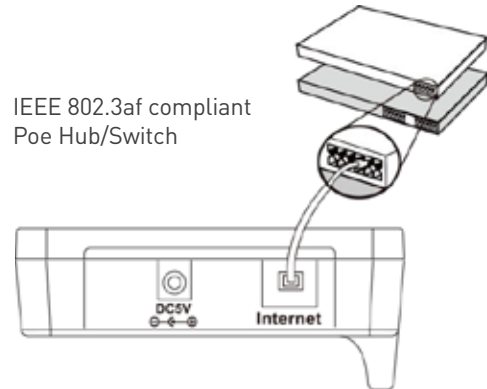
### Power over Ethernet

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

#### To connect the PoE:

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

IEEE 802.3af compliant  
Poe Hub/Switch



#### NOTE:

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.

## Setting up the W52 Cordless Phone/W52 Cordless Base Handset

To insert batteries into the handset:

1. Open the battery cover.
2. Insert the batteries in the correct polarity.
3. Close the battery cover.



#### NOTE:

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.

## Battery Information

**Technology:** Nickel Metal Hydride (NiMH)

**Size:** AAA

**Voltage:** 1.2V

**Capacity:** 800mAh

We strongly recommend you use the batteries complying with the above parameters. Because the compliant ones can guarantee the specified operating time, full functionality and long service life. The operating time of your handset depends on the capacity and age of the batteries and the way they are used.

We recommend you use only the batteries that came with the handset or replacement batteries approved by Yealink technology:

1. Sanyo NiMH 800
2. GP 850 mAh
3. Yuasa Technologies AAA 800

## Battery Capacity

The capacity of the batteries depends on the use of backlight and talk time.

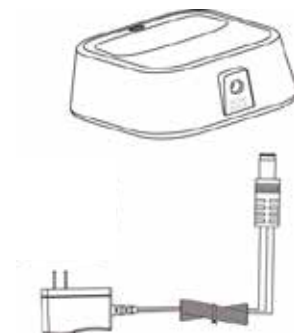
**Charging time:** approximately 6 hours (fully discharged to full capacity).

**Standby time:** up to 100 hours when the backlight is disabled.

**Talk time:** up to 10 hours active talk time (with full charged batteries).

## Setting up the Charger Cradle

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

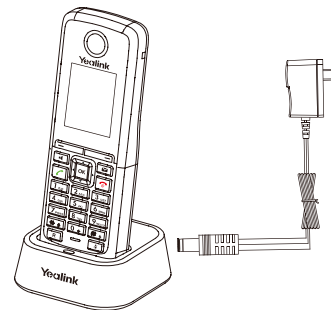


## Charging the Handset

To charge the handset:







1. After setting up the handset and charger cradle, place the handset in the charger cradle.

The original handset included in the W52 Cordless Phone package is pre-registered to the base station. After charging, the handset is ready for use.



### Battery Charging Status

The handset batteries take 6 hours to fully charge. Charging status of batteries is displayed on the top right-hand corner of the LCD screen:

Icon	Charging Status
	Fully Charged
	75% Charged
	50% Charged
	25% Charged
	0% Charged
	Almost Flat

## OVERVIEW

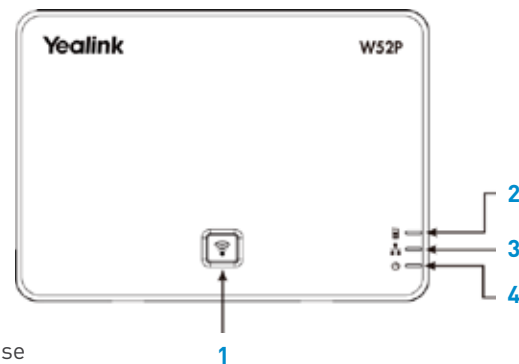
This chapter provides the overview of the W52 Cordless Phone. Topics include:

- Base Station Description
- Handset Description
- Displaying Information on LCD Screen
- Icon Instructions

If you require additional information or assistance with your new phone, contact your system administrator.

### 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.

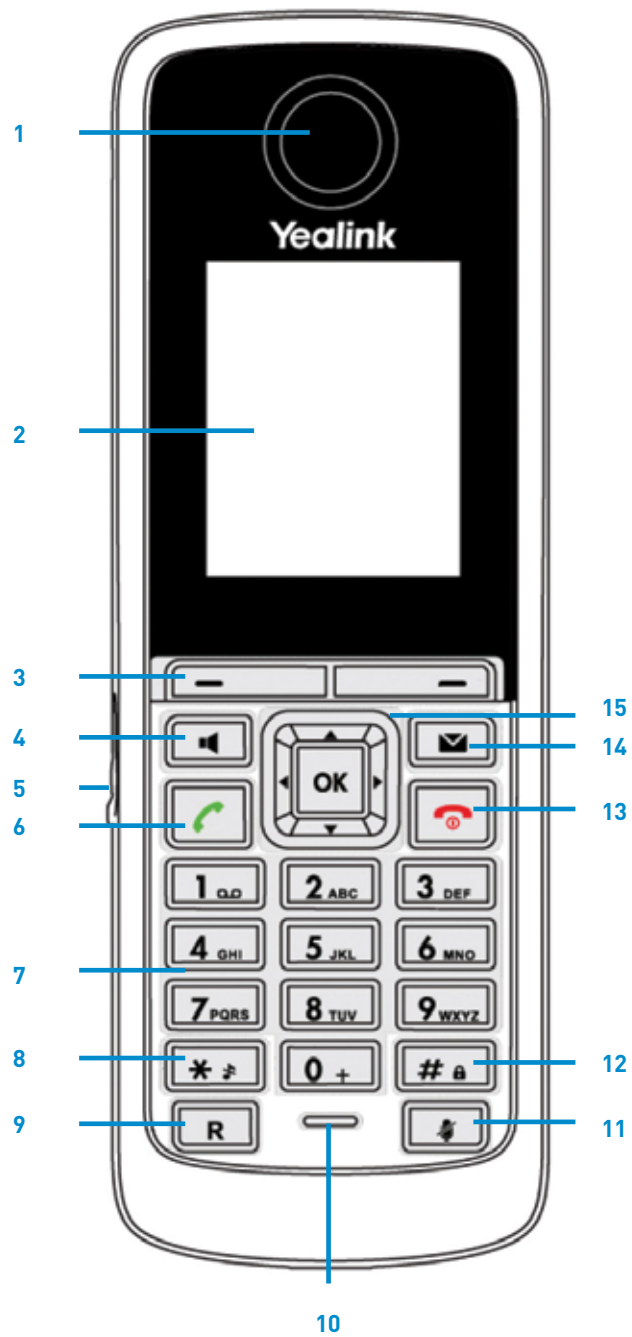


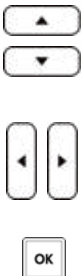
Hardware component instructions of the W52 Cordless Phone base station are:

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 flashes green when the base station is in the paging mode. Slow flashes green when the base station is in the registration mode. Illuminates solid green when there is at least one handset registered to the base station.
3. Network Status LED	Indicates the network status: Slow flashes green when the network is unavailable. Illuminates solid green when the network is available.
4. Infrastructure and software	Indicates the power status of the base station: Slow flashes green when the base station is during the firmware upgrading process. Slow flashes green when the base station is during the resetting process. Illuminates solid green when the base station is powered on.

## Handset Description

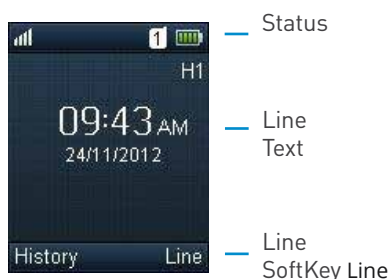
The main hardware components of the W52 Cordless Phone/W52 Cordless Base handset are the LCD screen and the keypad.



	Item	Description
1.	Earpiece	Outputs audio during the earpiece call.
2.	LCD Screen	Shows call information, handset status icons, prompt messages and so on.
3.	Soft Keys	Label automatically to identify their context-sensitive features.
4.	ISpeakerphone Key	Switches between the earpiece and speakerphone modes. Answers an incoming call.
5.	Headset Connector	Connects a headset.
6.	Off-hook Key	Answers an incoming call. Enters the redial call list. Places a call.
7.	Keypad	Provides digits, letters and special characters in context-sensitive applications.
8.	Star Key	Enters the star symbol. Long press switches silent mode on and off.
9.	Redirect Key	Transfers a call to another party.
10.	Microphone	Picks up audio during earpiece and hands-free calls.
11.	Mute Key	Toggles Mute feature on or off.
12.	Pound Key	Enters the pound symbol. Long press locks or unlocks the handset keypad. Switches the input method.
13.	On-hook Key/Power key	Long presses in the menu screen to return to the idle screen. Long presses to turn the handset on or off when the handset is idle. Cancels actions or ends a call. Rejects an incoming call.
14.	Message Key	Indicates a new receiving voice mail or a missed call. Accesses the voice mail or the missed call list.
15.		<p>Move the cursor. Act as shortcuts. Scroll through the displaying information.</p> <p>Move the cursor. Act as shortcuts. Adjust the ringer volume. Switch the values.</p> <p>Confirms actions or enters the main menu.</p>

## Displaying Information on LCD Screen

The idle screen may be shown as below:



The LCD screen is divided into three parts: status line, text line and soft key line.

