

Vox Centrex Yealink WP52P DECT User Guide

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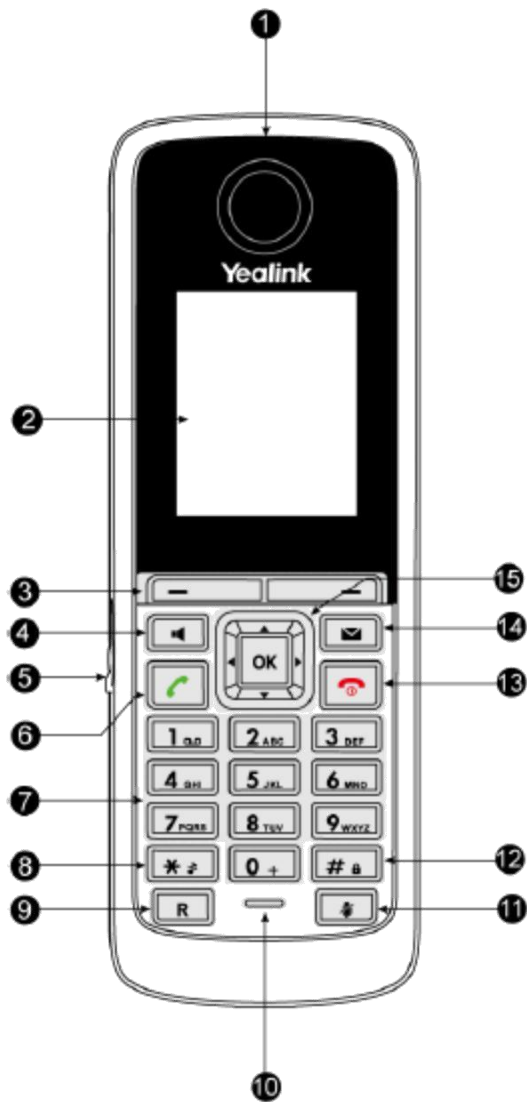
Department: Vox Telecom R&D

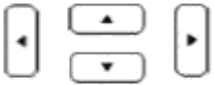

Date: September 2014

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















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Handset




	Item	Description
①	Earpiece	Outputs audio during the earpiece call.
②	LCD Screen	Shows call information, handset status icons, prompt messages and so on.
③	Soft Keys	Label automatically to identify their context-sensitive features.
④	Speakerphone Key	Switches between the earpiece and speakerphone modes. Answers an incoming call.
⑤	Headset Connector	Connects a headset.
⑥	Off-hook Key	Answers an incoming call. Enters into the redial call list. Places a call.
⑦	Keypad	Provides the digits, letters, and special characters in context-sensitive applications.
⑧	Star Key	Enters the star symbol. Switches the silent mode on or off.
⑨	Redirect Key	Transfers a call to another party.
⑩	Microphone	Picks up audio during earpiece and hands-free calls.
⑪	Mute Key	Toggles the 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 press to return to the idle screen in the menu mode. Long press to turn the handset on or off when the handset is idle. Cancels actions or end a call. Rejects an incoming call.
⑭	Message Key	Indicates the new receiving voice mail or missed call. Accesses the voice mail or missed call list. Indicates the handset is during the firmware upgrading process.
⑮		Scroll through the displaying information. Move the cursor. Adjust the ringer volume. Act as shortcut keys.
		Confirms actions or enter into the main menu.

Icon Instructions

Icon	Description
	Anonymous Call
	Anonymous Call Rejection
	Missed Call
	Voice Mail
	Keypad Lock
	Silent Mode
	Do Not Disturb
	Call Forward
	Call Hold
	Call Mute
	Unassigned Outgoing Line
	Unusable Line
	Loudspeaker On
	Headset Mode On
	Normal Call
	Conference Call

Keypad Lock

To lock the keypad:



- ☐ Long Press the # key
- ☐ The icon  will be displayed on the top right corner of the idle screen.



To unlock the keypad:

- ☐ Long Press the # key





Directory

Adding an entry




- ☐ Press 
- ☐ Select 
- ☐ Select **Local Dir**
- ☐ Press **Options, New Contact, OK**
- ☐ Enter the details for Name, Number and Mobile
- ☐ Press **Save**

*Note: Use the  key to select between numeric and upper/lower case alphanumeric modes. Use the X button to delete an entry.
Use the  to make a space when the input method is not 123.*






Edit an entry

- ☐ Press 
- ☐ Select 
- ☐ Select **Local Dir**
- ☐ Press  or  to highlight the desired entry
- ☐ Press **Options, Edit, OK**
- ☐ Edit the values
- ☐ Press **Save**

Delete an entry

- ☐ Press 
- ☐ Select 
- ☐ Select **Local Dir**
- ☐ Press  or  to highlight the desired entry
- ☐ Press **Options, Delete**
- ☐ Press **OK**




Dialling from the Directory

- ☐ Enter the directory
- ☐ Press  or  to highlight the desired entry
- ☐ Press  or  to highlight the desired number
- ☐ Press 

You can search the contacts by entering in the 1st few letters of the desired contact name.

