HD

Yealink W60P
Cordless Phone
User Guide

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User Guide

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Calling Options

Dial Phone Numbers or Extensions

Enter the desired number when the handset is idle.

- **Local call** – dial the 7-digit local number
- **Long distance** – dial the 10-digit phone number (area code + local number)
- **International** – dial 011 + country code + city code + number
- **Internal extension** – dial the extension

Answer Calls

- To answer a call, press the *Accept* soft key or press
- Other options are to press *Speakerphone* button , or press *OK* (OK)
- To answer a new call while on an active call, press *down arrow* ▼ to navigate to new call and then press the *Accept* soft key (the current call will be held)

Hold Calls

- Place a call on hold by pressing the *Options* soft key, and then select *Hold*. The held party will hear music/message while holding
- To resume a held call, press the *Resume* soft key

Transfer Calls

Transfer Call to an Extension or Other Number

1. During a live call, press *Options*, then *Transfer* and dial the ext/number
2. When you hear the ring back sound, or after you have talked with the other party, press *Transfer* and hang up

NOTE: If you press *Transfer* or hang up directly after hearing the ring back sound, the call will automatically transfer without having to announce the caller.

Transfer Call Directly to Voicemail

1. During a live call, press *Options*, then *Transfer* and dial *55 followed by the ext/number
2. Press *Transfer* again

Conference Calling

To Conduct a Conference Call

1. Call the first party. After party answers, press *Options*, then *Conference*
2. Dial the extension or phone for the second party and press *Conf*. When party answers, press *Conf* again; all three parties are joined together in conference

Muting a Call

- To mute an active call, press 🎤. The call is muted and the 🎤 icon is displayed on the LCD screen.
- To un-mute a call, press 🎤 again. The 🎤 disappears from the LCD screen

Do Not Disturb

- To enable do not disturb, press (ok). Select *Call Features > Do Not Disturb > OK > Enabled > Save*.
  The icon on the status bar indicates that DND mode is activated and any incoming calls will be directed to voicemail
- To disable do not disturb, press (ok). Select *Call Features > Do Not Disturb > OK > Disabled > Save*.

Changing Volume

- To change call volume, press ◀ or ▶ during a call.
- To change the ringer volume, press ◀ or ▶ when the phone is idle or ringing

Directory

- To access the directory, press (ok) and then navigate to the directory icon. Select *Network Directory > All Contacts > OK*. Navigate to and highlight the desired contact. Press the *dial* button and (ok) to call the highlighted contact

Group Call Park

- While on an active call, press Options and then navigate down ▼ to *Group Call Park*. Press (ok). Listen to the message which identifies the extension the call is parked on

Unpark

- To unpark a call, dial *88 followed by the park extension and then press the *Call* button or #

Quick Dial Guide - Easy Dialing Options

	On	Off
Call forward		
All calls	*72	*73
All calls to voicemail	*21	#21
When no answer to voicemail	*41	#41
Not reachable (for business continuity plan-requires set up)	*94	*95
Check not reachable status	*63*	
Call return (last inbound number)	*69	
Call waiting	*43	#43
Cancel call waiting for a single call		*70
Access voicemail	*86	
Music on hold deactivation (per-call deactivation)	*60	(Music returns next call)
Clear message waiting indicator	*99	
Change number of rings before voicemail picks up	*610	

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Voicemail

Accessing Voicemail

1. Press and hold the 1 button 🔘 or dial *86
2. Follow prompts to play messages, record greetings, etc.

Voice Messaging Main Menu

1	Listen to / play messages
2	Busy greeting menu
3	No answer greeting menu
4	Extended away greeting menu
5	Compose message menu
7	Delete all messages
8	Message deposit settings menu
*	Voice portal main menu
#	Repeat menu

"Play Message" Options

While listening to message

1	Skip back
2	Pause / resume
3	Skip forward
4	Jump to beginning
6	Jump to end

Anytime

*	Return to prev menu

"Play Message" Options

Between messages

#	Save
7	Delete
2	Repeat
5	Envelope info
6	Play next message
8	Callback caller
9	Additional options

1	Reply to message
2	Forward message
*	Return to previous menu
#	Repeat menu