

**VIRGIN MEDIA BUSINESS  
CLOUD VOICE**

**PHONE USER GUIDE  
YEALINK W52**

**VERSION 2.0**

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## Introduction



This user guide provides you with all the information you need to get the most from your phone. You must first set up your phone before you can use it. This doesn't take long as it's easy to do. Just follow the simple instructions in this user guide or the quick start guide included with the phone.

### Got everything?

The following items are included in your W52P package:

- Handset
- Base Station
- Charge Cradle
- Two Power Adapters
- Belt Clip
- Ethernet Cable
- Two Rechargeable Batteries
- Quick Start Guide

The following items are included in your W52H package:

- Handset
- Charge Cradle
- Power Adapters
- Belt Clip
- Two Rechargeable Batteries

### Need help?

If you have any problems setting up or using your Yealink IP Phone, please contact Virgin Media Business on 0800 052 0085.

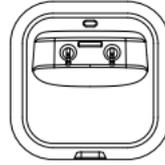
**The following items are included in your W52P package:**



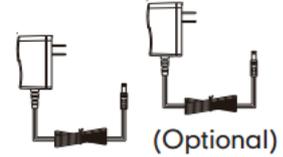
Handset



Base Station



Charger Cradle



Two Power Adapters (Optional)



Belt Clip



Ethernet Cable



Two Rechargeable Batteries

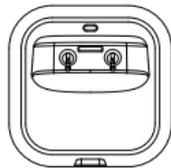


Quick Start Guide

**The following items are included in your W52H package:**



Handset



Charger Cradle



Power Adapter



Belt Clip



Two Rechargeable Batteries

**Emergency Calls – important information please note**

Access to Emergency Services is provided but calls including emergency calls to 999 or 112, made via Cloud Voice may not work in the event of power or connectivity failure. These failures may be caused by reasons outside our control. Location information, provided to the emergency services, is limited to the location details entered into the system when provided to Virgin Media Business by you. This may not be where the call was originated.

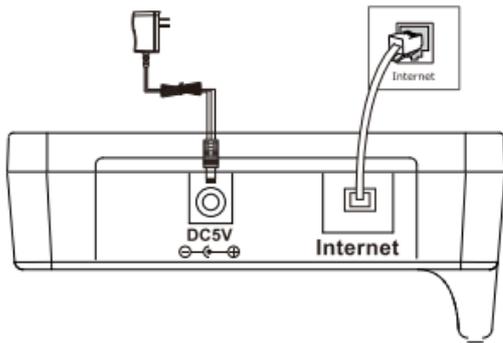
## Phone Installation

1. Connect the network and power for the base station in one of the following ways:

a. AC Power Option

Connect the DC plug on the power adapter to the DC5V port on the base station and connect the other end of the power adapter into an electrical power outlet.

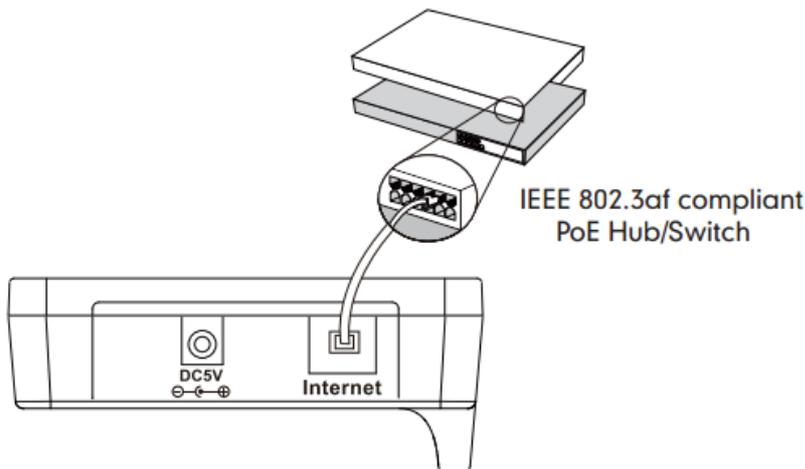
Connect the supplied Ethernet cable between the Internet port on the base station and the Internet port in your network or the switch/hub device port.



b. PoE (Power over Ethernet) Option

Using a regular Ethernet cable, the base station can be powered from a PoE-compliant (IEEE 802.3af) switch or hub.

