One Talk
W59VR Ruggedized Cordless Handset for the W60
Users Guide

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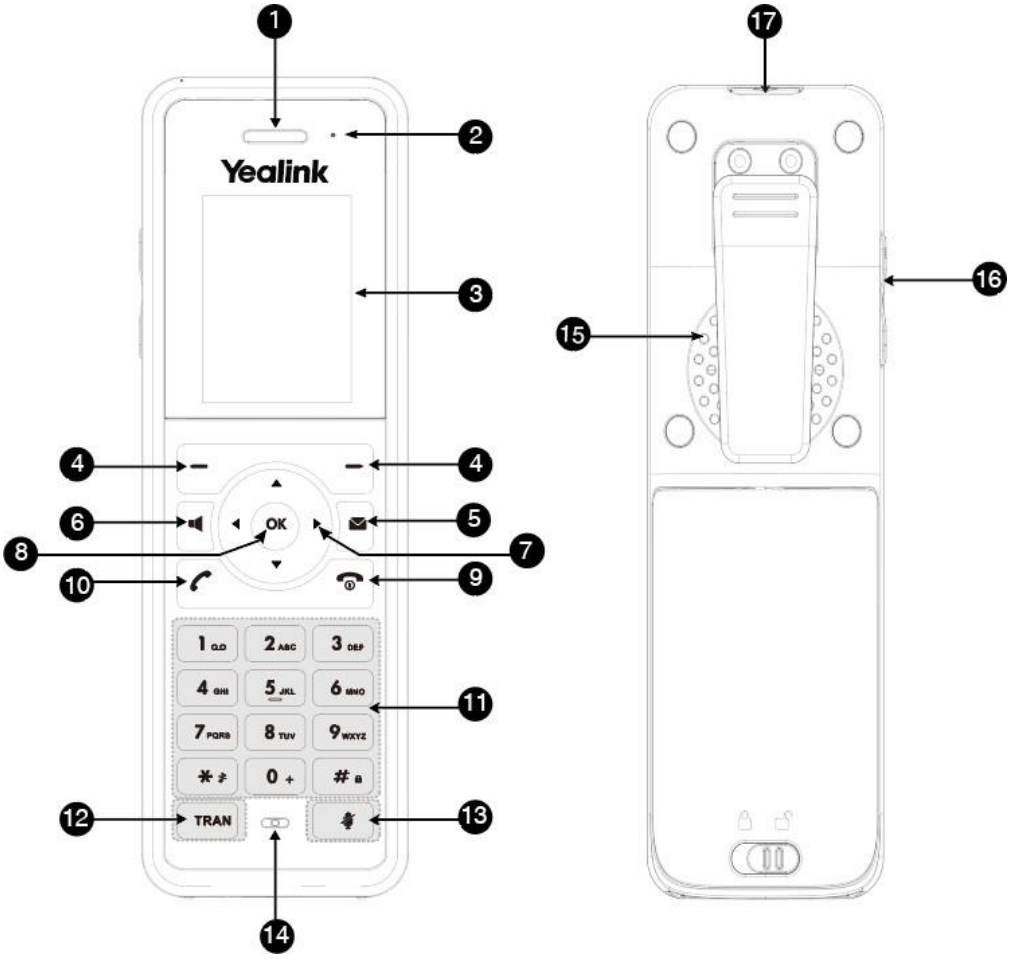
Getting Started

Before you use your phone, take some time to get familiar with its features and user interface.

Hardware Overview

Understanding the phone hardware helps you easily use the phone's features.

W59VR Hardware



No.	Item	Description
1	Receiver	Receives audio in receiver mode.
2	Power LED Indicator	Indicates call status, message status, and charging status.
3	Phone Screen	Shows information.
4	Soft Keys	Access the function directly. It depends on the operating situation.
5	Message Key	Accesses the voice mail or missed call.
6	Speakerphone Key	• Switches among the receiver, headset, and hands-free modes. • Answers an incoming call. • Places a call in hands-free mode.
7	Navigation Keys	Scroll through information or options on the screen.
8	OK Key	Confirms actions or enters the main menu.
9	On-hook Key/Power Key	• Press briefly to return to the previous screen. • Long press to return to the idle screen. • Press to turn the handset on. • Long press on the idle screen to turn the handset off. • Cancels actions or ends a call. • Rejects an incoming call.
10	Off-hook Key	• Answers an incoming call. • Enters the redial calls list.

		• Places a call in receiver or headset mode.
11	Keypad	Provides digits, letters, and special characters.
12	TRAN Key	Transfers a call to another party.
13	Mute Key	Toggles mute feature on or off.
14	Microphone	Picks up audio.
15	Speaker	Outputs audio in hands-free mode.
16	Volume Key +/-	Adjusts volume.
17	Emergency Alarm Button	This button will be enabled in a future software release and will be configurable in the One Talk portal

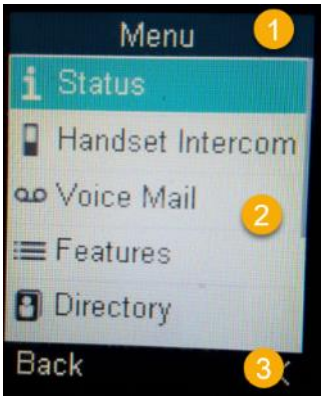
Power LED Indicator

LED Status	Description
Solid red	The handset is charging.
Fast flashing red (300ms)	The handset is ringing.
Slowly flashing red (1s)	The handset receives a voice mail or has a missed call.
Off	The handset is powered off. The handset is idle. The handset is fully charged.

Menu on the W59VR

The handset provides a variety of features that are grouped into the menu.

Main Menu



No.	Description
1	Menu item you selected.
2	Menu icon: : **Status** – To view the status information of DM, handset, and line. : **Voice Mail** – To set and view voice mail(s). : **Features** – To access the features of **Call Forward**, **Do Not Disturb**, , **Anon. Call Rejection**, Forward to Voicemail and **Start Log Capture** : **Directory** – To access the directory and manage the contacts. : **Settings** – To personalize the setting of your handset. : **History** – To access the call history list. : **Show address** – Displays 911 address associated with the device

3	Back and OK soft keys

Entering the Main Menu
You can enter the main menu to view the features.

