MIDCO BUSINESS

Cordless Hosted Phone Quick Start Guide

Get the most out of our Hosted Phone service with these handy instructions for the Yealink W56P/W56H IP DECT cordless phone.

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Make the Right Connection

Thanks for choosing Midco for your business hosted phone service!

Your experience with this service matters to us. We hope you find this quick start guide is a helpful tool to get you going with this service.

We have even more tips and tools at **Midco.com/Business/Support**, where you can learn more about different features, read common questions and answers, and get tips about your services.

We're also available every day to answer your business phone questions at 1.800.888.1300.

Equipment

This phone is a full-featured mobile device, which provides reliable and convenient wireless voice communications. In addition, it provides many widely accepted benefits of the DECT standard, including high security, scalability and low power consumption.

This phone comes with a base station, charger cradle and cordless handset.

Base Station

Set up the base station and the charger cradle at a central location on a flat, non-slip surface. The phone's unobstructed coverage is:

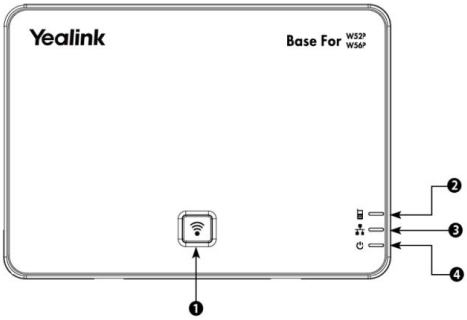
- Indoors: 65-165 feet
- Outdoors: 985 feet

To connect the power (over Ethernet):

Connect the Ethernet cable between the **internet port** on the base station and an **available port** on the in-line power switch/hub. After successful startup, all LEDs on the base station illuminate green in sequence.

Base Station Description

After the base station starts up successfully and the handset is registered to the base station, all LEDs on the base station illuminate green in sequence.



	Item	Description
1	Paging key	• Locates a misplaced handset. • Toggles the registration mode. • Resets base station to factory settings.
2	Registration LED	Indicates the mode of the base station: • Fast flashes green when base station is in paging mode. • Slow flashes green when base station is in registration mode. • Illuminates solid green when at least one handset is registered to a base station.
3	Network Status LED	Indicates the network status: • Slow flashes green when network is unavailable. • Illuminates solid green when network is available.
4	Power Indicator LED	Indicates base station's power status: • Slow flashes green during base station firmware upgrade. • Illuminates solid green when base station is powered on.

To restart the base station via the handset:

1. Press **OK** to enter the main menu.
2. Select **Settings**, **System Settings** and then **Base Restart**.
3. Enter the system **PIN** (default: 0000).
4. Press **Done**.

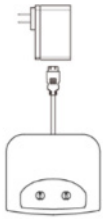
The registration LED and network status LED will turn off simultaneously. After a period of time, the LED indicators will illuminate solid green again, indicating the base station has restarted successfully.

To reset the base station via the handset:

1. Press **OK** to enter the main menu.
2. Select **Settings**, **System Settings** and then **Base Reset**.
3. Enter the system **PIN** (default: 0000).
4. Select **Done**.

All individual settings for the base station will reset to factory defaults. This may take a few minutes. Do not power off until the base station starts up successfully.

To set up the charger cradle and charge the handset:



1. Connect the **USB plug** on the charger cradle to the **DC5V port** on the power adapter.
2. Connect the **power adapter** into an **electrical power outlet**.
3. Place the **handset** in the **charger cradle**.

