Yealink

easy VoIP

# Yealink W52P IP DECT Phones Integrated with Metaswitch CommPortal Phone Applications User Guide

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## 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.

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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.

## 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 WEEE as unsorted municipal waste and have to collect such WEEE separately.

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http://www.yealink.com/GPLOpenSource.aspx?BaseInfoCateId=293&NewsCateId=293&CateId=293.

# About This Guide

CommPortal is Metaswitch's subscriber interface, delivering network-based services to subscribers. CommPortal allows subscribers manage their individual telephony services, access to network contacts and network call list.

Subscribers can log into CommPortal via web, business phone and mobile device, etc. This guide describes how to access the following CommPortal phone applications from Yealink W52P phones.

- Network Contacts
- Network Call List

**Note** The configuration process outlined in this guide applies to Yealink W52P phones running firmware version X.73.202.1 or later.

# In This Guide

Topics provided in this guide include:

- Chapter 1 Configuring the CommPortal Feature
- Chapter 2 Configuring CommPortal Phone Application
- Chapter 3 Downloading Configuration Files

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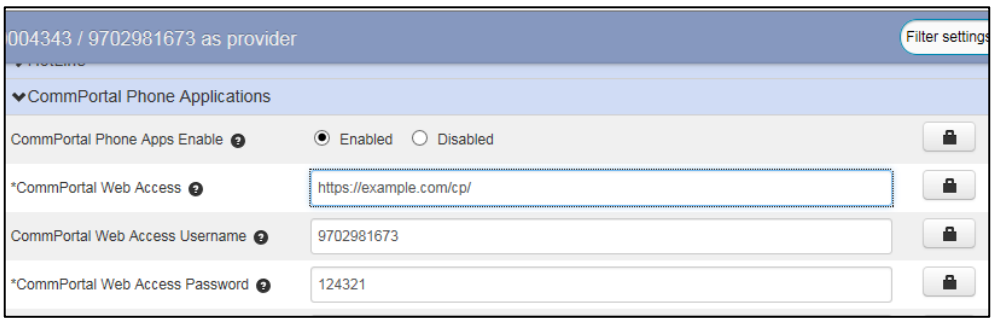
# Configuring the CommPortal Feature

CommPortal integrated with Yealink W52P phones allows subscriber to access Network Contacts and Network Call List features quickly and easily. The system administrator should enable the CommPortal phone application and configure the authentication information for the users, and then users can access those features from the IP phone.

**To configure the Commportal via CommPortal phone configurator:**

1. Login in to the CommPortal phone configurator of the desired account (e.g., 9702981673).
2. Click on **Features->CommPortal Phone Applications**.
3. Mark the **Enabled** radio box in the **CommPortal Phone Apps Enable** field.
4. Enter the CommPortal login URL (e.g., https://example.com/cp/) in the **CommPortal Web Access** field.
5. (Optional.) Enter the user name (e.g., 9702981673) and password in the **CommPortal Access Username** and **CommPortal Access Password** fields respectively.

   If the fields are left blank, users have to enter user name and password when accessing CommPortal phone applications via their phone.



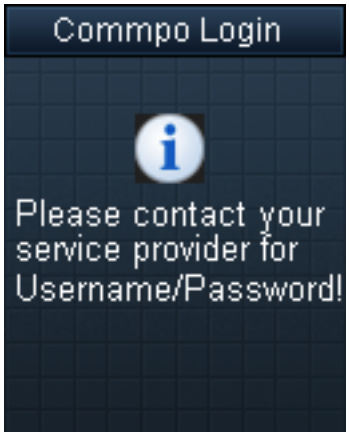

6. Click **Save changes** to accept the change.
7. Perform auto provisioning on the phone to download above configurations. For more information on how to perform auto provisioning, refer to Downloading Configuration Files on page 17.

**Note** Contact your system administrator for the CommPortal login URL, user name and password.

If the authentication succeeds, user can access interoperability features mentioned above via phone user interface directly. If the LCD screen prompts the error message when you access interoperability features mentioned above, you can take the following

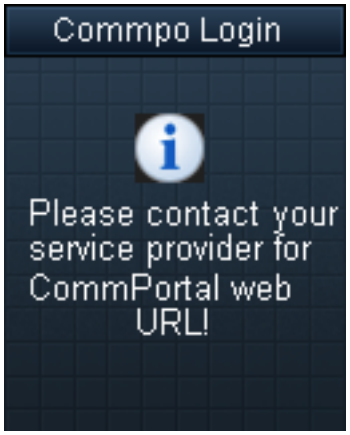
as references:

a) If the LCD screen prompts the error message as shown below:



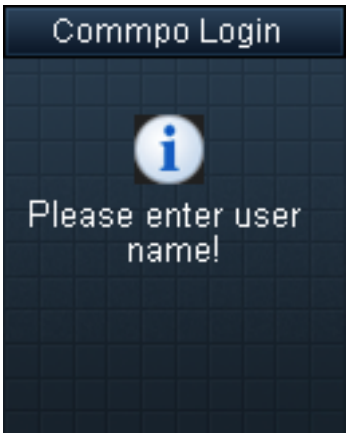

It indicates that any of the authentication information (user name/password/CommPortal URL) you enter is wrong. You need to re-enter the correct authentication information.

b) If the LCD screen prompts the error message as shown below:



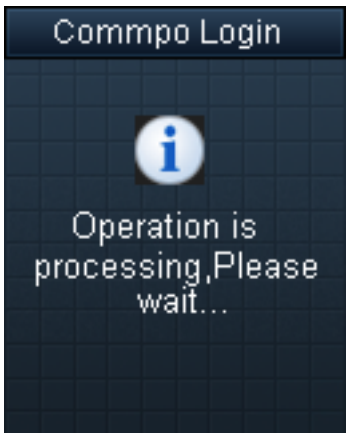

It indicates that CommPortal URL has been cleared from the phone flash, you need to ask your system administrator to re-enter the CommPortal URL via the CommPortal phone configurator.

c) If the LCD screen prompts the error messages as shown below:



It indicates that the authentication information is incomplete. You need to check whether the required fields (user name and password) have been filled.

d) If the LCD screen prompts the message as shown below:




It indicates that other phone is being authenticated. Yealink W52P phone does not allow more than two phones to be authenticated at the same time. When one handset authenticates successfully, other handsets can access the Metaswitch CommPortal phone applications without authentication.

# Configuring CommPortal Phone Applications

CommPortal integrated with Yealink W52P phones, allowing users to access CommPortal feature from their phones directly without need of opening a web browser or turning on PC.

Users can access the following directly from Yealink W52P phones:

- **Network Contacts**– enables users to use and update their CommPortal contact list directly from their phone.
- **Network Call List**– displays the network call list, allowing the user to return a call.

CommPortal phone applications are disabled by default. Administrators or end-users can log into the CommPortal Phone Configurator to configure phone applications features for their phones.

CommPortal Phone Configurator

**Note** For more information on how to login in to CommPortal Phone Configurator, contact your system administrator.

This chapter provides the following basic instructions and information for configuring the CommPortal phone applications via CommPortal phone configurator. Topics include:

- Network Contacts
- Network Call List

# Network Contacts

You can access the Network Contacts through the handsets. All handsets registered on the same base will share the same network contacts.

There are three default groups in the Network Contacts: Contacts, Extensions and MLHGS.

- **Contacts**: stores all the contacts customized by user.
- **Extensions**: stores the contacts in the same Business Group as your account.
- **MLHGS** (Multi Line Hunt Groups): displays the MLHG you belong to.

You can add or sort contacts, edit, delete or search for a contact in the Contacts groups, while you can only view, search or call contacts in the Extensions and MLHGS.

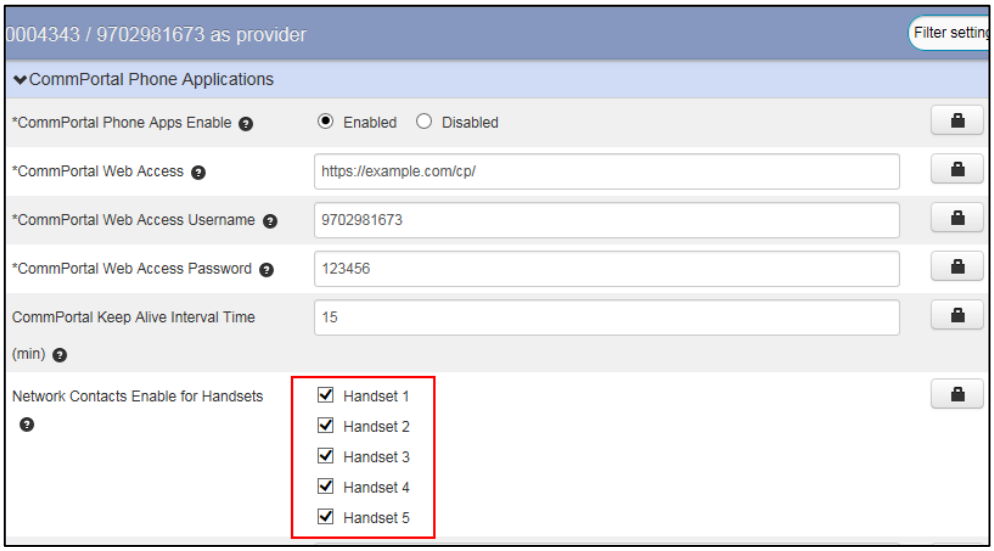
**Note** Before configuring the Network Contacts feature, make sure you have correctly configured Commportal. For more information on configuring Commportal, refer to Configuring the CommPortal Feature on page 1.

## Configuring Network Contacts

**To configure Network Contacts feature via CommPortal phone configurator:**

1. Login in to the CommPortal phone configurator of the desired account (e.g., 9702981673).
2. Click on **Features->CommPortal Phone Applications**.
3. Check the desired checkbox in the **Network Contacts Enable for Handsets** field.

   The selected handset will enable the network contacts feature.