Procedure
Press the OK key when the handset is idle.

The main menus are displayed on the screen as icons.

Accessing the Main Menu Feature
After entering the main menu, you can use the navigation keys to access the desired menu.

Procedure
1. Press the OK key when the handset is idle.
   The main menus are displayed on the screen as icons.
2. Press the navigation keys to select a different menu icon.
   The name of the associated menu appears on the top of the screen.
3. Press **OK** to open the selected menu.

Note: You can only access **Status** and **Settings** if the handset is not registered to a base station.

Submenu
The functions in the submenus are displayed as lists. You can open the submenu to access a function.

Accessing a Submenu Feature
After entering a certain menu, you can use the navigation keys to access the desired submenu.

Procedure
1. Press the up and down navigation keys to highlight the desired submenu.
2. Press **OK** to open the submenu.
3. Press the On-hook key or **Back** to return to the previous screen.

Returning to Idle Screen

Procedure
Long press the On-hook key to quickly exit the menu and return to the idle screen.

Screen and Icons
The user screens and icon indicators can help you navigate and understand the important information on the phone's status.

Idle Screen
The idle screen is made up of the signal strength, battery status, status bar, handset name, and soft keys. The time & date is displayed in the middle of the screen.

- **Signal Strength:**
  Weak to strong:
  No reception:
- **Battery Status**:
  Low to full:
  Need Charging:
- **Status Bar**: Displays the feature status icons. The status icons are displayed when features are activated.
- **Handset Name**: Displays the registered handset name.
- **Soft Keys**: The soft key labels on the screen directly above the soft keys show the functions available at that particular moment.

Icons on the Idle Screen

By viewing the icons on the idle screen, you can easily get the current phone status, such as message status.

Icons	Description	Icons	Description
	The ringer volume is 0 and the phone is in the silent mode.		The phone has new voice mails.
	The phone has enabled the Call Forward feature.		The phone has enabled the Do Not Disturb (DND) feature.
	The keypad is locked.		

Line Status Screen

The line status screen is made up of the line and line status.

When the handset is idle, you can press **Line** to enter the line status screen. The line status screen is displayed below:

- **Line**: Display the corresponding line (display user name by default).
- **Line Status**: Display the icon of line status. The icon indicates the corresponding feature assigned to the line.

Icons on the Calls Screen

By viewing the icons in the calls screen, you can easily get the current call status, such as audio output mode status.

Icons	Description	Icons	Description
	Receiver Mode On		Conference Call
	Hands-free Mode On		Contact
	Call Hold		Call Mute

Icons on the Line Status Screen

Each icon in the line status screen indicates the corresponding feature assigned to the line.

Icons	Description	Icons	Description
	Call Forward		Do Not Disturb (DND)
	Anonymous call rejection is enabled		Anonymous call is enabled

Entering Characters

You can enter and edit data in the corresponding field using the keypad.

Setting the Input Modes

The handset provides you with 12 input modes, and different input mode provides different characters. The default input modes are Abc, 123, ABC and abc. You can enable the input modes used most frequently.

Procedure

1. Go to OK > Settings > Display > Input Method.
2. Select the desired input mode and then select **Change**.

Entering Data on the W59VR

The following table describes how to enter different characters using the keypad keys:

Task	Action
Switch among input modes.	Press # to switch among input modes. The current input mode is displayed at the right bottom of the phone screen.
Enter letters.	Press a key one or more times (depending on what input mode you're in) to enter the possible characters that are displayed on the keypad key.
Enter special characters.	Press * to enter the space character or the following special characters: _'" = / \ ^ ; : , . - + * # § % & @ ? ! ¿ ¡ ( ) { } [ ] < > ¥ £ $ | ~ ¤Press 0: • If it is in the uppercase (ABC), uppercase and lowercase (Abc) or lowercase (abc) input modes, it will provide space character and the following special characters: . , ? ! 0 • If it is in the numeric (123) input mode, it will only provide the digit 0. • Long press the key to enter the character +.
Delete the text.	Press ◄ or ► to position the cursor to the right of the text you want to delete, and then press **Delete** to delete one character at a time or long press to delete all characters.

Registering the Handset

Registering Handsets to a Base Station

You can register the handset to a base station.

Procedure

Do one of the following:

- Press the **Reg** soft key on the handset to register quickly.
- Press **OK** > **Register Handset** and then select the desired base station to complete registration of the handset.
- Go to **OK** > **Settings** > **Registration** > **Register Handset** and then select the desired base station to complete registration of the handset.

After registration, the handset prompts "Handset Subscribed".

Note: The default base PIN is 0000.

Selecting a System to Connect

You can connect the handset to a desired system manually, or allow the handset to connect the registered system with the greatest signal strength automatically.

Procedure

1. Go to OK > Settings > Registration > Select Base.
   The phone screen displays all systems that the handset is registered to and the **BestBase** option.
2. Select the desired system or **BestBase**, and then press **Select**.

Call Features

You can use the phone to place and answer calls, ignore incoming calls, transfer a call to someone else, conduct a conference call and perform other basic call features.

Placing Calls

After the handset is registered successfully, you can use your handset to place an external call.
The handset can keep 2 calls at one time at most, one (associated with the audio) active and the other one on hold.

Placing External Calls

You can place external calls on the handset.

Procedure

1. Enter the desired number using the keypad.
2. Press the OK key to dial out.

Placing Multiple External Calls

When you are in a call, you can hold your current call and place a new call.

Procedure

1. Select **New Call**.
2. Enter the contact number and press the OK key.

   Note: You can select **Options** > **Directory** to select a contact from the directory to dial out.

Placing a Call from the Call History

You can place calls to contacts from the History list, which contains the calls that were recently placed, answered, or missed.

Procedure

1. Press **History**.

2. Select the desired call list.
3. Highlight a contact and press .

Placing a Call from the Directory

You can place a call to a contact directly from your directory.

Procedure

1. Go to OK > Directory.
2. Select the desired directory.
3. Highlight the desired contact and press .
   If the selected contact has multiple numbers, highlight the desired number, and select **OK**.

