

Voicemail Features

<p style="text-align: center;">1 Review Messages</p> <p>1 Voicemail 3 Faxes 9 Future Delivery Messages during playback of message 1 Repeat 11 Play Previous Message 2 Save (or mark as new) 3 Erase 4 Reply 5 Send a Copy 6 Increase Volume 66 Hear Message Details 7 Slow Playback 77 Rewind 5 Seconds 8 Pause 9 Speed Up Playback 99 Fast Forward 5 Seconds 0 Help * Exit # Skip to Next Message</p>	<p style="text-align: center;">2 Send a Message</p> <p>Enter phone number or extension number, then # 1 Review Message 2 Mark as Urgent 3 Mark as Private 4 Re-Record Message 5 Report on Send 6 Report on Read 7 Add Recipient 9 Schedule for Future Delivery # Send as is</p>
<p style="text-align: center;">3 Work with Greetings</p> <p>1 Personal Greeting 2 Extended Absence Greeting 3 System-Generated Greetings & Name Recording 4 Group Mailbox Greetings 5 Busy Greeting 6 Out-of-office Hours Greeting 7 Shared Greetings 9 Fwd All Calls to VM Greeting * Exit Menu</p>	<p style="text-align: center;">4 Mailbox Settings</p> <p>1 Group Lists 2 Handsfree & Time Saver 3 Security Options 4 Group Mailbox Settings 5 Notification Settings 6 Additional Settings 7 Advanced Call Features 9 Live Message Screening * Exit Menu</p>
<p style="text-align: center;">5 Reminders</p> <p>1 Reminders Settings 2 Add New Reminder 3 Recurring Reminders Settings 4 One-Off Reminders Settings</p>	<p style="text-align: center;">6 Review Erased Messages</p> <p>1 Voicemail 3 Faxes during playback of message 1 Repeat 11 Play Previous Message 2 Restore 3 Permanently Erase 4 Reply 5 Send a Copy 6 Increase Volume 66 Hear Message Details 7 Slow Playback 77 Rewind 5 Seconds 8 Pause 9 Speed Up Playback 99 Fast Forward 5 Sec 0 Help * Exit # Skip to Next Message</p>
<p style="text-align: center;">7 Switch Account</p>	<p style="text-align: center;">0 Help</p> <p># Next Hint * Return to Main Menu 1 Replay from Start of Menu</p>
<p style="text-align: center;">* Exit</p>	<p style="text-align: center;">Common Keys</p> <p>0 Helpful Hints 8 Pause / Resume</p>

Telephone Feature Access Codes

Feature	Code
Voicemail	*98
Transfer Caller to User's Voicemail	Transfer + 8 + extension number + Transfer
Group Call Pickup	*11 + #
Directed Call Pickup	*12 + ext number + #
Manually Park Call	Transfer + *00 + #, hear orbit number, Transfer
Retrieve Parked Call	*01 ~ *XX + #
Block Caller ID	*67 + number
Unblock Caller ID	*82 + number

Feature	Activate	Deactivate
Immediate Call Fwd	*72 + number	*73
Busy Call Forward	*90 + number	*91
No Answer Call Fwd	*92 + number	*93
Do Not Disturb	*78	*79
Hunt Group Log In/Out	*96#+grp num	*96#+0

Customer Support:	602.445.7777 ext 1 or 611
Web User Portal:	www.azphoneware.com
CommPortal Password:	
Default Voicemail PIN:	
Phone Options Password:	Same as Voicemail PIN
Remote Voicemail Access:	602.445.7770
Remote Feature Access:	602.445.7771
Conference Bridge:	999

PHONWARE
cloud-based telecom

Yealink W60B/W56H Cordless VoIP Telephone



Quick Reference User Guide

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Button	Description
	SEND Button – used to make a call.
	END Button – used to end a call in progress.
	SPEAKER Button – Activates speakerphone while on a call.
	TRANSFER Button – used to transfer calls.
	MUTE Button – disables microphone while on a call.







Make a Call – Enter digits and press SEND, OK, #, or SPEAKER button. To dial an extension number, simply dial the three or four-digit extension and press SEND/OK/#/SPKR.

SCA (shared call appearances) – Your cordless phone handset may have access to multiple VoIP subscriber lines. Use the SCA or LINE button (if configured) to select a line for making a call.

Redial – Press SEND button without entering digits to view a list of previously dialed numbers. Use navigation keys to scroll through list and press SEND to place call.

ICOM – Call another handset on the same line. Press OK, INTERCOM, choose handset, press OK. Selected phone will ring, or if configured for AUTO INTERCOM, you will be connected to the select phone's speaker and microphone.

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Button	Description
	MESSAGES Button – Accesses voicemail service for retrieving messages and administering services.
	Left Menu – Selects menu choice shown on the left side of the screen.
	Right Menu – Selects menu choice shown on the right side of the screen.
	Navigation and OK – used to select from menus and lists.
	Press and hold the * button to toggle silent mode.
	Press and hold the # button to lock and unlock the keypad.

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Answering a Call – Press SEND, ACCEPT, OK, or SPEAKER button.

Pickup – To answer a call ringing at another phone in your pickup group, enter *11 and press SEND, OK, #, or SPEAKER button.

Page All – Press OK, CALL FEATURES, PAGING to make a voice announcement through all phones in the paging group.

Ending a Call – While on a call, press END button.

Call Hold – While on a call, press OPTIONS, then press HOLD. Call may ONLY be retrieved from this handset. To place a call on hold so that it may be retrieved from other phones or handsets, use PARK feature (see below).

Parking a Call – While on a call, press TRAN then dial *00#. System will announce park orbit call where call will be parked. Press END or TRAN to complete the process. Call can be retrieved from any other phone by pressing the flashing PARK button or by dialing park code.

Retrieving a Parked Call – Enter * followed by the park orbit number and press SEND, OK, or #. Example: *01.

Attended Transfer (announce call)

While on a call, press TRAN, enter the desired transfer destination (extension number or full ten-digit number); press OK; Wait for answer to announce the call; press TRAN again to connect call. To cancel the transfer, press END while connected to the transfer destination party, you will then be returned to the calling party.

Blind Transfer (do not announce call)

While on a call, press TRAN, enter the desired transfer destination (extension number or full ten-digit number); press TRAN again to complete the blind transfer.

Transfer to Voicemail – Press TRAN; press 8; enter desired extension number; press TRAN.

3-Way Conferencing – While on a call, press OPTIONS, CONFERENCE; enter second telephone number and press SEND or OK; wait for answer; press CONF again.

Do Not Disturb – Sends calls directly to your voicemail without ringing your phone. To activate/deactivate: OK, CALL FEATURES, DO NOT DISTURB.

Voicemail – Press MESSAGES button; enter your voicemail PIN if prompted (see reverse of this document).

Comm Portal – Using your internet browser on your computer, visit www.azphoneware.com and select Login/User Commportal Login. Use your phone's direct telephone number and portal password (see reverse of this document). Gives access to missed calls, voicemail messages, setup, and much more.