The information shown in the status line:

- On hook (idle) — displays the signal strength indicator, internal handset number and battery status.
- Off hook — displays line ID.

### The information shown in the text line:

- On hook (idle) — displays handset name, time and date, caller information when receiving an incoming call and prompt messages.
- Off hook — displays the dialed digits.

### The information shown in the soft key line:

- On hook (idle) — displays History and Line.
- Off hook — displays various terms according to the context of the specific feature.

### Signal Strength

The strength of reception signal between the base station and handset may display as:

Weak to strong:

No reception:

### Battery Status

The battery status displays on the top right-hand corner of the LCD screen:
















Icon	Battery Level
	Full
	High
	Medium
	Low
	Need Charging

### NOTE:

When the capacity of batteries is low, and the handset is not charged timely, the handset will play a warning tone and display a prompt box every hour.

## Icon Instructions

Icons appearing on the LCD screen are described in the following table:

<b>Icon</b>	<b>Description</b>
	Anonymous Call
	Anonymous Call Rejection
	Missed Call
	Voice Mail
	Keypad Lock
	Silent Mode
	Do Not Disturb
	Call Forward
	Call Hold
	Call Mute
	Unassigned Outgoing Line
	Unusable Line
	Loudspeaker On
	Headset Mode On
	Normal Call



## BASIC OPERATIONS

This chapter provides you with the basic operating instructions of the W52 Cordless Phone. Topics include:

- Handset Registration
- Basic Network Settings
- Checking System Status
- Account Registration
- Turning Handset On/Off
- Adjusting Ringer Volume
- Locking/Unlocking Keypad
- Locating a Handset
- Switching Silent Mode On/Off
- Menu Guidance

If you require additional information or assistance with your new phone, contact your system administrator.

### Handset Registration

You can register up to 5 handsets to one W52 Cordless Phone base station. Each handset can be registered to 4 different base stations.

**About handset registration:**

Your Yealink W52 Cordless Phones are pre-registered with the base station before they are shipped. There is no need to register the handsets after receiving your first order of a base station and phone(s).

**Ordering additional handsets:**

When ordering additional handsets, your new handset will require manual registration with the base station. Please follow the manual handset registration instructions below for each new handset.

**Replacing base stations:**

From time to time a base station may need to be replaced under the warranty. Your handsets can be registered with up to 4 different base stations. Thus, you do not need to de-register your handsets before registering them with the new base station. To register your handsets to the new base station, please follow the manual handset registration instructions below for each handset.






**Replacing handsets:**

From time to time a handset may need to be replaced under the warranty. Before you can register your replacement handset(s) with the base station, you must de-register the old handset(s) from the base station. The process involves:

- From any functioning handset, follow the de-registration process below
- Select the handset number associated with the old extension(s) and press OK
- Repeat this process for each old handset





When complete, please follow the manual handset registration instructions below for each replacement handset.

**To register a handset manually via the handset:**

1. Long press  on the base station.  
The registration LED slow flashes, indicating the base station is in the registration mode.
2. Press  on the handset to enter the main menu.
3. Select  ->**Registration->Register Handset.**  
The LCD screen displays the Base1-Base4.
4. Press  or  to highlight the desired one, and then press the **OK** soft key.  
The handset begins to search for the base station.
5. Press the **OK** soft key when the LCD screen displays the RFPI code of the base station.
6. Enter the system PIN (default: 9871).
7. Press the **Done** soft key.  
The handset plays a warning tone and prompts "Handset Subscribed", which indicates the handset is registered successfully.

After successful registration, an internal handset number and handset name appear on the LCD screen.





**To de-register a handset via the handset:**

1. Press  to enter the main menu.
2. Select  ->**Registration->De-reg. Handset.**
3. Enter the system PIN (default: 9871).
4. Press the Done soft key.  
The LCD screen displays the names of the handsets registered to the same base station.  
The name of the handset itself is highlighted and followed by a left arrow.
5. Press  or  to highlight the desired handset name, and then press the **OK** soft key.  
The LCD screen prompts "De-register Handset".
6. Press the Yes soft key to de-register the handset or the No soft key to cancel.

## Select Base Station

The handset can be registered to the base station automatically only if the handset is registered to more than one base station. You can select Bestbase to search for the base station with the best signal strength.

**To select the base station via the handset:**





1. Press  to enter the main menu.
2. Select  ->**Registration->De-reg. Handset.**  
The LCD screen displays all base stations the handset registered to and the Bestbase option.  
The radio box of the currently used base station is marked.
3. Press  or  to highlight the desired base station or the Bestbase option, and then press the Select soft key.  
The handset begins to search for base station. After successful connection, the handset plays a warning tone and prompts "Base selected successfully!".  
You can highlight the base station the handset registered to, and then press the Rename soft key to rename the base station name.

## Basic Network Settings

The base station attempts to contact a DHCP server in your network to obtain valid network settings (e.g., IP address, subnet mask, gateway address and DNS address) by default.





If the base station cannot contact a DHCP server for any reason, you need to configure basic network settings manually.

### To configure basic network settings manually via the handset:

1. Press  to enter the main menu.
2. Select  **->System Settings->Network.**
3. Enter the system PIN (default: 0000 or 9871).
4. Press the Done soft key.
5. Press  or  to select Static from the IP Address Type field.
6. Enter the valid values in the IP Address, Subnet Mask, Default Gateway, Primary DNS and Secondary DNS fields respectively.
7. Press the Save soft key to accept the change.

Static DNS is not normally required when DHCP is enabled on your phone. In some cases, static DNS may be needed in your environment. Then you can manually configure static DNS on the handset to ignore DNS obtained by DHCP.

### To configure static DNS via the handset:

1. Press  to enter the main menu.
2. Select  **->System Settings->Network.**
3. Enter the system PIN (default: 0000 or 9871).
4. Press the Done soft key.
5. Press  or  to select Manual from the DNS Type field when DHCP is selected from the IP Address Type field.
6. Enter the valid values in the Primary DNS and Secondary DNS fields respectively.
7. Press the Save soft key to accept the change.

#### NOTE:





Wrong network settings may result in inaccessibility of your phone and may also have an impact on your network performance. For more information on these parameters, contact your system administrator.

## Checking System Status





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

- **Base station status** (e.g., IP address, firmware version, MAC address and device certificate status of the base station)
- **Handset status** (e.g., hardware version, model, IPUI code and firmware version of the handset)
- **Line status**

### To check the base station status via the handset:



1. Press  to enter the main menu.
2. Select  ->**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.  
The LCD screen displays the network settings.


### To check the handset status via the handset:

1. Press  to enter the main menu.
2. Select  ->**Handset**.  
The LCD screen displays the status information of the handset.
3. Press  or  to scroll through the static 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.
- 4. Press  to enter the main menu.  
Select  ->**Line Status**.

The LCD screen displays all lines registered to the base station with icons for indicating the line status. For example, the  icon in the bottom of a line indicates that you cannot place a call using this line on the handset. For more information on status icon, refer to Icon Instructions on page 16.

## Turning Handset On/Off


### To turn the handset on via the handset:

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 via the handset:**

1. Long press  again when the handset is idle.


## Adjusting Ringer Volume

You can adjust the ringer volume of your handset according to the noise level of the surrounding environment. The ringer volume can be adjusted using the menu or the predefined shortcuts (left and right navigation keys) on the keypad when the handset is idle. The handset supports 5 different ringer volume levels. The default level is 3. For more information on adjusting the ringer volume using the menu, refer to Ring Tones on page 25.

**To adjust ringer volume using the predefined shortcuts via the handset:**

1. Press  or  when the handset is idle.
2. Press  to decrease the ringer volume, or press  to increase the ringer volume.
3. Press the Save soft key to accept the change or the Back soft key to cancel.




**NOTE:**

If the ringer volume is adjusted to the minimum, the  icon will appear on the status line.



## Locking/Unlocking Keypad

You can lock the handset keypad to prevent keys from being accidentally pressed.

**To lock the keypad via the handset:**

1. Long press  when the handset is idle until the LCD screen prompts "Keypad Locked, Press and hold '#' to unlock!".
2. The keypad is locked and the  icon appears on the status line.
3. You can still answer or reject incoming calls as usual. You can also end the answered call by pressing .

**To unlock the keypad via the handset:**

1. Long press  again until the LCD screen prompts "Keypad Unlocked". The keypad is unlocked and the  icon disappears from the idle screen.

**NOTE:**



If the keypad is locked, only the emergency numbers can be dialed out. You must enter the emergency number continuously.

