TPGBizPhone

Cordless W56P IP DECT Phone User Guide

Contents

Getting Started

Welcome to your TPG BizPhone service!

If this is the first time you are using the TPG BizPhone Cordless W56P handset, please first refer to the TPG BizPhone W56P Quick Startup Guide to assemble and start up your handset. The BizPhone Quick Startup Guide is available on your Online Portal: *https://frontier.tpgtelecom.com.au/*
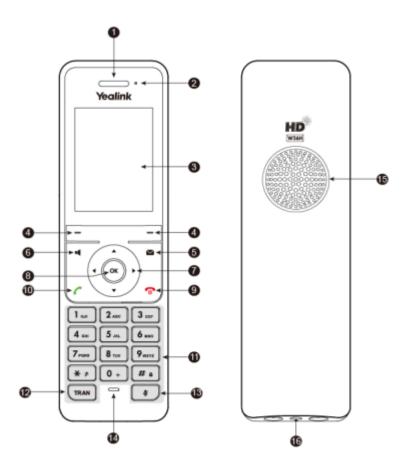
Topic includes:

- Packaging Contents
- Assembling the Phone
- Startup the Phone
- Basic Handset Settings
- Basic Call Features

If you require additional assistance to your new handset, please contact your assigned System Administrator.

Overview

Hardware Component Instructions

The main hardware of the BizPhone Cordless W56P IP DECT phone are the LCD screen and the Keypad.

Hardware component instructions of the BizPhone Cordless W56P IP DECT phone are:

	Item	Description
❶	Earpiece	Outputs audio during the earpiece call.
❷	Power Indicator LED	Indicates handset power and some feature statuses, • Receives an incoming call – Fast flashing red • Receives a voice mail or a missed call – Slow flashing red • Battery charging – solid red
❸	LCD Screen	Shows information about calls, messages, soft keys, time, date and other relevant data: • Call information – caller ID, call duration • Icons • Promp text (for example, "saved") • Time and Date
❹	Soft Keys	Label automatically to identify their context-sensitive features.
❺	Message Key	Accesses the voice mail or missed call.
❻	Speakerphone Key	• Switches between the earpiece, earphone and speakerphone modes. • Answers an incoming call. • Places a call in speakerphone mode

⑦	▲ ▼	• Moves the cursor. • Acts as shortcuts. • Scrolls through the displaying information.
	◄ ►	• Moves the cursor. • Acts as shortcuts. • Adjusts the ringer volume. • Switches among the values.
⑧	⊙	Confirms actions or enters the main menu.
⑨	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.
⑩	Off-hook Key	• Answers an incoming call. • Enters into the redial calls list. • Places a call in earpiece or earphone mode.
⑪	Alphanumerical Keypad	• Provides digits, letters, and special characters in context-sensitive applications.
⑫	TRAN Key	Transfer a call to another party.
⑬	Mute Key	Toggles Mute feature on or off.
⑭	Microphone	Picks up audio during earpiece and hands-free calls.
⑮	Speaker	Provides hands-free (speakerphone) audio output.
⑯	3.5mm earphone jack	Allows you to connect a standard 3.5mm earphone.

Displaying information on LCD screen

The idle screen may be shown as follows:

Idle Screen description:

Item	Description
1	This area shows signal strength: Weak to Strong: No reception: Eco Mode+ is on:
2	This area shows feature status.
3	This area shows battery status: Low to full: Need Charging:
4	This area shows the time and date.
5	This area shows internal handset number and register handset name.
6	This area shows the soft key labels. The default soft key labels are "History" and "Line". It will display "SCA" instead of "Line" when using the Shared Call Appearance feature.

LED Instructions

Power Indicator LED

LED Status	Description
Solid red	The handset is charging.
Fast Flashing red (300ms)	The handset is ringing.
Slow flashing red (1s)	The handset receives the voice mail or missed call.
Off	The handset is powered off. The handset is idle.

Icon Instructions

Below are the description of the icons that might appear on the LCD Screen.

