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IP PHONE QUICK START GUIDE SERIES

YOUR GUIDE FOR:
Yealink W70B / W56H

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Yealink W70B and W56H DECT Phone Quick Start Guide

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IP Phone Quick Start Guide Series

This quick-start guide covers the **Yealink W70B cordless base station and W56H DECT handset**, using the supplied ELEVATE instructions and original equipment illustrations.

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1. What's in the box

W70B base station package

- **A.** One W70B base station
- **B.** One base stand
- **C.** One power adapter
- **D.** One Ethernet cable

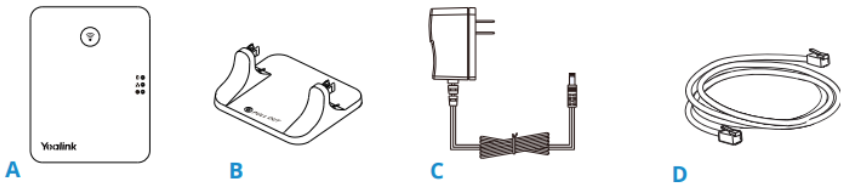


Figure 1. W70B base-station package contents.

W56H cordless handset package

- **A.** One W56H handset
- **B.** One USB charging cradle
- **C.** One power adapter
- **D.** One rechargeable battery
- **E.** One belt clip

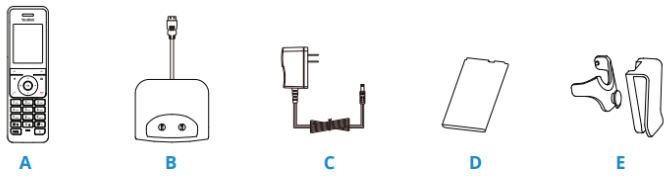


Figure 2. W56H handset package contents.

2. Guided Setup

Connect the W70B cordless base

1. Remove the **base station**, power adapter and Ethernet cable from the box.
2. Connect one end of the Ethernet cable to the **Internet** port on the rear of the base station.
3. Connect the other end to an available port on your router or business data network.
4. Connect the base-station power adapter to the base station, and plug it into an electrical outlet.

Power option: The original diagram shows an **AC adapter** connection and an alternative **IEEE 802.3af Power over Ethernet (PoE)** connection when supported by the network equipment.

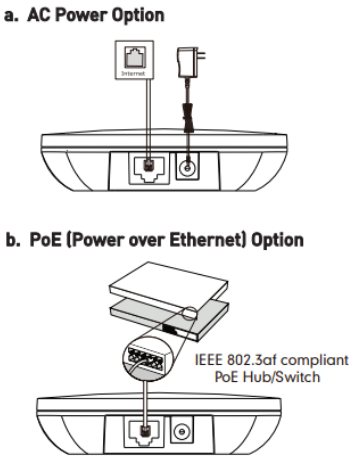


Figure 3. Base-station power options (AC adapter or PoE).

Attach the base stand

Align the stand's snap-fits with the matching holes in the W70B base station. Push forward until the tabs snap into place, as shown.

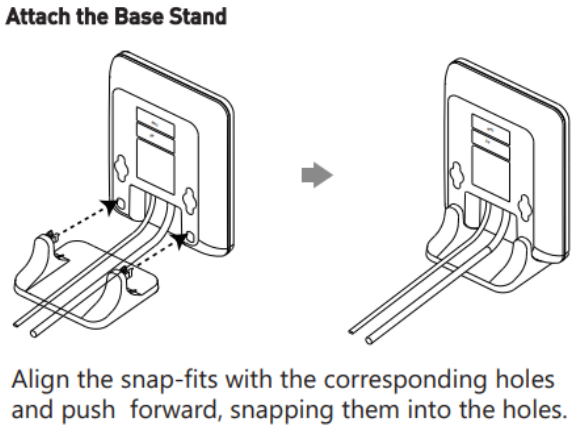


Figure 4. Snap the base stand into the W70B.

