



## Yealink W60B 8 Line CoIP Dect IP Base Cordless Station User Guide

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**YEALINK W60B/W60P  
BASE STATION WITH**

# W56H HANDSET AN INTRODUCTION

**SPEED | SERVICE | RELIABILITY**



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## QUICK DETAILS

**Default PIN = 0000**

Register a handset to a base: On the phone: [ok] (menu)> Settings > Registration > Register Handset > Select Base > Phone will begin searching > Press and hold Wireless button on Base Station > Confirm registration on Phone

**Power Cycling:** It takes about 30 seconds for a base unit to come online and register, as indicated in the three lights, which sequentially lock after flashing. [Power] > [Network] > [Phone Service]

Handsets are quickly synchronized with the base station and should automatically connect once the base station is online.

Immediately after making changes to Call Features that impact the Customer Admin Portal, the phone may need to Synchronize with the Switch and may be unable to make/receive calls momentarily (seconds).

**“Incoming Lines”:** Settings can be set to “ignore” calls, resulting in Cannot Receive Calls. This is device-specific and does not show up on the portal or other phones.

**Caller Blacklist:** This is telephony setting specific to the Yealink handset. It acts as a Base station-specific “Selective Call Rejection,” which prevents calls from completing to the Yealink Handsets. However, calls will still complete to other devices (mobile, Polycom, and/or desktop).



Intercom automatically interfaces handsets that are registered to the base unit. Intercom will offer the intercom as a call to be answered unless Autoanswer intercom is enabled from system settings.

## WHAT’S INCLUDED

Here are the components included with the package:



## FIRST TIME SETUP

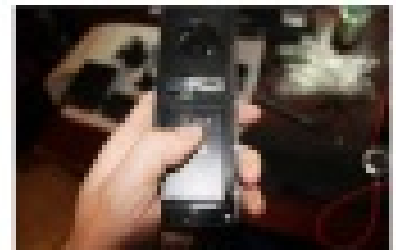
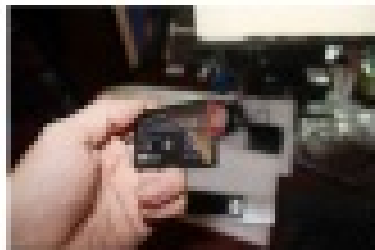
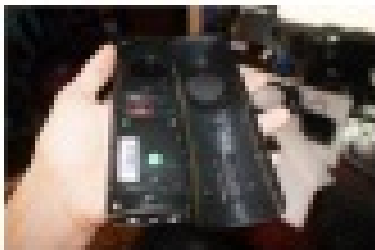
### A: Registering/Connecting Base

The MAC address can be found on the back of the base station.



## B: Connecting Handset

When unboxing the phone, the handset's battery will need to be inserted.




When first connecting the handset, the battery may have a small charge. The handset will immediately search for an available base station and connect to it.

Minutes after connecting a phone to a base, the handset will offer a firmware update. The firmware update takes about 30 minutes.


## MENUS

### Home Screen

Left and Right: Ring volume.  
 Up: Intercom  
 Down: Directories  
 History: [as described]  
 SCA:



← The Menu Button is the "OK" button



← Menu

## 1. Status

a) Base > [Please Wait...] > [Entries not selectable]

i) IPv4:

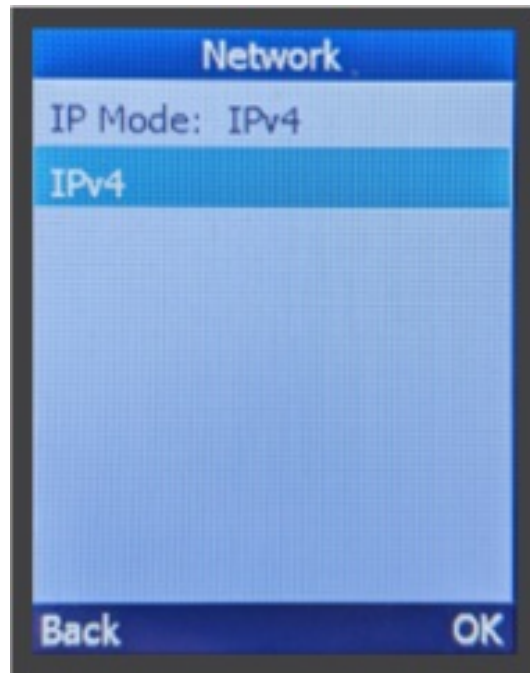
ii) Base Firmware:

iii) MAC:

iv) Device Certificate: [Factory Installed]

v) REPI:

