



W59R DECT IP Phone User Guide

Contents

Getting Started.....	5
Hardware Overview.....	5
W59R Hardware.....	5
Power LED Indicator.....	6
Menu on the W59R.....	7
Main Menu.....	7
Submenu.....	8
Returning to Idle Screen.....	9
Screen and Icons.....	9
Idle Screen.....	9
Icons on the Idle Screen.....	10
Line Status Screen.....	10
Icons on the Calls Screen.....	10
Icons on the Line Status Screen.....	11
Entering Characters.....	11
Setting the Input Modes.....	11
Entering Data on the W59R.....	11
Registering the Handset.....	12
Possible Reasons for Registration Failure.....	12
Registering Handsets at the Base Station.....	12
Selecting a System to Connect.....	12
Call Features.....	13
Placing Calls.....	13
Placing External Calls.....	13
Placing a Call from the Call History.....	14
Placing a Call from the Directory.....	14
Speed Dial.....	14
Redial.....	15
Placing an Anonymous Call.....	16
Calling Emergency Alarm Number.....	17
Answering Calls.....	17
Answering a Call.....	17
Answering a Call When in a Call.....	17
Answering a Call Automatically.....	18
Disabling Call Waiting.....	18
Silencing or Rejecting Incoming Calls.....	18
Silencing a Call.....	18
Rejecting a Call Manually.....	19
Rejecting Anonymous Calls.....	19
Rejecting Calls with Do Not Disturb (DND).....	19
Ending Calls.....	19
Muting/Unmuting Audio.....	19
Holding and Resuming Calls.....	20
Holding a Call.....	20
Resuming a Held Call.....	20

Call Forward.....	20
Forwarding Incoming Calls.....	20
Transferring Calls.....	21
Performing a Blind Transfer.....	21
Performing a Semi-Attended/Attended Transfer.....	21
Conference Calls.....	21
Local Conference.....	22
Network Conference.....	22
Advanced Call Features.....	24
Call Park and Call Retrieve.....	24
Parking or Retrieving a Call in the FAC Mode.....	24
Parking or Retrieving a Call in the Transfer Mode.....	25
Retrieving a Call with a Retrieve Key.....	25
Shared Call Appearance (SCA).....	26
State Indicator of Shared Line.....	26
Placing Calls on a Shared Line.....	27
Answering Calls on a Shared Line.....	27
Placing a Call on Public Hold.....	27
Placing a Call on Private Hold.....	27
Retrieving a Held Call on a Shared Line.....	27
Barging in an Active Call on a Shared Line.....	27
Pulling a Shared Call on a Shared Line.....	28
Voice Mail.....	28
Setting the Voice Mail Code.....	28
Leaving Voice Mails.....	28
Listening to Voice Mails.....	28
Directory.....	29
Local Directory.....	29
Adding Contacts.....	29
Viewing Contacts.....	29
Editing Contacts.....	29
Deleting Contacts.....	30
Searching for Contacts.....	30
Shared Directory.....	30
Adding Shared Contacts.....	31
Editing Shared Contacts.....	31
Deleting a Shared Contact.....	31
Deleting All Shared Contacts.....	31
Searching for Shared Directory Contacts.....	31
Saving a Shared Contact to the Local Directory.....	32
Blacklist.....	32
Adding a Blacklist Contact.....	32
Viewing Blacklist Contacts.....	32
Editing a Blacklist Contact.....	32
Deleting Blacklist Contacts.....	33
Remote Phone Book.....	33
Searching for Remote Phone Book Contacts.....	33
Viewing Remote Phone Book Contacts.....	33
Saving a Remote Phone Book Contact to the Local Directory.....	34
Call History.....	34

Call History Icons.....	34
Viewing History Records.....	34
Saving a History Record to Local Directory.....	35
Saving a History Record to Blacklist.....	35
Deleting History Records.....	35
Deleting a Call Record.....	35
Deleting All Call Records.....	36
Customizing Your Phone.....	36
Turning Handset On.....	36
Turning Handset Off.....	36
Changing the Wallpaper.....	37
Setting the Screen Saver.....	37
Changing the Brightness.....	37
Setting the Keypad Light.....	37
Changing the Language.....	37
Time & Date.....	38
Setting the Time and Date Manually.....	38
Changing the Time and Date Format.....	38
Shortcuts.....	38
Supported Shortcuts.....	38
Customizing the Shortcuts.....	39
Locking Your Handset.....	39
Locking Handset Keypad.....	40
Unlocking Your Handset.....	40
Audio Settings.....	40
Silent Mode.....	40
Switching on Silent Mode.....	40
Switching off Silent Mode.....	40
Adjusting the Volume.....	41
Setting the Ring Tone.....	41
Setting the Ring Tone for the External Calls.....	41
Setting the Advisory Tone.....	41
Setting the Vibrator.....	42
Disabling the Noise Cancellation.....	42
Bluetooth.....	42
Enabling / Disabling the Bluetooth.....	42
Pairing Devices.....	43
Managing Paired Headsets.....	43
Editing Device Name of Your Phone.....	43
Maintaining Your Phone.....	44
Investigating Warnings.....	44
Resetting the Handset.....	44
Appendix.....	44
Appendix A- Menu Structure.....	45
Appendix B - Input Modes and Characters.....	45
Appendix C - Bluetooth Headset Compatibility List.....	46

Getting Started

Before you use your phone, take some time to get familiar with its features and user interface.

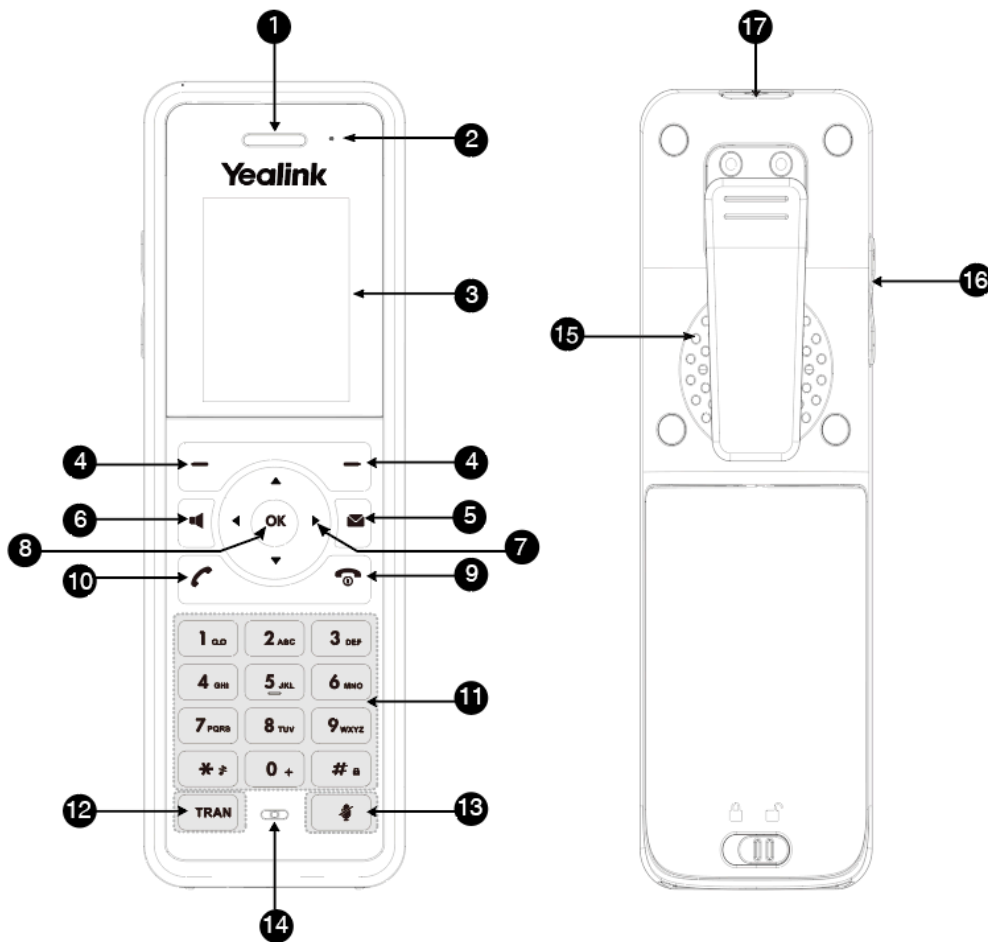
- [Hardware Overview](#)
- [Menu on the W59R](#)
- [Screen and Icons](#)
- [Entering Characters](#)

Hardware Overview

Understanding the phone hardware helps you easily use the phone's features.

- [W59R Hardware](#)
- [Power LED Indicator](#)

W59R Hardware



No.	Item	Description
1	Receiver	Receives audio in receiver mode.

