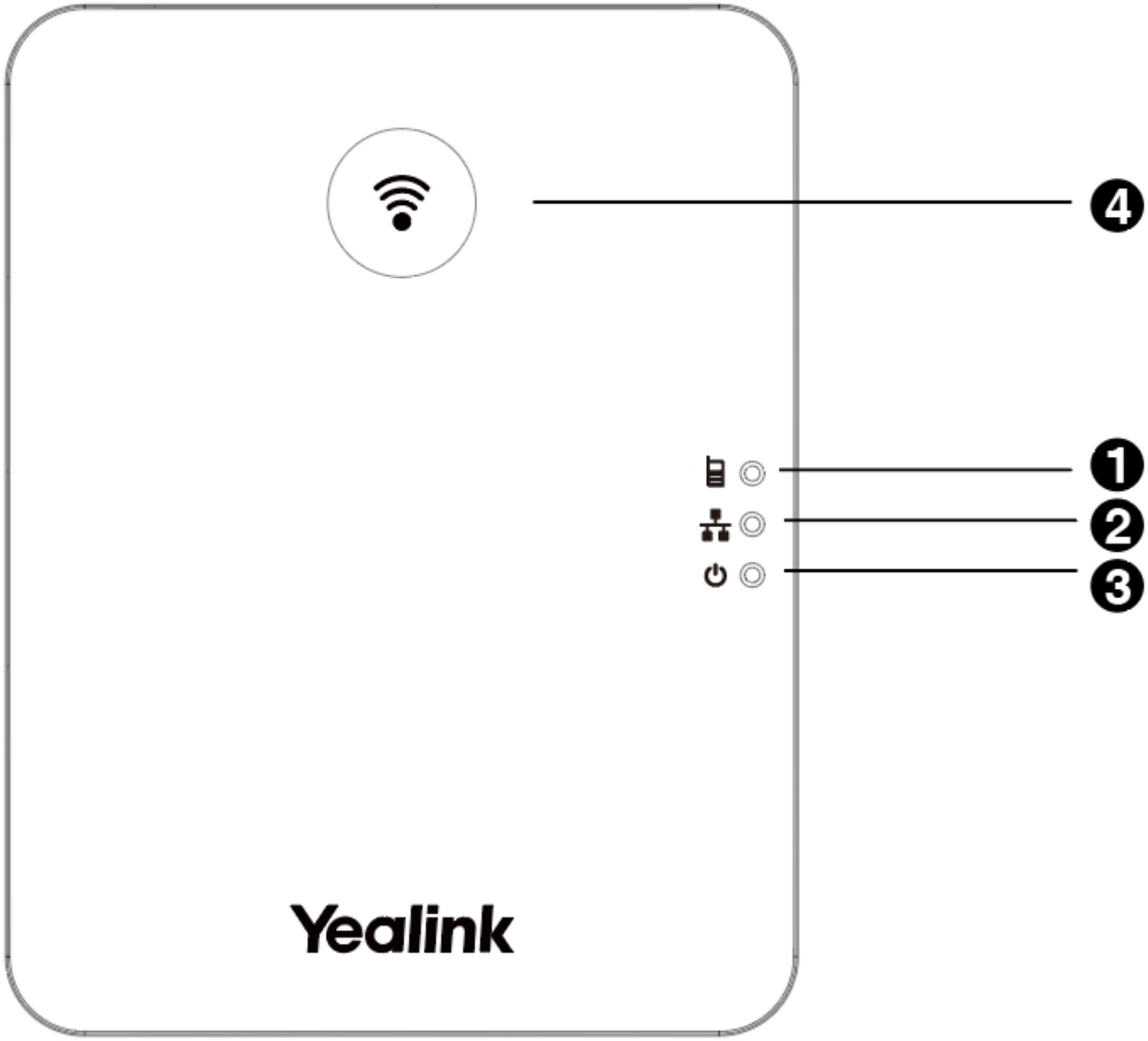
W70B Hardware & LED Introduction

After the base station starts up successfully and the handset is registered to the base station, all LEDs on the base station glow green.



No.	Item	Description
1	Registration LED	Indicate that the handset registration status or the base station is in the paging mode.
2	Network Status LED	Indicate the network status.
3	Power LED Indicator	Indicate the power status of the base station.

4	Paging Key	• Locate a misplaced handset. • Toggle to select the registration mode. • Reset the base station to factory settings.

Place Calls

Change the Default Outgoing Line

Introduction

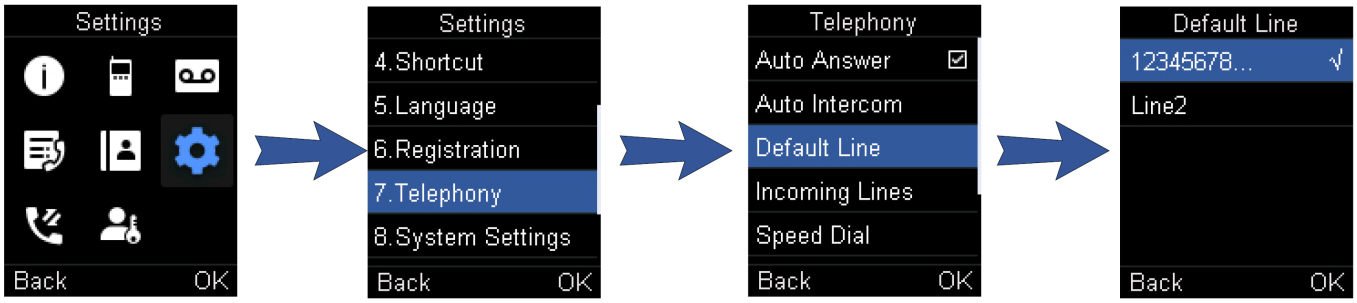
Only the outgoing line(s) assigned by your system administrator can be used to place calls. When multiple outgoing lines are assigned to the handset, the first one will be the default outgoing line. You can change the default outgoing line of the handset.

Before You Begin

1. It is only applicable to W73H/W78H/W56H/W53H/W59R/W59R Pro/W57R.

Procedure

1. Go to **OK** > **Settings** > **Telephony** > **Default Line**.
2. Highlight the desired line, and then press **OK**.



Place Internal Calls

Introduction

After successfully registering the handset to the base station, you can use your handset to place an internal or external call.

The handset can keep 2 (for CP930W/CP935W is 4) calls at one time at almost, one active (associated with the audio) and the other one on hold.

Set Auto Intercom

You can set the auto intercom type to make your handset more personalized.

About This Task

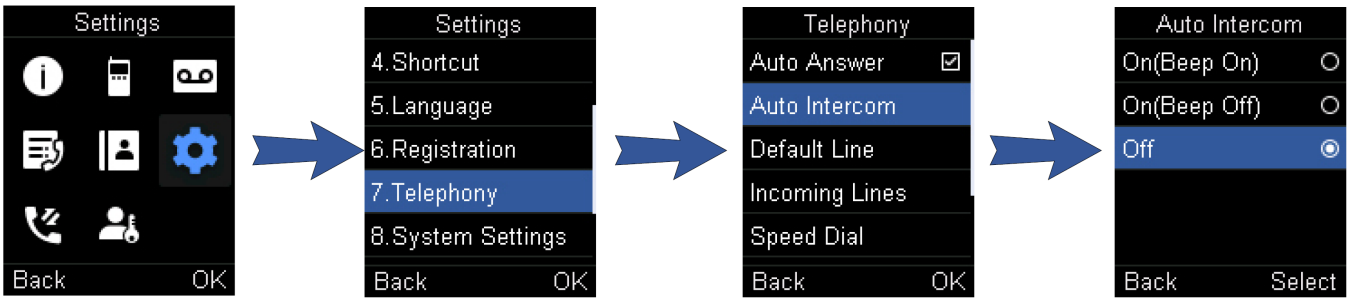
1. It is only applicable to W73H/W78H/W56H/W53H/W59R/W59R Pro/W57R.

2. The following types of auto intercom features are available:

Type	Description
On (Beep On)	The handset answers an internal intercom call automatically and plays a warning tone.
On (Beep Off)	The handset answers an internal intercom call automatically without a warning tone.
Off	The handset answers an internal intercom call automatically without a warning tone.

Procedure

1. Go to **OK** > **Settings** > **Telephony** > **Auto Intercom**.
2. Select the desired option, and then press **Select**.

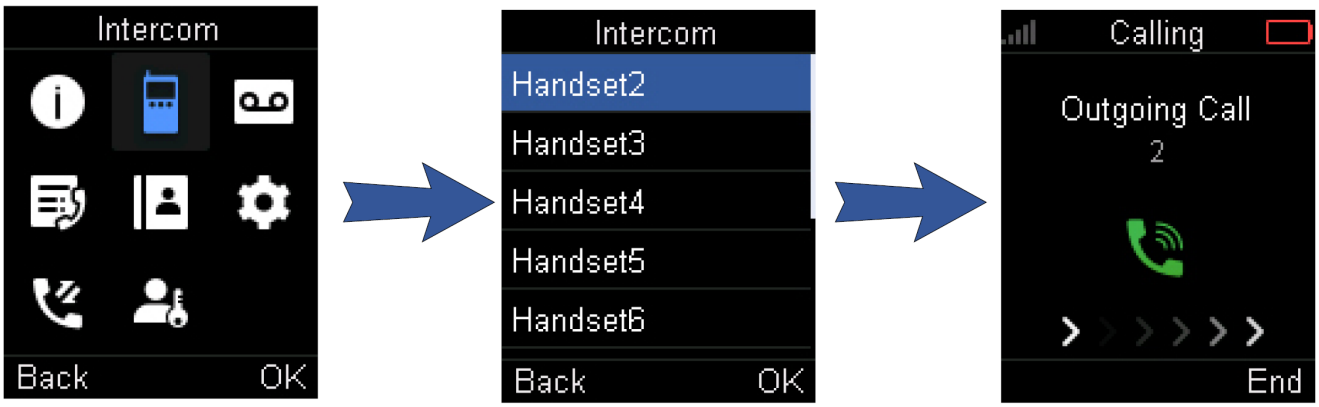


Place an Internal Call

You can place an internal call to the desired handset or all handsets.

Procedure

1. Go to **OK** > **Intercom**.
   - For CP930W/DDPhone, go to **Menu** > **Intercom**.
   - For CP935W, go to **More** > **Intercom**.
2. Select the desired handset or **All Handsets**.
3. Select **OK** or the Off-hook key.
4. *All other subscribed handsets will ring simultaneously if you select All Handsets.*



Place an Internal Call During an External Call

You can place a call to an internal line during an external call.

Procedure

1. Select **Options** > **Intercom**.

- For CP930W/CP935W, go to **Hold** > **New Call** > **Intercom**.
- For DDPhone, go to **Conference** > **Intercom**.

2. Select the desired handset, then press the **OK** key or **Send**.

- For CP935W, tap the desired handset directly to initiate an internal call.

Place External Calls

Introduction

You can place external calls on the handset. External calls based on the public telephone network require SIP lines.

Place an External Call

Procedure

1. Enter the desired number using the keypad.

- For CP935W, tap and enter the desired number using the dailpad.

2. Press the **OK** key or **Off-hook** Key to dial out.

- For CP935W, tap to dial out.

Place Multiple External Calls

When you are on a call, you can hold your current call and place a new call.

Procedure

1. Select **New Call**.

- For DD phone, select **Hold** > **New Call**.
- For CP935W, tap > **New Call**.

2. Enter the contact number and press the **OK** key.

- For CP935W, enter the contact number and tap .

Place a Call from the Directory

Introduction

You can place a call to a contact directly from your directory.

Procedure

1. Go to **OK**> **Directory**.

- For CP930W/DD phone/CP935W, select **Directory** or **Menu** > **Directory**.

2. Select the desired directory.

3. Highlight the desired contact and press the **Off-hook** key or **Send**.

- For CP935W, select the desired contact and tap .

*If the selected contact has multiple numbers, highlight the desired number and select **OK**.*



Place a Call from the Call History

Introduction

You can place calls to contacts from the History list, which contains the recently placed, answered, or missed calls.

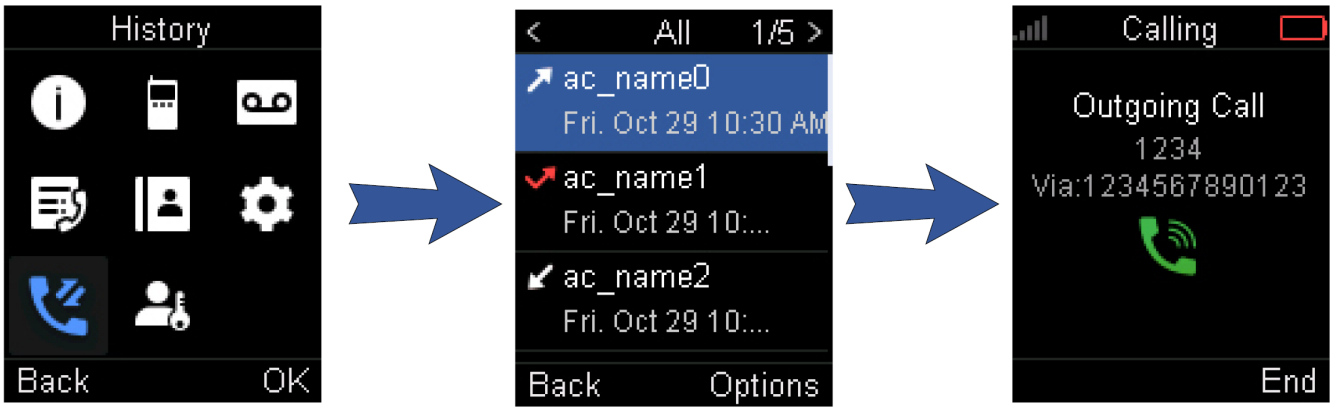
Procedure

1. Press History or go to **OK** > **History**.

2. Select the desired call list.

3. Highlight a contact and press the **Off-hook** or **Send** key.

- For CP935W, select the desired contact directly to dial out.



Place a Call from the Shared Directory

Introduction

You can place a call to a contact directly from your shared directory.

Before You Begin

1. It is not applicable to DD phones.

Procedure

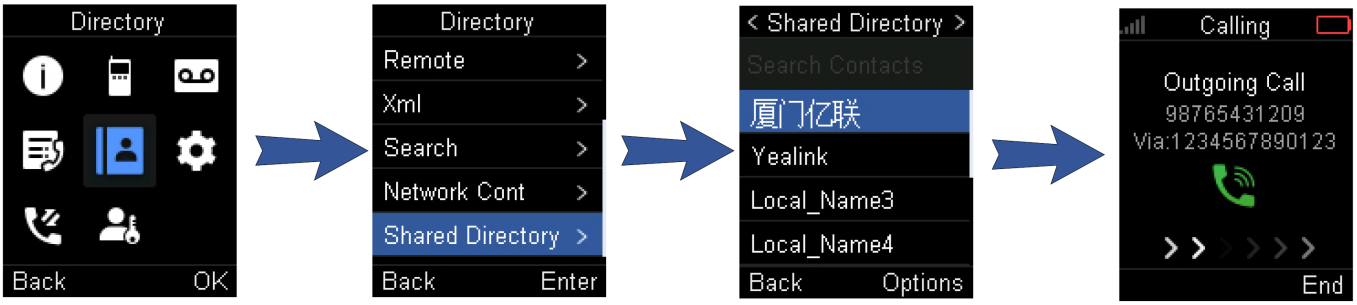
1. Go to **OK**> **Directory**> **Shared Directory**.

- For CP930W/CP935W, select **Directory** or **Menu** > **Directory**.

2. Highlight the desired contact and press .

- For CP935W, select the desired contact and tap .

*If the selected contact has multiple numbers, highlight the desired number and select **OK**.*



Speed Dial on the Handset

Introduction

You can quickly dial a number using a speed dial key without entering the directory.

Before You Begin

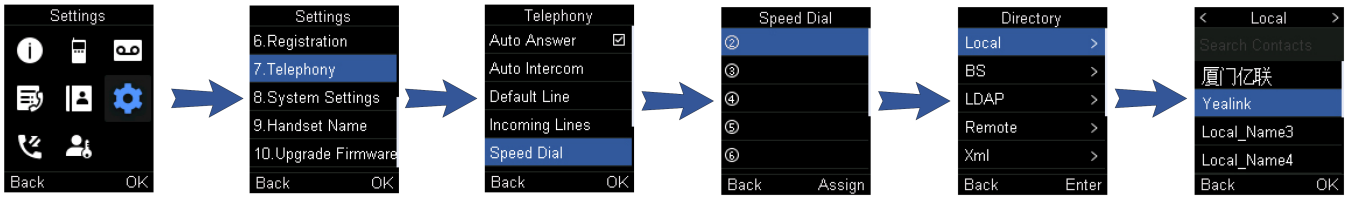
The assigned number should exist in the directory.

Assign a Speed Dial Number

You can assign a contact number to the digit key as a speed dial number. A maximum of 8 speed dial numbers is allowed.

Procedure

1. Go to **OK** > **Settings** > **Telephony** > **Speed Dial**.
2. The phone screen displays all available speed dial keys (2-9).
2. Highlight the desired digit key and press **Assign**.
3. Select **Directory**: select the desired contact from the directory, or select **Edit** to customize the **Name** and **Number**.
4. Press **OK** to assign the number to the selected speed dial key.
5. If the selected contact has multiple numbers, select the desired number, and select **OK**.

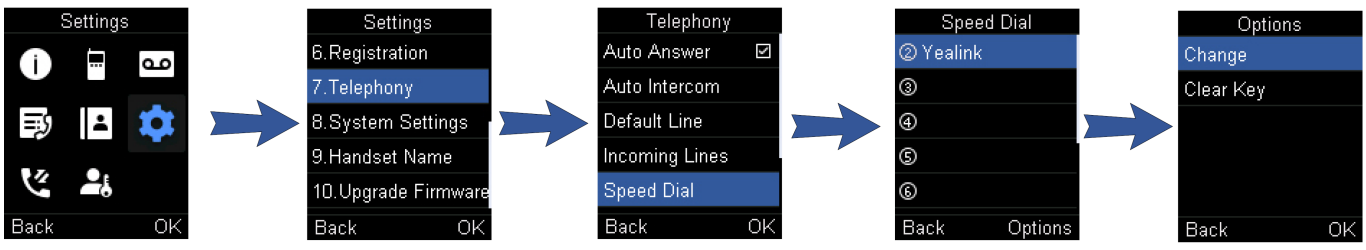


Change a Speed Dial Number

You can change the current speed dial number to a new desired one.

Procedure

1. Go to **OK** > **Settings** > **Telephony** > **Speed Dial**.
2. Highlight an assigned speed dial key.
3. Select **Options** > **Change**.
4. Select the **Directory** to select the desired contact from the directory, or select **Edit** to customize the **Name** and **Number**.
5. Press **OK** to change the assigned speed dial number.

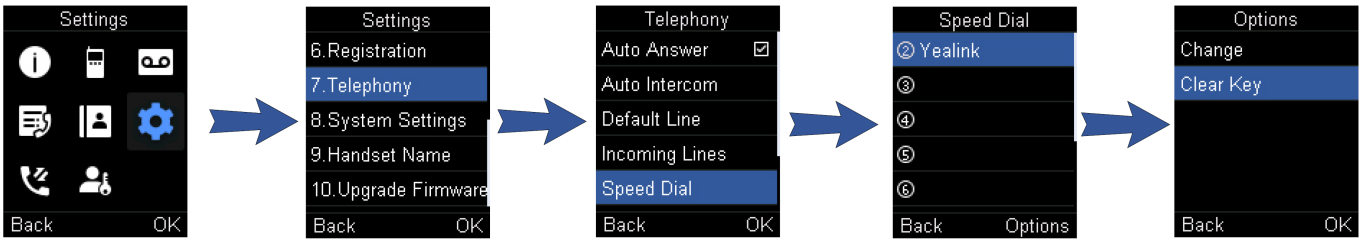


Delete a Speed Dial Number

You can delete the speed dial number when you no longer use it.

Procedure

1. Go to **OK** > **Settings** > **Telephony** > **Speed Dial**.
2. Highlight the desired speed dial key.
3. Select **Options** > **Clear Key**.



Call a Contact Using a Speed Dial Key

After you have assigned the speed dial number, you can place a call to contact directly by pressing it.

Procedure

1. Hold the speed dial key when the handset is idle.
   The number assigned to this speed dial key is dialed out.

Speed Dial on the DD Phone

Introduction

You can quickly dial a number using a speed dial key without entering the directory.

Configure a Speed Dial Key

You can set a line key as a speed dial key for a contact number.

Procedure

1. Go to **Menu** > **Features** > **Dsskey**.
2. Select the desired line key.
3. Select the **SpeedDial** from the **Type** field.
4. Optional: Enter the string that will appear on the LCD screen in the **Label** field.
5. Enter the number you want to dial in the **Value** field.
6. Save the action.

Change a Speed Dial Number

You can change the current speed dial number to a new desired one.

Procedure

1. Go to **Menu** > **Features** > **Dsskey**.
2. Select the desired line key.
3. Edit the number from the **Value** field.
4. Save the action.

Delete a Speed Dial Number

You can delete the speed dial number when you no longer use it.

Procedure

1. Go to **Menu** > **Features** > **Dsskey**.
2. Select the desired line key.
3. Select **N/A** from the **Type** field.
4. Save the action.

Call a Contact Using a Speed Dial Key

After you have assigned the speed dial number, you can place a call to contact directly by pressing it.

Procedure

1. Press the speed dial key when the handset is idle.
   The number assigned to this speed dial key is dialed out.

Redial

Introduction

You can redial a call from the redial list.

Before You Begin

Model	Redial List Number	Note
W73H/W78H/ W56H/W53H/	20	When the memory of the redial list is full, the handset will automatically erase the oldest one when a new number is dialed.

W59R/W59R Pro/ W57R		
DD Phone	18	
CP930W/CP935W	Not suppor t	

Redial a Number

The handset keeps a record of all the placed calls. You can call the recently dialed phone number.

Procedure

1. Press when the handset is idle to access the redial list.

- For DD phone, press when the phone is idle to access the redial number list.

2. Select a record to dial out.

> Before placing an external call on W73H/W78H/W56H/W53H/W59R/W59R Pro/W57R, you can select **Options > Edit Before Call** to edit the phone number.

Redial the Last Dialed Number

Procedure

1. Press twice when the handset is idle.

- For the DD phone, press twice.

Add a Dialed Number to Local Directory

You can add a dialed external call number to the Local Directory or update the number for an existing contact.

About This Task

It is only applicable to W53H/W56H/W57R/W59R/W59R Pro/W73H/W78H:.

Procedure

1. Press when the handset is idle to access the redial list.
2. Highlight the desired record.
3. Press **Options**, and then select **Add To Local** > **New Entry**.
4. Select the type you want to add the number to.
5. Edit the corresponding fields.

6. Confirm the action.

> You can select **Add To Local > Update Existing** to add the number to an existing contact or update the existing contact information.

Delete a Redial Record

You can delete any record from the redial list.

Procedure

1. Press when the handset is idle to access the redial list.
- For DD phone, press when the phone is idle to access the redial number list.
2. Highlight the desired record.
3. Press **Options** and select **Delete**.
- For DD phone, select **Delete**.

Delete All Redial Records

You can delete all redial records at once.

Procedure

1. Press when the handset is idle to access the redial list.
- For DD phone, press when the phone is idle to access the redial number list.
2. Select **Options** > **Delete All**, and select Yes to confirm.
- For DD phone, select **Delete All**.

Place an Anonymous Call

Introduction

You can hide your name and number when you place a call. As a result, the callee receives an anonymous call without the caller's identity.

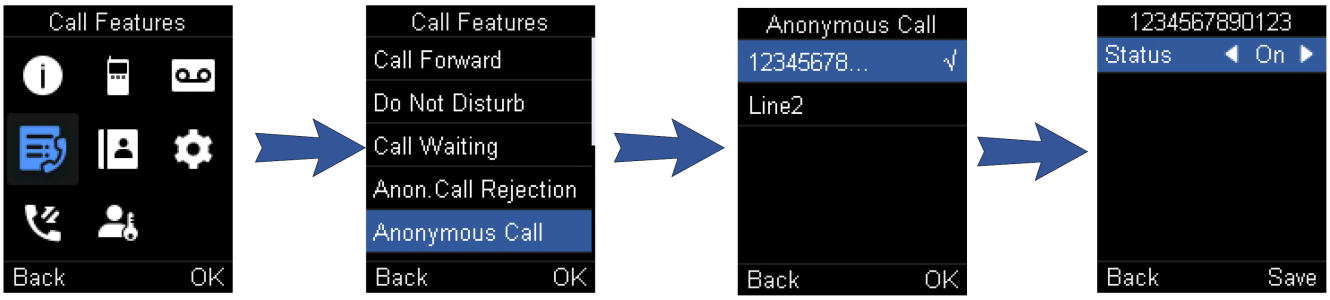
Before You Begin

Contact your system administrator to find out if this feature is available on your phone.

Procedure

1. Go to **OK** > **Call Features** > **Anonymous Call**.
- For CP930W/DD phone, go to **Menu** > **Features** > **Anonymous Call**.
- For the CP935W, go to **More** > **Features** > **Anonymous Call**.

2. Select the desired line.
   The phone screen displays the outgoing lines currently assigned to the handset. The default outgoing line is highlighted and followed by a left arrow.
3. Set the **Status** to **on**.
4. Save the action.
5. Place a call.
   The callee is prompted with an incoming call from anonymity.
   If the callee enables an anonymous rejection feature, you may be prompted that the callee does not accept calls from an anonymous number.



Call Emergency Alarm Number

Introduction

The alarm settings are configured on the base station. Ten emergency alarms can be assigned to each handset.

Before You Begin

It is only applicable to W59R/W59R Pro/W57R.

Procedure

Press the emergency alarm button for 2 seconds to dial the number.



Video Tutorial

Answer Calls

Assign Incoming Lines to the Handset

You can assign one or more incoming lines to the handset. The handset can only receive incoming calls of the assigned incoming line(s).