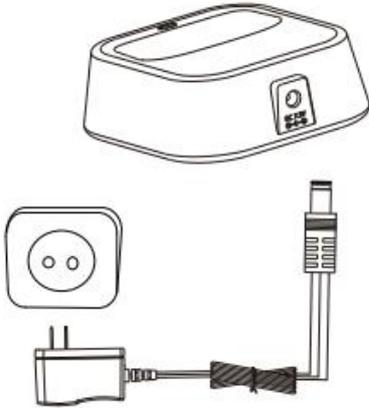
Connect the Ethernet cable between the Internet port on the base station and an available port on the in-line power switch/hub.



**Note:** If in-line power is provided, you don't need to connect the AC adapter. Make sure the switch/hub is PoE compliant. Do not remove the power and network to the base station whilst it's updating firmware and configurations.

**2. Connect the charger cradle, as shown below:**

- Connect the DC plug on the power adapter to the DC5V port on the charger cradle
- Connect the other end of the power adapter into an electrical power outlet



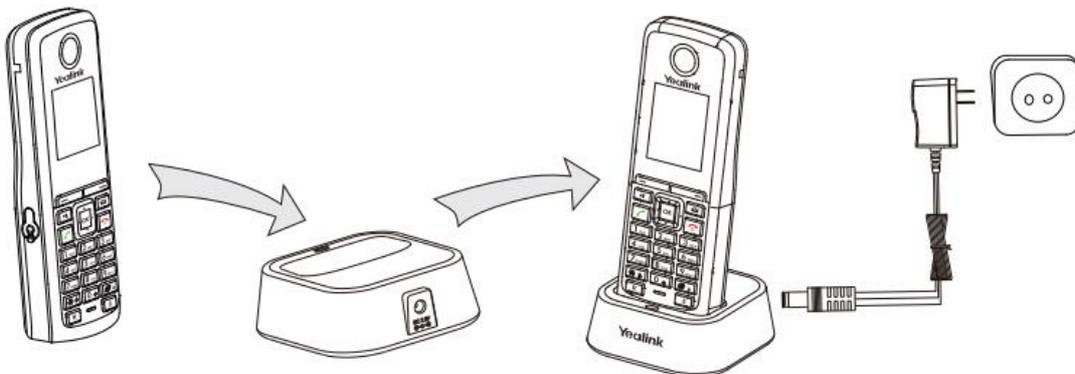
**3. Insert the batteries into the handset, as shown below:**

- Open the battery cover
- Insert the batteries in the correct polarity
- Close the battery cover



**4. Charge the handset, as shown below:**

After setting up the handset and charger cradle, place the handset in the charger cradle. The original handset included in the W52P package is pre-registered to the base station. After charging, the handset is ready for use.



*Note: The charging status of the handset is indicated in the top right-hand corner of the LCD screen.*

## 5. Battery Charging Status

The handset batteries take 6 hours to fully charge. Charging status of batteries is displayed on the top right-hand corner of the LCD screen:

Icon	Charging Status
	Fully charged
	75% charged
	50% charged
	25% charged
	10% charged
	Almost flat

## Provisioning

Your Yealink W52 DECT phone will be pre-loaded with all the information it needs to automatically provision the Cloud Voice service once all the connections have been made.

1. Once connected to the network port the phone will do a series of firmware updates (please allow the phone time to complete)
2. Once complete the phone will now show the line number against a line key

