User guide

One Talk from Verizon DECT IP Phone

W60B Base Station and W56HV Handset

verizon✓

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Welcome

The Verizon One Talk^{SM} DECT IP Phone W60 Bundle gives your business a full-featured, high-performance Session Initiation Protocol (SIP) cordless phone system that integrates with your smartphones and tablets. The W60B Base Station can be paired with up to five W56HV Handsets. And because it supports integrated One Talk service features, it lets your users' mobile devices and cordless handsets work together with one number.

Initial setup

If your W60B Base Station and W56HV Handset were not connected and set up by your IT administrator, verify the following with your administrator:

- You have a One Talk number.

- Your user information has been updated in the One Talk Admin Portal with your 911 address and email address.

- Your number has been included in any business group features.

Charging the handset battery

The handset battery comes partially charged and the handset should automatically turn on once you insert the battery. If the handset doesn't automatically turn on, press 📞 to turn it on.

To make sure the handset battery gets a full charge, plug the charging cradle into a power outlet and place the handset in the cradle. Be sure to only use the supplied charging-cradle power adapter (5V/600 mA). With the battery charged, you'll be able to use the handset to monitor the progress of the base station initialization and registration process.
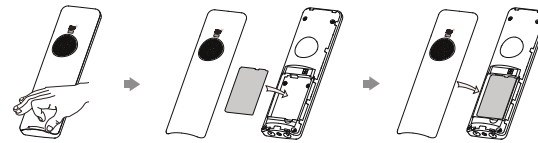
Setting up the base station

The base station can be set up on your desktop using the base stand or mounted on a wall.
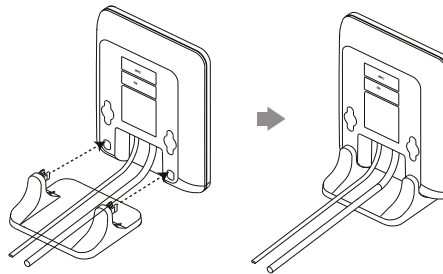
Desktop setup option

59mm   59mm
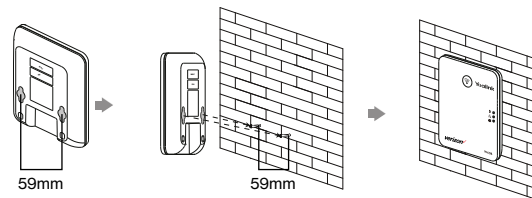
Wall-mount setup option

Connecting the base station to power and Ethernet

You have the option to power your base station with either AC power (wall outlet) or Power over Ethernet (PoE). Your system administrator will advise you which option to use.

AC power option

Connect the Ethernet cable from your base station's internet port to your Ethernet wall jack or directly into your router port. Next, plug your base station's power adapter into a wall outlet. Be sure to use the Verizon-supplied power adapter (5V/600 mA). A third-party power adapter might damage the base station.

PoE option

Connect the Ethernet cable from your base station's internet port directly into the port of an IEEE 802.3af–compliant PoE data router. For this option, you don't need a power adapter, but you do need to make sure your hub/switch is PoE compliant.

Startup

After your phone is powered on, the system boots up and performs the following steps:

1. DHCP

By default, the phone attempts to contact a Dynamic Host Configuration Protocol (DHCP) server in your network to obtain valid IPv4 or IPV6 network settings.

2. Automatic phone initialization

When your One Talk phone is connected to the network and powered on, it will automatically start the initialization process. The LCD screen displays "Initializing, please wait during this process." The phone finishes the initialization by loading the saved configuration.

After starting up and confirming the 911 address, the phone is ready for use.

Viewing E911 location information

Enhanced 911 (E911) is a location technology that enables emergency responders to know the geographical location of a caller who dials 911. Your One Talk service administrator will configure your location using the One Talk Admin Portal. Contact your administrator if your E911 address is inaccurate or if your phone location changes.

To view your 911 address, press ⊙, use ▲ to highlight

Show Address and then press ⊙.

Registering handsets

Multiple handset and base station support

To use a handset with a specific base station, the handset needs to be registered to that base station. Additionally, each base station and its One Talk phone number must be registered with the Verizon network.

Handsets included as part of a W60 bundle will already be registered to the base station included in that bundle. You can register additional handsets to that base station. A single base station can support up to five handsets. You can also register a handset to up to two different base stations.

Registering additional handsets

Do the following to register an additional handset to a base station:

1. Hold down 📶 on the base station until its LED blinks.

2. Press ⊙ and use ▼ or ▲ to select **Settings>Registration>Register Handset**.

3. Choose the desired base station and press **OK**.

4. After the handset finds the base station, press **OK**.

5. Enter the base station PIN (default: 0000) and press the **Done** soft key to finish registration.

To register a handset to multiple base stations, press the **OK** navigation key, select **Settings > Registration > Register Handset** and repeat steps 2 through 5 above. Be sure to choose a base station that is not already selected or else it will overwrite the existing selection.

Mobile phone numbers

A mobile telephone number can only be registered to a single base station and a base station can only support a single mobile telephone number.

Also, a handset can support up to two different mobile telephone numbers if registered to two different base stations. This gives you the option to choose which number to use.

De-registering handsets

Do the following to de-register a handset from a base station:

1. Press the ⊙ navigation key on the handset to enter the main menu.

2. Select **Settings->Registration->De-reg. Handset**.

3. Enter the base station PIN (default: 0000) and press the **Done** soft key.

4. From the list of handsets displayed on the LCD screen, highlight the desired handset name and press **OK**.

5. When the screen prompts "De-register Handset," press the **Yes** soft key to de-register the handset or the **No** soft key to cancel.

Selecting a base station

A handset registered to multiple base stations can only use one base station at a time. You can choose to have it automatically select a specific base station to use or select one that has the strongest signal.

Do the following to select your preference:

1. Press ⊙ to enter the main menu.

2. Select **Settings->Registration->Select Base**.

3. Use ▼ or ▲ to highlight the desired base station from one of the registered base stations listed or highlight **Bestbase** (the option for strongest signal strength) and press the **Select** soft key.

4. After successfully finding and connecting to the base station, the handset will display "Base selected successfully!"

Renaming a base station

Do the following to rename a base station using your handset:

1. Press ⓞⓚ to enter the main menu.

2. Select **Settings->Registration->Select Base**.

3. Use ▼ or ▲ to highlight the base station to be renamed.

4. Press the **Rename** soft key and enter the new name in the **Rename** field.

5. Press the **Save** soft key to save the base station's new name.

Note: Pressing the ⌨ navigation key lets you enter special characters. Pressing the ⌨ navigation key allows you to switch to different input modes.

