

Telkom

IP DECT Phone W52P

Quick Start Guide

Telkom Support:
10210

Operating hours:
06:00 – 21:00 (Mon – Fri)
06:00 – 20:00 (Weekends)
www.telkom.co.za

Device Support:
010 980 0005

Operating hours:
08:00 – 17:00 (Mon – Thurs)
08:00 – 16:00 (Fri)
www.nology.co.za/telkom



Package Content

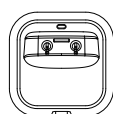
The following items are included:



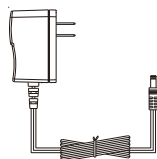
W52H Handset



Base Station



Charging Cradle



2 x Power Adapters



Belt Clip



Ethernet Cable



2 x Rechargeable Batteries



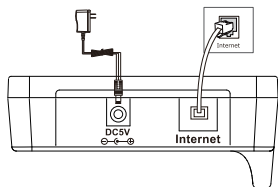
Quick Start Guide

Note: We recommend that you use the accessories provided or approved by Yealink. The use of unapproved third-party accessories may result in reduced performance.

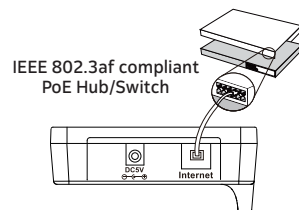
Assembling the Phone

1. Connect the network and power for the base station in one of the following ways:

a. AC Power Option



b. PoE (Power over Ethernet) Option



Note: Calling Feature Codes

- After entering the calling feature code (e.g. *64#), press , or .
- Successful activation/deactivation of server-based calling features will play/sound a confirmation tone on the handset.

Call Forward

Call Forward to Voice Mail (always):

1. To activate, when handset is idle, dial *64# and press , or .
2. To de-activate, when handset is idle, dial #64# and press , or .

Call Forward to Voice Mail (when busy/on call/engaged):

1. To activate, when handset is idle, dial *65# and press , or .
2. To de-activate, when handset is idle, dial #65# and press , or .

Call Forward to Another Number (always):

1. To activate, when handset is idle, dial *21*number# and press , or .
2. To de-activate, when handset is idle, dial #21# and press , or .



Call Forward to Another Number (when busy/on call/engaged):

1. To activate, when handset is idle, dial *58*number# and press , or .
2. To de-activate, when handset is idle, dial #58# and press , or .

For other advanced call features, please view supported calling features here www.nology.co.za/telkom-calling-features or scan the below QR code:



Call Mute and Un-mute

- Press  during a call to mute the call.
- Press  again to un-mute the call.

Advanced Call Features

Call Hold and Resume

To place a call on hold:

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

To resume a call, do one of the following:

- If there is only a call on hold, press the **Resume** soft key.
- If there are two calls on hold, press the **Resume** soft key to resume the current call.
Press the **Swap** soft key to swap between calls.




Call Transfer

You can transfer a call in the following ways:




Blind Transfer

1. Press the **Options** soft key during a call, and then select **Transfer**.
2. Enter the number you want to transfer the call to.
3. Press the **Transfer** soft key.

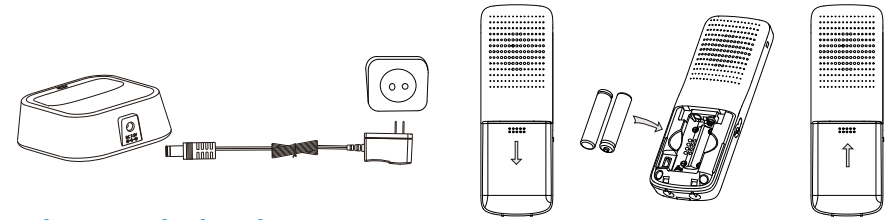
Semi-Attended Transfer

1. Press the **Options** soft key during a call, and then select **Transfer**.
2. Enter the number you want to transfer the call to.
3. Press ,  or  to dial out.
4. Press the **Transfer** soft key when you hear the ring-back tone.

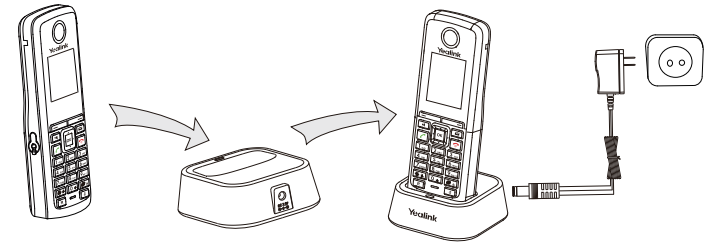
Attended Transfer

1. Press the **Options** soft key during a call, and then select **Transfer**.
2. Enter the number you want to transfer the call to.
3. Press ,  or  to dial out.
4. Press the Transfer soft key after the call is answered.