4. Click **Save changes** to accept the change.

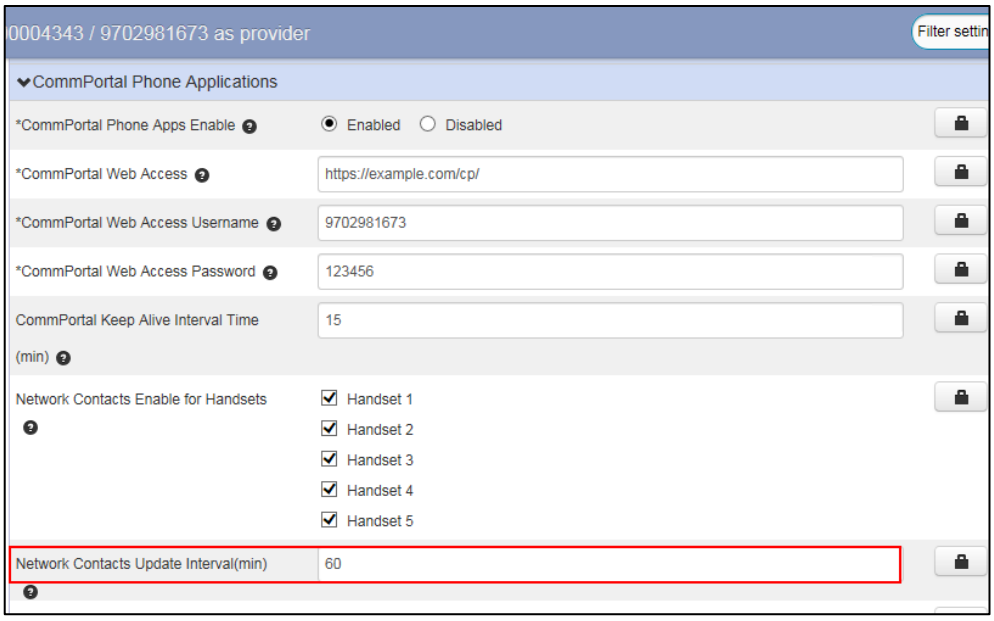
5. Perform auto provisioning on the phone to download above configurations. For more information on how to perform auto provisioning, refer to Downloading Configuration Files on page 17.

**To configure the interval to update the network groups via CommPortal phone configurator:**

1. Login in to the CommPortal phone configurator of the desired account (e.g., 9702981673).
2. Click on **Features->CommPortal Phone Applications**.
3. Mark the desired radio box in the **Network Contacts Enable for Handsets** field.

   The selected handset will enable the network contacts feature.
4. Enter the desired interval (in minutes) in the **Network Contacts Update Interval(min)** field.

   The default value is 60 minutes.




5. Click **Save changes** to accept the change.
6. Perform auto provisioning on the phone to download above configurations. For more information on how to perform auto provisioning, refer to Downloading Configuration Files on page 17.

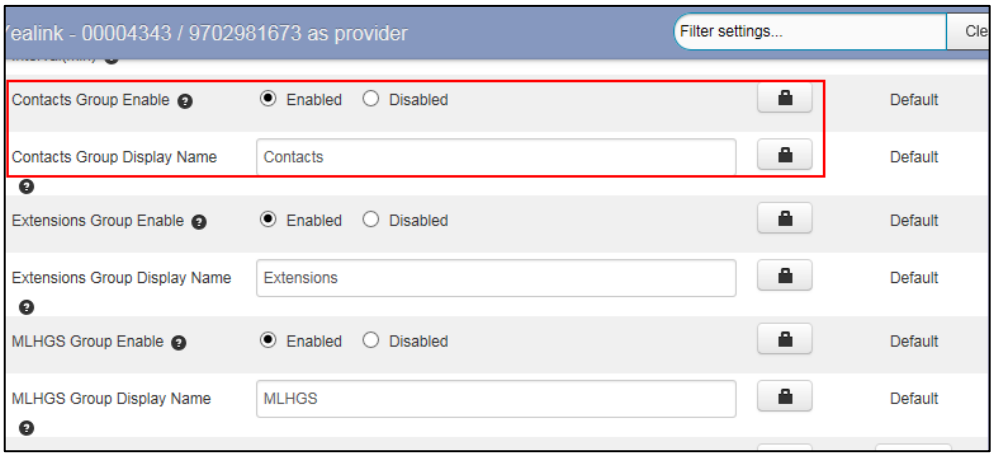
   As a result, the Network Contacts will be updated every 60 minutes.

There are three default groups (Contacts, Extensions and MLHGS) to be displayed in the Network Contacts. You can disable the desired group according to your actual needs. As a result, when you access the Network Contacts via your phone, the group you disabled will not appear in the Network Contacts.

**To configure the contacts group via CommPortal phone configurator:**

1. Click on **Features->CommPortal Phone Applications**.

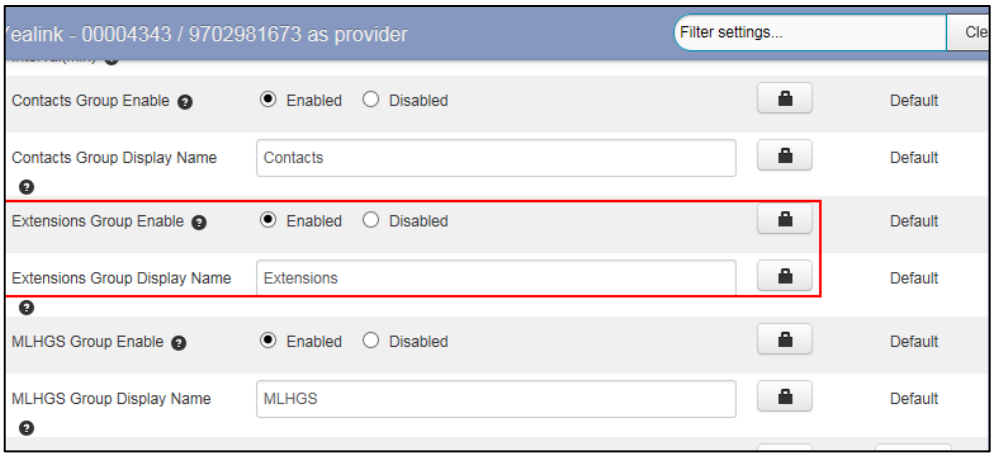
2. Mark the desired radio box in the **Contacts Group Enable** field.
3. (Optional.)You can change the default name of contact group in the **Contacts Group Display Name** field.