No.	Item	Description
2	Power LED Indicator	Indicates call status, message status, and charging status.
3	Phone Screen	Shows information.
4	Soft Keys	Access the function directly. It depends on the operating situation.
5	Message Key	Accesses the voice mail or missed call.
6	Speakerphone Key	<ul style="list-style-type: none"> • Switches among the receiver, headset, and handsfree modes. • Answers an incoming call. • Places a call in handsfree mode.
7	Navigation Keys	Scroll through information or options on the screen.
8	OK Key	Confirms actions or enters the main menu.
9	On-hook Key/Power Key	<ul style="list-style-type: none"> • Press briefly to return to the previous screen. • Long press to return to the 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.
10	Off-hook Key	<ul style="list-style-type: none"> • Answers an incoming call. • Enters the redial calls list. • Places a call in receiver or headset mode.
11	Keypad	Provides digits, letters, and special characters.
12	TRAN Key	Transfers a call to another party.
13	Mute Key	Toggles mute feature on or off.
14	Microphone	Picks up audio.
15	Speaker	Outputs audio in handsfree mode.
16	Volume Key +/-	Adjusts volume.
17	Emergency Alarm Button	<p>Long press 2 seconds to set off the emergency alarm.</p> <p>Note: The settings for this button are configured on the DM where the handset is registered. They cannot be set or changed on the handset. Contact your administrator for more information on which alarm type pressing the alarm button will initiate and whether it is possible to terminate the alarm from the handset.</p>

Power LED Indicator

LED Status	Description
Solid red	The handset is charging.
Fast flashing red (300ms)	The handset is ringing.
Slowly flashing red (1s)	The handset receives a voice mail or has a missed call.

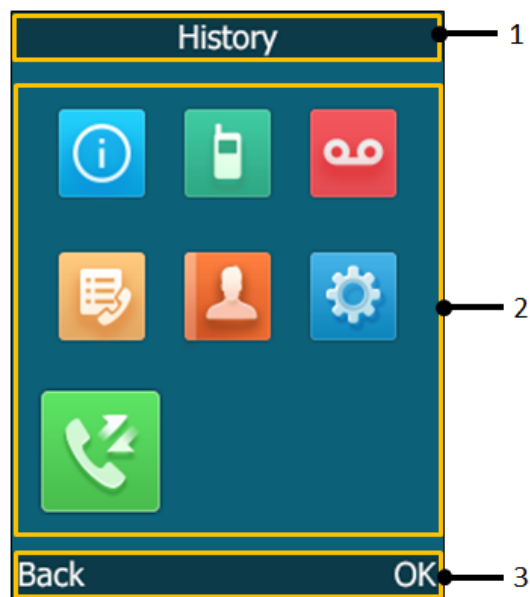
LED Status	Description
Off	The handset is powered off. The handset is idle. The handset is fully charged.

Menu on the W59R








The handset provides a variety of features that are grouped into the menu.

- [Main Menu](#)
- [Submenu](#)
- [Returning to Idle Screen](#)

Main Menu



No.	Description
1	Menu item you selected.

No.	Description
2	Menu icon:  : Status —To view the status information of DM, handset, and line.  : Intercom —Not available in the multi-cell system.  : Voice Mail —To set and view voice mail(s).  : Call Features —To access the features of Call Forward , Do Not Disturb , Call Waiting , Anon.Call Rejection , and Anonymous Call .  : Directory —To access the directory and manage the contacts.  : Settings —To personalize the setting of your handset.  : History —To access the call history list.
3	Soft key label.

- [Entering the Main Menu](#)
- [Accessing the Main Menu Feature](#)

Entering the Main Menu

You can enter the main menu to view the features.

Procedure

Press the OK key when the handset is idle.

The main menus are displayed on the screen as icons.

Accessing the Main Menu Feature

After entering the main menu, you can use the navigation keys to access the desired menu.

Procedure

1. Press the OK key when the handset is idle.
The main menus are displayed on the screen as icons.
2. Press the navigation keys to select a different menu icon.
The name of the associated menu appears on the top of the screen.
3. Press **OK** to open the selected menu.



Note: You can only access **Status** and **Settings** if the handset is not registered to a base station.

Submenu

The functions in the submenus are displayed as lists. You can open the submenu to access a function.

- [Accessing a Submenu Feature](#)

Accessing a Submenu Feature

After entering a certain menu, you can use the navigation keys to access the desired submenu.

Procedure

1. Press the up and down navigation keys to highlight the desired submenu.
2. Press **OK** to open the submenu.
3. Press the On-hook key or **Back** to return to the previous screen.

Returning to Idle Screen

Procedure

Long press the On-hook key to quickly exit the menu and return to the idle screen.

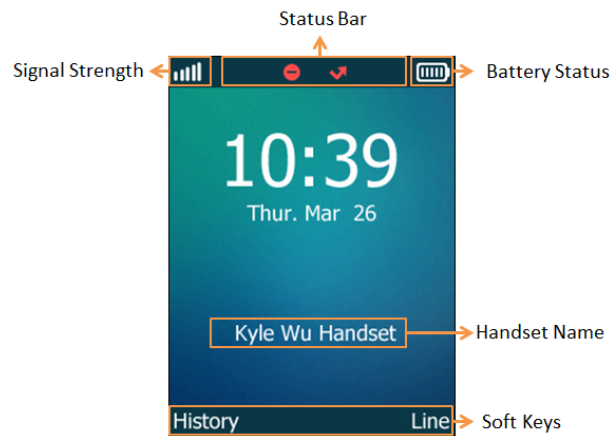
Screen and Icons

The user screens and icon indicators can help you navigate and understand the important information on the phone's status.

- [Idle Screen](#)
- [Icons on the Idle Screen](#)
- [Line Status Screen](#)
- [Icons on the Calls Screen](#)
- [Icons on the Line Status Screen](#)

Idle Screen

The idle screen is made up of the signal strength, battery status, status bar, handset name, and soft keys. The time & date is displayed in the middle of the screen.



- **Signal Strength:**

Weak to strong: 

No reception: 

- **Battery Status:**

Low to full: 






Need Charging: 

- **Status Bar:** Displays the feature status icons. The status icons are displayed when features are activated.

- **Handset Name:** Displays the registered handset name.
- **Soft Keys:** The soft key labels on the screen directly above the soft keys show the functions available at that particular moment.

Icons on the Idle Screen

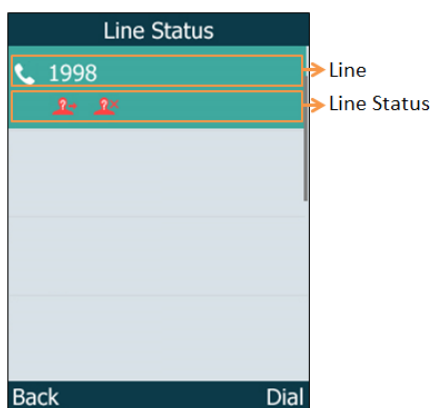
By viewing the icons on the idle screen, you can easily get the current phone status, such as message status.

Icons	Description	Icons	Description
	The ringer volume is 0 and the phone is in the silent mode.		The phone has new voice mails.
	The phone has enabled the Call Forward feature.		The phone has enabled the Do Not Disturb (DND) feature.
	The keypad is locked.		

Line Status Screen

The line status screen is made up of the line and line status.







When the handset is idle, you can press **Line** to enter the line status screen. The line status screen is displayed below:



- **Line:** Display the corresponding line (display user name by default).
- **Line Status:** Display the icon of line status. The icon indicates the corresponding feature assigned to the line.





Icons on the Calls Screen

By viewing the icons in the calls screen, you can easily get the current call status, such as audio output mode status.

Icons	Description	Icons	Description
	Receiver Mode On		Conference Call
	Handsfree Mode On		Contact
	Call Hold		Call Mute

Icons on the Line Status Screen

Each icon in the line status screen indicates the corresponding feature assigned to the line.

Icons	Description	Icons	Description
	Call Forward		Do Not Disturb (DND)
	Anonymous call rejection is enabled		Anonymous call is enabled

Entering Characters

You can enter and edit data in the corresponding field using the keypad.

- [Setting the Input Modes](#)
- [Entering Data on the W59R](#)

Setting the Input Modes

The handset provides you with 12 input modes, and different input mode provides different characters. The default input modes are Abc, 123, ABC and abc. You can enable the input modes used frequently.

Procedure




1. Go to **OK > Settings > Display > Input Method**.
2. Select the desired input mode and then select **Change**.



Related information

[Appendix B - Input Modes and Characters](#)

Entering Data on the W59R

The following table describes how to enter different characters using the keypad keys:

Task	Action
Switch among input modes.	Press  to switch among input modes. The current input mode is displayed at the right bottom of the phone screen.
Enter letters.	Press a key one or more times (depending on what input mode you're in) to enter the possible characters that are displayed on the keypad key.
Enter special characters.	Press  to enter the space character or the following special characters: _ ' " = / \ ^ ; : , . - + * # \$ % & @ ? ! ~ () { } [] < > ¥ £ \$ ~ □ Press  : <ul style="list-style-type: none"> • If it is in the uppercase (ABC), uppercase and lowercase (Abc) or lowercase (abc) input modes, it will provide space character and the following special characters: . , ? ! 0 • If it is in the numeric (123) input mode, it will only provide the digit 0. • Long press the key to enter the character +.