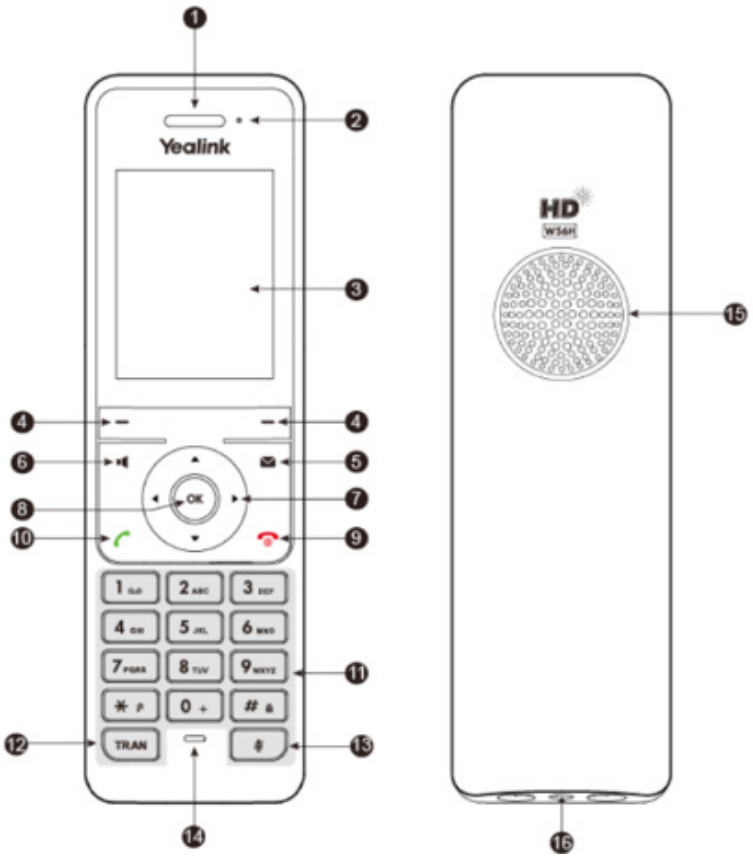
The handset batteries take about three hours to fully charge. After charging, the handset is ready for use. The batteries' charging status displays in the top right corner of the handset's LCD screen – and will indicate a low battery status.

To restart the handset:

1. Press **OK** to enter the main menu.
2. Select **Settings**, **System Settings** and then **Handset Reset**.
3. The handset will ask, "Reset handset to default?" Press **Yes** to reset the handset or **No** to cancel.

Handset Overview

The main hardware components of the W52P/W52H handset are the LCD screen and the keypad.



	Item	Description
1	Earpiece	Outputs audio during the earpiece call
2	Power Indicator LED	Indicates handset power and some feature statuses. • Receives an incoming call (fast flashing red) • Receives a voicemail or a missed call (slow flashing red) • Battery charging (solid red)
3	LCD Screen	Shows call information, handset status, icons and prompt messages.
4	Soft Keys	Perform various actions on the LCD screen through specified selection keys.
5	Message Button	Accesses voicemail or missed calls.
6	Speakerphone Button	Switches between earpiece and speakerphone modes.
7	Up and Down Navigation Buttons	• Move the cursor. • Act as shortcuts. • Scroll through displaying information.
8	Left and Right Navigation Buttons	• Move the cursor. • Act as shortcuts. • Adjust the ringer volume. • Switch among the on-screen selection options.
9	Power/End Call Button (also referred to as red phone button)	• Returns user from the menu screen to the idle screen with a short press of the button. • Turns the handset on or off when user holds down button for one second. • Cancels actions or ends a call. • Rejects an incoming call.
10	Call Button (also referred to as green phone button)	• Answers an incoming call. • Enters the redial calls list. • Places a call in earpiece or earphone mode.
11	Alphanumerical Keypad	Allows entry of digits, letters and special characters.
12	TRAN Button	Transfers a call to another party.
13	Mute Button	Toggles mute feature on or off.
14	Microphone	Picks up audio during earpiece and hand-free calls.
15	Speaker	Provides hands-free (speakerphone) audio output.
16	3.5 mm Earphone Jack	Allows connection to a standard 3.5 mm earphone.

The following icons may appear on the handset's LCD screen.

Icon	Description
	Earpiece mode on
	Earpiece mode off
	Speakerphone mode on
	Keypad locked
	Voicemail present
	Silence mode on
	Call forward
	Contact
	Received calls
	Missed calls
	Placed calls
	Call on hold
	Call muted
	Conference call
	Do not disturb
	Intercom call
	Shared line on idle
	Shared line actively dialing, in conversation, or placed on private hold
	Share line receiving an incoming call, or placed on public hold
	Unassigned outgoing line
	Anonymous call enabled
	Anonymous rejection enabled

To turn the handset on:

Press and hold the **Power/Call (red phone)** button until the screen lights up.

OR

Place the handset in the charger cradle. The handset will turn on automatically.

To turn the handset off:

When the handset is idle, press and hold the **Power/End Call (red phone)** button.

Features

Physical Features

In ideal, unobstructed conditions, the cordless phone includes these distance and time capabilities. Keep in mind that other wireless devices, concrete or brick walls, and competing wireless signals from neighbors can interfere with the phone's range.