Before You Begin

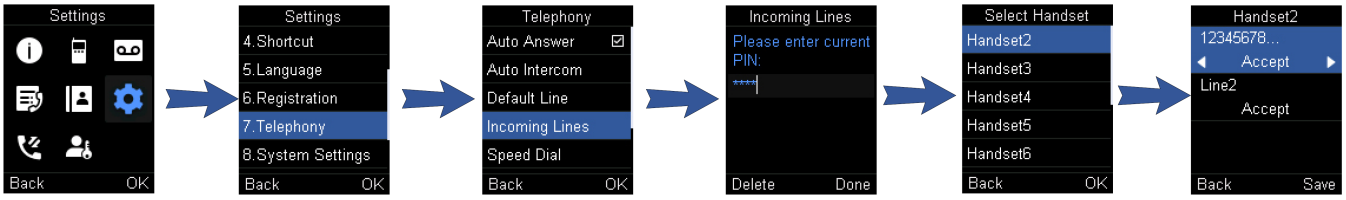
It is not applicable to CP930W/CP935W.

Procedure

1. Go to **OK** > **Settings** > **Telephony** > **Incoming Lines**.

- For DD phone, go to **Menu** > **Advanced Settings** (default PIN: 0000) > **Incoming Lines**.

2. Enter the system PIN (default: 0000), and then press **Done**.
   The handset screen displays all registered handsets. The handset itself is highlighted and followed by a left arrow.
3. Select the desired handset.
4. Select **Accept** from the desired line fields.
5. Confirm the action.



Answer a Call

When you receive an incoming call, the phone rings and the screen displays the information of the incoming call.

Procedure

Do one of the following:

- Press , or press **Accept** or **Answer**.
- Press the **Speakerphone** key.

- If a headset is connected, press **Accept** or the HEADSET key .

Answer a Call When in a Call

You can answer a call when there is already an active call on your phone.
When you are in an active call, and an incoming call arrives on the phone, a call waiting tone beeps, and the incoming call information is displayed.

Procedure

1. On the W71H/W73H/W74H/W78H/W56H/W53H/W59R/W57R/DD phone, press the down navigation key to select the incoming call.
2. Select **Accept** or **Answer**.

Result

The active call is placed on hold, and the incoming call becomes active.

> You can disable the call waiting feature to reject the incoming call automatically during a call.

Answer a Call Automatically

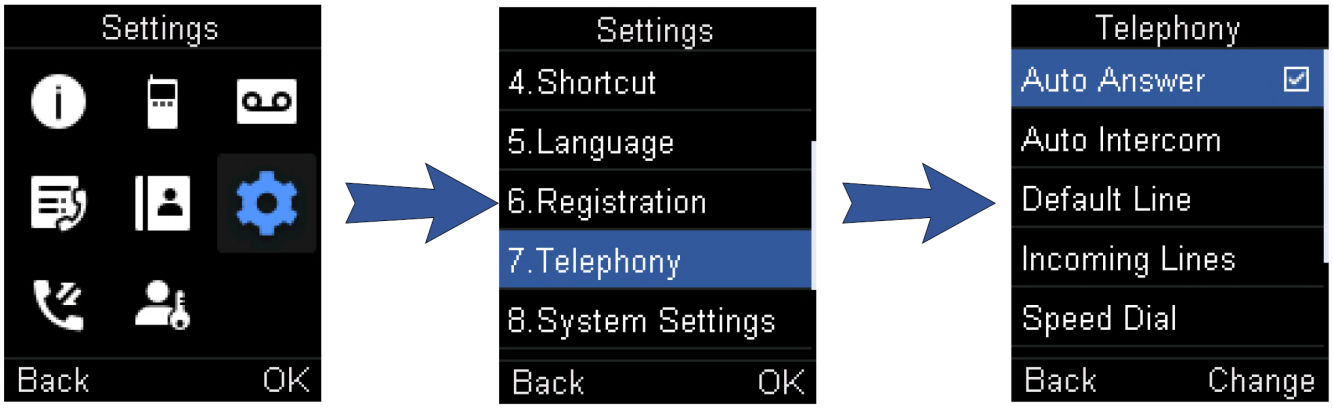
When the handset is placed in the charger, you can simply answer the incoming calls by picking up the handset from the charger without pressing the Off-hook key.

Before You Begin

It is only applicable to W73H/W78H/W56H/W53H/W59R/W57R/CP935W.

Procedure

1. Go to **OK** > **Settings** > **Telephony** > **Auto Answer**.
- For CP935W, go to **More** > **Auto Answer**.
2. Press **Change** to select the **Auto Answer** check box (the default status is selected).
- For CP935W, tap the **Auto Answer** icon and enable this feature directly.


Settings
Back
OK
Settings
4.Shortcut
5.Language
6.Registration
7.Telephony
8.System Settings
Back
OK
Telephony
Auto Answer
Auto Intercom
Default Line
Incoming Lines
Speed Dial
Back
Change

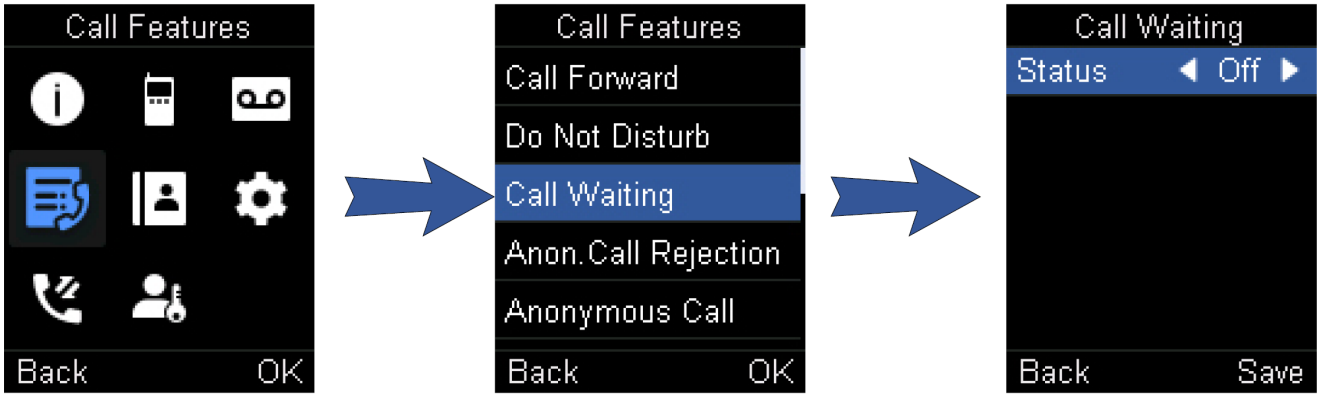
Disable Call Waiting

Introduction

If the call waiting feature is disabled, when there is already a call, the new incoming call will be rejected automatically.

Procedure

1. Go to **OK** > **Call Features** > **Call Waiting**.
   - For the CP930W/DD phone, go to **Menu** > **Features** > **Call Waiting**.
   - For CP935W, go to **More** > **Features** > **Call Waiting**.
2. Disable call waiting.
3. Confirm the action.



Switch Among the Receiver, Handsfree, and Headset Modes

Introduction

You can select the desired mode before placing a call, or you can switch among receiver, handsfree, and handset modes during a call.

You can place a call using the following call modes:

Call Mode	Procedure
Receiver Mode	Press the **Off-hook** key to dial out.
Handsfree Mode	Press the **Speakerphone** key to dial out.
Headset Mode	Connect a standard 3.5 mm headset.

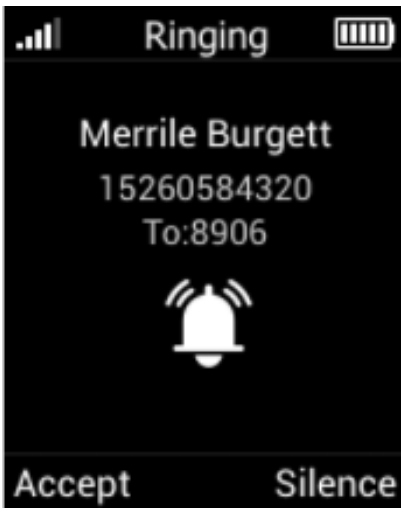
Silence or Reject Incoming Calls

Silence a Call

You can silence a call to stop your phone from ringing. Even if you silence the call, the incoming call notification continues to be displayed on your phone.

Procedure

Select **Silence**.



Reject a Call Manually

You can reject a call manually, and the call may be sent to voice mail. The rejected calls are displayed in the Received Calls list in your History list.

Procedure

Press or **Reject**.

Reject Anonymous Calls

You can reject incoming calls from callers who have hidden their identities. As a result, your phone will not ring, and you will not be notified of an attempted call.

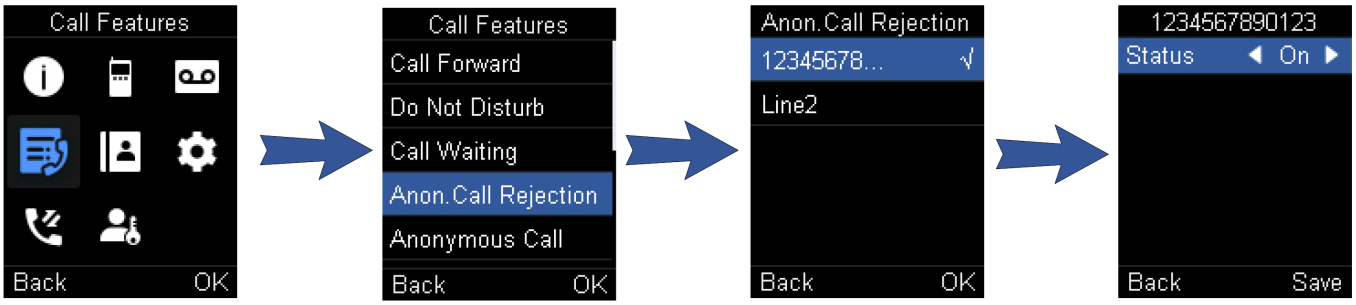
Procedure

1. Go to **OK** > **Call Features** > **Anon.Call Rejection**.

- For CP930W, go to **Menu** > **Features** > **Anon.Call Rejection**.

- For DD phone, go to **Menu** > **Features** > **Anonymous Call**.
- For CP935W, go to **More** > **Features** > **Anonymous Call**.

2. Select the desired line.
3. Set the **Status** to **on**.
4. Save the action.



Reject Calls with Do Not Disturb (DND)

You can enable DND to reject all incoming calls automatically when you do not want to be interrupted.

Before You Begin

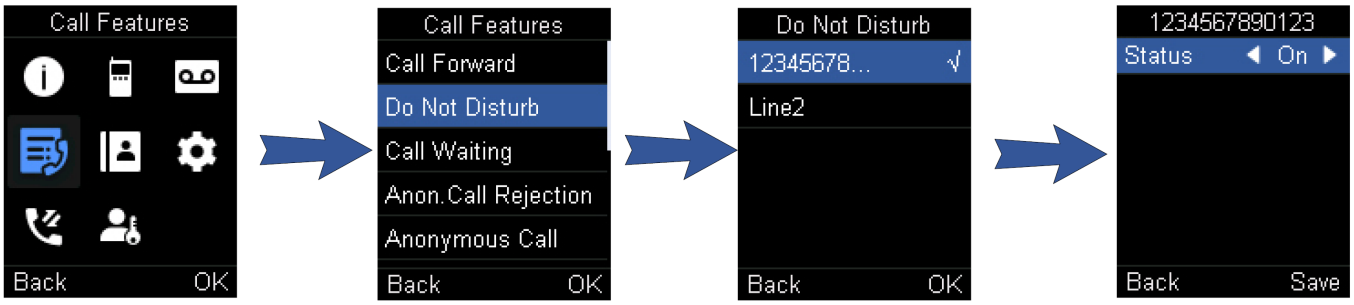
Check with your system administrator to find out if the DND feature is available on your phone.

Procedure

1. Go to **OK** > **Call Features** > **Do Not Disturb**.
- For CP930W/DD phone, go to **Menu** > **Features** > **DND**.
- For CP935W, go to **More** > **Features** > **DND**.

2. Select the desired line, and then press **OK**.
3. Set the **Status** to **on**.
4. Save the action.
5. The status bar displays the DND icon.

> On the CP930W/DD phone, to activate or deactivate DND quickly, select **DND** when the phone is idle.


Call Features
Back
OK
Call Features
Call Forward
Do Not Disturb
Call Waiting
Anon.Call Rejection
Anonymous Call
Back
OK
Do Not Disturb
12345678...
√
Line2
Back
OK
1234567890123
Status
On
Back
Save

End Calls

Introduction

You can end the current call at any time.

Procedure

Press  or **End Call**.

Mute and Unmute Audio

Introduction

You can mute the microphone during an active call so that the other party cannot hear your discussion with your colleagues.

Procedure

1. Press the **Mute** key during a call to mute the microphone. The mute icon appears on the phone screen.
- For CP930W/CP935W, the mute touch key LEDs change from green to red.
- For DD phone, the mute key LED glows red.
2. Press the **Mute** key again to unmute. The mute icon disappears from the phone screen.
- For CP930W/CP935W, the mute touch key LEDs change from red to green.
- For DD phone, the mute key LED turns off.

> On the CP935W/CP930W, to mute or unmute quickly, you can press the mute key directly.

Hold and Resume Calls

Hold a Call

Introduction

You can place an active call on hold on your phone.

Procedure

1. During a call, select **Options** > **Hold**.

- For CP930W/CP935W/DD phone, select **Hold**.

> When you have multiple calls on the phone and the current call is held, you can press the up or down navigation key to swap to the active call.

Resume a Held Call

Introduction

You can view and resume a held call on the phone.

Procedure

1. Select **Resume**.
2. If multiple calls are placed on hold, select the desired call first.

> When you have multiple calls on the phone and the current call is active, you can press the up or down navigation key to swap to the held call.

Call Forward

Introduction

The handset will forward incoming calls to another party according to the forwarding type.

There are three forwarding types:

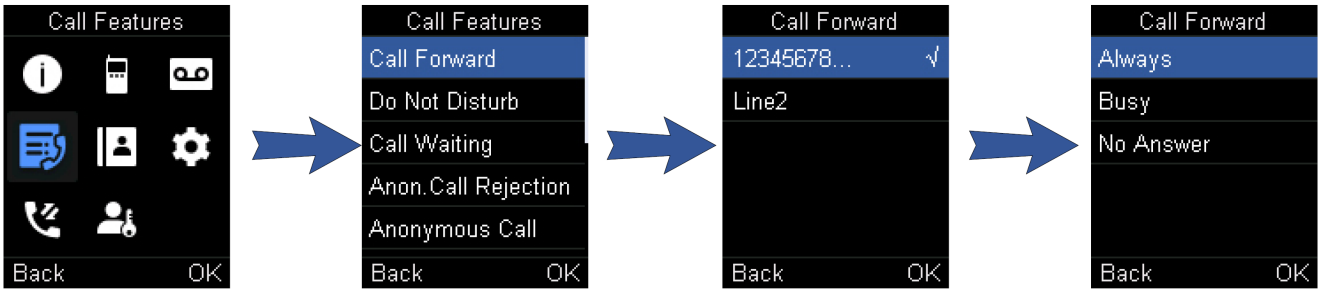
Type	Description
Always Forward	Incoming calls are immediately forwarded. There is no prompt on the phone screen when the line receives an incoming call.
Busy Forward	Incoming calls are forwarded when the line is busy.
No Answer Forward	Incoming calls are forwarded if not answered after a period of time.

Forward Incoming Calls

When you are not available to handle calls, you can forward incoming calls to a specific contact.

Procedure

1. Go to **OK** > **Call Features** > **Call Forward**.
   - For CP930W/DD phone, go to **Menu** > **Features** > **Call Forward**.
   - For CP935W, go to **More** > **Features** > **Call Forward**.
2. Select the desired line.
3. Select the desired forwarding type and enable it.
4. Enter the destination number in the **Target** or **Forward to** field.
5. If you select the **No Answer (No Answer Forward)**, select the desired ring time to wait before forwarding from the **After Ring Time** field.
6. Confirm the action.



Transfer Calls

Introduction

During a call, you can transfer the call to another contact.

You can use one of three ways:

Type	Description
Blind Transfer	Transfer a call directly to the third party without consulting
Semi-Attended Transfer	Transfer a call when receiving a ringback.
Attended Transfer (Consultative Transfer)	Transfer a call with prior consultation.

Perform a Blind Transfer

You can transfer a call to another contact immediately without consulting with her/him first.

Procedure

1. Select **Options** > **(Call) Transfer**, or press the **TRAN** key during a call.
   - For CP930W/DD phone, select **Transfer**.
   - For CP935W, tap and select **Transfer**.
2. Enter the number you want to transfer the call to or select **Directory** > **Directory/History** to choose a contact.
3. Press **TRAN** or **Transfer** to complete the transfer.
   - For DD phone, select **B Transfer**.

Perform a Semi-Attended/Attended Transfer

You can transfer a call to another contact immediately when receiving ringback or after consulting with her/him first.

Procedure

1. Select **Options** > **(Call) Transfer**, or press the **TRAN** key during a call.
   - For CP930W/DD phone, select **Transfer**.
   - For CP935W, tap and select **Transfer**.
2. Enter the number you want to transfer to and dial out.

- For CP935W, enter the number you want to transfer to and select **Transfer** > **Call**.

3. Do one of the following:
4. • When you hear the ringback tone, press the TRAN key or **Transfer** to finish a semi-attended transfer.
5. • After the contact answers the call, press the TRAN key or **Transfer** to finish an attended transfer (consultative transfer).

Conference Calls

Introduction

The phone supports creating a conference with two external parties and a multi-way network conference. The CP930W/CP935W supports creating a local conference, a seven-way hybrid UC meeting (the CP935W supports creating a five-way hybrid meeting), and a network conference.

During the conference, follow these tips:

- Mute your microphone when you are not speaking, especially in noisy environments.
- Avoid tapping or rustling papers near the microphone.
- Speak in your normal voice without shouting.

Hybrid UC Conference

Introduction

You can create a hybrid UC meeting on the CP930W/CP935W in different ways.

Create a Hybrid UC Meeting with a Mobile Phone

When you are talking on your mobile phone and want to invite colleagues, you can create a hybrid UC meeting on the phone.

Procedure

1. During the mobile call, activate your mobile phone's Bluetooth feature.
2. Connect and pair the phone with your mobile phone.
3. Switch the audio input mode to Bluetooth on your mobile phone.
4. Select **Conf**, then enter the desired number to dial out or press **Directory** to select a contact.
   - For CP935W, press **New Call**.
5. After the second party answers the call, select **Conf**.
   - For CP935W, press  > **Merge Calls**.
6. Repeat steps 4-5 to invite more parties (up to 4 parties).

Create a Hybrid UC Meeting with PC

When you are talking with your contact on the PC and want to invite colleagues, you can create a hybrid UC meeting on the phone.

Procedure

1. Connect the phone to a PC using a micro USB cable.

- For CP935W, connect to a PC using a Type-C cable.

2. Select **Hold** > **New Call**.
3. Enter the desired number to dial out or press **Directory** to select a contact.
4. After the second party answers the call, select **Conf**.

- For CP935W, select **Merge Calls**.

5. Repeat steps 2-4 to invite more parties (up to 4 parties).

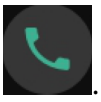
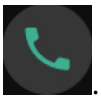
Create a Hybrid UC Meeting with Mobile Phone and PC

You can create a hybrid UC meeting on the phone with a mobile phone and a PC simultaneously.

Procedure

1. Connect and pair the phone to your mobile phone.
2. Connect the PC to your phone by using the micro USB cable.

- For CP935W, connect the PC to your phone using the Type-C cable.

3. Place a call using the softphone on the PC.
4. Do the following to place a mobile call over Bluetooth on the phone.
   a) Select **Hold** > **New Call**.
5. b) Select **Switch** to choose the Mobile Account.
6. c) Enter the desired number.
7. d) Select **Send** or .
   - For CP935W, press  to choose the Mobile Line.
   - For CP935W, press .
5. Do the following to place a SIP call on the phone.
   a) Select **Conf**.
6. b) Enter the desired number.
7. c) Select **Send** or .
   - For CP935W, select **New Call**.
   - For CP935W, press .

6. Repeat step 5 to invite more parties (up to 4 parties).

7. Select **Conf**.

- For CP935W, press  > **Merge Calls**.

Local Conference

Introduction

You can initiate a three-way (including yourself) conference call with your contacts on the phone. You can initiate a five-way (including yourself) conference call with your contacts on the CP930W/CP935W.

Set Up a Local Conference Call

You can set up a local conference call with up to two contacts.

Procedure

1. Place a call to the first party.

2. When the first party answers the call, select **Options** > **Conference**.

- For CP930W, select **Conf.**.
- For DD phone/CP935W, select **Conference**.

The active call is placed on hold.

3. Dial the second party's number.

4. When the second party answers the call, select **Conf.** to invite the two parties to join the conference.

- For DD phone/CP935W, select **Conference**.

Merge Two Calls into a Conference

You can invite a held call into a conference call with the active call.

Procedure

1. Place two calls on the phone.

2. Select **Options** > **Conference**.

- For CP930W, select **Conf.**.
- For DD phone/CP935W, select **Conference**.

Invite an Incoming Call to a Conference

You can create a conference when the phone receives an incoming call during the call(s) or a conference.

Before You Begin

It is only applicable to CP930W/CP935W.

Procedure

1. Tap **Join** when the phone receives a new call.

- For CP935W, tap **Join Conf**.

The conference between the original call(s) and the incoming call is set up. If you are at a conference, the new party will join the conference.

Hold or Resume a Conference Call

When you place a conference call on hold, other participants cannot hear each other until you resume the held conference call.

Before You Begin

It is only applicable to CP930W/CP935W.

Procedure

1. Tap **Hold** to place the conference on hold.
2. Tap **Resume** to resume the held conference call.

Mute/Unmute a Conference Call

When you mute the local microphone during a conference call, other participants can hear each other except you.

Procedure

1. Press the **MUTE** key to mute the conference.
2. Press the **MUTE** key again to unmute the conference.

Split a Conference Call

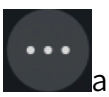
You can split the conference call into individual calls. After the split, the conference call ends, and other parties are held.

Before You Begin

It is not applicable to DD phones.

Procedure

1. Select **Split**.

- For CP930W, select **Manage** > **Split All**.
- For CP935W, tap  and select **Split**.

Manage Conference Participants

You can manage the conference participants to make the conference more flexible.

Before You Begin

It is only applicable to CP930W/CP935W.

Procedure

1. During a conference call, select **Manage**.

- For CP935W, long-tap the icon of the participant directly.

2. Select the desired party. You can do the following:
3. • Select **Far Mute** to mute the party. The muted party can hear everyone, but no one can hear the muted party.
4. • Select **Remove** to remove the party from the conference call.

End a Conference Call

You can end the current conference call at any time.

Procedure

1. Press  or **End (End Call)**.

- For CP935W, press .

Network Conference

Introduction

If your system administrator has set a network conference feature on your phone, you can initiate a conference with two or more contacts.

Set Up a Network Conference

You can set up a network conference with two or more contacts.

Procedure

1. Place a call to the first party.
2. Select **Options** > **Conference**.

- For CP930W, select **Conf.**.
- For DD phone/CP935W, select **Conference**.

The active call is placed on hold.

3. Dial the second party's number.

4. When the second party answers the call, select **Conference** to add the second party to the conference.

- For CP935W, select **Conference** or  > **Merge Calls**.

5. Select **Conf.** or **Conference** to place a new call.
   The conference call is on hold.
6. Enter the number of the new party, and then press the **OK** key.
7. When the new party answers the call, select **Conf.** to add the new party to the conference.

- For CP935W, select **Conference** or  > **Merge Calls**.

8. Repeat steps 5 to 7 until you add all parties.
9. *The procedures for setting up a network conference call on specific servers may be different. Contact your system administrator for more information.*

Invite Another Party into an Active Conference Call

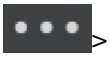
Any party in the conference call can invite others into an active conference call.

Procedure

1. Select New Call.

- For the CP930W/DD phone, select **Conf.** or **Hold** > **New Call**.
- For the CP935W, select **Conference** or  > **New Call**.

2. Enter the desired number and dial out.
3. When the new party answers the call, select **Options** > **Conference**.

- For the CP930W/DD phone, select **Conf.**.
- For the CP935W, select **Conference** or  > **Merge Calls**.

The new party will join the conference call.

Hold/Resume a Conference Call

Any party in the conference call can place himself/herself on hold, but other parties can continue the conference call normally.

> The conference call will only be held when all parties in the conference call place themselves on hold.

Procedure

1. Select **Options** > **Hold**.

- For the CP930W/CP935W/DD phone, select **Hold**.

2. Select **Resume** to resume the held conference call.

End a Conference Call

You can end the current conference call at any time.

Procedure

1. Press or **End** (**End Call**).

- For the CP935W, press .

Record Using an SD Card

Before You Begin

Introduction

By default, you can record your calls into an SD card so that you can listen to them later.

> It is only applicable to CP930W.

Record a Call

Introduction

You can record the important parts during an active call.

It is also very important to inform all the call parties that you are recording and ask for their consent before recording the conversation.

> Before call recording, especially those calls involving PSTN, it is necessary to know about the rules and restrictions of call recording in the country where you are.

Procedure

1. During a call, select **More** > **StartREC**.

The phone screen displays a recording icon and the recording duration.

Pause and Resume a Recording

Introduction

When you do not want the current sensitive information to be recorded, you can pause the recording. After pausing, you can resume it at any time, and the recording continues and will be saved in the same file.

Procedure

1. Select **PauseREC** to pause a recording.
   The pause recording icon appears on the phone screen, and the duration stops counting.
2. Select **Re REC** to resume a recording.

> If you hold the call during the recording, none of the parties will be recorded until you resume

the call.

Stop a Recording

Introduction

You can stop recording a call before the call ends. The recording also stops when the active call ends. The recording will be saved as a "*.wav" file on the SD card automatically.

Procedure

Do one of the following:

- Select **StopREC**.

The recording icon and recording duration disappear. The screen prompts a message that the call is recorded successfully.

