

# Yealink



## HD IP Conference Phone CP960

Version 83.5  
Sep. 2018

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## About This Guide

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Thanks for choosing Yealink CP960 IP conference phone, which comprises the power of the Android 5.1 operating system and is exquisitely designed for the medium-to-large conference room. CP960 is a 5-inch touchable conference phone which simply putting all of the key conferencing functions at your fingertips, allowing users to enjoy its powerful business telephony features, such as Call Hold, Call Transfer, Call and Conference Recording, Multicast Paging and five-way Conference over an IP network. Meanwhile, users can benefit from two optional expansion microphones for wider voice pickup range.

This guide provides everything you need to quickly use your new phone. Firstly, verify with your system administrator that the IP network is ready for phone configuration. Also be sure to read the Quick Start Guide which can be found in your phone package before you set up and use the IP phone. As you read this guide, keep in mind that some features are only configurable by your system administrator or determined by your phone environment. As a result, some features may not be enabled or may be operated differently on your phone. Additionally, the examples and graphics in this guide may not directly reflect what is displayed or is available on your phone screen.

Read the [Yealink Products Regulatory Notices guide](#) for all regulatory and safety guidance.

## Related Documentation

You can obtain additional information for CP960 on the [Yealink support page](#).

The following types of related documents are available on each support page:

- Release Notes, which details bug fixes and feature enhancements when an update is released.
- Quick Start Guide, which describes how to assemble your phone and configure the basic phone features.
- Administrator Guide, which provides the detailed information on how to configure phone features for system administrator.
- Regulatory Notice, which provides information about all regulatory and safety guidance.

## In This Guide

Chapters in this guide include:

- Chapter 1 [About This Guide](#)
- Chapter 2 [Getting Started with Your Phone](#)
- Chapter 3 [Customizing Your Phone](#)
- Chapter 4 [Audio Settings](#)
- Chapter 5 [Directory](#)
- Chapter 6 [Call History](#)
- Chapter 7 [Call Features](#)
- Chapter 8 [Advanced Features](#)
- Chapter 9 [System Applications](#)
- Chapter 10 [Using Your IP Phone with PC](#)
- Chapter 11 [Using the CP Wireless Expansion Mic CPW90](#)
- Chapter 12 [Using CP960 Star Connection Feature](#)
- Chapter 13 [Maintaining Your Phone](#)
- Chapter 14 [Appendix - Menu Structure](#)



# Getting Started with Your Phone

This chapter provides the overview of phone hardware and screen layout, and introduces how to navigate your phone for the best performance.

## Topics

[Hardware Overview](#)

[Screen and Icons](#)

[Navigating Menus and Fields](#)

[Entering Characters](#)

## Hardware Overview

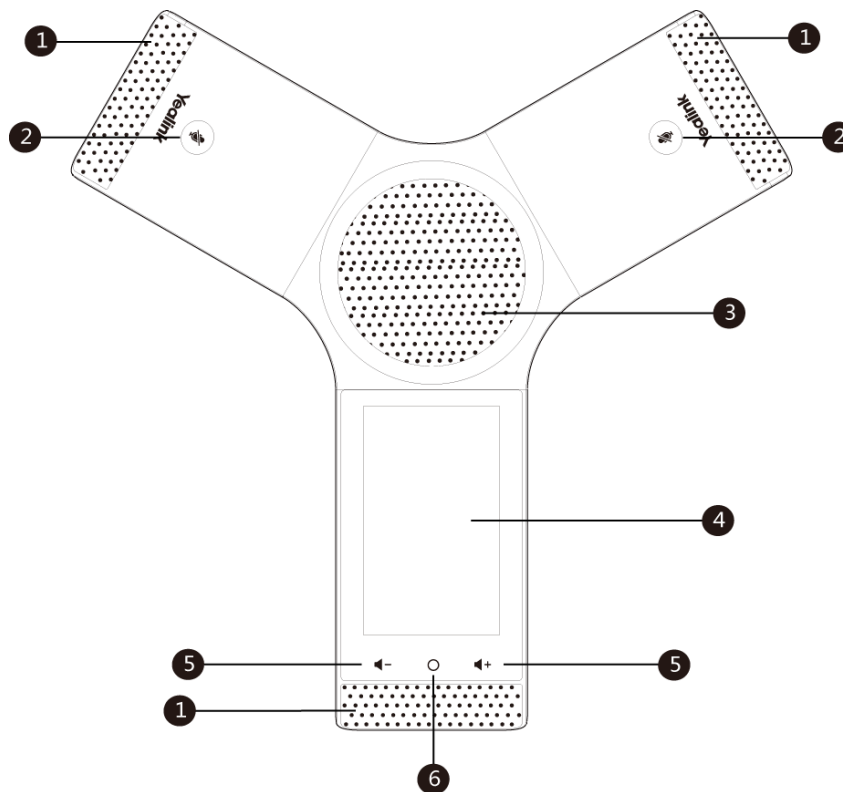
### Topics

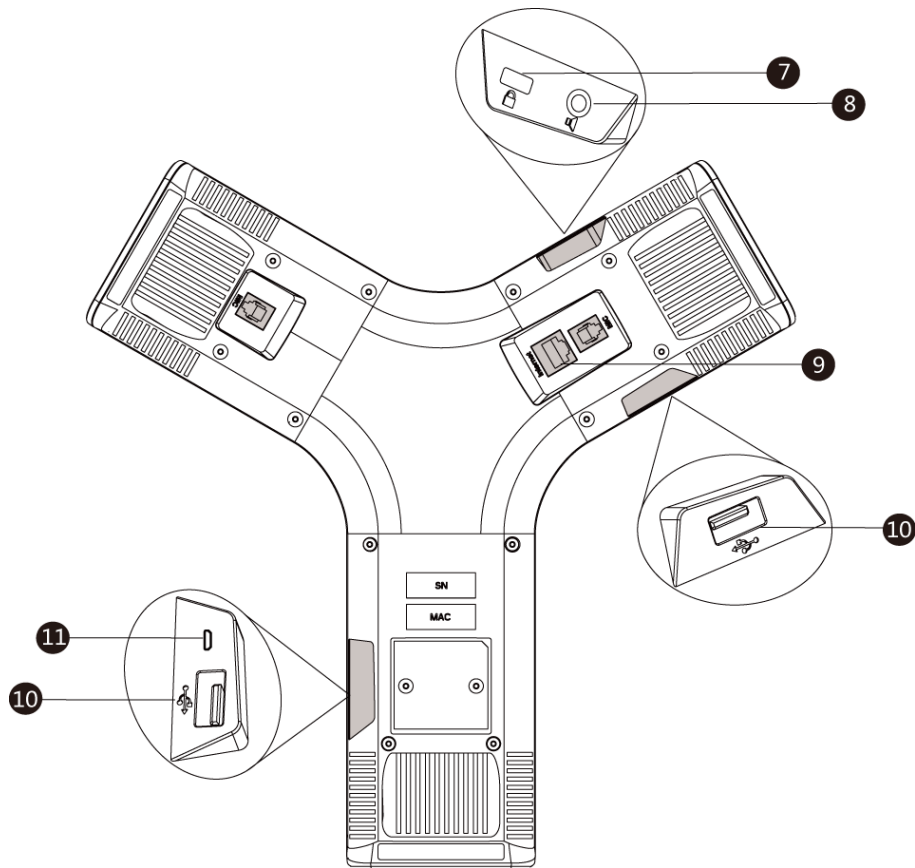
[CP960 Hardware](#)

