Welcome to
UNIFIED VOICE

Armstrong Unified Voice is packed with many advanced features that will enhance your day-to-day business activities and make your life easier.

This guide is designed to help you use some of the most popular features of Armstrong Unified Voice with your new cordless Yealink® IP DECT Phone W60P.

*72 Call Forwarding Always Activation
*73 Call Forwarding Always Deactivation
*90 Call Forwarding Busy Activation
*91 Call Forwarding Busy Deactivation
*92 Call Forwarding No Answer Activation
*93 Call Forwarding No Answer Deactivation
*67 Calling Line ID Delivery Blocking per Call
*82 Calling Line ID Delivery per Call
*41 Call Park
*42 Call Park Retrieve
*69 Call Return
*70 Cancel Call Waiting
*78 Do Not Disturb Activation
*79 Do Not Disturb Deactivation
*98 Voice Portal Access
*66 Last Number Redial

Note: Some of these codes may not be available to all users. See your group admin to add features.

For more support, please visit or call

ArmstrongOneWire.com/UV

1.866.483.9127

UNIFIED VOICE
QUICK START GUIDE

Yealink W60P IP DECT Phone

The Yealink W60P IP DECT Phone is the ideal solution for any small to medium sized company where employees need to handle calls away from their desks or moving around the premises.

ARMSTRONG®
BUSINESS SOLUTIONS

- Speakerphone Keys
- Call Key
- Display Screen
- Soft Key
- Message Key
- End Call Key
- Navigation Key
- Charger Cradle
- Wireless Button
- Base Station

THE BASICS

NAVIGATION KEYS
The Navigation keys allow you to scroll through the options and lists on the display keys by pressing left, right, up or down. These keys are pre-programmed with shortcuts to specific functions like ringtone volume and the Directory. To customize shortcuts:
- Press the OK key
- Select the Settings icon
- Select shortcut
- Select the desired shortcut to customize
- Press the Change soft key
- Select a new setting for that shortcut

TURNING HANDSET ON/OFF
To turn the handset on or off, long press (about two seconds) the 🔴 key.

TURNING SILENT MODE ON/OFF
To turn Silent Mode on or off, long press (about two seconds) the ✱ key.

ANSWER A CALL
To answer a call, remove phone from the cradle.

PLACE A CALL
Just dial the number and press 📞.

SET UP VOICEMAIL
- Initiate a call.
- Press ✉.
- At prompt, enter in a unique pass code, (using only 4-8 digits) then press #.
- When asked, re-enter your pass code, then press #.
- Follow instructions to record your name.
- Follow prompts to:
  - Set up Busy greeting
  - Set up No Answer greeting
  - Set up Call Forward options

(You can also customize your greeting and greeting options in the Armstrong Unified Voice Customer Administration Portal.)

RETRIEVE VOICEMAIL MESSAGES
A red "message waiting" indicator light notifies you when you have a new voicemail message. If you have more than one message, the count will be displayed near the message icon.
- To check your voicemail, press ✉. (You may also dial *98, or your extension.)
- Enter your voicemail pass code, then press #. (If you forgot your pass code, please contact your system administrator.)
- Follow the audio prompts.

ACCESS CALL LISTS
To access Call History:
- Press the History soft key.
- Using the Navigation keys, select one of the following:
  - All Calls
  - Outgoing Calls
  - Missed Calls
  - Accepted Calls

To access recently placed calls:
- Press 📞.

HOLD AND RESUME A CALL
To Hold:
- Press the Options soft key.
- Press the Hold soft key.

To resume:
- Press the Resume soft key.
- If there are two calls on hold, press the Resume soft key to resume the current call, or press the Swap soft key to swap between the two calls.

TRANSFER A CALL
To conduct a blind transfer:
- After the first call is connected, press the Options soft key.
- Press the Blind Transfer soft key. (The active call will be placed on hold.)
- Dial the number or extension.
- Press the Transfer soft key.
- When you hear the ring back tone, press the Transfer soft key again to complete the transfer.

To conduct an announced transfer:
- Place call on hold
- Press Line then press Dial
- Enter extension or number to call
- Once the receiving party answers, announce your call
- Press Options
- Press Call Transfer
- Press Transfer

To transfer the call directly to another user's voicemail:
- Dial *55.
- Dial the extension, followed by #.

CALL FORWARDING
To enable the Call Forwarding feature on a specific line:
- Press the OK key.
- Select Call Features.
- Select Call Forward.
- Select the desired line, then press the OK soft key.
- Select the desired Forwarding type, then press the OK soft key.
  - Always: Incoming calls are forwarded immediately.
  - Busy: Incoming calls are forwarded when handset is busy.
  - No Answer: Incoming calls are forwarded if not answered after a period of time.
- Select Enabled, then enter the desired destination number.
- Select the desired ring time to wait before forwarding (only for No Answer).
- Press the Save soft key.