- Select **End Call**.

The recording icon and recording duration disappear, and the phone returns to the idle screen. The screen prompts a message that the call is recorded successfully.

Manage the Recordings

Introduction

After stopping recording, you can manage the recordings on your phone. Make sure the SD card is still inserted in the phone.

Listen to a Recording

You can browse and play back the recordings on your phone.

You can also play back the recordings on a PC using an application capable of playing the "*.wav" file.

Procedure

1. Go to **Menu** > **Record** > **Browse Audio**.
   The phone screen shows all recorded files (filename and file size). The filename consists of the recording time & date, the other party’s number/name (or the first person’s number/name you called).
2. Highlight the desired file and select **Play**.
   The length of the recording and a progress bar are displayed as the recording plays.

Pause/Resume a Playback

When you are playing a recording, you can pause it manually to take note.

Procedure

1. Select **Pause** to pause the playback.
2. Select **Play** to restart the playback.

Fast Forward/Rewind a Playback

While a recording plays, you can fast forward or rewind the playback at any time.

Procedure

Do the following:

- Select ▸▸ to skip forward the playback. Tap once to skip forward 1 minute.
- Select ◂◂ to rewind the playback. Tap once to rewind 1 minute.

Delete a Recorded Call

You can delete the recordings when you need additional space on your SD card or when the recordings are useless.

Procedure

1. Go to **Menu** > **Record** > **Browse Audio**.
2. Highlight the desired recording and select **Delete**.
   The phone prompts you whether to delete the audio.
3. Confirm the action.

View the Available Recording Time

Introduction

To avoid the recording failing due to a timeout, you can view the storage space of the SD card and check the available recording time before recording.

Procedure

1. Go to **Menu** > **Record** > **Storage Space**.

Multicast Paging

Before You Begin

Introduction

Multicast Paging allows you to broadcast instant audio announcements to users listening to a specific multicast group on a specific channel.

The phone supports the following 31 channels:

- **0**: Broadcasts are sent to channel 0.
- **1 to 25**: Broadcasts are sent to channels 1 to 25. We recommend that you specify these channels when broadcasting with Polycom IP phones, with 25 available channels for listening.
- **26 to 30**: Broadcasts are sent to channels 26 to 30. We recommend that you specify these channels when broadcasting with Yealink IP phones running firmware version 81 or later running new firmware version (new paging mechanism).

> • All phones in the multicast paging group must be deployed in the same subnet since a broadcast is used. The phone can only send/receive broadcasts to/from the listened channels.
> • Other channels' broadcasts will be ignored automatically by the IP phone.

Send Multicast Paging

Introduction

You can send paging to the phones with pre-configured multicast addresses on specific channels.

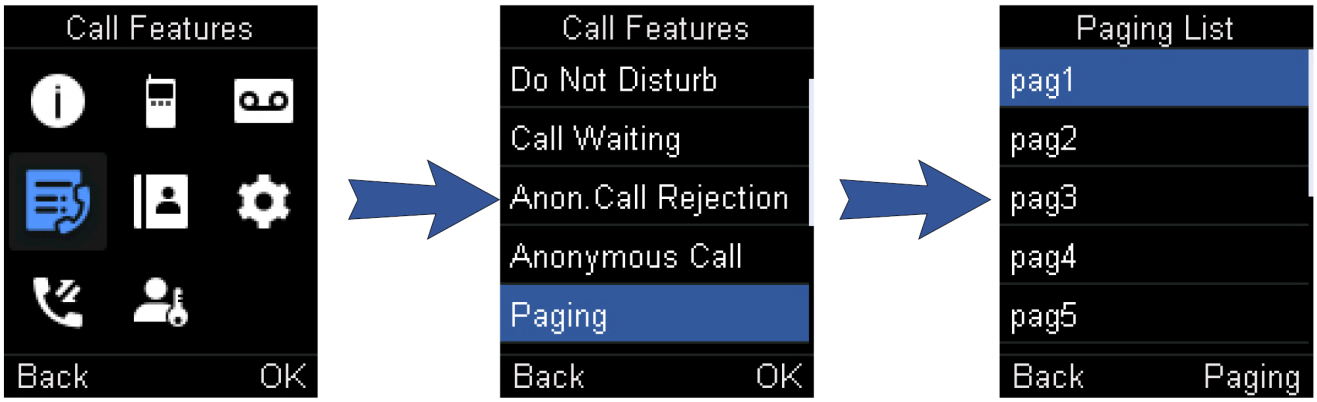
Before You Begin

Your system administrator has set the paging group for your phone.

Procedure

1. Go to **OK** > **Call Features** > **Paging**.
   - For CP930W/DD Phone, go to **Menu** > **Features** > **Paging List**.
   - For CP935W, go to **More** > **Features** > **Paging List**.
   - *If your system administrator has set only one paging list, the paging is sent directly.*
2. Select the desired paging group.
3. Select **Paging**.

- For CP935W, select the desired paging group directly.



Multicast RTP is the one-way paging only from the sender to the multicast address(es) (receiver). For outgoing RTP multicasts, all other existing calls on the phone will be placed on hold.

Receive Multicast Paging

Introduction

Your system administrator has set a listening paging group for you, so you can automatically receive a paging call when the phone is idle.

When there is a voice call or a paging call in progress, or when DND is activated on your phone, the phone handles the new paging call differently according to the multicast listening settings configured by your system administrator.

Manage a Paging Call

Introduction

During a paging call, you can manage it manually at any time.

Procedure

You can do the following:

- Select **Hold** to place the current paging call on hold.
- *The paging call is placed on hold, and the receiver releases the session.*
- Select **Resume** to resume the held paging call.
- *The multicast RTP session is re-established.*
- Select **End** to end the paging call.
  - For CP935W, select .

Voice Mail

Introduction

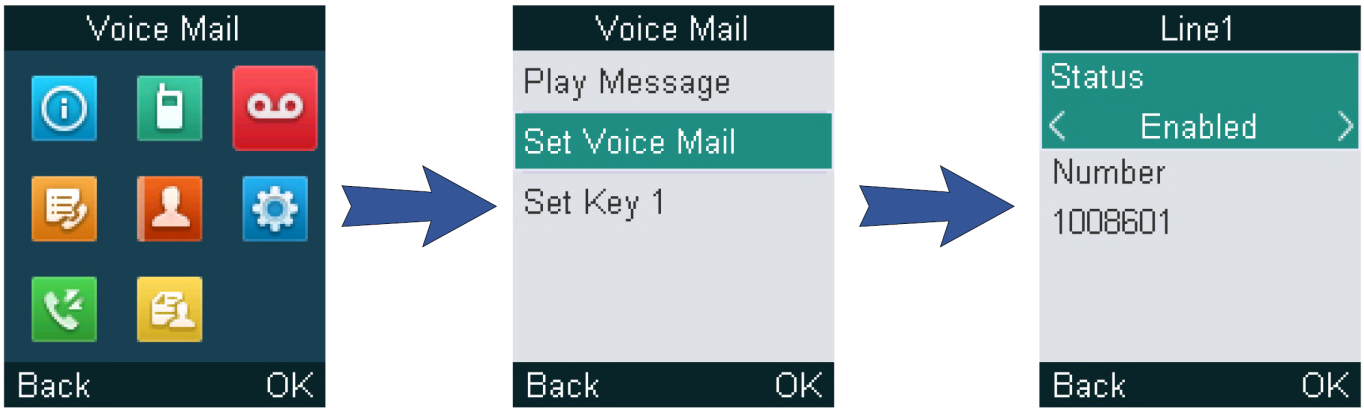
Voice Mail feature allows you to leave voice mails for someone or listen to your voice mail messages on your IP phones. This feature is set up on the server-side, and not all servers support this feature.

Set the Voice Mail Code

If you want to connect to the message center, you need to set the voice mail code on your phone.

Procedure

1. Go to **OK** > **Voice Mail** > **Set Voice Mail**.
   - For W71H/W73H/W74H/W78H/W57R, go to **OK** > **Voice Mail**, select **On** from the **Status** field, and select **Set Number**.
   - For CP930W, go to **Menu** > **Message** > **Set Voice Mail Code**.
   - For CP935W, go to **More** > **Message** > **Set Voice Mail Code**.
   - For DD phone, go to **Menu** > **Message** > **Voice Mail** > **Set Voice Mail Code**.
2. For handsets registered on W70B, select the desired line, and then press **Select**.
3. On the W56H/W53H/W59R, select **Enabled** from the **Status** field.
4. Enter the voice mail code.
5. Confirm the action.



Set a Voice Mail Key for a Specific Line

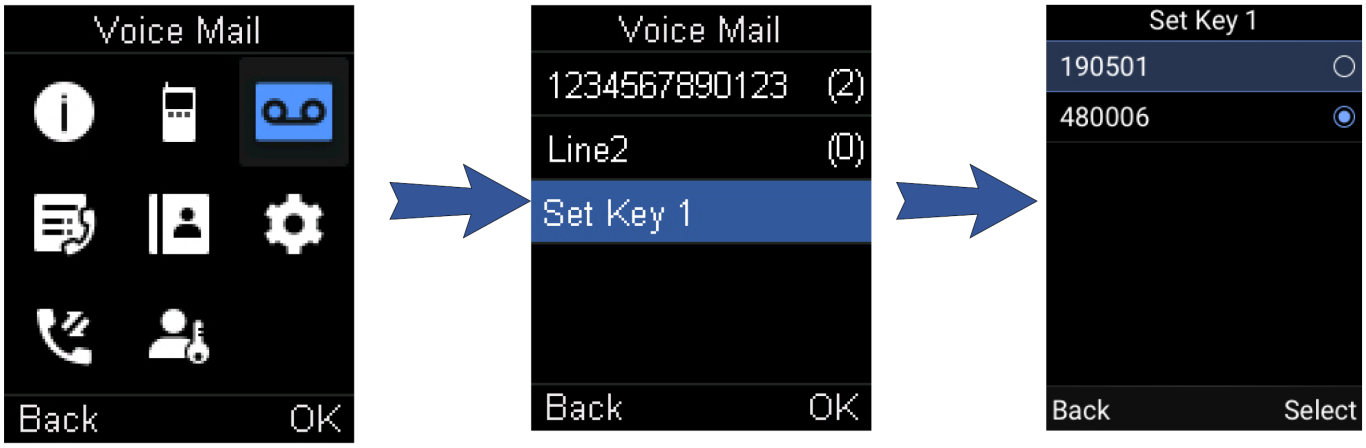
You can set digit key 1 as a voice mail key for a specific line. When the handset is idle, you can long-press this key and quickly access the voice mails without scrolling through the menu.

Before You Begin

It is only applicable to W71H/W73H/W74H/W78H/W56H/W53H/W59R/W57R registered on W70B.

Procedure

1. Go to **OK** > **Voice Mail** > **Set Key 1**.
2. Select the desired line, and then press **Select**.



Leave Voice Mails

You can leave a voice mail for someone busy or inconvenient to answer the call.

Procedure

1. Follow the voice prompts to leave a voice mail.
2. Hang up to complete the voice mail.

Listen to Voice Mails

You can listen to your voice mails on the handset directly.

Before You Begin

You need to set the voice mail code in advance.

Procedure

1. Go to **OK** > **Voice Mail** > **Play Message** or press the Message key.
   - For CP930W, go to **Menu** > **Message** > **Play Message**.
   - For CP935W, go to **More** > **Message** > **View Voice Mail**.
   - For DD phone, go to **Menu** > **Message** > **Voice Mail** > **View Voice Mail**.
2. Select the desired line, and then press **Select**.
   The handset dials out the voice mail code using the selected line automatically.
3. Follow the voice prompt from the system server to listen to your voice mails.

> If you have set a voice mail key, you can long-press the Voice Mail key to access the voice mail of a specified line.

Call Park and Call Retrieve

Before You Begin

Introduction

You can park a call, and then retrieve the call either from your phone or another phone. After parked, the call is placed on hold; you can continue the conversation after retrieving it.

> Call park is not available on all servers. Check with your system administrator to find out if it is available on your phone.

Park or Retrieve a Call in the FAC Mode

Introduction

You can park the call to the local extension or the desired extension by dialing the park code.

Park a Call in the FAC Mode

You can park a call in the FAC mode directly. When you park a call to the local extension or the desired extension, the call is held in the same network on your phone.

Before You Begin

Your system administrator has set call park in the FAC mode.

Procedure

1. During a call, select **Options** > **Call Park**.
   - For CP930W/DD phone, select **More** > **Call Park(Park)**.
   - For CP935W, select  > **Park**.
   - *The phone will dial the call park code, which is pre-configured.*
2. Do one of the following:
3. *If the call is parked successfully, you will hear a voice prompt that the call is parked.*
   - If you want to park the call against the local extension, press the # key.
   - If you want to park the call against the desired extension, enter the extension (for example, 4606) that you want to park the call and press the # key.

Retrieve a Parked Call in the FAC Mode

You can retrieve a parked call in the FAC mode from any phone within your network.

Before You Begin

Your system administrator has set call park in the FAC mode. There is a call parked on the extension. Get the park retrieve code from your system administrator.

Procedure

1. Dial the park retrieve code.
2. Follow the voice prompt to retrieve:
   - Press the # key on the phone where the call is parked.
   - Enter the desired extension followed by # (for example, 4606#) on any phone.

Park or Retrieve a Call in the Transfer Mode

Introduction

You can park the call in the shared parking lot through a blind transfer.
For some servers, the system will return a specific retrieve park number (park retrieve code) after parking successfully.

Park a Call in the Transfer Mode

You can park a call in the transfer mode directly. When you park a call in the shared parking lot, the call is held on your phone.

Before You Begin

Your system administrator has set call park in the Transfer mode.

Procedure

1. During a call, select **Options** > **Call Park**.

- For CP930W/DD phone, select **More** > **Call Park(Park)**.
- For CP935W, select  > **Park**.

The call will be directly transferred to the shared parking lot.

Retrieve a Parked Call in the Transfer Mode

You can retrieve a parked call in the transfer mode from any phone in the same network.

Before You Begin

Your system administrator has set call park in the Transfer mode. There is a call parked in the shared parking lot.

Procedure

1. Dial the park retrieve code.

2. *The phone will retrieve the parked call from the shared parking lot.*

> When the W71H/W73H/W74H/W78H/W56H/W53H/W57R/W59R/DD phone is idle, you can use a Retrieve key to retrieve a parked call directly.

Retrieve a Call with a Retrieve Key

Introduction

You can easily use a retrieve key to retrieve a parked call quickly.

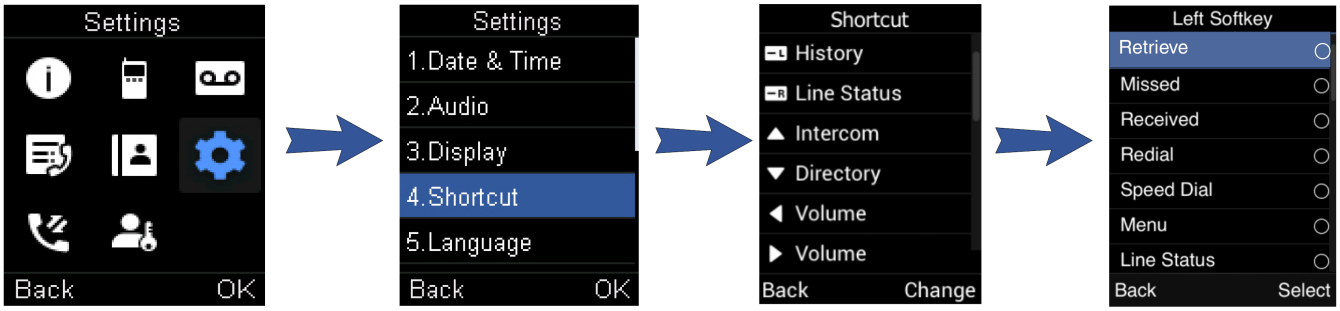
Before You Begin

Check with your system administrator if the FAC or Transfer mode is set on your phone, and if the call park feature has been set for your phone.

Procedure

1. Go to **OK** > **Settings** > **Shortcut**.
2. Highlight the desired shortcut key and press **Change**.
3. Select **Retrieve**.

- On the DD phone, go to **Menu > Features > DSS Keys** to configure a Retrieve Park key.



Shared Call Appearance (SCA)

Introduction

Yealink phone supports using Shared Call Appearance (SCA) to share a line. So that this line can be registered on more than one phone at the same time. Your system administrator can set your phone to use the shared line.

State Indicator of Shared Line

If your system administrator assigns the shared line to your handset, the SCA with an icon is displayed on the right soft key.



The following table shows the icon associated with the shared line:

Icons	Description
	The shared line is idle.
	The shared line is dialing, in conversation, or placed on private hold.
 (Flashing)	The shared line receives an incoming call or is placed on public hold.

Place Calls on a Shared Line

You can place one or multiple calls on a shared line.

Related Topic

Place Calls

Answer Calls on a Shared Line

You can answer one or two calls on the shared line.

When an incoming call arrives on the shared line, all the registered phones will ring simultaneously, and the call can be answered on any one of the phones.

Related Topic

Answer Calls

Place a Call on Public Hold

You can place a call on public hold so that any shared line phone can retrieve the held call.

Procedure

1. During a call, select **Options** > **Hold**.

- For CP930W/DD phone/CP935W, select **Hold**.

Place a Call on Private Hold

You can place a call on private hold so that only you on the shared line can retrieve the held call.

It is not applicable to the CP935W.

Procedure

1. During a call, select **Options** > **Private Hold**.

- For CP930W/DD phone, **More** > **PriHold**.

Then the call is held on your phone, and the other phones registered with the shared line show the call is in the busy state. Other users on the shared line cannot resume your held call.

Retrieve a Held Call on a Shared Line

If you place a call on hold on a shared line, you can resume this call at any time. When the shared line key shows a call that is in a held state, you can resume the held call remotely from another user's phone.

Before You Begin

There is at least one call placed on public hold on the shared line.

Procedure

Select **Resume**.

Barge in an Active Call on a Shared Line

In the SCA scenario, you can barge into an active call on the shared line. After you barge into a call, the call turns into a three-party conference.

Before You Begin

- There is at least one active call on the shared line. Only one user can barge into an active call on the shared line at a time.
- It is not applicable to the CP930W/CP935W.

Procedure

1. Select **SCA** and then select an active call.
2. Select **BargeIn (Barge In)** to interrupt the active call.

Pull a Shared Call on a Shared Line

In the SCA scenario, both you and other users can pull an existing call from another shared phone that is active or held.

Before You Begin

- There is an active or held call on the shared line. Contact your system administrator for the call pull feature access code.
- It is not applicable to the CP930W/CP935W.

Procedure

1. Enter the call pull feature access code (for example, *11).
2. Press the OK key to dial out.

Before You Begin

Introduction

Yealink Phones support 4 directory types: **Local Directory**, **Shared Directory**, **Blocklist,** and **Remote Phone Book**.

At present, W70B/W80 Multi-Cell System/W90 Multi-Cell System supports all of them.

Local Directory

Introduction

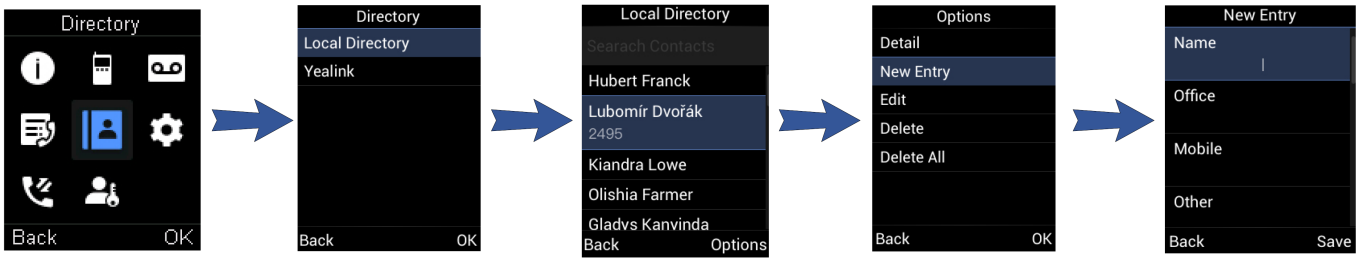
You can store up to 100 contacts in the handset's Local Directory, as well as add, edit, and delete a contact.

Add Contacts

When you add a contact to your Local Directory, you can choose how much information you want to enter for your contact. You are required to enter a contact name at least for each new contact.

Procedure

1. Go to **OK** > **Directory** or **OK** > **Directory** > **Local Directory**.
- For CP930W/CP935W/DD phone, select **Directory** or go to **Directory** > **Local Directory**.
2. Select **Options** > **New Contact**.
- For W71H/W73H/W74H/W78H/W57R/W59R Pro, select **Options** > **New Entry**.
- For CP930W/DD phone, select **Add**.
- For CP935W, select .
3. Enter the contact's information.
4. Confirm the action.



View Contacts

You can view the local contacts from the Local Directory on your phone.

Procedure

1. Go to **OK** > **Directory** or **OK** > **Directory** > **Local Directory**.
- For CP930W/CP935W/DD phone, select **Directory** or go to **Directory** > **Local Directory**.
2. Use the navigation keys to look through the contacts.
- For CP935W, you can swipe up and down the screen to look through the contacts.

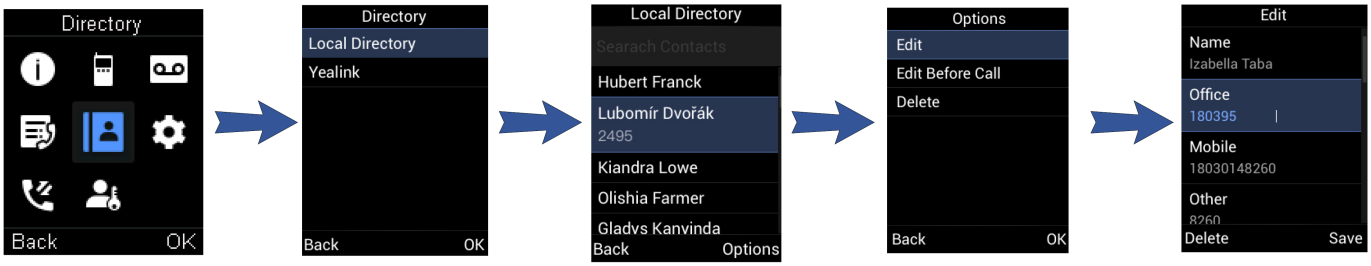
The contact names are displayed in alphabetical order.

Edit Contacts

You can modify or add more information to your contacts.

Procedure

1. Go to **OK** > **Directory** or **OK** > **Directory** > **Local Directory**.
- For CP930W/CP935W/DD phone, select **Directory** or go to **Directory** > **Local Directory**.
2. Highlight the desired contact and select **Options** > **Edit**.
- For CP930W/DD phone, select **Options** (**Option**) > **Detail**.
- For CP935W, tap the desired contact to enter the details interface, and then tap .
3. Edit the contact information.
4. Confirm the action.



Delete Contacts

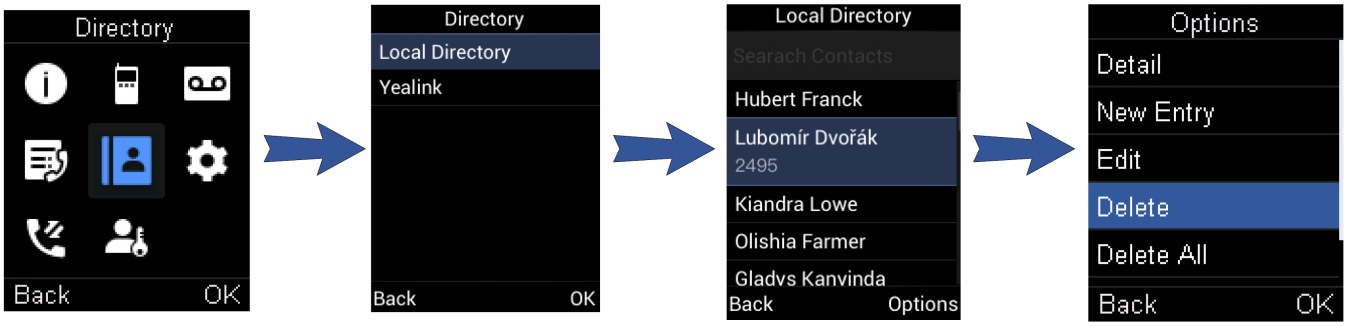
You can delete one or all contacts from the Local Directory.

Delete a Contact

You can delete any contact from the Local Directory.

Procedure

1. Go to **OK** > **Directory** or **OK** > **Directory** > **Local Directory**.
- For CP930W/CP935W/DD phone, select **Directory** or go to **Directory** > **Local Directory**.
2. Highlight the desired contact and select **Options** > **Delete**.
- For CP935W, select the desired contact to enter the details interface, and then tap **Delete**.
- *The phone prompts you whether to delete this contact.*
3. Confirm the action.



Delete All Contacts

You can delete all contacts from the Local Directory.

Procedure

1. Go to **OK** > **Directory** or **OK** > **Directory** > **Local Directory**.

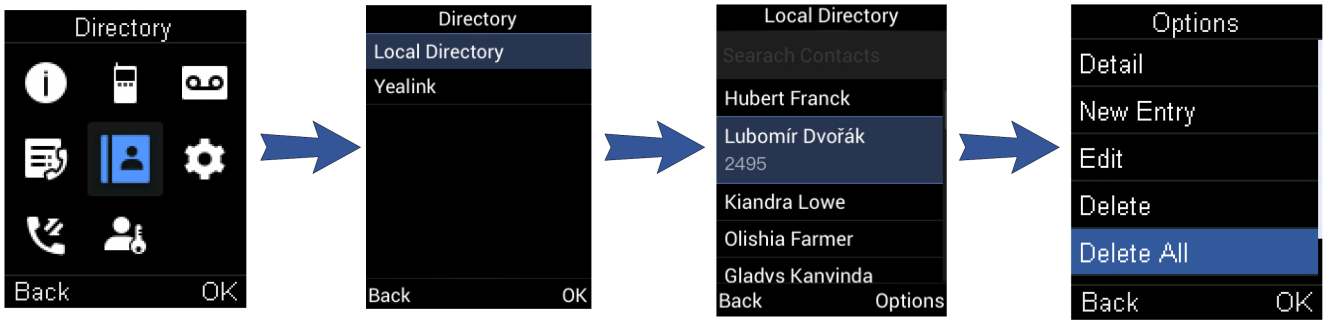
- For CP930W/CP935W/DD phone, select **Directory** or go to **Directory** > **Local Directory**.

