

Yealink W56P(H) Frequently Asked Questions

1. After Yealink launches the W56P, will the W52P be at end-of-life? Will the W52P have a new lower price once the W56P launches?

The W52P will remain on the market. With the new W56P, customers will have more DECT handset options -- the W52P targets the low-end market and the W56P the higher end. We are considering a W52P price adjustment and the sales team will keep you updated. Customers who find the W52P to be insufficient for their needs can migrate directly to the W56P.

2. Can we upgrade our current W52P base to V80 to support the W56P? How to upgrade? Is the upgrade free of charge?

After upgrading from V73 to V80, the base will support both the W52 and W56 handsets. Customers can upgrade the firmware in the same way as Yealink IP phone provisioning. Yealink will soon have a release note regarding the upgrade from V73 to V80. The firmware is free of charge.

3. Can customers who purchase a W52P base use it for the new W56P?

Customers who purchase the Yealink W56P will get a W52P base (V80) and the W56H handset. Customers can use a W56H with their W52P base after upgrading to the V80 firmware.

4. Does the W56P support roaming? When will Yealink have a multi-cell DECT solution?

We are currently focused on the single-cell market. We do have a DECT + Repeater solution – just plug in the repeater and within seconds it will extend the conversation range for the base station and handset from 50 to 100 meters indoors. For outdoors use, customers can enjoy an industry-leading reception of up to 600 meters. We do not currently have a multi-cell plan.

5. Is there a difference in range between the DECT phone W56P and the W52P?

The W52P and W56P offers the same indoor range of 50 meters and an outdoor range of 300 meters.

6. Will Yealink release a base station that supports more than 5 handsets?

Yes, but not before Q1 of 2017. We currently focus more on the SMB market, in which most users deploy 2 or 3 handsets with 1 base, meaning the W56P sufficiently addresses their needs.

7. Will the W56P have an IP (international protection) standard? Will the protective case cost extra?

The IP standard for W56P is IP20. The protective is inexpensive but not free.

8. Do DECT phones from other brands have an equal battery performance to the W56P?

W56P features an industry-leading Li-ion battery. Our market research indicates that only a few Gigaset handsets offer a similar performance.

9. What is the main difference between 3.5mm and 2.5mm headset jacks?

2.5mm headset jack is customized, while the 3.5mm jack is standard, which means that the W56H is compatible with most earphones or headsets on the market.

10. When the handset loses connection with the base station, how to reconnect?

If the handset loses connection due to signal interference, the W56P will re-connect automatically.

11. What is the wideband codec for W56P?

W56P supports the wideband G.722 codec. We are considering support for Opus and AMR-WB.

12. Will the W56P support Microsoft's Skype for Business platform?

We are still discussing this with Microsoft. Our product team will have an update in May.

13. Is the W56P certified for BroadWorks and other soft switches?

Yealink and Broadworks have finished their W56P tests and you can download the CPE kit from the BroadSoft website. We will release the firmware on April 20. The W56P is still undergoing testing with other soft switches and we will publish the results once finished.

14. How does the W56P compare technically to Grandstream and Gigaset products?

We have prepared a comparison chart but it is not included in this training. We will share this with you very soon so please watch for our product notifications.