Prepare the W56H handset

1. Remove the W56H handset, charger, power adapter, rechargeable battery and optional belt clip.
2. Open the handset's battery cover, insert the battery in the indicated orientation and replace the cover.
3. Connect the charging cradle to its power adapter and electrical outlet.
4. Attach the optional belt clip if desired.
5. Place the handset into the charging cradle.

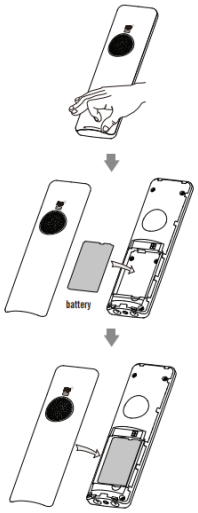


Figure 5. Insert the rechargeable handset battery.

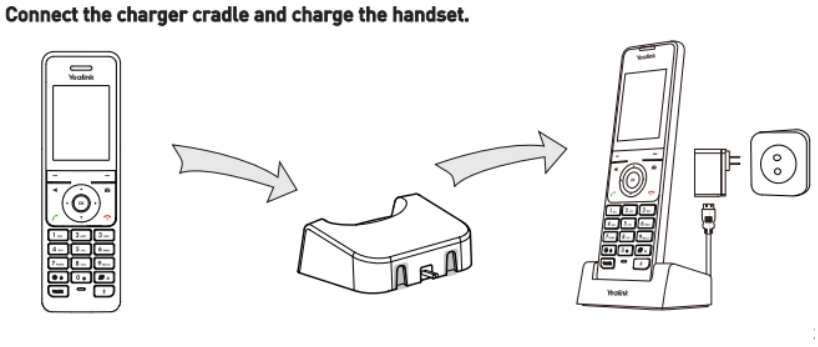


Figure 6. Connect the charging cradle and place the handset in it.

Before first use: The supplied guide recommends charging the handset for **6 hours** for optimal battery performance. Once the system is connected and provisioned, the phone downloads its configuration; voicemail has a default greeting.

Important: Register handsets in the assigned order

The original instructions state that **new W56H handsets are not yet registered to their W70B base**. Handsets assigned to the base in the ELEVATE **CONTROL PANEL** must be registered in the same order. Their **Handset Position (1-10)** is mapped to each handset's serial number, and the correct order determines which user, telephone number and extension are displayed on each handset.

Do not improvise the registration order. Follow the procedure for handsets assigned to your base or request support. The source references the knowledge article **"How To Set Up Your New Yealink W52P/W56B/W60B or W70 Cordless Phones On Elevate."** The source excerpt does not reproduce the full registration procedure.

3. Handset Controls and Display

The following original W56H figures identify the hardware keys, soft keys and display/status symbols. Use them to locate **Call**, **End Call**, **Speakerphone**, **Mute**, **Message**, navigation keys, and other controls named throughout the instructions.

Handset keys and buttons

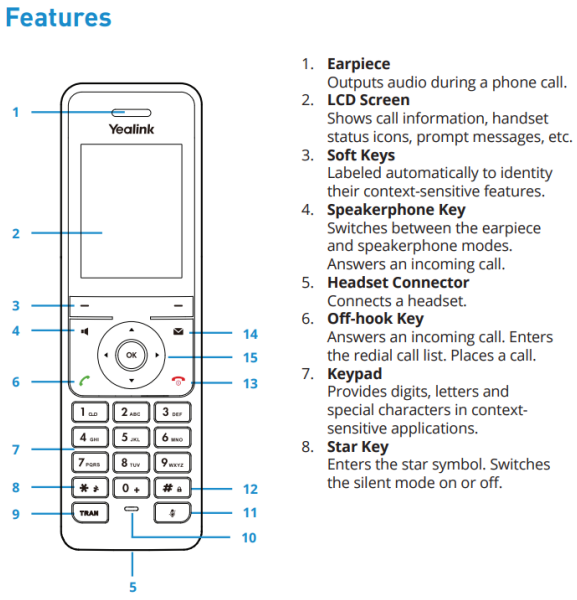


Figure 7. W56H handset face, keys and hardware-control legend.

