



Quick Reference Guide

Yealink W60P



Basic Call Handling

Make a Call

Internal Intercom Calls: made between handsets registered to the same base station.

- Navigate to OK > Intercom. Select the desired Handset. If you select All Handsets, all other subscribed handsets will ring simultaneously. Press OK, Speaker phone key or Off-hook key to complete.

External Calls (acquire SIP lines)

- Enter the desired number. Press OK, Speaker Key or Off-hook Key to dial out

Answering a Call

- Press the Off-hook key or Speaker Key. If a headset is connected press Accept.

Ending Calls

- To end a call press the End key.

Advanced Call Handling

Call Hold

To place a call on hold

- Press Options during a call, and then select Hold.
- The phone screen indicates that the call is on hold.

To resume the call:

- Press Resume, the Speaker key or Off-hook key.
- If multiple calls are placed on hold, select the desired call first.

Switch between active and held calls:

- If the call is active, press the Swap soft key.
- Press the up or down navigation key and select the desired call.

Call Transfer

Blind Transfer: transfers a call directly to another party without consulting.

- Press Options > Transfer, or the TRAN key.
- Enter the number you want to transfer to.
- Press TRAN or Transfer to complete the transfer.

Semi-Attended Transfer: transfers a call when the target phone is ringing.

- Press Options > Transfer, or the TRAN key during a call.
- Enter the number you want to transfer to.

Advanced Call Handling Cont.

- Press the OK key, Off-hook key or Speaker key.
- When you hear the ringback tone, press the TRAN key or Transfer to finish a semi-attended transfer.

Attended Transfer: transfers a call with prior consultation.

- Press Options > Transfer, or the TRAN key during a call.
- Enter the number you want to transfer to.
- Press the OK key, Off-hook key or Speaker key.
- When the second party answers the call, announce the call then press the Press the Transfer key or Transfer soft key to complete the transfer.

Call Forward

To enable:

- Navigate to OK > Call Features > Call Forward.
- The phone screen displays the assigned incoming lines. The default incoming line is highlighted and followed by a left arrow.
- Select the desired line.
- Select the desired forward type using the navigation keys:
Always Forward: incoming calls are immediately forwarded.
Busy Forward: incoming calls are immediately forwarded if the phone is busy.
No Answer Forward: incoming calls are forwarded if not answered after a period of time.
- Select Enabled from the Status field.
- Enter the destination number in the Target field.
- If you select the No Answer Forward, select the desired ring time to wait before forwarding from the After Ring Time field.
- Press Save.

To disable:

- Press Menu, then select Features, then Call Forward.
- Select the forward type.
- Tap the Off radio box to disable.

Conferencing

- Place a call to the first party.
- When the first party answers the call, press Options > Conference to place a new call.
- Enter the number of the second party to dial out. (Active call is placed on hold).
- When the second party answers the call, press Conf again to join all parties in the conference.
- Press the End to disconnect all parties.

Do Not Disturb

- Press OK > Call Features > Do Not Disturb.
- The phone screen displays the incoming lines currently assigned to the handset. The default incoming line is highlighted and followed by a left arrow.
- Select the desired line, and then press OK.
- Select Enabled from the Status field.
(Cont. on next page)

Advanced Call Handling Cont.


- Press Save.
- You will see the DND icon display in the status bar indicating this feature is enabled.
- To disable, press the DND soft key again.

Voicemail (available for Professional & Executive users only)

Message waiting indicator on the idle screen indicates that one or more voice messages are waiting at the message center. The power indicator LED slowly flashes red.








- Press the Voice Mail key or the Connect soft key.
- Follow the voice prompts to listen to your voice messages.

Key Descriptions



1. Menu item you selected

2. Menu icons:

-  **Status:** view the status information of base, handset and line.
-  **Intercom:** make an internal call.
-  **Voice Mail:** set and view voice mail(s).
-  **Call Features:** access Call Forward, Do Not Disturb, Call Waiting, Anonymous Call Rejection, Anonymous Call and Paging.
-  **Directory:** access the directory and manage contacts.
-  **Settings:** personalize handset settings.
-  **History:** access call history list.

3. Soft key label

CommPortal

Commportal gives you a powerful and easy to use Web interface to your phone settings. (Available for Professional & Executive users only.)

Logging In

- Access your phone settings online by using the Commportal URL found in the 'Your Information' section of this guide.
- Enter your portal Login.
- Enter your voicemail portal Password.

Dashboard Page

The dashboard displays new voice mail messages, recent received and missed calls, contacts, and settings you have applied to your phone.

Voice Messages and Calls

- The messages tab displays new and saved voice messages. Play, delete, or mark it as heard/unheard.
- Missed, Dialed, and Received calls show you all of your recent call activity.

Call Manager

- The summary tab of Call Manager provides a description of what will happen to your incoming calls.
- The other tabs allow you to change the settings of your call coverage, including Call Forwarding, Do Not Disturb, and Find Me/Follow Me.

Change Password

- Go to settings page.
- Enter your new password in Password box.
- Re-enter your new password in the Confirm Password box.
- Click Change Password.