2. Highlight the desired contact and select **Options** > **Delete All**.

- For CP935W, long-tap the contact, enter the multi-selection interface, select all contacts, and tap > **Delete**.

The phone prompts you whether to delete all contacts.

3. Confirm the action.



Search for Contacts

In the Local Directory, you can enter search criteria to find your desired contact quickly.

Procedure

1. Go to **OK** > **Directory** or **OK** > **Directory** > **Local Directory**.

- For CP930W/CP935W/DD phone, select **Directory** or go to **Directory** > **Local Directory**.

2. Enter your search criteria in the search field.

- For the CP930W, enter your search criteria directly using the keypad.

Shared Directory

Introduction

All handsets that are registered on the same base station can share their contacts. You can store up to 100 contacts in your phone's Shared Directory.

Before You Begin

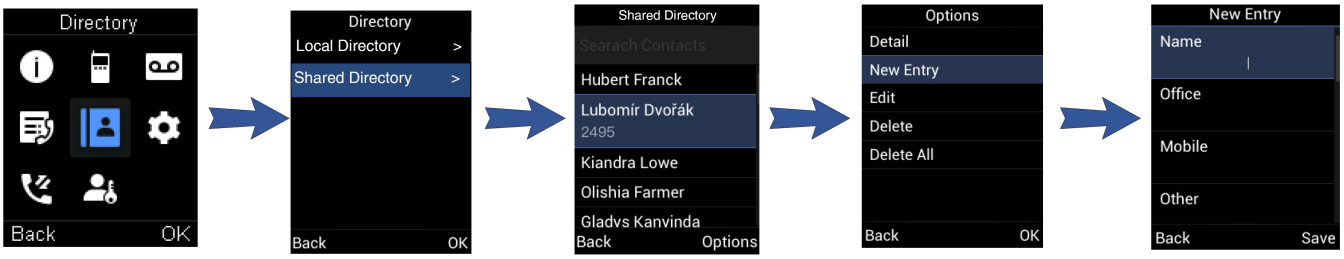
- It is not applicable to DD phones.
- Check with your system administrator to find out if this feature is available on your phone.

Add Shared Contacts

When you add a contact to your Shared Directory, you can choose how much information you want to enter for your contact. You are required to enter a contact name at least for each new contact.

Procedure

1. Go to **OK** > **Directory** > **Shared Directory**.
   - For CP930W/CP935W, go to **Directory** > **Shared Directory**.
2. Select **Options** > **New Contact**.
   - For W71H/W73H/W74H/W78H/W57R/W59R Pro, select **Options** > **New Entry**.
   - For CP930W, select **Add**.
   - For CP935W, select .
3. Enter the contact's information.
4. Confirm the action.



Edit Shared Contacts

You can modify or add more information to your contacts.

Procedure

1. Go to **OK** > **Directory** > **Shared Directory**.

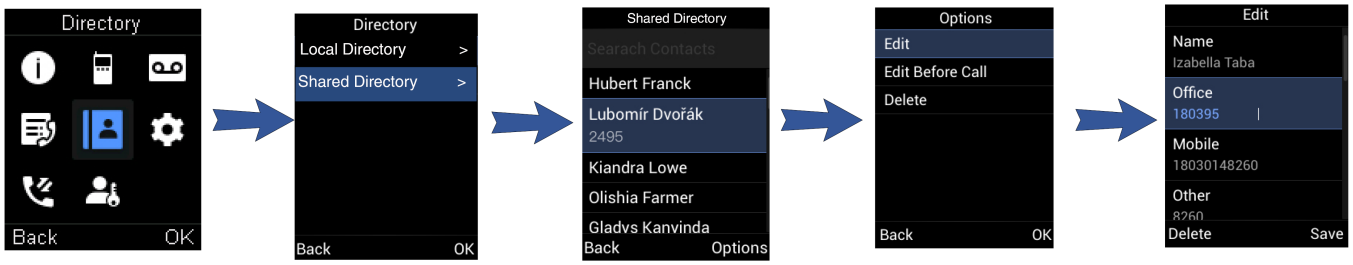
- For CP930W/CP935W, go to **Directory** > **Shared Directory**.

2. Highlight the desired contact and select **Options** > **Edit**.

- For CP930W, select **Options** > **Detail**.
- For CP935W, select the desired contact and select .

3. Edit the contact information.

4. Confirm the action.



Delete Shared Contacts

You can delete one or all contacts from the Shared Directory.

Deleting a Shared Contact

You can delete any contact from the Shared Directory.

Procedure

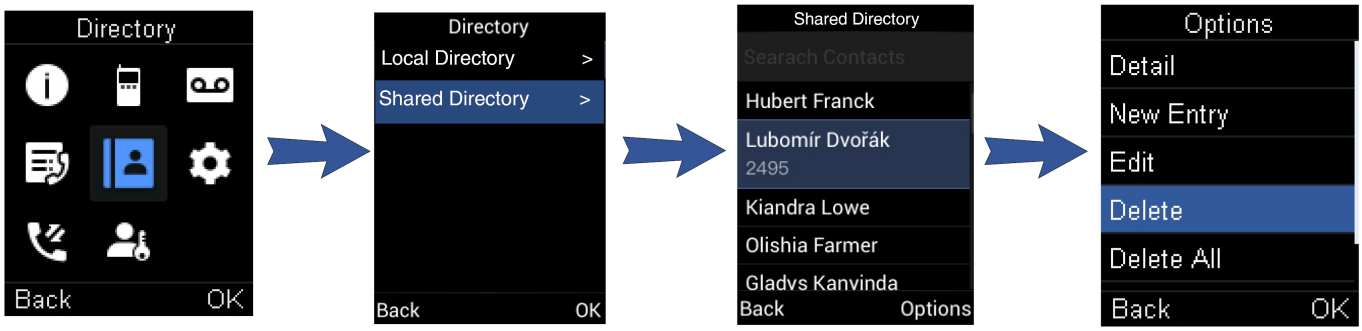
1. Go to **OK** > **Directory** > **Shared Directory**.

- For CP930W/CP935W, select **Directory** or go to **Directory** > **Shared Directory**.

2. Highlight the desired contact and select **Options** > **Delete**.

- For CP935W, select the desired contact, enter the **Contact Details** interface, and select **Delete**.
  The phone prompts you whether to delete this contact.

3. Confirm the action.



Delete All Shared Contacts

You can delete all contacts from the Shared Directory.

Procedure

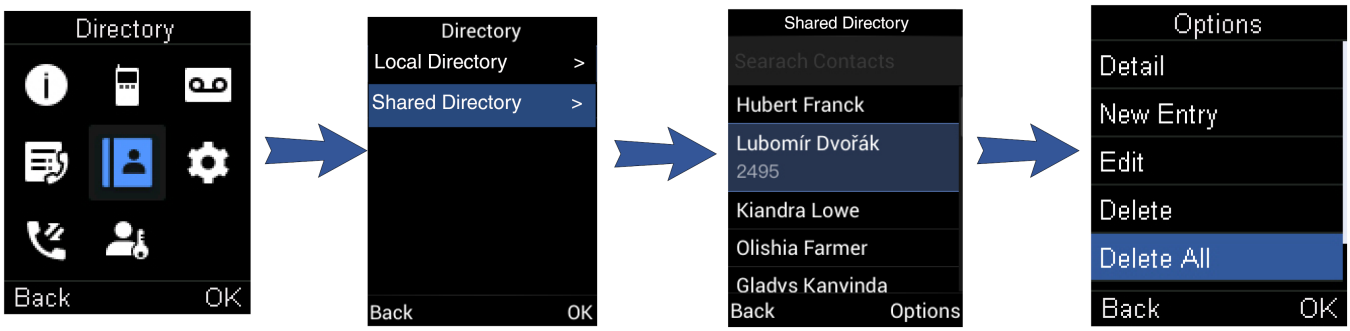
1. Go to **OK** > **Directory** > **Shared Directory**.

- For CP930W/CP935W, select **Directory** or go to **Directory** > **Shared Directory**.

2. Highlight the desired contact and select **Options** > **Delete All**.

- For CP935W, long-tap the contact, enter the selected interface, select all contacts, and tap > **Delete**.
  The phone prompts you whether to delete all contacts.

3. Confirm the action.



Search for Shared Directory Contacts

In the Shared Directory, you can enter search criteria to find your desired contact quickly.

Procedure

1. Go to **OK** > **Directory** > **Shared Directory**.

- For CP930W/CP935W, go to **Directory** > **Shared Directory**.

2. Enter your search criteria in the search field.

- For CP930W, enter your search criteria directly by tapping the keypad.

Save a Shared Contact to the Local Directory

You can move a shared contact to the Local Directory. The shared contacts added to the Local Directory will not disappear, even after your system administrator disables the Shared Directory feature.

Procedure

1. Go to **OK** > **Directory** > **Shared Directory**.

- For CP930W/CP935W, go to **Directory** > **Shared Directory**.

2. Highlight a contact and select **Options** > **Add To Local** > **New Entry**.

- For CP935W, long-tap the contact, enter the selected interface, select the desired contacts, and tap > **Copy to Local**.

3. Edit the contact information.
4. It is not applicable to CP935W.

4. Confirm the action.

You can select **Add To Local** > **Update Existing** to update the existing contact information.

Blocklist

Introduction

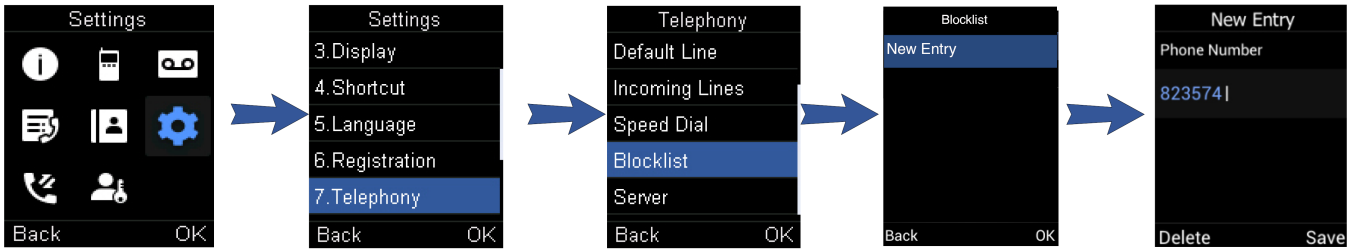
Incoming calls from the blocklist are rejected automatically. You can store up to 30 contacts in the blocklist to block unwanted callers.

Add a Blocklist Contact

You can add a blocklist contact on the phone to prevent someone from calling you.

Procedure

1. Go to **OK** > **Settings** > **Telephony** > **Blocklist**.
- For DD phone, go to **Menu** > **Directory** > **Blocklist**.
- For CP930W, go to **Menu** > **Settings** > **Basic Settings** > **Blocklist**.
- For CP935W, go to **Directory** > **Blocklist**.
2. Select **New Entry** or **Options** > **New Entry**.
- For CP930W/DD phone, select **Add**.
- For CP935W, tap .
3. Enter the contact's information.
4. Confirm the action.



View Blocklist Contacts

You can view the blocklist contacts from the blocklist on your phone.

Procedure

1. Go to **OK** > **Settings** > **Telephony** > **Blocklist**.
- For DD phone, go to **Menu** > **Directory** > **Blocklist**.
- For CP930W, go to **Menu** > **Settings** > **Basic Settings** > **Blocklist**.
- For CP935W, go to **Directory** > **Blocklist**.

2. Use the navigation keys to look through the blocklist contacts.

- For CP935W, swipe up/down to browse the contacts.

Edit a Blocklist Contact

You can update your blocklist contacts' information.

Procedure

1. Go to **OK** > **Settings** > **Telephony** > **Blocklist**.

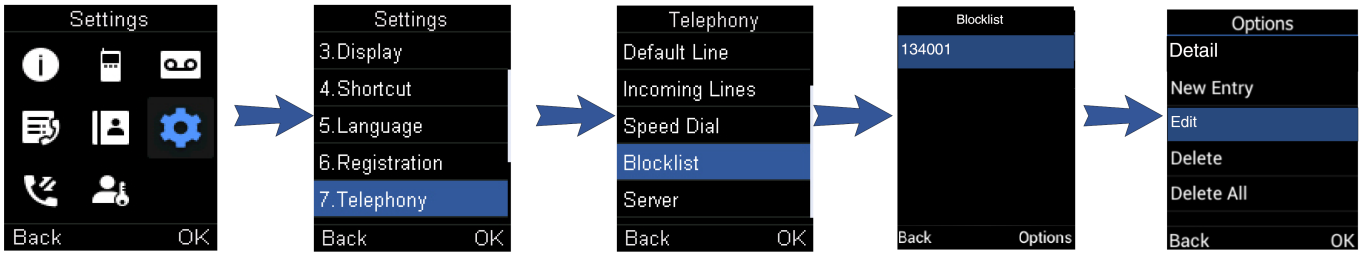
- For DD phone, go to **Menu** > **Directory** > **Blocklist**.
- For CP930W, go to **Menu** > **Settings** > **Basic Settings** > **Blocklist**.
- For CP935W, go to **Directory** > **Blocklist**.

2. Highlight the desired blocklist contact and select **Options** > **Edit**.

- For CP930W/DD phone, select **Options** (**Option**) > **Detail**.
- For CP935W, select the desired contact to enter the details interface, and then tap .

3. Edit the contact information.

4. Confirm the action.



Delete Blocklist Contacts

You can delete one or all blocklist contacts. If a contact is removed from the blocklist, you can answer the calls from that contact normally.

Delete a Blocklist Contact

If you want to answer a call from a specific contact, you need to remove it from the blocklist.

Procedure

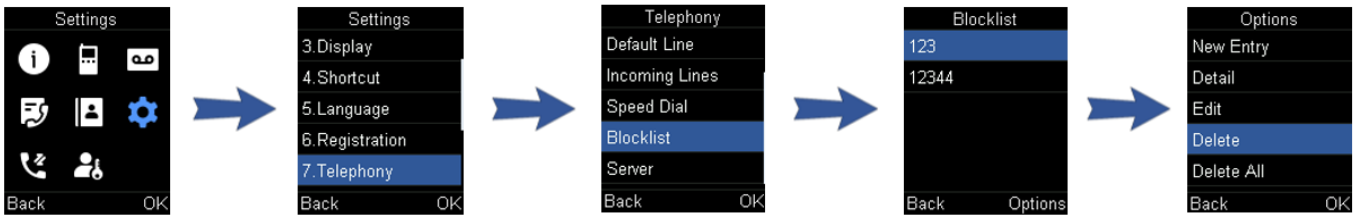
1. Go to **OK** > **Settings** > **Telephony** > **Blocklist**.

- For DD phone, go to **Menu** > **Directory** > **Blocklist**.
- For CP930W, go to **Menu** > **Settings** > **Basic Settings** > **Blocklist**.
- For CP935W, go to **Directory** > **Blocklist**.

2. Highlight the desired blocklist contact and select **Options** > **Delete**.

- For CP935W, select the desired contact to enter the details interface, and then tap **Delete**.

3. Confirm the action.



Delete All Blocklist Contacts

You can delete all contacts from the blocklist when you are ready to answer calls from them again.

Procedure

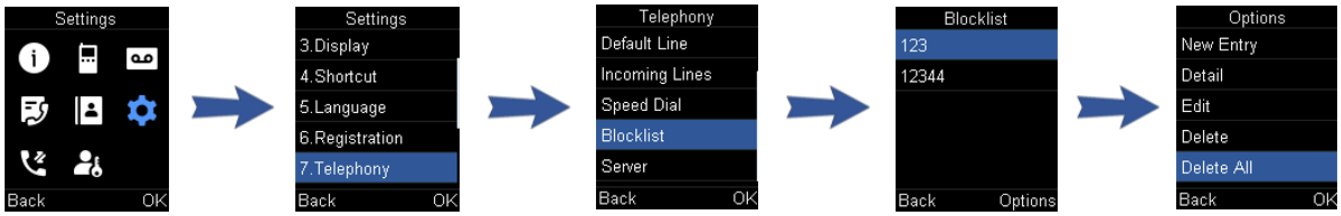
1. Go to **OK** > **Settings** > **Telephony** > **Blocklist**.

- For DD phone, go to **Menu** > **Directory** > **Blocklist**.
- For CP930W, go to **Menu** > **Settings** > **Basic Settings** > **Blocklist**.
- For CP935W, go to **Directory** > **Blocklist**.

2. Highlight the desired blocklist contact and select **Options** > **Delete All**.

- For CP935W, long-tap the blocklist contact, enter the selected interface, select the desired blocklist contact, and tap > **Delete**.
- *The phone prompts you whether to delete all contacts.*

3. Confirm the action.



Remote Phone Book

Introduction

If your system administrator has enabled the Remote Phone Book feature, you can access your corporate directory directly from your phone.

Search for Remote Phone Book Contacts

In the Remote Phone Book, you can quickly enter search criteria to find your desired contact.

Procedure

1. Select the desired remote phone book.
2. Enter your search criteria in the search field.
   - For CP930W, enter your search criteria directly by tapping the keypad.

View Remote Phone Book Contacts

You can view the contact list of the Remote Phone Book on your phone.

Procedure

1. Go to **OK** > **Directory**.
   - For DD phone, go to **Directory** > **Remote Phone Book**.
   - For CP935W, select **Directory**.
2. Select the desired remote phone book.
3. Use the navigation keys to look through the contacts.
   - For CP935W, slide the contacts directly to look through.

Save a Remote Phone Book Contact to the Local Directory

You can save any remote phone book contact to the Local Directory to conveniently call this contact when you cannot access the Remote Phone Book.

Procedure

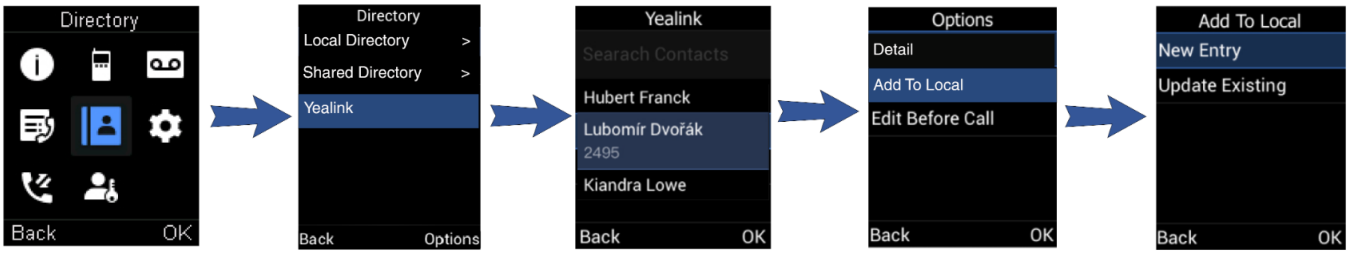
1. Go to **OK** > **Directory**.
   - For DD phone, go to **Directory** > **Remote Phone Book**.
   - For CP935W, select **Directory**.
2. Select the desired remote phone book.
3. Highlight the desired contact and select **Options** > **Add To Local** > **New Entry**.

- For CP935W, long-tap the contact, enter the selected interface, select the desired contacts, and tap > **Copy to Local**.

4. Edit the contact information.

5. Confirm the action.

> You can select **Add To Local** > **Update Existing** to update the existing contact information.



Update Remote Phone Book

You can manually update the contacts of RemotePhoneBook.

Procedure

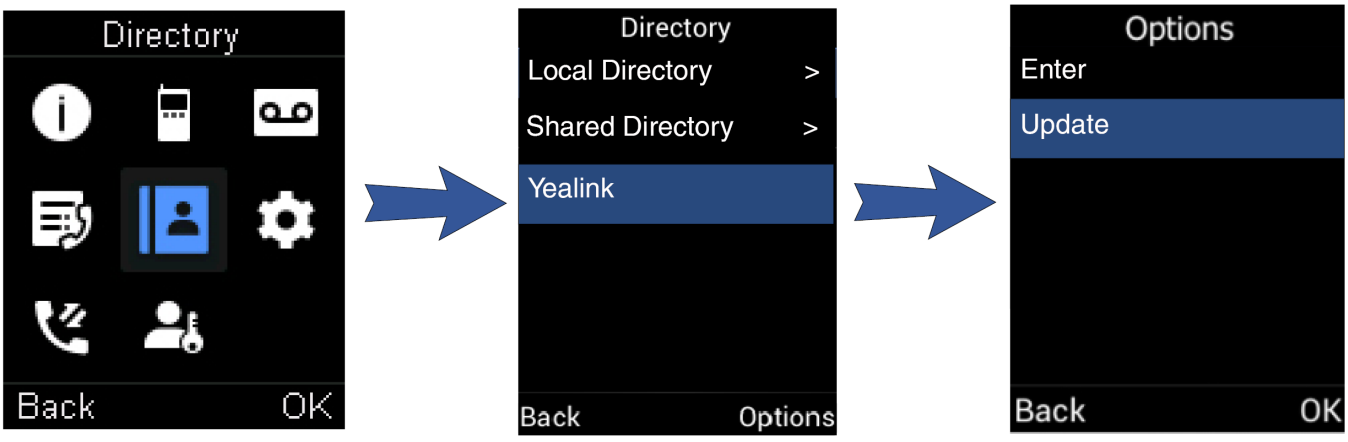
1. Go to **OK** > **Directory**.

- For CP930W/DD Phones/CP935W, select **Directory**.

2. Select the desired remote phone book.

3. Go to **Options** > **Update**.

- For CP930W/DD Phones, select **Update**.
- For CP935W, tap .



Troubleshooting Solutions

Difference between a remote phone book and a local phone book

A remote phone book is placed on a server, while a local phone book is placed on the IP phone flash. A

remote phone book can be used by everyone who can access the server, while a local phone book can only be used on a specific phone. A remote phone book is always used as a central phone book for a company; each employee can load it to obtain real-time data from the same server.

Call History Icons

Introduction

The call history icon in the Call History indicates the corresponding call history types.

W53H/W56H/W71H/W73H/W74H/W78H/W57R/W59R/W59R Pro:

Icon	Description
	Received Calls
	Missed Calls
	Placed Calls

CP930W:

Icon	Description
	Received Calls
	Missed Calls
	Placed Calls

CP935W:

Icon	Description
	Received Calls
	Missed Calls
	Placed Calls

DD Phone:

Icon	Description
	Received Calls

	Missed Calls
	Placed Calls

View History Records

Introduction

The history record saves the call information such as the caller's name and number, local line, and call duration.

Procedure

1. Press **History**.
2. Select the desired list.
3. Highlight the desired entry and select **Options**(**Option**) > **Detail**.

- For CP935W, select the desired entry and tap  to check the details.

Save a History Record to Local Directory

Introduction

To identify someone's call the next time, you can save a history record to the Local Directory.

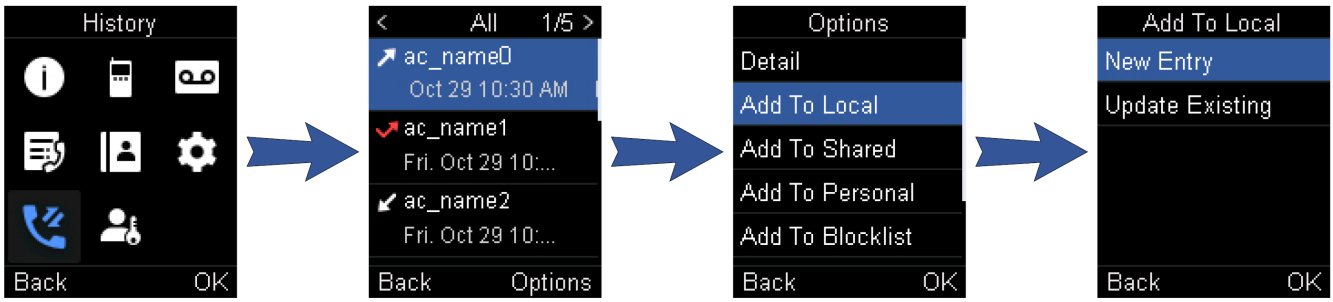
Procedure

1. Press **History**.
2. Select the desired list.
3. Highlight the desired entry and select **Options** > **Add To Local** > **New Entry**.

- For DD phone, select **Option** > **Add to Contacts**.
- For CP935W, select the desired entry and tap  >  > **Add**.

4. Edit the contact information.
5. Confirm the action.

> You can select **Add To Local** > **Update Existing** to update the existing contact information.



Save a History Record to Blocklist

Introduction

You can prevent someone from calling you again by saving a history record to the blocklist.

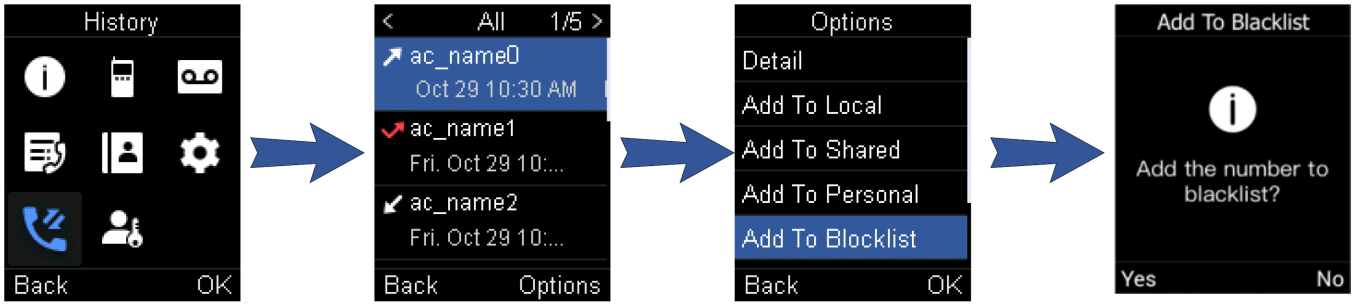
It is not applicable to DD phones.