---

## Locating a Handset

You can locate a misplaced handset using the base station to which the handset is registered.



### To locate a handset via the handset:

1. Press  on the base station.  
All handsets registered to this base station will ring simultaneously (Paging) and display the IP address of the base station on the LCD screen.  
This helps you locate your handset easily.  
You can press any key on the handset or press  again on the base station to end paging.



## Switching Silent Mode On/Off

If the silent mode is switched on, the handset will not ring when receiving an incoming call, but you can still see the incoming call information on the LCD screen. You can switch the silent mode on if you do not want to be disturbed.

### To switch the silent mode on via the handset:

1. Long press  until the LCD screen prompts "All Ring Tones Off".  
The silent mode is on. The  icon appears on the status line.

### To switch the silent mode off via the handset:

1. Long press  again until the LCD screen prompts "All Ring Tones On".  
The silent mode is off. The  icon disappears from the status line.


## Menu Guidance

The handset provides a variety of features that are grouped into menu. This section provides you with some basic guidance of accessing and navigating the menu. For a quick overview of features of each menu, refer to Menu Structure on page 52.






## Main Menu

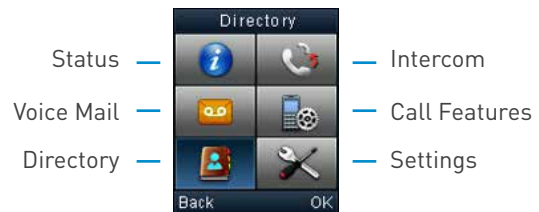
The handset menu has a number of levels. The main menu is the top-level menu, which consists of six menu items: Status, Intercom, Voice Mail, Call Features, Directory and Settings.

### To enter the main menu via the handset:

1. Press  when the handset is idle.  
The six menus appear as a list of icons on the LCD screen.

### To access a main menu feature via the handset:




1. Press , ,  or  to scroll through the six menus.  
The name of the selected menu item appears on the top of the LCD screen.
2. Press  or the OK soft key to enter the corresponding submenu.




## Submenu

The submenus are displayed on the LCD screen and they are shown as a list. You can access features of the submenu by entering the submenu.

### To access features of a submenu via the handset:

1. Press  or  to highlight the desired submenu.
2. Press  or the **OK** soft key to access features of the submenu.

You can press  or the **Back** soft key to return to the previous screen.

## Returning to Idle Screen

To return to the idle screen via the handset:

1. Long press  to quickly exit the menu and return to the idle screen.

If you do not press any key in a period of time, the LCD screen will automatically exit the menu and return to the idle screen.

### NOTE:

When you are navigating the menu, the LCD screen will automatically exit the menu if an incoming call arrives. The incoming call can be handled as usual. When the call is terminated, the LCD screen will return to the idle screen.

## PHONE SETTINGS

This chapter provides you with some instructions on how to change the settings of your phone. Topics include:

- Handset Name
- Language
- Ring Tones
- Advisory Tones
- Backlight
- Screen Saver
- Color Schemes
- Keypad Light
- Notification Light
- Date and Time
- Shortcuts
- Contact Management
- Call History Management
- Dial Plan
- Emergency Numbers
- Outgoing Lines
- Incoming Lines
- Speed Dial
- Auto Answer
- Auto Intercom
- Base Restart
- Handset Reset
- Base Reset
- Auto Provision
- Eco Mode+
- Eco Mode
- Repeater Mode





If you require additional information or assistance with your new phone, contact your system administrator.



## Language

The handset supports displaying text in different languages. The handset supports 12 languages: English, French, Turkish, Portuguese, Spanish, Italian, Deutsch, Polski, Czech, Swedish, Hebrew and Russian. The default language of the handset is English. You can change the language according to your requirement.







### To change the language of the handset:

1. Press  to enter the main menu.
2. Select  ->**Language**.
3. Press  or  to highlight the desired language and press the Select soft key.  
The LCD screen prompts "Change phone language to xxx?" (xxx is the language you selected).
4. Press the **Yes** soft key to accept the change.  
Text displayed on the handset will change to the selected language.





## Ring Tones

Ring tones are used to indicate incoming calls. You can set different ring tones to distinguish the incoming lines from each other on your handset. You can also set a ring tone for an incoming intercom call. When receiving an incoming call, the handset rings the specified ring tone.

### To configure ring tones via the handset:

1. Press  to enter the main menu.
2. Select  ->**Audio->Ring Tones->Melodies**.
3. Press  or  to highlight the **Intercom Call** option or the desired line.
4. Press  or  to select and listen to the desired ring tone.
5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

### To adjust ringer volume using the menu via the handset:









1. Press  to enter the main menu.
2. Select  ->**Audio->Ring Tones->Volume**.
3. Press  or  to decrease/increase the ringer volume.
4. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

## Advisory Tones

Advisory tones are acoustic signals of your handset, which inform you of different actions and states. The following advisory tones can be configured independently of each other:

- **Keypad Tone:** plays when a user presses any key of the keypad.
- **Confirmation:** plays when a user saves settings or places the handset in the charger cradle.
- **Low Battery:** plays when the capacity of the batteries is low and the handset requires charging.







**To configure advisory tones via the handset:**

1. Press  to enter the main menu.
2. Select  ->**Audio->Advisory Tones.**
3. Press  or  to select the desired value from the **Keypad Tone** field.
4. Press  or  to select the desired value from the **Confirmation** field.
5. Press  or  to select the desired value from the **Low Battery** field.
6. Press the Save soft key to accept the change or the **Back** soft key to cancel.

## Backlight

Handset backlight status in the charging state or out of the charging state can be configured independently of each other. If enabled, the backlight is always on. Otherwise, the backlight is turned off after the handset is idle for a period of time. But the backlight is automatically turned on when an incoming call arrives, a key is pressed or the status of handset changes. You can disable the backlight to save power.



**To configure the backlight via the handset:**

1. Press  to enter the main menu.
2. Select  ->**Display->Display Backlight.**
3. Press  or  to select the desired value from the **In Charger** field.
4. Press  or  to select the desired value from the **Out Of Charger** field.
5. Press the Save soft key to accept the change or the **Back** soft key to cancel.

## Screen Saver

The screen saver of the handset is designed to protect your LCD screen by filling it with an analog clock. You can enable the screen saver to protect the LCD screen if you do not use your handset for a long time. When the screen saver is enabled, an analog clock will be activated and appear on the LCD screen if the handset is idle for approximately 10 seconds.

**To configure screen saver via the handset:**




1. Press  to enter the main menu.
2. Select  ->**Display->Screen Saver.**
3. Press the Change soft key to check or uncheck the **Screen Saver checkbox.**

## Color Schemes

You can change the background of your handset by changing the color theme. There are 2 color themes available.

**To change color scheme via the handset:**



1. Press  to enter the main menu.

2. Select  ->**Display->Color Schemes**.
3. Press  or  to highlight the desired color scheme and preview its effect.
4. Press the **Select** soft key to mark the radio box of the highlighted color theme.  
The color theme of the handset is changed accordingly.

## Keypad Light

You can enable the keypad light to make the keypad light up when any key is pressed. This helps you distinguish keys from each other in a dark environment.







### To configure keypad light via the handset:

1. Press  to enter the main menu.
2. Select  ->**Display->Keypad Light**.
3. Press the Change soft key to check or uncheck the **Keypad Light** checkbox.

## Notification Light

Notification light is used to indicate voice mails and missed calls. When the handset receives a voice mail or misses a call, the message key LED flashes red. You can configure the notification light to indicate the voice mails or missed calls respectively.

### To configure notification light via the handset:

1. Press  to enter the main menu.
2. Select  ->**Display->Notification Light**.
3. Press  or  to select the desired value from the **Voice Mail** field.  
If Enabled is selected, the message key LED flashes red when the handset receives a voice mail.  
If Disabled is selected, the message key LED won't flash when the handset receives a voice mail.
4. Press  or  to select the desired value from the **Missed Call** field.  
If Enabled is selected, the message key LED flashes red when the handset misses a call.  
If Disabled is selected, the message key LED won't flash when the handset misses a call.
5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

### NOTE:

When you press the Message key to view the missed calls or the received messages, the message key LED will go out.



## Date and Time

Date and time are displayed on the idle screen of your handset. The handset obtains the date and time from the Simple Network Time Protocol (SNTP) server by default. If your handset cannot obtain the date and time from the SNTP server, you need to configure the date and time manually.





You can configure the time format and date format respectively. The handset supports two time formats (12 Hour or 24 Hour) and seven date formats. The available date formats are listed in the following table:

<b>Date Format</b>	<b>Example(2014-5-28)</b>
WWW MMM DD	Wed. May 28
DD-MMM-YY	28-May-14
YYYY-MM-DD	2014-05-28
DD/MM/YYYY	28/05/2014
MM/DD/YY	05/28/14
DD MMM YYYY	28 May 2014
WWW DD MMM	Wed. 28 May

### To configure date and time manually via the handset:





1. Press  to enter the main menu.
2. Select  ->**Date & Time**.
3. Edit the current values in the **Date** and **Time** fields respectively.
4. Press the **Save** soft key to accept the change.  
The date and time displayed on the LCD screen will change accordingly.