Handset user interface

You can customize your handset by pressing ⓞⓚ to enter the main menu. Some configuration options are only accessible to the administrator. The default administrator password is "0000".

Checking system status

Base station status

Using a registered handset, you can view the following system status information for your base station:

• IPv4 status or IPv6 status

• Firmware version

• MAC address

• Device certificate status

• Radio fixed part identity (RFPI)

• Network information

Do the following to check the base station status:

1. Press ⓞⓚ to enter the main menu.

2. Select **Status->Base**.

3. The LCD screen will display the base station status information and the Network option.

   a. Use ▼ or ▲ to scroll through and view the status information.

   b. To view the network information, select **Network** and press the **Enter** soft key.
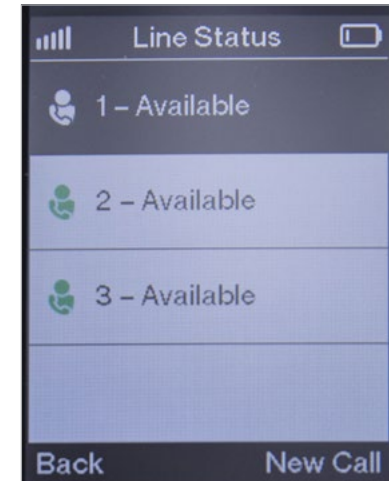
Handset status

You can check the handset status if the handset does not register to a base station. Do the following to check the status:

• Press ⓞⓚ to enter the main menu.

• Select **Status->Handset**.

• When the LCD screen displays the handset status information, use ▼ or ▲ to scroll through the status information.

Handset status information includes handset model, hardware version, handset firmware version, International Portable User Identity (IPUI) code, subscriber number (SN) code and area.

Line status

Press the **Line** soft key while the handset is idle to see its status. The LCD screen will display all the lines currently registered to the base station, using icons to indicate the line status. The current status of the line is visible and displays "Available" next to each line if not in use.
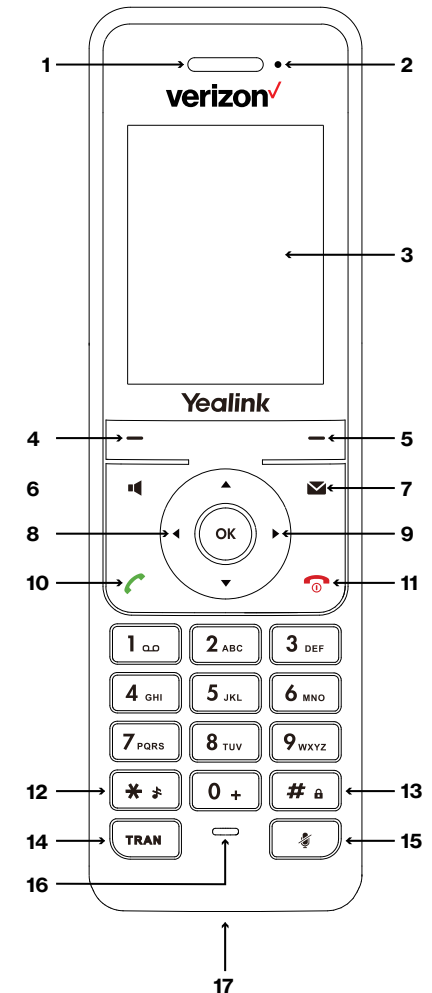
Getting to know your handset

Hardware components and shortcut keys

Item		Description
1	Earpiece speaker	Outputs call audio through the earpiece when not using the speakerphone or a headset.
2	Power indicator LED	Indicates the status of phone power and call status, message status and charging status. • Incoming call: flashes red fast • Voice mail or missed call: flashes red slow • Battery charging: solid red
3	LCD screen	Displays information about calls, messages, soft keys, time, date and other relevant data, such as: • Signal strength • Battery status • Caller ID • Call history • Incoming caller information • Menus • Line status
4	▬ Left dash soft key	Accesses call history.
5	▬ Right dash soft key	Checks the line status.
6	🔊 Speakerphone key	Answers an incoming call in speakerphone mode and toggles the speakerphone on and off.
7	✉ Message key	Accesses missed calls and voice mails.
8	▼▲◄ ► Navigation arrow keys	Navigates menu options, as well as the following: • Left arrow decreases ringer volume. • Right arrow increases ringer volume. • Up arrow places an intercom call to other handsets. • Down arrow accesses contact directory.
9	OK key	Enters menu and confirms menu actions.
10	Call key	Initiates and answers calls in earpiece mode. Also lets you view the last number dialed and then redial that number.

Item		Description
11	End/power key	Ends current calls, rejects incoming calls and lets you return to a previous menu screen. Also, holding it down powers on or powers off the handset.
12	Asterisk key	Allows you to enter special characters. Additionally, holding it down for a few seconds toggles the handset in and out of silent mode.
13	Pound key	Allows you to switch between input modes. Additionally, holding it down for a few seconds can lock or unlock the keypad.
14	Transfer key	Transfers a call to another party.
15	Mute key	Mutes and unmutes the handset speaker.
16	Microphone	Picks up audio during earpiece and hands-free calls.
17	Headset jack	Allows you to plug in a 3.5 mm headset audio jack.

Getting to know your base station

Hardware components

Item		Description
1	Paging/sync key	• Locates a misplaced handset. • Registers a handset • Resets the base station to factory settings.
2	Registration LED	Indicates the mode of the base station: • Fast-flashing green – Base station is in paging mode. • Slow-flashing green – Base station is in registration mode. • Solid green – At least one handset is registered to base station. • Off – Base station is powered off or no handsets are registered to it.
3	Network status LED	Indicates the network status: • Slow flashing green – Network is unavailable. • Solid green – Network is available. • Off – Base station is powered off.
4	Power indicator LED	Indicates base station power status: • Slow flashing green – Base station is undergoing a firmware update process. • Solid green – Base station is powered on. • Off – Base station is powered off.

Icon descriptions

The icons described below will appear on the handset LCD display.

Icons	Description
1 2 3 4 5	The internal registration number of the handset
	Earpiece mode on
	Earphone mode on
	Speaker mode on
	Keypad lock
	Voice mail
	Silent mode on
	Call forward
	Contact icon
	Received calls
	Missed call
	Placed calls

Icons	Description
	Call hold
	Call mute
	Conference call
	Do not disturb
	Intercom call
	Shared line is idle.
	Available line idle

Understanding the handset LCD screen

1. Signal strength, including no reception, weak reception or strong reception (green bars indicate Eco mode+)

2. Battery status

3. Time and date

4. Current handset feature in use (e.g., earpiece, earphone, speakerphone, mute, keypad lock, voice mail, call hold, conference call and intercom call)

5. Internal handset number and registered handset user

6. Call history soft-key label

7. Line status soft-key label

Customizing your handset

Personalizing handset name

1. Press 🔘 to enter the main menu and select **Settings->Handset Name**.

2. Change the name in the **Rename** field to a name you want.

3. Press the **Save** soft key to save the new name.

Note: Press **#** to change type case from the sentence-case default to either all uppercase, all lowercase or numbers.