4. Click **Save changes** to accept the change or the **Discard changes** to cancel.
5. Perform auto provisioning on the phone to download above configurations. For more information on how to perform auto provisioning, refer to Downloading Configuration Files on page 17.

**To configure the extensions group via CommPortal phone configurator:**

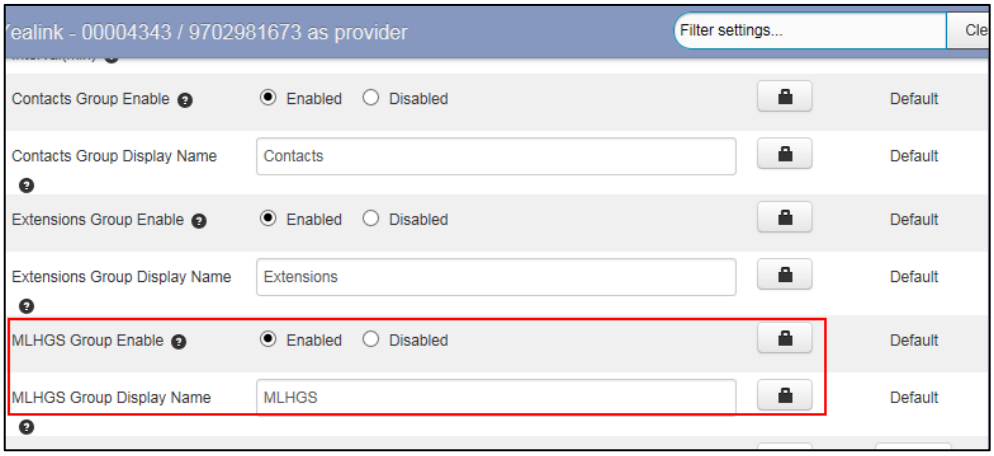
1. Click on **Features->CommPortal Phone Applications**.
2. Mark the desired radio box in the **Extensions Group Enable** field.
3. (Optional.)You can change the default name of extensions group in the **Extensions Group Display Name** field.




4. Click **Save changes** to accept the change or the **Discard changes** to cancel.
5. Perform auto provisioning on the phone to download above configurations. For more information on how to perform auto provisioning, refer to Downloading Configuration Files on page 17.

**To configure the MLHGS group via CommPortal phone configurator:**

1. Click on **Features->CommPortal Phone Applications**.
2. Mark the desired radio box in the **MLHGS Group Enable** field.
3. (Optional.)You can change the default name the MLHGS group in the **MLHGS Group Display Name** field.




4. Click **Save changes** to accept the change or the **Discard changes** to cancel.
5. Perform auto provisioning on the phone to download above configurations. For more information on how to perform auto provisioning, refer to Downloading Configuration Files on page 17.

# Using Network Contacts Feature on the Phone

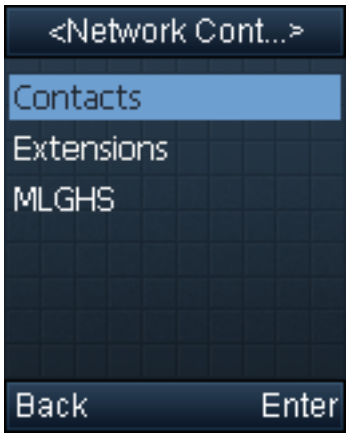
After you enable the Network Contacts feature, you can do the following to use your Network Contacts feature.

## Viewing Contacts

**To access the Network Contacts via phone user interface:**

1. Do one of the following.
   - Press OK > ->**Network Contacts**.

- Press [▾]->**Network Contacts**.




2. Select the desired group, and then press the **Enter** soft key to connect to load the directory.

## Adding Contacts

You can add contacts in the Contacts group via your handset. Do one of the following:

- Manually
- From call list

**To add a contact in the Contacts group manually:**

1. Do one of the following.
   - Press [OK]-> [ ]->**Network Contacts**.
   - Press [▾]->**Network Contacts**.
2. Select the **Contacts** group and then press the **Enter** soft key.
3. Press the **Options** soft key, and then select **New Contact** from the prompt list.
4. Enter the contact information in the corresponding fields.
5. Press the **Save** soft key to accept the change.

   The contact will be added to all handsets registered on the same base simultaneously.

**Note** If the contact already exists in the directory, the LCD screen will prompt "Contact already exists. Add contact with the same name? ". Press **Cancel** to cancel or press **OK** to add a duplicate contact.

**To add a contact to the network contact from network call list:**

You can add a contact to the network contact from network call list. For more information, refer to Adding a Contact from the Network Call List on page 15.