### To configure the time forma via the handset:

1. Press  to enter the main menu.
2. Select  ->**Display**->**Time Format**.
3. Press  or  to highlight the desired time format.
4. Press the **Change** soft key.  
The radio box of the highlighted time format is marked.

The time format displayed on the LCD screen will be changed accordingly.




**To configure the date format via the handset:**

1. Press  to enter the main menu.
2. Select  ->**Display**->**Date Format**.
3. Press  or  to highlight the desired date format.
4. Press the **Change** soft key.  
The radio box of the selected date format is marked.

The date format displayed on the LCD screen will be changed accordingly.

For the list of available time zones on the IP phone, please refer to Appendix A - Time Zones on page 53.







## Shortcuts

There are two types of shortcut on the handset: changeable and unchangeable shortcuts. A feature is pre-assigned to each shortcut. For example, long press  to turn on/off the silent mode, long press  to lock/unlock the keypad, press  to access the directory and so on.

The changeable shortcuts are the two soft keys and four navigation keys. The available features that can be assigned to each key may vary.

You can assign the frequently used features to the changeable shortcuts of your handset. This helps you get quick access to a feature by pressing the corresponding shortcut directly without having to scroll through the menu when the handset is idle.

**To configure a shortcut via the handset:**

1. Press  to enter the main menu.
2. Select  ->**Shortcut**.  
The LCD screen displays the changeable shortcuts with features currently assigned to them.
3. Press  or  to highlight the desired shortcut.
4. Press the **Change** soft key to access the available features.  
The feature currently assigned to the selected key is highlighted and followed by a left arrow.
5. Press  or  to highlight the desired feature.
6. Press the OK soft key to accept the change or the **Back** soft key to cancel.

## Contact Management

This section provides operating instructions on how to manage contacts. Topics include:

- Local Directory
- Blacklist
- Remote Phone Book

## Local Directory

You can store the frequently used contacts in the handset's local directory, where names and numbers can be freely added, deleted and edited. You can store up to 100 contacts per handset, each with a name, a mobile number and an office number. You can also dial a contact from the local directory. This allows you to place calls without having to dial the number manually.

The directory entries are usually sorted in alphabetical order by the name attribute. Spaces and digits take first priority. The sort order is as follows:

1. Space
2. Digits (0-9)
3. Letters (alphabetical)





Other special characters are sorted completely in accordance with the ASCII sort order.

## Using Alphanumeric Keys


You can edit names and numbers of the contacts stored in the local directory using the keypad. The digit keys 0-1 are devoid of any letters. But the digit keys 2-9 are all alphanumeric keys containing one digit and three or four letters in alphabetical order. The following describes how to use the alphanumeric keys in detail.

### To configure the input method via the handset:

The handset provides you with 12 different input methods. You can disable the infrequently used input method. Then you can only switch among the enabled input methods when editing.

1. Press  to enter the main menu.
2. Select  -> **Display->Input Method**.  
The LCD screen displays all available input methods.
3. Press  or  to highlight the desired input method.
4. Press the **Change** soft key to check or uncheck the checkbox.

To switch the input method via the handset:

1. Press  when entering data.

The current input method is indicated on the bottom right-hand corner of the LCD screen. For example, "ABC" represents the upper-case input method, "abc" represents the lower-case input method and "123" represents the digital input method.

### To enter a character via the handset:

You can press a key one or more times (depending on the current input method) to enter the characters displayed on the key.

### To make a space via the handset:

1. Press  when the input method is not "123".

**To move the cursor via the handset:**

1. Press  or  to move the cursor.



**To delete a wrong input character via the handset:**

1. Position the cursor to the right of the wrong input character.
2. Press the Del soft key to delete the character.







## Adding Contacts

You can add contacts to your local directory manually or from the call history. You can also add contacts to your local directory from the remote phone book.

**To add a contact to the local directory manually via the handset:**

1. Press  to enter the main menu.
2. Select .
3. Press the Options soft key, and then select **New Contact**.  
If there is no contact in the local directory, press the **New** soft key directly.
4. Enter the desired values in the Name, Number and **Mobile** fields respectively.
5. Press the Save soft key to accept the change or the **Back** soft key to cancel.

**To add a contact to the local directory from the call history via the handset:**

1. Press **the History soft key when the handset is idle**.
2. Press  or  to highlight the desired call history list, and press the **OK** key.
3. Press  or  to highlight the desired entry.
4. Press the **Options** soft key, and then select **Add To Local->New Entry**.
5. Press  or  to set the number to be the office number or the mobile number of the new entry, and then press the **OK** soft key.
6. Enter the name of the new entry in the **Name** field.
7. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.





**NOTE:**

When you add a contact, the office number and the mobile number cannot be left blank at the same time. When the contact name is left blank, the handset sets the office number or the mobile number as the contact name.

If the information of the contact you want to add is totally same with that of an existing entry in the local directory, the screen will prompt "Contact save failed!".

## Editing Contacts





### To edit a contact in the local directory via the handset:

1. Press  to enter the main menu.
2. Select .
3. Press  or  to highlight the desired entry.
4. Press the **Options** soft key, and then select **Edit**.
5. Edit the values in the **Name**, **Number** and **Mobile** fields respectively.
6. Press the **Save** soft key to accept the change.



## Deleting Contacts

You can delete a contact or all contacts from the local directory.

### To delete a contact via the handset:

1. Press  to enter the main menu.
2. Select .
3. Press  or  to highlight the desired entry.
4. Press the **Options** soft key, and then select **Delete**.  
The selected entry will be deleted successfully.



### To delete all contacts via the handset:

1. Press  to enter the main menu.
2. Select .
3. Press the **Options** soft key, and then select **Delete All**.  
The LCD screen prompts "Delete All?".
4. Press the **Yes** soft key to delete all contacts or the **No** soft key to cancel.

## Searching for Contacts

You can search for the contacts by simply entering a few continuous characters of the desired contact name or number, and the results of potential matches are dynamically filtered and displayed on the LCD screen.










### To search for contacts in the local directory via the handset:

1. Press  to enter the main menu.
2. Select .
3. Enter a few continuous characters of the desired contact name or number using the keypad.  
The contact whose name or number matches the search will appear on the LCD screen after a timeout or when the **Search** soft key is pressed. You can dial a contact from the result list.



## Placing a Call from Local Directory



### To place a call from the local directory via the handset:

1. Press  to enter the main menu.
2. Select .
3. Press  or  to highlight the desired entry.
4. Do one of the following:
  - Press , if only one number is stored for the contact in the local directory, the phone will dial out the number directly.
  - Press , if both the office number and the mobile number are stored for the contact in the local directory, the screen will display two numbers.  
Press  or  to highlight the desired number.  
Press  to dial out.

## Blacklist





You can store up to 30 contacts in one handset's blacklist. You can add, edit or delete contacts in the blacklist. You can also dial a call from the blacklist, but an incoming call from a contact in the blacklist will be rejected automatically.

### To add an entry to the blacklist manually via the handset:



1. Press  to enter the main menu.
2. Press  -> **Telephony** -> **Caller Blacklist**.
3. Press the Options soft key, and then select **New Entry**.  
If there is no entry, press the **OK** soft key directly.
4. Enter the desired number in the **Phone Number** field.
5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

You can also add an entry to the blacklist from the call history. For more information, refer to Call History Management on page 34.

### To delete an entry from the blacklist via the handset:






6. Press  to enter the main menu.
7. Select  -> **Telephony** -> **Caller Blacklist**.
8. Press  or  to highlight the desired entry.
9. Press the **Options** soft key, and then select **Delete**.  
The selected entry will be deleted successfully.

### To delete all entries from the blacklist via the handset:

1. Press  to enter the main menu.
2. Select  -> **Telephony** -> **Caller Blacklist**.

3. Press the Options soft key, and then select **Delete All**.  
The LCD screen prompts "Delete All?".
4. Press the Yes soft key to delete all entries or the No soft key to cancel.





**To place a call from the blacklist via the handset:**

1. Press  to enter the main menu.
2. Select  -> **Telephony->Caller Blacklist**.
3. Press  or  to highlight the desired entry.
4. Press  to dial out.

## Call History Management





Call history contains call information such as calling/called party identification, time and date, and call duration. The handset maintains call history lists of All Calls, Outgoing Calls, Missed Calls and Accepted Calls. Each call history list can store a list of entries sorted by date and time of the call, starting with the latest call entry. You can check the detailed information of an entry in the call history. You can also dial a call, add an entry to the local directory or blacklist, and delete entries from the call history.

