How To Set Up Your New Yealink W52P/W56B or W60 Cordless Phones On Elevate

When purchasing a Yealink W52P/W56B base unit and W52H Cordless handset(s) OR a Yealink W60B base unit and W56H Cordless handset, through CONTROL PANEL or directly from a sales representative, the devices will automatically appear on your **Devices** list. Most of the provisioning process is plug and play, however, you still need to assign handsets to the base in CONTROL PANEL, assign users to handsets, and register the handsets to the base unit.

- Setup your W52P/W56H or W60 Base unit

    o **Powering up and provisioning**

- Setup W52H/W56H Handsets

    o **Add handset to base in CONTROL PANEL**

    o **Assign User to handset in CONTROL PANEL**

    o **Register handset to base unit**

Notable Limitations

- The W52B can **ONLY** use the W52H handsets

    - The W52B is capable of 5 handsets, but can **only** use 4 simultaneously.

- The W56B can use both the W52H and W56H handsets

    - As with the W52B, the W56B is capable of 5 handsets, but can **only** use 4 simultaneously.

- The W60B can **ONLY** use the W56H handsets.

    - The W60 is capable of using 8 handsets and can use all 8 handsets simultaneously.

There are no exceptions to this rule; both bases and handsets work on different firmware versions that are dependent on their respective devices.

Setup your W52P/W56B or W60 Base unit

Powering up and provisioning.

The base unit you received has already been pre-programmed to search for the Elevate provisioning server, and your W52B/W56B or W60 base unit has already been created in your **Devices** table in CONTROL PANEL. Provisioning will start immediately after the base unit is powered up and has detected an internet connection.

1. Find a good central location for the base unit to reside; you want to make sure that all handsets get equal coverage.

2. Plug the base unit into your router.

3. Plug the power adapter to the base unit, and plug it into a power outlet.

The base will boot to begin the provisioning process. **Do not unplug the base unit** from the power while any of the LED lights are blinking. The base may restart several times during this process, and is finished when the Power and Network LEDs are solid green. (the handset LED is only lit once handsets are registering successfully to the base)

Once the base unit lights are solid green you can start adding handsets to your base unit configuration in CONTROL PANEL.

Setup W52H/W56H Handsets

Add a handset to base in CONTROL PANEL

In order for your handset to work with the base unit, you will need to add the handset to the base unit configuration in CONTROL PANEL. It is also necessary to register the handsets to the base.

1. On the **Devices** tab, click the base unit device name **Yealink W52P or Yealink W56H**, to access the base configurations.

Devices

The Devices tab displays all of your hardware devices. Use this section as well to buy new devices from your company and activate devices you have purchased or supplied from another company for use with your Hosted PBX.

+ Purchase device   **+ Setup your own device**

		Device	User	Warranty	MAC ⓘ	Serial number	Note
☐	↩	Yealink T42G	Jennifer D		001565▨▨		
☐	↩	Application Softphone	Matthew T				
☐		Cisco SPA112	Main Fax Machine		00DA55▨▨		
☐		Yealink W52P			001565▨▨		
☐		Yealink W60B			805EO▨▨		
☐	⚠	Yealink W52H				8301▨▨	
☐	⚠	Yealink W56H				8301▨▨	

Delete   1 - 5 of 5

2. Navigate to the **Cordless phones** tab and click **Add cordless phone.**

General

Audio

Cordless phones

Cordless phones

You may assign up to 5 cordless phones to this base.

Please note that order matters! To avoid incorrect extension, phone number and User assignments, assign cordless phones to the base in the same order you intend to synchronize these phones to the base.

+ Add cordless phone

☐	Device	User	Serial number

No cordless phones are currently assigned to this base.

3. Click the checkbox next to the available handset you wish to add to the base, then click **Add cordless phone**.

4. You will be returned to the **Cordless phones** tab and will see your handset added to the list.

Assign User to handset in CONTROL PANEL

Assigning a user to a handset allows the handset configuration to adopt information previously configured on the user. The handset will gain the extension number and any direct dial numbers assigned to the user; this means the handset will ring any time the extension or DID receives a call.