Speed Dial

You can quickly dial a number by using a speed dial key without entering the directory.

Assigning a Speed Dial Number

You can assign a contact number as a speed dial number to the digit key. A maximum of 8 speed dial numbers are allowed.

Before you begin

The assigned number should exist in the directory.

Procedure

1. Go to OK > Settings > Telephony > Speed Dial.
   The phone screen displays all available speed dial keys (2-9).
2. Highlight the desired digit key, and then press **Assign**.
3. Select the desired contact from the directory.
4. Press **OK** to assign the number to the selected Speed Dial key.
   If the selected contact has multiple numbers, select the desired number, select **OK**.

Changing a Speed Dial Number

You can change the current speed dial number to a new desired one.

Before you begin

The assigned number should exist in the directory.

Procedure

1. Go to OK > Settings > Telephony > Speed Dial.
2. Highlight an assigned Speed Dial key.
3. Select Options > Change.
4. Select a contact number from the directory.
5. Press **OK** to change the assigned speed dial number.

Deleting a Speed Dial Number

When you no longer use the speed dial number, you can delete it.

Procedure

1. Go to OK > Settings > Telephony > Speed Dial.
2. Highlight the desired Speed Dial key.
3. Select Options > Clear Key.

Calling a Contact Using a Speed Dial Key

After you have assigned the speed dial number, you can place a call to a contact directly by pressing it.

Procedure
Long press the Speed Dial key when the handset is idle. The number assigned to this Speed Dial key is dialed out.

Related tasks
Assigning a Speed Dial Number

Redial

You can redial a call from the redial list. The redial list stores the last twenty dialed phone numbers.

Redialing a Number
The handset keeps a record of all the placed calls. You can call the recently dialed phone number.

Procedure
1. Press when the handset is idle to access the redial list.
2. Select a record to dial out.

   Note: Before placing an external call, you can select **Options** > **Edit Before Call** to edit the phone number.

Redialing the Last Dialed Number Procedure
Press twice when the handset is idle.

A call to your last dialed number is attempted.

Adding a Dialed Number to Local Directory
You can add a dialed external call number to the Local Directory or update the number for an existing contact.

Procedure
1. Press when the handset is idle to access the redial list.
2. Highlight the desired record.
3. Press Options, and then select Add To Local > New Entry.
4. Select the type you want to add the number to.
5. Edit the corresponding fields.
6. Confirm the action.

   Note: You can select **Add To Local** > **Update Existing** to add the number to an existing contact or update the existing contact information.

Deleting a Redial Record
You can delete any record from the redial list.

Procedure
1. Press when the handset is idle to access the redial list.
2. Highlight the desired record.
3. Press **Options** and select **Delete**.

Deleting All Redial Records
You can delete all redial records at once.

Procedure
1. Press when the handset is idle to access the redial list.
2. Select **Options** > **Delete All**, and select **Yes** to confirm.

Answering Calls

When you receive a call, you can choose to answer it manually or automatically.

Answering a Call

When you receive an incoming call, the phone rings and the screen displays the information of the incoming call.

Procedure

Do one of the following:

- Press ., or press **Accept**.
- Press the Speakerphone key.

Answering a Call When on a Call

You can answer a call when there is already an active call on your phone.
When you are on an active call and an incoming call arrives on the phone, a call waiting tone beeps, and the incoming call information is displayed.

Procedure

1. Press the down navigation key to select the incoming call.
2. Select **Accept**.
   The active call is placed on hold, and the incoming call becomes active.

Note: You can disable the call waiting feature to reject incoming calls automatically during a call.

Related tasks

Disabling Call Waiting

Answering a Call Automatically

When the handset is placed in the charger, you can simply answer the incoming calls by picking up the handset from the charger without pressing the Off-hook key.

Procedure

1. Go to OK > Settings > Telephony > Auto Answer.
2. Press **Change** to select the **Auto Answer** check box (the default status is checked).

Disabling Call Waiting

If the call waiting feature is disabled, when there is already a call, the new incoming call will be rejected automatically.

Procedure

1. Go to OK > Call Features > Call Waiting.
2. Disable call waiting.
3. Confirm the action.

Silencing or Rejecting Incoming Calls

When you receive an incoming call, you can choose to silence or reject the call instead of answering.

Silencing a Call

You can silence a call to stop your phone from ringing. Even if you silence the call, the incoming call notification continues to be displayed on your phone.

Procedure

Select **Silence**.

Rejecting a Call Manually

You can reject a call manually, and the call may be sent to voice mail. The rejected calls are displayed in the Received Calls list in your History list.

Procedure

Press .

Rejecting Anonymous Calls

You can reject incoming calls from callers who have hidden their identities. As a result, your phone will not ring and you will not be notified of an attempted call.

Procedure

1. Go to OK > Call Features > Anon.Call Rejection.
2. Enable local anonymous rejection.
3. Confirm the action.

Rejecting Calls with Do Not Disturb (DND)

You can enable DND to reject all incoming calls automatically when you do not want to be interrupted.

Before you begin

Check with your system administrator to find out if the DND feature is available on your phone.

Procedure

1. Go to OK > Call Features > Do Not Disturb.
2. Enable DND.
3. Confirm the action.

The status bar displays the DND icon.

Ending Calls

You can end the current call at any time.

Procedure

Press .

Muting/Unmuting Audio

You can mute the microphone during an active call so that the other party cannot hear your discussion with your colleagues.

Procedure

1. Press the mute key during a call to mute the microphone. The mute icon appears on the phone screen.
2. Press the mute key again to unmute.
   The mute icon disappears from the phone screen.

Holding and Resuming Calls

You can place an active call on hold and resume the call when you are ready. When you place a call on hold, the held party may hear the music played if configured.

Holding a Call

You can place an active call on hold on your phone.

Procedure

During a call, select **Options** > **Hold**.

Note: When you have multiple calls on the phone and the current call is held, you can press the up or down navigation key to swap to the active call.

Resuming a Held Call

You can view and resume a held call on the phone.

Procedure

Select **Resume**.
If multiple calls are placed on hold, select the desired call first.