Task	Action
Delete the text.	Press  or  to position the cursor to the right of the text you want to delete, and then press Delete to delete one character at a time or long press to delete all characters.

Registering the Handset

You need to register your handset to the DECT manager (DM) if you want to use the basic functions of the DECT multi-cell system.

- [Possible Reasons for Registration Failure](#)
- [Registering Handsets at the Base Station](#)
- [Selecting a System to Connect](#)

Possible Reasons for Registration Failure

Some scenarios may cause registration failure.

- Incorrect base PIN (check with your system administrator).
- Base station is out of range.
- Base station is not in registration mode.



Note: If registration was not successful, the phone screen will prompt you that the registration is failed.

Registering Handsets at the Base Station

You can register the handset at a base station.

Procedure

Do one of the following:

- Press the **Reg** soft key on the handset to register quickly.
- Press **OK > Register Handset** and then select the desired base to register the handset.
- Go to **OK > Settings > Registration > Register Handset** and then select the desired base to register the handset.

After registration, the handset prompts “Handset Subscribed”.



Note: The default base PIN is 0000.

Selecting a System to Connect

You can connect the handset to a desired system manually, or allow the handset to connect the registered system with the greatest signal strength automatically.

Procedure

1. Go to **OK > Settings > Registration > Select Base**.
The phone screen displays all systems that the handset is registered to and the **BestBase** option.
2. Select the desired system or **BestBase**, and then press **Select**.

Call Features

You can use the phone to place and answer calls, ignore incoming calls, transfer a call to someone else, conduct a conference call and perform other basic call features.

- [Placing Calls](#)
- [Answering Calls](#)
- [Disabling Call Waiting](#)
- [Silencing or Rejecting Incoming Calls](#)
- [Ending Calls](#)
- [Muting/Unmuting Audio](#)
- [Holding and Resuming Calls](#)
- [Call Forward](#)
- [Transferring Calls](#)
- [Conference Calls](#)

Placing Calls

After the handset is registered successfully, you can use your handset to place an external call.

The handset can keep 2 calls at one time at almost, one (associated with the audio) active and the other one on hold.

- [Placing External Calls](#)
- [Placing a Call from the Call History](#)
- [Placing a Call from the Directory](#)
- [Speed Dial](#)
- [Redial](#)
- [Placing an Anonymous Call](#)
- [Calling Emergency Alarm Number](#)

Placing External Calls

You can place external calls on the handset. External calls based on the public telephone network require the SIP lines.

- [Placing an External Call](#)
- [Placing Multiple External Calls](#)

Placing an External Call

Procedure

1. Enter the desired number using the keypad.
2. Press the OK key to dial out.

Placing Multiple External Calls

When you are in a call, you can hold your current call and place a new call.

Procedure

1. Select **New Call**.
2. Enter the contact number and press the OK key.




Note: You can select **Options** > **Directory** to select a contact from the directory to dial out.

Placing a Call from the Call History

You can place calls to contacts from the History list, which contains the calls that were recently placed, answered, or missed.


Procedure

1. Press **History**.
2. Select the desired call list.
3. Highlight a contact and press .

Placing a Call from the Directory

You can place a call to a contact directly from your directory.

Procedure

1. Go to **OK** > **Directory**.
2. Select the desired directory.
3. Highlight the desired contact and press .

If the selected contact has multiple numbers, highlight the desired number, and select **OK**.

Speed Dial

You can quickly dial a number by using a speed dial key without entering the directory.

- [Assigning a Speed Dial Number](#)
- [Changing a Speed Dial Number](#)
- [Deleting a Speed Dial Number](#)
- [Calling a Contact Using a Speed Dial Key](#)

Assigning a Speed Dial Number

You can assign a contact number as a speed dial number to the digit key. A maximum of 8 speed dial numbers are allowed.

Before you begin

The assigned number should exist in the directory.

Procedure

1. Go to **OK** > **Settings** > **Telephony** > **Speed Dial**.
The phone screen displays all available speed dial keys (2-9).
2. Highlight the desired digit key, and then press **Assign**.
3. Select the desired contact from the directory.

4. Press **OK** to assign the number to the selected Speed Dial key.
If the selected contact has multiple numbers, select the desired number, select **OK**.

Changing a Speed Dial Number

You can change the current speed dial number to a new desired one.

Before you begin

The assigned number should exist in the directory.

Procedure

1. Go to **OK > Settings > Telephony > Speed Dial**.
2. Highlight an assigned Speed Dial key.
3. Select **Options > Change**.
4. Select a contact number from the directory.
5. Press **OK** to change the assigned speed dial number.

Deleting a Speed Dial Number

When you no longer use the speed dial number, you can delete it.

Procedure

1. Go to **OK > Settings > Telephony > Speed Dial**.
2. Highlight the desired Speed Dial key.
3. Select **Options > Clear Key**.

Calling a Contact Using a Speed Dial Key

After you have assigned the speed dial number, you can place a call to a contact directly by pressing it.

Procedure

Long press the Speed Dial key when the handset is idle.
The number assigned to this Speed Dial key is dialed out.

Related tasks

[Assigning a Speed Dial Number](#)

Redial


You can redial a call from the redial list. The redial list stores the last twenty dialed phone numbers.

- [Redialing a Number](#)
- [Redialing the Last Dialed Number](#)
- [Adding a Dialed Number to Local Directory](#)
- [Deleting a Redial Record](#)
- [Deleting All Redial Records](#)

Redialing a Number

The handset keeps a record of all the placed calls. You can call the recently dialed phone number.

Procedure

1. Press  when the handset is idle to access the redial list.

2. Select a record to dial out.



Note: Before placing an external call, you can select **Options > Edit Before Call** to edit the phone number.

Redialing the Last Dialed Number

Procedure


Press  twice when the handset is idle.

A call to your last dialed number is attempted.

Adding a Dialed Number to Local Directory

You can add a dialed external call number to the Local Directory or update the number for an existing contact.

Procedure

1. Press  when the handset is idle to access the redial list.
2. Highlight the desired record.
3. Press **Options**, and then select **Add To Local > New Entry**.
4. Select the type you want to add the number to.
5. Edit the corresponding fields.
6. Confirm the action.




Note: You can select **Add To Local > Update Existing** to add the number to an existing contact or update the existing contact information.

Deleting a Redial Record

You can delete any record from the redial list.


Procedure

1. Press  when the handset is idle to access the redial list.
2. Highlight the desired record.
3. Press **Options** and select **Delete**.

Deleting All Redial Records

You can delete all redial records at once.

Procedure

1. Press  when the handset is idle to access the redial list.
2. Select **Options > Delete All**, and select **Yes** to confirm.

Placing an Anonymous Call

You can hide your name and number when you place a call. As a result, the callee receives an anonymous call without caller identity.

Before you begin

Contact your system administrator to find out if this feature is available on your phone.

Procedure

1. Go to **OK > Call Features > Anonymous Call**.
2. Enable local anonymous.
3. Confirm the action.
4. Place a call.

The callee is prompted with an incoming call from anonymity.

If the callee enables anonymous rejection feature, you may be prompted that the callee does not accept calls from an anonymous number.

Calling Emergency Alarm Number

The alarm settings are configured on the DM. Ten emergency alarms can be assigned to each individual handset.

Before you begin

Contact your system administrator to find out if this feature is available on your handset.

Procedure

Press the emergency alarm button for 2 seconds to dial the number.

**Answering Calls**

When you receive a call, you can choose to answer it manually or automatically.


- [Answering a Call](#)
- [Answering a Call When in a Call](#)
- [Answering a Call Automatically](#)

Answering a Call

When you receive an incoming call, the phone rings and the screen displays the information of the incoming call.

Procedure

Do one of the following:

- Press , or press **Accept**.
- Press the Speakerphone key.

Answering a Call When in a Call

You can answer a call when there is already an active call on your phone.

When you are in an active call and an incoming call arrives on the phone, a call waiting tone beeps, and the incoming call information is displayed.

Procedure

1. Press the down navigation key to select the incoming call.
2. Select **Accept**.
The active call is placed on hold, and the incoming call becomes active.



Note: You can disable the call waiting feature to reject the incoming call automatically during a call.

Related tasks

[Disabling Call Waiting](#)

Answering a Call Automatically

When the handset is placed in the charger, you can simply answer the incoming calls by picking up the handset from the charger without pressing the Off-hook key.

Procedure

1. Go to **OK > Settings > Telephony > Auto Answer**.
2. Press **Change** to select the **Auto Answer** check box (the default status is checked).