To assign a user:

1. On the **Devices** tab, click the handsets **Device Name**, to access the handset configurations.

Devices

The Devices tab displays all of your hardware devices. Use this section as well to buy new devices from your company and activate devices you have purchased or supplied from another company for use with your Hosted PBX.

+ Purchase device   **+** Setup your own device

Search		Brought by: All ⌄	All owners ⌄			
☐	**Device**	**User**	**Warranty**	**MAC** ⑦	**Serial number**	**Note**
☐ ↪	Yealink T42G	Jennifer D		001565		
☐ ↪	Application Softphone	Matthew T				
☐	Cisco SPA112	Main Fax Machine		00DA55		
☐	Yealink W52P			001565		
☐	Yealink W52H				8301	
☐	Yealink W56H				8301	

Delete   1 - 5 of 5

2. On the **General** tab, click **Assign user & edit 911 location.**

3. Add the user by selecting their name in the **User** drop-down field.
   Note: The user must be activated (with a phone number assigned) in order to assign them to a device.

4. Adjust the address information to match where the physical hardware will be located. (current hardware location will be used by default)

5. Read the **911 Policies and limitations** and click the checkbox to confirm you understand.

6. Click the **Assign user** button to finish.

When the page refreshes, you will be returned to the *General* tab for the handset and will see **User (ext number)** under **Assigned User**.

Device Information

Utilize this section to view important information about this device.

Model   Yealink W52H

Warranty ⓘ

Serial number ⓘ   8301▮▮▮▮▮▮▮▮▮

Settings

Utilize this section to configure basic phone settings.

Assigned base ⓘ   Yealink W52P (001565▮▮▮▮▮) ⤢

Assigned user   John R (102)   Change user & edit 911 location   Unassign

⚠️ Important: please ensure the e911 address is correct for this user. Emergency personnel will proceed to this address following a call to 911. Changing or removing the user will result in the device being reset to default values.

Paging   Unsupported

Handset name ⓘ

Note   Optional

[Save changes]

Now that you have your handset added to the base and assigned a user, you should unplug the power to your base unit, wait 3 seconds, and plug it back in; this will force the base to reach out to the provisioning server and configure the line information for the handset(s).

Register handset to the base unit

Note: for the handsets to works, it is extremely important that you register handsets to the base in the same order they were configured to the W52P/W56B or W60 base configuration in CONTROL PANEL.

The base organizes handsets by assigning them to Lines and each handset occupies a line between 1 and 5. When you add a handset to the base and assign a User to the handset in CONTROL PANEL, the base

keeps track of the handset by assigning that User to Line 1 for the first handset, Line 2 for the second handset, etc.

This means you must register handsets with the base unit in the same order they appear on the base's Cordless Phones tab in order to ensure the correct User is displayed on the correct handset.
It is good practice to mark your handsets by serial number (use the last 4 digits of each serial number of the handset) so you can properly register each handset in the correct order.

To register a handset to the base:

5. Press and hold the button on the front of the W52P/W56B or W60 base unit (about 5 secs); the registration LED will slowly flash, indicating the base station is in the registration mode

6. Press the **OK** button on the handset to enter the main menu

7. Go to *Settings > Registration* and press **OK** on **Register Handset**

8. Press **OK** on Base 1; the handset will search for the base registration signal
   Note: If the Handset has trouble searching for the base, Power Cycle the Base and try again.

9. Press the **OK** soft key when the LCD screen displays the RFPI code of the base station

10. Enter the system **PIN** (default: 9871)

11. Press the **Done** soft key.

The handset will play a warning tone and prompts **Handset Subscribed**, which indicates the handset is registered successfully. After successful registration, an internal handset number and handset name appear on the LCD screen.