Icon	Description
	Earpiece Mode On.
	Earphone Mode On.
	Speakerphone Mode On.
	Keypad Lock
	Voice Mail
	Silent Mode On
	Call Forward

	Contact icon
	Received Calls
	Missed Calls
	Placed Calls
	Call Hold
	Call Mute
	Conference Call
	Do Not Disturb
	Intercom Call
	Shared line is idle
	Shared line is dialling, in conversation or placed on private hold.
(flash)	Shared line receives an incoming call or is placed on public hold.
	Unassigned outgoing line
	Anonymous call enabled
	Anonymous rejection enabled

Customising Your Phone

General Settings

Turning handset On/Off

To turn the headset on:
- Press 📞. The LCD screen lights up.
- Place the handset in the charger cradle.

The handset can also be tuned on automatically when inserting the battery to the handset.

To turn the headset off:
- Long press 📞 when the handset is idle.

Locking/Unlocking Keypad

You can lock the handset keypad to prevent keys from being accidentally pressed.

To lock the keypad:
- Long press [#] when the handset is idle until the LCD screen prompts "Keypad Locked, Press and hold '#' to unlock!".

  The keypad is locked and the 🔒 icon appears on the status bar.
  You can still answer or reject incoming calls as usual. You can also end the answered call by pressing 📞.

To unlock the keypad:
- Long press [#] again until the LCD screen prompts "Keypad Unlocked".

  The keypad is unlocked and the 🔒 icon appears from the idle screen.

Note: If the keypad is locked, only the emergency numbers can be dialled out. You must enter the emergency numbe and completely. To place emergency calls, you should configure the emergency numbers in advance.

Backlight

Handset backlight status in the charging state or out of the charging state can be configured independently of each other. If enabled, the backlight is always on. Otherwise, the backlight is turned off after the handset is idle for a period of time. But the backlight is automatically turned on when an incoming call arrives, a key is pressed or the status of handset changes. You can disable the backlight to save power.

To configure the backlight on your phone:
1. Press 💬 to enter the main menu.
2. Press **Settings** -> **Display** -> **Display Backlight.**
3. Press ◄ or ► to select the desired value from the **In Charger** field.
4. Press ◄ or ► to select the desired value from the **Out Of Charger** field.
5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Language

The default language of the handset is English. The handset supports up to 10 languages: English, French, Deutsch, Turkish, Portuguese, Spanish, Italian, Polski, Swedish and Russian. You can change the language according to your requirement.

To change the language on your phone:

1. Press ☉ to enter the main menu.

2. Press **Settings** -> **Language.**

3. Press ▲ or ▼ to highlight the desired language and press the **Select** soft key.

    The LCD screen prompts "Change phone language to xxx?" (the language you select)?".

4. Press the **Yes** soft key to accept the change.

    Text displayed on the handset will change to the selected language.
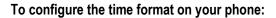
Time & Date

Date and time are displayed on the idle screen of your handset. You can configure the time and date format respectively. The handset supports two time formats (12 Hour or 24 Hour) and six date formats. The available date formats are listed in the following table:

Date Format	Example (2016-10-19)
WWW MMM DD	Wed. Oct 19
DD-MMM-YY	19-Oct-16
YYY-MM-DD	2016-10-19
DD/MM/YYYY	19/10/2016
MM/DD/YY	10/19/16
DD MMM YYYY	19 Oct 2016
WWW DD MMM	Wed. 19 Oct

To configure the time and date manually on your phone:

1. Press ☉ to enter the main menu.

2. Press **Settings** -> **Date & Time.**

3. Edit the current values in the **Date** and **Time** fields.

4. Press the **Save** soft key to accept the change.

    The date and time displayed on the LCD screen will change accordingly.

To configure the time format on your phone:

1. Press ⊙ to enter the main menu

2. Press **Settings** -> **Display** -> **Time Format.**

3. Press ▲ or ▼ to highlight the desired time format, and press the **Change** soft key.
   The radio box of the highlighted time format is marked. The time format displayed on the LCD screen will be changed accordingly.

