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Cordless Hosted VoIP Quick Start Guide

Get the most out of our Hosted VoIP service with these handy instructions for the Yealink W56P/W56H/W60P IP DECT cordless devices.

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Make the Right Connection

Thanks for choosing Midco for your business Hosted VoIP 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. This is where you can also find help using our online management tool, known as the CommPortal.

Please note that some features must be enabled on your account so that you can use them. Contact our business support team for questions and assistance at 1.800.888.1300.

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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 equipment 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 device'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.

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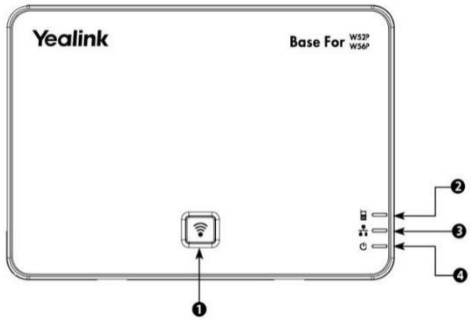
Base Station Description

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.

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To identify your base station model:

1. Press **OK** to enter the main menu.
2. Press **OK** again to enter the status menu.
3. Select **Base** and click **OK**.
    - Base firmware 77.x.x.x: W60B
    - Base firmware 25.x.x.x: W56B

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.

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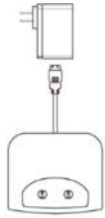
To set up the charger cradle and charge the handset:



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.

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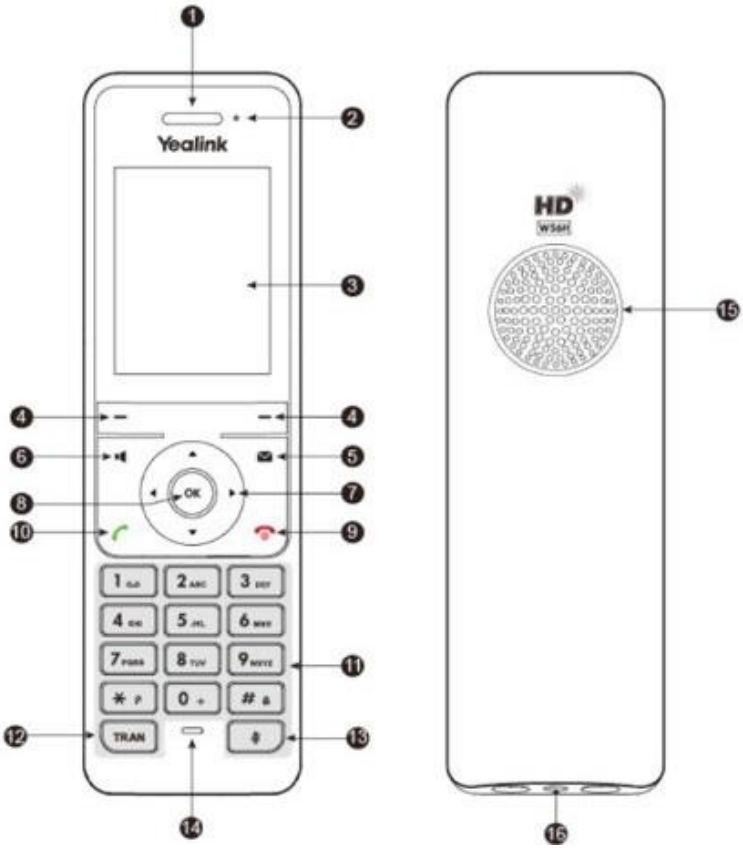
Handset Overview

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



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	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	Speaker Button	Switches between earpiece and speaker 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	• 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	• 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 (speaker) audio output.
16	3.5 mm Earphone Jack	Allows connection to a standard 3.5 mm earphone.

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

Icon	Description
	Earpiece mode on
	Earpiece mode off
	Speaker 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

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To turn the handset on, use one of these options:

- Press and hold the **Power/Call** button until the screen lights up.
- 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** button.

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Features

Physical Features

In ideal, unobstructed conditions, the cordless device 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 device '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.

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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 Yealink cordless device. 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.

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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 **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.

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Call Features

To place a call:

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

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To place a call from the local directory:

1. Press **OK** to enter the main menu.
2. Select Directory.
3. Use the **up** or **down navigation** buttons to highlight the **contact** you want to call.
4. Press the **Call** button to place the call.
    - If the contact has one number in your directory, the device 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 **number** and highlight it. Press the **Call** 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 **number**.
3. Press the **Call** button to place the call.
    - If the contact has one 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 **number** and highlight it. Press the **Call** button to place the call.

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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** 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 Yealink 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** button, the **speaker** 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 **number** in the Call To field.
3. Press the **Call** button, the **speaker** 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** 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** 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 number.
3. Press the **Call** button again.

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To answer a call:

You can answer a call in three ways:

- Using the handset: Press the **Call** button or **Accept**.
- Using the speaker: Press the **speaker** 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** button, the **speaker** 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.

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Call Hold

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 **speaker** button or the **Call** 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 desktop calling device.

To park a call:

1. After answering the call, press the **Transfer** softkey.
2. Dial **101**. The call is now held in Call Park 1.
    - If you are parking more than one call at a time, dial **102** for Call Park 2, dial **103** for Call Park 3, and so forth.

You can end the call only after the call is transferred.

To retrieve a parked call:

1. Dial ***46**, and then dial **101** to pick up Call Park 1.
    - Dial **102** to retrieve Call Park 2, dial **103** for Call Park 3, and so forth.
2. Press the **Dial** button to answer the parked call.

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To assign a call park retrieval to a speed dial number:

This feature allows you to press and hold a single key to autodial a code that picks up the parked call.