2. Connecting the charger cradle: 3. Inserting batteries into the handset:




4. Charging the handset:



Note: The IP DECT phone should only be used with an original Yealink power adapter (5V/600mA). The charging status of the handset is indicated on the top right-hand corner of the LCD screen.

Getting Started

Insert the batteries into your handset. After the batteries have been inserted, press  to turn the handset on.

Network Settings

You can configure the base station to obtain network settings in one of the following ways:

DHCP: By default, the base station attempts to contact a DHCP server in your network to obtain the valid network settings, e.g., IP address, subnet mask, gateway address and DNS address. (This option applies to most users.)

Static: If the base station cannot contact a DHCP server for any reason, you need to configure the IP address, subnet mask, gateway address, primary DNS address and secondary DNS address for the base station manually. (This option is for advanced users.)

To configure the network parameters for the base station manually:

1. Press the **OK** key to enter the main menu, and then select **Settings->System Settings->Network** (default PIN: 0000)->**Basic**.
2. Select the desired IP address mode from the **IP Mode** field.
3. Press **▼** to select the corresponding IP address mode.
4. Make the desired changes.
5. Press the **Save** soft key to accept the change.

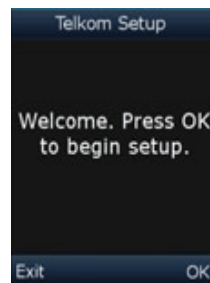
Note: The IP phone supports either or both IPv4 and IPv6 address modes, but IPv6 is disabled by default. Incorrect network settings may result in inaccessibility of your IP phone and may have an impact on the network performance. For more information on these parameters, please consult the user manual.

Provision Telkom IP Voice Service

The Telkom IP Voice service is provisioned automatically to your phone using a centralised provisioning server. Before you continue with the below steps please ensure that you have obtained your telephone number and One-Time-Pin (OTP) from the Telkom IP Voice service portal. For more information on this process, please visit www.telkom.co.za or contact Telkom on **10210** for residential and **10217** for business queries.

1. Activate Telkom Setup

- Press **▼** on the phone keypad to begin the setup process.
- A welcome screen is displayed.
- Press **OK** to begin the setup process



To place a call from the local directory:

1. Press **OK** button when the handset is idle, then select **Directory**.
2. Press **▲** or **▼** to highlight the desired entry, and then press **↵** or **⏪** to dial out using the default line.

If multiple numbers for the contact are stored, press **▲** or **▼** to highlight the desired number, and then press **↵** or **⏪** again to dial out using the default line.

To place a call from the call history:

1. Press the **History** soft key when the handset is idle, and then select the desired call history list.
2. Press **▲** or **▼** to highlight the desired entry, and then press **↵** or **⏪** to dial out using the default line.

To place a call from the redial list:

1. Press **↵** when the handset is idle.
2. Press **▲** or **▼** to highlight the desired entry, and then press **↵** or **⏪**.

To place a call using the speed dial key:

Long press the speed dial key to call the preset number directly.

Answering Calls

To answer a call, do **one** of the following:

- Press the **Accept** soft key.
- Press **↵**.
- Press **⏪**.
- Press **OK**.

Note: You can ignore an incoming call by pressing the **Silence** soft key or reject an incoming call by pressing the **⏪** button.

Ending Calls

Press **⏪**.

To edit a contact:

1. Press the **OK** key to enter the main menu, and then select **Directory**.
2. Press **▲** or **▼** to highlight the desired entry.
3. Press the **Options** soft key, and then select **Edit**.
4. Edit the value in the **Name**, **Number** and **Mobile** field respectively.
5. Press the **Save** soft key to accept the change.

To delete a contact:

1. Press the **OK** key to enter the main menu, and then select **Directory**.
2. Press **▲** or **▼** to highlight the desired entry.
3. Press the **Options** soft key, and then select **Delete** to delete the selected entry.

To assign a speed dial number:

1. Press the **OK** key to enter the main menu, and then select **Settings->Telephony->Speed Dial**.
2. Press **▲** or **▼** to highlight the desired digit key, and then press the **Assign** soft key.
3. Press **▲** or **▼** to highlight the desired entry, and then press the **OK** soft key.

If both the office number and mobile number are stored, press **▲** or **▼** to highlight the desired number, and then press the **OK** soft key again.

Basic Call Features

Placing Calls

To place a call directly:

1. Do one of the following:
 - Enter the desired number when the handset is idle. Press **☎** to enter the pre-dialling screen.
 - Enter the desired number using the keypad.

If there are multiple lines assigned to your handset as outgoing lines, press the **Line** soft key to select the desired line. If you do not select a line, the handset uses the default outgoing line to dial out.