[Mute Key LED Indicators](#)


## CP960 Hardware

The following figure shows the primary hardware component of CP960 IP phone:





Hardware component instructions of the phone are:

	Item	Description
1	Three Internal Microphones	Provide 20-feet and 360-degree coverage to transmit sound to other phones.
2	Mute Touch Keys	<ul style="list-style-type: none"> <li>• Indicate phone statuses.</li> <li>• Toggle mute feature.</li> </ul>
3	Speaker	Provides hands-free (speakerphone) audio output.
4	Touch Screen	5 inch (720 x 1280) capacitive (5 points) touch screen with two idle screens. Tap to select items and navigate menus. Shows information about calls, messages, time, date and other relevant data: <ul style="list-style-type: none"> <li>• Call information—caller ID, call duration</li> <li>• Icons (for example, )</li> <li>• Missed call list or second incoming caller information</li> <li>• Prompt text (for example, "Save successfully!")</li> <li>• Time and date</li> </ul>
5	Volume Touch Keys	Adjust the volume of the speaker, ringer or media.
6	HOME Touch Key	Returns to the idle screen.
7	Security Slot	Allows you to connect a universal security cable to your phone so you can lock down your phone. The phone will not be removed after locked.
8	3.5mm Audio-out Port	Allows you to connect an optional external speaker.



	Item	Description
9	Network Port	Allows you to connect the IP phone to the wired network.
10	USB Ports	Allow you to connect an optional USB flash drive or CPW90 charging cradle.
11	Micro USB Port	Allows you to connect a PC and turn CP960 into an external speaker and microphone for your PC.

## Mute Key LED Indicators

LED Status	Description
Solid red	The phone is initializing. The phone is muted.
Flashing red	The phone is ringing.
Solid green	The phone is placing a call. There is an active call on the phone.
Off	The phone is powered off. The phone is idle.

## Screen and Icons

Before you use the phone, you need to be familiar with the state of your phone, including phone screen layout and icons.

### Topics

[Control Center/Notification Center](#)

[Idle Screen](#)

[Configuration Screen](#)

[Dialing Screen](#)

[Calls Screen](#)

[Icons in the Status Bar](#)

[CP960 Line Key Icons](#)

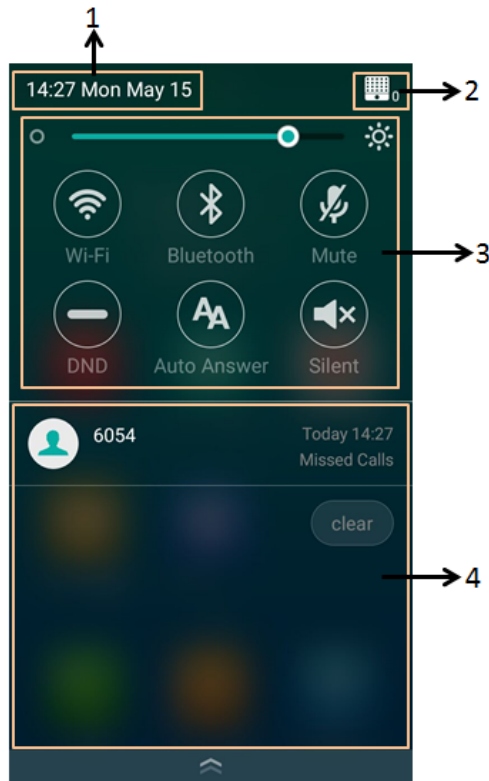
[Call History Icons](#)


## Control Center/Notification Center

Control center or notification center allows you to access common features or view important notifications quickly. You cannot enter the control center and notification center when calling, ringing or in a call.

### Procedure

1. Swipe down from the top of the screen to enter the control center and the notification center:



No.	Name	Description	
1	Time and date	Display the phone's time and date.	
2		<ul style="list-style-type: none"> <li>Indicate the number of the connected wireless microphones.</li> <li>Tap to enter the wireless microphone settings screen.</li> </ul>	
3	Control Center	Backlight Slider	Drag the slider to adjust the screen brightness quickly. You can also enter the Backlight setting screen to adjust the screen brightness.
		Wi-Fi	<ul style="list-style-type: none"> <li>Tap to turn Wi-Fi on or off quickly.</li> <li>Long tap to enter Wi-Fi setting screen.</li> </ul>
		Bluetooth	<ul style="list-style-type: none"> <li>Tap to turn Bluetooth on or off quickly.</li> <li>Long tap to enter the Bluetooth setting screen.</li> </ul>
		DND	Tap to turn DND on or off quickly.
		Auto Answer	Tap to turn auto answer on or off quickly.
		Mute	Tap to turn mute on or off quickly.
		Silent	Tap to turn silent mode on or off quickly.
4	Notification Center	<ul style="list-style-type: none"> <li>Tap the desired notification message to view the details.</li> </ul>	

No.	Name	Description
		<ul style="list-style-type: none"> <li>Swipe left or right to delete a specific notification.</li> <li>Tap <b>clear</b> to delete all notifications.</li> </ul>

1. Swipe up from the bottom of the screen or tap the Home touch key to exit the control center and the notification center.

## Idle Screen

The CP960 IP phone supports two idle screens by default. You can swipe left or right to switch between two idle screens.

### Note

A third idle screen will appear if your system administrator customizes shortcut keys for you.

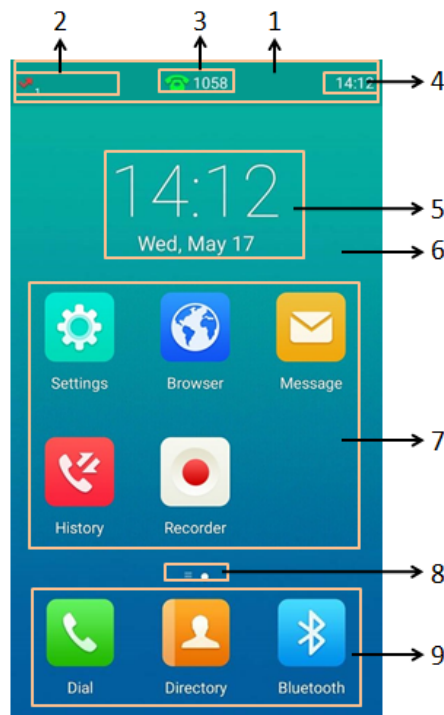
## Topics

[The Home Screen](#)

[The DSS Key Screen](#)

## The Home Screen

The Home screen displays as below:

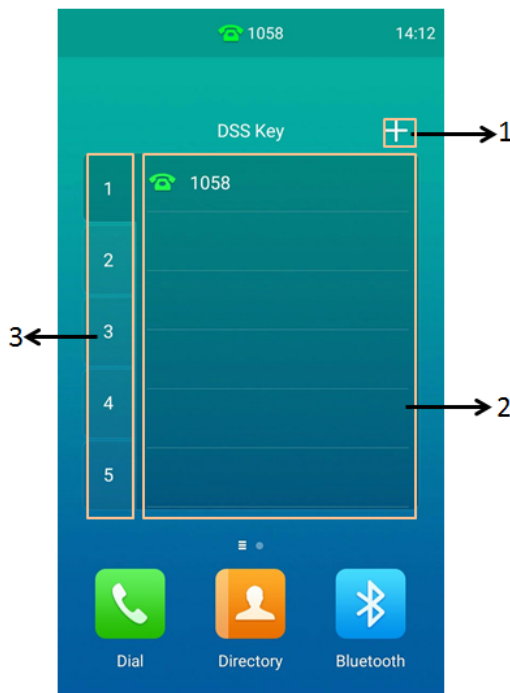


No.	Name	Description
1	Status Bar	Displays the label of the current account, icons and time.
2	Icons	Icons are displayed on the left of the status bar.
3	Current Account	If there is no account registered on the IP phones, this field will display <b>No</b>

No.	Name	Description	
		<b>Service.</b> If the phone is registered and there is a Bluetooth-Enabled mobile phone connected with the phone, this field will display <b>Multiple account</b> .	
4	Time	The phone's time is displayed on the right of the status bar.	
5	Digital Clock	Displays the phone's time and date.	
6	Wallpaper	Shows the specified wallpaper, which can be customized.	
7	System Applications	Settings	Tap to access phone settings and features.
		Browser	Tap to present and explore content on the World Wide Web.
		Message	Tap to access the voice mails or leave voice mails for someone.
		History	Tap to enter the History screen and view call history.
		Recorder	Tap to record audio.
8	Screen Indicator	Indicates idle screen you are currently viewing.	
9	Programmable Keys	Dial	Tap to enter the dialing screen.
		Directory	Tap to enter the Directory screen and view contacts.
		Bluetooth	Tap to enter the Bluetooth settings screen.

### The DSS Key Screen

The DSS key screen displays phone's line keys.




No.	Application	Description
1	+	Tap to add a line key.
2	Line Key List	This area shows the line key labels. You can customize the line key as other functions.

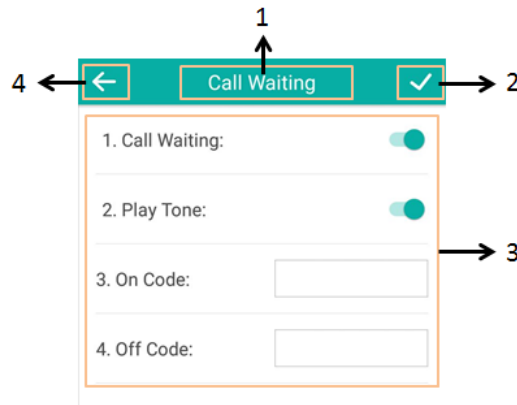
No.	Application	Description
3	Page Keys	Tap to turn to the corresponding page.



## Related Topic

[Line Keys](#)

## Configuration Screen

You can tap  to access phone settings and features, and then configure the corresponding settings and features.



No.	Name	Description
1	Title Area	Displays the title of the current menu screen.
2		Tap to accept the settings.
3	Configuration Area	Displays configuration items of the highlighted menu item in the menu tree area. <ul style="list-style-type: none"> <li>• Tap the switch button to turn the feature on or off.</li> <li>• Enter the data using the onscreen keyboard.</li> </ul>
4		Tap to go back to previous screen.

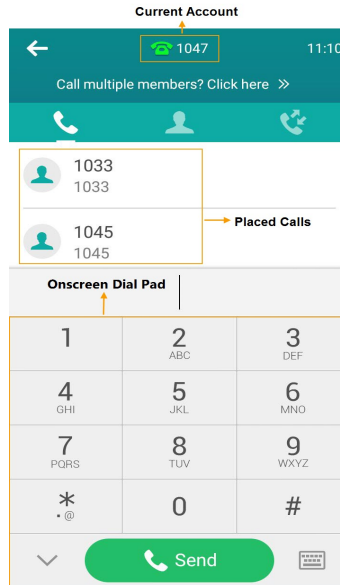
## Dialing Screen

You can tap  to access the Dialing screen.

From Dialing screen, the placed call records are displayed. You can also use the phone keypad to enter and edit data. The contacts whose name or phone number matches the entered characters appear on the phone screen. You can select the desired contact to place a call directly.

### Note

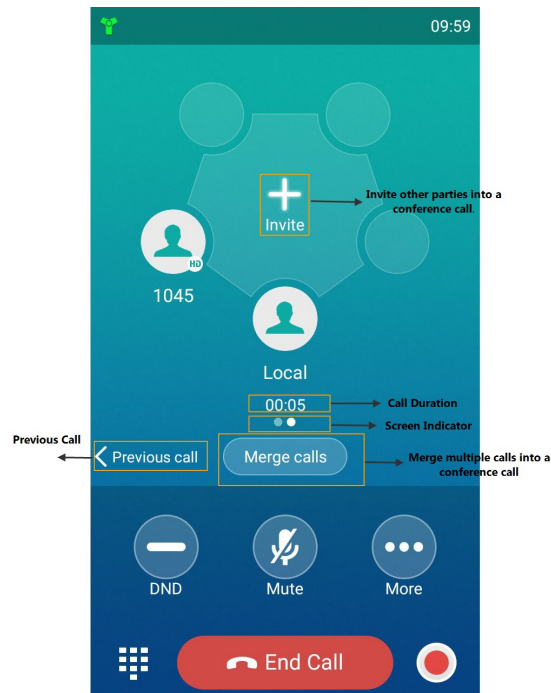
Your system administrator can configure the search source list in dialing, and disable the phone to display the placed call records. Check with your system administrator to find out if they are available on your phone.


















## Calls Screen

All of your active and held calls are displayed on the calls screen. You can tap **Previous call/Next call** or swipe left or right to switch to desired calls screen.

When there is an active call and a held call, the calls screen on the IP phone is shown as below:







## Icons in the Status Bar

Icons	Description
	Unavailable wired network
	Voice Mail
	Auto Answer
	Do Not Disturb
	Call Forward
	Silent mode
	Keep Mute
	Phone Lock
	Missed Calls
	Bluetooth enabled
	Bluetooth-enabled mobile phone paired and connected
	Wi-Fi enabled
	Wi-Fi signal strength from weak to strong after connecting successfully
	USB flash drive detected
	Phone Warning




## CP960 Line Key Icons

**Icon indicator** (associated with line key features):


Icons	Description
	Hold/Public Hold Private Hold
	DND
	Voice Mail
	Direct Pickup

Icons	Description
	Group Pickup
	DTMF Prefix
	LDAP Local Group XML Group
	XML Browser
	Forward
	ReCall
	Record URL Record
	Recording starts successfully (Record/URL Record)
	Multicast Paging Paging List
	Hot Desking
	Zero Touch
	URL
	Phone Lock
	Directory
	Speed Dial




**Icon indicator** (associated with line)

Icons	Description
	Registered private line
	Register failed
 (Flashing)	Registering










Icons	Description
	Registered shared line






Icon indicator (associated with the mobile account)

Icons	Description
	Mobile Account (Bluetooth-Enabled mobile phone is both paired and connected)
	Mobile Account (Bluetooth-Enabled mobile phone fails to connect)
 (Flashing)	Mobile Account (Bluetooth-Enabled mobile phone is connecting)

**Icon indicator** (associated with BLF/BLF List)











Icons	Description
	BLF/BLF list idle state
 (Flashing)	BLF/BLF list ringing state
 (Flashing)	BLF/BLF list callout state
	BLF/BLF list talking state
	BLF hold state
	BLF list call park state
	BLF/BLF list failed state

**Icon indicator** (associated with Intercom)





Icons	Description
	Intercom idle state
	Intercom ringing state
 Callout	Intercom callout state
 Talking	Intercom talking state
	Intercom failed state

**Icon indicators** (associated with a shared line)

The Local SCA Phone is involved in an SCA call, while the Monitoring SCA Phone is not involved in the SCA call and used for monitoring shared line.