- Indoors range: 65-165 feet
- Outdoors range: 985 feet
- Standby time: 400 hours
- Talk time: 30 hours

Main Menu

The top-level menu consists of seven items:

- Status
- Intercom
- Voicemail
- Call Features
- Directory
- Settings
- History

To access the main menu on the handset:

1. When the handset is idle, press **OK**. The seven menus appear as icons on screen.
2. Use the **up, down, left and right navigation** buttons to scroll through and select menu items.
3. Press **OK** to enter the submenu you prefer.

Number	Description
1	Displays the selected menu item name.
2	Displays the main menu icon Status: Displays the base, handset and line status. Intercom: Makes an internal call to another Yaelink cordless phone. Voicemail: Accesses voicemail. Call Features: Accesses call features for call forward, do not disturb (DND), call waiting, anonymous call rejection and anonymous call. Directory: Accesses the contact directory and favorites. Settings: Configures the handset settings. History: Accesses the call history list.
3	Displays the two soft key labels.

Ringtones

You can set different ringtones to distinguish the incoming lines from each other on your handset, or to distinguish an incoming intercom call.

To configure ringtones:

1. Press **OK** to enter the main menu.
2. Select **Settings**, **Audio**, **Ring Tones** and then **Melodies**.
3. Use the **up** or **down navigation** buttons to highlight the **Intercom Call** option or the desired **phone line**.
4. Use the **right** or **left navigation** buttons to select and listen to different ringtones.
5. Select **Save** to accept the change or **Back** to cancel.

To adjust the ringer volume using the menu:

1. Press **OK** to enter the main menu.
2. Select **Settings**, **Audio**, **Ring Tones** and then **Volume**.
3. Use the **left** or **right navigation** buttons to decrease or increase the ringer volume.
4. Select **Save** to accept the change or **Back** to cancel.

To adjust ringer volume when the handset is idle or ringing:

- Use the **left navigation** button to decrease the ringer volume or the **right navigation** button to increase the ringer volume.
- Press **Save** to accept the change or **Back** to cancel.

Calls

To place a call:

1. Use the keypad to enter the desired **phone number**.
2. Press the **Call (green phone)** button or **OK**.

To place a call if there are multiple lines assigned to your handset as outgoing lines:

1. Press **Line** to select the desired line. (If you don't select a line, the handset will use the default outgoing line.)
2. Select **OK** or **Dial**.
3. Use the keypad to enter the desired **phone number**.
4. Press the **Call (green phone)** button or **OK**.

To place a call from the local directory:

1. Press **OK** to enter the main menu.
2. Select **Contacts**.
3. Use the **up** or **down navigation** buttons to highlight the **contact** you want to call.
4. Press the **Call (green phone)** button to place the call.
    - If the contact has one phone number in your directory, the phone will dial the number.
    - If the contact has multiple numbers stored in your directory, the screen will display each number. Press the **up** or **down navigation** buttons to locate the desired **phone number** and highlight it. Press the **Call (green phone)** button.

OR

1. When the handset is idle, press the **down navigation** button.
2. Use the **up** or **down navigation** buttons, and highlight the desired **phone number**.
3. Press the **Call (green phone)** button to place the call.
    - If the contact has one phone number in your directory, the phone will dial the number.
    - If the contact has multiple numbers stored in your directory, the screen will display each number. Press the **up** or **down navigation** buttons to locate the desired **phone number** and highlight it. Press the **Call (green phone)** button to place the call.

To place a call from the call history:

1. When the handset is idle, press **History**.
2. Use the **up** or **down navigation** buttons to highlight the desired list, and then press **OK**.
3. Use the **up** or **down navigation** buttons to select a **previously dialed number**.
4. Press the **Call (green phone)** button to place the call.

To place an internal call to one handset via another handset:

This feature applies when calls are made to another Yaelink cordless handset registered to the same base station.

1. Press **OK** to enter the main menu, and select the Intercom button. Or, press the **up navigation** button.
2. The screen will display other registered handset names. Press the **up** or **down navigation** buttons to highlight the **handset** you want to call. Or select **All HS** to dial all handsets.
3. Press the **Call (green phone)** button, the **speakerphone** button or **OK** to place the call.