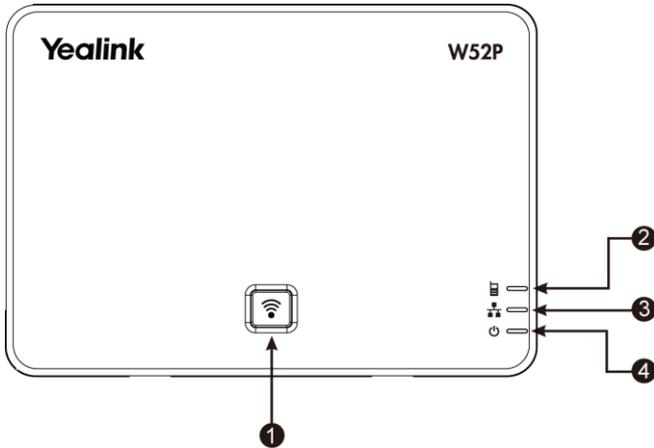


*Note: If the handset fails to provision please contact Virgin Media Business.*

## Getting to know your phone

### Hardware Component Instructions Base Station Description

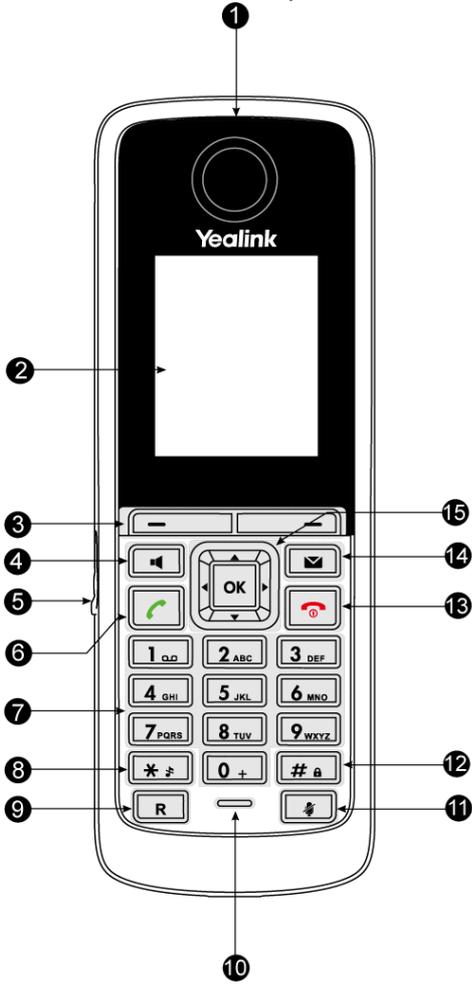
After the base station starts up successfully and the handset is registered to the base station, all LEDs on the base station illuminate green in sequence.



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

### Handset Description

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



	Item	Description
①	Earpiece	Outputs audio during the earpiece call.
②	LCD Screen	Shows call information, handset status icons, prompt messages and so on.
③	Soft Keys	Label automatically to identity their context-sensitive features.
④	Speakerphone Key	Switches between the earpiece and speakerphone modes. Answers an incoming call.
⑤	Headset Connector	Connects a headset.
⑥	Off-hook Key	Answers an incoming call. Enters the redial call list. Places a call.
⑦	Keypad	Provides digits, letters and special characters in context-sensitive applications.
⑧	Star Key	Enters the star symbol. Switches the silent mode on or off.
⑨	Redirect Key	Transfers a call to another party.
⑩	Microphone	Picks up audio during earpiece and hands-free calls.
⑪	Mute Key	Toggles Mute feature on or off.
⑫	Pound Key	Enters the pound symbol. Locks or unlocks the handset keypad. Switches the input method.
⑬	On-hook Key/Power key	Long presses in the menu screen to return to the idle screen. Long presses to turn the handset on or off when the handset is idle. Cancels actions or ends a call. Rejects an incoming call.
⑭	Message Key	Indicates a new receiving voicemail or a missed call. Accesses the voicemail or the missed call list.
⑮	 	Move the cursor. Act as shortcuts. Scroll through the displaying information.
	 	Move the cursor. Act as shortcuts. Adjust the ringer volume. Switch the values.
		Confirms actions or enters the main menu.

## Phone Display (Views)

### Displaying Information on LCD Screen

The idle screen may be shown as below:



The LCD screen is divided into three parts: status line, text line and soft key line

#### The information shown in the status line:

- On hook (idle) – displays the signal strength indicator, internal handset number and battery status
- Off hook – displays line ID

#### The information shown in the text line:

- On hook (idle) – displays handset name, time and date, caller information when receiving an incoming call and prompt messages
- Off hook – displays the dialled digits

#### The information shown in the soft key line:

- On hook (idle) – displays **History** and **Line**
- Off hook – displays various terms according to the context of the specific feature

### Signal Strength

The strength of reception signal between the base station and handset may display as:

Weak to strong:

No reception:

## Icon Instructions

Icon	Description
	Anonymous Call
	Anonymous Call Rejection
	Missed Call
	Voicemail
	Keypad Lock
	Silent Mode
	Do Not Disturb
	Call Forward
	Call Hold
	Call Mute
	Unassigned Outgoing Line
	Unusable Line
	Loudspeaker On
	Headset Mode On
	Normal Call
	Conference Call