Language preferences

The default language of the handset is English. Do the following to check the language:

1. Press 🔘 to enter the main menu.

2. Select **Settings->Language**.

Date and time

By default, the date and time displayed on your handset is obtained from the Simple Network Time Protocol (SNTP) server.

Volume adjustment

• Use ◄ or ► to adjust the ringer volume when the handset is idle or ringing and press the **Save** soft key to save the change.

• You can also adjust the ringer volume by pressing 🔘 to enter the main menu, selecting **Settings->Audio->Ring Tones->Volume**, using ◄ or ► to increase or decrease it, and then pressing the **Save** soft key to save the change.

• Use ◄ or ► to adjust the volume of the speakerphone, earpiece or earphone during a call.

Ring tone preferences

Press 🔘 to enter the main menu and select **Settings->Audio->Ring Tones->Melodies**.

1. Use ▼ or ▲ to highlight the **Intercom Call** or **All Calls** option.

2. Use ◄ or ► to select the desired ring tone.

3. Press the **Save** soft key to save the new ring tone.
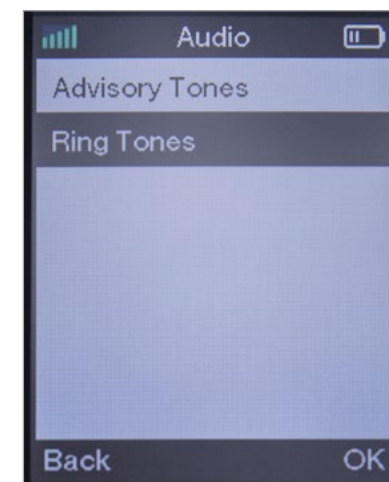
Advisory tone settings

Advisory tones sound to alert you about different handset actions and states.

You can configure the settings for the following advisory tones:

• **Keypad tone** sounds when you press any button on the keypad.

• **Confirmation tone** sounds when you save settings or place the handset in the charging cradle.

• **Low battery tone** sounds when your handset battery is low and needs to be recharged.
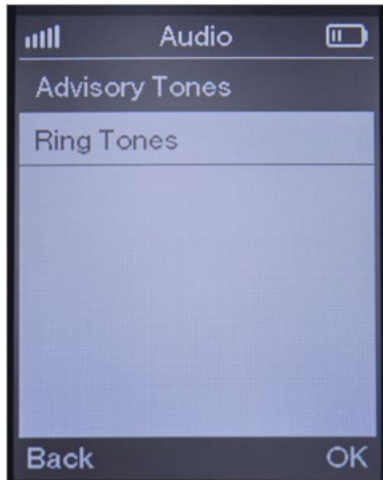
Do the following to change your handset advisory tones:

1. Press ⊙ to enter the main menu.

2. Select **Settings->Audio->Advisory Tones**.

3. Press ◄ or ► to select the desired value from either the **Keypad Tone** field, **Confirmation** field and/or the **Low Battery** field.

4. Press the **Save** soft key to accept the new advisory tone settings or the **Back** soft key to cancel.

Note: Advisory tones will not sound if your handset is in silent mode, but you can still see low battery and confirmation information alerts on the LCD screen.

Switching silent mode

When silent mode is on, the handset will not ring when receiving incoming calls, but you will still see the incoming call information on the LCD screen. Silent mode is useful if you do not want to be disturbed.

To switch silent mode on:

• Hold down [✱] until the LCD screen displays "All Ring Tones Off."

The icon 🔇 will appear on the status bar, indicating silent mode is now on.

To switch silent mode off:

• Hold down [✱] again until the LCD screen displays "All Ring Tones On."

The icon 🔇 will disappear from the status bar, indicating silent mode is now off.

Backlight

By default, the handset backlight turns on for incoming calls, when a key is pressed or the status of handset changes. It turns off after the handset is idle for a period of time.

You can configure whether the backlight turns on or off for certain conditions based on whether the handset is in the charging cradle by doing the following:

1. Press ⊙ to enter the main menu.

2. Select **Settings->Display->Display Backlight**.

3. Press ◄ or ► to select the desired value from the In **Charger** field.

4. Press ◄ or ► to select the desired value from the **Out Of Charger** field.

5. Press the **Save** soft key to save the change or the **Back** soft key to cancel.
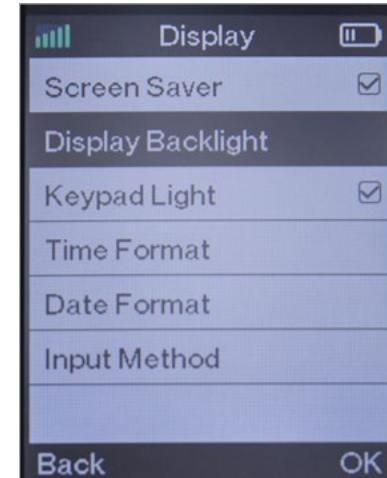
Screen saver

You can enable the screen saver to protect your LCD screen by filling it with an analog clock when the screen is idle for more than 10 seconds. Do the following to enable or disable the screen saver:

1. Press ⓞ to enter the main menu.

2. Select **Settings->Display->Screen Saver**.

Press the **Change** soft key to check or uncheck the **Screen Saver** checkbox.
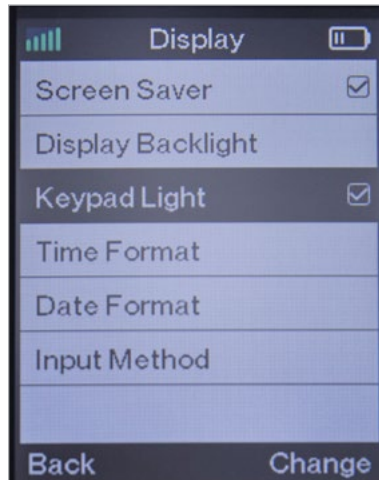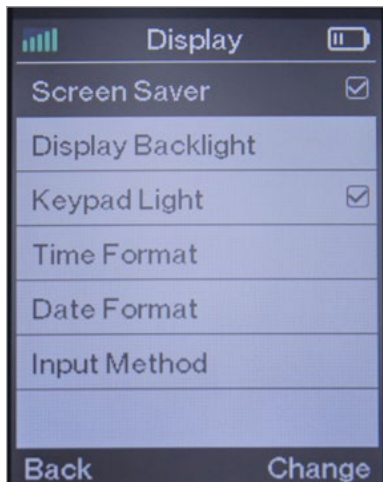
Keypad light

To help you better see the keypad buttons in a dark environment, you can enable the keypad light. This lights up the digit keys, as well as the ✱ , # , TRAN and ☆ keys, when any key is pressed.