Note: When you have multiple calls on the phone and the current call is active, you can press the up or down navigation key to swap to the held call.

Call Forward

The handset will forward incoming calls to another party according to the forwarding type. There are three forwarding types:

- **Always Forward**: Incoming calls are immediately forwarded. There is no prompt on the phone screen when the line receives an incoming call.
- **Busy Forward**: Incoming calls are forwarded when the line is busy.
- **No Answer Forward**: Incoming calls are forwarded if not answered after a period of time.
- Forwarding Incoming Calls

Forwarding Incoming Calls

When you are not available to handle calls, you can forward incoming calls to a specific contact.

Procedure

1. Go to OK > Call Features > Call Forward.
2. Select the desired forwarding type and enable it.
3. Enter the destination number in the **Target** field.
4. If you select the **No Answer**, select the desired ring time to wait before forwarding from the **After Ring Time** field.
5. Confirm the action.

The status bar displays the forward icon, and the incoming calls will be forwarded to the destination number according to your setting.

Transferring Calls

During a call, you can transfer the call to another contact. You can use one of three ways:

- **Direct Transfer**: Transfer a call directly to the third party without consulting.
- **Consultative Transfer**: Transfer a call with prior consulting.

Performing a Direct Transfer

You can transfer a call to another contact immediately without consulting with her/him first.

Procedure

1. Select **Options** > **Transfer**, or press the TRAN key during a call.

2. Enter the number you want to transfer to.
3. Press TRAN or **Transfer** to complete the transfer.

Performing a Consultative Transfer

You can transfer a call to another contact immediately when receiving ringback or after consulting with them first.

Procedure

1. Select **Options** > **Transfer**, or press the TRAN key during a call.
2. Enter the number you want to transfer to and dial out.
3. Do one of the following:
   - When you hear the ring-back tone, press the TRAN key or **Transfer** to finish a semi-attended transfer.
   - After the contact answers the call, press the TRAN key or **Transfer** to finish an attended transfer (consultative transfer).

Conference Calls

The phone supports creating a conference with other two external parties.
During the conference, follow these tips:

- Mute your microphone when you are not speaking, especially in noisy environments.
- Avoid tapping or rustling papers near the microphone.
- Speak in your normal voice without shouting.

Local Conference

You can initiate a three-way (including yourself) conference calls with your contacts on the phone.

Setting Up a Local Conference Call

You can set up a local conference call with up to two contacts.

Procedure

1. Place a call to the first party.
2. When the first party answers the call, select **Options** > **Conference**.
   The active call is placed on hold.
3. Dial the second party's number.
4. When the second party answers the call, select **Conf** to invite two parties to join the conference.

Merging Two Calls into a Conference

You can invite a held call into a conference call with the active call.

Procedure

1. Place two calls on the phone.
2. Select Options > Conference.

Muting/Unmuting a Conference Call

When you mute the local microphone during a conference call, other participants can hear each other except you.

Procedure

1. Press the mute key to mute the conference.
2. Press the mute key again to unmute the conference.

Ending a Conference Call

You can end the current conference call at any time.

Procedure

Press or **End**.

If any party in the conference ends the call, the other parties remain connected.

Holding/Resuming a Conference Call

Any party in the conference call can place himself/herself on hold, but other parties can continue the conference call normally.

About this task

Note: The conference call will only be held when all parties in the conference call place themselves on hold.

Procedure

1. Select Options > Hold.
2. Select **Resume** to resume the held conference call.

Ending a Conference Call

You can end the current conference call at any time.

Procedure

Press or **End**.

If any party in the conference ends the call, the other parties remain connected.

Advanced Call Features

By using the advanced features, your handset would perform more functions that make your work more efficiently.

Call Park and Call Retrieve

You can park a call, and then retrieve the call either from your phone or another phone. After parked, the call is placed on hold, you can continue the conversation after retrieving it.

Retrieving a Call with a Retrieve Key

You can easily use a retrieve key to retrieve a parked call quickly.

Before you begin

Check with your system administrator if the FAC or Transfer mode is set on your phone, and if the call park feature has set for your phone.

Procedure

1. Go to OK > Settings > Shortcut.
2. Highlight the desired shortcut key and press **Change**.
3. Select **Retrieve**.

   When there is a call parked on the extension or the shared parking lot, you can press the Retrieve key on the idle screen, and the handset will dial the configured park retrieve code.

Voice Mail

Voice Mail feature allows you to leave voice mails for someone or listen to your voice mail messages on your IP phones. This feature is set up on the server-side and not all servers support this feature.

Setting the Voice Mail Code

If you want to connect to the message center, you need to set the voice mail code on your phone.

Procedure

4. Go to OK > Voice Mail > Set Voice Mail.
5. Select Enabled from the Status field.
6. Enter the voice mail code.
7. Confirm the action.

Leaving Voice Mails

You can leave a voice mail to someone who is busy or inconvenient to answer the call.

Procedure

1. Follow the voice prompts to leave a voice mail.
2. Hang up to complete the voice mail.

Listening to Voice Mails

You can listen to your voice mails on the handset directly.

Before you begin

You need to set the voice mail code in advance.

Procedure

1. Go to **OK** > **Voice Mail** > **Play Message** or press the Message key.
2. Follow the voice prompt from the system server to listen to your voice mails.

Directory

The phone provides several types of phone directories, which can be customized by your system administrator.

Local Directory

You can store up to 100 contacts in the handset's Local Directory, as well as add, edit and delete a contact.

Adding Contacts

When you add a contact to your Local Directory, you can choose how much information you want to enter for your contact. You are required to enter a contact name at least for each new contact.

Procedure

1. Go to OK > Directory or OK > Directory > Local Directory.
2. Select Options > New Contact.
3. Enter the contact's information.
4. Confirm the action.

Viewing Contacts

You can view the local contacts from the Local Directory on your phone.

Procedure

1. Go to OK > Directory or OK > Directory > Local Directory.
2. Use the navigation keys to look through the contacts.

The contact names are displayed in alphabetical order.

Editing Contacts

You can modify or add more information to your contacts.