Icons	Description
	The shared line is idle.
 (Monitoring SCA Phone)	The shared line is seized.
	The shared line receives an incoming call.
	The shared line is dialing.
	The shared line is in busy or is in a call.
	The call on the shared line is placed on public hold.
 (Local SCA Phone)  (Monitoring SCA Phone)	The call on the shared line is placed on private hold.
	The call on the shared line is barged in by the other shared line party.
	In a multi-party call, all the participants place the call on hold.







### Call History Icons

Icons	Description
	Received Calls
	Placed Calls
	Missed Calls
	Forwarded Calls

## Navigating Menus and Fields

### Procedure

- To navigate menus and fields, you can:
  - Tap corresponding keys on the touch screen.
  - Tap menu items, fields, and arrows on the touch screen.
  - Press keys on the phone keypad.
- To operate your phone using gestures, follow these tips:

Gesture		Action
Tap		Touch an item on the screen with your finger, and then lift your finger.
Long Tap		Touch an item for about 2 seconds without lifting your finger from the screen till an action occurs.
Swipe		Touch and move. When you want to scroll quickly, swipe your finger across the screen, either up, down, left or right.
Drag		Touch and hold, then move. To stop scrolling, stop the dragging motion.
Pinch Open		Touch the screen with two or more fingers, and then move the fingers away from each other (stretch).
Pinch Close		Touch the screen with two or more fingers, and then move the fingers towards each other (pinch).

## Entering Characters

The phone provides onscreen keyboard and onscreen dial pad to enter data. Onscreen dial pad provides a standard key layout, which enables users to use existing or familiar key positions.

### Topics


[Using the Onscreen Keyboard](#)











[Using the Dial Pad](#)

## Using the Onscreen Keyboard

Before using the onscreen keyboard to enter data, you need to know the function of the keys on the onscreen keyboard. The phone supports two kinds of input methods: English (UK) and Google Pinyin.

**When you use the onscreen keyboard, the other following things you need to know:**

If you want to	Action
Position the cursor.	Tap to position.
Select all characters.	<ol style="list-style-type: none"> <li>1. Long tap the entered character(s).</li> <li>2. Do one of the following: <ul style="list-style-type: none"> <li>• Tap  on the top of the touch screen.</li> </ul> </li> </ol>

If you want to	Action
	<ul style="list-style-type: none"> <li>• Drag  /  to select all characters.</li> </ul>
Cut/Copy characters.	<ol style="list-style-type: none"> <li>1. Long tap the entered character(s).</li> <li>2. Drag  /  to select the characters you want to cut/copy.</li> <li>3. Tap  /  on the top of the touch screen.</li> <li>4. Long tap the desired field.</li> <li>5. Tap <b>PASTE</b>.</li> </ol>
Delete more characters at a time.	<ul style="list-style-type: none"> <li>• Long tap the entered character(s).</li> <li>• Drag  /  to select the characters you want to delete.</li> <li>• Tap  .</li> <li>• Long tap  .</li> </ul>
Replace characters.	<ol style="list-style-type: none"> <li>1. Drag your finger to highlight the characters you want to replace.</li> <li>2. Tap the desired character.</li> </ol>

## Related Topic

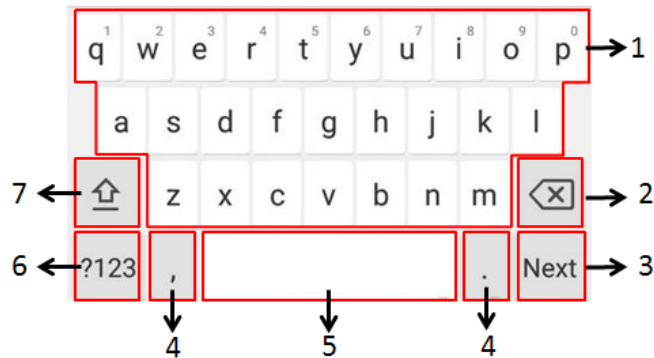
[Changing the Input Method](#)

## Topics


[English \(UK\) Input Method](#)

[Google Pinyin Input Method](#)

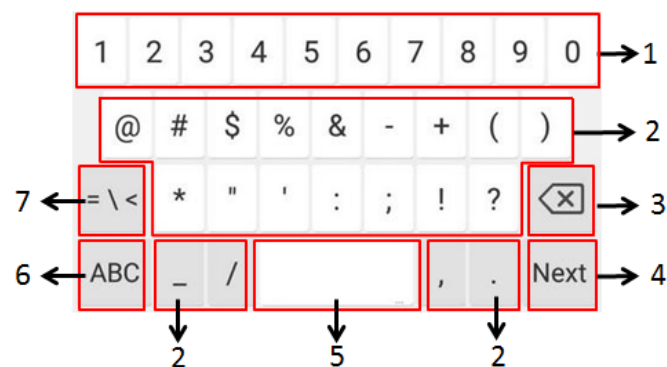
## English (UK) Input Method



No.	Item	Description
1	26 English Letters	<ul style="list-style-type: none"> <li>• Tap to enter letters.</li> <li>• Long tap a key then slide to choose one of the options to enter an alternate character.</li> </ul>
2	Delete Key	<ul style="list-style-type: none"> <li>• Tap to delete the entered characters one by one.</li> <li>• Long tap to delete two or more characters.</li> </ul>

No.	Item	Description	
3	Label automatically to identify the context-sensitive features.	Next Key	Tap to go to the next field.
		Done Key	Tap to confirm the settings.
		Send Key	Tap to dial out the number.
		Go Key	Tap to browse the web page.
4	Two Special Characters	<ul style="list-style-type: none"> <li>• Tap to enter special characters.</li> <li>• Long tap point key (.) then slide to choose one of the options to enter an alternate character.</li> </ul>	
5	Space Key	<ul style="list-style-type: none"> <li>• Tap to enter spaces.</li> <li>• Long tap to change input method.</li> </ul>	
6	?123	Tap to switch to the numeric&symbolic input mode.	
7		Tap to switch to the uppercase input mode.	

