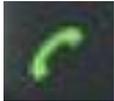




## SPEAKERPHONE:

Used to toggle between hands-free mode.



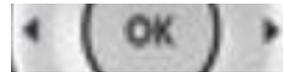
## CALL:

Used to answer and initiate calls.



## TRANSFER:

Used to Transfer calls.



## VOLUME:

Press the left or right arrow to adjust the volume of the ringer, speaker, and handset.



## MESSAGES:

Press to access voicemail box.



## END CALL/ On-Off:

Ends calls. Also used to turn the handset On/Off.



## MUTE:

Mutes and un-mutes an active call.

## BASIC PHONE FEATURES

**MAKE A CALL:** Dial the number from the keypad. To complete the call, press the Call key. Alternatively, press the Speakerphone key after dialing to initiate a hands-free call.

**CALL HOLD:** Press the Options key and select Hold. To resume the call press the Resume key.

**ANSWER A CALL:** Press the Accept key or the Call key. Alternatively, press the Speakerphone key to initiate a hands-free call.

**DISCONNECT A CALL:** Press the End Call key.



# HOSTED PBX YEALINK W56H STATIONS

## ADVANCED CALL HANDLING

**3-WAY CONFERENCE:** With a live call established. press the Options key and select Conference. Dial the 3rd party and after they answer, press the Conf key.

**TRANSFER:** Press the TRAN key, dial a number (or extension) and select Transfer to complete the transfer.

**TRANSFER TO VOICEMAIL:** Press the TRAN key, dial the number 5, dial the extension, select Transfer to send the call to voicemail.

## VOICE MAIL ACCESS

### FROM OFFICE PHONE:

1. Press the Messages key or dial \*99
2. Enter your **PIN\*** (followed by pound #)
3. First time enrolment access will prompt you to change your PIN, name and outbound greeting.
- 4.

### FROM ANY OTHER PHONE:

1. Dial 207-699-4000
2. Enter the 10 digit telephone number (followed by pound #)  
*Example: 2071234567#*
3. Enter your **PIN\*** (followed by pound #)
4. First time enrolment access will prompt you to change your PIN, name and outbound greeting.

**NOTE:** The default enrolment PIN is 010203. Your new chosen PIN must contain 6 to 20 digits and no repeating patterns. (no consecutive numbers in groups of 3 or more in a row)

**BUSINESS TECHNICAL SUPPORT:** 866-287-0234 [help@gwisupport.net](mailto:help@gwisupport.net)

## VOICE MAIL SYSTEM NAVIGATION

### GENERAL

- |           |                                 |
|-----------|---------------------------------|
| Press "1" | to play messages                |
| Press "2" | to send a message               |
| Press "3" | to manage your greetings        |
| Press "4" | to change your mailbox settings |
| Press "6" | to manage your deleted messages |
| Press "7" | to log on as another user       |
| Press "0" | to access additional assistance |
| Press "*" | to exit voicemail               |

### WHILE PLAYING

- |           |                 |
|-----------|-----------------|
| Press "1" | to repeat       |
| Press "2" | to save         |
| Press "3" | to delete       |
| Press "4" | to reply        |
| Press "5" | to forward copy |
| Press "#" | to leave as new |