**To check the local call history via the handset:**

1. Press the **History** soft key when the handset is idle.  
The LCD screen displays 4 call history lists: **All Calls, Outgoing Calls, Missed Calls and Accepted Calls**.
2. Press  or  to highlight the desired list, and then press the **OK** soft key.  
The LCD screen displays all entries of the selected list.
3. Press  or  to highlight the desired entry, and then press the **View** soft key.  
The LCD screen displays the detailed information of the entry.





**To add an entry to the blacklist from the call history via the handset:**

You can block the incoming calls from the entry by adding it to the blacklist. For more information on blacklist, refer to Blacklist on page 33.



1. Press the **History** soft key when the handset is idle.  
The LCD screen displays 4 call history lists: **All Calls, Outgoing Calls, Missed Calls and Accepted Calls**.
2. Press  or  to highlight the desired list, and then press the **OK** soft key.  
The LCD screen displays all entries of the selected list.
3. Press  or  to highlight the desired entry.
4. Press the **Options** soft key, and select **Add To Blacklist**.  
The LCD screen prompts "Are you sure?".
5. Press the **Yes** soft key to add the selected entry to the blacklist or the **No** soft key to cancel.

**To delete an entry from the call history via the handset:**






1. Press the **History** soft key when the handset is idle.  
The LCD screen displays 4 call history lists: **All Calls, Outgoing Calls, Missed Calls and Accepted Calls**.

2. Press  or  to highlight the desired list, and then press the **OK** soft key.  
The LCD screen displays all entries of the selected list.
3. Press  or  to highlight the desired entry.
4. Press the **Options** soft key, and select **Delete**.  
The selected entry is deleted successfully.

**To delete all entries of a list from the call history via the handset:**

1. Press the **History** soft key when the handset is idle.  
The LCD screen displays 4 call history lists: **All Calls, Outgoing Calls, Missed Calls and Accepted Calls**.
2. Press  or  to highlight the desired list, and then press the **OK** soft key.  
The LCD screen displays all entries of the selected list.
3. Press the **Options** soft key, and then select Delete All.  
The LCD screen prompts "Delete All?".
4. Press the **Yes** soft key to delete all entries of the selected list or the **No** soft key to cancel.

**To place a call from the call history via the handset:**

1. Press the **History** soft key when the handset is idle.  
The LCD screen displays 4 call history lists: **All Calls, Outgoing Calls, Missed Calls and Accepted Calls**.
2. Press  or  to highlight the desired list, and then press the **OK** soft key.  
The LCD screen displays all entries of the selected list.
3. Press  or  to highlight the desired entry.
4. Press  .

## Speed Dial



Speed dial allows you to perform single-digit dialing to predefined numbers. This feature is particularly useful to speed up dialing the numbers that frequently used or hard to remember. A maximum of 8 speed dial numbers are allowed.







For example, the digit key 2 is configured as a speed dial key and assigned the number 4606, the phone will dial out the number 4606 directly when you long press digit key 2.

## Assigning a Speed Dial Number

You can assign the important numbers of your directory (including local directory and remote phone book) to the speed dial keys of your handset. This helps you dial a contact quickly and easily by long pressing the speed dial key without having to enter the directory. The available speed dial keys are the digit keys 2-9.






**To assign a speed dial number from the directory via the handset:**

1. Press  to enter the main menu.
2. Select  ->**Telephony->Speed Dial**.  
The LCD screen displays all available speed dial keys.  
If the digit key did not be assigned numbers before, you can long press the digit key when the phone is idle to enter the Speed Dial screen.

3. Press  or  to highlight the desired speed dial key, and then press the **Assign** soft key.
4. Press  or  to highlight the desired directory if there are multiple directories.
5. Select the desired contact from the directory.
6. Do one of the following:
  - If only one number is stored for the contact in the selected directory, press the **OK** soft key to assign the number to the selected speed dial key.
  - If both the office number and the mobile number are stored for the contact in the selected directory, press the **OK** soft key to display the two numbers. Press  or  to highlight the desired number. Press the **OK** soft key to assign the number to the selected speed dial key.

## Deleting a Speed Dial Number

### To delete a speed dial number via the handset:

1. Press  to enter the main menu.
2. Select  ->**Telephony**->**Speed Dial**.
3. The LCD screen displays all available speed dial keys.
4. Press  or  to highlight the desired speed dial key, which is already assigned a number.
5. Press  or the **Clear Key** soft key to delete the assigned speed dial number.

## Placing a Call Using Speed Dial Key

### To place a call using the speed dial key via the handset:



1. Long press the speed dial key (digit key) when the handset is idle.

The number assigned to this speed dial key is dialed out.

## Auto Answer

When auto answer feature is enabled, you can simply answer the incoming calls by picking up the handset from the charger cradle without having to press the off-hook key. The auto answer feature works only if the handset is placed in the charger cradle.



### To configure auto answer via the handset:

1. Press  to enter the main menu.
2. Select  ->**Telephony**->**Auto Answer**.
3. Press the **Change** soft key to check or uncheck the **Auto Answer** checkbox.

## Base Restart

In some instances, you may need to restart the base station to refresh the settings.

### To restart the base station via the handset:



1. Press  to enter the main menu.
2. Select  ->**System Settings**->**Base Restart**.
3. Enter the system PIN (default: 0000 or 9871).
4. Press the **Done** soft key.

After the above steps, the registration LED and network status LED go out simultaneously. After a period of time, the LED indicators will illuminate solid green again when the base station restarts successfully.

## Eco Mode+

Eco mode+ turns off the transmission power and the radio waves emitted are virtually zero when the phone is in the standby mode. If the eco mode+ is enabled, and there is no signal interaction between the handset and the base station, the color of the signal strength indicator on the idle screen will display in green. When a call comes in or a connection occurs, the phone exits the eco mode+ automatically, and the signal strength indicator on the idle screen changes from green to white.



### To configure eco mode+ via the handset:

1. Press  to enter the main menu.
2. Select  ->**System Settings**->**Eco Mode+**.
3. Enter the system PIN (default: 0000 or 9871) and press the **Done** soft key.  
The LCD screen prompts "Setting takes effect after base reboot. Reboot now or not?".
4. Press the **Yes** soft key to reboot the base station.  
The base station reboots to make the configuration take effect. The configuration applies to all the handsets registered to the base station.

## Eco Mode

Eco mode greatly reduces the transmission power and signal output when the phone is in the talk mode. The attenuation range is 20m. When the distance between the base station and the handset is over 20m, the eco mode is disabled automatically.

### To configure eco mode via the handset:

1. Press  to enter the main menu.
2. Select  ->**System Settings**->**Eco Mode**.
3. Press the Change soft key to check or uncheck the **Eco Mode** checkbox.  
If the Eco Mode checkbox is checked, the eco mode is enabled. The color of the signal strength indicator on the idle screen will change from white to green.



#### NOTE:

If the eco mode is enabled, the coverage area of the base station will be reduced.

## Repeater Mode

Repeater mode extends the radio coverage of the base station. The repeater has the same radio coverage as the base station. This feature is especially useful for users who require mobility in large dwellings. If the repeater mode is enabled, and a repeater is registered to the base station, the handset registered to the base station can be used either in the base station or the repeater coverage area, thereby providing users with greater freedom in mobility.

### To configure the repeater mode via the handset:

1. Press  to enter the main menu.
2. Select  ->**System Settings**->**Repeater Mode**.
3. Press the Change soft key to check the **Repeater Mode** checkbox.  
The LCD screen prompts "Setting takes effect after base reboot. Reboot now or not?".
4. Press the **Yes** soft key to reboot the base station.  
The base station reboots to make the configuration take effect. The configuration applies to all the handsets registered to the same base station.

### NOTE:

Repeater mode and eco mode+ cancel each other out. These two features cannot be used at the same time.

To use repeater mode, make sure both the base station and handset are upgraded to the supported firmware version (x.30.x.40 or later).

For more information on how to use DECT repeater with the base station, refer to Yealink DECT Repeater RT10 User Guide.

## CALL FEATURES

The W52 Cordless Phone is designed to be easily used like a regular phone on a public switched telephone network (PSTN). You can place internal and external calls, answer calls, transfer a call to someone else, or conduct a conference call.

This chapter provides operating instructions of the call features. Topics include:

- Placing Calls
- Off Hook Hot Line Dialing
- Answering Calls
- Ending Calls
- Redialing Calls
- Call Mute
- Call Hold/Resume
- Call Waiting
- Do Not Disturb (DND)
- Call Forward
- Call Transfer
- Conference Call
- Anonymous Call
- Anonymous Call Rejection
- Voice Mail

If you require additional information or assistance with your new phone, contact your system administrator.

### Placing Calls

You can use your handset to place an internal or external call. You can place a call using the following call modes:

- **Earpiece mode**—pressing the off-hook key to dial out.
- **Speakerphone mode**—pressing the speakerphone key to dial out.
- **Headset mode**—connecting a headset.








During the call, you can switch the call mode by pressing the corresponding keys or connecting a headset.