To configure the date format on your phone:

1. Press ⊙ to enter the main menu.

2. Press **Settings** -> **Display** -> **Date Format.**

3. Press ▲ or ▼ to highlight the desired date format, and press the **Change** soft key.
   The radio box of the highlighted date format is marked. The date format displayed on the LCD screen will be changed accordingly.

Audio Settings

Volume

You can adjust the handset volume according to the noise level of the surrounding environment.

The handset supports 5 different ringer volume levels. The default level is 3.

To adjust the volume when the phone is during a call or when the handset is idle or ringing:

Press ◄ to decrease the ringer volume, or press ► to increase the ringer volume.

Note: If the ringer volume is adjusted to the minimum, the 🔇 icon will appear on the idle screen.

Ring Tones

Ring tones are used to indicate incoming calls. You can select different ring tones to distinguish your phone from your neighbour's.

To select a ring tone for your phone:

1. Press ⊙ to enter the main menu.

2. Select **Settings** -> **Audios** -> **Ring Tones** -> **Melodies.**

3. Press ▲ or ▼ to highlight the **Intercom Call** option for the desired line.

4. Press ◄ or ► to select and listen to the desired ring tone.

5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Menu Guidance

Main Menu

The handset menu has a number of levels. The main menu is the top-level menu, which consists of seven menu items: Status, Intercom, Voice Mail, Call Features, Directory, Settings and History.

Main Menu Screen Description:

Item	Description
1	Displays the selected menu item name.
2	Displays the main menu icon: : Status – To display the base, handset, line status. : Intercom – To make an internal call. : Voice Mail – To set and view voice mail(s). : Call Features – To access the features of Call Forward, DND, Call Waiting, Anon.Call Rejection, Anonymous Call. : Directory – To access the directory and manage the contacts. : Settings – To configure the handset settings. : History – To access the history list.
3	Displays the two soft key labels.

To enter the main menu:

- Press when the handset is idle.

  The seven menus appear as a list of icons on the LCD screen.

To access a main menu feature:

1. Press ▲, ▼, ◄, or ► to scroll through the seven menus.

   The name of the selected menu item appears on the top of the LCD screen.

2. Press or the **OK** soft key to enter the corresponding submenu.

Submenu

The submenus are displayed on the LCD screen and they are shown as a list. You can access features of the submenu by entering the submenu.

To access features of Submenu:

1. Press ▲ or ▼ to highlight the desired menu.

2. Press ⊙ or the **OK** soft key to access the features of the submenu.

    You can press 📞 or the **Back** soft key to return to the previous screen.

Returning to idle screen

To return to idle screen:

- Long press 📞 to quickly exit the menu and return to the idle screen
  If you do not press any key in a period of time, the LCD screen will automatically exit the menu and return to the idle screen.

Note: When you are navigating the menu, and an incoming call arrives, the LCD screen will automatically exit the menu. The incoming call can be handled as usual. When the call is terminated, the LCD screen returns to the idle screen.

Contact Management

Local Directory

You can store the frequently used contacts in the handset's local directory, where names and numbers can be freely added, deleted and edited. You can store up to 100 contacts per handset, each with a name, a mobile number and an office number. You can also dial a contact from the local directory. This allows you to make calls without having to dial the number manually. The directory entries are usually sorted in alphabetical order by the name attribute. Spaces and digits take first priority.

Entering Data

In corresponding input mode, you can press the keypad repeatedly to view the character (or numbers) options and press more times to highlight the desired character (or numbers), the available character under each key appears on the bottom left-hand corner of the LCD screen. Wait one second, and enter the next character (or numbers).
The default input methods are **Abc**, **123, ABC** and **abc**.