Disabling Call Waiting

If the call waiting feature is disabled, when there is already a call, the new incoming call will be rejected automatically.

Procedure

1. Go to **OK > Call Features > Call Waiting**.
2. Disable call waiting.
3. Confirm the action.

Silencing or Rejecting Incoming Calls

When you receive an incoming call, you can choose to silence or reject the call instead of answering.

- [Silencing a Call](#)
- [Rejecting a Call Manually](#)
- [Rejecting Anonymous Calls](#)
- [Rejecting Calls with Do Not Disturb \(DND\)](#)

Silencing a Call

You can silence a call to stop your phone from ringing. Even if you silence the call, the incoming call notification continues to be displayed on your phone.

Procedure

Select **Silence**.

Rejecting a Call Manually

You can reject a call manually, and the call may be sent to voice mail. The rejected calls are displayed in the Received Calls list in your History list.

Procedure

Press .

Rejecting Anonymous Calls

You can reject incoming calls from the callers who have hidden their identities. As a result, your phone will not ring and you will not be notified of an attempted call.

Procedure

1. Go to **OK > Call Features > Anon.Call Rejection**.
2. Enable local anonymous rejection.
3. Confirm the action.

Rejecting Calls with Do Not Disturb (DND)

You can enable DND to reject all incoming calls automatically when you do not want to be interrupted.

Before you begin

Check with your system administrator to find out if the DND feature is available on your phone.

Procedure

1. Go to **OK > Call Features > Do Not Disturb**.
2. Enable DND.
3. Confirm the action.
The status bar displays the DND icon.

Ending Calls

You can end the current call at any time.

Procedure

Press .

Muting/Unmuting Audio

You can mute the microphone during an active call so that the other party cannot hear your discussion with your colleagues.

Procedure

1. Press the mute key during a call to mute the microphone.
The mute icon appears on the phone screen.
2. Press the mute key again to unmute.
The mute icon disappears from the phone screen.

Holding and Resuming Calls

You can place an active call on hold and resume the call when you are ready. When you place a call on hold, the held party may hear the music played by its sever.

- [Holding a Call](#)
- [Resuming a Held Call](#)

Holding a Call

You can place an active call on hold on your phone.

Procedure

During a call, select **Options** > **Hold**.



Note: When you have multiple calls on the phone and the current call is held, you can press the up or down navigation key to swap to the active call.

Resuming a Held Call

You can view and resume a held call on the phone.

Procedure

Select **Resume**.

If multiple calls are placed on hold, select the desired call first.



Note: When you have multiple calls on the phone and the current call is active, you can press the up or down navigation key to swap to the held call.

Call Forward

The handset will forward incoming calls to another party according to the forwarding type.

There are three forwarding types:

- **Always Forward:** Incoming calls are immediately forwarded. There is no prompt on the phone screen when the line receives an incoming call.
- **Busy Forward:** Incoming calls are forwarded when the line is busy.
- **No Answer Forward:** Incoming calls are forwarded if not answered after a period of time.
- [Forwarding Incoming Calls](#)

Forwarding Incoming Calls

When you are not available to handle calls, you can forward incoming calls to a specific contact.

Procedure

1. Go to **OK** > **Call Features** > **Call Forward**.
2. Select the desired forwarding type and enable it.
3. Enter the destination number in the **Target** field.
4. If you select the **No Answer**, select the desired ring time to wait before forwarding from the **After Ring Time** field.

5. Confirm the action.

The status bar displays the forward icon, and the incoming calls will be forwarded to the destination number according to your setting.

Transferring Calls

During a call, you can transfer the call to another contact.

You can use one of three ways:

- **Blind Transfer:** Transfer a call directly to the third party without consulting.
- **Semi-Attended Transfer:** Transfer a call when receiving ringback.
- **Attended Transfer (Consultative Transfer):** Transfer a call with prior consulting.
- [Performing a Blind Transfer](#)
- [Performing a Semi-Attended/Attended Transfer](#)

Performing a Blind Transfer

You can transfer a call to another contact immediately without consulting with her/him first.

Procedure

1. Select **Options** > **Transfer**, or press the TRAN key during a call.
2. Enter the number you want to transfer to.
3. Press TRAN or **Transfer** to complete the transfer.

Performing a Semi-Attended/Attended Transfer

You can transfer a call to another contact immediately when receiving ringback or after consulting with her/him first.

Procedure

1. Select **Options** > **Transfer**, or press the TRAN key during a call.
2. Enter the number you want to transfer to and dial out.
3. Do one of the following:
 - When you hear the ringback tone, press the TRAN key or **Transfer** to finish a semi-attended transfer.
 - After the contact answers the call, press the TRAN key or **Transfer** to finish an attended transfer (consultative transfer).

Conference Calls

The phone supports creating a conference with other two external parties and multi-way network conference.

During the conference, follow these tips:

- Mute your microphone when you are not speaking, especially in noisy environments.
- Avoid tapping or rustling papers near the microphone.
- Speak in your normal voice without shouting.
- [Local Conference](#)
- [Network Conference](#)

Local Conference

You can initiate a three-way (including yourself) conference calls with your contacts on the phone.

- [Setting Up a Local Conference Call](#)
- [Merging Two Calls into a Conference](#)
- [Muting/Unmuting a Conference Call](#)
- [Ending a Conference Call](#)

Setting Up a Local Conference Call

You can set up a local conference call with up to two contacts.

Procedure

1. Place a call to the first party.
2. When the first party answers the call, select **Options > Conference**.
The active call is placed on hold.
3. Dial the second party's number.
4. When the second party answers the call, select **Conf** to invite two parties to join the conference.

Merging Two Calls into a Conference

You can invite a held call into a conference call with the active call.

Procedure

1. Place two calls on the phone.
2. Select **Options > Conference**.

Muting/Unmuting a Conference Call

When you mute the local microphone during a conference call, other participants can hear each other except you.

Procedure

1. Press the mute key to mute the conference.
2. Press the mute key again to unmute the conference.

Ending a Conference Call

You can end the current conference call at any time.

Procedure

Press  or **End**.

If any party in the conference ends the call, the other parties remain connected.

Network Conference

If your system administrator has set a network conference feature on your phone, you can initiate a conference with two or more contacts.

- [Setting Up a Network Conference](#)
- [Inviting another Party into an Active Conference Call](#)
- [Holding/Resuming a Conference Call](#)
- [Ending a Conference Call](#)

Setting Up a Network Conference

You can set up a network conference with two or more contacts.

Procedure

1. Place a call to the first party.
2. Select **Options > Conference**.
The active call is placed on hold.
3. Dial the second party's number.
4. When the second party answers the call, select **Conf** to add the second party to the conference.
5. Select **Conf** to place a new call.
The conference call is placed on hold.
6. Enter the number of the new party, and then press the OK key.
7. When the new party answers the call, select **Conf** to add the new party to the conference.
8. Repeat steps 5 to 7 until you add all parties.



Note: The procedures for setting up a network conference call on specific servers may be different. Contact your system administrator for more information.

Inviting another Party into an Active Conference Call

Any party in the conference call can invite other party into an active conference call.

Procedure

1. Select **New Call**.
2. Enter the desired number and dial out.
3. When the new party answers the call, select **Options > Conference**.
The new party is joined the conference call.

Holding/Resuming a Conference Call

Any party in the conference call can place himself/herself on hold, but other parties can continue the conference call normally.

About this task



Note: The conference call will only be held when all parties in the conference call place themselves on hold.

Procedure

1. Select **Options > Hold**.
2. Select **Resume** to resume the held conference call.

Ending a Conference Call

You can end the current conference call at any time.

Procedure

Press  or **End**.

If any party in the conference ends the call, the other parties remain connected.

Advanced Call Features

By using the advanced features, your handset would perform more functions that make your work more efficiently.

If you require additional information or assistance with your new phone, contact your system administrator.

- [Call Park and Call Retrieve](#)
- [Shared Call Appearance \(SCA\)](#)
- [Voice Mail](#)

Call Park and Call Retrieve

You can park a call, and then retrieve the call either from your phone or another phone. After parked, the call is placed on hold, you can continue the conversation after retrieving it.



Note: Call park is not available on all servers. Check with your system administrator to find out if it is available on your phone.

- [Parking or Retrieving a Call in the FAC Mode](#)
- [Parking or Retrieving a Call in the Transfer Mode](#)
- [Retrieving a Call with a Retrieve Key](#)

Parking or Retrieving a Call in the FAC Mode

You can park the call to the local extension or the desired extension through dialing the park code.

- [Parking a Call in the FAC Mode](#)
- [Retrieving a Parked Call in the FAC Mode](#)

Parking a Call in the FAC Mode

You can park a call in the FAC mode directly. When you park a call to the local extension or the desired extension, the call is held in the same network on your phone.