1. Press the **OK** key to enter the main menu, and then select **Directory**.
2. Press the **Options** soft key, and then select **New Contact**.
3. Enter the **desired name** in the Name field. (For example: Cpr1.)
4. In the Office field, enter ***46101**. This will build a directory entry for your first call park contact.
    - For additional call park retrieval contacts, you will need to use a separate last digit. We recommend using the pattern: Cpr 1: *46101, Cpr 2: *46102, Cpr 3: *46103, and so on.
5. Press **Save**.
6. Press the **OK** key to enter the main menu. Then select **Settings**, **Telephony** and **Speed Dial**.
7. Press the **up** or **down navigation keys** to highlight the desired digit key, and then press the **Assign** soft key.
8. Press the **up** or **down navigation keys** to highlight the desired entry, and then press the **OK** soft key to assign the Directory entry to a speed dial number.

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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 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 **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 Options and then **Clear Key** 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 number you want to call.

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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)**.

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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 number** you want to receive forwarded calls.
7. Select **Save**.

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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 **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 **number** or **handset** you want to receive the transferred call. Press the **Call** 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** button.
3. Select **Transfer** to connect the parties.

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

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

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Call Paging

Call paging between Yealink models is only available to users with the W60P base station. Your system administrator must set a listening paging group for you, and then you can receive a paging call when the phone is idle. The paging call is automatically answered on your phone.

When there is a voice call or a paging call in progress, the phone handles the new paging call differently according to the multicast listening settings configured by your system administrator.

To page a group:

1. Press **OK** to enter the main menu.
2. Select **Call Features** and then **Paging**.
3. Select the **desired paging group**.
4. Press **Paging**.

Note: Multicast paging is one way only – from the sender to the multicast address(es) (receiver). For outgoing pages, all other existing calls on the phone will be placed on hold.

To manage a page call:

During a paging call, you can do the following:

- Press **Hold** to place the current paging call on hold. The paging call is placed on hold and the receiver releases the session.
- Press **Resume** to resume the held paging call. The multicast RTP session is re-established.
- Press **End Call** to end the paging call.

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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. Dial the first party's **number**.
2. Press **Options** and then **Conference**.
3. Choose your conference call participants in one of these ways.
    - Dial the **number** of the second party, and then press the **Call** button, the **speaker** button, **OK** or **Conf.**
    - Press **Directory**, and select the desired **contact** and **number**.
        - If the contact has multiple numbers stored, select the **number** you wish to call. Press the **Call** button, the **speaker** 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. When you have an active call and a held call, press **Conf.** to set up a conference call.

To join two calls in a conference:

1. Dial the first party's **number**, then the second party's **number**.
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** button.

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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 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**.

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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 **number** you wish to call. Press the **Call** button, the **speaker** button, **OK** or **Conf.**

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Voicemail

Voicemail allows you to access your phone messages while you're at work or away from your business. Customize your greeting to let people know they've reached the right person. Some voicemail setup and usage instructions are included here. You can find additional information on personal greetings, voicemail messages and more at **Midco.com/Business/Support** under Hosted VoIP.

To access and set up your voicemail for the first time:

When you have a new voicemail, your phone will alert you. When you pick up your handset, you'll hear a stutter tone. Also, if your business phone includes it, you'll see a message waiting indicator light.

1. Access your voicemail system using one of these methods.
   - If you're using your business phone, dial ***98**.
   - If you're accessing your voicemail from a different location, dial the **access number: 1.800.793.5050**.
2. Enter your **10-digit phone number** and then **#**. Then, enter your **voicemail PIN** and **#**.
   - Midco provides your voicemail PIN during service setup.
3. The first time you access your voicemail, the system will prompt you to initialize the setup.
   - If you have already completed this, you will hear a message with details about your current voicemails.
4. After the tone, record **your name**, and press **#**. Your recording will play back.
   - To change your recorded name, press **1**.
   - To save your recorded name, press **#**.
5. Choose one of these greeting types, and follow the voice instructions.
   - For a personal greeting, press **1**. After the tone, record **your greeting**, and press **#**.
   - For a system-generated greeting that includes your name, press **2**.
   - For a system-generated greeting that includes your phone number, press **3**.
   - For a system-generated greeting without your name or phone number, press **4**.

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To access your voicemail after initial setup:

When you have a new voicemail, your phone will alert you. When you pick up your handset, you'll hear a stutter tone. Also, if your business phone includes it, you'll see a message waiting indicator light.

1. Access your voicemail system using one of these methods.
    - If you're using your business phone, dial ***98**.
    - If you're accessing your voicemail from a different location, dial the **access number: 1.800.793.5050**.
2. Enter your **10-digit phone number** and then **#**. Then, enter your **voicemail PIN**, and press **#**.
    - Midco provides your voicemail PIN during service setup.

To manage your voicemails when you have messages:

When you have a new voicemail, your phone will alert you. When you pick up your handset, you'll hear a stutter tone. Also, if your business phone includes it, you'll see a message waiting indicator light.

1. Access your voicemail system. You will hear a message with details about your current voicemails.
2. Choose one of these options, and follow the voice instructions:
    - Press **1** to play messages.
    - Press **2** to send a voicemail message.
    - Press **3** to manage greeting options.
    - Press **4** for manage mailbox settings.
    - Press **7** to leave the mailbox and log in as another subscriber.
    - Press **0** for help.
    - Press * to exit.

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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, online CommPortal, the Softphone app (if your business uses it), troubleshooting and more.

My Account and Bill Pay

Midco.com/Business/MyAccount

- View and pay your current and past bills online. Set up auto pay or make a one-time payment. Don't forget to go green by enrolling in e-statements.
- Sign up to receive email and texts about service maintenance and your account.

Policies

Midco provides Hosted VoIP 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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