Yealink W52P IP Phone
Quick Reference Guide

ONECOM

IVC EVIDENSIA

No.	Item	Description
1	Receiver	Receives audio
2	LCD Screen	Shows information about calls, messages, softkeys, time, data and other relevant data
3	Soft Keys	Access the function directly. It depends on the operation situation
4	Speakerphone	• Switches among receiver, headset and handsfree • modes • Answers an incoming call • Places a call in handsfree mode
5	Headset Connector	Allows you to connect a standard 2.5mm earphone
6	Off-hook Key	• Answers an incoming call • Enters the redial calls list • Places a call in earpiece mode
7	Keypad	Provides digits, letters and special characters
8	*/Music Icon	• Enters the star symbol and other special characters • Switches the silent mode to On or Off
9	Redirect Key	Transfers a call to another party
10	Microphone	Picks up audio
11	Mute	Toggles mute feature on or off
12	#/Lock Icon	• Enters the pound symbol • Locks or unlocks the handset keypad • Switches the input method
13	On-hook Key/Power Key	• Press to return to the previous screen • Long press to return to idle screen • Press to turn the handset on • Long press on the idle screen to turn the handset off • Cancels actions or ends a call • Rejects an incoming call
14	Message Key	• Indicates a new voice mail or missed call • Accesses voicemail or the missed call list
15	Up/Down Left/Right Cursors	• Move the cursor • Act as shortcuts • Adjust the ringer volume • Switch among the values

Answer a call
To answer a call using the earpiece:
1. Press 📞 or the Accept soft key.

To answer a call using the speakerphone:
1. Press 🔊 .

To answer a call using the earphone:
1. With an earphone connected, press the Accept soft key.

Answering When in Another Call:
If you are during an active call, an incoming call arrives on the handset, do the following:
1. Press to select the incoming call.
2. Press 📞 , 🔊 or **OK** or the Accept soft key. The incoming call is answered, and the original call is placed on hold.

Make a call
To place an external call via the handset:
1. Enter the desired number using the keypad.
   • Press 🔊 to enter the pre-dialing screen. Enter the desired number using the keypad. If there are multiple lines assigned to your handset as outgoing lines, press the Line soft key to select the desired line.
If you do not select a line, the handset uses the default outgoing line to dial out.

2. Press 📞 , 🔊 or **OK** to dial out. You can place at most two calls on your handset. You can also place an internal call during an external call.

Place a call on hold and resume
To place a call on hold:
1. Press the Options soft key during a call, and then select Hold. The call is placed on hold, and the icon is displayed on the LCD screen.

To resume a hold call:
Do one of the following:
   • Press the Resume soft key ⏸ .
   • Press 🔊 .
   • Press 📞 .

Call transfer
Pick up any call within your office (if configured to individual team members)
To perform a blind transfer:
1. Press the Options soft key during a call, and then select Transfer. You can also press directly.
2. Enter the number or select the handset you want to transfer the call to.
3. Press TRAN or the Transfer soft key. The call is connected to the number or the handset you specified.

To perform a semi-attended transfer via the handset:
1. Press the Options soft key during a call, and then select Transfer. You can also press directly.
2. Do one of the following:
Enter the number or select the handset you want to transfer the call to.
   • Press 📞 , 🔊 or **OK** to dial out.
   • Press the Directory soft key, and then select the desired contact.
   • Press 📞 , 🔊 or **OK** the Call soft key. If both the office number and the mobile number of the contact are stored, select the desired number and then press "," to dial out.

3. Press TRAN or the Transfer soft key to complete the transfer when receiving the ring-back.

Hold/Resume
You can place an active call on hold. At any time, at most one active call can be in progress on your handset.

You can answer or make another call while placing the original call on hold. To put a call on Hold, press the Options soft key and then select Hold.

To resume the call. press the Resume soft key. If 2 calls are on hold at the same time you can use the Up/Down arrow or the Swap soft key to swap between the two calls.