To place a new call during an active call via the handset:

1. Press **New Call** to place the active call on hold.
2. Use the keypad to enter the desired **phone number** in the Call To field.
3. Press the **Call (green phone)** button, the **Speakerphone** button or **OK** to place the call.

You can place up to two calls at the same time on your handset.

To redial the last dialed number:

Press the **Call (green phone)** button twice when the handset is idle. It will dial the last dialed number.

To redial a previously dialed number:

1. When the handset is idle, press the **Call (green phone)** button.
2. Use the **up** or **down navigation** buttons to select a **previously dialed number**.
    - If the number needs to be edited, select **Options** and then **Edit Before Call** to edit the phone number.
3. Press the **Call (green phone)** button again.

To answer a call:

You can answer a call in three ways:

- Using the handset: Press the **Call (green phone)** button or **Accept**.
- Using the speakerphone: Press the **speakerphone** button.
- Using the headset: With a headset connected, press **Accept**.

To ignore an incoming call:

Press **Silence** or the **End Call (red phone)** button.

To answer a call while on another call:

Press the **Call (green phone)** button, the **speakerphone** button, **OK** or **Accept**. This places the original call on hold and answers the incoming call.

To end a call:

Either press the **End Call (red phone)** button, or place the handset in the charger cradle.

To check the local call history:

1. When the handset is idle, press **History**.
2. Use the **up** or **down navigation** buttons to highlight the desired **call history list**, and then press **OK**.
3. Use the **up** or **down navigation** buttons to highlight a **previous local call**, and then select **OK**.

The screen will display the detailed information about the caller.

To mute a call:

During an active call, press the **Mute** button to mute your voice. Press the **Mute** button again to unmute the call.

To place a call on hold:

During a call, press **Options** and then **Hold**.

- If you have a call on hold and then place the handset on the charger cradle, the call will continue to hold and will not disconnect.

To resume a held call:

When one call is on hold:

- Press **Resume**, the **speakerphone** button or the **Call (green phone)** button.

When two calls are on hold:

- Use the **up** or **down navigation** buttons to select the appropriate **call**, and press **Resume**
- Select **Swap** to switch between the two calls.

Call Park

The call park feature allows you to put a call on hold on one phone and continue the conversation from another phone.

To park a call:

1. After answering the call, press **Options**.
2. Press **Transfer**, then press **OK**.
3. Dial ***34** plus the **seven-digit phone number** where you'd like to park the call.
    - If you have four-digit dialing enabled, you must enter the leading number before the seven-digit number. For example, for 8.555.3312 for a local call.
4. Press the **Call (green phone)** button.
5. Press **End**.

To retrieve a parked call:

1. Dial ***33** plus the **seven-digit number** of the phone.
    - If you have four-digit dialing enabled, you must enter the leading number before the seven-digit number. For example, 8.555.3312 for a local call.
2. 2. Press the **Call (green phone)** button.

Speed Dial

You can assign up to eight speed dial numbers – making it easier to call important or frequently called contacts.

To assign a speed dial number:

1. Access the speed dial setup in one of these ways:
    - Press **OK** to enter the main menu. Select **Settings**, **Telephony** and then **Speed Dial**.
    - On the keypad, press and hold down a **number** not already assigned to a phone number for speed dial.

    The screen will display all the available speed dial keys.

2. Use the **up** or **down navigation** buttons to highlight the desired **speed dial key**, and then press **Assign**.
3. Select the desired **contact** from the directory. Press **OK** to assign the number to the selected speed dial key.
    - If more than one number is stored for the contact, use the **up** or **down navigation** buttons to select one **phone number**. Press **OK**.

To delete a speed dial number:

1. Press **OK** to enter the main menu.
2. Select **Settings**, **Telephony** and **Speed Dial**. The screen will display all the available speed dial keys.
3. Use the **up** or **down navigation** buttons to highlight the desired **speed dial key**.
4. Press **Clear Key** or the **left navigation** button to delete the assigned speed dial number.

To place a call using a speed dial key:

When the handset is idle, use the keypad to press and hold the number assigned to the phone number you want to call.

Auto Answer

With auto answer, you can answer incoming calls by picking up the handset from the charger cradle. The auto answer feature works only if the handset is placed in the charger cradle.

To configure auto answer:

1. Press **OK** to enter the main menu.
2. Select **Settings**, **Telephony** and **Auto Answer**.
3. Press **Change**.
    - To enable or turn on this feature, make sure the Auto Answer checkbox contains a **checkmark**.
    - To disable or turn off this feature, make sure the Auto Answer checkbox is **blank (no checkmark)**.