Do the following to configure the keypad light:

1. Press ⓞ to enter the main menu.

2. Select **Settings->Display->Keypad Light**.

3. Press the **Change** soft key to check or uncheck the **Keypad Light** checkbox.

Voice mail setup

1. Press ⓞ to enter the main menu and select **Voice Mail->Call Voice Mail**.

Follow the voice prompt to set up and listen to your voice mails.
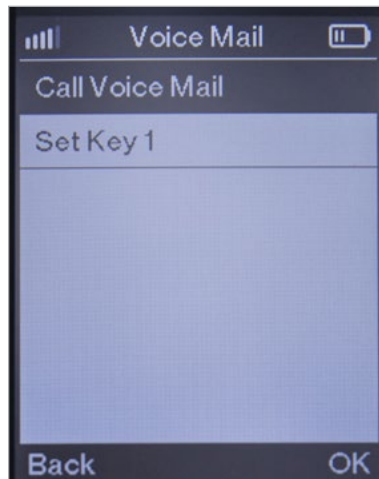
Locking and unlocking keypad

You can lock the handset keypad to keep keys from accidentally being pressed.

To lock the keypad:

• When the handset is idle, hold down **#** until the LCD screen displays "Keypad Locked, Press and hold '#' to unlock!"
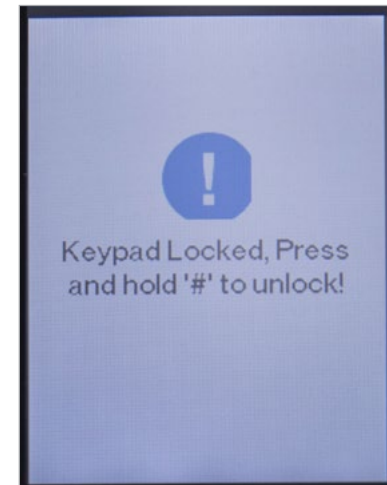
The ⊡ will appear on the LCD screen status bar, indicating that your keypad is locked. You will still be able to answer or reject incoming calls as usual.

You can also still end calls by pressing 📞.

To unlock the keypad:

• Hold down # until the LCD screen displays "Keypad Unlocked."

Basic call features

Placing calls

You can place calls in the following ways:

- **Keypad**—Enter number and press 📞.
- **Speakerphone**—Press 🔊, enter number and select the **Send** soft key.
- **Directory**—Press 🆗, select **Directory**, select contact number and press 📞.

Note: Press 🔊 to toggle the speakerphone on or off. A speakerphone icon appears on the handset display when it's in speakerphone mode

Answering and ending calls

- Press 📞, 🆗 or the Answer soft key to answer calls with the handset earpiece speaker.
- Press 🔊 to answer calls with the speakerphone.
- To ignore an incoming call, press the **Silence** soft key.
- To reject an incoming call, press 📵.
- To end a current call, press 📵.

Redialing last number

- Press 📞 twice to redial the last number dialed.
- Press 📞 once to display the latest numbers dialed, use ▼ or ▲ to highlight the desired number, and press 📞 or 🔊 to make the call.

Muting and unmuting calls

Press 📧 to mute the microphone during a call. Press 📧 again to unmute it.

Placing calls on hold and resuming calls

To place a call on hold, press the **Options** soft key during a call and select **Hold**.

To resume the call, do one of the following:

- For only one call on hold, press 📞, 🔊 or the **Resume** soft key.
- For two calls on hold, use ▼ or ▲ or the **Swap** soft key to switch between two calls.

Note: When a call is on hold, placing the handset in the charging cradle will not end the call.

Moving calls

If your One Talk number is shared with other devices, when you are on a live call, you can move the call from your handset to your mobile device or tablet and vice versa without disconnecting.

To move a call from a handset to another smartphone or handset sharing the same number, press **Options**, followed by **Hold**. This places the call on hold until you can resume the call on another device that shares the same number.

Transferring calls

You can transfer an active call to any other phone number (it does not have to be a One Talk number).

You have two transfer options:

- **Direct transfer**—Transferring a call without talking to the called party
- **Consultative transfer**—Transferring a call after talking to the called party.

To transfer a call, press 🔲TRAN during an active call; enter the number you want to transfer the call to or select one from the directory; press the **Options** soft key that appears; and then do one of the following:

- For a direct transfer, press the **Transfer** soft key.
- For a consultative transfer, press 📞, 🔊 or 🆗 to dial out, and then press the **Transfer** soft key when the call is answered.
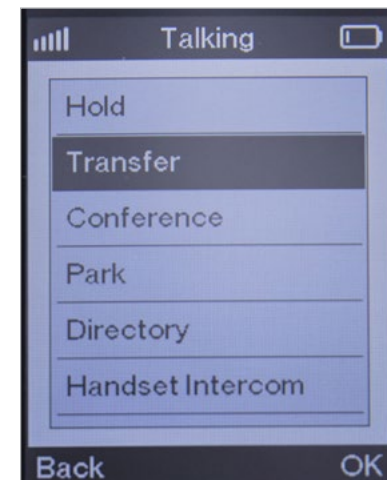
Forwarding calls

Call forwarding allows incoming calls to be sent automatically to another phone number. You can choose from the following call forwarding options:

- **Always**—Immediately forwards all incoming calls

- **Busy**—Forwards incoming calls when the line is busy

- **No Answer**—Forwards incoming calls not answered after a set period of time
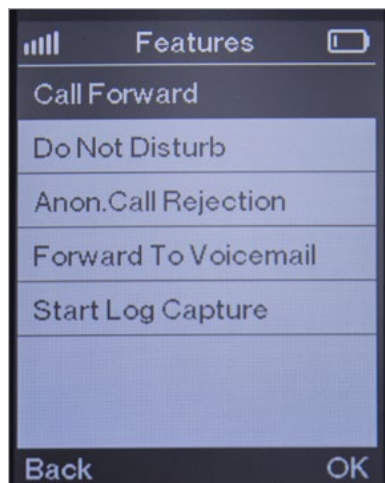
Do the following to turn on call forwarding for a specific line:

1. Press ⊙ and select **Features>Call Forward**.

2. Press ⊙, use ▼ or ▲ , and press the **OK** soft key to choose either **Always**, **Busy** or **No Answer** as your desired forwarding option.