To enter or edit data by the default input modes, do one of the following as shown below:

If you want to	Then you can
Switch among input modes	Press ⌗ one or more times to switch among input modes. The current input mode is displayed on the bottom right-hand corner of the LCD screen.
Enter only digits (1), uppercase (A) characters or lowercase (a) characters	Press a keypad key one or more times to enter the characters that is displayed on the keypad key. For example, if the input mode is **ABC**: - To enter "A", press 2ABC once

	- To enter "B", press $\boxed{2\,_{ABC}}$ twice quickly. - To enter "C", press $\boxed{2\,_{ABC}}$ three times quickly.
Enter special characters	Press $\boxed{*\,.}$ to select the space character or the following special character list: _ ' " = / \ ^ ; : . , - + * # § % @ ? ! ¿¡ ( ) { } [ ] < > ¥ $ £ | ~ ¤ **For** $\boxed{0\,+}$ **key:** - If it is in the uppercase (**ABC** soft key) or lowercase (**abc** soft key) input modes, it will provide space character and the following special characters: **.,?,|,0**. - If it is the numeric (**123** soft key) input mode, it will only provide the digit **0**. - Long press the key to enter the character **+**.
Delete text you entered	Press ◀ or ▶ to position the cursor to the right of the text you want to delete, and then press the Del soft key to delete one character at a time or long press to delete all characters.

Adding Contacts

Adding Contacts Manually

To add a contact to a local directory manually:

1. Press ⊙ to enter the main menu.

2. Select **Directory**.

3. Press the **Options** soft key, and select **New Contact.**

    If there is no contact in the local directory, press the **New** soft key directly.

4. Enter the desired values in the **Name**, **Number** and **Mobile** fields.

5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Adding Contacts from Call History

To add a contact to a local directory from Call History:

1. Press the **History** soft key when the phone is idle.

2. Press ▲ or ▼ to highlight the desired call history list, and press the **OK** key.

3. Press ▲ or ▼ to highlight the desired entry.

4. Press the **Options** soft key, and select **Add To Local** -> **New Entry.**

5. Press ▲ or ▼ to set the number to be the office number or the mobile number of the new entry, and press the **OK** soft key.

6. Enter the name of the new entry in the **Name** field.

7. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Note: When you add a contact, both the office number and the mobile number cannot be left blank at the same time. When the contact name is left blank, the handset sets the office number or the mobile number as the contact name. If the information of the contact you want to add is totally same with that of an existing entry in the local directory, the screen will prompt "Contact already exists, please input other name or update contact".

<u>Editing Contacts</u>
To edit a contact in the local directory:
1. Press ⊙ to enter the main menu.

2. Select **Directory**.

3. Press ▲ or ▼ to highlight the desired entry.

4. Press the **Options** soft key and select **Edit.**

5. Edit the values in the **Name**, **Number** and **Mobile** fields.

6. Press the **Save** soft key to accept the change.

<u>Deleting Contacts</u>
To delete a contact from the local directory:
1. Press ⊙ to enter the main menu.

2. Select **Directory**.

3. Press ▲ or ▼ to highlight the desired entry.

4. Press the **Options** soft key and select **Delete.**

   The selected entry will be deleted successfully.

Blacklist

The build-in phone directory can store names and phone numbers for a blacklist. You can store up to 30 contacts and add, edit, delete or even call a contact in the blacklist directory. Incoming calls from blacklist directory contacts will be rejected automatically.

To add a contact to the blacklist directory manually:
1. Press ⊙ to enter the main menu.

2. Press **Settings** -> **Telephony** -> **Caller Blacklist.**

3. Press the **Options** soft key, and select **New Entry.**
   If there is no entry, press the **OK** soft key directly.

4. Enter the desired number in the **Phone Number** field.

5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

To add a contact to the blacklist directory from the Call History:
1. Press ⊙ to enter the main menu.

2. Select **History.**

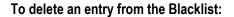   The LCD screen displays 4 call history lists: All Calls, Missed Calls, Placed Calls and Received Calls.

3. Press ▲ or ▼ to highlight the desired list, and press the **OK** soft key.

   The LCD screen displays all entries of the selected list.

4. Press ▲ or ▼ to highlight the desired entry.

5. Press the **Options** soft key, and select **Add To Blacklist**.

   The LCD screen prompts "Are you sure?".