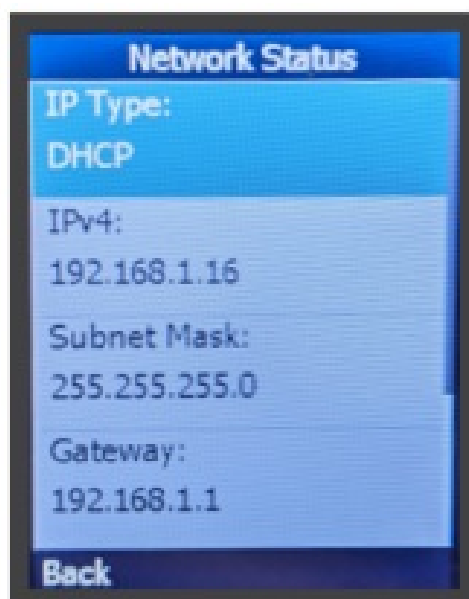
vi) Network (Image 1):



**IMAGE 1**

(1) ! IP Mode: IPv4

(2) IPv4 (Image 2) > [Entries not selectable]



**IMAGE 2**

(a) IP Type: [DHCP]

(b) IPv4:

(c) Subnet Mask:

(d) Gateway:

(e) Primary DNS:

(f) Secondary DNS

**b) Handset > [Entries not selectable]**

i) Model: W56H

ii) Hardware:

iii) Handset Firmware:

iv) IPUI Code:

v) SN Code: [Invalid]

vi) Area: [North America]

**c) Line Status**

i)[Select User/TN]

(1) [Dial pad]



## 2. **Intercom**

a) (Select Line)

b) All HS



## 3. **Voice Mail**

**a) Play Message**

**b) Set Voice Mail**

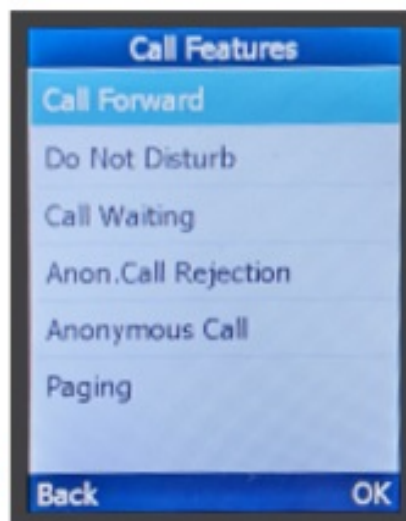
i) Enabled / Disabled

ii) Number:

**c) Set Key 1**

## 4. **Call Features**

a) Call Forward



i) Select Line

(1) Always

(a) <Enabled>/<Disabled>

(2) Busy

(a) <Enabled>/<Disabled>

(3) No answer

(a) <Enabled>/<Disabled>

**b) Do Not Disturb**

i) Select Line

(1) <Enabled>/<Disabled>

ii) Call Waiting

(1) Status

(a) <Enabled>/<Disabled>

(2) Tone

(a) <Enabled>/<Disabled>

c) Anonymous Caller Rejection

i) Select Line

(1) Status

(a) <Enabled>/<Disabled>

d) Anonymous Call (outbound)

i) Line1

(1) Status

<Enabled>/<Disabled>

e) Paging



5. **Directory**

**a) Search Contacts**

**b) – Options**

i) Detail

ii) New Contact

(1) Name

(2) Office#

(3) Mobile#

(4) Other#

iii) Edit

iv) Delete

v) Delete All



6. **Settings**

**a) Date & Time**

i) Date and time resets to System time with a power cycle.

**b) Audio**

i) Advisory Tones

(1) Keypad Tone

(a) <Enabled>/<Disabled>

(2) Confirmation

(a) <Enabled>/<Disabled>

(3) Low Battery

(a) <Enabled>/<Disabled>

ii) Ring Tones

(1) Volume (1-5)

(2) Melodies (Distinctive Ring per Line)



