

Quick Reference Guide

Please Note: *Codes must be dialed prior to placing call

- *67 - Block Caller ID (for single call)
- *82 - Unblock Caller ID (for single call)
- *90 - Extension Login (Call Queue)
- *91 - Extension Logout (Call Queue)
- *99/*100 - Access Voicemail Box (from your own extension)
- *101 - Access Virtual Mailbox (to access any voicemail box)
- *102 - Internal Dial by Name Directory

- 911 - Emergency Services (availability based on location)
- 411 - Directory Assistance (\$1.99 per-call)

** + Extension Number | Blind transfer a call straight into an extension's voicemail

Voicemail

Entering your Mailbox for the first time

To set up your mailbox for the first time, follow these steps:

1. Dial *99
2. Enter 1234 (default pin).
3. Press 1 for New Messages, Press 2 for Saved Messages

Options while listening to voicemail:

5	Repeats voicemail from the beginning
6	Go to next message
7	Deletes voicemail
8	Forward voicemail to another extension
9	Saves voicemail
*	Skips call information
#	Back to voicemail menu

Voicemail Greetings

After entering your mailbox options (call *99 or *100 from your phone and choose option 4):

- Dial *99
- Enter voicemail PIN
- Press 4 for **Mailbox Options**

Record Voicemail Greetings

1. Press 1 to record Unavailable greeting
 - Press 2 to record Busy greeting
 - Press 3 to record Name greeting (Company Directory)
 - Press 4 to record Temporary greeting (Vacation/Holiday)
2. After the tone, record your greeting and press # when finished.
3. Press 1 to Save
 - Press 2 to re-record

Basic Functions

Making a Phone Call

1. For local calls and long distance: dial the area code and number (i.e. 404-555-1212).
2. For international calls: dial 011 + country code + number (i.e. 011-xx-xxx-xxxx).

Making a Call

1. Pick up the handset, dial desired number and press either the green phone icon key or the OK button.
2. To use speakerphone, press the speaker icon (top left of the handset)
3. If there are multiple lines assigned to the handset as outgoing lines, select the Line softkey to choose the desired line and then press the OK button.
4. If no line is selected, the default outgoing line will be used.

Redial last number dialed

1. Press the green phone icon
2. Press green phone icon again
3. A call to the last dialed number is placed.

Redial previously dialed number

1. Press the green phone icon. Screen will display recently dialed numbers.
2. Use the up/down directional keys to highlight the desired number.
3. Press green phone icon to place the call.

Configure Call Waiting

1. Press OK to enter the main menu.
2. Select the Call Features icon and select Call Waiting.
3. Use left and right directional keys to set the Status value.
4. Use left and right directional keys to set the Tone value.
5. Press Save soft key to accept changes

Answer Call Waiting

1. Press the Accept soft key to answer the new call
2. The original call is placed on hold.

Configure Call Waiting

1. Press the History soft key while handset is idle.
2. Use the up/down arrow keys to choose All Calls, Outgoing Calls, Missed Calls or Accepted Calls and press OK.
3. Use the up/down arrow keys to highlight the desired entry and press the View soft key to display detailed information.

Basic Functions (Continued)

Place a Call on Hold

1. During an active call, press the **Options** soft key.
2. Select **Hold**
3. Call is placed on hold and a **Pause** icon is displayed on the LCD screen.
4. To resume, press either the **Resume** soft key, the speaker icon key or the green phone icon key.

*For multiple calls on hold, use the up/down arrow keys or the **Swap** soft key to toggle between them.

Blind Transfer

1. While on an active call, press the **Options** soft key and select **Transfer** or press the **R** button.
2. Enter the extension or phone number you would like to transfer to.
3. Select the **Transfer** soft key or press the R button.
4. "Call Transferred" will display on the LCD screen.

Attended Transfer

1. While on an active call, press the **Options** soft key and select **Transfer** or press the **R** button.
2. Enter the extension or phone number you would like to transfer to.
3. Press the green phone icon to dial out.
4. Once the 3rd party answers, press **R** or the **Transfer** soft key to complete the transfer.
5. "Call Transferred" will display on the LCD screen.

Start a Conference Call

1. Place a call to the first party.
2. Press the **Options** soft key and select **Conference**.
3. Enter the number of the 2nd party to be added to the conference.
4. Press either the green phone icon, the **OK** button or the **Conference** soft key to dial out.
5. Once the 2nd party answers, press the **Conference** soft key again to join all parties.

Add New Party to Conference Call

1. While on an active conference, press the **Ext.Call** soft key
2. Enter the desired number in the **Call To** field
3. Press either the green phone icon or the **OK** button to dial
4. Once the new party answers, press the **Options** soft key and select **Conference** to join the new party to the call.

Do Not Disturb

1. Press **OK** to enter the main menu.
2. Select Call Features and then select **Do Not Disturb**.
3. All lines assigned to the handset will display on the LCD screen.
4. Use the up/down arrow keys to highlight the desired line and press **OK**.
5. Use the left/right arrow keys to select Enabled from the **Status** field.
6. Press **OK**. A red DND icon will display on the status line.

Online Account

First Time Login

- A New user email is sent to the email address associated with the user profile.
- Email contains username and a one-time password setup link which will expire after 24 hours.
- Click the link to set your permanent password and security question.

Logging In

- Visit <https://app.vonage.com>
- Username and password are case sensitive

Change Voicemail PIN

1. Select **Settings** from left navigation
2. Select the **Voicemail** tab
3. Enter desired PIN (4-10 digits)
4. Click **Save**

Voicemail to Email

1. Select **Settings** from left navigation
2. Select the **Voicemail** tab
3. Select **Send Voicemail to Email** checkbox
4. Enter email address voicemail attachment will be sent to
5. Click **Save**

Never Miss a Call

1. Select **Settings** from left navigation
 2. Select Never Miss a Call tab
 3. Choose desired configuration
 - **Send to Voicemail** - If no answer after X seconds, call is sent to your Unavailable Voicemail Greeting.
 - **Forward All Calls** - Extension will not ring. Calls are immediately forwarded to designated extension or number.
 - **Follow Me** - Incoming calls ring up to 5 numbers or extensions in the sequence that you specify. Unanswered calls will be routed to the voicemail of your choosing.*
 - **Simulring** - Incoming calls ring up to 5 numbers at the same time. Unanswered calls will be sent to the originating extension voicemail.*
- *Calls may be routed to an alternate voicemail box if the ring time on any Follow Me or Simulring number is less than that of the extensions voicemail.*

4. Click Save

Additional Support

- For full Yealink W56P/W56H User Guides, visit the **Preferred Phones** support article.
- For additional assistance in setting up for Vonage service, please visit the **Getting Started** support page.