

How to use your cordless IP phone

**Verizon Business
Digital Voice Service**



verizon ✓

Model W56P (Base Station included)
Model W56H (Single phone)

Learn your new handset.

Speakerphone Key

- Switch between phone, phone jack or speakerphone modes
- Answer incoming calls with speakerphone

OK Button

Confirm actions or enter main menu

Left/Right Arrows

- Navigate shortcuts
- Adjust ringer volume
- Switch among values

Off Hook Key

- Answer incoming calls
- Redial from call list
- Place calls in phone or phone jack mode

Transfer Button

Transfer a call to another party

Phone Jack

Plug in a standard 3.5mm headset



Soft Keys

Label automatically to identify context-sensitive features

Message Key

Access voice mail or missed calls

On Hook Key/Power Key

- Long presses turn handset on or off
- Press to return to the idle screen
- Reject incoming calls
- Cancel actions or end calls

Up/Down Arrows

- Navigate shortcuts
- Scroll through displayed information

Mute Key

Mute calls on or off

Handset Registration

Register up to 5 handsets to one base station.

Press

the OK key on the handset, select Settings, then Registration, then select Register Handset.

Select

the desired base and press the OK key.
The handset will begin searching for the base.

Confirm

base search by pressing the OK soft key.

Enter

the base **PIN (default: 0000)**, then press the Done soft key to complete registration.

Visit [verizon.com/bizdigitalvoicesupport](https://www.verizon.com/bizdigitalvoicesupport) for more information.

Shortcut Codes

- *72 Call Forwarding Always Activation**
Redirect incoming phone calls to another number within your company. Dial *72, then the phone number, followed by the pound key (#).
- *68 Call Park**
Dial *68 followed by the extension you want to park the call on, or the pound key (#) to park the call on your own extension.
- *88 Call Retrieve**
Enter *88 followed by the extension to retrieve a parked call. If the call is parked on your own extension, press the pound key (#).
- *55 Direct Voice Mail Transfer**
Transfer a call to another user's Voice Mail, press the TRANSFER soft key, then enter *55 followed by the user's extension.

- *78 Do Not Disturb Activation**
- *79 Do Not Disturb Deactivation**
- *69 Last Call Return**
- *66 Last Number Redial**
- *73 Call Forwarding Always Deactivation**
- *21 Call Forwarding Always to Voice Mail Activation**
- *24 Call Forwarding Always to Voice Mail Deactivation**