(a) Intercom Call

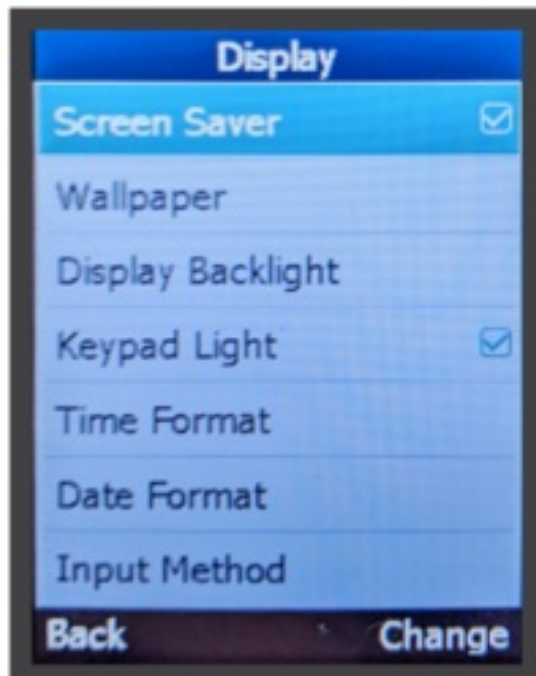
(i) Ringtone1-8

(b) Line 1-2-3-etc.

(i) Ringtone1-8

**c) Display**

i) Screen Saver (on/off)



ii) Wallpaper 1-5

iii) Display Backlight

(1) In Charger <Enabled>/<Disabled>

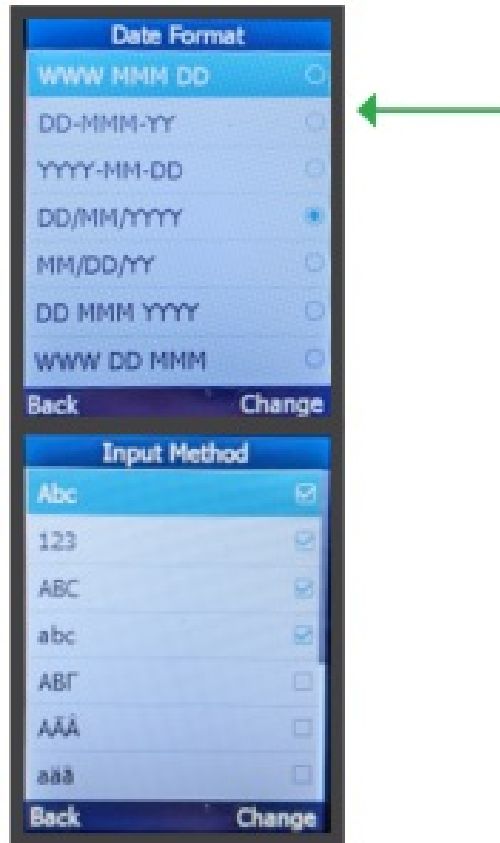
(2) Out Of Charger <Enabled>/<Disabled>

iv) Keypad Light <On>/<Off>

v) Time Format <12hr>/<24hr>



vi) Date Format



vii) Input Method

**d)** Shortcut (Allows for home screen button changes)

**e)** Language

**f)** Registration

i) Register Handset

(1) Base 1-2-3-etc.

(a) Searches for base > Confirms Mac > Enter Default Pin > Subscribing > Complete

ii) De-Reg. Handset

(1) Enter Default Pin

(a) Line [Extension]

(i) De-Register Handset Y/N

iii) Select Base

1. Base1 (current base)

2. Base2 (does not appear if there are no other bases in range)

**g)** Telephony

i) Auto Answer ☐/☒ [Determines whether the line is answered when removing from dock]

ii) Auto Intercom

iii) Default Line (not changeable)

iv) Incoming Line

(1) Input PIN

(a) Select Handset

(i) Select User/Line

1. <Accept>/<Ignore>

v) Speed Dial

(1) Add to speed dial #2-9

vi) Caller Blacklist – Blocks calls across all user devices

(1) Add New Entry / >Options>

(a) New Entry

(b) Detail

(c) Edit

(d) Delete

(e) Delete All vii) Server

(1) Enter Pin

(a) Select Line

(i) Server 1

1. Transport

a. TCP/TLS/DNS\_NAPTR/UDP (Is TCP by default)

b. Port (is 5060)

(ii) Server 2

1. Transport

a. TCP/TLS/DNS\_NAPTR/UDP (Is UDP by default)

b. Port (is 0)

