



QUICK START GUIDE

Yealink W52P IP DECT Phone

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Yealink W52P IP Cordless Dect Phone




Getting Started With Hosted PBX

Introduction

Welcome to Cogeco's Hosted PBX business phone service. We designed the Yealink W52P IP DECT Phone to streamline your business communications. Below, we'll walk you through all its features including setting up your voicemail and auto attendant. **Let's get started.**

Setting up Voice Mail Greetings From Your Phone

1. Dial feature code ***98** or press 
2. Enter a PIN of your choice (at least 6 digits)
3. Re-enter PIN to confirm
4. Upon hearing the system voice prompt, record your name
5. Press **#** to confirm
6. Setting up the Greetings

Choose one of the following options:

Press 1

to record a personal greeting. Follow the voice prompts to complete the recording.

Press 2

to select system generated greetings that include your name. Greeting is automatically created.

Press 3

to select system generated greetings that include your phone number. Greeting is automatically created.

Press 4

to select system generated greetings that include both your name and telephone number. Greeting is automatically created.

Press the pound key (**#**) to confirm

After 3 unsuccessful attempts to log in, you will be locked out. Please contact technical support at [1-855-440-5602](tel:1-855-440-5602). Accessing the Voice Portal from a remote location is not offered.

VoIP 9-1-1 Service features may differ from traditional wireline 9-1-1 services. Visit cogeco.ca/911 for more information.

For use with Polycom® UC Software 4.1.4 or later. For detailed information on how to use your phone, see the Polycom VVX 400 and 410 Business Media Phone User Guide, available by navigating to your phone's Support page from Polycom Voice Support.

Basic Operations

Turning Handset On/Off

Locking/Unlocking Keypad

- Long press **#** when the phone is idle to lock the keypad.
- Long press **#** again when the phone is idle to unlock the keypad.

To turn the handset on, do one of the following:

- Long press until the LCD screen lights up.
- Place the handset in the charger cradle. The handset will be turned on automatically.

Switching Silent Mode On/Off

- Long press ***** to switch the silent mode on.
- Long press ***** again to switch the silent mode off.

To turn the handset off:

- Long press again to turn the handset off.

Handset Settings

Handset Name

To create rename the handset:





1. Press the **OK** key to enter the main menu, and then select **Settings->Handset Name**.
2. Edit the value in the **Rename** field.
3. Press the **Save** soft key to accept the change.

Volume Adjustment

Press **◀** or **▶** during a call to adjust the volume of the currently used audio device.

Press **◀** or **▶** when the handset is idle to adjust the ringer volume.

Ring Tones





1. Press the **OK** key to enter the main menu, and then select **Settings->Audio->Ring Tones-> Melodies**.
 2. Press  or  to highlight the **Intercom Call** option or the desired line.
 3. Press  or  to select the desired ring tone.
 4. Press the **Save** soft key to accept the change.
-

Local Directory



To add a contact:

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 values in the **Name**, **Number** and **Mobile** fields.
4. Press the **Save** soft key to accept the change.



To assign a speed dial number:

1. Press the **OK** key to enter the main menu, and then select **Settings->Telephony->Speed Dial**.
2. Press  or  to highlight the desired speed dial key, and then press the **Assign** soft key.
3. Press  or  to highlight the desired entry, and then press the **OK** soft key. If both the office number and mobile number are stored, press or to highlight the desired number, and then press the **OK** soft key again.

To edit a contact:

1. Press the **OK** key to enter the main menu, and then select **Directory**.
2. Press  or  to highlight the desired entry.
3. Press the **Options** soft key, and then select **Edit**.
4. Edit the values in the **Name**, **Number** and **Mobile** fields.
5. Press the **Save** soft key to accept the change.


To delete a contact:

1. Press the **OK** key to enter the main menu, and then select **Directory**.
2. Press  or  to highlight the desired entry.
3. Press the **Options** soft key, and then select **Delete** to delete the selected entry.








Basic Call Features

Placing Calls




To place a call directly:

Enter the desired number when the handset is idle, and then press .





To place a call from the local directory:

1. Press  when the handset is idle.
2. Press  or  to highlight the desired entry, and then press .
If both the office number and mobile number are stored, press  or  to highlight the desired number, and then press  again.

To place a call from the call history:

1. Press the History soft key, and then select the desired call history list.
2. Press  or  to highlight the desired entry, and then press .


To place a call from the redial number list:

1. Press  when the handset is idle.
2. Press  or  to highlight the desired entry, and then press .



To place a call using the speed dial key:

Long press the speed dial key to place a call to the number assigned to it.

Answering Calls

TIP: You can ignore an incoming call by pressing the Silence soft key or reject an incoming call by pressing .


To answer a call, do one of the following:


- Press the **Accept** soft key.
- Press .
- Press .

Ending Calls

Press .

Call Mute

Press  during a call to mute the call.

Press  again to un-mute the call.

Call Hold and Resume

To place a call on hold:

Press the **Options** soft key during a call, and then select **Hold**.


To resume a call, do one of the following:

- If there is only a call on hold, press the **Resume** soft key.
 - If there are two calls on hold, press the **Resume** soft key to resume the current call, press the **Swap** soft key to swap between calls.
-


Call Transfer

You can transfer a call in the following ways:

Attended Transfer

1. Press the **Options** soft key during a call, and then select **Transfer**.
2. Enter the number you want to transfer the call to.
3. Press  to dial out.
4. Press the **Transfer** soft key after the call is answered.

Semi-Attended Transfer

1. Press the **Options** soft key during a call, and then select **Transfer**.
2. Enter the number you want to transfer the call to.
3. Press  to dial out.
4. Press the **Transfer** soft key when you hear the ring-back tone.

Blind Transfer

1. Press the **Options** soft key during a call, and then select **Transfer**.
2. Enter the number you want to transfer the call to.
3. Press the **Transfer** soft key.

Call Forward

To enable call forwarding, dial feature code ***72** followed by the number you want to forward your number to. To disable call forwarding, dial feature code ***73**.

Auto Attendant Greetings

Dial the Auto Attendant (AA) phone number

(E.g. 51#, 52#, 53# provided by Cogeco)

Upon hearing the IVR Prompt, press/key-in ***6** Enter PIN followed by **#**

(E.g. 1234#)

If entering the system for the first time, it will give you the option of choosing your PIN (a minimum of 4 digits is recommended). Re-enter the new PIN to confirm, followed by **#**.

To Record & Edit recordings for Business and Non-Business hours

Press 1

To change the configuration of your automated attendant

Press 1

To turn on/off your automated attendant

Press 2

To record or edit announcements used for your business-hours menu

- Press **#** to record your initial greeting
- When finished recording press **#**
- Press 1 to save the recording
- Press 2 to re-record/override
- Press 3 to exit
- Press 4 to continue recording

Press 3

To record or edit announcements used for your non-business-hours menu (Note: this option will be only available if you have your attendant configured by Cogeco to provide your callers with options during Non-Business hours)

- Press **#** to record your initial greeting
- When finished recording press **#**
- Press 1 to save the recording
- Press 2 to re-record/override
- Press 3 to exit
- Press 4 to continue recording
- Follow the voice prompts to complete the recording.
- Press the **(*)** button to return to the previous menu.

Questions?

Please visit our HPBX FAQ page at [cogeco.ca](https://www.cogeco.ca)
or call us at 1-855-440-5602.