Procedure

1. Go to OK > Directory or OK > Directory > Local Directory.
2. Highlight the desired contact and select **Options** > **Edit**.
3. Edit the contact information.
4. Confirm the action.

Deleting Contacts

You can delete one or all contacts from the Local Directory.

Deleting a Contact

You can delete any contact from the Local Directory.

Procedure

1. Go to OK > Directory or OK > Directory > Local Directory.
2. Highlight the desired contact and select **Options** > **Delete**.
   The phone prompts you whether to delete this contact.
3. Confirm the action.

Deleting All Contacts

You can delete all contacts from the Local Directory.

Procedure

1. Go to OK > Directory or OK > Directory > Local Directory.
2. Highlight the desired contact and select **Options** > **Delete All**.
   The phone prompts you whether to delete all contacts.
3. Confirm the action.

Searching for Contacts

In the Local Directory, you can enter search criteria to find your desired contact quickly.

Procedure

1. Go to OK > Directory or OK > Directory > Local Directory.
2. Enter your search criteria in the search field.

Existing to update the existing contact information.

Blacklist

Incoming calls from the Blacklist are rejected automatically. You can store up to 30 contacts in the blacklist to block unwanted callers.

Adding a Blacklist Contact

You can add a blacklist contact on the phone to prevent someone from calling you.

Procedure

1. Go to OK > Settings > Telephony > Blacklist.

2. Select New Entry or Options > New Entry.
3. Enter the contact's information.
4. Confirm the action.

Viewing Blacklist Contacts

You can view the blacklist contacts from the Blacklist on your phone.

Procedure

1. Go to OK > Settings > Telephony > Blacklist.
2. Use the navigation keys to look through the blacklist contacts.

Editing a Blacklist Contact

You can update your blacklist contacts' information.

Procedure

1. Go to OK > Settings > Telephony > Blacklist.
2. Highlight the desired blacklist contact and select **Options** > **Edit**.
3. Edit the contact information.
4. Confirm the action.

Deleting Blacklist Contacts

You can delete one or all blacklist contacts. If a contact is removed from the blacklist, you can answer the call from the contact normally.

Deleting a Blacklist Contact

If you want to answer a call from a specific contact, you need to remove it from the Blacklist.

Procedure

1. Go to OK > Settings > Telephony > Blacklist.
2. Highlight the desired blacklist contact and select **Options** > **Delete**.

Deleting All Blacklist Contacts

You can delete all contacts from the Blacklist when you are ready to answer calls from them again.

Procedure

1. Go to OK > Settings > Telephony > Blacklist.
2. Highlight the desired blacklist contact and select **Options** > **Delete All**.

   The phone prompts you whether to delete all contacts.
3. Confirm the action.

Remote Phone Book

If the Remote Phone Book feature has been enabled by your system administrator, you can access your corporate directory directly from your phone.

Searching for Remote Phone Book Contacts

In the Remote Phone Book, you can enter search criteria to find your desired contact quickly.

Procedure

1. Go to OK > Directory.

2. Select the desired remote phone book.
3. Enter your search criteria in the search field.

Viewing Remote Phone Book Contacts

You can view the contact list of the Remote Phone Book on your phone.

Procedure

1. Go to OK > Directory.
2. Select the desired remote phone book.
3. Use the navigation keys to look through the contacts.

Saving a Remote Phone Book Contact to the Local Directory

You can save any remote phone book contact to the Local Directory, to conveniently call this contact when you cannot access the Remote Phone Book.

Procedure

1. Go to OK > Directory.
2. Select the desired remote phone book.
3. Highlight the desired contact and select **Options** > **Add To Local** > **New Entry**.
4. Edit the contact information.
5. Confirm the action.

Note: You can select **Add To Local** > **Update Existing** to update the existing contact information.

Call History

The call history list includes Missed Calls, Placed Calls and Received Calls, and each list holds 100 entries.

Call History Icons

The call history icon in the Call History indicates the corresponding call history types.

Icon	Description
	Received Calls
	Missed Calls
	Placed Calls

Viewing History Records

The history record saves the call information such as the caller's name and number, local line and call duration.

Procedure

1. Press **History**.
2. Select the desired list.
3. Highlight the desired entry and select **Options** > **Detail**.

Saving a History Record to Local Directory

To identify someone's call the next time, you can save a history record to the Local Directory.

Procedure

1. Press **History**.
2. Select the desired list.
3. Highlight the desired entry and select **Options** > **Add To Local** > **New Entry**.
4. Edit the contact information.
5. Confirm the action.

Note: You can select **Add To Local** > **Update Existing** to update the existing contact information.

Saving a History Record to Blacklist

You can prevent someone from calling you again by saving a history record to the blacklist.

Procedure

1. Press **History**.
2. Select the desired list.
3. Highlight the desired entry and select **Options** > **Add To Blacklist**.

   The phone prompts you whether to add it or not.
4. Confirm the action.

Deleting History Records

You can delete one or all call records from the call history list.

Deleting a Call Record

You can delete any call record from the call history list.

Procedure

1. Press **History**.
2. Select the desired list.
3. Highlight the desired entry and select **Options** > **Delete**.

   The selected entry is deleted successfully.

Deleting All Call Records

You can delete all call records from the call history list.

Procedure

1. Press **History**.
2. Select the desired list.
3. Select Options > Delete All.

   The phone prompts you whether to delete all records.
4. Confirm the action.

Customizing Your Phone

You can make your phone more personalized by customizing various settings.

Turning Handset On

The W59VR will be turned on automatically when the battery is inserted into the handset.

Procedure

Do one of the following:

- Press the On-hook key. The handset screen lights up.
- Place the handset to the charging cradle.

Turning Handset Off

The handset will be turned off automatically when the battery runs out. You can also turn the handset off manually.

Procedure

Long press the On-hook key when the handset is idle.

Changing the Wallpaper

You can change the wallpaper that is displayed on the idle screen.

Procedure

1. Go to OK > Settings > Display > Wallpaper.
2. Press the navigation keys to select the desired image.
3. Confirm the action.

Setting the Screen Saver

The screen saver is designed to protect your phone screen. When the screen saver is enabled, an analog clock will be activated and appear on the phone screen if the handset is idle for approximately 10 seconds.