9. **Redirect Key**
   Transfers a call to another party.
10. **Microphone**
    Picks up audio during earpiece and hands-free calls.
11. **Mute Key**
    Toggles Mute feature on or off.
12. **Pound Key**
    Enters the pound symbol. Locks or unlocks the handset keypad. Switches the input method.
13. **On-hook Key/Power key**
    Long presses in the menu screen to return to the idle screen. Long presses to turn the handset on or off when the handset is idle. Cancels actions or ends a call. Rejects an incoming call.
14. **Message Key**
    Indicates a new received voice mail or a missed call. Accesses the voice mail or the missed call list.
15. 
    Moves the cursor.
    Acts as shortcuts.
    Scrolls through the displayed information.


Moves the cursor.
Acts as shortcuts.
Adjusts the ringer volume.
Switches the values.



Confirms actions or enters the main menu.

Figure 8. Additional W56H hardware-control references.

Screen layout and status symbols

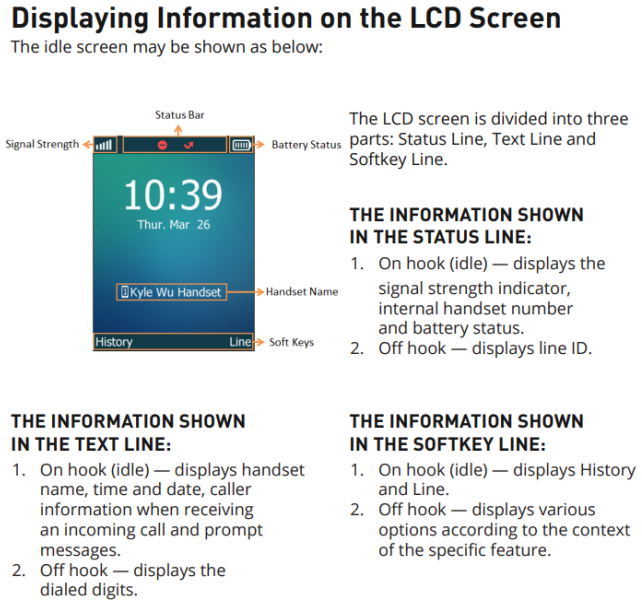


Figure 9. W56H display areas and soft-key positions.

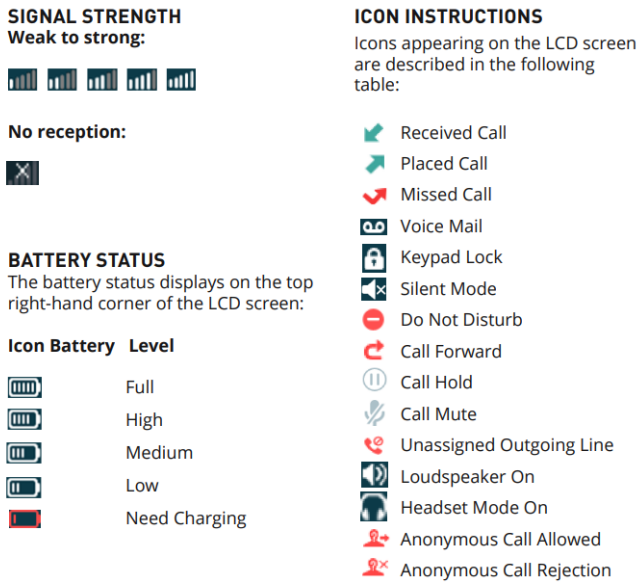


Figure 10. Common W56H status icons and battery indicators.

4. Voicemail Box Setup

Record your personal voicemail greeting

1. Press the **Messages** button.
2. Enter the PIN supplied by your administrator, then **#**.
3. Select **3** for personal options.
4. Select **1** to record your voicemail greeting.
5. Follow the voice prompts to record and check your greeting.

Change your voicemail PIN

1. Press **Messages**.
2. Enter your administrator-provided PIN and **#**.
3. Select **3** for personal options.
4. Select **2** to change your PIN.
5. Enter the new PIN when prompted and press **#** to finish.