You can cancel the dialing operation by pressing the on-hook key. During the call conversation, you can press the left and right navigation keys to adjust the volume of the currently engaged audio devices (earpiece, headset or loudspeaker). The call duration is displayed on the LCD screen while the call is in progress.






## Placing Internal Calls

You can make free internal calls between the handsets registered to the same base station. You can place an internal call to one handset or all handsets registered to the same base station.

### To place an internal call to one handset via the handset:

1. Press  to enter the main menu.
2. Select  .  
The LCD screen displays all other registered handset names and the **All HS** option.
3. Press  or  to highlight the desired handset name.
4. Press , ,  or the **OK** soft key to dial out.

### To place an internal call to all handsets via the handset:










1. Press  to enter the main menu.
2. Select  .  
The LCD screen displays all registered handset names and the **All HS** option.
3. Select **All HS**.
4. Press , ,  or the **OK** soft key to dial out.  
All other subscribed handsets will ring simultaneously.

## Placing External Calls

You can place external calls on the handset. External calls based on the public telephone network require the use of SIP lines. Your system administrator needs to assign the SIP line to the handset beforehand, and then assign the line to the handset as the outgoing line. For more information on the outgoing line, refer to Outgoing Lines on page 40.

### To place an external call via the handset:




You can do one of the following:

- Enter the desired number using the keypad.  
Press , , or  to dial out.  
If there are multiple lines assigned to your handset as outgoing lines, press the **Line** soft key to select the desired line and then press  or the **Dial** soft key to dial out. If you do not select a line, the handset uses the default outgoing line to dial out.
- Press  to enter the pre-dialing screen.  
Enter the desired number using the keypad.  
Press , , or  to dial out.  
If there are multiple lines assigned to your handset as outgoing lines, press the **Line** soft key to select the desired line and then press  or the **Dial** soft key to dial out. If you do not select a line, the handset uses the default outgoing line to dial out.



**To place a new call during an active call via the handset:**

You can place at most two calls on your handset.

1. Press the **Ext.Call** soft key.  
The active call is placed on hold.
2. Enter the desired number in the **Call To** field using the keypad.
3. Press  ,  or  to dial out.

**NOTE:**

You can also make an IP call by directly dialing the IP address of any IP phone. For example, IP: 192.168.1.15.

## Off Hook Hot Line Dialing

For security reasons, W52 Cordless Phones support off hook hotline dialing feature. When the user dials out a call using a line with this feature enabled, the IP phone will first dial out the preconfigured number to the SIP server the line registers to.

The SIP server may prompt the user to enter an activation code for call service. After the user enters a valid activation code, the IP phone will use this line to dial out a call successfully. If the entered activation code is invalid, the user cannot use this line for call service.

**NOTE:**

The server actions may vary on different servers.  
Contact your system administrator for the activation code.

This feature is not applicable to IP call and intercom call. That is, even if Off Hook hot line dialing feature is enabled, you can place an IP call or intercom call normally.

## Answering Calls

You can answer a call in three ways:

- Using the earpiece
- Using the speakerphone
- Using the headset

**NOTE:**


You can ignore an incoming call by pressing the Silence soft key or reject an incoming call by pressing the on-hook key.

You can also activate Do Not Disturb mode on a per-line basis to reject all incoming calls of the specified line.

### Answering When Not in Another Call

In all cases, the active call will appear on the LCD screen showing call duration and destination.

#### To answer a call using the earpiece:

1. Press  or the **Accept** soft key.

#### To answer a call using the speakerphone mode:

1. Press .

#### To answer a call using the headset:

1. With a headset connected, press the **Accept** soft key.

### Answering When in Another Call:

If you are during an active call, an incoming call arrives on the handset, do the following:


1. Press , ,  or the **Accept** soft key.

The incoming call is answered, and the original call is placed on hold.

## Ending Calls

To end a call:



Do one of the following:

- Press .
- Place the handset in the charger cradle.




## Redialing Calls


The redial number list stores the twenty last dialed phone numbers. When the memory of the redial number list is full, the handset will automatically erase the oldest dialed number when a new number is dialed. You can redial a call from the redial number list.

#### To redial the last dialed number:

1. Press  when the handset is idle.
2. Press  again.  
A call to your last dialed number is attempted.

#### To redial a previously dialed number:



1. Press  when the handset is idle.  
The handset displays the dialed phone numbers.
2. Press  or  to highlight the desired entry.  
You can press **Options->Edit Before Call** to edit the phone number or select the desired line by pressing the Line soft key.

3. Press  again.  
You can add local contacts from the redial number list. You can also delete an entry or all entries from the redial number list.

## Call Mute

You can mute the microphone during an active call. When muting the microphone, you can hear the other party but he or she cannot hear you. For example, if you do not want the other party to listen to the conversation when you talk to someone in the room, you can mute the microphone temporarily.

### To mute a call:

1. Press  during an active call.  
The call is muted, and the  icon is displayed on the LCD screen.


### To un-mute a call:

1. Press  again.  
The  icon disappears from the LCD screen.

## Call Hold/Resume



You can place an active call on hold. At any time, at most one active call can be in progress on your handset. You can answer or make another call while placing the original call on hold.

To place a call on hold:



1. Press the Options soft key during a call, and then select Hold.  
The call is placed on hold and the  icon is displayed on the LCD screen.

### To resume a hold call:

Do one of the following:

- Press the Resume soft key.
- Press .
- Press .

### Two calls on Hold:

If two calls are placed on hold on the handset, press the Resume soft key to resume the current call. Press ,  or the Swap soft key to swap between two calls.







### NOTE:

When the call on the handset is placed on hold, placing the handset in the charger cradle will not end the call.

## Call Waiting

You can enable or disable call waiting feature on the handset. If call waiting feature is enabled, the handset will notify you of a new incoming call during a call, and present the incoming call information visually on the LCD screen. You can also enable the handset to play a warning tone when receiving a new incoming call during a call. If call waiting feature is disabled, the new incoming call will be automatically rejected by the handset.

### To configure call waiting feature via the handset:

1. Press  to enter the main menu.
2. Select  ->**Call Waiting**.
3. Press  or  to select the desired value from the **Status** field.
4. Press  or  to select the desired value from the **Tone** field.
5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

#### NOTE:

The call waiting tone works only if call waiting feature is enabled.

### To answer a new incoming call during a call via the handset:

If call waiting feature is enabled, a new incoming call can be answered during a call.









1. Press the **Accept** soft key to answer the new incoming call.

The original call is placed on hold.

## Do Not Disturb (DND)

You can activate or deactivate the DND mode on a per-line basis. If DND mode is activated for a specific line, all incoming calls to the line will be rejected automatically, and the callers will hear a busy tone.

### To activate DND mode for a specific line via the handset:

1. Press  to enter the main menu.
2. Select  ->**Do Not Disturb**.  
The LCD screen displays the incoming lines currently assigned to the handset.
3. Press  or  to highlight the desired line, and then press the **OK** soft key.
4. Press  or  to select **Enabled** from the **Status** field.
5. Press the OK soft key to accept the change.
6. The  icon on the status line indicates the DND mode is activated. You can press the **Line** soft key when the handset is idle to check the line status. The  icon in the bottom of a line indicates that the DND mode is activated for this line.

The handset will reject all incoming calls to this line, and the LCD screen displays the missed call icon followed by the number of missed calls.











## Call Forward

You can enable call forward feature on a per-line basis. The handset will forward incoming calls of the line to another party.

### Three forwarding types:

- **Always Forward:** Incoming calls are immediately forwarded.
- **Busy Forward:** Incoming calls are immediately forwarded if the line is busy.
- **No Answer Forward:** Incoming calls are forwarded if not answered after a period of time.

### To enable call forward feature for a specific line via the handset:

1. Press  to enter the main menu.
2. Select  **->Call Forward**.  
The LCD screen displays the incoming lines currently assigned to the handset.
3. Press  or  to highlight the desired line, and then press the **OK** soft key.
4. Press  or  to highlight the desired forwarding type, and then press the **OK** soft key.
5. Press  or  to select **Enabled** from the **Status** field.
6. Enter the destination number you want to forward incoming calls to in the **Target** field.
7. Press  or  to select the desired ring time to wait before forwarding from the **After Ring Time** field (only available for No Answer Forward).
8. Press the **Save** soft key to accept the change.

The  icon on the status line indicates call forward feature is enabled.

If Always Forward is selected, there is no prompt on the LCD screen when the line receives an incoming call. The incoming call is logged in the Accepted Calls list.

### NOTE:


Call forward feature may be overridden by the server settings. For more information, contact your system administrator.

## Call Transfer

### You can transfer a call to another party in one of the following ways:

- **Blind Transfer:** Transfer a call directly to another party without consulting.
- **Semi-Attended Transfer:** Transfer a call when receiving the ring-back.
- **Attended Transfer:** Transfer a call with prior consulting.