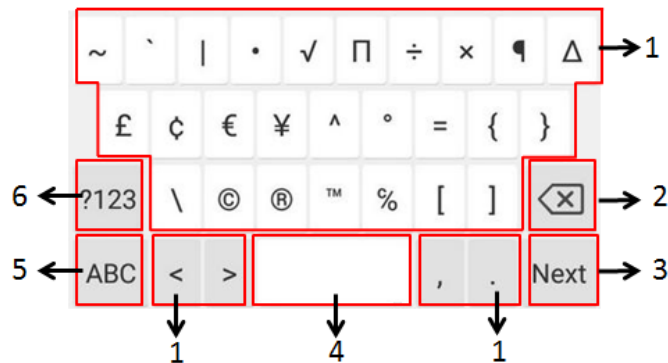
Tap ?123 to switch to the numeric&symbolic input mode as shown below:



No.	Item	Description	
1	Numbers	<ul style="list-style-type: none"> <li>• Tap to enter numbers.</li> <li>• Long tap a key then slide to choose one of the options to enter an alternate character.</li> </ul>	
2	Special Characters	<ul style="list-style-type: none"> <li>• Tap to enter special characters.</li> <li>• Long tap a key then slide to choose one of the options to enter an alternate character.</li> </ul>	
3	Delete Key	<ul style="list-style-type: none"> <li>• Tap to delete the entered characters one by one.</li> <li>• Long tap to delete two or more characters.</li> </ul>	
4	Label automatically to identify the context-sensitive features.	Next Key	Tap to go to the next field.
		Done Key	Tap to confirm the settings.
		Send Key	Tap to dial out the number.

No.	Item	Description
	Go Key	Tap to browse the web page.
5	Space Key	<ul style="list-style-type: none"> <li>• Tap to enter spaces.</li> <li>• Long tap to change input method.</li> </ul>
6	ABC	Tap to switch to the lowercase input mode.
7	= \ <	Tap to switch to the symbolic input mode.

Tap ~[< to switch to the symbolic input mode as shown below:

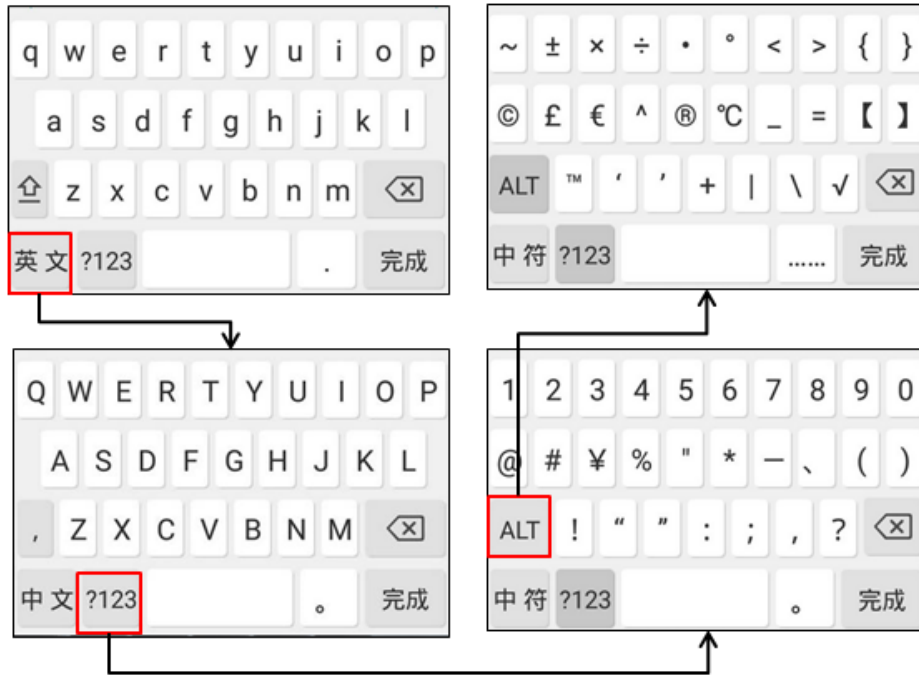


No.	Item	Description	
1	Special Characters	<ul style="list-style-type: none"> <li>• Tap to enter special characters.</li> <li>• Long tap a key then slide to choose one of the options to enter an alternate character.</li> </ul>	
2	Delete Key	<ul style="list-style-type: none"> <li>• Tap to delete the entered characters one by one.</li> <li>• Long tap to delete two or more characters.</li> </ul>	
3	Label automatically to identify the context-sensitive features.	Next Key	Tap to go to the next field.
		Done Key	Tap to confirm the settings.
		Send Key	Tap to dial out the number.
		Go Key	Tap to browse the web page.
4	Space Key	<ul style="list-style-type: none"> <li>• Tap to enter spaces.</li> <li>• Long tap to change input method.</li> </ul>	
5	ABC	Tap to switch to the lowercase input mode.	
6	?123	Tap to switch to the numeric&symbolic input mode.	

### Google Pinyin Input Method


You can use Google Pinyin input method (谷歌拼音输入法) to enter Chinese characters.

When you change the input method to Google Pinyin, the onscreen keyboard displays the English input mode as shown below by default:



## Using the Dial Pad

You can use the dial pad on the dialing screen to enter data. The onscreen dial pad only provides digit keys, # key and \* key.

You can tap  to use the onscreen keyboard.

### Related Topic

[Using the Onscreen Keyboard](#)





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# Customizing Your Phone

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You can make your IP phone more personalized by customizing various settings.

## Topics


[Changing the Administrator Password](#)  
[Wallpaper](#)  
[Screen Saver](#)  
[Changing the Screen Backlight Brightness and Time](#)  
[Changing the Language](#)  
[Changing the Input Method](#)  
[Time & Date](#)  
[Phone Lock](#)  
[Line Keys](#)  
[Wireless Network](#)  
[Connecting a Mobile Phone Using Bluetooth](#)

## Changing the Administrator Password

Some features on the phone can be set from the Advanced Settings only. By default, you require an administrator password to access the Advanced Settings. The default password is "admin".

For security reasons, you should change the default password as soon as possible. If you do not change the default password, the phone displays a warning icon in the status bar.

### Procedure

1. Navigate to **Settings**->**Advanced Settings**->**Set Password**.
2. Enter the desired value in the **Old PWD**, **New PWD** and **Confirm PWD** field respectively.
3. Tap  .

### Related Topic

[Investigating Warnings](#)

## Wallpaper

The IP phone comes with a default picture, you can change it to another built-in picture.

### Note

You can also use a custom picture uploaded by your system administrator as the wallpaper.

### Topic

[Changing Wallpaper on Idle Screen](#)  
[Adding a Wallpaper from a USB Flash Drive](#)

## Changing Wallpaper on Idle Screen

### Procedure

1. Navigate to **Settings->Basic Settings->Display->Wallpaper**.
2. Select the desired wallpaper image.
3. Tap **Set wallpaper**.

## Screen Saver

The screen saver starts automatically when the IP phone has been idle for the preset waiting time. You can stop the screen saver at any time by touching the screen or tapping any key. When your phone is idle again after a preset waiting time, the screen saver starts again. By default, your screen displays a built-in picture when the screen saver starts.

