

Yealink W60

Support:

Phone Guides & Online Training
hawaiiantel.com/VoiceSupport

Customer Support
 643-8647

Web Portal
<https://bvoip.hawaiiantel.com>



Touch Screen Display Views			
Menu	Lines	Active	Calls
<ul style="list-style-type: none"> • Accessed by pressing OK button • Access Status, Features, Directory, etc. 	<ul style="list-style-type: none"> • Default Display • Displays phone lines and up to 29 soft keys 	<ul style="list-style-type: none"> • Displayed when you're on an active call • Displays name & number of calling party • Press option softkey, you can Transfer, Hold, Conference, etc. 	<ul style="list-style-type: none"> • Displayed if you have multiple active calls or calls on-hold • Use Navigation keys to choose one call to display

Dialing Out:

Internal Calls

4 digit number
Ex: 5555

On Island calls

7 digit number
Ex: 555-1212

Neighbor Island Calls

7 digit number
Ex: 555-1212

Mainland Calls

10 digit number (area code + number)
Ex: (555) 555-1212

Toll-free Calls




10 digit number (area code + number)
Ex: (800) 555-1212

International Calls

011 + country code + city code + number
Ex: 011 + 19 + 66 + local number





Placing a Call

Directly:




1. Enter the phone number when the handset is idle.
2. Press  or,  to connect the call ~OR~ press  to place a call using the speakerphone.

Note: You can toggle between the handset and the speaker phone by pressing the speakerphone button.




From Directory:

1. Press the  on your navigation pad.
2. Next, using your up & down arrows, select a directory then press .
3. Using your up & down arrows, select a contact.
4. Press the  button or  button to connect the call.

From Call History:

1. Press the  button.
2. Using the up & down arrows, select a contact.
3. Once highlighted, press  or  to connect the call.

From Redial List:

1. Press the  button.
2. Using your up & down arrows, select a number to redial.
3. Press the  button or  button to connect the call.

Answering & Ending Calls

Answering:


1. Press the , press , or press the .

Ending:

1. Press the  to end a call.

Holding and Resuming a call

Hold:

1. While on an active call, press .
2. Next, using your *down arrow*, select **Hold** then press **OK**.
3. The call will be placed on Hold.


Resume:

1. To resume a held call, press .


How to Call Forward

Call Forward - Always

Enable


1. Dial ***72**, then press .
2. Dial the number where calls will be forwarded, then press **#**.

Disable


1. Dial ***73**, then press .

Call Forward - Busy

Enable


1. Dial ***90**, then press .
2. Dial the number where calls will be forwarded, then press **#**.

Disable


1. Dial ***91**, then press .

Call Forward – No Answer

Enable

1. Dial ***92**, then press .
2. Dial the number where calls will be forwarded, then press **#**.



Disable

1. Dial ***93**, then press .

Note: Call Forward No Answer – the default is 3 rings before the call is forwarded. This can be adjusted in Call Features.


How to Transfer a Call

Consultative Transfer (With Announcement)

1. While on an active call, press  when **Transfer** is highlighted, press **OK** (the caller will be placed on hold).
2. Next, dial the contact number you want to transfer the call to. You can wait for the call to connect or press .
3. When the caller answers, announce the call and press the **Transfer** button. The transfer is complete.


Note: When the call is transferred, Caller ID will show the party who transferred the call rather than the original caller ID.

Blind Transfer (Without Announcement)


1. While on an active call, press  when **Transfer** is highlighted, press **OK** (the caller will be placed on hold).
2. Next, dial the contact number you want to transfer the call to then press **Transfer**. The transfer is complete.

Note: The inbound Caller ID will appear on the phone where the call was transferred to.

How to Set Up a 3-Way Conference

1. While on an active call, press the .
2. Using your arrows, select **Conference**, then press **OK** (the caller will be placed on hold).
3. Next, dial the contact number of the party you wish to have a conference with (you can also select a contact from the directory).
4. After the party answers, press **Conf.** and the conference call will be connected.

How to Access Voicemail

1. To access your voicemail box, press the .
2. Next, using your arrows, select the line of the voicemail box to access then press **OK**.
3. Enter your voicemail passcode (default is ____).
If you're accessing your Voicemail for the first time or have multiple lines, please refer to the "How to Set up and Manage Your Voicemail" guide.