Before you begin

Your system administrator has set call park in the FAC mode.

Procedure

1. During a call, select **Options > Call Park**.

The phone will dial the call park code which is pre-configured.

2. Do one of the following:

- If you want to park the call against the local extension, press the # key.
- If you want to park the call against the desired extension, enter the extension (for example, 4606) where you want to park the call and press the # key.

If the call is parked successfully, you will hear a voice prompt that the call is parked.

Retrieving a Parked Call in the FAC Mode

You can retrieve a parked call in the FAC mode from any phone within your network.

Before you begin

Your system administrator has set call park in the FAC mode. There is a call parked on the extension. Get the park retrieve code from your system administrator.

Procedure

1. Dial the park retrieve code.
2. Follow the voice prompt to retrieve:
 - Press the # key on the phone where the call is parked.
 - Enter the desired extension followed by # (for example, 4606#) on any phone.

Parking or Retrieving a Call in the Transfer Mode

You can park the call to the shared parking lot through a blind transfer.

For some servers, the system will return a specific retrieve park number (park retrieve code) after parking successfully.

- [Parking a Call in the Transfer Mode](#)
- [Retrieving a Parked Call in the Transfer Mode](#)

Parking a Call in the Transfer Mode

You can park a call in the transfer mode directly. When you park a call to the shared parking lot, the call is held on your phone.

Before you begin

Your system administrator has set call park in the Transfer mode.

Procedure

During a call, select **Options > Call Park**.

The call will be directly transferred to the shared parking lot.

Retrieving a Parked Call in the Transfer Mode

You can retrieve a parked call in the transfer mode from any phone in the same network.

Before you begin

Your system administrator has set call park in the Transfer mode. There is a call parked on the shared parking lot.

Procedure

Dial the park retrieve code.

The phone will retrieve the parked call from the shared parking lot.



Note: You can use a Retrieve key to retrieve a parked call directly.

Related tasks

[Retrieving a Call with a Retrieve Key](#)

Retrieving a Call with a Retrieve Key

You can easily use a retrieve key to retrieve a parked call quickly.

Before you begin

Check with your system administrator if the FAC or Transfer mode is set on your phone, and if the call park feature has set for your phone.

Procedure

1. Go to **OK > Settings > Shortcut**.
2. Highlight the desired shortcut key and press **Change**.
3. Select **Retrieve**.

When there is a call parked on the extension or the shared parking lot, you can press the Retrieve key on the idle screen, and the handset will dial the configured park retrieve code.

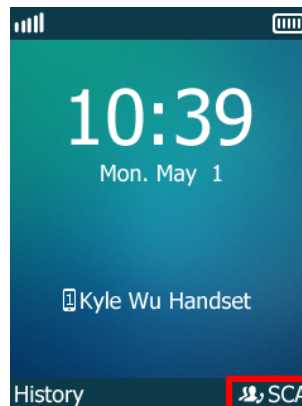
Shared Call Appearance (SCA)

Yealink phone supports using Shared Call Appearance (SCA) to share a line. So that this line can be registered on more than one phone at the same time. Your system administrator can set your phone to use the shared line.




- [State Indicator of Shared Line](#)
- [Placing Calls on a Shared Line](#)
- [Answering Calls on a Shared Line](#)
- [Placing a Call on Public Hold](#)
- [Placing a Call on Private Hold](#)
- [Retrieving a Held Call on a Shared Line](#)
- [Barging in an Active Call on a Shared Line](#)
- [Pulling a Shared Call on a Shared Line](#)

State Indicator of Shared Line

If your system administrator assigns the shared line to your handset, the SCA with an icon is displayed on the right soft key.



The following table shows the icon associated with the shared line:

Icons	Description
	The shared line is idle.
	The shared line is dialing, in conversation or placed on private hold.
 (Flashing)	The shared line receives an incoming call or is placed on public hold.

Placing Calls on a Shared Line

You can place one or multiple calls on a shared line.

Related information

[Placing Calls](#)

Answering Calls on a Shared Line

You can answer one or two calls on the shared line.

When an incoming call arrives on the shared line, all the registered phones will ring simultaneously, and the call can be answered on any one of the phones.

Related information

[Answering Calls](#)

Placing a Call on Public Hold

You can place a call on public hold that any shared line phone can retrieve the held call.

Procedure

During a call, select **Options > Hold**.

Placing a Call on Private Hold

You can place a call on private hold that only you on shared line can retrieve the held call.

Procedure

During a call, select **Options > Private Hold**.

Then the call is held on your phone, and the other phones registered with shared line show the call is in the busy state. Other users on the shared line cannot resume your held call.

Retrieving a Held Call on a Shared Line

If you place a call on hold on a shared line, you can resume this call at any time. When the shared line key shows a call that is in a held state, you can resume the held call remotely from other user's phone.

Before you begin

There is at least one call placed on public hold on the shared line.

Procedure

1. Select **SCA**, and then select the held call.
2. Select **Resume**.

Barging in an Active Call on a Shared Line

In the SCA scenario, you can barge into an active call on the shared line. After you barge into a call, the call turns into a three-party conference.

Before you begin

There is at least one active call on the shared line. Only one user can barge into an active call on the shared line at a time.

Procedure

1. Select **SCA** and then select an active call.
2. Select **BargeIn (Barge In)** to interrupt the active call.

Pulling a Shared Call on a Shared Line

In the SCA scenario, both you and other users can pull an existing call from another shared phone that is active or held.

Before you begin

There is an active or held call on the shared line. Contact your system administrator for the call pull feature access code.

Procedure

1. Enter the call pull feature access code (for example, *11).
2. Press the OK key to dial out.

Voice Mail

Voice Mail feature allows you to leave voice mails for someone or listen to your voice mail messages on your IP phones. This feature is set up on the server-side and not all servers support this feature.

- [Setting the Voice Mail Code](#)
- [Leaving Voice Mails](#)
- [Listening to Voice Mails](#)

Setting the Voice Mail Code

If you want to connect to the message center, you need to set the voice mail code on your phone.

Procedure

1. Go to **OK > Voice Mail > Set Voice Mail**.
2. Select **Enabled** from the **Status** field.
3. Enter the voice mail code.
4. Confirm the action.

Leaving Voice Mails

You can leave a voice mail to someone who is busy or inconvenient to answer the call.

Procedure

1. Follow the voice prompts to leave a voice mail.
2. Hang up to complete the voice mail.

Listening to Voice Mails

You can listen to your voice mails on the handset directly.

Before you begin

You need to set the voice mail code in advance.

Procedure

1. Go to **OK > Voice Mail > Play Message** or press the Message key.
2. Follow the voice prompt from the system server to listen to your voice mails.

Directory

The phone provides several types of phone directories, which can be customized by your system administrator.

- [Local Directory](#)
- [Shared Directory](#)
- [Blacklist](#)
- [Remote Phone Book](#)

Local Directory

You can store up to 100 contacts in the handset's Local Directory, as well as add, edit and delete a contact.

- [Adding Contacts](#)
- [Viewing Contacts](#)
- [Editing Contacts](#)
- [Deleting Contacts](#)
- [Searching for Contacts](#)

Adding Contacts

When you add a contact to your Local Directory, you can choose how much information you want to enter for your contact. You are required to enter a contact name at least for each new contact.

Procedure

1. Go to **OK > Directory** or **OK > Directory > Local Directory**.
2. Select **Options > New Contact**.
3. Enter the contact's information.
4. Confirm the action.

Viewing Contacts

You can view the local contacts from the Local Directory on your phone.

Procedure

1. Go to **OK > Directory** or **OK > Directory > Local Directory**.
2. Use the navigation keys to look through the contacts.

The contact names are displayed in alphabetical order.

Editing Contacts

You can modify or add more information to your contacts.

Procedure

1. Go to **OK > Directory** or **OK > Directory > Local Directory**.
2. Highlight the desired contact and select **Options > Edit**.
3. Edit the contact information.
4. Confirm the action.

Deleting Contacts

You can delete one or all contacts from the Local Directory.

- [Deleting a Contact](#)
- [Deleting All Contacts](#)

Deleting a Contact

You can delete any contact from the Local Directory.

Procedure

1. Go to **OK > Directory** or **OK > Directory > Local Directory**.
2. Highlight the desired contact and select **Options > Delete**.
The phone prompts you whether to delete this contact.
3. Confirm the action.

Deleting All Contacts

You can delete all contacts from the Local Directory.

Procedure

1. Go to **OK > Directory** or **OK > Directory > Local Directory**.
2. Highlight the desired contact and select **Options > Delete All**.
The phone prompts you whether to delete all contacts.
3. Confirm the action.

Searching for Contacts

In the Local Directory, you can enter search criteria to find your desired contact quickly.

Procedure

1. Go to **OK > Directory** or **OK > Directory > Local Directory**.
2. Enter your search criteria in the search field.

Shared Directory

All handsets that are registered on the same DM can share the contacts with each other. You can store up to 1000 contacts in your phone's Shared Directory.