## Searching for Contacts

**To search for a contact in the Network Contacts:**

1. Do one of the following.
   - Press OK -> -> **Network Contacts**.
   - Press -> **Network Contacts**.
2. Enter a few continuous characters of the contact name or continuous digits of the contact number using the keypad.

   You can press # to switch the input method.

   The contacts whose name or phone number matches the criteria entered will appear on the IP phone LCD screen. You can dial from the result list.

## Placing Calls to Contacts

**To place a call to a contact in the Network Contacts:**

1. Do one of the following.
   - Press OK -> -> **Network Contacts**.
   - Press -> **Network Contacts**.
2. Select the desired group, and then press the **Enter** soft key to load the directory.
3. Select the desired contact.
4. Press .
   - If only one number is stored for the contact, the contact number will be dialed out directly.
   - If multiple numbers are stored for the contact, press or to highlight the desired number, and then press to dial out the number.

## Editing Contacts

You can edit contacts in the Contacts group via your handset.

**To edit a contact in the Contacts group:**

1. Do one of the following.
   - Press OK -> ->**Network Contacts**.
   - Press ▾ ->**Network Contacts**.
2. Select **Contacts** group and then press the **Enter** soft key to load the directory.
3. Press ▲ or ▾ to highlight the desired contact.
4. Press the **Options** soft key, and then select **Edit** from the prompt list.
5. Edit the contact information.
6. Press the **Save** soft key to accept the change.

   The contact information will be changed to all handsets registered on the same base simultaneously.

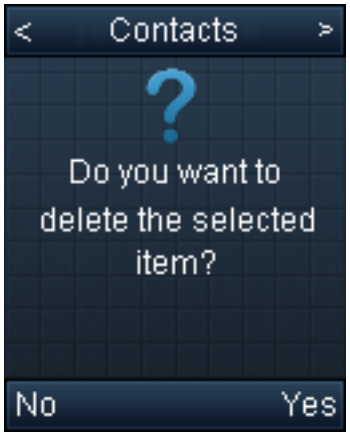
## Deleting Contacts

You can delete contacts in the Contacts group via your handset.

**To delete a contact in the Contacts group:**

1. Do one of the following:
   - Press OK -> ->**Network Contacts**.
   - Press ▾ ->**Network Contacts**.
2. Select **Contacts** group and then press the **Enter** soft key to load the directory.
3. Press ▲ or ▾ to highlight the desired contact.
4. Press the **Options** soft key, and then select **Delete** from the prompt list.

   The LCD screen prompts the following warning:




5. Press the **Yes** soft key to confirm the deletion or the **No** soft key to cancel.

The network contact information will be deleted from all handsets registered on the same base simultaneously.

You can also delete all contacts by pressing the **Options** soft key, and then select **Delete All**.

## Updating Contacts

Network contacts can be updated in following situation:

- After the configured interval of automatic update (default interval: 60 minutes).
- Update immediately
- Reboot the phone.

**To update network contacts immediately:**

1. Do one of the following.
   - Press OK -> ->**Network Contacts**.
   - Press ▾ ->**Network Contacts**
2. Select the desired group and then press the **Enter** soft key to load the directory.
3. Press the **Options** soft key, and then select **Update** from the prompt list.

   The contact information will be updated to all handsets registered on the same base simultaneously.

# Network Call List

You can access the network call list through the handsets. Each call list entry contains call information such as remote party identification, date & time and duration. You can check call entries and place a call from the call list. The network call list allows you to view and dial the stored numbers in the following lists: All Calls, Outgoing Calls, Missed calls and Accepted Calls. You can also add a contact from the network call list.

**Note** Before configuring the network call list feature, make sure you have correctly configured Commportal. For more information on configuring Commportal, refer to Configuring the CommPortal Feature on page 1.

## Configuring Network Call List

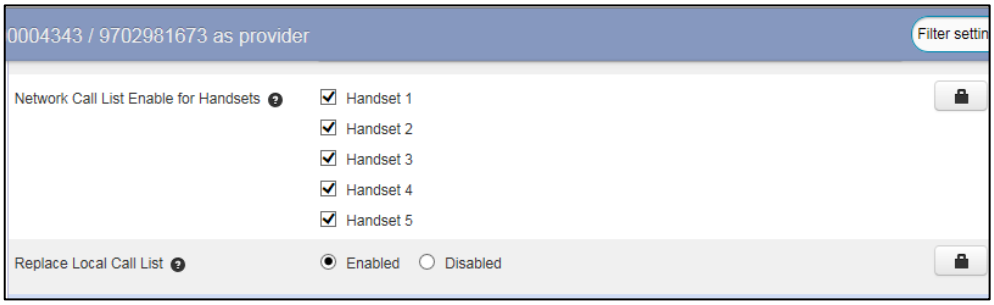
You can access the network call list through the handsets. When subscriber makes a call, receives a call or misses a call, the details of the call are logged in the CommPortal. All handsets registered on the same base will share the same network call list.

**To configure network call list feature via CommPortal phone configurator:**

1. Login in to the CommPortal phone configurator of the desired account (e.g., 9702981673).
2. Click on **Features->CommPortal Phone Applications**.
3. Mark the desired radio box in the **Network Call List Enable for Handsets** field.

   The selected handset will enable the network call lists feature.
4. Mark the desired radio box in the **Replace Local Call List** field.