Procedure

1. Go to OK > Settings > Display > Screen Saver.
2. Press **Change** to select the **Screen Saver** check box (the default status is checked).

Changing the Brightness

The handset backlight in charger or out of charger can be configured independently.
When in charger/out of charger is enabled, the backlight will be turned off after the handset is idle for about 30 minutes when the handset is or is not in the charging cradle. When an incoming call arrives, a key is pressed or the handset status changes, the backlight is automatically turned on.

Procedure

1. Go to OK > Settings > Display > Display Backlight.
2. Select the desired value from the **Active Level** field.
3. Select the desired value from the **In Charger** or **Out Of Charger** field.
4. Confirm the action.

Setting the Keypad Light

You can enable the keypad light to illuminate the keypad keys when any key is pressed.

Procedure

1. Go to OK > Settings > Display > Keypad LED.
2. Press **Change** to select the **Keypad LED** check box (the default status is checked).

Changing the Language

Your phone supports several languages that you can choose to use on the phone.

Before you begin

Contact your system administrator to find out exactly which languages are supported on your phone.

Procedure

1. Go to OK > Settings > Language.
2. Select the desired language.

   The phone prompts you whether to change the language.
3. Confirm the action.

   The phone language is changed to the selected one.

Time & Date

You can set the time and date manually. The time and date formats are also variable.

Setting the Time and Date Manually

If your phone cannot obtain the time and date automatically, you can set it manually.

Procedure

1. Go to OK > Settings > Date & Time.
2. Edit the date and time.
3. Confirm the action.

   The time and date set on the handset will be changed accordingly.

Changing the Time and Date Format

You can set the phone to display the time in 12-hour or 24-hour format. You can also change the date format, including the options to display the day (D), month (M), and year (Y).

Procedure

1. Go to OK > Settings > Display > Time Format or Date Format.
2. Select the desired time format or date format.
3. Confirm the action.

Shortcuts

Shortcuts allow you to quickly access the feature without scrolling through the menu when the phone is idle. You can configure six shortcuts on the phone in total.

Supported Shortcuts

By default, the handset provides a certain access feature for a certain shortcut, you can change it to make your phone more personalized.

The following table lists the default access feature of the desired shortcut, and the available access features for all shortcuts:

Shortcut	Default Access Feature	Available Access Features
Left Softkey	History	History Missed Received
Right Softkey	Line Status	
	Intercom (not available in the multi-cell system)	

	Directory	Redial Speed Dial Menu Line Status Default Line Call Forward Do Not Disturb Directory Local Directory Remote Directory LDAP Volume- Volume+ Retrieve Shared Directory Status XML Browser XML Dir
	Volume-	
	Volume+	

Customizing the Shortcuts

You can customize the function of the shortcuts to make your handset more personalized.

Procedure

1. Go to OK > Settings > Shortcut.
2. Select the desired shortcut and select **Change**.

   The feature currently assigned to the selected key is highlighted and followed by a left arrow.
3. Select the desired feature.

Locking Your Handset

To prevent accidental use of the handset, the keypad can be locked manually. When the keypad is locked, incoming calls will still ring on your phone, but only the emergency numbers can be dialed out.

Locking Handset Keypad

When you temporarily do not use your handset, you can lock it manually.

Procedure

Long press the # key when the handset is idle until the phone prompts you the handset is locked.

The lock icon appears in the status bar.

Unlocking Your Handset

When you need to use the locked handset, you can unlock it manually.

Procedure

Long press the # key when the locked handset is idle until the phone prompts you the handset is unlocked.

The lock icon disappears from the status bar.

Audio Settings

You can change the basic audio settings on your phone.

Silent Mode

You can enable the silent mode if you do not want to be disturbed. The handset will not ring when receiving an incoming call, but it will still display the incoming call information.

Switching on Silent Mode

You can silence an incoming call by switching on silence mode to stop your phone from ringing.

Procedure

Long press the * key until the phone prompts “All Ring Tones Off”.

The silent icon appears in the status bar.

Switching off Silent Mode

If you want to resume the incoming ring, you can switch off silent mode.

Procedure

Long press the * key until the phone prompts “All Ring Tones On”.

The silent icon disappears from the status bar.

Adjusting the Volume

You can adjust the volume of the ringer, media, and audio during a call.

Procedure

Do one of the following:

- Press the Volume key.
- Press the left or right navigation key when the handset is idle.
- Go to **OK** > **Settings** > **Audio** > **Ring Tones** > **Volume** and press the left or right navigation key.

Setting the Ring Tone

Ring tones are used to indicate the incoming calls.

- Setting the Ring Tone for the External Calls

Setting the Ring Tone for the External Calls

You can select a unique ring tone for the external calls so that you can identify callers when the phone rings.

Procedure

1. Go to OK > Settings > Audio > Ring Tones > Melodies.
2. Select the desired ring tone.

   The ring tone is played automatically.
3. Confirm the action.

Setting the Advisory Tone

Advisory tones are the acoustic signals of your handset, which inform you of different actions and states.

About this task

You can configure the following advisory tones independently:

- **Keypad Tone**: plays when you press any key on the keypad.
- **Confirmation**: plays when a setting is changed or the handset is placed in the charger cradle.
- **Low Battery**: plays when the battery's remaining capacity is low and the handset needs charging.

Note: If the silent mode is activated, the advisory tones will not play, but you can still see the alert of low battery on the phone screen.

Procedure

1. Go to OK > Settings > Audio > Advisory Tones.
2. Select the desired value from the **Keypad Tone** field.
3. Select the desired value from the **Confirmation** field.
4. Select the desired value from the **Low Battery** field.
5. Confirm the action.

Setting the Vibrator

By default, the phone simultaneously vibrates and rings when receiving an incoming call.

About this task

The following vibration settings are available for the incoming call:

- **Vibrate and Ring**: The handset will simultaneously ring and vibrate.
- **Vibrate**: The handset will vibrate only.
- **Vibrate then Ring**: The handset will vibrate four times and then start ringing.
- **Off**

Note: If the silent mode is activated, the handset will not vibrate and ring.