Call Forwarding

With call forwarding, you can forward incoming calls to another phone. There are three forwarding types:

- Always Forward: Incoming calls are immediately forwarded.
- Busy Forward: Incoming calls are forwarded if the line is busy.
- No Answer Forward: Incoming calls are forwarded if not answered after a period of time.

To turn call forwarding on or off:

1. Press **OK** to enter the main menu.
2. Select **Call Features** and then **Call Forward**.
3. Use the **up** or **down navigation** buttons to select the desired **phone line**. Press **OK**.
4. Use the **up** or **down navigation** buttons to highlight the desired forwarding type (**Always Forward**, **Busy Forward** or **No Answer Forward**). Press **OK**.
5. Set the Status using the **right** or **left navigation** buttons to choose **Enabled** or **Disabled**.
    - If you're setting up a No Answer Forward status, you must choose the After Ring Time, the amount of time to wait before forwarding a call. Press the **right** or **left navigation** buttons, and choose the desired **ring time**.
6. Enter the **Target phone number** you want to receive forwarded calls.
7. Select **Save**.

Call Transfer

You can transfer a call to another party in three different ways:

- Blind (Cold) Transfer: Transfer a call directly to another party without consulting or introducing the caller.
- Semi-Attended Transfer: Transfer a call when receiving the ring-back.
- Attended (Warm) Transfer: Transfer a call with prior consulting or an introduction.

To perform a blind (cold) transfer:

1. During a call, press **Options**, and then select **Transfer**. Or you can press the **TRAN** button.
2. Enter the **phone number** or **handset** you want to receive the transferred call.
3. Press **Transfer** or **TRAN**.

To perform a semi-attended or attended (warm) transfer:

1. During a call, press **Options,** and then select **Transfer**. Or you can press the **TRAN** button.
2. Choose where to route the call in one of these ways.
    - Enter the **phone number** or **handset** you want to receive the transferred call. Press the **Call (green phone)** button.
    - Press **Directory**, and select the desired **contact**. If a contact has both an office number and a mobile number, select the desired number. Then press the **Call (green phone)** button.
3. Select **Transfer** to connect the parties.

To transfer a call to another party when there are two calls on the handset:

1. Place the first call.
2. Put the first call on hold, and place the second call.
3. Select the **call you want to transfer**.
4. Press **Options** and then **Call Transfer**.
5. The screen will display the target phone number that will receive the transferred call. Press **Transfer** to connect the parties.

Conference Calls

The handset supports up to three parties (including yourself) in a conference call. You create a conference between an active call and a held call on the handset (on the same line or different lines).

To set up a local conference call via the handset:

1. Place a call to the first party.
2. Press **Options** and then **Conference**.
3. Choose your conference call participants in one of these ways.
    - Enter the number of the second party you want to add to the conference. Press the **Call (green phone)** button, the **speakerphone** button, **OK** or **Conf.**
    - Press **Directory**, and select the desired **contact** and **number**.
        - If both the office number and mobile number are stored), select the **phone number** you wish to call. Press the **Call (green phone)** button, the **speakerphone** button, **OK** or **Conf.**

    If you wish, when the second party answers the call, you can consult with the individual before adding the call to the conference.
4. Press **Conf.** to join all parties in the conference.

To join two calls in a conference:

1. Place two calls on the handset.
2. Select the desired **call**.
3. Press **Options** and then **Conference**. Three participants will be joined in the call.

To end a conference call:

During a conference call, simply select **End** or the **End Call (red phone)** button.

Contacts

Local Directory

You can store frequently used contacts in the handset's local directory. These can be added manually or from the call history.

To add a contact to the Directory manually:

1. Press **OK** to enter the main menu.
2. Select **Contacts**.
3. Press **Options** and then **New Contact**.
4. Enter the contact's **Name**, **Number** and **Mobile** information.
5. Press **Save**.

To add a contact to the Directory from the call history:

1. When the handset is idle, press **History**.
2. Select a history option: **All Calls**, **Missed Calls**, **Placed Calls**, or **Received Calls**. Press **OK**.
3. Press the **up** or **down navigation** buttons to locate and highlight the **past caller** in the list.
4. Press **Options**, **Add to Local** and then **New Entry**.
5. Use the **up** or **down navigation** buttons to choose the phone number type as **Number** or **Mobile**. Press **OK**.
6. Enter the contact's **Name** information.
7. Press **Save**.