   If it is set to **Disabled**, both local call list and network call list will be displayed on the phone. If it is set to **Enabled**, the local call list will be replaced by the network call list. Only network call list can be displayed on the phone. The default value is **Enabled**.




5. Click **Save changes** to accept the change.
6. Perform auto provisioning on the phone to download above configurations. For more information on how to perform auto provisioning, refer to Downloading Configuration Files on page 17.

# Using Network Call List Feature on the Phone

After you enable the Network Call List feature, and the local call list is replaced by the network call list, you can do the following to use your Network Call List feature.

## Viewing the Network Call List

**To view the network call list via phone user interface:**

1. Press the **History** soft key.

   The phone connects to load the network call list, and then displays call log entries on the LCD screen.
2. Press ▲ or ▼ to select **All Calls**, **Outgoing Calls**, **Missed calls** and **Accepted Calls**.
3. Press the **OK** soft key.
4. Select the desired call log entry.

5. Press the **View** soft key.

   The detailed information of the call log entry appears on the IP phone LCD screen.

## Placing a Call from the Network Call List

**To place a call from the network call list:**

1. Press the **History** soft key.
2. Press or to select **All Calls**, **Outgoing Calls**, **Missed calls** and **Accepted Calls**.
3. Press the **OK** soft key.
4. Select the desired call log entry.
5. Press .
   - If only one number is stored for the contact, the contact number will be dialed out directly.
   - If multiple numbers are stored for the contact, press or to highlight the desired number, and then press to dial out the number.

## Adding a Contact from the Network Call List

When Network Contacts features has been enabled, you can add a add a contact to the Network Contacts from network call list

**To add a contact to the network contact from network call list:**

1. Press the **History** soft key.
2. Press or to select **All Calls**, **Outgoing Calls**, **Missed calls** and **Accepted Calls**.
3. Press the **OK** soft key.
4. Select the desired call log entry.
5. Press the **Options** soft key, and then select **Add To Network** from the prompt list.
6. Depending on your selection:
   - If you select **New Entry**.
     1) Press or to set the number to be the **Home/Work/Mobile** number of the new entry. And then press the **OK** soft key.
     2) Enter the name of the new entry in the **Name** field.
     3) Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

        The network contact will be added to all handsets registered on the same base simultaneously.
   - If you select **Update Existing**.
     1) Press or to select the existing contact, and then press the

**Select** soft key.

2) Press ▲ or ▼ to set the number to be the **Home/Work/Mobile** number of the existing contact. And then press the **OK s**oft key.

3) (Optional.) Press the **Yes** soft key to replace the original number.

   The existing contact will be updated in all handsets registered on the same base simultaneously.

# Downloading Configuration Files

When CommPortal phone applications and CommPortal authentication information are configured already, users can perform auto provisioning to download all the configuration files from the CommPortal phone configurator.

Yealink IP phones support MAC authentication method to deploy phones. For more information on MAC authentication, refer to: www.metaswitch.com.

Yealink IP phones also support HTTP digest authentication as defined in RFC 2617 to deploy phones. The system administrator only needs to provide authentication user name and password to the users, and then users can complete phone deployment on their own.

## Obtaining the Provisioning Server Address

Yealink W52P phones support many ways to obtain the provisioning server address (e.g., by detecting DHCP options 66/contacting Redirection & Provisioning Server (RPS)/Phone Flash).

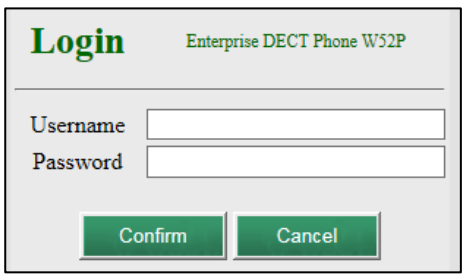
When using DHCP option 66 or RPS to obtain the provisioning server address, make sure DHCP server or Redirection & Provisioning server has been configured in advance.

### Phone Flash

Yealink IP phones support obtaining the provisioning server address from the IP phone flash. To obtain the provisioning server address by reading the IP phone flash, make sure the configuration is set properly.

