gTalk® PBX USER GUIDE

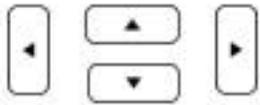**How to Use Yealink W56P HD IP DECT Phone**

Yealink's DECT phone W56P is developed to enhance communication for on-the-go workers in various industries such as warehousing, catering and retailing. Featuring a big 2.4-inch color screen, an elegant industrial design, excellent battery performance and other multiple usability and phone management upgrades, the W56P ensures busy workers can enjoy a pleasant user experience and are always online.

Handset keys description

Key number	Items	Description
1.	Earpiece	Outputs audio during the earpiece call.
2.	LCD Screen	Shows call information, handset status icons, and prompt messages and so on.
3.	Soft Keys	Label automatically to identity their context-sensitive features.
4.	Speakerphone	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 into 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. Switches the silent mode on or off.
9.	Tran 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. Locks or unlocks the handset keypad. Switches the input method.
13.	On-hook Key/Power key	Long presses in the menu mode 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.		Scroll through the displaying information. Move the cursor. Adjust the ringer volume. Act as shortcuts.
		Confirms actions or enters into the main menu.

Basic Call Features

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 External Calls

You can place external calls on the handset. To place an external call:

1. Enter the desired number using the keypad.
2. Press [ ] , [ ] or [OK] 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 [OK] 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:

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 [OK] to dial out.

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.

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.
- 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 Blind Transfer.
    You can also press TRAN directly.

2. Do one of the following:

- Enter the number or select the handset you want to transfer the call to.
    Press TRAN or the "**Transfer**" soft key.

To perform an attended transfer:

1. Press the Options soft key during a call, and select Transfer.
2. Do one of the following:
   - Enter the number or select the handset you want to transfer the call to.

   Press TRAN or the OK soft key to dial out.

3. Press the "**Transfer"** soft key to complete the transfer after the party answers the call.
The LCD screen prompts "**Call Transferred**".

3-Way 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:

1. Place a call to the first party.
2. Press the "**Options"** soft key, and 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 OK or the "**Conf**." soft key to dial out.
- Press the Directory soft key, and select the desired contact.
   Press the "**Call"** soft key.
If both the office number and the mobile number of the contact are stored,

select the desired number and press OK 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:

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 select **Conference.**
Two calls are joined in the conference.

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

Call Pickup

The Call Pickup feature allows users to pick up incoming calls within their own pre-designated zone.

- To pick up an incoming call within the your own pre-designated zone simply dial ***7** and then **#**

Voice mail

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.

Dial your own extension number to access voice mail:

• Enter your voice mail pass code (if any).
• To hear new voice mail press 1.
• To hear old voice mail press 2.
• To delete a voice mail press 3.

Transfer to Voice mail

This feature allows you to transfer someone (either a caller or a called person) to leave a voice mail to a specific extension.

• To transfer to specific extension to leave voice mail: Press 🔲 TRAN button, then dial *6<ext. number#>, and after that immediately press the 🔲 TRAN button again.

• To leave a voice mail to a specific extension: Dial *6<ext. number#>**.**

Call Forward

Activating Call Forwarding:

Activate Call Forwarding feature whenever you want your calls to be forwarded to another phone. Once activated, all incoming calls will be forwarded to the number you specified.

• Dial *41 + Number + # - To forward incoming calls to a specific telephone number for any reason.

• Dial *42 + Number + # - To forward incoming calls to a specific telephone number when unreachable.

• Dial *43 + Number + # - To forward incoming calls to a specific telephone number after Ring-Timeout.

Deactivating Call Forwarding:

• Dial *44# - To cancel call Forwarding.

Note: You may also configure your Call Forwarding feature by login to your account panel.

Block Caller ID

This feature allows you to block your phone number along with your name i.e. CNAM information associated with your phone number.

To set Block Caller ID: *31#
To remove: *32#
Note: You may also configure your Block Caller ID feature by login to your account panel.

Anonymous Call Block

With Anonymous Call Block, all incoming calls from unknown callers will hear a busy tone. So you may no longer want to receive calls from the caller's phone numbers.

Dial *33# -- To block anonymous calls.
Dial *34# -- To cancel anonymous call block.
Note: Also you may enable this feature by login on to your account panel.

Do Not Disturb (DND)

This feature allows you to block incoming calls. When your phone is set to Do Not Disturb, all calls go to voicemail automatically without the phone ringing.

To activate DND - Dial *78 #
Deactivate DND - Dial *79 #

Follow Me Extension Number

This feature allows users to route their incoming calls to other extension.

To activate Follow Me - Dial *3 + extension/phone number + #
Deactivate DND - Dial * 3 #

Speed Dial

A speed dial number is a numeric number to which a destination telephone number is pre-set by a caller. This allows the caller to avoid dialing the full destination number. gTalk PBX providing 99 (1-99) speed dial facility.

gTalk PBX provides 99 (1-99) Speed Dial facility. To set speed dial

01. Login to your gTalk PBX account
02. Go to Speed Dial under User Menu
Follow onscreen instructions to Add/Edit/Delete Speed Dial number.

How to install gTalk PBX Mobile App

With every Extension gTalk PBX offers a feature rich App compatible with Android and iPhone sets.

- To install gTalk PBX App for Android sets, download the App on your smart phone by browsing the Google Play Store. Search for "gTalk PBX" and then press Install. Once installed enter Account ID, Extension and password to login gTalk PBX App.

- To install gTalk PBX App for iPhone sets download the App on your smart phone by visiting the Apple Store, search for "gTalk PBX" and then press Install. Once installed enter Account ID, Extension and password to login gTalk PBX App.
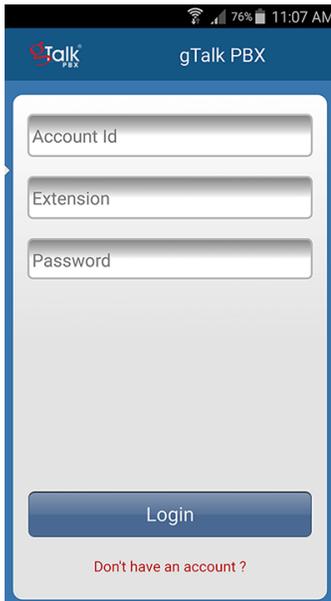
Use of gTalk PBX Mobile App

Use of the gTalk mobile App is user friendly and intuitive. Most of the functions of your gTalk IP Phone sets may be performed by using gTalk Mobile App. Some of the important functions are: **Make or receive calls, check voice mail or missed calls, set call receive preferences, line preference, see extension directory and make direct calls, make call using speed dial etc.**