Note: Check with your system administrator to find out if this feature is available on your phone.

- [Adding Shared Contacts](#)
- [Editing Shared Contacts](#)
- [Deleting a Shared Contact](#)
- [Deleting All Shared Contacts](#)

- [Searching for Shared Directory Contacts](#)
- [Saving a Shared Contact to the Local Directory](#)

Adding Shared Contacts

When you add a contact to your Shared Directory, you can choose how much information you want to enter for your contact. You are required to enter a contact name at least for each new contact.

Procedure

1. Go to **OK > Directory > Shared Directory**.
2. Select **Options > New Contact**.
3. Enter the contact's information.
4. Confirm the action.

Editing Shared Contacts

You can modify or add more information to your contacts.

Procedure

1. Go to **OK > Directory > Shared Directory**.
2. Highlight the desired contact and select **Options > Edit**.
3. Edit the contact information.
4. Confirm the action.

Deleting a Shared Contact

You can delete any contact from the Shared Directory.

Procedure

1. Go to **OK > Directory > Shared Directory**.
2. Highlight a contact and select **Options > Delete**.
The phone prompts you whether to delete this contact.
3. Confirm the action.

Deleting All Shared Contacts

You can delete all contacts from the Directory.

Procedure

1. Go to **OK > Directory > Shared Directory**.
2. Highlight a contact and select **Options > Delete All**.
The phone prompts you whether to delete all contacts.
3. Confirm the action.

Searching for Shared Directory Contacts

In the Shared Directory, you can enter search criteria to find your desired contact quickly.

Procedure

1. Go to **OK > Directory > Shared Directory**.

2. Enter your search criteria in the search field.

Saving a Shared Contact to the Local Directory

You can move a shared contact to the Local Directory. The shared contacts added to the Local Directory will not disappear, even after your system administrator disables the Shared Directory feature.

Procedure

1. Go to **OK > Directory > Shared Directory**.
2. Highlight a contact and select **Options > Add To Local > New Entry**.
3. Edit the contact information.
4. Confirm the action.



Note: You can select **Add To Local > Update Existing** to update the existing contact information.

Blacklist

Incoming calls from the Blacklist are rejected automatically. You can store up to 30 contacts in the blacklist to block unwanted callers.

- [Adding a Blacklist Contact](#)
- [Viewing Blacklist Contacts](#)
- [Editing a Blacklist Contact](#)
- [Deleting Blacklist Contacts](#)

Adding a Blacklist Contact

You can add a blacklist contact on the phone to prevent someone from calling you.

Procedure

1. Go to **OK > Settings > Telephony > Blacklist**.
2. Select **New Entry** or **Options > New Entry**.
3. Enter the contact's information.
4. Confirm the action.

Viewing Blacklist Contacts

You can view the blacklist contacts from the Blacklist on your phone.

Procedure

1. Go to **OK > Settings > Telephony > Blacklist**.
2. Use the navigation keys to look through the blacklist contacts.

Editing a Blacklist Contact

You can update your blacklist contacts' information.

Procedure

1. Go to **OK > Settings > Telephony > Blacklist**.
2. Highlight the desired blacklist contact and select **Options > Edit**.

3. Edit the contact information.
4. Confirm the action.

Deleting Blacklist Contacts

You can delete one or all blacklist contacts. If a contact is removed from the blacklist, you can answer the call from the contact normally.

- [Deleting a Blacklist Contact](#)
- [Deleting All Blacklist Contacts](#)

Deleting a Blacklist Contact

If you want to answer a call from a specific contact, you need to remove it from the Blacklist.

Procedure

1. Go to **OK > Settings > Telephony > Blacklist**.
2. Highlight the desired blacklist contact and select **Options > Delete**.

Deleting All Blacklist Contacts

You can delete all contacts from the Blacklist when you are ready to answer calls from them again.

Procedure

1. Go to **OK > Settings > Telephony > Blacklist**.
2. Highlight the desired blacklist contact and select **Options > Delete All**.

The phone prompts you whether to delete all contacts.

3. Confirm the action.

Remote Phone Book

If the Remote Phone Book feature has been enabled by your system administrator, you can access your corporate directory directly from your phone.

- [Searching for Remote Phone Book Contacts](#)
- [Viewing Remote Phone Book Contacts](#)
- [Saving a Remote Phone Book Contact to the Local Directory](#)

Searching for Remote Phone Book Contacts

In the Remote Phone Book, you can enter search criteria to find your desired contact quickly.

Procedure

1. Go to **OK > Directory**.
2. Select the desired remote phone book.
3. Enter your search criteria in the search field.

Viewing Remote Phone Book Contacts

You can view the contact list of the Remote Phone Book on your phone.

Procedure

1. Go to **OK > Directory**.
2. Select the desired remote phone book.
3. Use the navigation keys to look through the contacts.

Saving a Remote Phone Book Contact to the Local Directory

You can save any remote phone book contact to the Local Directory, to conveniently call this contact when you cannot access the Remote Phone Book.

Procedure

1. Go to **OK > Directory**.
2. Select the desired remote phone book.
3. Highlight the desired contact and select **Options > Add To Local > New Entry**.
4. Edit the contact information.
5. Confirm the action.



Note: You can select **Add To Local > Update Existing** to update the existing contact information.




Call History

The call history list includes Missed Calls, Placed Calls and Received Calls, and each list holds 100 entries.

- [Call History Icons](#)
- [Viewing History Records](#)
- [Saving a History Record to Local Directory](#)
- [Saving a History Record to Blacklist](#)
- [Deleting History Records](#)

Call History Icons

The call history icon in the Call History indicates the corresponding call history types.

Icon	Description
	Received Calls
	Missed Calls
	Placed Calls

Viewing History Records

The history record saves the call information such as the caller's name and number, local line and call duration.

Procedure

1. Press **History**.
2. Select the desired list.
3. Highlight the desired entry and select **Options > Detail**.

Saving a History Record to Local Directory

To identify someone's call the next time, you can save a history record to the Local Directory.

Procedure

1. Press **History**.
2. Select the desired list.
3. Highlight the desired entry and select **Options > Add To Local > New Entry**.
4. Edit the contact information.
5. Confirm the action.



Note: You can select **Add To Local > Update Existing** to update the existing contact information.

Saving a History Record to Blacklist

You can prevent someone from calling you again by saving a history record to the blacklist.

Procedure

1. Press **History**.
2. Select the desired list.
3. Highlight the desired entry and select **Options > Add To Blacklist**.

The phone prompts you whether to add it or not.

4. Confirm the action.

Deleting History Records

You can delete one or all call records from the call history list.

- [Deleting a Call Record](#)
- [Deleting All Call Records](#)

Deleting a Call Record

You can delete any call record from the call history list.

Procedure

1. Press **History**.
2. Select the desired list.
3. Highlight the desired entry and select **Options > Delete**.

The selected entry is deleted successfully.

Deleting All Call Records

You can delete all call records from the call history list.

Procedure

1. Press **History**.
2. Select the desired list.
3. Select **Options > Delete All**.

The phone prompts you whether to delete all records.

4. Confirm the action.

Customizing Your Phone

You can make your phone more personalized by customizing various settings.

- [Turning Handset On](#)
- [Turning Handset Off](#)
- [Changing the Wallpaper](#)
- [Setting the Screen Saver](#)
- [Changing the Brightness](#)
- [Setting the Keypad Light](#)
- [Changing the Language](#)
- [Time & Date](#)
- [Shortcuts](#)
- [Locking Your Handset](#)

Turning Handset On

The W59R will be turned on automatically when the battery is inserted into the handset.

Procedure

Do one of the following:

- Press the On-hook key. The handset screen lights up.
- Place the handset to the charging cradle.

Turning Handset Off

The handset will be turned off automatically when the battery runs out. You can also turn the handset off manually.

Procedure

Long press the On-hook key when the handset is idle.

Changing the Wallpaper

You can change the wallpaper that is displayed on the idle screen.

Procedure

1. Go to **OK > Settings > Display > Wallpaper**.
2. Press the navigation keys to select the desired image.
3. Confirm the action.

Setting the Screen Saver

The screen saver is designed to protect your phone screen. When the screen saver is enabled, an analog clock will be activated and appear on the phone screen if the handset is idle for approximately 10 seconds.

Procedure

1. Go to **OK > Settings > Display > Screen Saver**.
2. Press **Change** to select the **Screen Saver** check box (the default status is checked).

Changing the Brightness

The handset backlight in charger or out of charger can be configured independently.

When in charger/out of charger is enabled, the backlight will be turned off after the handset is idle for about 30 minutes when the handset is or is not in the charging cradle. When an incoming call arrives, a key is pressed or the handset status changes, the backlight is automatically turned on.