(iii) Outbound Proxy

1. Outbound Proxy Server <Enabled>/<Disabled>

2. Port (is 0)

**h) System Settings**

i) Network

(1) Enter Pin

(a) Basic

(i) IP Mode <IPv4>/<IPv6>/<IPv4&IPv6>

(ii) IPv4

1. IP Address type

a. <DHCP>

i. DNS Type <Automatic>/<Manual>

b. <Static>

i. IP Address

ii. Subnet Mask

iii. Default Gateway

iv. Primary DNS

v. Secondary DNS

(iii) IPv6

1. IP Address type

a. <DHCP>

i. DNS Type<Automatic>/<Manual>

b. <Static>

i. IP Address

ii. IP Address Prefix

iii. Subnet Mask

- iv. Default Gateway
- v. Primary DNS
- vi. Secondary DNS
- (b) VLAN
  - (i) VLAN DHCP
    - 1. Status <Enabled>/<Disabled>
    - 2. Options (is 123)
  - (ii) VLAN Parameter
    - 1. <Disabled>/<Enabled> (Is Disabled)
      - a. Vid [N/A]
      - b. Priority [N/A]
  - (c) Handset Reset
    - (i) Reset to default? <Yes>/<No>
  - (d) Change Base PIN
    - (i) Enter current PIN
      - 1. Enter new PIN + Re-enter new PIN
  - (e) Base Reset
    - (i) Enter PIN
      - 1. Reset local
      - 2. Reset non-static
      - 3. Reset static
      - 4. Reset user & local
      - 5. Reset to Factory
  - (f) Base Restart
    - (i) Enter Pin > [Reboots base]
  - (g) Autoprovision
    - (i) Enter PIN
      - 1. Username:
        - a. (has MAC listed)
  - (h) RPS
    - (i) Enter PIN
      - 1. Username: a. (has MAC listed)
        - (i) Eco Mode+ (off by default)
          - (i) Enter Pin
            - 1. Requires reboot: Reboot now? <yes/ no>
        - (j) Eco Mode <on>/<off> (On by default)
        - (k) Repeater Mode <off>/<on> (Off by default)
  - i) Handset Name
    - i) Rename: <change name>
  - j) Upgrade Firmware
    - i) Press "upgrade" to check for new firmware

- a) [OK] > Select line
- i) To :
- ii) Name
- iii) Number
- iv) Date & Time
- v) Duration
- b) Options (selects highlighted)
- i) Detail
- ii) Add To Local
- iii) Add To Blacklist
- iv) Edit Before Call
- v) Delete
- vi) Delete All



## 8. User Mode

- a) User Type <Admin>/<var>/<user>
- b) Password: Status > Base > [Please wait...] > IPV4: [Displays IP Address]

## ADDITIONAL PHONES

**Registering a second handset:** Verify battery inserted > Menu > Settings > Register Handset > [Select/Replace Base] > Phone begins searching, press and hold Signal button on Base > This will register the phone.

Minutes after connecting a phone to a base, the handset will offer a firmware update. The firmware update takes about 30 minutes.

**Incoming calls:** Each handset can control which handsets receive calls for lines that are assigned to the base station (e.g. Handset 1 can tell Handset 2 to start or stop receiving calls for a line provisioned to a Base). If all handsets are set to “ignore” calls, calls will still ring at other devices, for example, other phones or mobile devices.

**Outgoing calls:** In order to allow additional handsets to dial out, a “line” must be available for that handset, and each handset uses a line in the order that the numbers are listed in Rialto(Broadcloud).

In the following image example, Handset2 would receive line1, Handset 2 would receive line2, etc.



**Assigning the same user(number) to multiple handsets:** To assign the same Outgoing number to multiple handsets, a user must set the device as a primary device and increase the number of available lines.

## Devices

Primary Device
Shared Devices

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No primary device set.