3. Use ◄ or ► to change status to **Enabled**.

4. Use ▼ or ▲ in the **Target** field to select the number that you want to forward the incoming calls to and press the **Save** soft key to save the setting.

   a. For **Forward No Answer**, use ◄ or ► in the **Number of Rings** field to select how many rings to wait before forwarding.

5. Press **Save** to save the change.

Conference calling

Do the following to set up a network conference call using the handset:

1. Call the first party.

2. Press the **Options** soft key and select **Conference**.

3. Enter the number of the second party, select a contact from your handset directory or select the handset you want to add to the conference, and then press 📞, ◄ or ⊙ or the **Conference** soft key.

4. After the second party answers the call, you can add new parties to the conference by pressing the **Conference** soft key again and repeating steps 2 and 3.

Placing a conference call on hold

Any party in the conference call can place an active conference call on hold with the handset by pressing the **Options** soft key and selecting **Hold**. This only places that party on hold. The other parties in the conference will continue on the conference call as before.

Ending a conference call

Only the conference initiator can end a conference call. This is done by pressing 📵 or the **End** soft key. If any other party presses 📵 or the **End** soft key to disconnect from the conference, the remaining parties will stay connected.

Parking calls

Call parking lets you place a call on hold and retrieve it from another phone in the system, such as a phone in another office or conference room. If the parked call is not retrieved within a certain period of time defined by the system, the call will revert to the phone parking the call.

Call parking supports the following mode:

- **Feature Access Code (FAC) mode**—A call can be parked to a local extension or a desired extension by dialing a predefined park code. A parked call can be retrieved from a local extension or desired extension by dialing a predefined park retrieve code.

Parking a call

1. During a call, press the **Options** soft key, select **Park** and do one of the following:

   a. Press #ₐ to park the call on the local extension.

   Or:

   b. Enter an extension (e.g., 4606) to park the call on a specific extension and press ⊙ or #ₐ.

2. A voice prompt will sound to let you know if the call was parked successfully.

Retrieving a parked call

Dial the park retrieve code (e.g., *88) and the phone number or extension.

Call history

Call history lets you view a history of up to 100 calls, including lists of all calls, missed calls, placed calls and received calls. Each call history list is sorted by date and time of the call, starting with the latest call entry.

You can check the detailed information of an entry in the call history. If the name and number associated with call is in your handset directory, the list displays the party's name instead of the number. You can dial a call, add an entry to the local directory or blacklist, or delete entries from the call history.

Viewing call history on your handset

1. Press the **History** soft key.

2. Use ◄ or ► to switch among **All Calls**, **Missed Calls**, **Placed Calls** and **Received Calls**.

3. Use ▼ or ▲ to highlight a desired entry.

4. Press the **Options** soft key and select **Detail** to view the details of the selected call.

Adding an entry to the blacklist from call history

1. Press the **History** soft key.

2. Use ◄ or ► to switch among **All Calls**, **Missed Calls**, **Placed Calls** and **Received Calls**.

3. Use ▼ or ▲ to highlight the desired entry.

4. Press the **Options** soft key and select **Add To Blacklist**.

5. When the LCD screen prompts "Are you sure?," press the **Yes** soft key to add the selected entry to the blacklist or the **No** soft key to cancel.
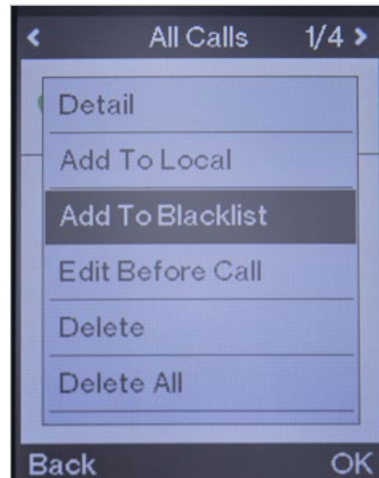
Deleting a single entry from call history

1. Press the **History** soft key.

2. Use ◄ or ► to switch among **All Calls**, **Missed Calls**, **Placed Calls** and **Received Calls**.

3. Use ▼ or ▲ to highlight a desired entry.

4. Press the **Options** soft key and select **Delete** to delete the entry.

Deleting all entries in a call history list

1. Press the **History** soft key.

2. Use ◄ or ► to switch among **All Calls**, **Missed Calls**, **Placed Calls** and **Received Calls**.

3. Use ▼ or ▲ to highlight a desired entry.

4. Press the **Options** soft key and select **Delete All**.

5. When the LCD screen prompts "Delete All?," press the **Yes** soft key to delete all entries in the selected list or the **No** soft key to cancel.

Placing a call from call history

1. Press the **History** soft key.

2. Use ◄ or ► to switch among **All Calls**, **Missed Calls**, **Placed Calls** and **Received Calls**.

3. Use ▼ or ▲ to highlight a desired entry.

4. Press 📞 to call the number.

Contact management

You can store up to 100 contacts in the handset's local directory. You can store a name, office number, mobile number and extension associated with each contact. You can place calls directly to any contacts stored in your local directory. You can also set up speed dial numbers for your contacts.

Adding contacts to your directory

1. Press the ▼ directory shortcut key.

2. Press the **Options** soft key and press the **OK** soft key for the highlighted

New Contact option.

3. Enter the desired values in the **Name**, **Number**, **Mobile** and **Extension** fields.

4. Press the **Save** soft key to save the contact information.

Searching for contacts

You can search for contacts by simply entering a few characters of the name or number of the desired contact. Potential matches will display on the LCD screen as you type.

Do the following to search for contacts in the directory using the handset:

1. Press the ▼ directory shortcut key to open the directory.

2. Press ▲ to enter a few continuous characters of the desired contact name or number in the **Search Contacts** field.

3. Contacts whose names or numbers match the search will appear on the LCD screen.
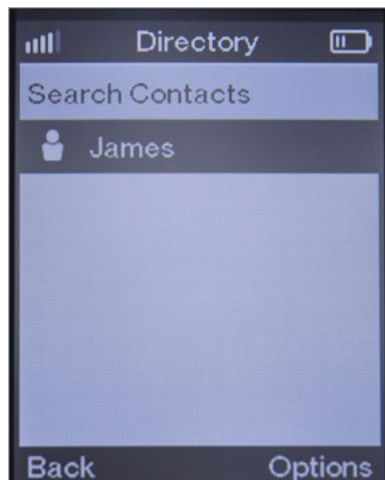
Placing a call from the directory

1. Press the ▼ directory shortcut key.

2. Press ▼ or ▲ to highlight the desired contact.

3. If the contact has only one number in the directory, press 📞 to call the contact. If the contact has multiple numbers, use ▼ or ▲ to highlight the desired number and then press 📞 to call the contact.