5. Commonly Used Features

Place outgoing calls

From idle:

1. Lift the W56H from its charging cradle.
2. Dial the extension or telephone number.
3. Press the **green Call** button.

To make another call while already connected:

1. Press **Options**, select **Hold** using the down arrow, and press **OK**.
2. Press the **Line** soft key, then **Dial**.
3. Enter the extension or telephone number and press the **green Call** button.
4. To return to the original call, end the second call and press **Resume**.

Answer an incoming call

- **Handset:** Lift the handset from its base/charging cradle or press **Accept**.
- **Headset:** The supplied instructions also describe lifting the handset or pressing **Accept**; no separate headset connection steps are provided for this model.
- **Speakerphone:** Lift the handset and press **Speakerphone**.

Silence or ignore an incoming call

Press the **Silence** soft key. **Source note:** The provided text describes this action as sending a caller to voicemail. Confirm the actual Silence behavior for your handset and forwarding configuration before relying on it for call handling.

End a call

Press the **red End Call** button.

Hold and resume

1. On an active call, press **Options**.
2. Use the down arrow to highlight **Hold**, then press **OK**.
3. To retrieve the held call, press **Resume**.

Transfer a call

Blind transfer (without consultation):

1. During a call, press **Options**.
2. Select **Transfer**, then press **OK**.
3. Dial the destination extension or number and press the **Transfer** soft key.
4. The call transfers automatically.

Attended / warm transfer (with consultation):

1. During a call, press **Options**.
2. Select **Transfer**, then press **OK**.
3. Dial the destination extension or number and press the **green Call** button.
4. When the person answers, announce the call.
5. Press **Transfer** to complete the transfer.

Mute and unmute

- Press the handset's **Mute** button during a call.
- Press **Mute** again to restore audio from your microphone.

Check voicemail

1. Press and hold **1** on the handset keypad, or dial your extension/telephone number.
2. Enter your voicemail PIN when prompted, followed by **#**.

Adjust volume

- **In call:** Press the **left/right arrow** keys to raise or lower call volume.

- **Idle:** Press the **left/right arrow** keys to adjust ringer volume.

Handle call waiting

If another call arrives while you are connected, the phone emits a beep.

- **Answer:** Use the down arrow to highlight the new call, then press **Accept**. The original call is placed on hold. Press **Swap** to return to the held call.
- **Reject:** Highlight the new call with the down arrow, then press **Reject** to send the caller to voicemail (as described in the supplied guide).

Use speakerphone

- **When idle:** Press **Speakerphone** to activate the speaker and obtain a dial tone.
- **During a call:** Press **Speakerphone** to continue the call using the speaker.

Forward incoming calls

1. Press **OK** on the handset keypad.
2. Scroll to **Call Features** and press **OK**.
3. Highlight **Call Forward** and press **OK** twice.
4. Choose the forwarding type and press **OK**.
5. Use left/right arrows to select **Enabled**.
6. Scroll to **Target**, enter the destination number/extension, and press **Save**.

Available types (source):

- **Always:** Forward every incoming call.
- **Busy:** Forward incoming calls when the phone is busy.
- **No Answer:** Forward incoming calls if the phone is not answered.

6. Quick Reference

Task	What to do
Make a call	Enter number > green **Call**
Answer call	Lift handset or press **Accept**
End call	Red **End Call**
Hold / resume	**Options** > **Hold** > **OK** / **Resume**
Blind transfer	**Options** > **Transfer** > number > **Transfer**
Warm transfer	**Options** > **Transfer** > number > green **Call** > announce > **Transfer**
Check voicemail	Hold **1**, then enter PIN and **#**
Mute / unmute	**Mute** toggles microphone
Answer waiting call	Down arrow > **Accept**; use **Swap** to return
Speakerphone	Press **Speakerphone**
Call forwarding	**OK** > **Call Features** > **Call Forward** > **Target** > **Save**
Change ringer volume	While idle, use left/right arrows

Need help?

CloudBusinessPhone.com
Service: 888.704.1789, Option 1
Email: support@CloudBusinessPhone.com

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