To edit a contact:

1. Press **OK** to enter the main menu.
2. Select **Directory**.
3. Press the **up** or **down navigation** buttons, and highlight the desired **contact**.
4. Select **Options** and then **Edit**.
5. Edit the contact's **Name**, **Number** and **Mobile** information as necessary.
6. Select **Save**.

To delete a contact:

1. Press **OK** to enter the main menu.
2. Select **Directory**.
3. Press the **up** or **down navigation** buttons to highlight the desired **contact**.
4. Select **Options** and then **Delete**.

To search for and dial a contact:

1. Press **OK** to enter the main menu.
2. Select **Contacts**.
3. Using the keypad, enter a **few characters of the contact name or number**. Contacts matching your search will appear on the LCD screen when you press **Search**.
4. Select a **contact** to dial.
    - If both the office number and mobile number are stored, select the **phone number** you wish to call. Press the **Call (green phone)** button, the **speakerphone** button, **OK** or **Conf.**

Voicemail

When you receive a new voicemail, the voicemail icon appears on the LCD screen. It also includes the number of unread voicemails, and the message key light flashes red.

To access your voicemail:

1. Press **OK** to enter the main menu. Select **Voicemail** and **Play Message**. Or press the **Message** button.
2. If you have multiple lines assigned to a handset, the screen will display the number of voicemails for each line. Use the **up** or **down navigation** buttons to highlight the desired **line**, and press **Select**.
3. Follow the voice prompts to listen to your voicemails.

To access the Main Menu from another phone:

1. Dial your **business phone number** or **1.877.556.0241**.
2. While your greeting plays, press *.
3. Enter your **mailbox number**, which is your 10-digit phone number.
4. Enter your **password**, and then press **#**. (Default password is 0000.)

Main Voicemail Menu Options

- Press **1** to retrieve messages.
    - Press **1** to go to new messages.
    - Press **2** to go to saved messages.
    - Press * to return to the Main Menu.
- Press **7** to hear the current date and time.
- Press **9** for your mailbox setup menu.

Options While Listening to Messages

- Press **1** to play a message.
- Press **2** to save a message and go to the next one.
- Press **3** to delete a message and go to the next one.
- Press **4** to save a message as new.
- Press **7** to back up three seconds.
- Press **8** to pause or continue message.
- Press **9** to go forward three seconds.
- Press * to return to the Main Menu.

Voicemail Setup Menu Options

- Press **1** for greeting options.
  - Press **1** to listen to your greeting.
  - Press **2** to save your greeting and activate it.
  - Press **3** to delete your greeting.
  - Press **4** to record your greeting.
  - Press * to return to the mailbox setup menu.
- Press **2** to change your password.
  1. Enter your **new password** followed by **#**. Your password can be up to 16 digits long. Be sure to make note of your new password for future reference.
  2. Re-enter your **new password** to verify it.
- Press **4** to enable/disable auto login.
- Press * to return to the Main Menu.

Online Resources

Helpful Tools and Tips

Your experience with Midco matters to us. We want to help you get the most out of your services. We offer many helpful tools and resources for you at **Midco.com/Business**. Check it out today!

Midco.com/Business/Support — Visit our online library of helpful tools and information for you, including the most commonly requested resources. Get help with your equipment, troubleshooting and more.

Midco.com/Business/Shop — Look around in Shop for some of our most basic services, but for more advanced services or changes, contact your Midco sales consultant.

My Account and Bill Pay

Midco.com/Business/MyAccount

- View and pay your bill online. You can even set up one-time or recurring payments, and view your statements and payment history.
- Sign up to receive email updates about your business account — and text updates about service maintenance.

Policies

Midco provides hosted phone service to our customers subject to policies established for the protection of our users, our company and our communities. Visit **Midco.com/Legal**, which include these and others:

- Acceptable Use Policy
- Phone Service Terms and Conditions
- Cable, Internet and Phone Subscriber Privacy Notice
- Online Privacy Policy

24/7 Support

Have a question? Let us know! Reach out to us around-the-clock at 1.800.888.1300. We also offer customer service by email, live online chat and social media, and at our local Customer Experience Centers during regular business hours. Just visit **Midco.com/Business/Contact**.

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