### To perform a blind transfer:

1. Press the **Options** soft key during a call, and then select **Transfer**.  
You can also press  directly.

2. Enter the number or select the handset you want to transfer the call to.
3. Press **R** or the **Transfer** soft key.  
The call is connected to the number or the handset you specified, and the LCD screen prompts "Call Transferred".

**To perform a semi-attended transfer via the handset:**

1. Press the Options soft key during a call, and then select **Transfer**.  
You can also press **R** directly.
2. Do one of the following:
  - Enter the number or select the handset you want to transfer the call to.  
Press **↵** to dial out.
  - Press the **Directory** soft key, and then select the desired contact.  
Press **↵** or the **Call** soft key.  
If both the office number and the mobile number of the contact are stored, select the desired number and press **↵** or the **OK** soft key to dial out.
3. Press **R** or the **Transfer** soft key to complete the transfer when receiving the ring-back.  
The LCD screen prompts "Call Transferred".

**To perform an attended transfer via the handset:**

1. Press the Options soft key during a call, and then select **Transfer**.  
You can also press **R** directly.
2. Do one of the following:
  - Enter the number or select the handset you want to transfer the call to.  
Press **↵** to dial out.
  - Press the **Directory** soft key, and then select the desired contact.  
Press **↵** or the **Call** soft key.  
If both the office number and the mobile number of the contact are stored, select the desired number and press **↵** or the **OK** soft key to dial out.
3. Press **R** or the **Transfer** soft key to complete the transfer after the party answers the call.  
The LCD screen prompts "Call Transferred".

**To transfer a call to another party when there are two calls on the handset via the handset:**

1. Place a call to user A.
2. Place another call to user B.  
Two calls are established on the handset.
3. Select the desired call (e.g., the call with user A) and make sure the call is active.
4. Press the **Options** soft key, and then select **Call Transfer**.  
The LCD screen displays the target party (user B) you will transfer the call to.
5. Press the **Transfer** soft key to complete the transfer.

The LCD screen prompts "Call Transferred", and then the handset returns to the idle screen. Call is established between user A and User B.

## Conference Call

You can create a conference with other two parties using the phone's local conference. You can also create a conference between two calls by pressing the Conf. soft key. The W52 Cordless Phones also support network conference.










### NOTE:

Network conference is not available on all servers. For more information, contact your system administrator.

## Local Conference


You can use the handset to create a local conference with other parties. The handset supports up to 3 parties (including yourself) in a conference call. You can create a conference between an active call and a held call on the handset (on the same line or different lines).

### To set up a local conference call via the handset:

1. Place a call to the first party.
2. Press the **Options** soft key, and then select **Conference**.
3. Do one of the following:
  - Enter the number of the second party or select the handset you want to add to the conference. Press  ,  ,  or the Conf. soft key to dial out.
  - Press the Directory soft key, and then select the desired contact. Press  ,  ,  or the Call soft key. If both the office number and the mobile number of the contact are stored, select the desired number and press  ,  ,  or the OK soft key to dial out.
4. When the second party answers the call, you can consult with him or her before adding the call to the conference.
5. Press the **Conf.** soft key again to join all parties in the conference.

### To join two calls in a conference via the handset:

1. Place two calls on the handset.
2. Select the desired call and make sure the call is active.
3. Press the **Options** soft key, and then select **Conference**. Two calls are joined in the conference.

To drop the conference call, press  or the End soft key.

## Anonymous Call Rejection







You can use anonymous call rejection feature to reject incoming calls from anonymous callers. Anonymous call rejection automatically rejects incoming calls from callers who deliberately block their identities and numbers from showing up. You can configure anonymous call rejection feature on a per-line basis.

### NOTE:


The anonymous call rejection feature is not available on all servers. Contact your system administrator for more information.

There is only one side anonymous call rejection feature (phone-side or server-side) can be configured via the handset. As of firmware version 73, the system administrator can configure the anonymous call rejection mode via the configuration files. The default anonymous call rejection mode is Local, and the phone-side anonymous call rejection feature is configured via the handset. If the anonymous call rejection mode is configured to Server, the server-side anonymous call rejection feature is configured via the handset. For more information, contact your system administrator.

### To configure anonymous call rejection feature for a specific line via the handset:

1. Press  to enter the main menu.
2. Select  **->Anon.Call Rejection.**  
The LCD screen displays the incoming lines currently assigned to the handset.
3. Press  or  to highlight the desired line, and then press the **OK** soft key.
4. Press  or  to select the desired value from the **Status** field.
5. Press the **OK** soft key to accept the change.

## Voice Mail

You can leave voice mails to someone else. You can also receive and listen to voice mails via the handset. Voice mail feature ensures that you will never miss any important messages. When receiving a new voice mail, the  icon appears on the LCD screen with the number of unread voice mails, and the message key LED flashes red.



### NOTE:

Voice mail feature is not available on all servers. Contact your system administrator for more information.





### To leave a voice mail:

You can leave a voice mail to someone else when he or she is busy or inconvenient to answer the call. Follow the voice prompts from the system server to leave a voice mail, and then hang up.

To configure the voice mail access code via the handset:





1. Press  to enter the main menu.
2. Select  **->Set Voice Mail.**  
The LCD screen displays the lines assigned to the handset as incoming lines and outgoing lines simultaneously, and the number of voice mails for each line.







3. Press  or  to highlight the desired line, and then press the **Select** soft key.
4. Press  or  to select **Enabled** from the **Status** field.
5. Enter the voice mail access code in the **Number** field.
6. Press the **OK** soft key to accept the change or the **Back** soft key to cancel.

#### To configure fast access for voice mail via the handset:


You can configure fast access to connect straight to the voice mails of the desired line by long pressing the digit key 1 without having to scroll through the menu when the handset is idle.

1. Press  to enter the main menu.
2. Select  **->Set Key 1**.  
The LCD screen displays the lines assigned to the handset as incoming lines and outgoing lines simultaneously.
3. Press  or  to highlight the desired line and press the **Select** soft key.  
The radio box of the selected line is marked.

#### To listen to the voice mail using the menu via the handset:

1. Press  to enter the main menu.
2. Select  **->Play Message**.  
The LCD screen displays the lines assigned to the handset as incoming lines and outgoing lines simultaneously, and the number of voice mails for each line.
3. Press  or  to highlight the desired line, and then press the **Select** soft key.  
The handset dials out the voice mail access code using the selected line automatically.
4. Follow the voice prompt from the system server to listen to your voice mails.


#### To listen to the voice mail via fast access via the handset:

1. Long press  when the handset is idle.  
The handset automatically dials out the voice mail access code using the line you selected when configuring fast access for voice mail.
2. Follow the voice prompt from the system server to listen to your voice mails.

You can also listen to the voice mail by pressing  to enter the Messages & Calls screen. Select the desired line and press the **Select** soft key.

#### NOTE:

Before listening to the voice mails, make sure the voice mail access code has been configured.

When all new voice mails are retrieved, the  icon will disappear from the screen.

## TROUBLESHOOTING

This chapter provides some general troubleshooting information to help you solve the problems you might encounter when using your W52 Cordless Phone.

If you require additional information or assistance with your new phone, contact your system administrator.

### Why doesn't the handset ring?

- Ensure that the ringer volume of your handset is not adjusted to the minimum. Refer to Adjusting Ringer Volume on page 21.
- Ensure that the silent mode is not switched on. Refer to Switching Silent Mode On/Off on page 22.

### Why can't I receive calls?

- Ensure that the DND mode is not activated. Refer to Do Not Disturb (DND) on page 44.
- Ensure that Always Forward feature is not enabled. Refer to Call Forward on page 45.

### Why does the handset prompt the message "Not Subscribed"?

Check the registration status of your handset. If your handset is not registered to the base station, register it manually. Refer to Handset Registration on page 17.

### Why does the handset prompt the message "Not In Range"?

- Ensure that the base station is properly plugged into a functional AC outlet.
- Ensure that the handset is not too far from the base station.

### Why does the handset prompt the message "Network unavailable"?

- Ensure that the Ethernet cable is plugged into the Internet port on the base station and the Ethernet cable is not loose.
- Ensure that the switch or hub in your network is operational.





### Why cannot the handset be registered to the base station?

If the network works normally, you can check the compatibility between base station and handset. There are 2 sets of base stations, complied with the FCC and CE standards respectively. You can check it from the back of the base station. There are also 2 sets of handsets, American and Europe area respectively.

The American area handset is compatible with FCC standard base station.

The Europe area handset is compatible with CE standard base station.

### To recognize the area of handset via the handset:

1. Press  to enter the main menu.
2. Select  ->Handset.  
The LCD screen displays status information of handset status, you can press  or to scroll  through to the **Area** field.

**Why doesn't the power indicator on the base station light up?**

Plug the supplied power adapter to W52 Cordless Phone, if the power indicator doesn't light up, it should be a hardware problem. Please contact your vendor or local distributor and send the problem description for help.

