



VOICE  
SERVICES



Flip Connect

Yealink W52x



Quick Reference Guide



[www.flipconnect.co.uk](http://www.flipconnect.co.uk)

---

## Call Mute

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

## Call Hold and Resume

### To place a call on hold:

Press the **Options** soft key during a call, and 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 the two calls.

## Call Transfer

You can transfer a call in the following ways:

### Blind Transfer

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

## Call Forward



### To enable the call forward feature on a specific line:

1. Press the **OK** key to enter the main menu, and select **Call Features->Call Forward**.
2. Press  or  to highlight the desired line, and press the **OK** soft key.
3. Press  or  to highlight the desired forwarding type, and press the **OK** soft key.

**Always**----Incoming calls are forwarded immediately.

**Busy**----Incoming calls are forwarded when the handset is busy.

**No Answer**----Incoming calls are forwarded if not answered after a period of time.


4. Select **Enabled** from the **Status** field.
5. Enter the number you want to forward the incoming calls to in the **Target** field.
6. Press  or  to select the desired ring time to wait before forwarding (only for No Answer Forward) in the **After Ring Time** field.
7. Press the **Save** soft key to accept the change.

## Basic Operations

---

### Turning Handset On/Off



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

- Long press  until the LCD screen lights up.
- Place the handset in the charger cradle. The handset will be turned on automatically.



To turn the handset off:

Long press  again to turn the handset off.

### Locking/Unlocking Keypad

- Long press  to lock the keypad.
- Long press  again to unlock the keypad.

### Switching Silent Mode On/Off

- Long press  to switch the silent mode on.
- Long press  again to switch the silent mode off.

## Handset Settings





---

### Handset Name





To rename the handset:

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

### Volume Adjustment

- Press  or  during a call to adjust the volume of the currently used audio device.
- Press  or  when the handset is idle to adjust the ringer volume.

### Ring Tones



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

To edit a contact:







1. Press the **OK** key to enter the main menu, and select **Directory**.
2. Press  or  to highlight the desired entry.

3. Press the **Options** soft key, and select **Edit**.
4. Edit the values in the **Name**, **Number** and **Mobile** fields.
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 select **Directory**.
2. Press  or  to highlight the desired entry.
3. Press the **Options** soft key, and select **Delete** to delete the selected entry.

**To assign a speed dial number:**

1. Press the **OK** key to enter the main menu, and select **Settings->Telephony->Speed Dial**.
2. Press  or  to highlight the desired speed dial key, and press the **Assign** soft key.
3. Press  or  to highlight the desired entry, and press the **OK** soft key.  
If both the office number and mobile number are stored, press  or  to highlight the desired number, and press the **OK** soft key again.








## Basic Call Features

### Placing Calls




**To place a call directly:**

Enter the desired number when the handset is idle, and press  .





**To place a call from the local directory:**

1. Press  when the handset is idle.
2. Press  or  to highlight the desired entry, and press  .  
If both the office number and mobile number are stored, press  or  to highlight the desired number, and press  again.

**To place a call from the call history:**

1. Press the **History** soft key, and select the desired call history list.
2. Press  or  to highlight the desired entry, and press  .

**To place a call from the redial number list:**



1. Press  when the handset is idle.
2. Press  or  to highlight the desired entry, and press  .


**To place a call using the speed dial key:**

Long press the speed dial key to place a call to the number assigned to it.


### Answering Calls

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

- Press the **Accept** soft key.
- Press  .
- Press  .

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

### Ending Calls

- Press  .