Yealink W52P Quick Reference Guide

Placing a Call

Internal

1. Press OK to enter the main menu
2. Select Intercom from main menu to display all registered handset names and **All HS**
3. Press ▲ or ▼ to highlight the desired contact
4. Press ✆ or OK, or the **OK** soft key to dial out

External

1. Enter the number using keypad
2. Press ✆ or OK to dial out or;
3. Alternately, press the 🔊 button

Answering a Call

1. Press ✆ or the **Accept** soft key or;
2. Alternately, press the 🔊 for speakerphone
3. To end a call, press ⏻

Holding and Muting

1. To place a call on hold, press the **Option** soft key, then select **Hold**, whereupon ⏸ is displayed on screen
2. To resume the call, press the **Resume** soft key, or press ✆ or 🔊 for speakerphone
3. To mute your voice, press 🎤 during a call, at which point the 🎤 is displayed on the screen

Silencing/Rejecting Calls

1. To silence an incoming call, press the **Silence** soft key
2. To reject a call, press the on-hook key ⏻ to send calls directly to voicemail

Transferring Calls Unattended

1. Press the **Option** soft key during a call, then select **Transfer**, or press the redirect key R
2. Enter the number you wish to transfer the call to
3. Press the **Transfer** soft key or R prior to hearing the ring back to complete the transfer

Transferring Calls Attended

1. Press the **Option** soft key during a call, then select **Transfer**, or press the redirect key R
2. Enter the number you wish to transfer the call to
3. Press the off-hook key ✆ to dial out
4. Wait for Answer
5. Announce caller
6. Press the **Transfer** soft key or R to complete the transfer

Conference Calls

1. While on an active call, press the **Options** soft key, then select **Conference**
2. Enter the number of the second party, then press ✆, 🔊, or the **Conf** soft key
3. When the second party answers, press the **Conf** soft key again to join all parties

Holding a Conference Call

1. To place a conference call on hold, press the **Options** soft key
2. Select the **Hold** soft key
3. A party placing themselves on hold while in a conference call will only put themselves on hold; all other parties will be able to converse

Ending a Conference Call

1. Conference initiator can press ⏻ or the **End** soft key to terminate the conference call for all parties
2. Other parties can press ⏻ and the other parties will remain connected

fuze

Copyright Fuze, 2018

Yealink W52P Quick Reference Guide

Searching a Contact

1. Press OK to enter the main menu
2. Select to access the directory
3. Enter a desired name or number using the keypad
4. Dial the contact from results list

Adding a Contact

1. Press OK to enter the main menu
2. Select to access the directory
3. Press the **Options** soft key, then select **New Contact**
4. Enter desired information in the **Name**, **Number**, and **Mobile** fields
5. Press the **Save** soft key

Editing a Contact

1. Press OK to enter the main menu
2. Select to access the directory
3. Press ▲ or ▼ to highlight the desired entry
4. Press the **Option** soft key, then select **Edit**
5. Enter desired information in the **Name**, **Number**, and **Mobile** fields
6. Press the Save soft key

Forwarding Extension

1. Press OK to access the main menu
2. Select > **Call Forward**
3. Press ▲ or ▼ to highlight the desired forwarding type, then press the **OK** soft key
4. Press ◄ or ► to select **Enabled** from the **Status** field
5. Enter the destination number to forward the incoming call to in the **Target** field

Setting Up Voicemail

1. Press or dial *123 to access the message center
2. Initial password is your extension
3. After receiving an alert for a new voicemail, press or the **Connect** soft key
4. Record your name, then unavailable message (busy message currently not supported by Fuze)
5. Change password

Do Not Disturb (DND)

1. Press OK to enter the main menu
2. Select , then select Do Not Disturb
3. Press ▲ or ▼ to highlight the desired line, then press the **OK** soft key
4. Press ◄ or ► to select **Enabled** from the **Status** field
5. Press the **OK** soft key to accept the change

fuze

Copyright Fuze, 2018