Procedure

1. Press **History**.
2. Select the desired list.
3. Highlight the desired entry and select **Options** > **Add To Blocklist**.
4. *The phone prompts you whether to add it or not.*

- For CP935W, select the desired entry and tap  > **Blocklist**.
  *Select the phone number you want to block and tap **Done**.*

4. Confirm the action.



Delete History Records

Introduction

You can delete one or all call records from the call history list.

Delete a Call Record

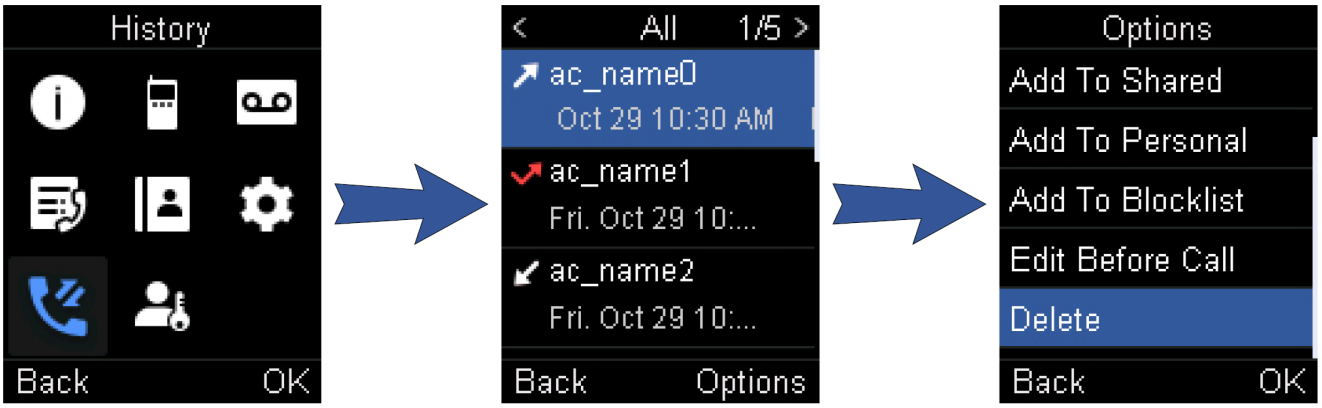
You can delete any call record from the call history list.

Procedure

1. Press **History**.
2. Select the desired list.
3. Highlight the desired entry and select **Options (Option)**> **Delete**.

- For DD phone, highlight the desired entry and select **Delete**.
- For CP935W, select the desired entry and tap  > **Delete** > **OK**.

The selected entry is deleted successfully.



Delete All Call Records

You can delete all call records from the call history list.

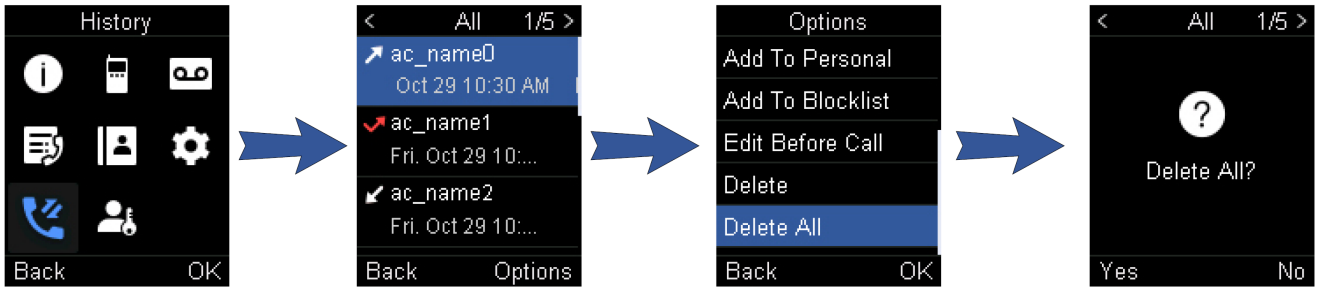
Procedure

1. Press **History**.
2. Select the desired list.
3. Highlight the desired entry and select **Options (Option)** > **Delete All**.

- For CP935W, long-tap a contact to enter the selected interface, select all contacts, and tap  > **Delete**.

  The phone prompts you whether to delete all records.

4. Confirm the action.



Accessibility

Introduction

The phone includes several features to accommodate users who have low vision, hearing, or operability. Please check the chart below.

Requirements	Accessibility Feature	Description
Vision-Impaired Accessibility	Configurability	Adjust Transparency
	Screen Readability	The screen has good readability, high resolution, and high contrast to ensure that hearing-impaired users have a good experience.
	Dynamic Content update	For dynamically updated content (such as scrolling news, real-time notifications, etc.), visual prompts will be displayed: call reminders, network interruption prompts, and menu updates, to ensure that people with hearing impairments can understand the information.
Hearing-Impaired Accessibility	Visualization method prompt	For sounds such as error prompts and notifications, provide visual or tactile alternatives, such as flashing icons or vibration prompts, to ensure that those with hearing impairments can understand.
	Hearing aid compatibility	HAC (Hearing-Aid Compatible)

	Adjust the voice output	The voice output volume can be adjusted within a range greater than 18 dB to ensure that users with hearing impairments can control the volume independently.
	Automatic Volume Reset	Automatic Volume Reset: The phone automatically restores the receive volume to the nominal level after going on-hook, to protect users with normal hearing. Available for W57R/W59R/W59R Pro/W56H/W71H/W73H/W74H/ W78H phones.
Mobility-Impaired Accessibility	Keyboard operability	All functions are operable using the keyboard, allowing users with physical disabilities to navigate and control the device independently.
	Physical keys	A tactile bump on the number 5 key helps users with physical impairments more easily identify and use the keypad.
	Error handling and feedback	When users make input errors, the system should provide clear and understandable feedback to users with disabilities.

Transparency

If the background picture affects the idle screen display, you can change the transparency to make the text of the line key and status bar easier to read.

Procedure

1. Go to **Menu** > **Basic** > **Display** > **Accessibility** > **Transparency**.
2. Select the desired value from the **Transparency** field.
3. Tap **Save** to save the change.

HAC Handset

HAC (Hearing Aid Compatible) handsets help users with hearing impairments use the phone more effectively.

The user must use a hearing aid that includes T-coil mode.

Procedure

1. Switch your hearing aid to T-coil mode to receive the call audio via magnetic induction.
2. Place the HAC handset close to your ear (with the hearing aid), and it will automatically detect and transmit sound.
3. Use the volume keys on the phone or the hearing aid to adjust the audio output.

Bluetooth-Compatible

Hearing aids can also be connected via Bluetooth if the phone supports Bluetooth.

Bluetooth is not available on the following models: W57R/W56H/W71H/W73H.

Procedure

1. Press **Setting** > **Bluetooth**.
2. To enable Bluetooth, press to select **On**.
3. Press the **Save** softkey.
4. Ensure your hearing aid is in pairing mode.
5. Search for available Bluetooth devices.
6. Select the device from the list, press the **Pair** softkey, and connect.

Silent Mode

Introduction

You can enable the silent mode if you do not want to be disturbed. The handset will not ring when receiving an incoming call, but it will still display the incoming call information.

Before You Begin

It is only applicable to W53H/W56H/W71H/W73H/W74H/W78H/W57R/W59R/W59R Pro.

Switch on Silent Mode

You can silence an incoming call by switching on silent mode to stop your phone from ringing.

Procedure

1. Long-press the * key until the phone prompts "All Ring Tones Off".

The silent icon  *appears in the status bar.*

Switch off Silent Mode

If you want to resume the incoming ring, you can switch off silent mode.

Procedure

1. Long-press the * key until the phone prompts "All Ring Tones On".
2. *The silent icon*  *disappears from the status bar.*

Turn Handset On

Introduction

The W53H/W56H/W71H/W73H/W74H/W78H/W57R/W59R/W59R Pro will be turned on automatically when the battery is inserted into the handset.

The CP930W/CP935W will be turned on automatically when the phone is placed in the charging cradle. You can also turn the handset on manually.

Before You Begin

It is only applicable to W53H/W56H/W71H/W73H/W74H/W78H/W57R/W59R/W59R Pro/CP930W/CP935W.

Procedure

Do one of the following:

- Press the On-hook key. The handset screen lights up.
  - For CP930W, long-press the On-hook key. The mute touch key glows red, and then the handset screen lights up.
  - For CP935W, long-press the Home Key. The mute touch key glows red, and then the handset screen lights up.
- Place the handset in the charging cradle.

Turn Handset Off

Introduction

The handset will be turned off automatically when the battery runs out. You can also turn the handset off manually.

Procedure

1. Hold the On-hook key when the handset is idle.

- For CP935W, hold the Home Key or tap **More** > **Basic** > **Power Off**.
- For CP930W/CP935W, a message prompts whether to power off the device.

You cannot turn the CP930W off when the phone is charging.

Change the Base PIN

Introduction

To avoid unauthorized registration or access to some features on the handset, you should keep the base PIN secret. The default base PIN is "0000", you can change it.

Procedure

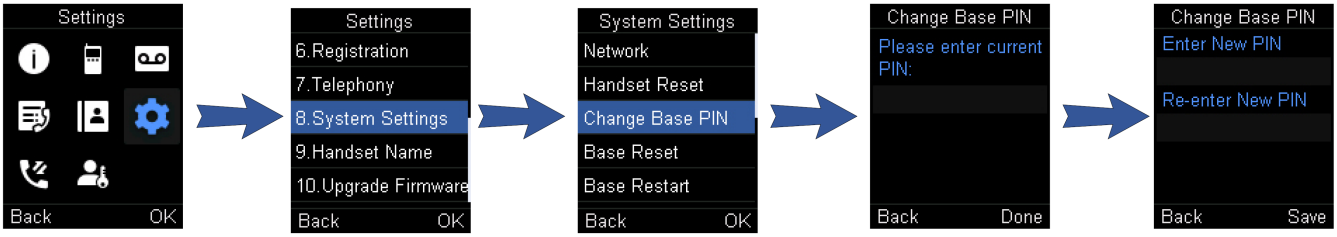
1. Go to **OK** > **Settings** > **System Settings** > **Change Base PIN**.

- For CP930W, go to **Menu** > **Settings** > **Advanced Settings** (default PIN: 0000) > **Change PIN**.
- For CP935W, go to **More** > **Advanced** (default PIN: 0000) > **Change PIN**.
- For DD Phone, go to **Menu** > **Basic Settings** > **Change PIN**.

2. Enter the system PIN (default: 0000), and then press **Done**.
3. Enter the new PIN in the **Enter New PIN** and **Re-enter New PIN** fields, respectively.

- For CP930W/CP935W, enter the new PIN in the **New PWD** and **Confirm PWD** fields, respectively.
- For DD Phone, enter the Old PIN in the **Old PIN**, the new PIN in the **New PIN,** and the **Confirm PIN** field, respectively.

4. Confirm the action. We recommend that you set a new random 4-digit PIN that may not be easily guessed.



Change the Wallpaper

Introduction

You can change the wallpaper that is displayed on the idle screen.

Before You Begin

It is only applicable to W71H/W73H/W74H/W78H/W56H/W53H/W59R/W59R Pro/W57R/DD phone/ CP935W.

Procedure

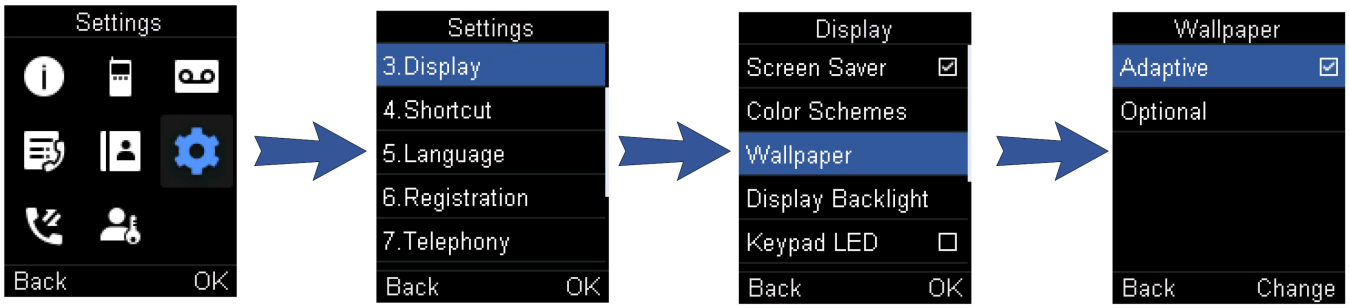
1. Go to **OK** > **Settings** > **Display** > **Wallpaper**.

- For DD phone, go to **Menu** > **Basic Settings** > **Display** > **Wallpaper**.
- For CP935W, go to **More** > **Basic** > **Display** > **Wallpaper**.

2. Press the navigation keys to select the desired image.

- For CP935W, tap the desired image directly.

3. Confirm the action.



Set the Screen Saver

Introduction

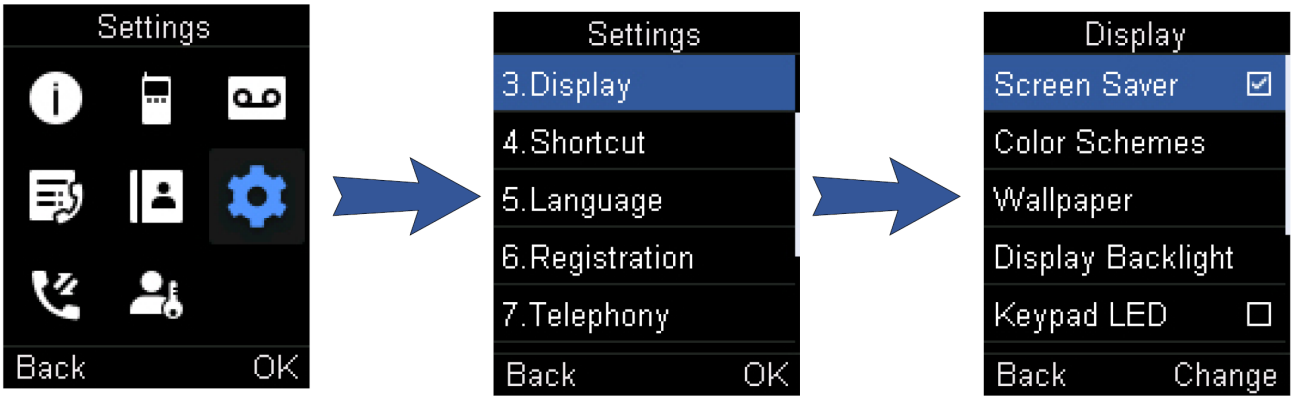
The screen saver is designed to protect your phone's screen. When the screen saver is enabled, an analog clock will be activated and appear on the phone screen if the handset is idle for approximately 10 seconds.

Before You Begin

It is only applicable to W53H/W56H/W71H/W73H/W74H/W78H/W57R/W59R/W59R Pro.

Procedure

1. Go to **OK** > **Settings** > **Display** > **Screen Saver**.
2. Press **Change** to select the **Screen Saver** check box (the default status is checked).



Change the Brightness

Introduction

For W53H/W56H/W71H/W73H/W74H/W78H/W57R/W59R/W59R Pro, the handset backlight in charger or out of charger can be configured independently.

When **In Charger/Out of Charger** is enabled, the backlight will be turned off after the handset is idle for about 30 minutes, whether the handset is in or out of the charging cradle. When an incoming call arrives, a key is pressed, or the handset status changes, the backlight is automatically turned on.

For CP930W/CP935W, the backlight automatically turns off when the phone is charging and inactive for a specified time.

When the CP930W/CP935W is not charging, its backlight will be turned off after the phone is inactive for about 30 seconds.

Procedure

1. Go to **OK** > **Settings** > **Display** > **Display Backlight**.

- For CP930W, go to **Menu** > **Settings** > **Basic Settings** > **Display** > **Display Backlight**.
- For DD phone, go to **Menu** > **Basic Settings** > **Display** > **Backlight**.
- For CP935W, go to **More** > **Basic** > **Display** > **Backlight**.

2. Select the desired value from the Active Level field.

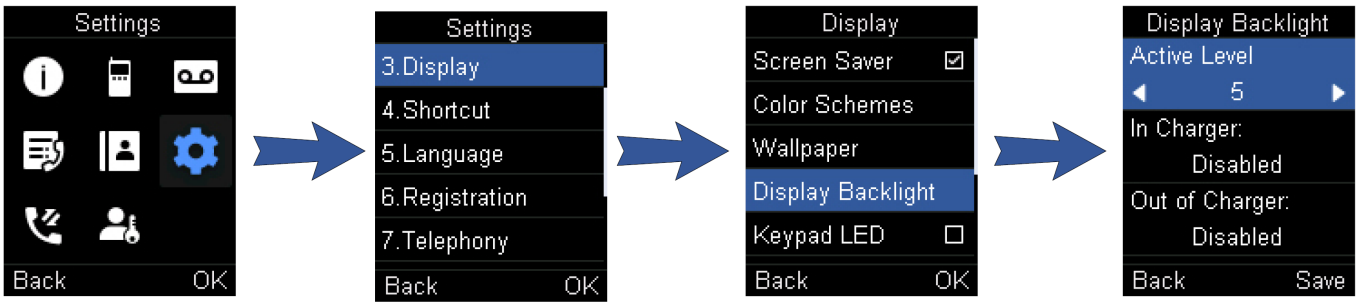
- For CP935W, slide to adjust the backlight brightness in the **Active Level** field.

3. Select the desired value from the **Inactive Level** field.
4. It is only applicable to CP935W.

4. Select the desired value from the **In Charger** or **Out Of Charger** field.

- For CP930W, select the desired value from the **Time in Charger** field.
- For CP935W, select the desired value from the **Backlight Time** field.

5. Confirm the action.



Set the Keypad Light

Introduction

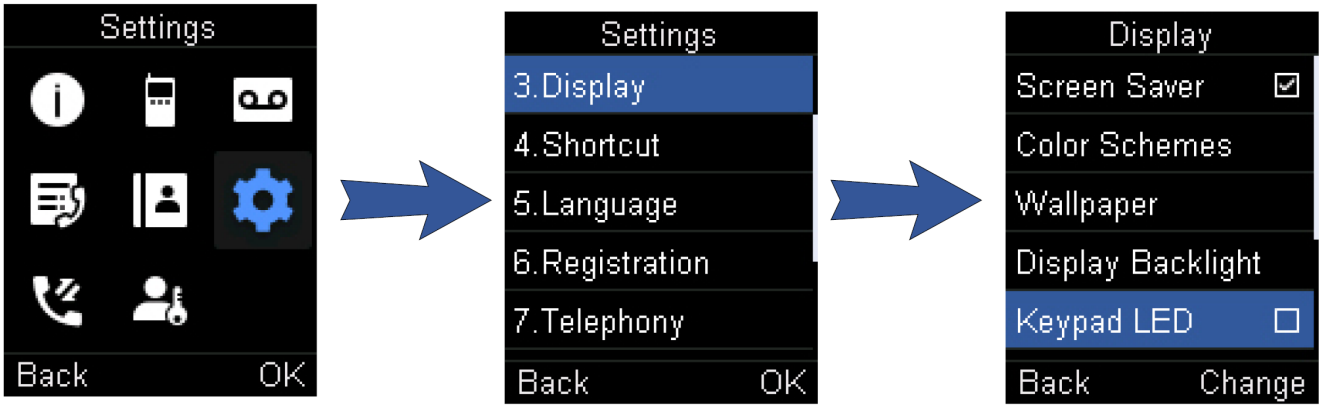
You can enable the keypad light to illuminate the keypad keys when any key is pressed.

Before You Begin

It is only applicable to W53H/W56H/W71H/W73H/W74H/W78H/W57R/W59R/W59R Pro.

Procedure

1. Go to **OK** > **Settings** > **Display** > **Keypad LED**.
2. Press **Change** to select the **Keypad LED** check box (the default status is checked).



Change the Language

Introduction

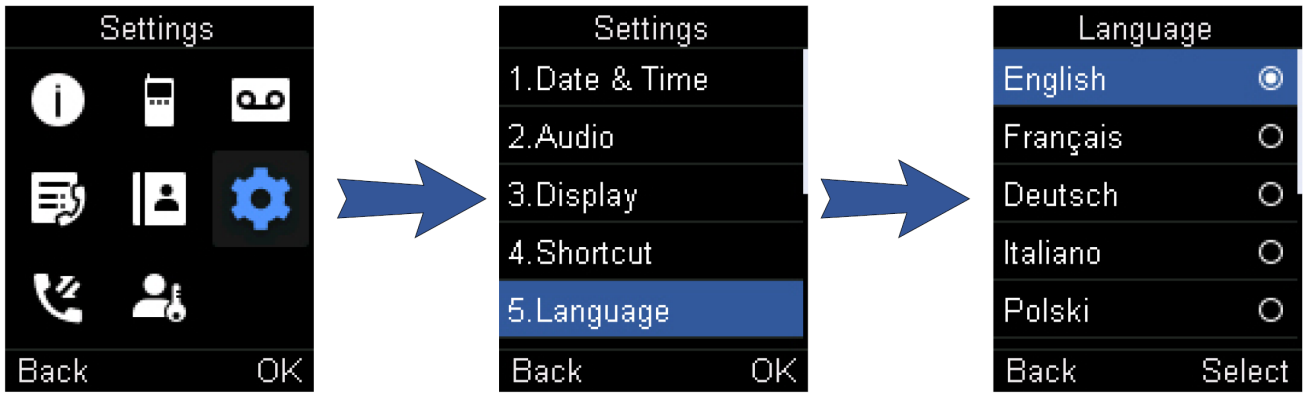
Your phone supports several languages that you can choose to use on the phone.

Before You Begin

Contact your system administrator to find out exactly which languages are supported on your phone.

Procedure

1. Go to **OK** > **Settings** > **Language**.
   - For CP930W, go to **Menu** > **Settings** > **Basic Settings** > **Language**.
   - For DD phone, go to **Menu** > **Basic Settings** > **Language**.
   - For CP935W, go to **More** > **Basic** > **Language**.
2. Select the desired language.
   The phone prompts you whether to change the language.
3. Confirm the action.
   The phone language is changed to the selected one.



Time and Date

Introduction

You can set the time and date manually. The time and date formats are also variable.

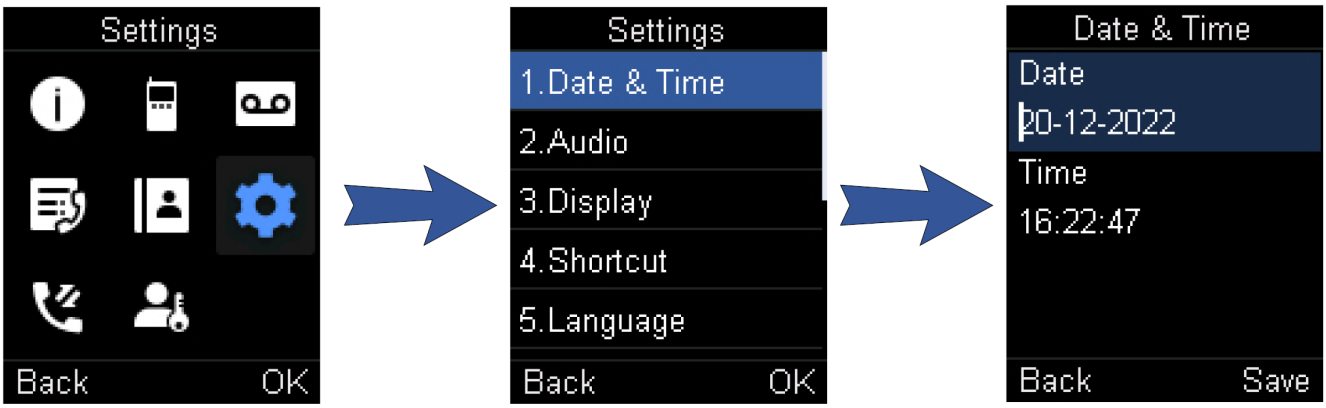
Set the Time and Date Manually

If your phone cannot obtain the time and date automatically, you can set it manually.

Procedure

1. Go to **OK** > **Settings** > **Date & Time**.
- For CP930W, go to **Menu** > **Settings** > **Basic Settings** > **Time & Date**.
- For DD phone, go to **Menu** > **Basic Setting** > **Time&Date** > **Manual Settings**.
- For CP935W, go to **More** > **Basic** > **Time&Date**.
2. Edit the date and time.
3. Confirm the action.

   The time and date set on the handset will be changed accordingly.



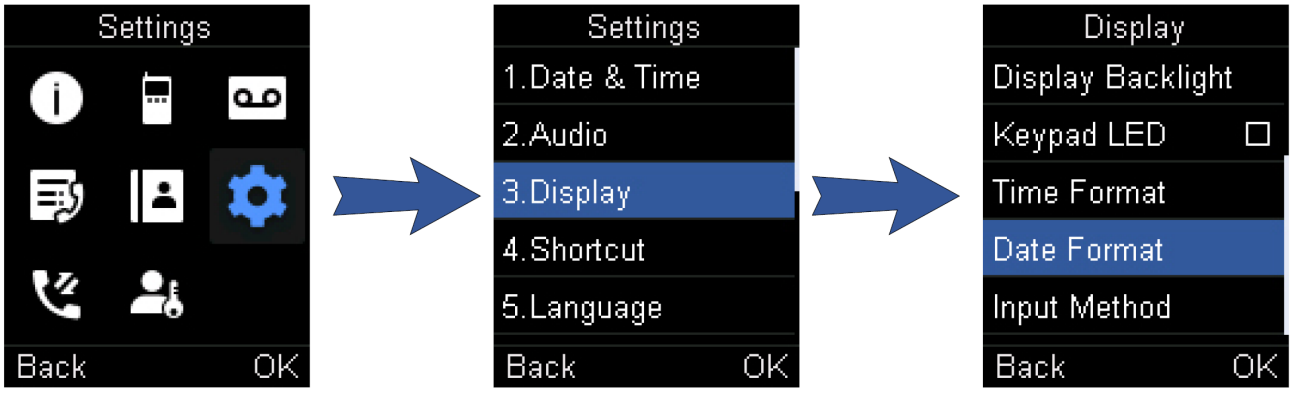
Change the Time and Date Format

You can set the phone to display the time in 12-hour or 24-hour format. You can also change the date format, including the options to display the day (D), month (M), and year (Y).