Making a call

To make a phone call:

- ☐ Dial the required number and press 
- ☐ Press the  button, the  icon will be showed in the idle screen.
- ☐ You can also dial the number first, and then choose the method you will use to speak to the other party.

Placing a Call on Hold



- ☐ While on an active call, press the Options button.
- ☐ Scroll to **Hold** and press **OK**
- ☐ To retrieve the held call press **Resume**

To active a 2nd call:

- ☐ While on an active call
- ☐ Press the **Ext.Call** key.
- ☐ Dial the number and press .
- ☐ Toggle between held calls by pressing **SWAP** or use the navigation Up/Down button


Answering a call

Answering an incoming call

- ☐ If you are not on an active call, press ,  or **Accept**


Note: During the conversation, you can alternate between Headset, Handset and Speakerphone by pressing the corresponding buttons or picking up the handset.

Denying an incoming call

- ☐ Press the  button to reject an incoming call and send it directly to your voicemail.




Call History

To access the handset call logs


- ☐ Press **History**
- ☐ Use the navigation **Up/Down** button to scroll between, **All Calls**, **Outgoing Calls**, **Missed Calls** or **Accepted Calls**.
- ☐ Use the navigation **Up/Down** key to scroll between the entries in each log.
- ☐ Press  to dial the number
- ☐ Press **Options** to add it to the phone book and other options.
- ☐ Press **View** to view additional details about the call.

DND (Do Not Disturb)

Note: All calls will be directed to your voicemail when DND is active.

- ☐ Press 
- ☐ Select 
- ☐ Highlight **Do Not Disturb**
- ☐ Press **OK**
- ☐ Select the line and Press **OK**
- ☐ Use the navigation key to select **Enable**
- ☐ Press **OK**
- ☐ The  icon will be displayed on the screen.
- ☐ To deactivate DND follow the steps above and select **Disable**



Call Forwarding

This feature allows you to forward an incoming call to another phone number e.g. another extension, a group or an external number. When call forwarding is active the display showed the  icon.

The following call forwarding events can be configured:

- ☐ **Always:** All incoming calls are immediately forwarded.
- ☐ **Busy:** Incoming calls are forwarded when the phone is busy. (Note; for this feature to work, Call Waiting must be deactivated on the handset)
- ☐ **No Answer:** Incoming calls are forwarded when the phone is not answered after a specific period.

To configure Call Forwarding

- ☐ Press 
- ☐ Select 
- ☐ Highlight **Call Forward**
- ☐ Press **OK**
- ☐ Select the forward type required and press **OK**
- ☐ Use the navigation key to select **Enable**
- ☐ Scroll down and enter the destination number.
- ☐ Press **Save**
- ☐ To deactivate the forward, follow the steps above and select **Disable**.

Note: By default all calls will divert to your voicemail if not answered after a specific time.

Call Waiting

This call feature allows your phone to accept other incoming calls to an extension already in an active call.

To enable/disable Call Waiting:


- ☐ Press 
- ☐ Select 
- ☐ Highlight **Call Waiting**
- ☐ Press **OK**
- ☐ Use the navigation key to **Enable/Disable** and **Enable/Disable** the tone.

Call Transfer

Blind Transfer

- ☐ Press the **Options** button during the active conversation
- ☐ Use the navigation key to select **Blind Transfer**
- ☐ Press **OK**
- ☐ Dial the extension or telephone number and press **Transfer**

Announced Transfer

- ☐ Press the **Options** button during the active conversation
- ☐ Use the navigation key to select **Transfer**
- ☐ Press **OK**
- ☐ Dial the extension or telephone number and press 
- ☐ Announce the call and press **Transfer**

3-way Conference

To establish a conference:

- ☐ Press the **Options** button during the active conversation
- ☐ Use the navigation key to select **Conference**
- ☐ Dial the 3rd party number and press **Conf**
- ☐ When the call is answered, press the **Conf** button.
- ☐ Hang up to disconnect all parties.

