

# Yealink DECT - Multiple Users Assigned to a Single Base Station

On Horizon, the Yealink W52P will allow up to 5 different Horizon users to be registered to the same base station and for each Horizon user to then be assigned a one to one relationship with a DECT handset. The Yealink W73P allows for up to 10 different Horizon users to be registered to the same base station. The below guide will take you through how to assign multiple Horizon users to a single Yealink W52P or W73P base station and associate the user to a DECT handset. This guide assumes that you have created the Horizon users & have the hardware

Before configuring, there are a few behaviours to note:

End users cannot select a specific handset to be assigned to a specific account. Handsets are assigned to Horizon accounts based on the order that they have been associated with the base station. The 1st handset that was associated with the base station will use Handset Registration Position (HRP) 1, the 2nd handset that was associated will use HRP 2 and so on.

Any DECT handsets that do not have a Horizon user registered to them, will be associated with HRP 1. For example, in the case that only 2 Horizon users have been registered to a DECT handset position, but there are 5 handsets associated with the base station, then handsets 3, 4 and 5 will use HRP 1 and the second Horizon user will use HRP 2 for incoming and outgoing calls.

When an account is removed from the Horizon Portal in this example HRP 2 - Peter Jones then HRP 3, 4 and 5 will move up one place as per the below table, this results in the DECT Handset internal extension number changing for those users.

<b>Current Position</b>	<b>New Position</b>
HRP 1 - Associated to Andrew Robinson	HRP 1 - Associated to Andrew Robinson
HRP 2 - Peter Jones	HRP 2 - Associated to Mike Smith
HRP 3 - Associated to Mike Smith	HRP 3 - Associated to Roy Farrow
HRP 4 - Associated to Roy Farrow	HRP 4 - Associated to Nigel Cannon
HRP 5 - Associated to Nigel Cannon	HRP 5 - Associated to Andrew Robinson

End users will still be able to receive and initiate calls from any handset if only one account is assigned in line with existing behaviour.

None of the Horizon extension details will appear on any handset. By default, the handset names are "H1", "H2", "H3", "H4" and "H5". The end user can manually change the handset name via the settings menu>Handset Name

Yealink W52P supports up to 4 simultaneous calls, whilst the Yealink W73P supports up to 20 simultaneous calls. Intercom calls do not affect the amount of calls that can be initiated/received to/from other extensions and/or PSTN numbers. When 4 handsets are on a call and the 5th handset tries to initiate a call it will receive a busy tone along with a busy message on the screen (in the case of the Yealink W52P.) The base station will not accept any incoming calls once the maximum number of concurrent calls are in progress.

Using the Horizon extension number to call a DECT user on the same base station will consume two of the four concurrent calls available.

The Yealink RT30 repeater is compatible with this enhancement and all existing deployments of the Yealink DECT W52P/W73P hardware will be able to benefit from this update without the need for a firmware update.

We have noted that upon the initial set up the DECT base may reboot a number of times whilst it configures the relationship between the Horizon extension and the DECT handset.

## Setup multiple users on Yealink DECT

In order to associate a Horizon guide to the Yealink base station you will need to make a note of the MAC address of the base station before heading over to the User Management section of the Horizon Portal. This can be done in Device Management.

### Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

## Step 2

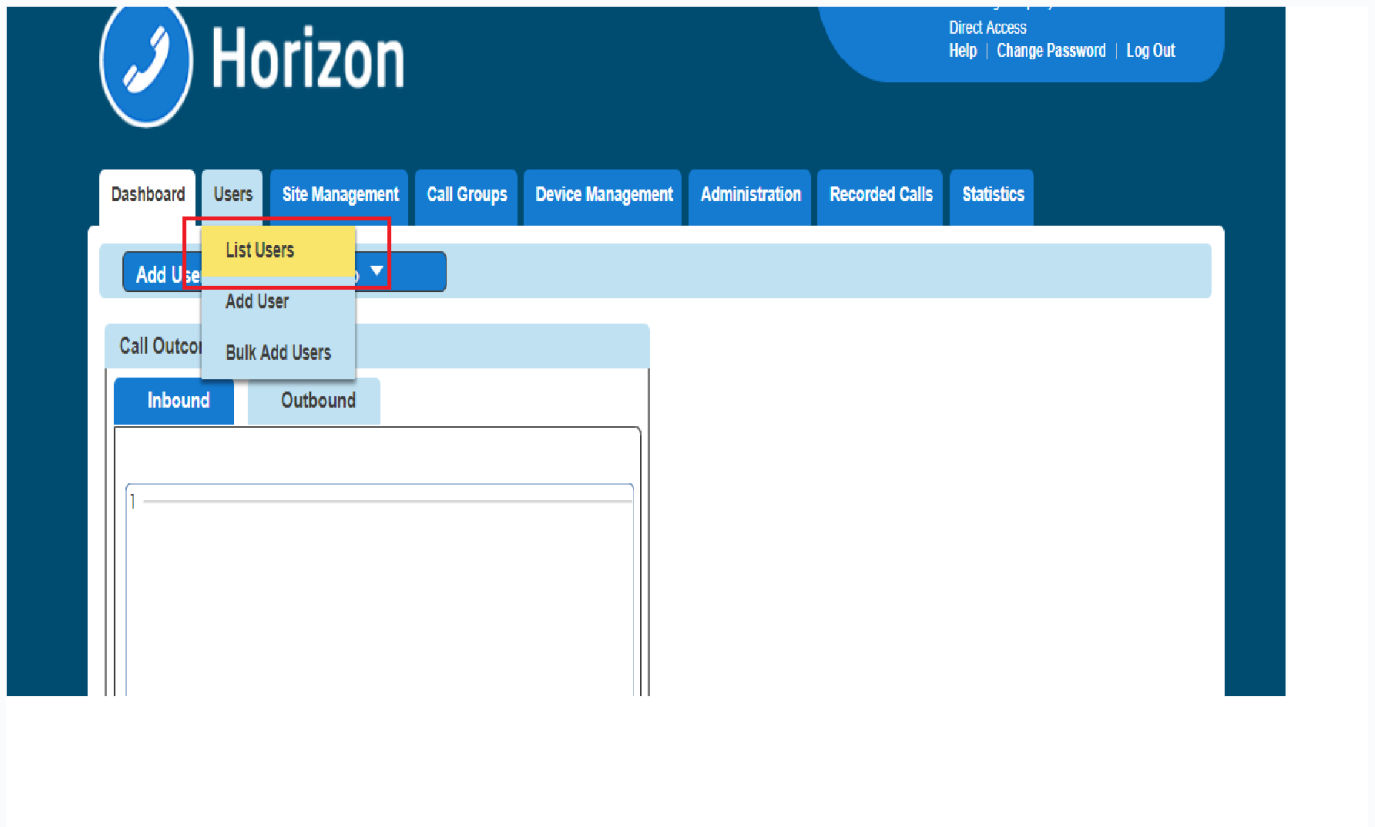
Select your account and locate the company that you want to update the speed dials for. Using the “Actions” button select “Login to Horizon”.

	Company Name	Reseller ID	Domain	Main Site	Contact Name	Contact Email	Actions
	MikeGammaTest	1389	mikegammatest2.gammatest	Migration Test 1	MikeSmith	mike.smith@gamma.co.uk	
	Mircea_1903HorHotfix	1389	mircea.com	sitename1	mirceaPurluca	mircea.purluca@gamma.co.uk	
	19marchassured	1389	19marchassured.com	19marchassured	RichJames	richard.james@gamma.co.uk	
	dantest19mar1	1389	dantest19mar1.com	dantest19mar1	DanEdwards	daniel.edwards@gamma.co.uk	
	19MarchTom1	1389	19marchtom1.co.uk	19MarchTom1	ThomasBoardman	thomas.boardman@gamma.co.uk	
	19marchcomm	1389	19marchcomm.com	19marchcomm	RichJames	richard.james@gamma.co.uk	
	19MarchTom2	1389	19marchtom2.co.uk	19MarchTom2	ThomasBoardman	thomas.boardman@gamma.co.uk	
	dantest19mar2	1389	dantest19mar2.com	dantest19mar2	DanEdwards	daniel.edwards@gamma.co.uk	
	19marschools	1389	19marschools.com	19marschools	RichJames	richard.james@gamma.co.uk	
	19MarchTom3	1389	19marchtom3.co.uk	19MarchTom3	ThomasBoardman	thomas.boardman@gamma.co.uk	

- Manage Company
- Manage Administrators
- Manage Boltons
- Add Subscriptions
- Manage Numbers
- Manage Devices
- Manage Sites
- Login to Horizon**
- Health Check
- Cease Company

## Step 3

Hover over “Users” and then click “List Users”.