Procedure

1. Go to **OK > Settings > Display > Display Backlight**.
2. Select the desired value from the **Active Level** field.
3. Select the desired value from the **In Charger** or **Out Of Charger** field.
4. Confirm the action.

Setting the Keypad Light

You can enable the keypad light to illuminate the keypad keys when any key is pressed.

Procedure

1. Go to **OK > Settings > Display > Keypad LED**.
2. Press **Change** to select the **Keypad LED** check box (the default status is checked).

Changing the Language

Your phone supports several languages that you can choose to use on the phone.

Before you begin

Contact your system administrator to find out exactly which languages are supported on your phone.

Procedure

1. Go to **OK > Settings > Language**.
2. Select the desired language.

The phone prompts you whether to change the language.

3. Confirm the action.

The phone language is changed to the selected one.

Time & Date

You can set the time and date manually. The time and date formats are also variable.

- [Setting the Time and Date Manually](#)
- [Changing the Time and Date Format](#)

Setting the Time and Date Manually

If your phone cannot obtain the time and date automatically, you can set it manually.

Procedure

1. Go to **OK > Settings > Date & Time**.
2. Edit the date and time.
3. Confirm the action.

The time and date set on the handset will be changed accordingly.

Changing the Time and Date Format

You can set the phone to display the time in 12-hour or 24-hour format. You can also change the date format, including the options to display the day (D), month (M), and year (Y).

Procedure

1. Go to **OK > Settings > Display > Time Format** or **Date Format**.
2. Select the desired time format or date format.
3. Confirm the action.

Shortcuts





Shortcuts allow you to quickly access the feature without scrolling through the menu when the phone is idle. You can configure six shortcuts on the phone in total.

- [Supported Shortcuts](#)
- [Customizing the Shortcuts](#)

Supported Shortcuts

By default, the handset provides a certain access feature for a certain shortcut, you can change it to make your phone more personalized.

The following table lists the default access feature of the desired shortcut, and the available access features for all shortcuts:

Shortcut	Default Access Feature	Available Access Features
Left Softkey	History	History
Right Softkey	Line Status	Missed
	Intercom (not available in the multi-cell system)	Received
	Directory	Redial
	Volume-	Speed Dial
	Volume+	Menu
		Line Status
		Default Line
		Call Forward
		Do Not Disturb
		Directory
		Local Directory
		Remote Directory
		LDAP
		Volume-
		Volume+
		Retrieve
		Shared Directory
		Status
		XML Browser
		XML Dir

Customizing the Shortcuts

You can customize the function of the shortcuts to make your handset more personalized.

Procedure

1. Go to **OK > Settings > Shortcut**.
2. Select the desired shortcut and select **Change**.

The feature currently assigned to the selected key is highlighted and followed by a left arrow.

3. Select the desired feature.

Locking Your Handset

To prevent accidental use of the handset, the keypad can be locked manually. When the keypad is locked, incoming calls will still ring on your phone, but only the emergency numbers can be dialed out.

- [Locking Handset Keypad](#)

- [Unlocking Your Handset](#)

Locking Handset Keypad

When you temporarily do not use your handset, you can lock it manually.

Procedure

Long press the # key when the handset is idle until the phone prompts you the handset is locked.

The lock icon appears in the status bar.

Unlocking Your Handset

When you need to use the locked handset, you can unlock it manually.

Procedure

Long press the # key when the locked handset is idle until the phone prompts you the handset is unlocked.

The lock icon disappears from the status bar.

Audio Settings

You can change the basic audio settings on your phone.

- [Silent Mode](#)
- [Adjusting the Volume](#)
- [Setting the Ring Tone](#)
- [Setting the Advisory Tone](#)
- [Setting the Vibrator](#)
- [Disabling the Noise Cancellation](#)

Silent Mode

You can enable the silent mode if you do not want to be disturbed. The handset will not ring when receiving an incoming call, but it will still display the incoming call information.

- [Switching on Silent Mode](#)
- [Switching off Silent Mode](#)

Switching on Silent Mode

You can silence an incoming call by switching on silence mode to stop your phone from ringing.

Procedure

Long press the * key until the phone prompts “All Ring Tones Off”.

The silent icon  appears in the status bar.

Switching off Silent Mode

If you want to resume the incoming ring, you can switch off silent mode.

Procedure

Long press the * key until the phone prompts “All Ring Tones On”.

The silent icon  disappears from the status bar.

Adjusting the Volume

You can adjust the volume of the ringer, media, and audio during a call.

Procedure

Do one of the following:

- Press the Volume key.
- Press the left or right navigation key when the handset is idle.
- Go to **OK > Settings > Audio > Ring Tones > Volume** and press the left or right navigation key.

Setting the Ring Tone

Ring tones are used to indicate the incoming calls.

- [Setting the Ring Tone for the External Calls](#)

Setting the Ring Tone for the External Calls

You can select a unique ring tone for the external calls so that you can identify callers when the phone rings.

Procedure

1. Go to **OK > Settings > Audio > Ring Tones > Melodies**.
2. Select the desired ring tone.

The ring tone is played automatically.

3. Confirm the action.

Setting the Advisory Tone

Advisory tones are the acoustic signals of your handset, which inform you of different actions and states.

About this task

You can configure the following advisory tones independently:

- **Keypad Tone:** plays when you press any key on the keypad.
- **Confirmation:** plays when a setting is changed or the handset is placed in the charger cradle.
- **Low Battery:** plays when the battery's remaining capacity is low and the handset needs charging.



Note: If the silent mode is activated, the advisory tones will not play, but you can still see the alert of low battery on the phone screen.

Procedure

1. Go to **OK > Settings > Audio > Advisory Tones**.

2. Select the desired value from the **Keypad Tone** field.
3. Select the desired value from the **Confirmation** field.
4. Select the desired value from the **Low Battery** field.
5. Confirm the action.

Setting the Vibrator

By default, the phone simultaneously vibrates and rings when receiving an incoming call.

About this task

The following vibration settings are available for the incoming call:

- **Vibrate and Ring:** The handset will simultaneously ring and vibrate.
- **Vibrate:** The handset will vibrate only.
- **Vibrate then Ring:** The handset will vibrate four times and then start ringing.
- **Off**



Note: If the silent mode is activated, the handset will not vibrate and ring.

Procedure

1. Go to **OK > Settings > Audio > Vibrator**.
2. Select the desired method.

Disabling the Noise Cancellation

Noise cancellation helps improve intelligibility of speech in noisy environments. You are allowed to disable it.

Procedure

1. Go to **OK > Settings > Audio > Noise Cancellation**.
2. Disable the noise cancellation.
3. Confirm the action.

Bluetooth

The W59R handset can be used with a Bluetooth headset. By default, the Bluetooth feature is disabled. To be able to use Bluetooth, it must be enabled.

For a list of supported Bluetooth headsets, refer to [Appendix C - Bluetooth Headset Compatibility List](#) .

- [Enabling / Disabling the Bluetooth](#)
- [Pairing Devices](#)
- [Managing Paired Headsets](#)
- [Editing Device Name of Your Phone](#)

Enabling / Disabling the Bluetooth

Procedure

1. Go to **OK > Settings > Bluetooth**.
2. Select **Enabled / Disabled** from the **Bluetooth** field.
3. Confirm the action.

Pairing Devices

Before you begin

Make sure that Bluetooth is enabled.

Procedure

1. Go to **OK > Settings > Bluetooth**.
2. Select **Scan Devices**.
The search result list displays up to 20 Bluetooth devices.
3. Put the headset into pairing mode.
For more information, please refer to the headset's user guide.
4. If the phone has detected more than one headset, select yours from the list and press **Pair**.
When pairing is successful, you will see the message "Connect Success".

Managing Paired Headsets

Procedure

1. Go to **OK > Settings > Bluetooth**.
2. Select **Paired Devices**.
3. Select the device and press **Discon.** or **Connect** to change the device's current status.
4. Select **Options**, and you can do the following:
 - Select **Delete** to delete the selected device.
 - Select **Delete All** to delete all devices.
 - Select **Info** to view the device name and Bluetooth MAC or change the name of the device.

Editing Device Name of Your Phone

You can edit the device name of your phone for easily recognizable.

Before you begin

Make sure that the Bluetooth mode is activated.

Procedure

1. Go to **OK > Settings > Bluetooth > My Devices**.
The phone screen displays the device name.
2. Enter the desired name in the **Device Name** field.
3. Confirm the action.

Maintaining Your Phone

When your phone cannot operate properly, you need to investigate or troubleshoot issues along with other tasks that your administrator may ask you to perform.

- [Investigating Warnings](#)
- [Resetting the Handset](#)

Investigating Warnings

When the default password is used on the phone, you can view the warning details about the issue from Status screen.

Procedure

Go to **OK > Status > DM**.

*The warning detail is displayed in the **Warning** field.*

Resetting the Handset

You can reset individual settings that you have configured on the handset.