### Topics


[Changing the Waiting Time for Screen Saver](#)

[Setting the Screen Saver Type](#)

## Changing the Waiting Time for Screen Saver

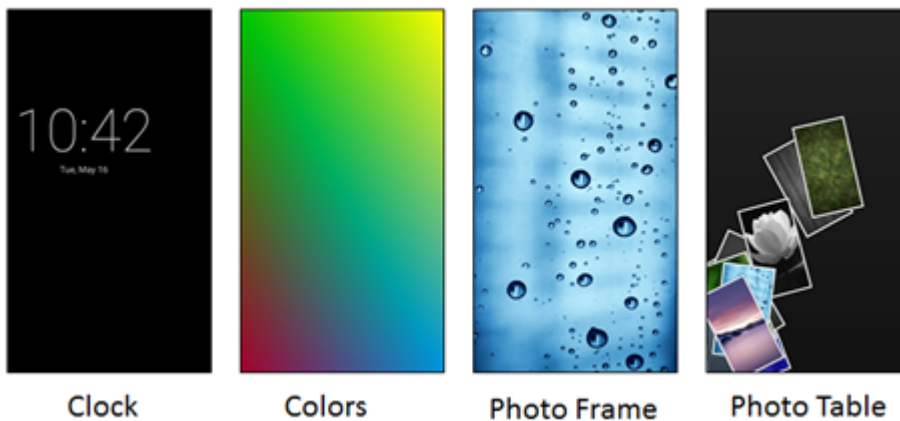
You can change the waiting time for the screen saver.

### Procedure


1. Navigate to **Settings->Basic Settings->Display->Screen Saver**.
2. Select the desired waiting time from the **Screensaver Waiting Time** field.
3. Tap  .

## Setting the Screen Saver Type

The IP phone supports four screen saver types: **Clock**, **Colours**, **Photo Frame** and **Photo Table**.



### Procedure

1. Navigate to **Settings->Basic Settings->Display->Screen Saver**.
2. Tap the radio box after desired screen saver type.
3. Tap  .

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## Changing the Screen Backlight Brightness and Time

You can change the backlight brightness of the touch screen during phone activity and inactivity. The backlight brightness automatically changes when the phone is idle for a specified time.

You can change the screen backlight brightness and time in the following settings:

**Backlight Active Level:** The intensity of the touch screen when the phone is active.

**Backlight Time:** The delay time to change the brightness of the touch screen when the phone is inactive. Backlight time includes the following settings:

- **Always On:** Backlight is on permanently.
- **15s, 30s, 1min, 2min, 5min, 10min or 30min:** Backlight is changed when the phone is inactive after the designated time (in seconds).


### Topics

[Changing the Backlight and Time on Idle Screen](#)

[Changing the Backlight on Control Center](#)

## Changing the Backlight and Time on Idle Screen

### Procedure

1. Navigate to **Settings**->**Basic Settings**->**Display**->**Backlight**.
2. Drag the **Backlight Active Level** slider to change the intensity of the touch screen.
3. Select the desired value from the **Backlight Time** field.
4. Tap  .

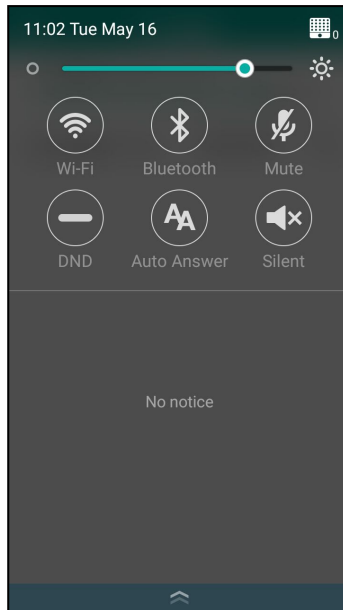
### Related Topic

[Changing the Backlight on Control Center](#)

## Changing the Backlight on Control Center

### Procedure

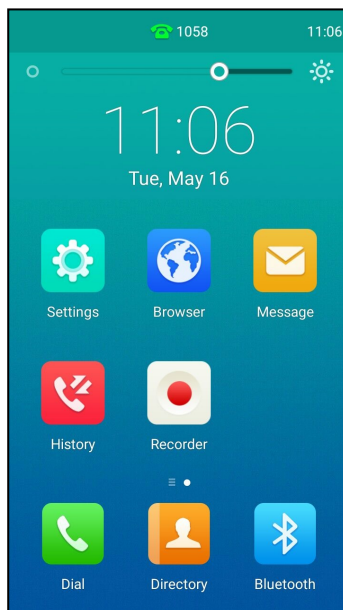
1. Swipe down from the top of the screen to enter the control center.



2. Do one of the following:

- Drag the backlight slider.

When dragging the slider, the control center (except the backlight slider) and notification center will be hidden. You can view the intensity changes of the touch screen in real-time.



If you lift your finger, the control center and notification center will be shown again.

- Tap .

The intensity of the touch screen is changed to the highest.

- Tap .

The intensity of the touch screen is changed to the lowest.


## Related Topic

[Changing the Backlight and Time on Idle Screen](#)

## Changing the Language

The default phone language is English. You can change the phone language.

### Procedure

1. Navigate to **Settings->Basic Settings->Language & Input->Language**.
2. Select the desired language.
3. Tap .

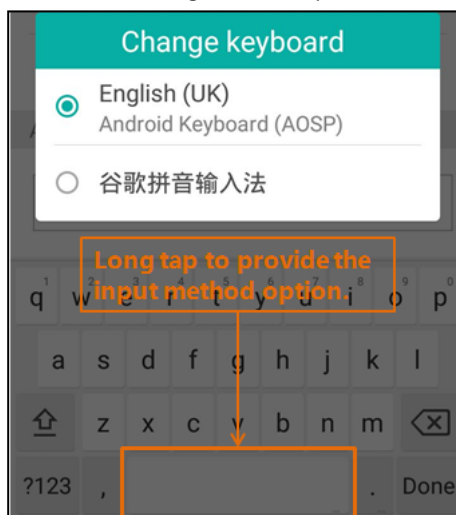
The phone language is changed to the selected one.

## Changing the Input Method

The phone supports two kinds of input methods: Android Keyboard (AOSP) - English (UK) and 谷歌拼音输入法. The default input method is English (UK). You can change the currently used input method.

### Procedure

1. Navigate to **Settings->Basic Settings->Language & Input->Current Input**.
2. Tap the desired input method in the pop-up dialog.  
You can also long tap the following keys on the onscreen keyboard to change the input method.  
The following takes Android Keyboard (AOSP) - English (UK) input method as an example:



## Time & Date

You can set the time and date manually. The time and date formats are also customizable.

### Topics

- [Setting the Time and Date Manually](#)
- [Changing the Time and Date Format](#)


## Setting the Time and Date Manually

If your phone cannot obtain the time and date automatically, you can set it manually.

### Before You Begin

Check with your system administrator to find out if the manual mode has been enabled.

## Procedure

1. Navigate to **Settings**->**Basic Settings**->**Time & Date**->**General**.
2. Enter the date and time in the corresponding fields.
3. Tap  .

The time and date set on the phone will be changed accordingly.

## Changing the Time and Date Format

You can customize the date with various time and date formats.


The built-in date formats are listed as below:

Date Format	Example (2016-09-02)
WWW MMM DD	Fri Sep 02
DD-MMM-YY	02-Sep-16
YYYY-MM-DD	2016-09-02
DD/MM/YYYY	02/09/2016
MM/DD/YY	09/02/16
DD MMM YYYY	02 Sep 2016
WWW DD MMM	Fri 02 Sep

### Note

Your system administrator can customize the date format.