Procedure

1. Go to OK > Settings > Audio > Vibrator.
2. Select the desired method.

Disabling Noise Cancellation

Noise cancellation helps improve intelligibility of speech in noisy environments. You are allowed to disable it.

Procedure

1. Go to OK > Settings > Audio > Noise Cancellation.
2. Disable the noise cancellation.
3. Confirm the action.

Bluetooth

The W59VR handset can be used with a Bluetooth headset. By default, the Bluetooth feature is disabled. To be able to use Bluetooth, it must be enabled.
For a list of supported Bluetooth headsets, refer to Appendix C - Bluetooth Headset Compatibility List.

Enabling / Disabling the Bluetooth

Procedure

1. Go to OK > Settings > Bluetooth.
2. Select Enabled / Disabled from the Bluetooth field.
3. Confirm the action.

Pairing Devices

Before you begin
Make sure that Bluetooth is enabled.

Procedure

1. Go to OK > Settings > Bluetooth.
2. Select Scan Devices.

   The search result list displays up to 20 Bluetooth devices.
3. Put the headset into pairing mode.

   For more information, please refer to the headset's user guide.
4. If the phone has detected more than one headset, select yours from the list and press **Pair**. When pairing is successful, you will see the message "Connect Success".

Managing Paired Headsets

Procedure

1. Go to OK > Settings > Bluetooth.
2. Select Paired Devices.
3. Select the device and press **Discon.** or **Connect** to change the device's current status.
4. Select **Options**, and you can do the following:
   - Select **Delete** to delete the selected device.
   - Select **Delete All** to delete all devices.
   - Select **Info** to view the device name and Bluetooth MAC or change the name of the device.

Editing Device Name of Your Phone

You can edit the device name of your phone for easily recognizable.

Before you begin
Make sure that the Bluetooth mode is activated.

Procedure

1. Go to OK > Settings > Bluetooth > My Devices.

The phone screen displays the device name.

2. Enter the desired name in the **Device Name** field.
3. Confirm the action.

Maintaining Your Phone

Resetting the Handset

You can reset individual settings that you have configured on the handset.

Except the settings of directory, call history, voice mail, and the handset registration, the handset will reset all customized settings to factory after the resetting.

Procedure

1. Go to OK > Settings > System Settings > Handset Reset.

   The phone prompts you whether to reset the handset.
2. Confirm the action.

Appendix

Note: The menus in the gray box are not available when the handset is not registered to a base station.

Appendix A - Input Modes and Characters

	Abc (initials in capitals)	123	ABC	abc	АВГ	АÄÅ	aäå	SŚŠ	sśš	абв	АБВ	אבג
1	1	1	1	1	1	1	1	1	1	1	1	1
2	ABCabc2	2	ABC2	abc2	АВГ2	AÀÁÂÃÄ ÅÆBCÇ2	aàáâãäå æbcç2	AAÁÄĄB CĆČ2	aáäąb cćč2	АБВГ2	абвг2	דהו

	Abc (initials in capitals)	123	ABC	abc	АВГ	АÄÅ	aäå	SŚŠ	sśš	абв	АБВ	אבג
3	DEFdef3	3	DEF3	def3	ΔEZ3	DEÈÉÊ ËĒF3	deèé êëēf3	DĎEÉ ĘĚF3	dď eé ęěf3	ДЕЖ33	дежз3	אבג
4	GHIghi4	4	GHI4	ghi4	HΘI4	GĞHIÌÍ ÎĨĪĬ4	gğhiìí îĩīĭ4	GHIÍ4	ghií4	ИЙКЛ4	ийкл4	מסנן
5	JKLjkl5	5	JKL5	Jkl5	ΚΛM5	JKL5	jkl5	JKLŁĹĽ5	jklłĺľ5	МНОП5	мноп5	יכדל
6	MNO mno6	6	MNO6	mno6	NΞO6	MNÑOÒ ÓÔÕÖØ6	mnñoò óôõöø6	MNŃŇO ÓÖŐ6	mnńňo óöő6	РСТУ6	рсту6	זחט
7	PQRS pqrs7	7	PQRS7	pqrs7	ΠPΣ7	PQRSŞß7	pqrsşß7	PQRŔŘ SŚŠ7	pqrŕř sśš7	ФХЦЧ7	фхцч7	רשת
8	TUVtuv8	8	TUV8	tuv8	TYΦ8	TUÙÚÛ ÜŨV8	tuùúû üũv8	TŤUÚÜ ŰŮV8	tťuúü űův8	ШЩ ЪЫ8	шщъы8	צץק
9	WXYZ wxyz9	9	WXYZ9	Wxyz9	XΨΩϒ9	WŴX YŶZ9	wŵx yŷz9	WXYỲÝ ZŹŻŽ9	wxyỳý zźżž9	ЬЭЮЯ9	ьэюя9	סעפף
0	space.,?! 0	0	0 . , ? ! space	0 . , ? ! space	space 0	space 0	space 0	space 0	space 0	0 ҐЄІЇЎ	0ґєіїў	space 0

*.	space = / \ ^ ; : . , - + * # § % @ ? ! ¿ ¡ ( ) { } [ ] < > ¥ $ £ | ~ ¤	space _ ' " = / \ ^ ; : . , - + * # § % @ ? ! ¿ ¡ ( ) { } [ ] < > ¥ $ £ | ~ ¤	space ' " = / \ ^ ; : . , - + * # § % @ ? ! ¿ ¡ ( ) { } [ ] < > ¥ $ £ | ~ ¤	space _ ' " = / \ ^ ; : . , - + * # § % @ ? ! ¿ ¡ ( ) { } [ ] < > ¥ $ £ | ~ ¤	space _ ' " = / \ ^ ; : . , - + * # § % @ ? ! ¿ ¡ ( ) { } [ ] < > ¥ $ £ | ~ ¤	space _ ' " = / \ ^ ; : . , - + * # § % @ ? ! ¿ ¡ ( ) { } [ ] < > ¥ $ £ | ~ ¤	space _ ' " = / \ ^ ; : . , - + * # § % @ ? ! ¿ ¡ ( ) { } [ ] < > ¥ $ £ | ~ ¤	space _ ' " = / \ ^ ; : . , - + * # § % @ ? ! ¿ ¡ ( ) { } [ ] < > ¥ $ £ | ~ ¤	space _ ' " = / \ ^ ; : . , - + * # § % @ ? ! ¿ ¡ ( ) { } [ ] < > ¥ $ £ | ~ ¤	space _ ' " = / \ ^ ; : . , - + * # § % @ ? ! ¿ ¡ ( ) { } [ ] < > ¥ $ £ | ~ ¤	space _ ' " = / \ ^ ; : . , - + * # § % @ ? ! ¿ ¡ ( ) { } [ ] < > ¥ $ £ | ~ ¤