Except the settings of directory, call history, voice mail, and the handset registration, the handset will reset all customized settings to factory after the resetting.

Procedure

1. Go to **OK > Settings > System Settings > Handset Reset**.

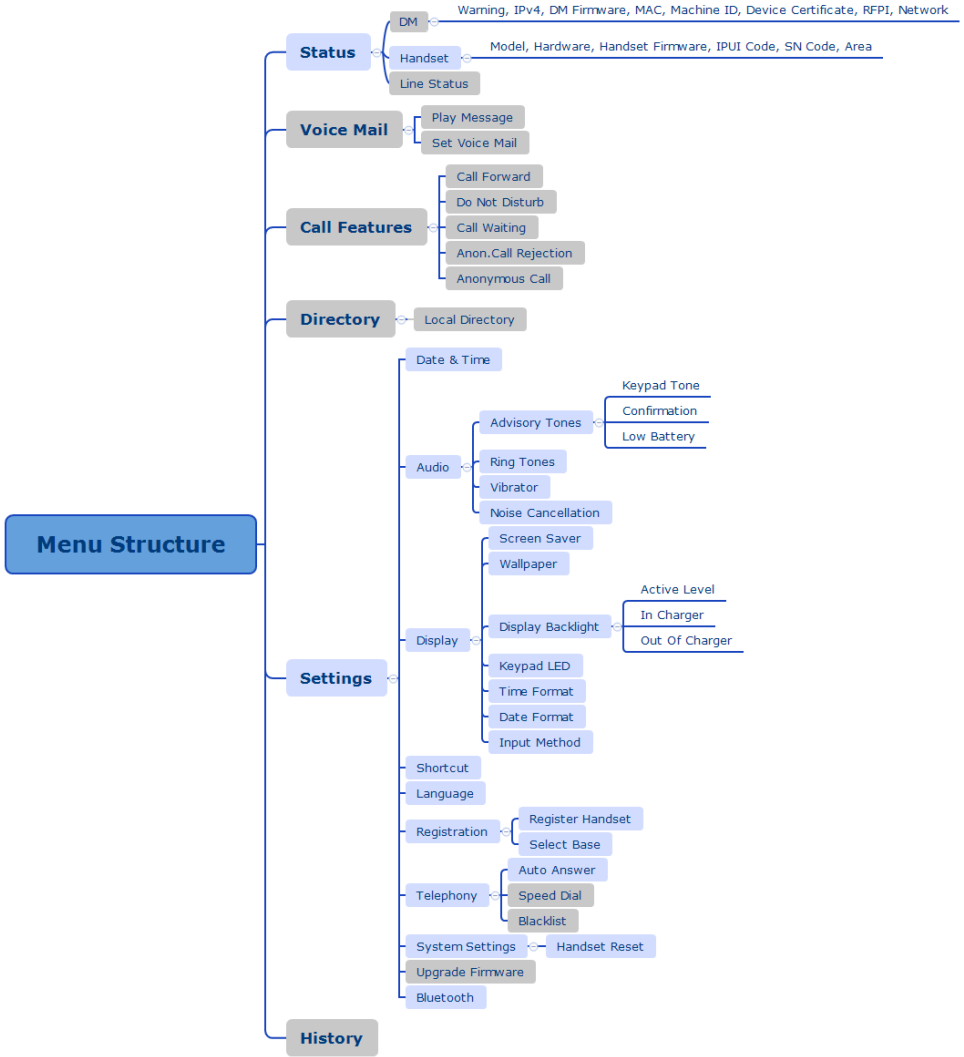
The phone prompts you whether to reset the handset.


2. Confirm the action.

Appendix

- [Appendix A- Menu Structure](#)
- [Appendix B - Input Modes and Characters](#)
- [Appendix C - Bluetooth Headset Compatibility List](#)

Appendix A- Menu Structure



 **Note:** The menus in the gray box are not available when the handset is not registered to a base station.

Appendix B - Input Modes and Characters

	Abc (initials in capitals)	123	ABC	abc	ΑΒΓ	ÄÅ	ää	Šš	sss	αβ	ΑΒ	אבג
1	1	1	1	1	1	1	1	1	1	1	1	1
2	ABCabc2	2	ABC2	abc2	ΑΒΓ2	ÄÄÄÄÄÄ ÄÄEBCC	ääääää 2æbccc2	ŠŠŠŠ CC2	aaaab ccc2	αββΓ2	αββΓ2	אבג2

	Abc (initials in capitals)	123	ABC	abc	ΑΒΓ	AĂĂ	aăă	ŠŠŠ	sšš	абв	АБВ	אבג
3 def	DEFdef3	3	DEF3	def3	ΔEZ3	DEĚĚĚ ĚĚF3	deèé èèf3	DĎĚĚ ĚĚF3	dd'ée ěěf3	ДЕЖЗ3	дежз3	אבג
4 ghi	GHIghi4	4	GHI4	ghi4	ΗΘΙ4	GĜHIĬ ĬĬI4	gĝhiî îîi4	GHIÍ4	ghií4	ИЙКЛ4	ийкл4	מסנן
5 jkl	JKLjkl5	5	JKL5	Jkl5	ΚΛΜ5	JKL5	jkl5	JKLĹĹĹ5	jkĺĺĺ5	МНОП5	мноп5	יכךל
6 mno	MNO mno6	6	MNO6	mno6	ΝΞΟ6	MNŃŃŃ ŃŃŃŃŃ6	mnñño ñoñoño6	MNŃŃŃ ŃŃŃŃŃ6	mnñño ñoñoño6	РСТУ6	рсту6	טחז
7 pqr	PQRS pqrs7	7	PQRS7	pqrs7	ΠΡΣ7	PQRŠŠ7	pqršš7	PQRŘŘ ŠŠ7	pqrřř šš7	ФХЦЧ7	фхцч7	רשת
8 tuv	TUVtuv8	8	TUV8	tuv8	ΤΥΦ8	TUÛÛÛ ÛÛV8	tuúúú úúv8	TŤUÛÛ ÛÛV8	tťuúú úúv8	ШЩ ЪЫ8	шщъы8	קצצ
9 wxyz	WXYZ wxyz9	9	WXYZ9	Wxyz9	ΧΨΩΥ9	WŴX ŴŶZ9	wŵx ŵŷz9	WXYÿÿ ZŹŹŹ9	wxyÿÿ zzz9	БЭЮЯ9	бэюя9	רעפס
0	space.,?! 0	0	0.,?! space	0.,?! space	space 0	space 0	space 0	space 0	space 0	0 ГЄИӢ	0гєиӓ	space 0
*	space = / \ ^ ; : . , - + * # \$ % @ ? ! ¿ i () { } [] < > ¥ \$ £ ~ ª	space ' " = / \ ^ ; : . , - + * # \$ % @ ? ! ¿ i () { } [] < > ¥ \$ £ ~ ª	space ' " = / \ ^ ; : . , - + * # \$ % @ ? ! ¿ i () { } [] < > ¥ \$ £ ~ ª	space ' " = / \ ^ ; : . , - + * # \$ % @ ? ! ¿ i () { } [] < > ¥ \$ £ ~ ª	space ' " = / \ ^ ; : . , - + * # \$ % @ ? ! ¿ i () { } [] < > ¥ \$ £ ~ ª	space ' " = / \ ^ ; : . , - + * # \$ % @ ? ! ¿ i () { } [] < > ¥ \$ £ ~ ª	space ' " = / \ ^ ; : . , - + * # \$ % @ ? ! ¿ i () { } [] < > ¥ \$ £ ~ ª	space ' " = / \ ^ ; : . , - + * # \$ % @ ? ! ¿ i () { } [] < > ¥ \$ £ ~ ª	space ' " = / \ ^ ; : . , - + * # \$ % @ ? ! ¿ i () { } [] < > ¥ \$ £ ~ ª	space ' " = / \ ^ ; : . , - + * # \$ % @ ? ! ¿ i () { } [] < > ¥ \$ £ ~ ª	space ' " = / \ ^ ; : . , - + * # \$ % @ ? ! ¿ i () { } [] < > ¥ \$ £ ~ ª	space ' " = / \ ^ ; : . , - + * # \$ % @ ? ! ¿ i () { } [] < > ¥ \$ £ ~ ª

Appendix C - Bluetooth Headset Compatibility List

Brands	Type	Model
Jabra	Bluetooth	Evolve 75
		Evolve 65
		pro9470
		MOTION UC
		STEALTH
		style
		Talk 2

Brands	Type	Model
		EASYGo
		Supreme
		Storm
		MINI
Sennheiser	Bluetooth	PRESENCE UC
		MB Pro 1
		MB Pro 2
		EZX 60
		MB660 UC
Plantronics	Bluetooth	VOYAGER 4210 UC
		ML20
		ML25
		M165
		Edge
		B825(Focus)
Iphone	Bluetooth	Apple AirPods