

Yealink

W58H Pro

user guide.

everything you'll
need for **your**
new system...



your new **Yealink W58H Pro.**

Your Yealink T58W Pro handset strikes an exquisite balance **between simplicity and sophistication.**

A cutting-edge smart media phone for your desk, the Yealink T58W Pro provides **an all-in one communication solution.**



table of contents



- 01** | dialling out.
- 02** | hold.
- 03** | transferring a call.
- 04** | external transfers.
- 05** | using your touch screen.
- 06** | changing your wallpaper.
- 07** | speed dial.
- 08** | group pickup.
- 09** | do not disturb.
- 10** | history.
- 11** | programmable touch keys.
- 12** | adding & removing contacts.
- 13** | control & navigation center.
- 14** | conference calling.
- 15** | voicemail.
- 16** | recording voicemail greetings.

dialling out.

To access an outside line simply start dialling, no codes are required. There are two different ways you can dial out; you can lift the receiver and dial the number required or alternatively dial out without lifting the receiver and the call dials out through the loudspeaker of the phone. For internal calls, simply dial the extension number. If you are video calling, to control your video tap Full Screen to display the video in full screen and tap to return.

hold.

While on a call, simply press the HOLD key at the bottom of the phone to place the caller on hold. The line key will now start to flash. This indicates there is someone on hold on that line. To return to the call, simply press the flashing line key or press the RESUME function key.

transferring a call.

While on a call, press the TRANSFER key to place the caller on hold. Whilst they are on hold, simply dial or select the required extension number. When the party answers, announce the call and replace the handset to complete the transfer. If the other party is unavailable, press the RESUME function key to resume to the first caller.

external transfers.

During a call, press the TRANSFER key to place the caller on hold. Whilst they are on hold, simply dial the external phone number. When the party answers, announce the call and replace the handset to complete the transfer. If the other party is unavailable, press the RESUME function key again to return to the first caller.

using your touch screen.

By default, your phone supports three idle screens. To switch between idle screens, swipe left and right. If you need to go back to the previous screen, tap . To return to the idle screen, tap and tap to view and manage your recently used applications.

changing your wallpaper.

To change your wallpaper, log tap the empty spot of the idle screen, tap WALLPAPERS and select your desired wallpaper. To add widgets to your idle screen, long tap the empty spot, tap WIDGETS and drag the desired widget to the desired destination spot.

speed dial.

To dial a pre-programmed speed dial, key in # followed by the speed dial position, e.g. dial #1 for the speed dial stored in position 1. You can program new speed dials from your online phone portal, alternatively contact us via your support portal and we can assist you.

group pickup.

Group pickup allows you to pick up a call ringing from another extension. If you wish to do this you can key in *88 or *8 on your handset depending on how your system is set up. If you need assistance, please contact us via the support portal.

do not disturb.

This can be enabled from your online phone portal or from the phone itself. If this is enabled, your handset will not ring on incoming calls.

history.

The history allows you to view all the latest incoming, outgoing or missed calls on your device. To do this, tap and navigate through your calls by dragging up and down on the touch screen.

programmable touch keys.

Programmable keys can be set up to be used as speed dials, directory, intercom and many other things dependent on your workplace requirements. To program a key, tap the programmable touch key for 3 seconds and select the option you wish to program it with.

adding & removing contacts.

To add a contact enter the main menu and select directory, press the OPTIONS key and select New Contact. Enter your desired values such as name and number and save. To edit a contact, enter your directory and use the navigation keys to highlight your desired entry, press OPTIONS, select edit and change the desired values and save. To delete contacts, follow the instructions above but select delete in the options menu. Please note that if you save contacts in this way, they will be on your phone only - If you require assistance with your remote directory, please contact us via the support portal.

control & navigation center.

To open your control and navigation centre, swipe down from the top of the screen. To turn common functions on and off quickly, tap corresponding icons in the control centre. There will also be notifications showing in this centre, such as missed calls and voicemails. To hide this screen, swipe up from the bottom.

conference calling.

When you want to add another party into a call, press the CONF key followed by the extension or telephone number. Once the additional party has answered, press CONF again to merge all parties together into a conference call.

voicemail.

To access your mailbox, simply press the MAILBOX key. You must enter your PIN followed by #. To access your mailbox, press 1 and follow the audible instructions. When your mailbox is full, it will stop working, therefore it is important to delete all used messages.

recording voicemail greetings.

To record your voicemail greeting, access your mailbox via the MAILBOX key and once logged in, Press 0 for mailbox options, then 1 for the unavailable message or 2 for the busy message. If you would like assistance in setting your voicemail greeting or would like a professional recording, please contact us via your support portal and we can arrange this for you.



if you need us...



www.circle.cloud



0333 043 6600



techsupport@circle.cloud