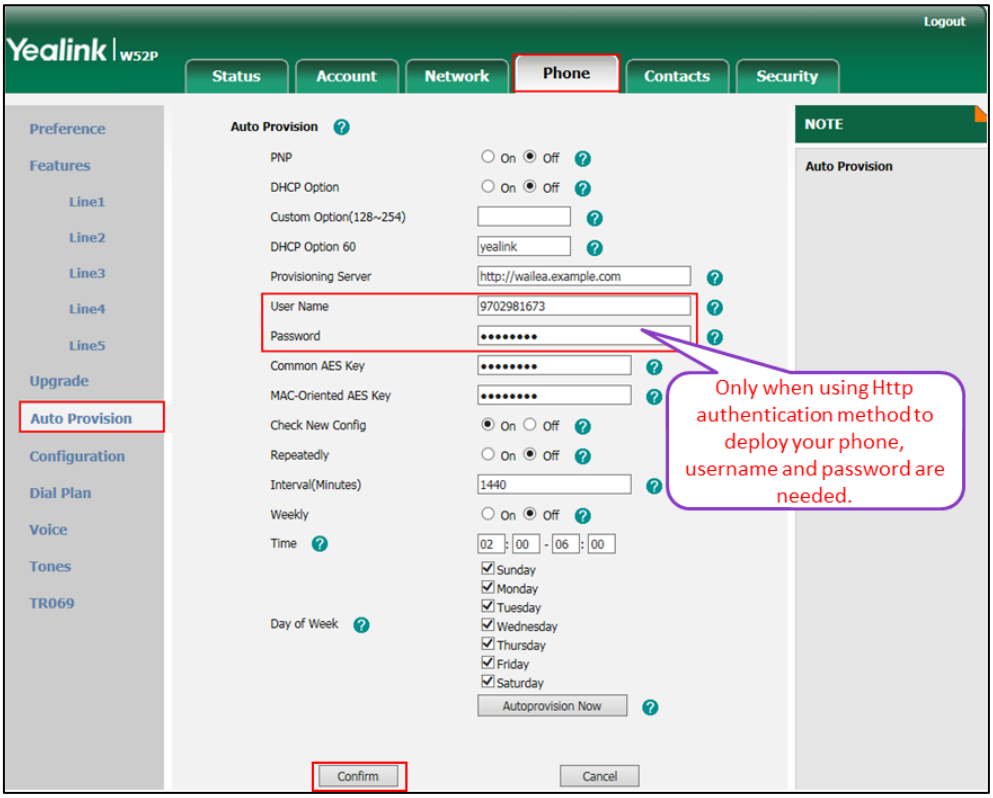
**To configure the IP phone flash via web user interface:**

1. Open a web browser on your computer.
2. Enter the base IP address in the browser's address bar, and then press the **Enter** key.
3. Enter the user name and password in the login page.



4. Click on **Phone->Auto Provision**.
5. Enter the URL, user name and password of the provisioning server in the **Server URL**, **User Name** and **Password** fields

   (For MAC authentication, leave the **User Name** and **Password** fields blank. For Http authentication, user name and password are needed).




6. Click **Confirm** to accept the change.

   After the above configuration is completed, you can use **Power On** or **Auto Provision Now** method to trigger the IP phone to connect to the configured provisioning server and perform the auto provisioning process. For more information on these methods, refer to Configuring the Update Mode on page 18.

# Configuring the Update Mode

The update mode is used to set the desired time to trigger the IP phone to perform the auto provisioning process. Yealink W52P phones support many update modes. Here we take the followings as examples to introduce how to trigger the phone to perform auto provisioning:

- Power On
- Auto Provision Now

## Power On

The phone can obtain the provisioning server address by detecting DHCP options 66/ contacting RPS/Phone Flash when it is powered on, and then the phone will perform the auto provisioning process to download configuration files.

**To trigger auto provisioning via power on:**

1. Press OK to enter the main menu.
2. Select ->**System Settings**->**Base Restart**.
3. Enter the system PIN (default: 0000).
4. Press the **Done** soft key.

   If successful, the phone will complete deployment after the base restarts. Then you can access the features you configured on the CommPortal phone configurator via your phone.

## Auto Provision Now

You can use Auto Provision Now method to manually trigger the IP phone to perform the auto provisioning process immediately.

**To use the Auto Provision Now mode via phone user interface:**

1. Press OK to enter the main menu.
2. Select ->**System Settings**->**Auto Provision**.
3. Enter the system PIN (default: 0000) and press the **Done** soft key.
4. Depending on the authentication method you choose:
   - If you are using MAC authentication method to deploy your phone.
     1) Press **OK** soft key twice to skip the **Username** and **Password** fields.
   - If you are using Http authentication method to deploy your phone.
     1) Enter the valid value in the **Username** field and press the **OK** soft key.
     2) Enter the valid value in the **Password** field and press the **OK** soft key.

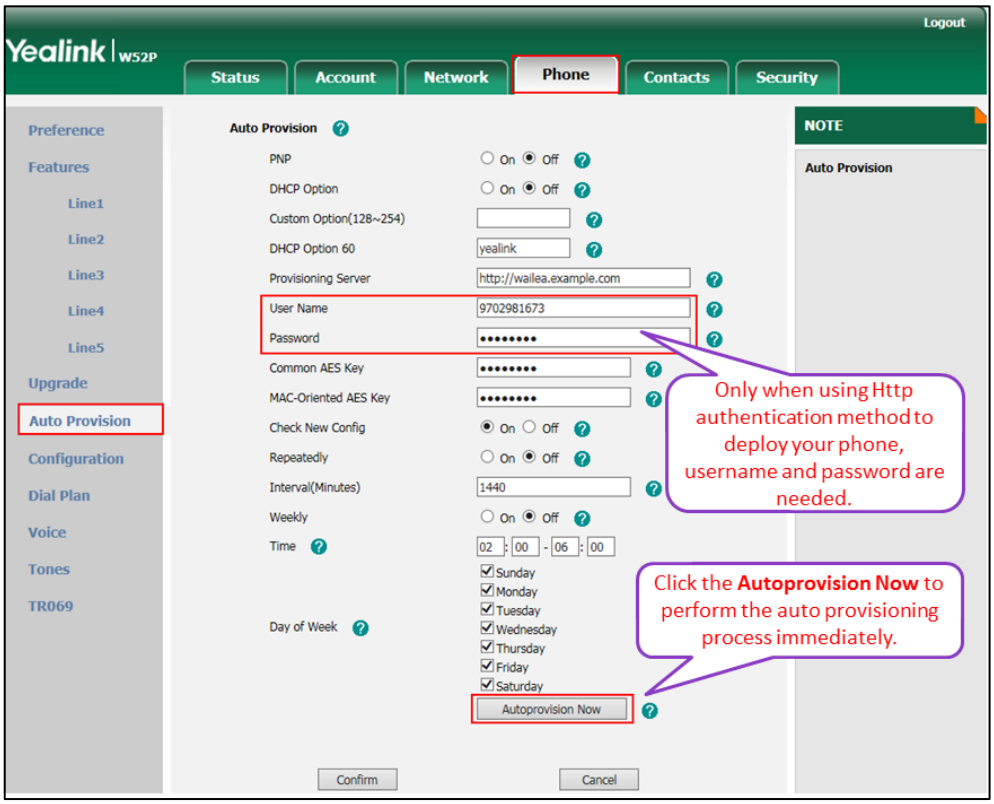
   The LCD screen prompts "Update now?".
5. Press the **Yes** soft key to perform an update or press the **No** soft key to cancel.