Editing contacts in the directory

To edit a contact in the directory using the handset:

1. Press the ▼ directory shortcut key.

2. Press ▼ or ▲ to highlight the desired contact.

3. Press the **Options** soft key and select **Edit**.

4. Edit the values in the appropriate **Name**, **Number**, **Mobile** and **Extension** fields.

5. Press the **Save** soft key to save your edits.

Deleting contacts

You can delete a single contact or all your contacts from your directory.

Do the following to delete a single contact:

1. Press the ▼ directory shortcut key.

2. Press ▼ or ▲ to highlight the desired contact.

3. Press the **Options** soft key and select **Delete**.

4. When the LCD screen prompts "Do you want to delete the selected item?," press the **Yes** soft key to delete or the **No** soft key to cancel.

Do the following to delete all the contacts on your handset's directory:

1. Press the ▼ directory shortcut key.

2. Press ▼ or ▲ to highlight the desired contact.

3. Press the **Options** soft key and select **Delete All**.

4. When the LCD screen prompts "Delete All?," press the **Yes** soft key to delete or the **No** soft key to cancel.

Speed dialing

Speed dialing lets you press a single digit to dial a predefined number. It's especially useful for numbers that you call frequently or that are hard to remember. You can set up a maximum of eight speed dial numbers.

Setting up speed dial numbers

1. Press 🆗 to enter the main menu.

2. Select **Settings->Telephone->Speed Dial**.

3. Use ▼ or ▲ to choose the button you want to assign from the list of available buttons and then press the **Assign** soft key.

4. If you have multiple contact directories, use ▼ or ▲ and press the **Enter** soft key to choose which directory to use.

5. Select the desired contact from the directory.

6. Press the **OK** soft key to assign the contact's number to the chosen speed dial button. If the contact has multiple numbers, use ▼ or ▲ and press the **OK** soft key to choose the desired number.

Notes:

• To assign a number to speed dial, it needs to exist in your handset's local directory.

• The 1 key is reserved for quick calls to voice mail.

Placing a call using a speed dial key

While the handset is idle, simply hold down the speed dial key for a few seconds and it will dial the assigned number.

Changing a speed dial number

1. Press 🆗 to enter the main menu.

2. Select **Settings->Telephone->Speed Dial**.

3. When the LCD screen displays all the available speed dial keys, use ▼ or ▲ to highlight the desired speed dial key that already has an assigned number.

4. Press the **Options** soft key and select **Change** to change the assigned speed dial number.

Deleting a speed dial number

1. Press 🆗 to enter the main menu.

2. Select **Settings->Telephone->Speed Dial**.

3. When the LCD screen displays all the available speed dial keys, use ▼ or ▲ to highlight the desired speed dial key that already has an assigned number.

4. Press the **Options** soft key and select **Clear Key** to delete the assigned speed dial number.

Blacklist

You can store up to 30 contacts in a handset's blacklist. You can call a number from the blacklist, but any incoming calls from numbers in the blacklist will automatically be rejected.

Adding an entry to a handset's blacklist

1. Press 🆗 to enter the main menu.

2. Press **Settings->Telephone->Caller Blacklist**.

3. Press the **Options** soft key and select **New Entry**. If there is no entry displayed, press the **OK** soft key.

4. Enter the number to be blacklisted in the **Phone Number** field.

5. Press the **Save** soft key to save the number to the blacklist or the **Back** soft key to cancel.

Note: You can also add an entry to the blacklist from the call history. See the Call history section of this user guide for more information.
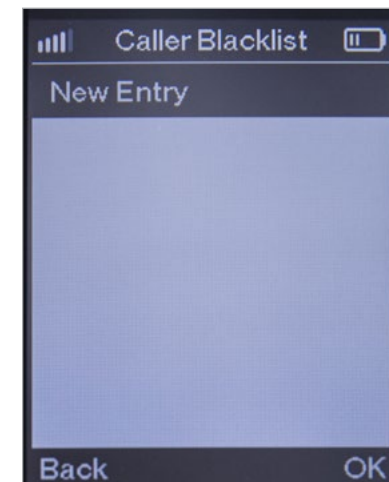
Deleting a single entry from a handset's blacklist

1. Press 🆗 to enter the main menu.

2. Press **Settings->Telephone->Caller Blacklist**.

3. Press the **Options** soft key and select **Delete** to remove the entry from the blacklist.

Deleting all entries from a handset's blacklist

1. Press ⊙ to enter the main menu.

2. Press **Settings->Telephone->Caller Blacklist**.

3. Press the **Options** soft key and select **Delete All**.

4. When the LCD screen prompts "Delete All?," press the **Yes** soft key to delete all entries or the **No** soft key to cancel.

Placing a call from the blacklist

1. Press ⊙ to enter the main menu.

2. Press **Settings->Telephone->Caller Blacklist**.

3. Press ▼ or ▲ to highlight the desired contact.

4. Press 📞 to call the contact.

Shortcuts

Shortcut capabilities have been pre-assigned to the handset's different keys. For example, holding down ✱ for a few seconds toggles the handset's silent mode on and off, while pressing ▼ when the handset is idle will access the directory.

The actions of some shortcut keys are permanently fixed, while some can be changed. The assignments of the shortcut keys that can be changed include the two soft keys and four arrow navigation keys. The ability to change these shortcut keys' assignments allow you to gain quick access to a feature you frequently use, rather than scrolling through multiple steps with the handset's menu system.

The default feature assignments for the changeable shortcut keys are as follows:

Shortcut key	Default feature assignment
Left soft key	History
Right soft key	Line status
▲	Handset intercom
▼	Directory
◄	Volume down
►	Volume up

Do the following to change a shortcut feature assignment on a handset:

1. Press ⊙ to enter the main menu.

2. Select **Settings->Shortcut**.

3. When the LCD screen displays the changeable shortcuts and their current assigned features, use ▼ or ▲ to highlight the shortcut you want to change.

4. Press the **Change** soft key to access the available features.

5. Use ▼ or ▲ to highlight the new feature you want to assign to that key.

6. Press the **OK** soft key to save the change or the **Back** soft key to cancel.

Other calling features

Call waiting

Call waiting allows you to put an ongoing call on hold to accept a new incoming call. With call waiting enabled, while on an active call, the handset will notify you of a new incoming call by

displaying the caller information on the LCD screen. With call waiting, placing the handset in the charging cradle will not end an on-hold call.