Procedure

1. Go to **OK** > **Settings** > **Display** > **Time Format** or **Date Format**.
- For CP930W, go to **Menu** > **Settings** > **Basic Settings** > **Display** > **Time Format** or **Date Format**.
- For DD phone, go to **Menu** > **Basic Setting** > **Time&Date** > **Time&Date Format**.
- For CP935W, go to **More** > **Basic** > **Display** > **Time&Date Format**.
2. Select the desired time format or date format.

3. Confirm the action.



Troubleshooting Solutions

Display time and date incorrectly

Check if the phone is configured to obtain the time and date from the NTP server automatically. If your phone is unable to access the NTP server, configure the time and date manually.

Shortcuts

Introduction

Shortcuts allow you to quickly access the feature without scrolling through the menu when the phone is idle. You can configure six shortcuts on the phone in total.

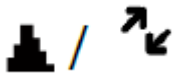
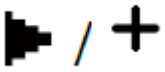
Before You Begin

It is only applicable to W53H/W56H/W71H/W73H/W74H/W78H/W57R/W59R/W59R Pro.

Supported Shortcuts

By default, the handset provides a certain access feature for a certain shortcut; you can change it to make your phone more personalized.

The following table lists the default access feature of the desired shortcut and the available access features for all shortcuts:

Shortcut	Default Access Feature	Available Access Features
Left Softkey	History	History Missed Received Redial Speed Dial Menu Line Status Default Line Call Forward Do Not Disturb Intercom Directory Local Directory Remote Directory Volume Paging Shared Directory Status
Right Softkey	Line Status	
	Intercom	
	Directory	
	Volume-	
	Volume+	

		XML Browser

Customize the Shortcuts

You can customize the function of the shortcuts to make your handset more personalized.

Procedure

1. Go to **OK** > **Settings** > **Shortcut**.
2. Select the desired shortcut and select **Change**.

   The feature currently assigned to the selected key is highlighted and followed by a left arrow.
3. Select the desired feature.

Lock Your Handset

Introduction

To prevent accidental use of the handset, the keypad can be locked manually. When the keypad is locked, incoming calls will still ring on your phone, but only the emergency numbers can be dialed out.

Before You Begin

It is only applicable to W53H/W56H/W71H/W73H/W74H/W78H/W57R/W59R/W59R Pro.

Lock Handset Keypad

When you temporarily do not use your handset, you can lock it manually.

Procedure

1. Long-press the # key when the handset is idle until the phone prompts you that the handset is locked.
2. *The lock icon appears in the status bar.*

Unlock Your Handset

When you need to use the locked handset, you can unlock it manually.

Procedure

1. Long-press the # key when the locked handset is idle until the phone prompts you that the handset is unlocked.
2. *The lock icon disappears from the status bar.*

Lock Your DD Phone

Introduction

Phone lock helps you protect your phone from unauthorized use.

Set the Phone Lock

You can manually lock the phone or wait a specified time to automatically lock the phone.

What unauthorized users can do depends on the settings of the phone lock type.

The phone supports the following phone lock types:

Type	Description
Menu key	It prevents unauthorized users from accessing the menu and changing the personal settings for your phone.
Function key	It only allows users to use the keypad for placing a call, answering or rejecting an incoming call, and ending a call, and it prevents unauthorized users from performing other operations.
All keys	It only allows users to use the keypad for dialing an emergency number or authorized numbers that are set up by your system administrator, answering or rejecting an incoming call, and ending a call, and it prevents unauthorized users from performing other operations. The phones only support the All Keys phone lock type.

The Volume key is always available when you lock the phone.

Procedure

1. Go to **Menu** > **Basic Settings** > **Phone Lock**.
2. Enter the desired PIN (default PIN: 123) in the **Unlock PIN** field and confirm the action.
3. Select **Enabled** from the **Lock Enable** field.
4. Select the desired type from the **Lock type** field.
5. Enter the desired interval (0-3600 seconds) in the **Auto Lock** field.

6. If the value is set to 0, the phone will not be automatically locked.

6. Confirm the action.

Lock Your Phone Manually

You can lock the phone manually before it is automatically locked.

Before You Begin

Make sure that the phone lock is set.

Procedure

1. Long-press the # key when the phone is idle.
2. *The lock icon appears on the phone screen.*

Unlock Your Phone

You can use an unlock PIN to unlock the phone.

About This Task

If you forget the unlock PIN, you can enter the administrator password to unlock your phone and then automatically access the PIN change screen.

Procedure

1. Press any locked key, and the phone prompts you to enter an unlock PIN.
2. Enter the desired PIN (default: 123) in the **Unlock PIN** field.
3. Confirm the action.
   The lock icon disappears from the phone screen.

Change Your Phone Unlock PIN

The default unlock PIN is "123". For security reasons, you should change the default unlock PIN as soon as possible.

Procedure

1. Go to **Menu** > **Basic Settings** > **Change PIN**.
2. Enter your old and new unlock PINs, respectively.
   The unlock PIN length must be within 15 digits.
3. Confirm the action.

Locating

Introduction

You can locate a misplaced registered device using the base station

Procedure

Press  on the base station

All the handsets that are registered to this base station will ring simultaneously, and the screen will display the IP address of the base station.

You can press any key on the handset to stop ringing, or press  again on the base station to stop all handsets ringing.

- For CP930W, tap the , , OK key and the End Call soft key;
- For CP935W, tap the .

> When the handsets are not in the idle status, they will not ring simultaneously.

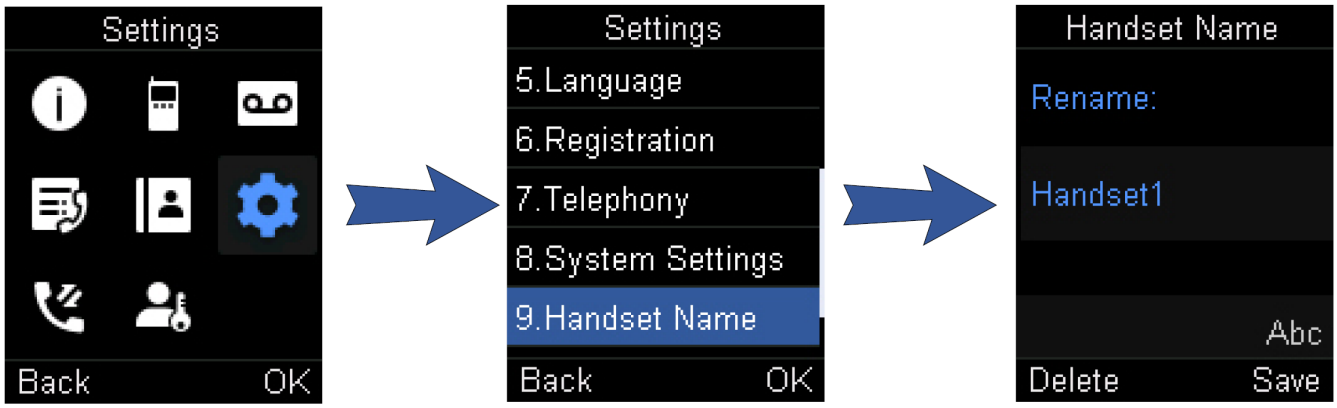
Rename the Handset

Introduction

The handset will be named automatically if successfully registered to the base station. You can personalize the handset name.

Procedure

1. Go to **OK** > **Settings** > **Handset Name**.
   - For CP930W, go to **Menu** > **Settings** > **Basic Settings** > **Phone Name**.
   - For DD phone, go to **Menu** > **Basic Settings** > **Phone Name**.
   - For CP935W, go to **More** > **Basic** > **Phone Name**.
2. Edit the current name in the **Rename/Phone Name** field.
3. Confirm the action.



Set the Eco Mode+

Introduction

Eco mode+ turns off the transmission power, and the radio waves emitted are virtually zero when the phone is in the standby mode

Before You Begin

It is only applicable to W53H/W56H/W71H/W73H/W74H/W78H/W57R/W59R/W59R Pro.

About This Task

You can enable or disable the eco mode+. If the eco mode+ is enabled, there is no signal interaction between the handset and the base station, and the color of the signal strength indicator on the idle screen will be displayed in green. When a call arrives or a connection occurs, the phone exits the eco mode+ automatically, and the color of the signal strength indicator on the idle screen changes from green to white.

Procedure

1. Go to **OK** > **Settings** > **System Settings** > **Eco Mode+**.
2. Press **Change**.
3. Enter the system PIN (default: 0000) and then press **Done**.
   The phone prompts whether to reboot the base station.
4. Confirm the action.
   The base station reboots to make the change take effect. The change applies to all the handsets registered to the base station. The color of the signal strength indicator on the idle screen will change from white to green.

Set the Eco Mode

Introduction

Using the eco mode can greatly reduce the transmission power and signal output when the handset is during a call.

The attenuation range is 20 m. When the distance between the base station and the handset is over 20m, the eco mode is disabled automatically. If the eco mode is enabled, the radio coverage of the base station will be reduced.

Before You Begin

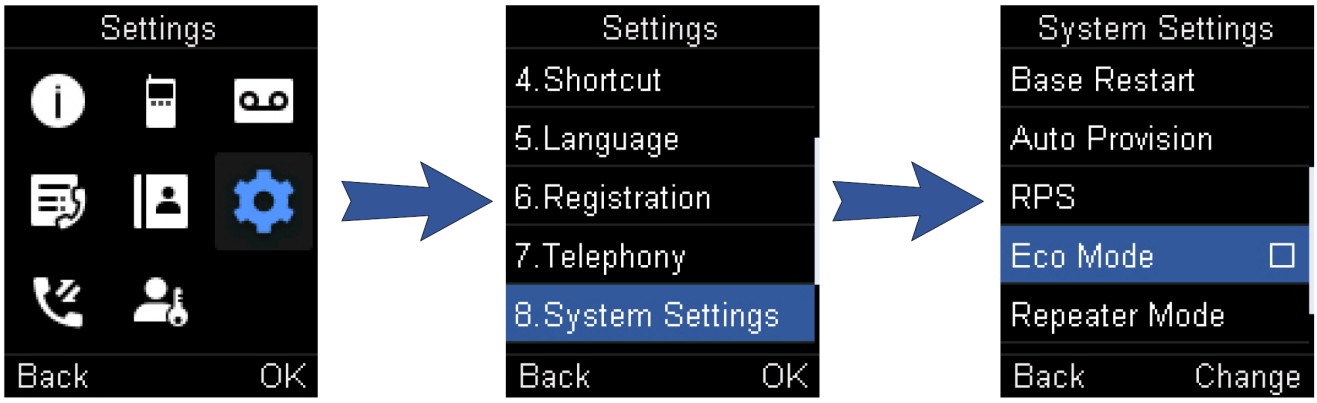
It is not applicable to DD phones.

Procedure

1. Go to **OK** > **Settings** > **System Settings** > **Eco Mode**.

- For CP930W, go to **Menu** > **Settings** > **Basic Settings** > **Eco Mode**.
- For CP935W, go to **More** > **Basic** > **Eco Mode**.

2. Select **Change**.



Set the Repeater Mode

Introduction

Using the repeater mode can extend the radio coverage of the base station. This feature gives you more mobility in a large dwelling.

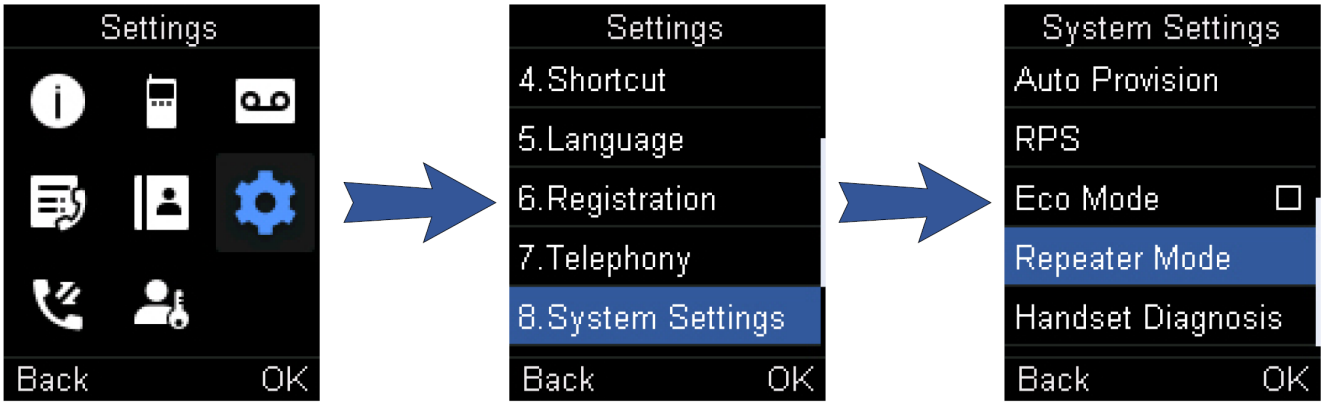
If the repeater mode is enabled, and a repeater is registered to this base station, the handset registered to the base station can be used either within the range of the base station or the repeater. It provides users with greater freedom of mobility.

Before You Begin

Repeater mode and eco mode+ features cannot be used at the same time.

Procedure

1. Go to **OK** > **Settings** > **System Settings** > **Repeater Mode**.
   - For CP930W, go to **Menu** > **Settings** > **Advanced Settings** (default PIN: 0000) > **Repeater Mode**.
   - For CP935W, go to **More** > **Advanced** (default PIN: 0000) > **Repeater Mode**.
2. Select a desired repeater and press **OK**.
   The handset prompts whether to reboot this base station.*
3. Confirm the action.
   The base station reboots to make the change take effect. The change is applied to all the handsets registered to the base station.



Customize the Soft Keys

Introduction

You can customize the function of the soft keys displayed at the bottom of the idle screen. The soft keys are typically used to access frequently used functions and to create menu shortcuts to access frequently used phone settings.

Before You Begin

It is only applicable to the CP930W/DD phone (Black-and-white screen).

Procedure

1. Go to **Menu** > **Settings** > **Advanced Settings** (default PIN: 0000) > **Softkey Label**.
2. Select the desired soft key.
3. Select the desired key type from the **Type** field.
4. Confirm the action.

If you replace another key of the **Menu** soft key on the CP930W, you can access the phone settings by pressing the **OK** key. For the DD phone, we recommend that you keep the **Menu** soft key; otherwise, you may not access the phone settings.

Phone Mode

Introduction

You can freely switch between Wi-Fi and DECT modes according to actual usage scenarios.

Before You Begin

It is only applicable to CP935W.

Procedure

1. Tap **More** > **Basic** > **Phone Mode**.
2. Select the desired mode.
3. Confirm the action.

Silent Mode

Introduction

You can enable the silent mode if you do not want to be disturbed. The handset will not ring when receiving an incoming call, but it will still display the incoming call information.

Before You Begin

It is only applicable to W53H/W56H/W71H/W73H/W74H/W78H/W57R/W59R.

Switch on Silent Mode

You can silence an incoming call by switching on silence mode to stop your phone from ringing.

Procedure

1. Long-press the * key until the phone prompts “All Ring Tones Off”.

The silent icon  *appears in the status bar.*

Switch off Silent Mode

If you want to resume the incoming ring, you can switch off silent mode.

Procedure

1. Long-press the * key until the phone prompts “All Ring Tones On”.
2. *The silent icon*  *disappears from the status bar.*

Adjust the Volume

Introduction

You can adjust the volume of the ringer, media, and audio during a call.

Procedure

Do one of the following:

- Press the Volume key.
- Press the left or right navigation key when the handset is idle.
- Go to **OK** > **Settings** > **Audio** > **Ring Tones** > **Volume** and press the left or right navigation key.
  - For CP930W/CP935W, press the volume touch key.
  - For DD phone, press the volume key .

Troubleshooting Solutions

Increase or decrease the volume

Press the volume key to increase or decrease the ringer volume when the IP phone is idle or ringing, or to adjust the volume of the engaged audio device (speakerphone or headset) when there is an active call in progress.

Get poor sound quality during a call

If you have poor sound quality/acoustics, such as intermittent voice, low volume, echo, or other noises, the possible reasons could be:

- Users are seated too far out of the recommended microphone range and sound faint, or are seated too close to sensitive microphones and cause echo.
- Intermittent voice is primarily caused by packet loss resulting from network congestion and by jitter introduced during packet reassembly at the transmitting or receiving device (for example, timeout handling, retransmission mechanisms, or buffer underruns).
- Noisy equipment, such as a computer or a fan, may cause voice interference. Turn off any noisy equipment.
- Line issues can also cause this problem; disconnect the old line and redial the call to ensure another line may provide a better connection.

There is no sound when the other party picks up the call

If the caller and receiver cannot hear anything, there is no sound at all when the other party picks up the call. The possible reason could be: the phone cannot send the real-time transport protocol (RTP)

streams, in which audio data is transmitted, to the connected call.

Try to disable the 180 ring workaround feature.

Related Topic

Early Media

Play the local ringback tone instead of media when placing a long-distance call without the plus 0

Ensure that the 180 ring workaround feature is disabled.

Related Topic

Early Media

Set the Ring Tone

Introduction

Ring tones are used to indicate incoming calls.

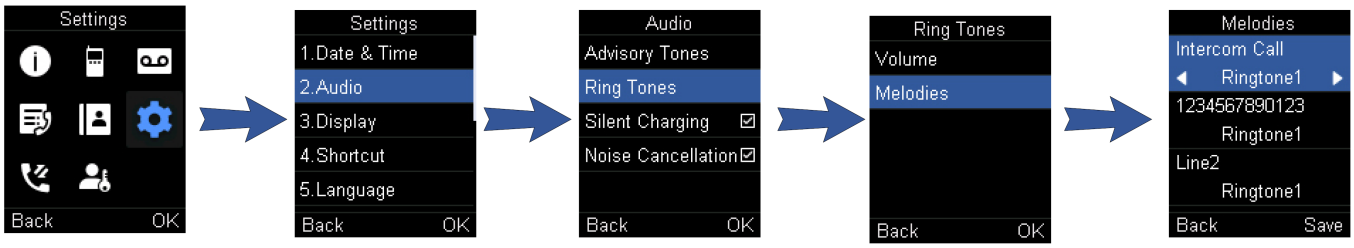
Set the Ring Tone for the Internal Calls

You can select a unique ring tone for the internal calls, so that you can identify callers when the phone rings.

> It is only applicable to W70B.

Procedure

1. Go to **OK** > **Settings** > **Audio** > **Ring Tones** > **Melodies**.
   - For CP930W, go to **Menu** > **Settings** > **Basic Settings** > **Sound** > **Ring Tones** > **Intercom Call**.
   - For CP935W, go to **More** > **Basic** > **Sound** > **Ring Tones** > **Intercom Call**.
2. Select the desired ring tone.
   The ring tone is played automatically.
3. Confirm the action.



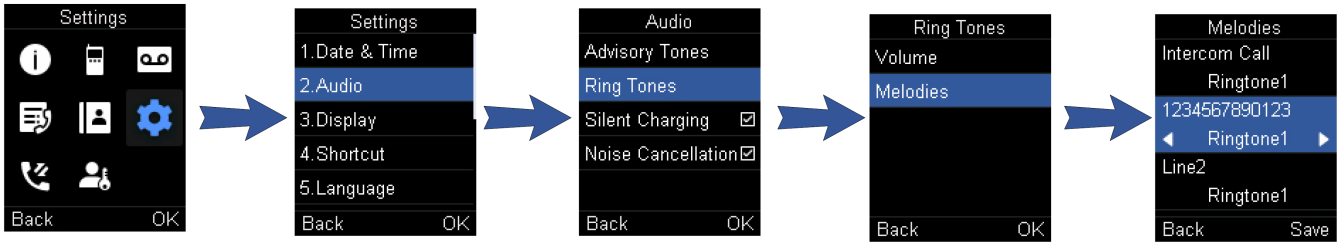
Set the Ring Tone for the External Calls

You can select a unique ring tone for the external calls so that you can identify callers when the phone rings.

Procedure

1. Go to **OK** > **Settings** > **Audio** > **Ring Tones** > **Melodies**.
   - For CP930W, go to **Menu** > **Settings** > **Basic Settings** > **Sound** > **Ring Tones**.
   - For CP935W, go to **More** > **Basic** > **Sound** > **Ring Tones** > **Common**.
   - For DD phone, go to **Menu** > **Basic Settings** > **Sound** > **Ring Tones** > **Common**.
2. Select the desired ring tone for a specific line.
   The ring tone is played automatically.

3. Confirm the action.



Silent Charging

Introduction

You can enter silent mode when the handset is charging. When you exit charging, return to the volume before charging.

Before You Begin

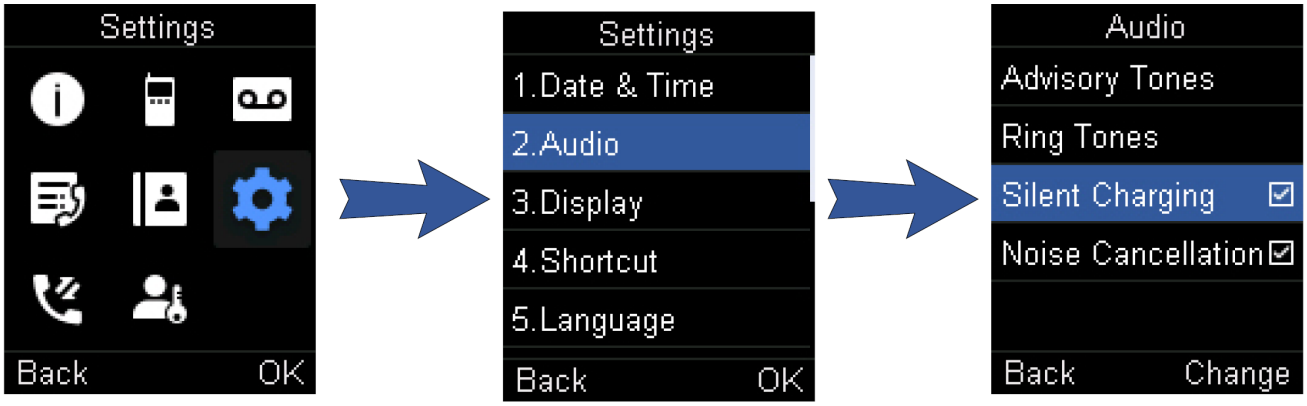
It is not applicable to DD phones/CP935W.

Procedure

1. Go to **OK** > **Settings** > **Audio**.

- For CP930W, go to **Menu** > **Settings** > **Basic Settings** > **Sound**.

2. Press **Change** to select the **Silent Charging** check box.



Set the Advisory Tone

Introduction

Advisory tones are the acoustic signals of your handset, which inform you of different actions and states.

Before You Begin

It is not applicable to DD phones.

About This Task

You can configure the following advisory tones independently:

Tones	Description
Keypad Tone	plays when you press any key on the keypad. It is not applicable to CP935W.
Key Tone	plays when you use the dialpad. It is not applicable to CP935W.
Touch Tone	plays when you tap the keys (except the touch keypad). It is not applicable to CP935W.
Confirmation	plays when a setting is changed or the handset is placed in the charger cradle. It is not applicable to CP935W.
Low Battery	plays when the battery's remaining capacity is low and the handset needs charging.

If the silent mode is activated, the advisory tones will not play, but you can still see the low battery alert on the phone screen.

Procedure

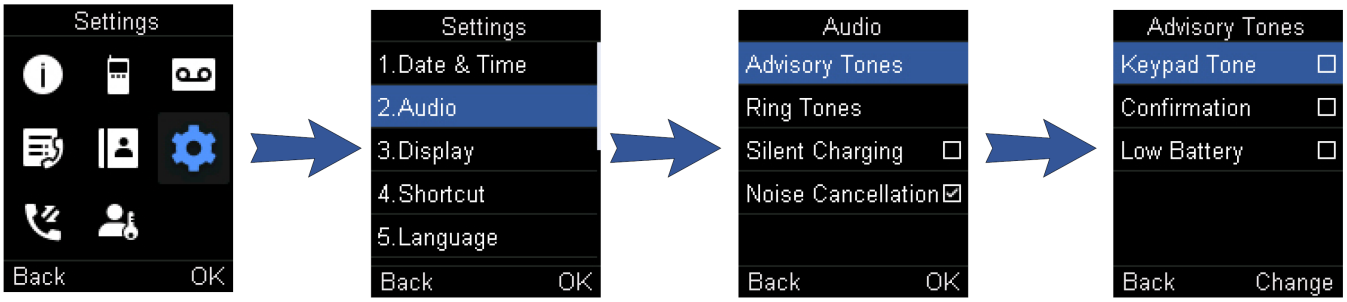
1. Go to **OK** > **Settings** > **Audio** > **Advisory Tones**.

- For CP930W, go to **Menu** > **Settings** > **Basic Settings** > **Sound** > **Advisory Tones**.
- For CP935W, go to **More** > **Basic** > **Sound** > **Advisory Tone**.

2. Select the desired value from the **Keypad Tone** field.

- For CP935W, select the desired value from the **Key Tone** field.

3. On the CP930W/CP935W, select the desired value from the **Touch Tone** field.
4. Select the desired value from the **Confirmation** field.
5. Select the desired value from the **Low Battery** field.
6. Confirm the action.



Set the Vibrator

Introduction

By default, the phone simultaneously vibrates and rings when receiving an incoming call.