Appendix B - Bluetooth Headset Compatibility List

Brands	Type	Model
Jabra	Bluetooth	Evolve 75
		Evolve 65
		pro9470
		MOTION UC
		STEALTH
		style
		Talk 2

Brands	Type	Model
		EASYGo
		Supreme
		Storm
		MINI
Sennheiser	Bluetooth	PRESENCE UC
		MB Pro 1
		MB Pro 2
		EZX 60
		MB660 UC
Plantronics	Bluetooth	VOYAGER 4210 UC
		ML20
		ML25
		M165
		Edge
		B825(Focus)
iPhone	Bluetooth	Apple AirPods

Notices

The specifications and information regarding the products in this guide are subject to change without notice. All statements, information and recommendations in this guide are believed to be accurate and presented without warranty of any kind, express or implied. Users must take full responsibility for their application of products.

Technical support

For additional support information please visit the One Talk support site (verizonwireless.com/support/one-talk/) for the latest guides, FAQs, product documents and more.

Important customer information

To avoid electric shock, use caution when connecting cables. For example, do not connect safety extra-low voltage (SELV) circuits to telephone-network voltage (TNV) circuits. LAN ports contain SELV circuits, and WAN ports contain TNV circuits. Some LAN and WAN ports both use RJ-45 connectors.

To avoid electric shock, do not operate the product or connect or disconnect cables during electrical storms. To avoid electric shock, do not use this product in or near water.

To reduce the risk of fire or overheating, keep this product in well-ventilated areas, away from radiators or other heat sources. Do not block cooling vents.

The plug-socket combination must be accessible at all times because it serves as the main power-disconnecting device. Use only the manufacturer-provided AC adaptor approved for use with this product. Use of another AC adaptor may cause a fire or explosion.

This product relies on short-circuit (overcurrent) protection installed in your home or office. Ensure that a fuse or circuit breaker no larger than 120 VAC, 15 A U.S. is used on the phase conductors (all current carrying conductors).

Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:

1. When the power cord or plug is damaged or frayed
2. If liquid has been spilled into the product
3. If the product has been exposed to rain or water
4. If the product does not operate normally when the operating instructions are followed. Adjust only those controls that are covered by the operating instructions, since improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal condition

WEEE warning

To avoid the potential effects on the environment and human health as a result of the presence of hazardous substances in electrical and electronic equipment, end users of electrical and electronic equipment should understand the meaning of the crossed-out wheeled bin symbol. Do not dispose of waste electrical and electronic equipment (WEEE) as unsorted municipal waste and collect such WEEE separately.

Warranty

The specifications and information regarding the products in this guide are subject to change without notice. All statements, information, and recommendations in this guide are believed to be accurate and presented without warranty of any kind, express or implied. Users must take full responsibility for their application of products.

Yealink Network Technology CO., LTD., makes no warranty of any kind with regard to this guide, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. Yealink Network Technology CO., LTD., shall not be liable for errors contained herein nor for incidental or consequential damages in connection with the furnishing, performance, or use of this guide.

Important 911 emergency response information

If you call 911, emergency service responders will be sent to the registered location you provided when you provisioned this phone. An incorrect address could result in incorrect routing of 911 calls and dispatch of emergency personnel to the wrong location, so please contact your administrator if your registered location is not accurate.

Data and voice functionality (including the ability to make and receive 911 calls) will not be available during a power outage, broadband connection failure or other service disruption. Neither Verizon Wireless nor any of its affiliates shall be liable for any service outage and/or inability to access emergency service personnel, nor shall Verizon Wireless or any of its affiliates be responsible for the acts or omissions of emergency response center personnel.

CE

Declaration of conformity

Hereby, Yealink Network Technology CO., LTD., declares that this phone is in conformity with the essential requirements and other relevant provisions of the Conformité Européene (CE) and the Federal Communications Commission (FCC). You can find the CE and FCC information from the label on the back of the IP phone.

CE mark warning

This device is marked with the CE mark in compliance with Radio equipment and Telecommunications Terminal Equipment (R&TTE Directive 1999/5/EC).

Part 15 FCC Rules

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device is compliant with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference
2. This device must accept any interference received, including interference that may cause undesired operation

Class B digital device or peripheral

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna
2. Increase the separation between the equipment and receiver
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
4. Consult the dealer or an experienced radio/TV technician for help

Important safety precautions

Please read the following important safety notices and instructions before installing or using the product.

- A DANGER warning refers to situations that could cause bodily injury
- A CAUTION warning refers to situations that could result in equipment malfunction or damage

1. Follow all warnings and instructions marked on the product
2. Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use an antistatic cleaning pad for cleaning

3. Do not use this product near water
4. Do not place this product on an unstable cart, stand or table. If the product falls, it could be seriously damaged
5. This product should be operated using the type of power indicated on the marking label. If you are not sure of the type of power available, consult your dealer or local power company
6. Do not allow anything to rest on the power cord. Do not locate this product where people will walk on the cord
7. Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short out parts that could result in a fire or electric shock
8. Never spill liquid of any kind into or onto the product
9. Do not attempt to service this product yourself, as opening or removing covers may expose you to dangerous voltage points or other risks
10. Refer all questions regarding servicing of this product to qualified service personnel

Danger–electric shock and fire

Electric current from power, telephone and communication cables is hazardous and could result in electric shock and/or fire.

Learn more

For more information, visit www.onetalk.com

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