

# Yealink W56P Cheat Sheet



## Attended Transfers

1. While on the call, press the Options button
2. Select the Transfer option and press the OK button.
3. Enter in the extension number or the outside number
4. Press the green phone key or the OK button
5. Announce the call
6. Press the Transfer button to complete the transfer or press the End button to be reconnected to the original caller

## Voicemail Transfers

1. While on the call, press the Options button
2. Select the Transfer option and press the OK button.
3. Enter "\*" + the extension number
4. Press the Transfer button to complete the transfer or press the End button to be reconnected to the original caller

## Hold

1. While on a call, press the Options button
2. Select the Hold option and press the OK button.
3. If multiple calls are on hold, use the up and down arrow to switch between them

## Primary Voicemail Retrieval

1. Press the Messages button (or dial \*97)
2. Select your extension number and press the Select button.
3. Dial your password when prompted.

## Accessing Other Voicemail boxes

1. Dial \*98
2. Dial the extension
3. Dial the password

## Speed Dials

1. Press the down arrow to access the Directory.
2. Highlight desired contact and press the phone button.

## Viewing Call History

1. Press History

## Do Not Disturb

1. Press the OK button
2. Select Call Features and press OK
3. Select Do Not Disturb and press OK
4. Select your extension number and press OK.
5. Toggle Status to Either Enable or Disabled.
6. Press Save



## Conference Calling

1. While on the call, press the Options button
2. Select the Conference option and press the OK button.
3. Enter in the extension number or the outside number
4. Press the green phone key.
5. Announce the call
6. Press the Conf button to complete the conference or press the End button to be reconnected to the original caller

## Call Parking

1. While on the call, press the Option button. Then select Blind Transfer and press the OK button.
2. Dial the parking spot code you wish to park the caller.
3. Press the Transfer button again
4. The caller will be parked on your selected spot.

## Retrieve a Parked Call

1. Call the parking spot number corresponding with the spot you wish to pickup. Spot 1 is 4391, Spot 2 is 4392, and so on.

## Call Forwarding

1. Press the OK button
2. Select Call Features and press OK
3. Select Call Forward and press OK
4. Select your extension and press OK
5. Choose Always, No Answer or Busy option
6. Toggle Status to Either Enable or Disabled.
7. Enter the phone number or extension to forward calls to in the Target section.
8. Press Save

## Volume

1. Press the left or right arrows to increase or decrease the ringtone volume.



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