## Procedure

1. Navigate to **Settings**->**Basic Settings**->**Time & Date**->**Time & Date Format**.
2. Select the desired date format from the **Date Format** field.
3. Select the desired time format from the **Time Format** field.
4. Tap  .

## Phone Lock

Phone lock helps you protect your phone from unauthorized use. You can lock your phone manually when you are not using it. The phone is also locked automatically after being idle for a specified time.

## Topics

[Phone Lock and Waiting Time](#)

[Setting the Phone Lock](#)


[Setting a Phone Lock Key](#)

[Locking Your Phone Manually](#)

[Unlocking Your Phone](#)

[Changing Your Phone Unlock PIN](#)

## Phone Lock and Waiting Time

When the phone is locked, mute touch keys and touch screen (except ) are locked. You are only allowed to:

- Dial emergency numbers.
- Reject incoming calls.
- Answer incoming calls.
- End the call

You can set a waiting time to lock your phone automatically. If the waiting time is set to 0, the phone will not be automatically locked. You need to lock your phone manually.


### Related Topic

[Setting the Phone Lock](#)

## Setting the Phone Lock

By default, the phone lock feature is disabled. If you want to lock your phone, you need to enable this feature. You can specify the waiting time to lock your phone automatically.

### Procedure


1. Navigate to **Settings**->**Advanced Settings** (default password: admin) ->**Phone Lock**.
2. Select **Enabled** from the **Lock Enable** field.
3. Enter the desired interval (0 - 3600 seconds) in the **Auto Lock** field.
4. Tap .

### Related Topic

[Phone Lock and Waiting Time](#)

## Setting a Phone Lock Key

### Procedure

1. Navigate to **Settings**->**Features**->**Dsskeys**.
2. Select the desired line key.
3. Select **Key Event** from the **Type** field.
4. Select **Phone Lock** from the **Key Type** field.
5. (Optional.) Enter the string that will display on the touch screen in the **Label** field.
6. Tap .

## Locking Your Phone Manually

If you have specified a timeout to lock your phone automatically, your phone will be locked after being idle for a specified time. You can also lock your phone manually.

### Before You Begin

Make sure that the phone lock is enabled and you have set a phone lock key.

### Procedure

1. Tap the phone lock key.

When the phone is locked, the lock icon appears on the phone screen.

## Related Topics

[Setting the Phone Lock](#)

[Setting a Phone Lock Key](#)

## Unlocking Your Phone

### Procedure

1. Tap the screen or tap the Mute touch key, the phone screen prompts you to enter a unlock PIN.
2. Enter the desired PIN (default: 123) in the **Unlock PIN** field.
3. Tap **OK**.

The lock icon disappears from the phone screen.


#### Note

If you forget the unlock PIN, you can enter the administrator password to unlock your phone, and then change the unlock PIN.

## Changing Your Phone Unlock PIN

The default unlock PIN is 123, you can change it at any time for security reasons.

### Procedure

1. Navigate to **Settings**->**Basic Settings**->**Change PIN**.
2. Enter the desired value in the **Old PIN**, **New PIN** and **Confirm PIN** field respectively.  
The unlock PIN length must be within 15 digits.
3. Tap  .

## Line Keys

The CP960 IP phone supports 30 line keys. You can assign predefined functionalities to line keys. You can also define a label for a line key feature which will appear on the touch screen. Line keys allow you to quickly access features such as recall and voice mail. The line key can indicate the monitored status when the line keys are assigned with particular features, such as BLF. The default key type of line key 1 is Line. The default key type of line key 2-30 is N/A, which indicates that this line key provides no functionality until configuration.

## Topics


[Assigning Functionality to a Line Key](#)

[Changing the Location of the Line Keys](#)

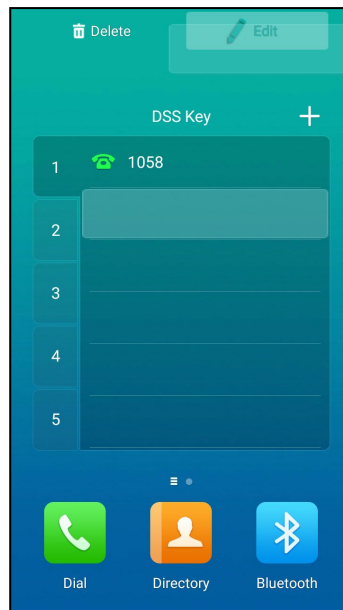
[Deleting a Line Key](#)

## Assigning Functionality to a Line Key

### Procedure

1. Do one of the following:
  - Tap  on the top-right of the line key list.





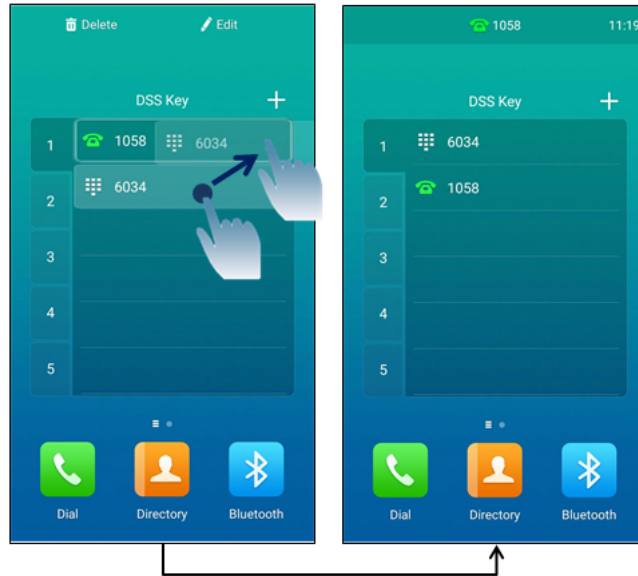
- From the Home screen, and then navigate to **Settings->Features->Dsskey**.  
Tap the desired line key.
- 2. Select the desired key type from the **Type** field.
- 3. Configure the settings for the corresponding key type.  
For example, if you want to a line key for intercom, configure the **Account ID**, **Label**, **Value**, and **Extension** for the line key.
- 4. Tap ✓.

## Changing the Location of the Line Keys

You can change the line key's location to a blank area on the Line keys field. You can also change the location of two line keys. And the operating instructions are almost the same. The following takes how to change the location of two line keys as an example.

### Procedure

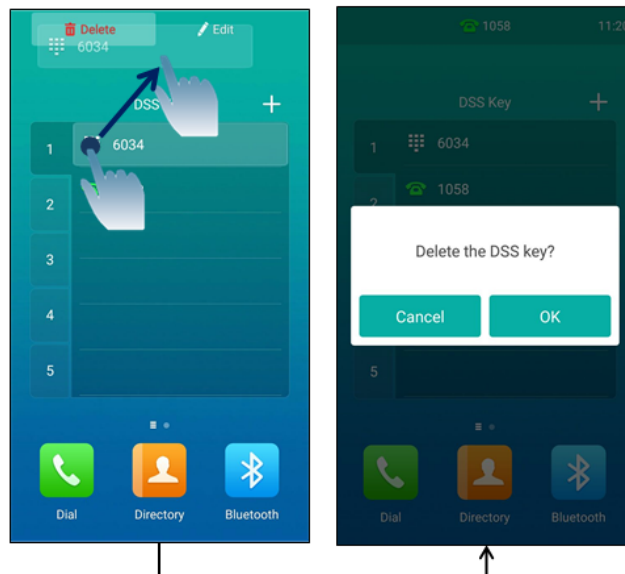
1. Tap the desired page key if required.
2. Drag a line key to the desired location at which another line key locates.  
For example, exchange the locations of line key 1 and line key 2:



## Deleting a Line Key

### Procedure

1. Drag the desired line key to the **Delete** field.



The phone screen prompts you whether to delete the DSS key.