6. Press the **Yes** soft key to add the selected entry to the blacklist or the **No** soft key to cancel.

To delete an entry from the Blacklist:

1. Press ⊖ to enter the main menu.

2. Press **Settigns** -> **Telephony** -> **Caller Blacklist.**

3. Press ▲ or ▼ to highlight the desired entry.

4. Press the **Options** soft key and select **Delete.**

   The selected entry will be deleted successfully.

Call History Management

The W56P IP DECT phone maintains call history call history lists of Placed Calls, Received Calls, Missed Calls and Forwarded Calls. Call history lists support up to 400 entries. You can view call history, place a call, add a contact or delete an entry from the call history list. Call History feature is enabled by default.

To view Call History:

1. Press ⊖ to enter the main menu.

2. Select **History.**

   The LCD screen displays 4 call history lists: All Calls, Missed Calls, Placed Calls and Received Calls.

3. Press ▲ or ▼ to highlight the desired list, and press the **OK** soft key.

   The LCD screen displays all entries of the selected list.

4. Press ▲ or ▼ to highlight the desired entry.

5. Press the **Options** soft key, and select **Detail.**

   The LCD screen displays the detailed information of the entry.

To delete an entry from the Call History list:

1. Press ⊖ to enter the main menu.

2. Select **History.**

   The LCD screen displays 4 call history lists: All Calls, Missed Calls, Placed Calls and Received Calls.

3. Press ▲ or ▼ to highlight the desired list, and press the **OK** soft key.

   The LCD screen displays all entries of the selected list.

4. Press ▲ or ▼ to highlight the desired entry.

5. Press the **Options** soft key and select **Delete.**

   The selected entry will be deleted successfully.

To delete all entries from the Call History list:

1. Press ⊙ to enter the main menu.

2. Select **History.**

   The LCD screen displays 4 call history lists: All Calls, Missed Calls, Placed Calls and Received Calls.

3. Press ▲ or ▼ to highlight the desired list, and press the **OK** soft key.

   The LCD screen displays all entries of the selected list.

4. Press the **Options** soft key and select **Delete All.**

   The LCD screen prompts "Delete All?".

5. Press the **Yes** soft key to delete all entries of the selected list or the **No** soft key to cancel.

Basic Call Features

Placing Calls

To place call:
1. Enter the desired number using the keypad.
2. Press 📞, 🔊 or ⊙ to dial out.

To place call during an active call:
You can place at most two calls on your handset. Do one of the following:
1. Press the **New Call** soft key.

   Enter the desired number using the keypad.

   Press 📞, 🔊 or ⊙ to dial out.
2. Press the **Options** soft key.

   Select the **Directory**, and then press the **Enter** soft key.

   Select the desired contact.

   Press 📞, 🔊 or ⊙ or the **Call** soft key.

Placing Calls from Local Directory

To place a call to a contact from the local directory:
1. Press ⊙ to enter the main menu.
2. Select **Directory.**
3. Press ▲ or ▼ to highlight the desired entry.
4. Do one of the following:

   - If only one number is stored for the contact in the local directory, press 📞 to dial out directly.

   - If both the office number and the mobile number are stored for the contact in the local directory, press 📞 to display the two numbers.

   Press ▲ or ▼ to highlight the desired number.

   Press 📞 to dial out.

Placing Calls from Call History

To place a call from the Call History list:

1. Press ⊙ to enter the main menu.
2. Select **History.**

   The LCD screen displays all history lists: All Calls, Missed Calls, Placed Calls and Received Calls.
3. Press ▲ or ▼ to highlight the desired entry.
4. Press 📞 or ◀ .

Answering Calls

You can answer a call in three ways when you are not in another call using your Cordless W56P IP DECT phone:
- Using the earpiece
- Using the speakerphone
- Using the headset

Note: You can ignore an incoming call by pressing the **Silence** soft key or reject an incoming call by pressing the on-hook key.

Answering when not in another call

To answer call using the earpiece: Press 📞 or the **Accept** soft key.

To answer call using the   Press ◀ .   **speakerphone:**

To answer call using the earphone: With the earphone connected, press the **Accept** soft key.