2. Press **☎**, **☎** or **OK** to dial out.

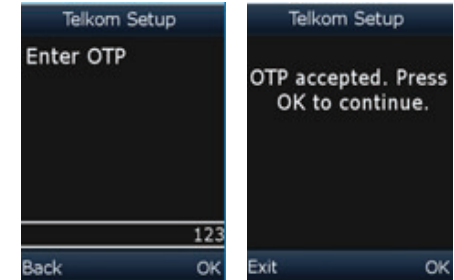
2. Enter Telephone Number

- The telephone number is requested.
- Enter the 10 digit telephone number supplied by Telkom and press **OK** to continue.
- The telephone number is validated and requested again if invalid.
- Press **OK** to continue



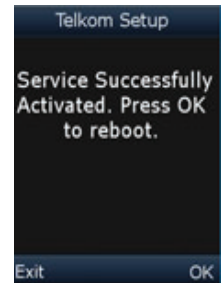
3. Enter OTP (One-Time-Pin)

- The OTP (One-Time-Pin) is requested.
- Enter the OTP (One-Time-Pin) supplied by Telkom and press **OK** to continue.
- The OTP (One-Time-Pin) is validated and requested again if invalid.
- Press **OK** to continue.



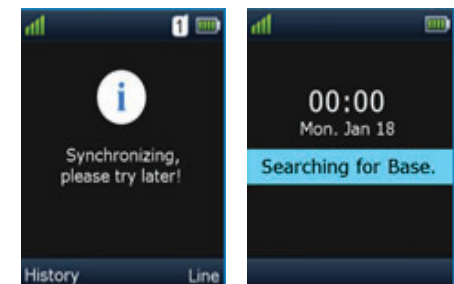
4. Reboot and Complete Setup

- The phone will display "Service Successfully Activated. Press OK to reboot."
- Press **OK** to reboot and complete the setup.



5. Service Activated

- While the phone reboots it will display "Synchronizing, please try later!"
- After a short while the phone will display "Searching for Base".
- Your VoIP service will be activated once the phone reconnects to the base.

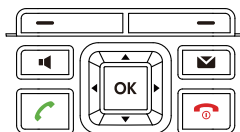








- Note:**
- The provisioning process disables the phone's administration account. If you require access to the phone's management interface, please contact Telkom support.
 - If the activation was unsuccessful, check your network settings and move back to step 1, Provision Telkom IP Voice Service, and try again.
 - If the problem persists, contact device support if any error appears during the provisioning process.




Basic Operations

Shortcuts

This helps you get quick access to features by pressing the shortcut keys directly without scrolling through the menu. You can press the following predefined shortcuts to access some frequently used features when the handset is idle:


- 
- Press  to access the call history.
 - Press  to check the line status.
 - Press  to place an internal call.
 - Press  to provision/re-provision **Telkom IP Voice service**.
 - Press  to decrease the ringer volume.
 - Press  to increase the ringer volume.

Entering and Editing Data


- Press  one or more times to switch between different input modes or enter “#”.
- Press  to select the special characters or enter “*”.
- Press a digit key one or more times to enter the desired character or digit.
- Press the **Del** soft key to delete entered characters.
- Press the **Save** soft key to accept the change or  to cancel.

Turning Handset On/Off



To turn the handset on, do one of the following:

- Press , then the LCD screen lights up.
- Place the handset in the charger cradle. The handset will turn on automatically.



To turn the handset off:

- Long press  to turn the handset off.

Locking/Unlocking Keypad

- Long press  when the handset is idle to lock the keypad.
- Long press  again to unlock the keypad.

Silent Mode

- Long press  when the handset is idle to switch the silent mode to On.
- Long press  again to switch the silent mode to Off.





Handset Settings

Handset Name





To rename the handset:

1. Press the **OK** key to enter the main menu, and then select **Settings->Handset Name**.
2. Edit the value in the **Rename** field.
3. Press the **Save** soft key to accept the change.

Volume Adjustment

- Press  or  when the handset is idle or ringing to adjust the ringer volume.
- Press  or  during a call to adjust the receiver volume of the speakerphone/earpiece/earphone.

Ring Tones

1. Press the **OK** key to enter the main menu, and then select **Settings->Audio->Ring Tones->Melodies**.
2. Press  or  to highlight the **Intercom Call** option or the desired line.
3. Press  or  to select the desired ring tone.
4. Press the **Save** soft key to accept the change.

Local Directory

To add a contact:

1. Press the **OK** key to enter the main menu, and then select **Directory**.
2. Press the **Options** soft key, and then select **New Contact**.
3. Enter the desired value in the **Name**, **Number** and **Mobile** field respectively.
4. Press the **Save** soft key to accept the change.