Yealink W60P 80:5E:CD:AA:FF:01

Port	Line
1	1

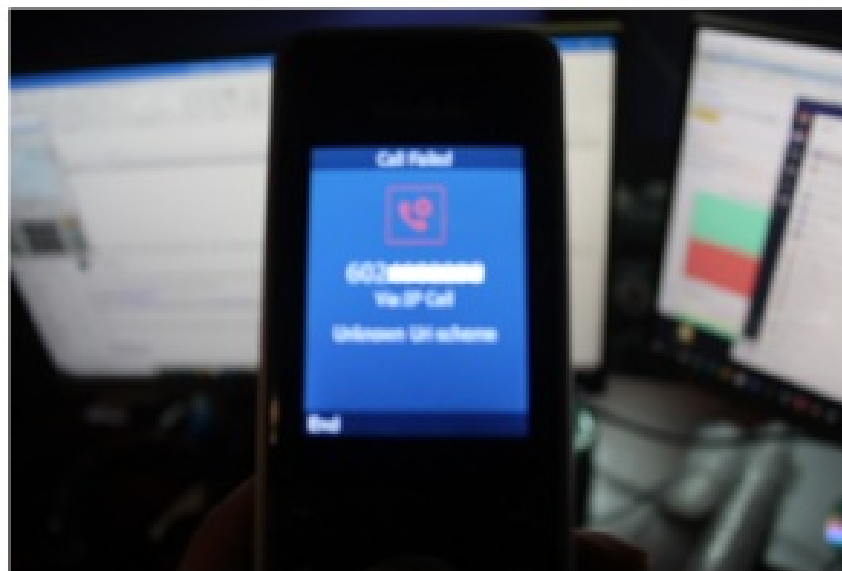
A phone typically only has one Port, it's the line that plugs into the wall.

Line
1

This is the number of lines that a user needs available to them. A casual user typically only needs one, but if a user takes a lot of phone calls, they may need more lines.

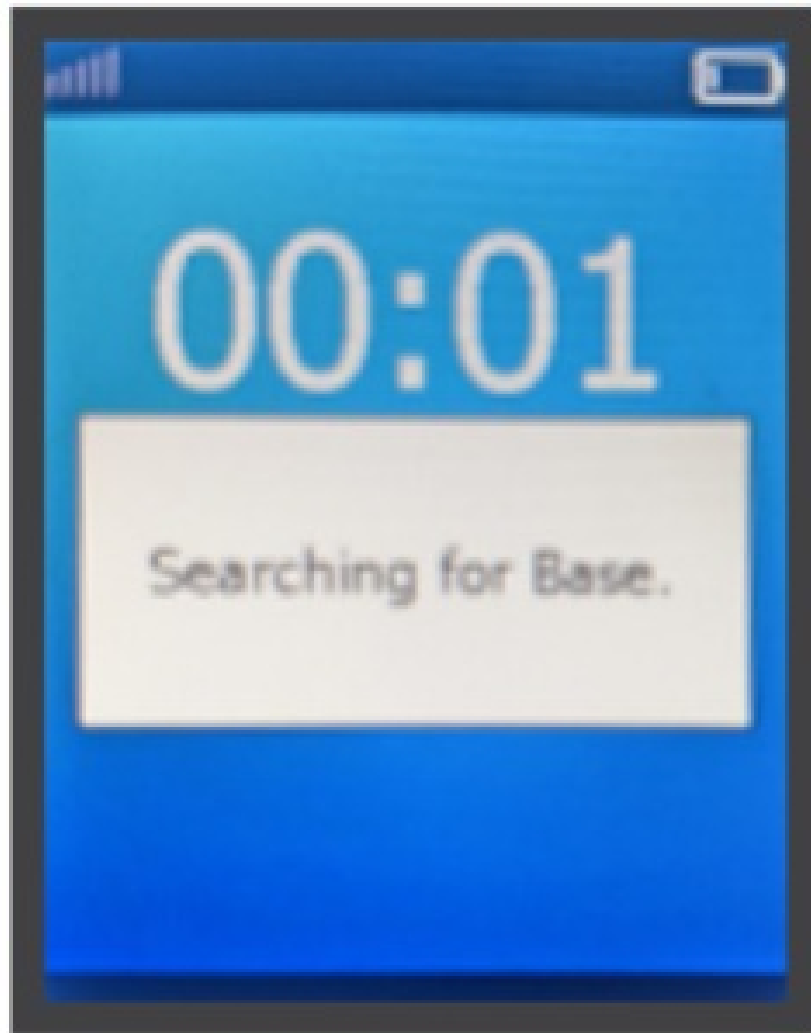
## TROUBLESHOOTING AND DIAGNOSTICS

If the base station is not registered but powered on, attempting to dial out will result in an “Unknown Uri scheme” error.



### Searching for Base.

Base is off or out of range. This message also appears when a handset is first powered on.




**Phone and Power solid; network light flashing:**

This can occur as a result of incorrect VLAN configuration, or if something on the local network is prohibiting the base from registering with Broadcloud.



## Documents / Resources

	<p><a href="#">Yealink W60B 8 Line CoIP Dect IP Base Cordless Station</a> [pdf] User Guide W60B, W60P, 8 Line CoIP Dect IP Base Cordless Station</p>
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