Answering when in another call

If you have an active call, and an incoming call arrives on your phone, do the following:

1. Press ▼ to select the incoming call.
2. Press 📞 , ◀ , ⊙ or the **Accept** soft key.

   The incoming call is answered and the original call is placed on hold.

Ending Calls

To end a call:
Do one of the following:
- Press 📞 .
- Place the handset in the charger cradle.

Redialling Numbers

To redial the last dialled number from your phone:

1. Press 📞 twice when the handset is idle.

    A call to your last dialled number is attempted.

To redial a previously dialled number from your phone:

1. Press 📞 when the handset is idle to access the redial list.
    The handset displays the dialled phone numbers.

2. Press ▲ or ▼ to highlight the desired entry.

    You can press **Options** -> **Edit Before Call** to edit the phone number or select the desired line by pressing the **Line** soft key.

3. Press 📞 or 🔊 to dial out.

Call Mute

You can mute the microphone during an active call. When muting the microphone, you can hear the other party but he or she cannot hear you. For example, if you do not want the other party to listen in while you talk to someone in the room, you can mute the microphone temporarily.

To mute a call:

*   Press 🔽 during an active call.

    The call is on mute and the 🔇 icon is displayed on the LCD screen.

To un-mute a call:

*   Press 🔽 again.

    The 🔇 icon disappears from the LCD screen.

Call Hold/Resume

You can place an active call on hold. Only one active call can be in progress at any time. Other calls can be made and received while placing the original call on hold.

To place a call on Hold:

*   Press the **Options** soft key during a call, and select **Hold.**

    The call is placed on hold and the ⏸ icon is displayed on the LCD screen.

To resume a held call:
Do one of the following:

-   Press the **Resume** soft key.

-   Press 🔊 .

-   Press 📞 .

Two Calls on Hold

If two calls are placed on hold on the handset, press the **Resume** soft key to resume the current call. Press ▲, ▼ or the **Swap** soft key to swap between two calls.

Note: When the call on the handset is placed on hold, placing the handset in the charging cradle will not end the call.

Do Not Disturb (DND)

You can use DND to reject incoming calls automatically on the phone. All calls you receive while DND is enabled are logged to your missed calls list.

To activate DND on your phone:

1. Press ⊙ to enter the main menu.

2. Select **Call Features** -> **Do Not Disturb**.

   The LCD screen displays the incoming lines currently assigned to the handset. The default incoming line is highlighted and followed by a left arrow.

3. Press ◄ or ► to select **Enabled** from the **Status** field.

4. Press the **Save** soft key to accept the change.

The ⊖ icon on the idle screen indicates the DND mode is activated. The handset will reject all incoming calls to this line, and the LCD screen displays the missed call icon ↙ followed by the number of missed calls.

Note: Do Not Disturb is local to the phone, and may be overridden by the admin settings. For more information, contact your system administrator.

Call Forward

You can configure your phone to forward incoming calls to another party through Call Forwarding.

There are 3 types of Call Forwarding:
- Always Forward: Incoming calls are immediately forwarded.
- Busy Forward: Incoming calls are immediately forwarded if the phone is busy.
- No Answer Forward: Incoming calls are forwarded if not answered after a period of time.

To enable Call Forward on your phone:

1. Press ⊙ to enter the main menu.

2. Select **Call Features** -> **Do Not Disturb**.
   The LCD screen displays the incoming lines currently assigned to the handset. The default incoming line is highlighted and followed by a left arrow.

3. Press ▲ or ▼ to highlight the desired forwarding type, and press the **OK** soft key.

4. Press ◄ or ► to select **Enabled** from the **Status** field.

5. Enter the destination number you want to forward incoming calls to in the **Target** field.

6.   Press ◄ or ► to select the desired ring time to wait before forwarding from the **After Ring Time** field (only available for **No Answer Forward**).

7.   Press the **Save** soft key to accept the change.

The ⟳ icon on the idle screen indicates the Call Forward feature is enabled. If **Always Forward** is selected, there is no prompts display on the LCD screen when the line receives an incoming call. The incoming call is logged in the Received Calls list.