Call Pick Up

- ☐ To answer a call ringing at another extension in the same pickup group, dial ***78**.
- ☐ To answer a call ringing at another extension not in the same pickup group, dial ***78 + extension number**.

Vicemail

Setting up your voicemail

Dial ***98** or dial your extension number.


You will be directed to the Main Menu of your mailbox.

- ☐ Select Option 1 to listen to your messages.
- ☐ Select Option 3 for personal options.
- ☐ Exit press *

Personal Options

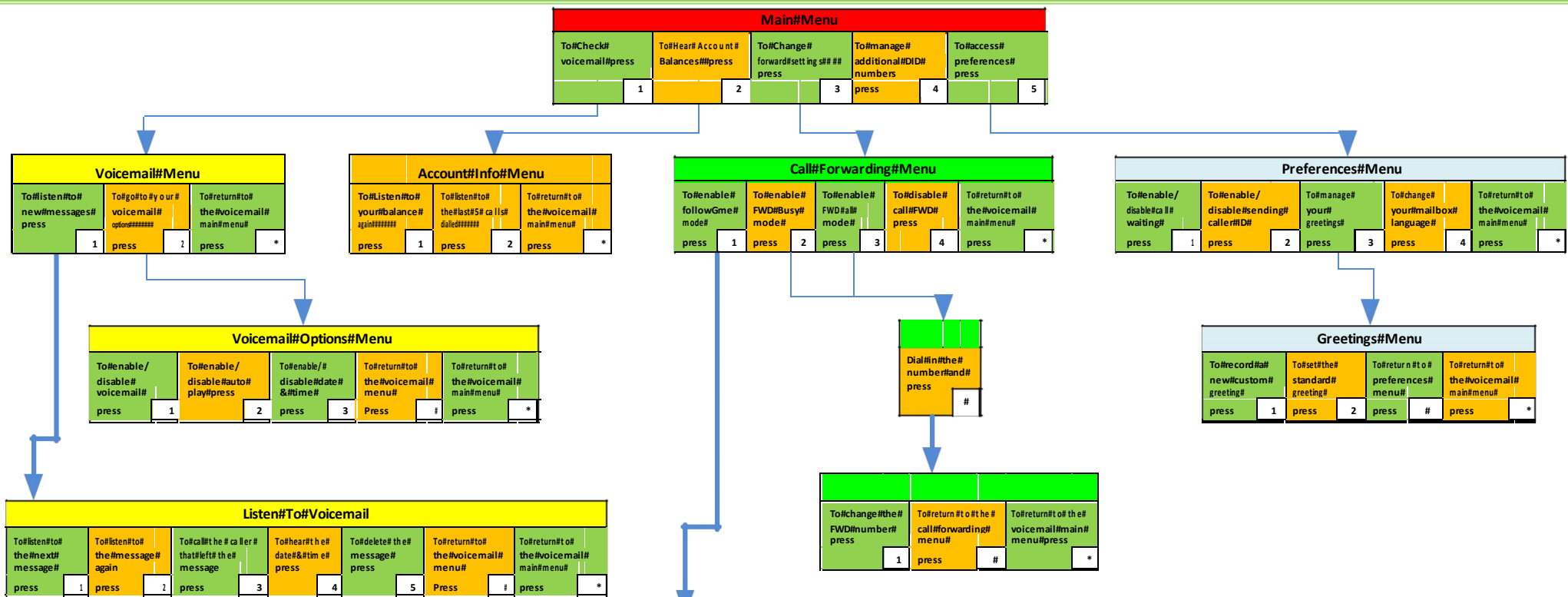
- ☐ Press 2 for admin options
 - Press 1 to change your password. (Default is 777)
 - Press 3 to change the prompt level.
 - Press 4 to toggle date and time announcement on or off.
 - Press 6 to toggle auto play on or off.
- ☐ Press 3 for personal greetings.
 - For extended absence greeting press 1.
 - For personal greeting press 2.
 - To record your name press 3.

Retrieving Voicemail Messages

- ☐ When messages are left in your mailbox, the message lamp will come on and the display will indicate that you have a new voice message.
- ☐ To access your mailbox long press the  button

While listening to voicemail messages:

- ☐ Press any digit to skip to the end of the message.
- ☐ To replay the message press 4
- ☐ To delete the message press 7
- ☐ To save the message press 9



Customer#SelfGCare

Dial*99

Enter your pin and press to reach the main menu.

Note: The default Pin is "777".

For security reasons this should be changed as Instructed in the "Voicemail" section of this user guide. At 1st login you will be requested to select your language. Option 4 from the main menu is not applicable to IP Centrex customers