## Checking System Status

You can view the system status on your handset. Available information of the system status includes:

- **Base station status** (e.g. IP address, firmware version, MAC address and device certificate status of the base station)
- **Handset status** (e.g. hardware version, model, IPUJ code and firmware version of the handset)
- **Line status**

### To check the base station status:

1. Press  to enter the main menu
2. Select  ->**Base**  
The LCD screen displays status information of the base station and the **Network** option
3. Press  or  to scroll through and view the status information
4. Select **Network**  
The LCD screen displays the network settings

### To check the handset status:

1. Press  to enter the main menu
2. Select  ->**Handset**  
The LCD screen displays the status information of the handset
3. Press  or  to scroll through the static information

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### To check the line status:

- Press the **Line** soft key when the handset is idle to check the line status directly
- Press  to enter the main menu
- Select  ->**Line Status**

The LCD screen displays all lines registered to the base station with icons for indicating the line status. For example, the  icon in the bottom of a line indicates that you cannot place a call using this line on the handset.

### Handset Registration

You can register up to 5 handsets to one W52P base station. Each handset can be registered to 4 different base stations.

#### To register a handset manually:

1. Long press  on the base station  
The registration LED slow flashes, indicating the base station is in the registration mode
2. Press  on the handset to enter the main menu.
3. Select  ->**Registration->Register Handset**  
The LCD screen displays the Base1-Base4
4. Press  or  to highlight the desired one, and then press the **OK** soft key  
The handset begins to search for the base station
5. Press the **OK** soft key when the LCD screen displays the RFPI code of the base station
6. Enter the system PIN (default: 0000)
7. Press the **Done** soft key

The handset plays a warning tone and prompts “Handset Subscribed”, which indicates the handset is registered successfully.

After successful registration, an internal handset number and handset name appear on the LCD screen.

You can also enable the registration mode of the base station via web user interface at the path **Status->Handset&VoIP->Registered New Handsets**.

### Shortcuts

This helps you get quick access to features by pressing the shortcut keys directly without having to scroll through the menu. You can press the following predefined shortcuts to access some frequently used features of your handset when the handset is idle:

- Press  to access the call history
- Press  to check the line status
- Press  to place an internal call
- Press  to access the directory
- Press  to decrease the ringer volume
- Press  to increase the ringer volume

## Basic Operations

### Turning Handset On/Off

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

To turn the handset off:

- Long press  again to turn the handset 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

### Switching Silent Mode On/Off

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

## 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

To answer a call, do one of the following:

Press the **Accept** soft key

Press 

Press 

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

### 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:

### 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

### 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

### 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

## General Information

### Important

- Access to Emergency Services is provided but calls including emergency calls to 999 or 112, made via Cloud Voice may not work in the event of power or broadband connection failure. These failures may be caused by reasons outside our control. Location information, provided to the emergency services, is limited to the location details provided to Virgin Media Business. This may not be where the call was originated.

### Safety information

- Do not open the handset or the base. This could expose you to high voltages or other risks. Contact Virgin Media Business for all repairs.

### Cleaning

- Clean the handset and base with a damp (not wet) cloth, or an anti-static wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

### Environmental

- Do not expose to direct sunlight
- Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surfaces
- Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms
- Do not expose your product to fire, explosive or other hazardous conditions
- There is a slight chance your phone could be damaged by an electrical storm

### Product disposal instructions

- The symbol shown here and on the product means that the product is classed as Electrical or Electronic Equipment and should not be disposed with other household or commercial waste at the end of its working life.
- The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to minimize the impact on the environment, treat any hazardous substances and avoid the increasing landfill.
- Business users should contact their suppliers and check the terms and conditions of the purchase contract and ensure that this product is not mixed with other commercial waste for disposal.



### Guarantee

- Your IP phone is guaranteed for a period of 12 months from the date of purchase.
- Subject to the terms listed below, the guarantee will provide for the repair of, or at Virgin Media Business' discretion, the option to replace the Phone or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

### The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12-month guarantee period
- Proof of purchase is provided
- The equipment is returned to Virgin Media Business or its agent as instructed
- This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents
- This guarantee does not affect your statutory rights