Answering a call waiting call

Press 📞, ◄┤ or the **Accept** soft key to answer the new incoming call and place the original call on hold.

Do not disturb (DND)

When DND mode is activated for a specific line, all incoming calls to that line will automatically be rejected and callers will hear a busy tone. You can activate or deactivate DND mode on a per-line basis.

Do the following to activate DND mode:

1. Press ⊙ to enter the main menu.

2. Select **Features->Do Not Disturb**.
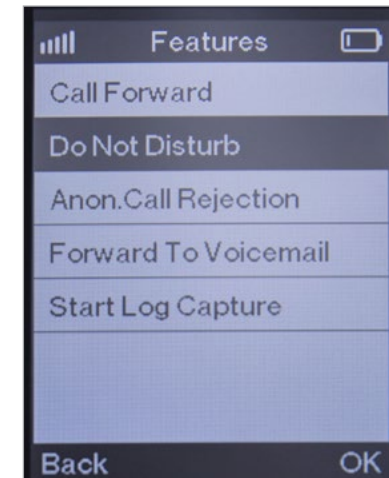
3. Use ◄ or ► to select **Enabled** from the **Status** field.

4. Press the **Save** soft key to accept the change.

Anonymous call rejection

Anonymous call rejection lets you automatically reject incoming calls from anonymous callers. You can configure the anonymous call rejection feature on a per-line basis.

Do the following to configure anonymous call rejection for a specific line on a handset:

1. Press ⊚ to enter the main menu.

2. Select **Features->Anon.Call Rejection**.

3. Use ▼ or ▲ to highlight the desired **Anon. Call Rejection On** or **Anon. Call Rejection Off** option and press the **Save** soft key to save the setting.
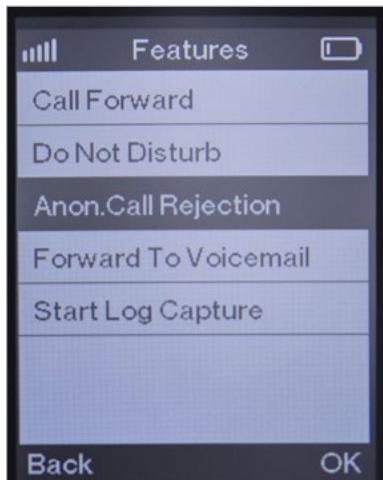
Placing internal handset intercom calls

Internal handset intercom calls let you quickly connect with other individuals in your office. You can make internal intercom calls between handsets that are registered to the same base station. If the auto intercom feature is enabled, the handset will answer the internal call automatically.

Placing an internal handset intercom call to a single handset

1. Press ⊚ to enter the main menu.

2. Select **Handset Intercom**.

3. When the LCD screen displays the names of all the registered handset names and the **All Handsets** option, use ▼ or ▲ to highlight the desired handset name.

4. Press 📞, 🔊, ⊚ or the **OK** soft key to make the call.

Placing an internal call to all registered handsets

1. Press ⊚ to enter the main menu.

2. Select **Handset Intercom**.

3. When the LCD screen displays the names of all the registered handset names and the **All Handsets** option, use ▼ or ▲ to highlight **All Handsets**.

4. Press 📞, 🔊, ⊚ or the **OK** soft key to simultaneously call all the handsets.

Auto intercom

Auto intercom allows your handset to automatically answer incoming internal intercom calls. Auto intercom supports the following configuration options:

• **On (Beep On)**—The handset will automatically answer an incoming internal intercom call and sound a warning tone.

• **On (Beep Off)**—The handset will automatically answer an incoming internal intercom call, but will not sound a warning tone.

• **Off**—Incoming internal intercom calls will need to be answered manually

Do the following to configure auto intercom on your handset:

1. Press ⊚ to enter the main menu.

2. Select **Settings->Telephone->Auto Intercom**.

3. When the LCD screen displays auto intercom configuration options, use ▼ or ▲ to highlight the desired configuration.

4. Press the **Change** soft key to mark the radio box of the desired configuration.

Troubleshooting

This section provides some general troubleshooting information to help you solve problems you might encounter when using your One Talk W60 phone. If you require additional information or assistance, contact your system administrator.

Base station issues

The power indicator on the base station doesn't light up.

Make sure the supplied power adapter is plugged into the W60B base station and wall outlet.

The network indicator on the base station doesn't light up or slowly flashes.

This happens when the W60B base station cannot get an IP address. Try connecting the W60B base station to another switch port. If the network indicator still flashes slowly, try a reset.

Handset status and issues

Check handset status.

1. Press ⊙ to enter the main menu.

2. Select **Status->Handset**.

3. When the LCD screen displays handset status information, use ▼ or ▲ to scroll to the **Area** field.

The handset won't turn on.

Make sure the battery is inserted into the handset properly. If the battery is already inserted into the handset, place the handset in the charging cradle to charge the battery.

Registration issues

The handset won't register with the base station.

Make sure there are no outstanding problems with your network.

Call issues

I can't receive calls.

• Make sure the **DND mode** is not activated. Refer to the **do not disturb (DND)** section of this user guide for more information.

• Make sure that **Always Forward** is not enabled. Refer to the **Call forwarding** section of this user guide for more information.

I hear noise during calls.

• Make sure you are not using the handset or base station in an area with high electrical interference. Try placing the base station and handset in areas far away from sources of high electrical interference.

• Make sure the handset is not too far from the base station.

• Restart the base station and place a call to see if there is still noise heard during the call.

Paging issues

Paging attempts fail.

• Check the current mode of the base station. If the base station is not in the paging mode, press the paging key on the base station to enter the paging mode.

• Make sure there is at least one handset registered to the base station.

Audio issues

The handset doesn't ring.

• Make sure the ringer volume of your handset is not set to the lowest volume. Refer to the **Volume adjustment** section of this user guide for more information.

• Make sure the handset is not in **silent mode**. Ensure that the silent mode is not enabled. Refer to the **Switching silent mode** section of this user guide for more information.

Display issues

The handset displays the message "Not Subscribed."

Check the registration status of your handset. If your handset is not registered to the base station, register it manually by following the steps in the **Registering handsets** section of this user guide.

The handset displays the message "Not in Range" or "Out Of Range."

• Make sure base station is properly plugged into a working AC power outlet.

• Make sure the handset is not too far away from the base station.

The handset displays the message "Network unavailable."

• Make sure the Ethernet cable is securely plugged into the internet port on the base station.

• Make sure your network switch or hub is working properly.

Update and reset issues

How do I upgrade firmware for the handset?

