Yealink W52P Phones
Quick Reference Sheet

Extension Call Forwarding

22+number	Ext Find Me Enable w/ Ext Pin
23	Ext Find Me Disable w/ Ext Pin
72+number	Ext Call Fwd Enable w/ Ext Pin
73	Ext Call Fwd Disable w/ Ext Pin

Call Handling

*44	IVR Recording Prompt
*55	MOH Test
8XXX	Direct to Voicemail
*98	Open Voicemail
*9XXX	Handsfree Intercom
00XXX	Directed Call Pickup

Notes:
For security please change your VM password!
While listening to a voicemail:
Press * to skip backward a few seconds
Press # to skip forward a few seconds
1. Web: www.ivscomm.com/service-request
2. Email: support@ivscomm.com
3. Support Numbers: (734) 369-9800 Option 1
4. Emergency Number Only:(734) 369-0273

Phone Procedures for IVSComm Aastra Phones

Conference Procedure:

Yourself and 2 other parties for a total of 3 people.

1. Call first party, then press Options.
2. Using the down arrow select Conference then press OK.
3. Enter the number or extension of the second party then press the green button.
4. After call is answered press Conf again to conference all 3 parties.

Disconnecting from a Conference Call:

To disconnect all 3 parties from the conference call simply hang up or press End.

Blind Transfer Procedure:

1. While talking to caller press R (in bottom left corner of keypad).
2. Then dial the ext. or phone number.
3. Then press R again.
4. The call is transferred and you are disconnected. You will briefly hear a busy tone.

Attended Transfer Procedure:

1. While talking to caller press R (in bottom left corner of keypad).
2. Then dial the ext. or phone number.
3. Then press the green button and wait for the person to answer. Announce the call.
   3.1. If the person accepts press R a second time and the person has the call. You will briefly hear a busy tone.
   3.2. If the person rejects the call, press End and reconnect to the caller.

Transfer Directly to Voicemail Box:

1. While talking to caller press R (in bottom left corner of keypad).
2. Then dial 8+ the extension
3. Then press R again.
4. The call is transferred and you are disconnected. You will briefly hear a busy tone.

Parking a call:

1. While talking to caller press R (in bottom left corner of keypad).
2. Then dial 700.
3. Then press the green button and wait for the announcement of the Park Position.
4. Then press R a second time and the call has been parked. Hangup and inform the person of the parked position.

Retrieving a Parked Call:

1. From any company phone dial the park position you have been given.
2. Press the Green Button.

Voicemail Setup:

1. Press the Message button on your handset.
2. Using the down arrow select the voicemail symbol then press Select.
3. At the mailbox prompt dial your extension.
4. At the password prompt dial your password.
5. Press 0 for Mailbox Options
6. Choose an option below to record a greeting, then follow the prompts.
   a. Press 1 for Unavailable greeting
   b. Press 3 for your Name greeting
7. Make sure you accept the greeting by pressing one.
8. When done hang up.

Remote Voicemail Access:
1. Go to your companies Auto Attendant or Backdoor Number and dial *98.
2. At the mailbox prompt dial your extension.
3. At the password prompt dial your password.

Follow the prompts to listen to your voicemails.

Voicemail Tree Layout
1. Listen to messages
   While listening to messages you can press
     * to skip backwards a few seconds.
     # to skip forward a few seconds.
2. Change folders
   Where greetings are stored: 0=New, 1=Old
3. Advanced options.
     1 Send a reply.
     3 Listen to the message envelope.
     5 Leave a message.
     * Return to the main menu.
4. Plays the previous message.
5. Repeats the current message.
6. Skips to the next message.
7. Delete or UnDelete the current message.
8. Forward the message to another mailbox
9. Save the message to another folder.
     0=New, 1=Old
0. Mailbox Options
     1 Record an unavailable message
     2 Record a busy message
     3 Record your name
     4 Manage your temporary greeting
     5 Change your password
     * Return to the main menu

* Help
# Exit

Voicemail Usage Tip
While listening to a voicemail:
- Press * to skip backward a few seconds
- Press # to skip forward a few seconds

Call Handling
1. **Answering a call**
   a. Pick up the Handset
   b. Press the Speakerphone button
   c. Press the Headset button
   d. Press the Answer button
2. **FWD**
   a. Allows you to Forward an inbound call to someone else without answering the call.
3. **Silence**
   a. The caller continues to hear ringing, but the phone is now silent.
4. **Reject**
   a. The caller is sent directly to the voicemail for the phone.

History
- By pressing History you can review the last 200 records of inbound and outbound calls you have made. This includes any codes you have dialed such as checking for voicemail (ie. *98).

Extension Call Forwarding Enable With Your Voicemail Pin Code:
1. Dial *72*+Number (Number can be an extension or an external phone number).
2. At the prompt dial your extension.
3. At the password prompt dial your voicemail password.
4. Voice will clarify your forwarding request and then hang up.

Extension Call Forwarding Disable With Your Voicemail Pin Code:
1. Dial *73*.
2. At the prompt dial your extension.
3. At the password prompt dial your voicemail password.
4. Voice will clarify your forwarding cancellation request and then hang up.

Extension Find Me Follow Me Enable With Your Voicemail Pin Code:
1. Dial *22*+Number (Number can be an extension or a 10 digit phone number).
2. At the extension prompt dial your extension.
3. At the password prompt dial your voicemail password.
4. Voice will clarify your new number and then hang up.

Extension Find Me Follow Me Disable With Your Voicemail Pin Code:
1. Dial *23*.
2. At the extension prompt dial your extension.
3. At the password prompt dial your voicemail password.
4. Voice will clarify your number has been removed and then hang up.