Note: Call Forward is local to the phone, and may be overridden by the admin settings. For more information, contact your system administrator.

Call Transfer

You can transfer a call to another party in one of three ways:
- Blind Transfer: Transfer a call directly to another party without consulting.
- Semi-Attended Transfer: Transfer a call when the target phone is ringing.
- Attended Transfer: Transfer a call with prior consulting.

To perform a blind transfer:
1.   Press the **Options** soft key during a call, and then select **Transfer.**
2.   Enter the number or select the handset you want to transfer the call to.
3.   Press **TRAN** key or the **Transfer** soft key.
     The call is connected to the number you specified, and the LCD screen prompts "Call Transferred".

To perform a semi-attended transfer:
1.   Press the **Options** soft key during a call, and then select **Transfer.**
2.   Do one of the following:
     -   Enter the number or select the handset you want to transfer the call to.

         Press 📞 , ◀ or ⊙ to dial out.
     -   Press the **Directory** soft key, and then select the desired contact.
         Press 📞 , ◀ , ⊙ or the **Call** soft key.

         If both the office number and the mobile number of the contact are stored, select the desired number and press 📞 , ◀ or ⊙ to dial out.
3.   Press **TRAN** key or the **Transfer** soft key to complete the transfer when receiving the ring-back.

To perform an attended transfer:
1.   Press the **Options** soft key during a call, and then select **Transfer.** You can also press **TRAN** key directly.
2.   Do one of the following:
     -   Enter the number or select the handset you want to transfer the call to.

         Press 📞 , ◀ or ⊙ to dial out.
     -   Press the **Directory** soft key, and then select the desired contact.
         Press 📞 , ◀ , ⊙ or the **Call** soft key.

         If both the office number and the mobile number of the contact are stored, select the desired number and press 📞 , ◀ or ⊙ to dial out.

3. Press **TRAN** key or the **Transfer** soft key to complete the transfer after the party answers the call.

Call Waiting

You can enable or disable call waiting on the phone. If the call waiting is enabled, you can receive another call while there is already an active call on the phone. Otherwise, another incoming call is automatically rejected by the phone with a busy message when there is an active call on the phone. You can also enable or disable the phone to play a warning tone when receiving another call.

To configure call waiting on your phone:

1. Press ⊙ to enter the main menu.

2. Select **Call Features** -> **Call Waiting.**

3. Press ◄ or ► to select the desired value from the **Status** field.

4. Press ◄ or ► to select the desired value from the **Tone** field.

5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Note: Call Waiting is local to the phone, and may be overridden by the admin settings. For more information, contact your system administrator.

Three-Way Conference

The W56P IP DECT Phone supports up to 3 parties (including yourself) in a conference call.

To set up a conference call:

1. Place a call to the first party.

2. Press the **Options** soft key, and then select **Conference**.

3. Do one of the following:
   - Enter the number of the second party you want to add to the conference.

     Press 📞 , ◀ , ⊙ or the **Conf.** soft key to dial out.

   - Press the **Directory** soft key, and select the desired contact.

     Press 📞 , ◀ , ⊙ or the **Call** soft key.

     If both the office number and the mobile number of the contact are stored, select the desired number and press 📞 , ◀ or ⊙ to dial out.

4. When the second party answers the call, you can consult with him or her before adding to the conference.

5. Press the **Conf.** soft key to join all parties in the conference.

Advanced Phone Features

Voice Mail

Your Voice Mailbox is pre-configured and ready to use as soon as you receive your W56P handset. You can listen to voice mails that are stored in your voice mailbox. When receiving a new voice mail, the ⚏ icon appears on the LCD screen with the number of unread voice mails, and message key LED flashed red.

To listen to Voice Mail:

1. Press ⊙ to enter the main menu.

2. Select **Voice Mail** -> **Play Message**.

3. Press **OK** soft key to dial the Voice Portal.

4. Enter your voice portal passcode. Follow the voice prompt to listen to your Voice Mail.

    Note: Your voice portal passcode is emailed to you with your BizPhone Service Completion Advice. If you do not receive a voice mail access code, please contact your system administrator.