The following vibration settings are available for the incoming call:

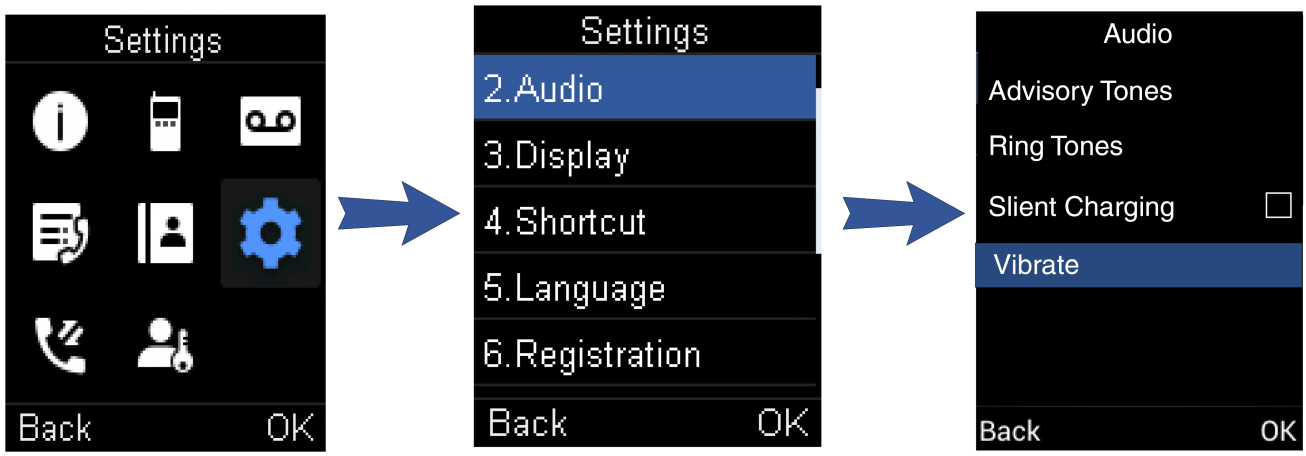
Type	Description
Vibrate and Ring	The handset will simultaneously ring and vibrate.
Vibrate	The handset will vibrate only.
Vibrate then Ring	The handset will vibrate four times and then start ringing.
Off	/

Before You Begin

- It is only applicable to W57R/W59R/W59R Pro/W74H/W78H.
- If the silent mode is activated, the handset will not vibrate or ring.

Procedure

1. Go to **OK** > **Settings** > **Audio** > **Vibrate**.
2. Select the desired method.



Set the Key Tone

Introduction

If you enable the key tone, the phone will produce a sound when you press the keypad.

Before You Begin

It is only applicable to the DD phone.

Procedure

1. Go to **Menu** > **Settings** > **Basic Settings** > **Sound** > **Key Tone**.
2. Select the desired value from the **Key Tone** field.
3. Confirm the action.

Disable the Noise Cancellation

Introduction

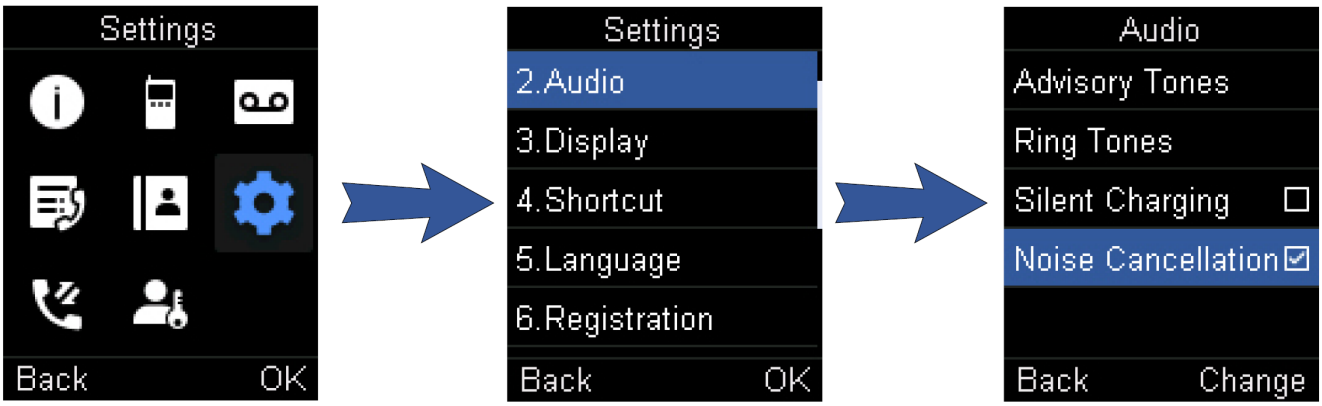
Noise cancellation helps improve the intelligibility of speech in noisy environments. You can disable it.

Before You Begin

It is only applicable to W57R/W59R/W59R Pro/W71H/W73H/W74H/W78H.

Procedure

1. Go to **OK** > **Settings** > **Audio** > **Noise Cancellation**.
2. Disable the noise cancellation.
3. Confirm the action.



Before You Begin

Introduction

Starting with firmware 146.85.0.35, the push-to-talk feature is available on our handsets. It allows the handset to be used like a hand-held transceiver (walkie-talkie) among the handsets and headsets registered at the same base station.

Before You Begin

- The handsets need to be registered on the W70B first.
- This feature is only applicable to W70B.

Initiate a PTT Meeting

Introduction

You can initiate a PTT Meeting. This feature enables the handsets registered at the same base station to function like an intercom.

Please ensure your system administrator has set the PTT group for your phone.

Procedure

1. Long-press the **Mute** key to enter the PTT operation screen.

- For W59R Pro, you can also press the PTT button on the side to enter the PTT operation screen.

2. Press **Lock** to initiate the PTT meeting.



Join a PTT Meeting

Introduction

You can join a PTT meeting directly when someone has initiated one. Your devices will be muted automatically when you join the meeting. You can press the Mute key to unmute and speak.

Join the PTT Meeting Without a Prompt

By default, the handsets/headsets/DD Phones will not receive notification of the PTT meeting dialog.

Procedure

Long-press press **Mute** key to enter the PTT operation screen; at this time, you can listen to the communication of other participants. Press the **Lock** key to join the PTT meeting.

Join the PTT Meeting With a Prompt

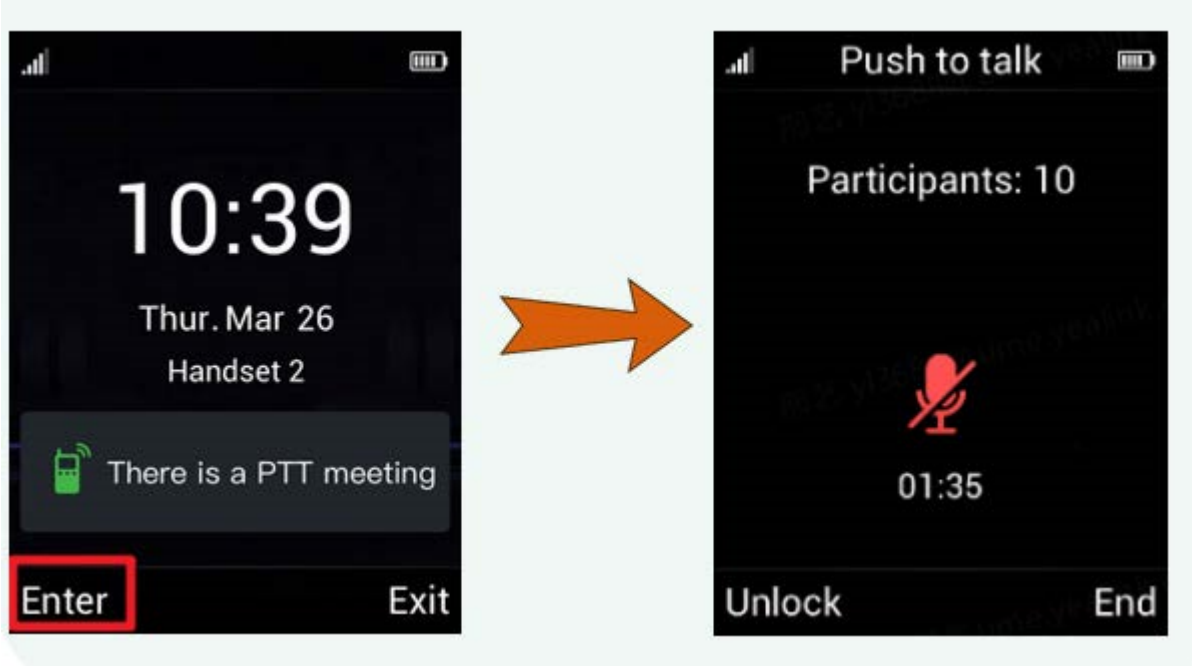
The handsets/headsets will receive notification of the PTT meeting dialog when there is a PTT meeting.

About This Task

Contact your system administrator to find out if this feature is available on your phone.

Procedure

1. **For handsets**: press **Enter** to join.



2. **For headsets**: when another group member initiates a PTT meeting or makes a Push-to-Talk, your headset will join the PTT directly.

Exit a PTT Meeting

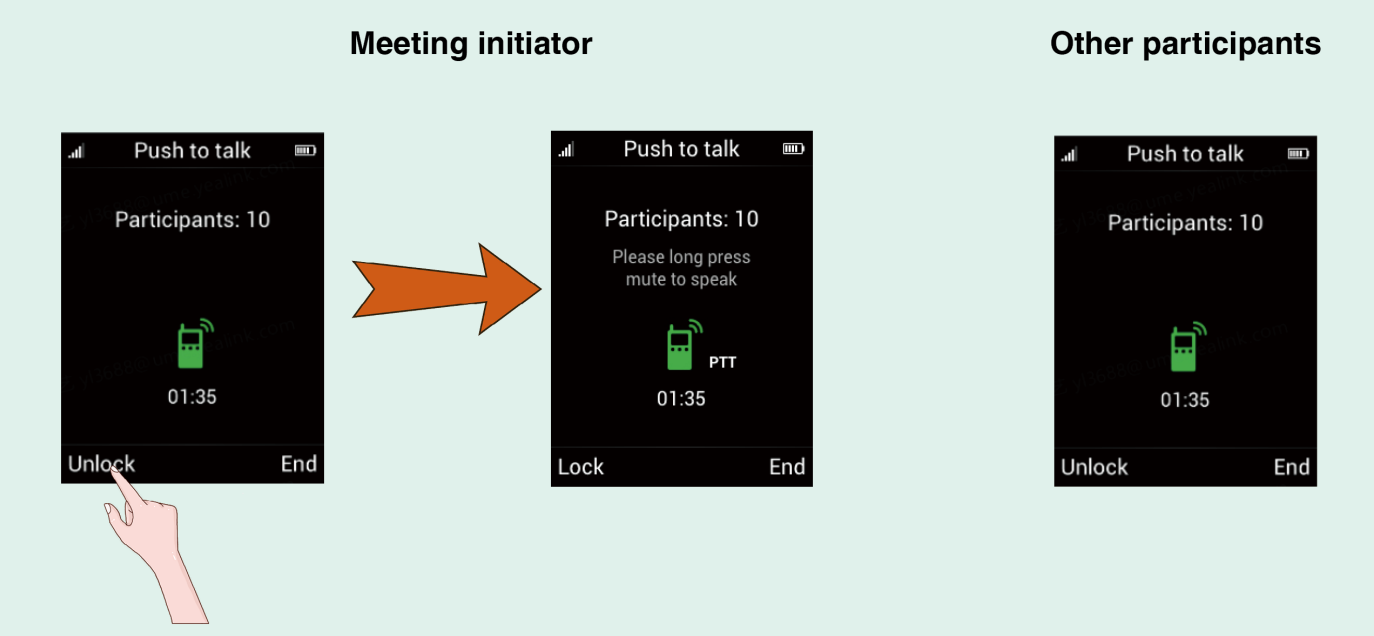
Introduction

You can exit a PTT meeting or end the meeting.

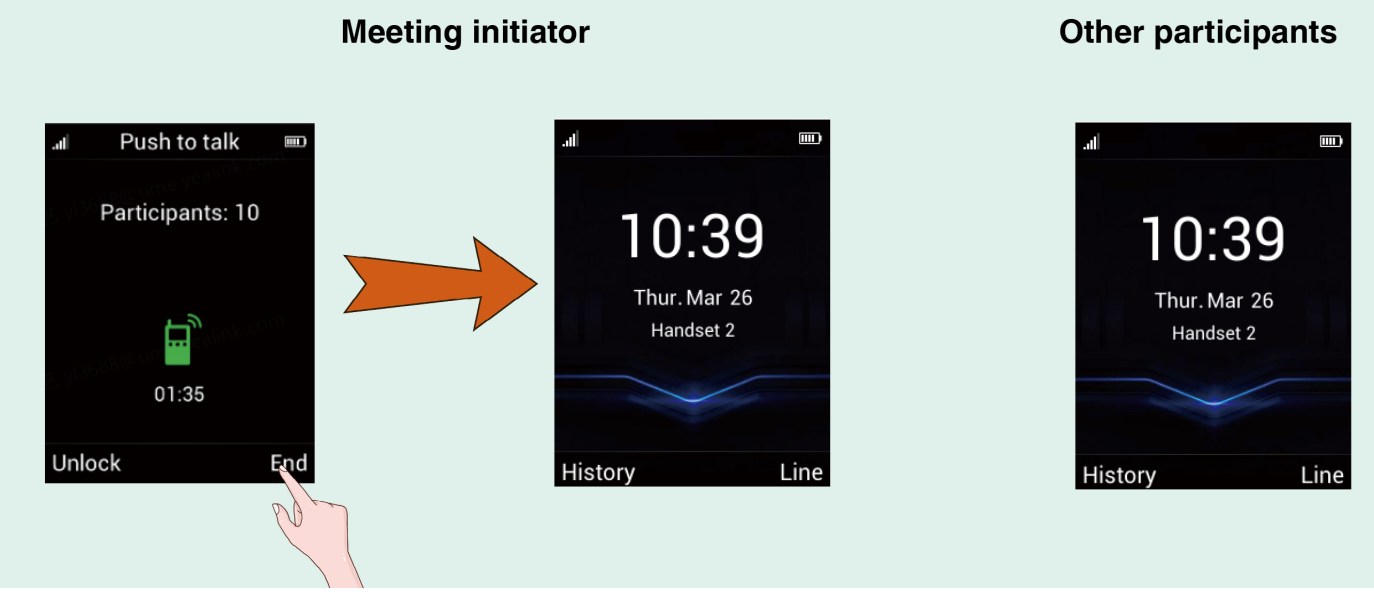
You can rejoin after exiting the meeting if it has not finished.

For Meeting Initiator

- Press **Unlock** to exit the meeting individually and go back to the PTT operation screen; other participants will not exit the meeting. After this, the initiator can also talk by long-pressing the **Mute** key, and other participants can also hear it.



- Press **End** or the **On-hook** key to end the meeting. Both the initiator and participants will exit the meeting and return to the idle screen.



For Meeting Participants

Press **End** or the **On-hook** key to exit the meeting and return to the idle screen. It won't influence other participants.

Handset Push-to-Talk

Introduction

You can long-press the Mute/PTT button and talk in a direct communication channel with other group members.

Before You Begin

Only W59R supports this feature.

Procedure

On the PTT operating screen, long-press the **Mute** key to talk.



Listen to the Talk in Real Time

Introduction

You can enter the PTT operation screen and listen to the talk from the same group members in real-time.

About This Task

You can also enter the operation screen automatically when other members enter the operation screen. Contact your administrator to find out if this feature is available on your phone.

Procedure

Long-press the **Mute** key to enter the PTT operation screen and listen to the talk.

Bluetooth

Introduction

The W59R/W59R Pro/W78H/W74H handset can be used with a Bluetooth headset. By default, the Bluetooth feature is disabled. To be able to use Bluetooth, it must be enabled.

Enable/Disable the Bluetooth

Procedure

1. Go to **OK** > **Settings** > **Bluetooth**.
2. Select **Enabled/Disabled** from the **Bluetooth** field.
3. Confirm the action.

Search and Pair with a Bluetooth Headset

Before You Begin

Make sure that the Bluetooth mode is activated.

Procedure

1. Go to **OK** > **Settings** > **Bluetooth**.
2. Select **Scan Devices**.
   The search result list displays up to 20 Bluetooth devices.
3. Put the Bluetooth headset into pairing mode.
   For more information, refer to the headset's user guide.
4. If the W59R/W78H has detected more than one headset, select the headset you want from the list and press **Pair**.
   When pairing is successful, you will see the message "Connect Success".

Manage Paired Headsets

Procedure

1. Go to **OK** > **Settings** > **Bluetooth**.
2. Select **Paired Devices**.
3. Select the handset and press **Discon.** to unpair, or press **Connect** to connect to the device.
4. Select **Options**, and you can do the following:
   - Select **Delete** to delete the selected handset from the list.
   - Select **Delete All** to delete all handsets from the list.
   - Select **Info** to view the handset name and Bluetooth MAC or change the handset's name.

Edit the Device Name of Your Handset

You can edit the name of the W59R/W59R Pro/W78H/W74H so that it can be easily recognized.

Before You Begin

Make sure that Bluetooth is enabled.

Procedure

1. Go to **OK** > **Settings** > **Bluetooth** > **My Devices**.

   The phone screen displays the device name.

2. Enter the desired name in the **Device Name** field.
3. Confirm the action.

Maintain Your Phone

Introduction

When your phone cannot operate properly, you need to investigate or troubleshoot issues, along with other tasks that your administrator may ask you to perform.

Investigate Warnings

When the default password is used on the phone, you can view the warning details about the issue from the Status screen.

Procedure

Go to **OK** > **Status** > **Base**.

- For CP930W/DD phone, go to **Menu** > **Status** > **Base(Base Status)**.
- For CP935W, go to **More** > **Status** > **Base Status**.

*The warning detail is displayed in the **Warning (Warnings)** field.*

Reboot the Base Station

The improper operation may cause a malfunction. If a malfunction occurs, your system administrator may ask you to reboot the base station to refresh the settings.

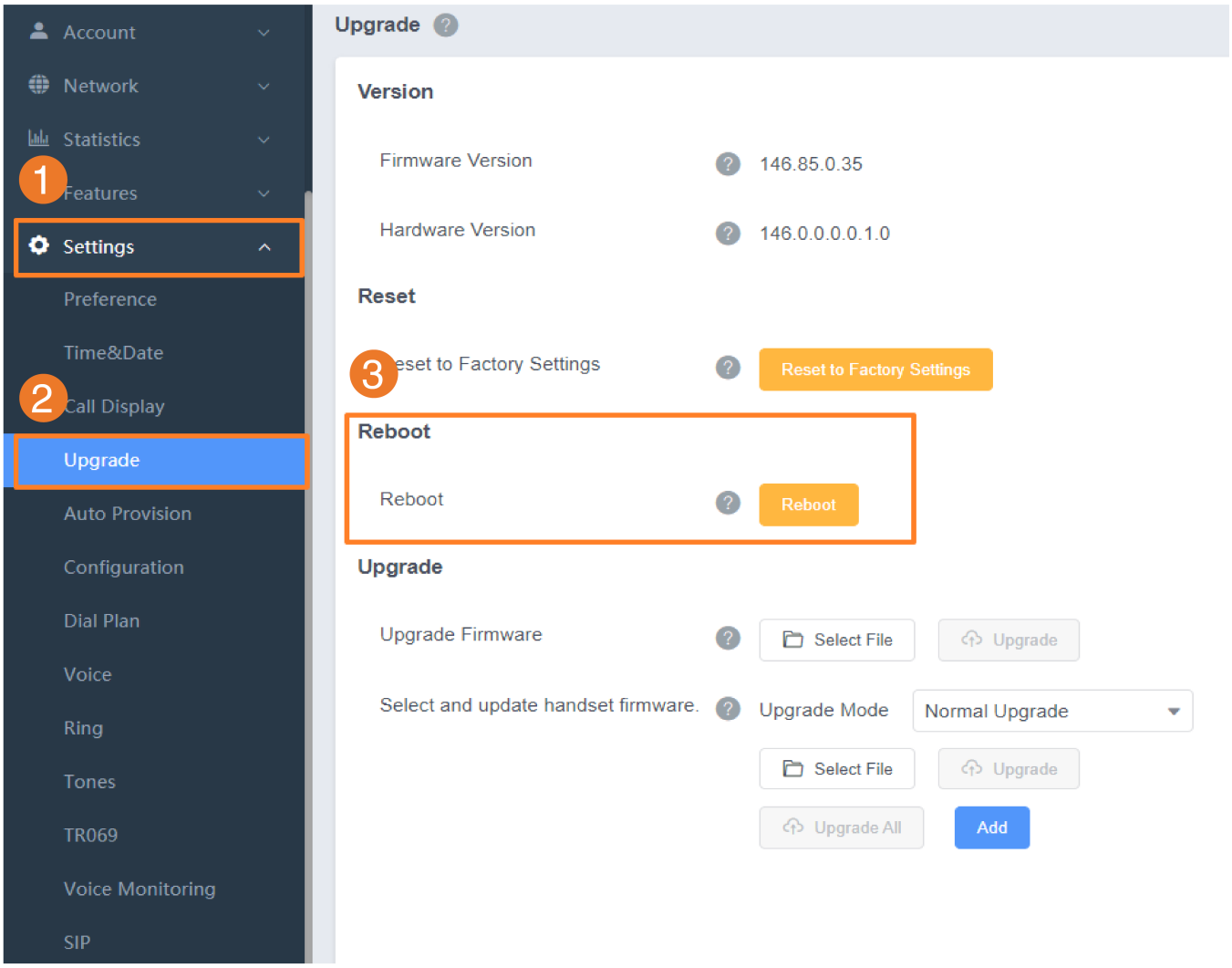
Set via the Device Interface

Procedure

1. Go to **OK** > **Settings** > **System Settings** > **Base Restart**.
   - For CP930W, go to **Menu** > **Settings** > **Advanced Settings** (default PIN: 0000) > **Reboot Config** > **Base Reboot**.
   - For DD Phone, go to **Menu** > **Advanced Settings** (default PIN: 0000) > **Reboot Config** > **Base Reboot**.
   - For CP935W, go to **More** > **Advanced** (default PIN: 0000) > **Reboot** > **Base Reboot**.
2. Enter the system PIN (default: 0000), and then press **Done**.
   - For CP935W, tap **Reboot**.
3. Confirm the action.

Set via the Web User Interface

1. On the web user interface, go to **Upgrade** > **Reboot**.



Results

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

Reset the Base Station

Your system administrator may ask you to reset your phone to factory settings after you have tried all troubleshooting suggestions, but still do not solve the problem.

Except for the handset registrations, the phone will reset all settings to the factory defaults after resetting.

Check with your system administrator if the personalized settings are kept before resetting your phone to factory.

Hard Reset

For W75/W80/W90:

Long-press the button for about 50 seconds, then reboot the base. When only the LAN LED lights up on the DM, it indicates that the system was reset. After a while, the ROLE light will light again, which

indicates that the system has been completely restarted.

For W70B:

1. Unplug the power supply.
2. Long-press the **Paging** button, do not release.
3. Plug in the power supply, and observe the LED indicator lights until they all light up.
4. Release the **Paging** button, restart the base.

Set via the Device Interface

Procedure

1. Go to **OK** > **Settings** > **System Settings** > **Base Reset**.

- For CP930W, go to **Menu** > **Settings** > **Advanced Settings** (default PIN: 0000) > **Reboot Config** > **Reset Base Settings**.
- For DD Phone, go to **Menu** > **Advanced Settings** (default PIN: 0000) > **Reset Config** > **Base Reset**.
- For CP935W, go to **More** > **Advanced** (default PIN: 0000) > **Reset** > **Base Reset**.

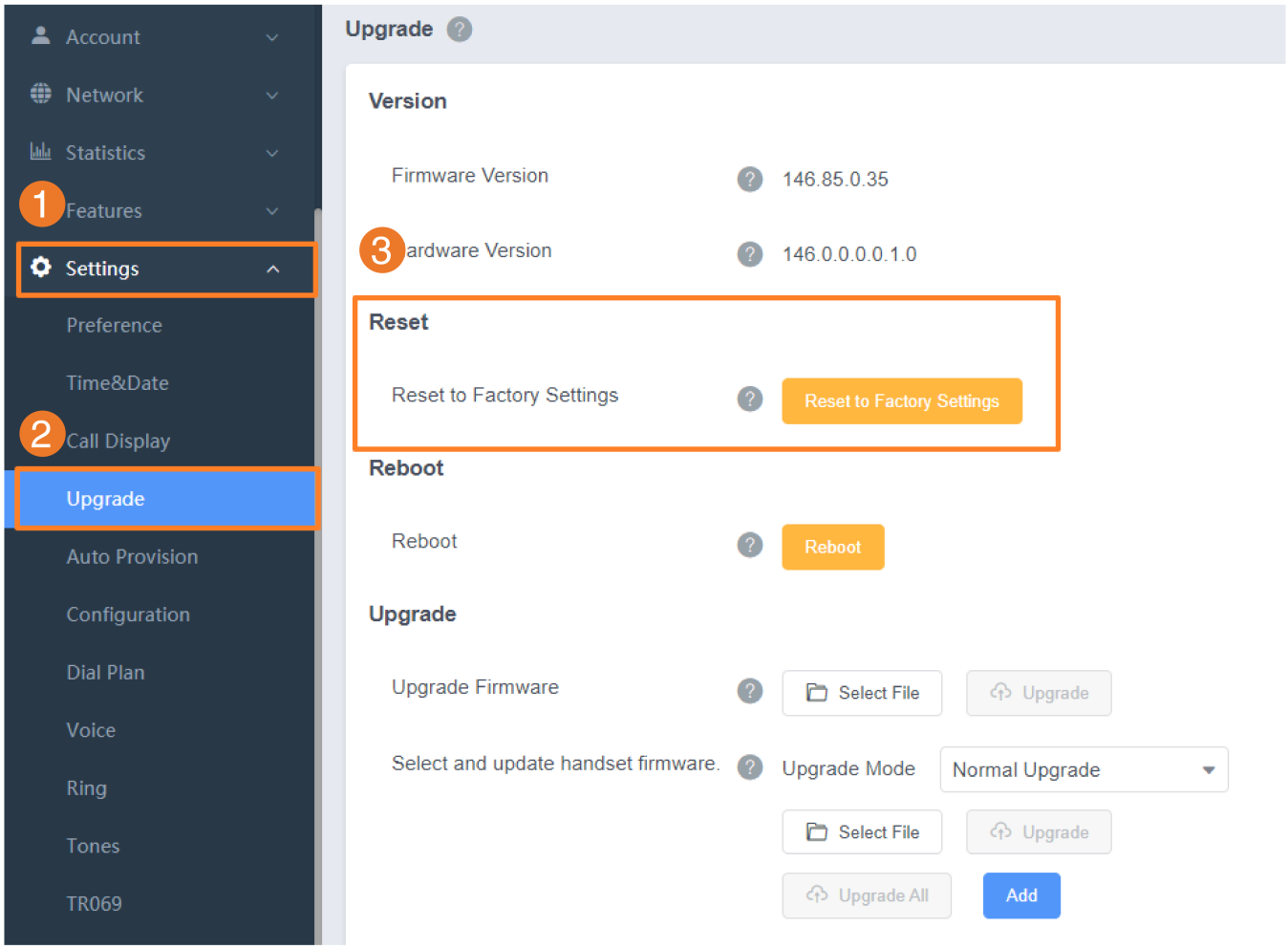
2. Enter the system PIN (default: 0000), and then press **Done**.