**Why doesn't the network indicator on the base station light up slowly flash?**

It means that the W52 Cordless Phone cannot get an IP address. Try connecting the W52 Cordless Phone to another switch port, if the network indicator still slowly flashes, please try a reset.

**Why can I hear the verification tone from handset if the call is successfully handled by the repeater?****To deactivate the verification tone on the repeater:**

1. Switch off the repeater (disconnect the power adapter).
2. Switch it on for 1 to 5 seconds and switch it off again.
3. Switch it on again. The LED indicator on the repeater flashes slowly.
4. Switch it off again.
5. Switch it on again.  
The verification tone is then deactivated. If you want to activate the verification tone, repeat the above steps.

**Why does paging fail?**

- Check the current mode of the base station. If the base station is not in the paging mode, press the paging key on the base station to enter the paging mode.
- Ensure that there is at least one handset registered to the base station.

**Why can't I turn the handset on?**

Ensure the batteries are inserted into the handset. If the batteries are already inserted into the handset, place the handset in the charger cradle.

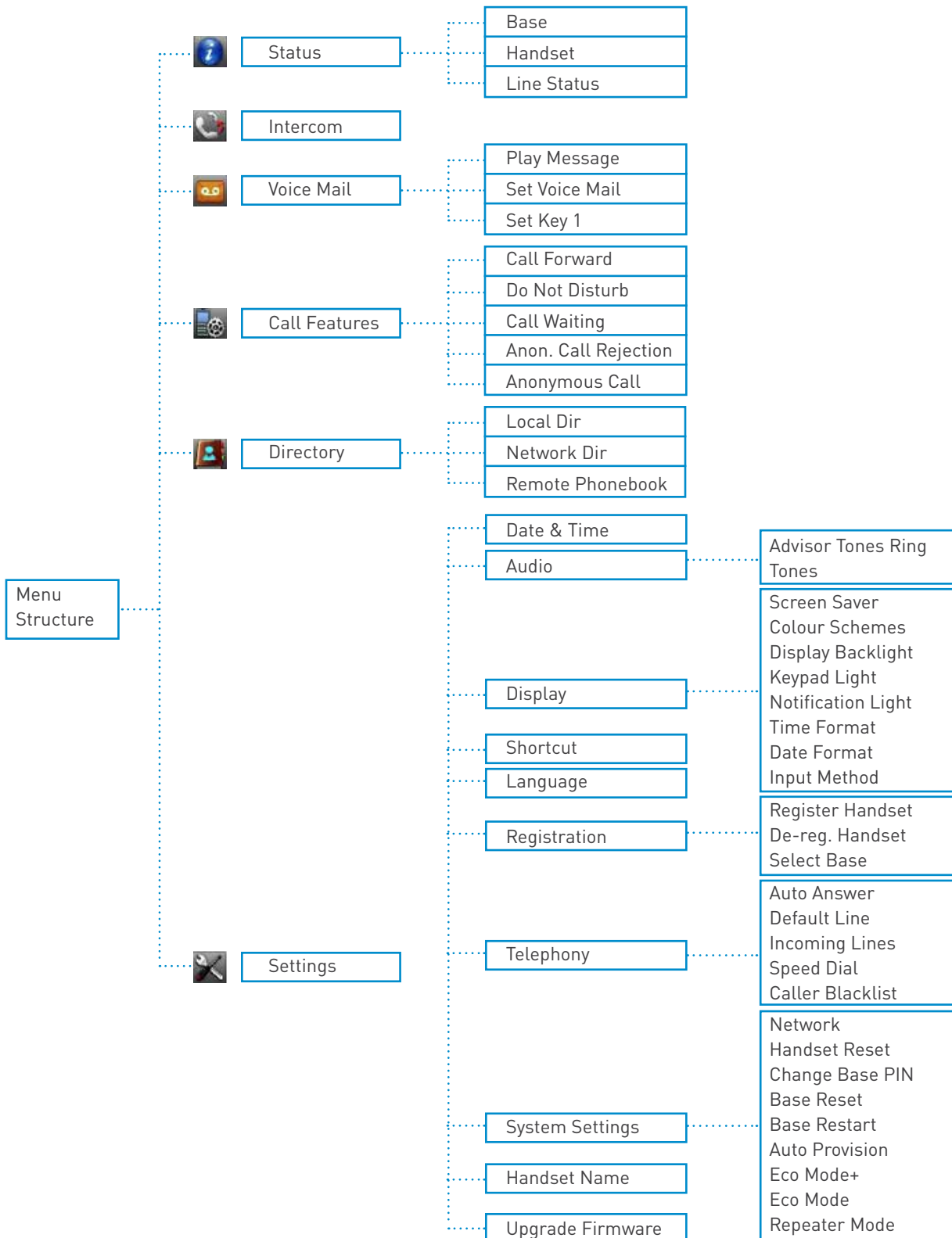
**Why do I hear some noise during a call?**

- Ensure that you are not using the handset or base station in an area with high electrical interference. You can reposition the handset and the base station to keep them far away from sources of high electrical interference.
- Ensure that the handset is not too far from the base station.
- Restart the base station and place a call to see if there is still noise heard during the call.

**Can I transfer an internal call to another party?**

The phone does not support this feature. You can only transfer external calls from the phone.

# MENU STRUCTURE



## APPENDIX A - TIME ZONES

Time Zone	Time Zone Name
-12	
-11:30	
-11	Samoa
-10:30	
-10	US-Hawaii-Aleutian US-Alaska-Aleutian
-9:30	
-9	US-Alaska Time
-8:30	
-8	Canada (Vancouver, Whitehorse), Mexico (Tijuana, Mexicali), US-Pacific Time
-7:30	
-7	Canada (Edmonton, Calgary), Mexico (Mazatlan, Chihuahua), US-MST no DST, US-Mountain Time
-6:30	
-6	Canada-Manitoba (Winnipeg), Chile (Easter Islands), Mexico (Mexico City, Acapulco), US-Central Time
-5:30	
-5	Bahamas (Nassau), Canada (Montreal, Ottawa, Quebec), Cuba (Havana), US-Eastern Time
-4:30	Venezuela (Caracas)

-4	Canada (Halifax, Saint John), Chile (Santiago), Paraguay (Asuncion), UK (Falkland Islands), UK-Bermuda (Bermuda), Trinidad & Tobago
-3:30	Canada-New Foundland(St.Johns)
-3	Argentina (Buenos Aires), Brazil (DST), Brazil (no DST), Denmark-Greenland (Nuuk)
-2:30	
-2	Brazil (no DST)
-1:30	
-1	Portugal (Azores)
-0:30	
0	Denmark-Faroe Islands (Torshavn), GMT, Greenland, Ireland (Dublin), Morocco, Portugal (Lisboa, Porto, Funchal), Spain-Canary Islands (Las Palmas), UK (London)
+0:30	
+1	Albania (Tirane), Austria (Vienna), Belgium (Brussels), Caicos, Chad, Croatia (Zagreb), Czech Republic (Prague), Denmark (Kopenhagen), France (Paris), Germany (Berlin), Hungary (Budapest), Italy (Rome), Luxembourg (Luxembourg), Macedonia (Skopje), Namibia (Windhoek), Netherlands (Amsterdam)
+1:30	
+2	Estonia (Tallinn), Finland (Helsinki), Gaza Strip (Gaza), Greece (Athens), Israel (Tel Aviv), Jordan (Amman), Latvia (Riga), Lebanon (Beirut), Moldova (Kishinev), Romania (Bucharest), Russia (Kaliningrad), Syria (Damascus), Turkey (Ankara), Ukraine (Kyiv, Odessa)
+2:30	
+3	East Africa Time, Iraq (Baghdad), Russia (Moscow)
+3:30	Iran (Teheran)
+4	Armenia (Yerevan), Azerbaijan (Baku), Georgia (Tbilisi), Kazakhstan (Aktau), Russia (Samara)
+4:30	Afghanistan

+5	Kazakhstan (Aqtobe), Kyrgyzstan (Bishkek), Pakistan (Islamabad), Russia (Chelyabinsk)
+5:30	India (Calcutta)
+5:45	
+6	Kazakhstan (Astana, Almaty), Russia (Novosibirsk, Omsk)
+6:30	
+7	Russia (Krasnoyarsk), Thailand (Bangkok)
+7:30	
+8	China (Beijing), Singapore (Singapore), Australia (Perth)
+8:30	
+9	Korea (Seoul), Japan (Tokyo)
+9:30	Australia (Adelaide), Australia (Darwin)
+10	Australia (Brisbane), Australia (Hobart), Australia (Sydney, Melbourne, Canberra), Russia (Vladivostok)
+10:30	Australia (Lord Howe Islands)
+11	New Caledonia (Noumea)
+11:30	
+12	New Zealand (Wellington, Auckland)
+12:30	
+12:45	New Zealand (Chatham Islands)
+13	Tonga (Nukualofa)



**INTERMEDIA**

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