Upgrade the handset firmware by doing the following:

1. Make sure your handsets are registered to your base station.

2. Press ⊙ to enter the main menu.

3. Select **Settings->Upgrade Firmware**.

4. Press the **Upgrade** soft key to check for new firmware. If up to date, the handset will display a message that the firmware is up to date.

Resetting the system PIN

1. Disconnect the power adapter.

2. Hold down the paging key and reconnect the power adapter.

When the base station finishes resetting, the power indicator LED, network status LED and registration LED will illuminate in sequence. The system PIN and all individual settings will reset to factory defaults. Handset registrations will also be cleared after the base station resets.

Menu structure
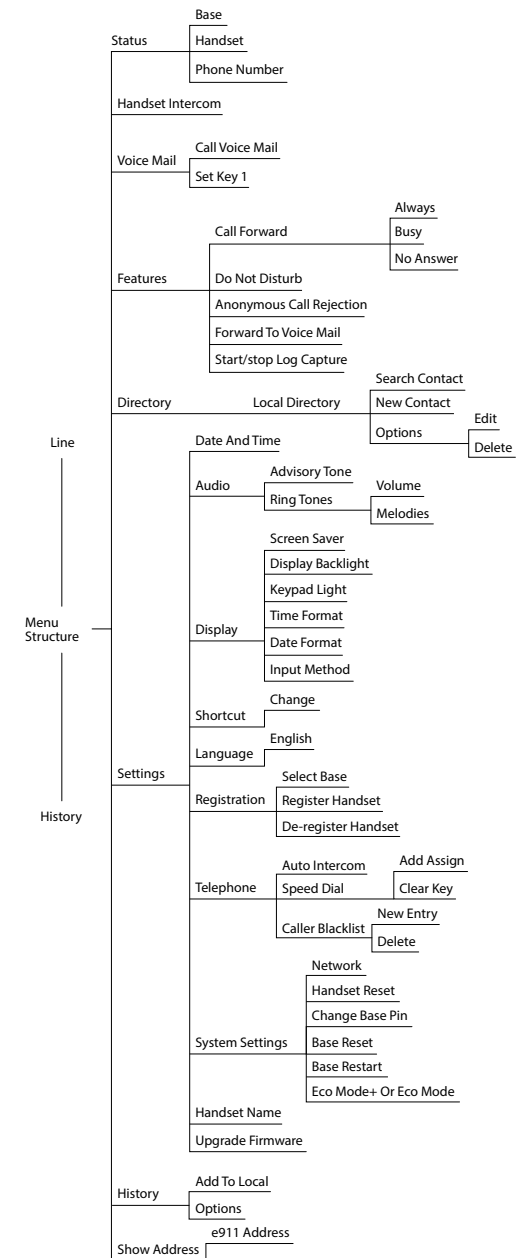
Important customer information

To avoid electric shock, use caution when connecting cables. For example, do not connect safety extra-low voltage (SELV) circuits to telephone-network voltage (TNV) circuits. LAN ports contain SELV circuits, and WAN ports contain TNV circuits. Some LAN and WAN ports both use RJ-45 connectors.

To avoid electric shock, do not operate the product or connect or disconnect cables during electrical storms. To avoid electric shock, do not use this product in or near water.

To reduce the risk of fire or overheating, keep this product in well-ventilated areas, away from radiators or other heat sources. Do not block cooling vents.

The plug-socket combination must be accessible at all times because it serves as the main power-disconnecting device.

Use only the manufacturer-provided AC adaptor approved for use with this product. Use of another AC adaptor may cause a fire or explosion.

This product relies on short-circuit (overcurrent) protection installed in your home or office. Ensure that a fuse or circuit breaker no larger than 120 VAC, 15A U.S. is used on the phase conductors (all current carrying conductors).

Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:

1. When the power cord or plug is damaged or frayed.

2. If liquid has been spilled into the product.

3. If the product has been exposed to rain or water.

4. If the product does not operate normally when the operating instructions are followed. Adjust only those controls that are covered by the operating instructions, since improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal condition.

WEEE warning

To avoid the potential effects on the environment and human health as a result of the presence of hazardous substances in electrical and electronic equipment, end users of electrical and electronic equipment should understand the meaning of the crossed-out wheeled bin symbol. Do not dispose of Waste Electrical and Electronic Equipment (WEEE) as unsorted municipal waste so that such WEEE can be collected separately.

Customer feedback

We are striving to improve our documentation quality, and we appreciate your feedback. Email your opinions and comments to docsfeedback@yealink.com

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Important 911 emergency response information

If you call 911, emergency service responders will be sent to the registered location you provided when you provisioned this phone. An incorrect address could result in incorrect routing of 911 calls and dispatch of emergency personnel to the wrong location, so please contact your network administrator if your registered location is not accurate or if your phone location changes.

Data and voice functionality (including the ability to make and receive 911 calls) will not be available during a power outage, broadband connection failure or other service disruption. Neither Verizon Wireless nor any of its affiliates shall be liable for any service outage and/or inability to access emergency service personnel, nor shall Verizon Wireless or any of its affiliates be responsible for the acts or omissions of emergency response center personnel.

Declaration of conformity

Yealink Network Technology CO., LTD. hereby declares that this phone is in conformity with the essential requirements and other relevant provisions of the CE, FCC. You can find the CE and FCC information from the label on the back of the IP phone.

CE mark warning

This device is marked with the CE mark in compliance with R&TTE Directive 1999/5/EC.

Part 15 FCC Rules

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device is compliant with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

Class B digital device or peripheral

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experienced radio/TV technician for help.

Important safety precautions

Please read the following important safety notices and instructions before installing or using the product.

- A DANGER warning refers to situations that could cause bodily injury.
- A CAUTION warning refers to situations that could result in equipment malfunction or damage.

1. Follow all warnings and instructions marked on the product.
2. Unplug this product from the wall outlet before cleaning.

   Do not use liquid cleaners or aerosol cleaners. Use an antistatic cleaning pad for cleaning.
3. Do not use this product near water.
4. Do not place this product on an unstable cart, stand or table. If the product falls, it could be seriously damaged.
5. This product should be operated using the type of power indicated on the marking label. If you are not sure of the type of power available, consult your dealer or local power company.
6. Do not allow anything to rest on the power cord. Do not locate this product where people will walk on the cord.
7. Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short-out parts that could result in a fire or electric shock.
8. Never spill liquid of any kind into or onto the product.
9. Do not attempt to service this product yourself, as opening or removing covers may expose you to dangerous voltage points or other risks.
10. Refer all questions regarding servicing of this product to qualified service personnel.

Danger–electric shock and fire

Electric current from power, telephone and communication cables is hazardous, and could result in electric shock and/or fire.

Learn more:
For more information, visit **www.onetalk.com**