- For CP935W, tap **Base Reset** directly.

3. Select **Reset to factory**.
   A message prompts whether to reset the base.
4. Confirm the action.

Set via the Web User Interface

1. On the web user interface, go to **Upgrade** > **Reset to Factory Settings**.



Results

All individual settings of the base station will be reset to factory defaults. The power LED indicator and network LED indicator on the base station slowly flash in sequence during the reset. LEDs on the base station glow green after startup.

> Base station reset may take a few minutes. Do not power off until the base station starts up successfully.

Reboot the Handset

You can reboot the handset according to your needs.

Before You Begin

It is only applicable to CP930W/CP935W.

Procedure

1. For CP930W, go to **Menu** > **Settings** > **Advanced Settings** (default PIN: 0000) > **Reboot Config** > **Handset Reboot**.

- For CP935W, go to **More** > **Advanced** (default PIN: 0000) > **Reboot** > **Handset Reboot**.

2. Tap **OK**.

- For CP935W, tap **Reboot**.
- *A message prompts whether to reboot the handset.*

Reset the Handset

You can reset individual settings that you have configured on the handset.

Except for the settings of directory, call history, voice mail, and the handset registration, the handset will reset all customized settings to factory after the reset.

Procedure

1. Go to **OK** > **Settings** > **System Settings** > **Handset Reset**.
   - For CP930W, go to **Menu** > **Settings** > **Advanced Settings** (default PIN: 0000) > **Handset Reset**.
   - For DD phone, go to **Menu** > **Advanced Settings** (default PIN: 0000) > **Reset Config** > **Handset Reset**.
   - For CP935W, go to **More** > **Advanced** (default PIN: 0000) > **Reset** > **Handset Reset**.
     The phone prompts you whether to reset the handset.
2. Confirm the action.

Trigger the Auto Provisioning

Your system administrator may ask you to update your phone configurations. You can trigger the auto-provisioning using the wizard.

Procedure

1. Go to **OK** > **Settings** > **System Settings** > **Auto Provision**.
   - For CP930W, go to **Menu** > **Settings** > **Advanced Settings** (default PIN: 0000) > **Auto Provision**.
   - For DD Phone, go to **Menu** > **Advanced Settings** (default PIN: 0000) > **Auto Provision**.
   - For CP935W, go to **More** > **Advanced** (default PIN: 0000) > **Auto Provision**.
2. Enter the system PIN (default: 0000), press **Done**.
3. Enter the user name, select **OK**.
4. Enter the password, select **OK**.
   The phone prompts whether to update immediately.
5. Confirm the action.
   - For CP935W, enter the user name and password directly, and then tap ✓ to save and confirm the action.

Appendix A-Input Modes and Characters

	Abc (initials in capitals)	123	ABC	abc	АВГ	АÄÅ	aäå	S□□	s□□	абв	АБВ	□□
1	1	1	1	1	1	1	1	1	1	1	1	1
2 ABC	ABC abc2	2	ABC 2	abc 2	АВГ 2	AÀÁ ÂÃÄ ÅÆB CÇ2	aàá âãä å æbc ç2	AÁÄ □B C□ □2	aáä □b c□ □2	АБВ Г2	абвг 2	□□ □
3 DEF	DEFd ef3	3	DEF 3	def3	ΔEZ 3	DEÈ ÉÊ ËẼF 3	deè é êëẽf 3	D□E É □ĚF 3	d□e é □ěf 3	ДЕЖ З3	деж з3	□□ □
4 GHI	GHIg hi4	4	GHI 4	ghi4	НΘI 4	G□HI ÌÍ ÎÎĨ □□ 4	g□hi ìí îıĩ □□	GHIÍ 4	ghií 4	ИЙК Л4	ийк л4	□□ □□
5 JKL	JKLj kl5	5	JKL 5	Jkl5	ΚΛΜ 5	JKL 5	jkl5	JK L□ □□ 5	jkl □□ □5	мно п5	мно п5	□□ □□
6 MNO	MNO mno 6	6	MNO 6	mno 6	ΝΞΟ 6	MN ÑO Ò ÓÔÕ ÖØ6	mnñ oò óôõ öø6	MN ŃŇO ÓÖ □6	mnń ňo óö□ 6	РСТ У6	рсту 6	□□ □
7 PQRS	PQR	7	PQR	pqrs	ΠΡΣ	PQR	pqr	PQ	pqr	ФХЦ	фхц	□□

	Spqr s7		S7	7	7	S☒ß 7	s☒ß 7	R☒ ☒ S☒ ☒7	☒☒ s☒ ☒7	Ч7	ч7	☒
8 tuv	TUVt uv8	8	TUV 8	tuv8	TУФ 8	TUÙ ÚÛ ÜŨV 8	tuù úû üũv 8	T☒ UÚÜ ☒☒ V8	t☒u úü ☒☒ v8	ШЩ ЪЫ 8	шщъ ы8	☒☒ ☒
9 wxyz	WXY Zwxy z9	9	WXY Z9	Wxy z9	XΨΩ ☒9	W☒ X Y☒Z 9	w☒ x y☒z 9	WXY ỲÝ Z☒ ☒☒ 9	wxy ỳý z☒ ☒☒ 9	ЬЭЮ Я9	ьэю я9	☒☒ ☒☒
0	space . , ? ! 0	0	0 . , ? ! spac e	0 . , ? ! spac e	spac e 0	spac e 0	spac e 0	spac e 0	spac e 0	spac e 0	0☒ ☒☒ ☒☒	spac e 0
* .	spac e = / \ ^ ; : . ,- + * # § % @ ? ! ¿ ¡ ( ) { } [ ] < > ¥ $ £ | ~ ¤	spac e _ ’ ” = / ^ ; : . ,- + * # § %@ ? ¿ ¡ ( ) { } [ ]< > ¥$ £ |~ ¤	spa ce_ ’ ” = /\ ^ ; : . ,- + *%# § @ ? ! ¿ ¡ ( ) { } [ ]< > ¥ $ £ | ~¤	spa ce_ ’ ” = /\ ^ ; : . ,- + *%# § @ ? ! ¿ ¡ ( ) { } [ ]< > ¥ $ £ | ~¤	spa ce_ ’ ” = /\ ^ ; : . ,- + *%# § @ ? ! ¿ ¡ ( ) { } [ ]< > ¥ $ £ | ~¤	spa ce_ ’ ” = /\ ^ ; : . ,- + *%# § @ ? ! ¿ ¡ ( ) { } [ ]< > ¥ $ £ | ~¤	spa ce_ ’ ” = /\ ^ ; : . ,- + *%# § @ ? ! ¿ ¡ ( ) { } [ ]< > ¥ $ £ | ~¤	spa ce_ ’ ” = /\ ^ ; : . ,- + *%# § @ ? ! ¿ ¡ ( ) { } [ ]< > ¥ $ £ | ~¤	spa ce_ ’ ” = /\ ^ ; : . ,- + *%# § @ ? ! ¿ ¡ ( ) { } [ ]< > ¥ $ £ | ~¤	spa ce_ ’ ” = /\ ^ ; : . ,- + *%# § @ ? ! ¿ ¡ ( ) { } [ ]< > ¥ $ £ | ~¤	spa ce_ ’ ” = /\ ^ ; : . ,- + *%# § @ ? ! ¿ ¡ ( ) { } [ ]< > ¥ $ £ | ~¤

Appendix B-DECT Glossary

A

Area Dimensions

In more user-dense sites, for example, in office or enterprise environments, different sub-entities or groups may exist, where each group of users has mobility within their own system cell/single base station coverage area. As users have no mobility over the whole local site, the phenomenon of an increasing number of mobile users by adding new base stations is common. However, an increased number of base stations may cause quality deterioration.

To ensure a higher-quality audio experience and avoid interference, the number of base stations for a local area and the density between areas should be taken into account when deploying multiple DECT systems in a more user-dense site. Yealink provides five DECT systems for different radio frequency usage in various countries (or regions). The maximum number of base stations may vary among countries (or regions).

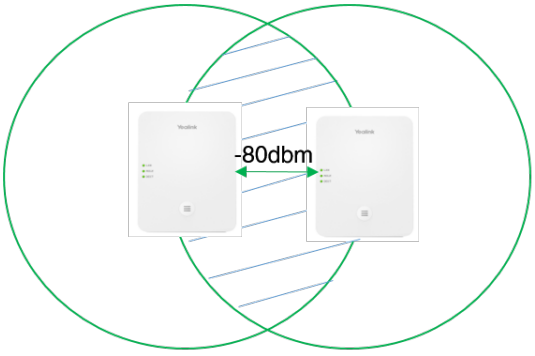
The following table lists the suggested maximum number of base stations that can be deployed in a 50-meter radius area for these DECT systems.

DECT System Name	Maximum Number
European	6
North America	4
Taiwan	4
Brazil	3
Korea	2

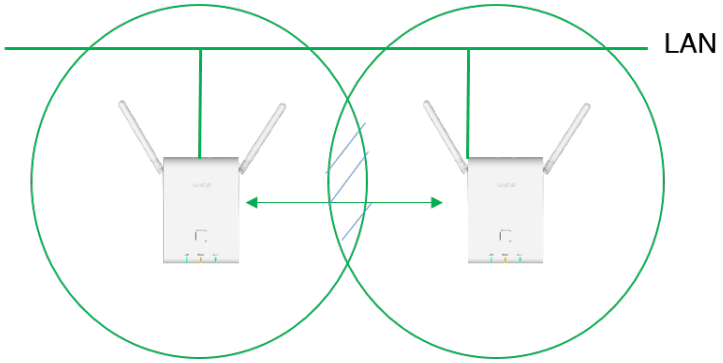
Air Sync

Air Sync, also known as DECT-based synchronization, is a synchronization method that synchronizes data between base stations over a DECT signal. If you want to know the LAN Sync, see LAN Sync.

For more information about setting DECT synchronization, see Synchronization & Backup.



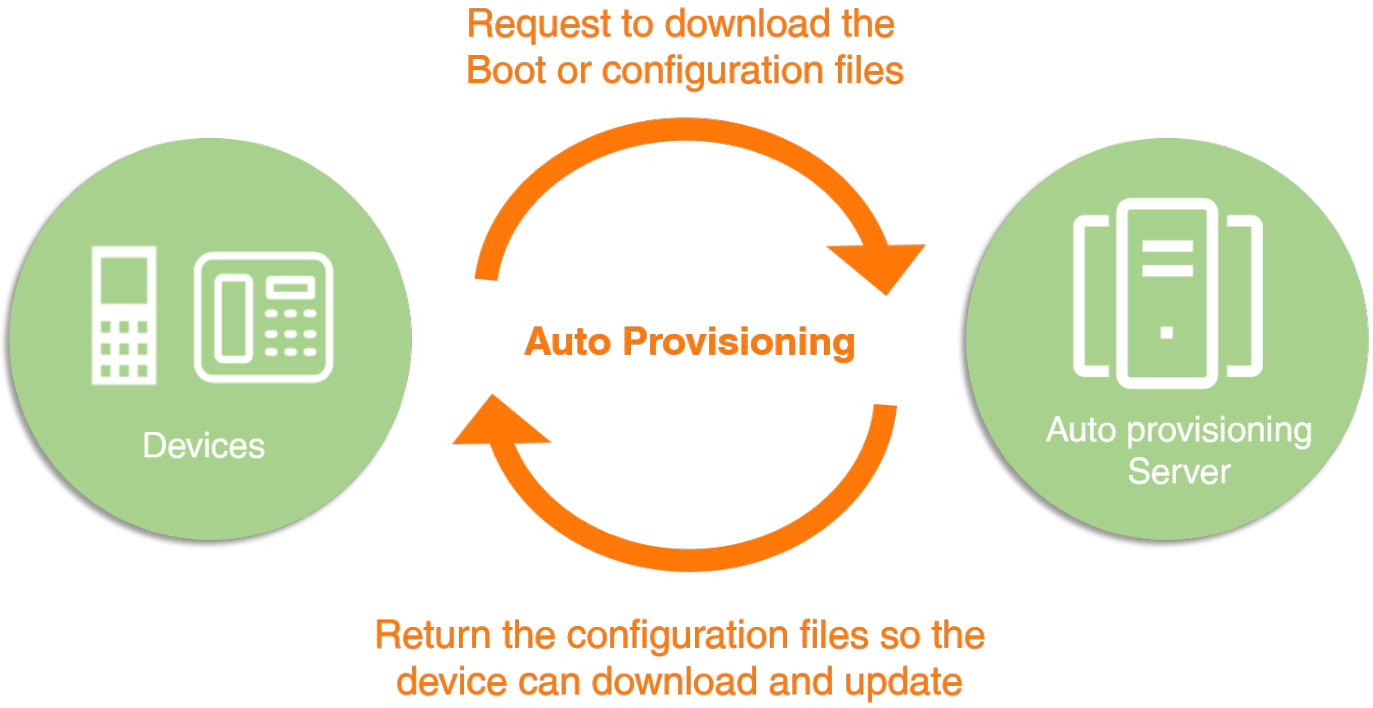
Air Sync



LAN Sync

Auto Provisioning

Auto provisioning is a process that allows you to make phone requests and download boot or configuration files from the provisioning server.



B

Base Station

Cordless Yealink telephones generally comprise a base station and a handset. You can connect more than one handset to a base station. Find out which handsets are compatible with which base stations from the Customer Care department, or go to Yealink.com directly.

Bluetooth

The Yealink telephones with integrated Bluetooth technology provide you with a convenient way of synchronizing data. Synchronize your Outlook data via Bluetooth or mini USB. Some devices also offer a download function, allowing you to set photos for the caller, for example. Bluetooth also allows freedom of movement: Using a wireless Bluetooth headset, you can get on with other tasks while making calls on Yealink devices.

C

CC Phone (Corded-Cordless Phone)

It refers to the Yealink Corded-Cordless phone, which consists of the Yealink desk phone SIP-T58V/T58A/T58W/T56A/T53/T53W/T54W/T57W/VP59 IP phone and USB DECT dongle DD10K. The desk phone acts as a base station, and you can register the handset to the desk phone.

The supported Yealink handsets are Yealink W52H/W56H/W53H/W71H/W73H/W74H/W78H/W57R/W59R.

D

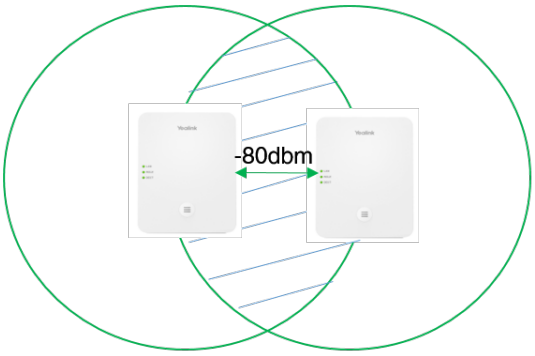
DECT - Digital Enhanced Cordless Telecommunications

Digital Enhanced Cordless Telecommunications (DECT) is a standard that governs cordless phones and wireless data transfer. DECT is defined in the ETSI standard EN 300 175.

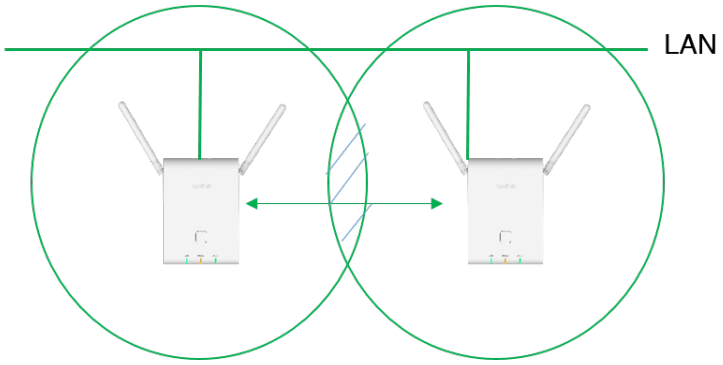
DECT-Based Synchronization

Also known as Air Sync, it is a synchronization method that synchronizes data between base stations over a DECT signal. If you want to know the LAN Sync, see LAN Sync.

For more information about setting DECT synchronization, see Synchronization & Backup.



Air Sync



LAN Sync

DD Phone (DECT Desk Phone)

It refers to the Yealink DECT Desktop Phone (DD Phone) comprising Yealink desk phone SIP-T54W/T41S/T42S and USB DECT dongle DD10K. When paired with the Yealink DECT base, DD Phone can work concurrently with the DECT system as a handset.





You can register the DD phone on Yealink DECT base W60B, W70B, W80B, W80DM, W90B, and W90DM.

Dongle

This is a portable device that typically plugs into a USB port. Dongles grant access to wireless broadband or the use of protected software.

Yealink DD10K dongle allows you to change a desk phone into a DD phone.

E

Expandability

You can add handsets to your Yealink base stations to increase flexibility. Also, you can use the Yealink repeater to increase the range of the Yealink base stations in buildings and outdoors.

F

FNR (Flexible Noise Reduction)

It is a noise cancellation technology used in Yealink DECT handsets.

Frequency Band

Generally, the DECT channel frequencies are between 1880 and 1900 MHz. However, it is not always possible to reserve the same band of frequencies globally, and therefore, there are some differences according to the country in which the DECT phones are used. Therefore, we recommend that you purchase the DECT devices locally. Otherwise, the DECT phone purchased from other countries/regions may not be compatible with the local frequency band.

Frequency Band	Country/Region Details
1880-1900 MHz	Europe, South Africa, most countries/regions in Asia, Hong Kong, Australia, and New Zealand (10 channels)
1786-1792 MHz	Korea (only 3 channels)
1880-1895 MHz	Taiwan (8 channels)
1893-1906 MHz	Japan (J-DECT)
1910-1920 MHz	Brazil (10 channels)
1910-1930 MHz	Most countries/regions in Latin America, excluding Brazil
1920-1930 MHz	USA, Canada

H

Handover (or Handoff)

Handover is the process of switching a call in progress from one physical network to another without interrupting the call.

The major difference between **Roaming** and **Handover** is: Handover is when a user switches from one base station to another within the same network operator, while roaming is when a user connects to a different network operator.

HAC Handset

HAC means 'Hearing Aid Compatible'. HAC handsets (and other HAC technologies) do not interfere with hearing aids worn by anyone in close proximity – non-HAC models will often cause humming or whining noises in the ears of hearing aid wearers.

Hands-Free Talking

Hands-free calling provides high-quality performance thanks to optimized interaction between the microphone and speaker. Fast switching between the two functions ensures a smooth hands-free calling experience.

Headset

A Yealink headset allows you to make hands-free, uninterrupted phone calls. Outstanding voice quality is guaranteed by simply connecting the headset to the handset via a connector or to the base.

Headset Port

A headset port is a dedicated socket on your telephone to which you can connect a telephone headset.

I

ID - Identification

Caller ID can be easily switched on and off on all Yealink telephones. Refer to the tutorial clips in our Tutorial Library to find out how.

IP Telephony

With IP telephony (Internet Protocol telephony), also known as Voice over IP, making phone calls over your existing Internet connection is easy. There is also the option of calling more than one phone number and having several conversations simultaneously. To use this technology, you will need a device with integrated VoIP.

ISDN - Integrated Services Digital Network

A digital ISDN connection (Integrated Services Digital Network) allows you to have more than one conversation at a time; what's more, you can still be reached with up to ten numbers.

Ingress Protection (IP Rating)

Products with an IP rating **will be able to operate in hazardous environments** and will be protected against, depending on the IP rating, the intrusion of solid objects such as hands, fingers, accidental contact, dust, and water in enclosed electrical enclosures.

Here are a few examples:

IP Rating	Description	Related Yealink Products
IP54	Protected from water spray from any direction.	Yealink W57R handset.
IP65	Protected from low-pressure water jets in any direction.	
IP66	Protected from high-pressure water jets in any direction.	
IP67	Protected against immersion up to 1 meter in depth.	Yealink W59R handset.
IP68	Protected against long-term immersion up to a specific pressure.	

L

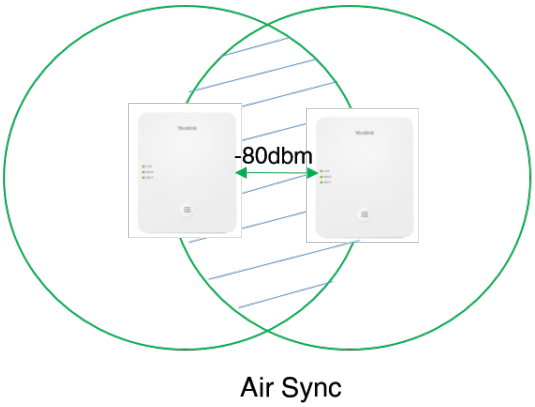
LAN - Local Area Network

Local Area Network, or LAN for short, is the name for localized computer networks. These networks are used for various purposes, including intercommunication within companies.

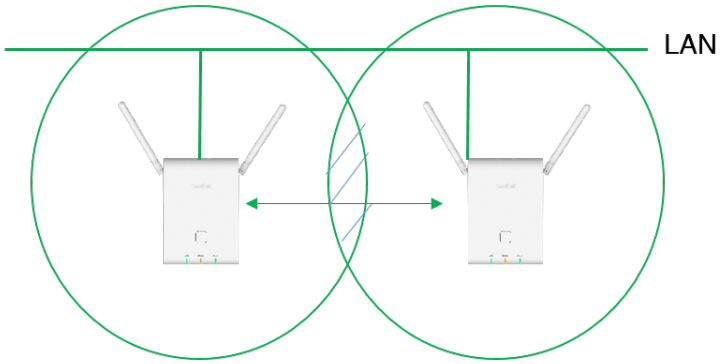
LAN Sync

Different from DECT-based synchronization, which is synchronized "over the air", LAN-based synchronization takes place via LAN.

For more information about performing LAN Sync, see LAN Synchronization.



Air Sync



LAN Sync

M

Material Interference

Different building materials (common building) for signal attenuation can refer to the following table:

Material	Attenuation (dB)	Range Loss (%)
Brick wall, 10 to 12 cm	2.5	~ 43.5
Brick wall, 24 cm, small windows	4	~ 60
Brick wall, 63 to 70 cm	4.0 to 4.5	~ 60 to 64
Drywall	1.3 to 2.3	~ 26.5 to 41
Gaseous-concrete wall	6.6	~ 78
Glass wall	2	~ 37
Wire-reinforced glass wall	8	~ 84
Reinforced concrete ceiling (residence)	6 to 9	~ 75 to 87
Two reinforced concrete ceilings	26	~ 99.5
Three reinforced concrete ceilings	46	100

N

Narrowband

Narrowband refers to data communication and telecommunications tools, technologies, and services that use a narrower set or band of frequencies in the communication channel compared with wideband. The channel frequency used is considered flat, or will use fewer frequency sets.

No Perception Upgrade

No Perception Upgrade for handsets is a new upgrade mode that separates the process of firmware transmission and firmware upgrading. Firmware transmission will not affect the normal use of the handset. You can upgrade the handset during working hours, greatly reducing the handset unavailability time. The upgrade of the handset will be completed within 2 minutes. To perform a no perception upgrade on a DECT device, see No Perception Upgrade.

O

OTA (Over-The-Air) Upgrade

Over-the-air (OTA) upgrade is the **wireless delivery** of new software or firmware to DECT devices. We can use it to update software or firmware automatically.

Q

QoS - Quality of Service

Quality of Service (QoS) describes the quality of a communication service from the point of view of the user, i.e., how well the quality of the service corresponds to the user's requirements. In technical terms, QoS is a set of quality requirements for common characteristics or for the interaction of several objects.

R

Radio Coverage

In telecommunications, the coverage of a radio station is the geographic area where the station can communicate. A radio coverage plan must be performed to determine the optimal location and the total number of base stations and repeaters required for a given installation.

The base station provides a typical coverage radius and propagates in all directions.

- **Inside a building**: radius < 50m, depending on the building architecture and wall material.
- **Outside in free air**: radius < 300m, depending on reflections and surroundings.

Repeater

A Yealink Repeater increases the wireless range of your DECT cordless phone, giving you more freedom to move around. The additional transmitting station increases the range by up to 50 meters in buildings and up to 300 meters outdoors (for DECT telephones).

Roaming

Roaming is the movement of a DECT portable device (handset/headset) from one coverage area to another, while maintaining the ability to make and receive calls in both areas.

The major difference between **Roaming** and **Handover** is: Handover is when a user switches from one base station to another within the same network operator, while roaming is when a user connects to a different network operator.

RSSI

Received Signal Strength Indication (RSSI) between a base and a handset (not base to base). RSSI is the received signal strength at the base station (in dBm).

Recommended value: -27 to -85 dBm, and the handset will work normally.

T

Talk Time

Talk time is the amount of time a telephone (or related accessory) can be used before its battery is exhausted and requires recharging.

W

Wideband

Wideband is an audio technology that allows audio telephony to be broadcast over a greater frequency range, which results in a more precise and natural sound. Wideband is accepted to cover the frequency range of 50–7,000 Hz.