#### Step 4

Locate the User you are wanting to set up the DECT device in Handset Registration Position 1 and click Edit. You can do this by scrolling through the User list, or you can use the search facility presented on the page.

Dashboard | Users | Site Management | Call Groups | Device Management | Administration | Recorded Calls | Statistics

Dashboard / User Management

## User Management

First Name:  Last Name:

Username:  @uat.branding.com Number:

Extension:  Department:

Site:  Mac Address:  ?

Mobile:

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**Users**

	First Name	Last Name	Phone Number	Extension	Type	Email Address	Site	
<input type="checkbox"/>	Adam	Eckersley	01427807623	7623	FMC	[REDACTED]	ColourfulSiteUat	<input type="button" value="Edit"/>

### Step 5

Click Phone and search for and select the Yealink W52P and MAC address you noted at the outset. Click Save.

Dashboard | Users | Site Management | Call Groups | Device Management | Administration | Recorded Calls | Statistics

Dashboard / User Management / Edit User

## Edit Mike Test

Profile | Personal Details | DDI | Services | Call Setup | Permissions | **Phone** | Barring | Call Centre

HOW

Assign Device

Device Profile:  ?

Codec:

WH?T

### Step 6

You then see the following confirmation screen and confirmation of the Handset Registration Position (HRP) for the user you have just assigned.

The screenshot shows the 'Edit User' interface for 'Mike Test'. The top navigation bar includes 'Dashboard', 'Users', 'Site Management', 'Call Groups', 'Device Management', 'Administration', 'Recorded Calls', and 'Statistics'. The breadcrumb trail is 'Dashboard / User Management / Edit User'. The page title is 'Edit Mike Test'. Below the title is a tabbed interface with tabs for 'Profile', 'Personal Details', 'DDI', 'Services', 'Call Setup', 'Permissions', 'Phone', 'Barring', and 'Call Centre'. The 'Phone' tab is active. A green checkmark icon and the message 'The user was updated successfully' are displayed. The 'HOW' logo is in the top right. Below this is a 'Desk Device Details' section with the following information:

Vendor:	Yealink
Model:	W52P
Codec:	G711
Mac Address:	00:15:F2:67:FD:12
Profile Type:	Yealink W52P
Handset Registration Position:	1

The 'WHAT' logo is in the bottom right of the details section. At the bottom of the page are four buttons: 'Manage Soft Clients', 'Change Codec', 'Change Device', and 'Unassign Device'.

## Step 7

Repeat these steps until all the Horizon Users you wish to associate with the base station are assigned. Remember that users are assigned to an HRP in the order that you assign them.

Once a DECT base station has been assigned its full quota of users the MAC address will no longer be available for selection under the Phone tab of the Edit User section.

## Step 8

Once all Users are assigned you can search and filter on the DECT base station's MAC address to see the full list of users and their HRP via the Users screen on the Horizon Portal.

### User Management

First Name:  Last Name:   
Username:  @ uat.branding.com Number:   
Extension:  Department: All  
Site: All Mac Address: 0015F267FD12 ?  
Mobile:

Search

	First Name	Last Name	Phone Number	Extension	Type	HRP	Email Address	Site	
<input type="checkbox"/>	Mike	Test		1796	STD	1	Michael.Playfoot@ga...	ColourfulSiteUat	Edit

Delete Selected

Add

Download

## Removing a user from a DECT device with multiple users

Removing a user will result in all users below that user's position being moved up in the list. In this scenario, we removed Peter Jones's association from the base station and all users below Peter were automatically reassigned as follows. The handset Peter vacated will now be associated to Andrew Robinson's HRP.

# User Management

First Name:  Last Name:

Username:  @ uat.branding.com Number:

Extension:  Department:

Site:  Mac Address:  ?

Mobile:

Search

Users								
<input type="checkbox"/>	First Name	Last Name	Phone Number	Extension	Type	HRP	Email Address	Site
<input type="checkbox"/>	Mike	Test		1796	STD	1	Michael.Playfoot@ga...	ColourfulSiteUat

Delete Selected Add

Download