   After a while, you can access the features you configured on the CommPortal phone configurator via your phone.

**To use the Auto Provision Now mode via web user interface:**

1. Open a web browser on your computer.
2. Enter the base IP address in the browser's address bar, and then press the **Enter** key.

3. Enter the user name and password in the login page.
4. Click on **Phone->Auto Provision**.
5. Click **Autoprovision Now**.




The IP phone will perform the auto provisioning process immediately.

# Regulatory Notices

## Service Agreements

Contact your Yealink Authorized Reseller for information on service agreements applicable to your product.

## Limitations of Liability

TO THE FULL EXTENT ALLOWED BY LAW, YEALINK EXCLUDES FOR ITSELF AND ITS SUPPLIERS ANY LIABILITY, WHETHER BASED IN CONTRACT OR TORT (INCLUDING NEGLIGENCE), FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY KIND, OR FOR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA, OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE, USE, PERFORMANCE, FAILURE, OR INTERRUPTION OF ITS PRODUCTS, EVEN IF YEALINK OR ITS AUTHORIZED RESELLER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND LIMITS ITS LIABILITY TO REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE RICE PAID, AT YEALINK'S OPTION. THIS DISCLAIMER OF LIABILITY FOR DAMAGES WILL NOT BE AFFECTED IF ANY REMEDY PROVIDED HEREIN SHALL FAIL OF ITS ESSENTIAL PURPOSE.

## Safety Instructions

**Save these instructions. Read these safety instructions before use!**

The following basic safety precautions should always be followed to reduce the risk of fire, electrical shock, and other personal injury.

**General Requirements**

- Before you install and use the device, read the safety instructions carefully and observe the situation during operation.
- During the process of storage, transportation, and operation, please always keep the device dry and clean.
- During the process of storage, transportation, and operation, please avoid collision and crash of the device.
- Please do not attempt to dismantle the device by yourself. In case of any discrepancy, please contact the appointed maintenance center for repair.
- Without prior written consent, no organization or individual is permitted to make any change to the structure or the safety design of the device. Yealink is under no circumstances liable to consequences or legal issues caused by such changes.

- Please refer to the relevant laws and statutes while using the device. Legal rights of others should also be respected as well.

⚠

**Environmental Requirements**

- Place the device at a well-ventilated place. Do not expose the device under direct sunlight.
- Keep the device dry and free of dust.
- Place the device on a stable and level platform.
- Please do not place heavy objects on the device in case of damageand deformation caused by the heavy load.
- Keep at least 10 cm between the device and the closest object for heat dissipation.
- Do not place the device on or near any inflammable or fire-vulnerable object, such as rubber-made materials.
- Keep the device away from any heat source or bare fire, such as a candle or an electric heater.
- Keep the device away from any household appliance with a strong magnetic field or electromagnetic field, such as a microwave oven or a refrigerator.

⚠ **Operating Requirements**

- Do not let a child operate the device without guidance.
- Do not let a child play with the device or any accessory in case of accidental swallowing.
- Please only use the accessories provided or authorized by the manufacturer.
- The power supply of the device must meet the requirements of the input voltage of the device. Please use the provided surge protection power socket only.
- Before plugging or unplugging any cable, make sure that your hands are completely dry.
- Do not spill liquid of any kind on the product or use the equipment near water, for example, near a bathtub, washbowl, kitchen sink, wet basement or near a swimming pool.
- Do not tread on, pull, or over-bend any cable in case of malfunction of the device.
- During a thunderstorm, stop using the device and disconnect it from the power supply. Unplug the power plug and the Asymmetric Digital Subscriber Line (ADSL) twisted pair (the radio frequency cable) to avoid lightning strike.
- If the device is left unused for a rather long time, disconnect it from the power supply and unplug the power plug.
- When there is smoke emitted from the device, or some abnormal noise or smell, disconnect the device from the power supply, and unplug the power plug immediately. Contact the specified maintenance center for repair.
- Do not insert any object into equipment slots that is not part of the product or auxiliary product.

- Before connecting a cable, connect the grounding cable of the device first. Do not disconnect the grounding cable until you have disconnected all other cables.

**Cleaning Requirements**

- Before cleaning the device, stop using it and disconnect it from the power supply.
- Use a piece of soft, dry and anti-static cloth to clean the device.
- Keep the power plug clean and dry. Using a dirty or wet power plug may lead to electric shock or other per