3. Tap **OK**.

## Wireless Network

Yealink IP phone supports Wi-Fi feature. The IP phone can be connected to the wireless network if Wi-Fi is available within the area. For more information, contact your system administrator.

**Note**

Enabling Bluetooth may degrade your wireless network connection. For improved wireless network performance, you should disable Bluetooth when it is not in use. To deactivate the Bluetooth mode, refer to [Deactivating the Wi-Fi Mode](#).

**Topics**

[Activating the Wi-Fi Mode](#)

[Deactivating the Wi-Fi Mode](#)

[Connecting to the Wireless Network](#)

[Viewing the Wireless Network Information](#)

[Disconnecting the Wireless Network Connection](#)

## Activating the Wi-Fi Mode

**Procedure**

1. Do one of the following:
  - Swipe down from the top of the screen to enter the control center.
  - From the home screen, navigate to **Settings**->**Basic Settings**->**Wi-Fi**.
2. Turn on the Wi-Fi.

The IP phone scans the available wireless networks in your area.

The touch screen displays the Wi-Fi icon.

## Deactivating the Wi-Fi Mode

You should deactivate the Wi-Fi mode when you need to connect your phone to the wired network.

**Procedure**


1. Do one of the following:
  - Swipe down from the top of the screen to enter the control center.
  - From the home screen, navigate to **Settings**->**Basic Settings**->**Wi-Fi**.
2. Turn off the Wi-Fi.

The Wi-Fi icon disappears from the status bar.

## Connecting to the Wireless Network

Three ways to connect smart media phone to the wireless network:

- Manually connect to an available wireless network
- Wi-Fi Protected Setup (WPS)
- Manually add a wireless network

When the phone is connected to a wireless network, the Wi-Fi icon  will display on the status bar.

**Topics**

[Connecting to an Available Wireless Network Manually](#)

[Connecting to the Wireless Network Using Wi-Fi Protected Setup \(WPS\)](#)

[Adding a Wireless Network Manually](#)

## Connecting to an Available Wireless Network Manually


**Before You Begin**

Get the password of the wireless network from your system administrator. Make sure that the Wi-Fi mode is activated.

## Procedure

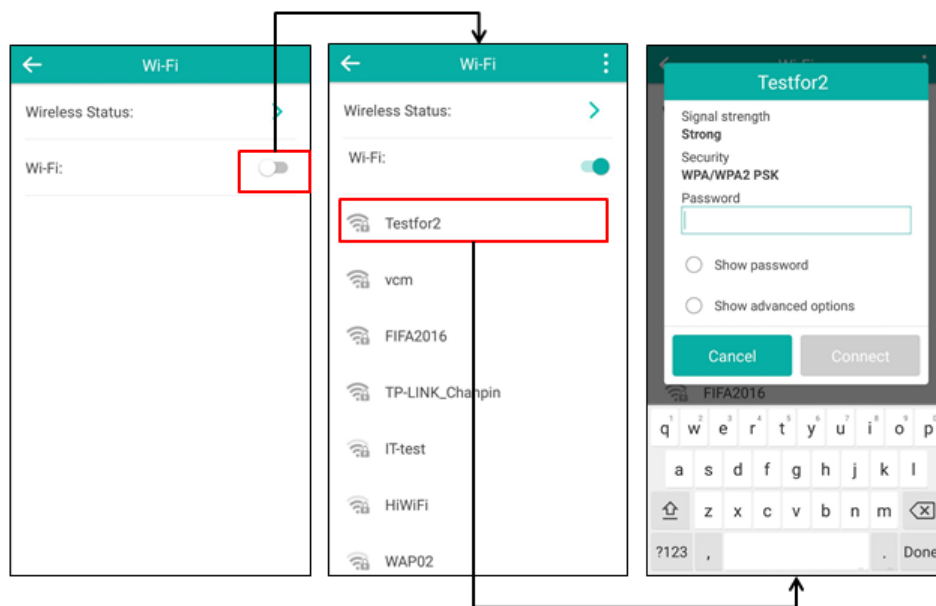
### 1. Navigate to **Settings**->**Basic Settings**->**Wi-Fi**.

The phone will automatically search for available wireless networks in your area.

2. (Optional.) To re-search the available network, tap  and then tap **Scan**.
3. Tap the desired wireless network (SSID) to connect to it.
4. If the network is secure, enter its password in the **Password** field.

You can do the following:

- Tap the **Show password** radio box to make the password visible.
- Tap the **Show advanced options** radio box to configure the HTTP proxy for the **Browser** application.



### 5. Tap **Connect** to connect to the wireless network.

Once the connection has completed successfully, the prompt "Connected" appears under the corresponding SSID.

## Related Topic

### [Activating the Wi-Fi Mode](#)

## Connecting to the Wireless Network Using Wi-Fi Protected Setup (WPS)

Wi-Fi Protected Setup (WPS) provides simplified mechanisms to configure secure wireless networks. WPS can automatically configure a wireless network with a network name (SSID) and strong WPA data encryption and authentication.

Two methods supported by Yealink IP phones in the Wi-Fi protected setup:


- **Push Button Configuration (PBC):** The user simply has to push the WPS key on both the IP phone and gateway/router to connect.
- **Personal Identification Number (PIN):** The user has to enter a WPS PIN generated randomly by the IP phone on the gateway/router to connect.

## Before You Begin

Make sure that the Wi-Fi mode is activated.


## Push Button Configuration (PBC)

### Procedure

1. Navigate to **Settings**->**Basic Settings**->**Wi-Fi**.
2. Tap  and then tap **WPS**.  
The touch screen prompts "Press the Wi-Fi Protected Setup button on your router. It may be called "WPS" or contain this symbol:".
3. Long press the WPS key on your gateway/router.  
Once WPS setup has completed successfully, the touch screen will prompt "Connected".

## Personal Identification Number (PIN)

### Procedure

1. Navigate to **Settings**->**Basic Settings**->**Wi-Fi**.
2. Tap  and then tap **WPS-PIN**.  
The touch screen prompts "Enter pin XXX on your Wi-Fi router. The setup can take up to two minutes to complete.".
3. Note the PIN code.
4. Log into your gateway/router's web interface, and configure it to search the clients. For more information, refer to the documentation from the gateway/router manufacturer.  
Once the WPS-PIN setup has completed successfully, the gateway/router's web interface will prompt success.


## Adding a Wireless Network Manually

If your gateway/router has SSID broadcast disabled, it might not appear in the scanning results. In that case, you must manually add a wireless network.

## Before You Begin

Get the available wireless network information from your system administrator. Make sure that the Wi-Fi mode is activated.

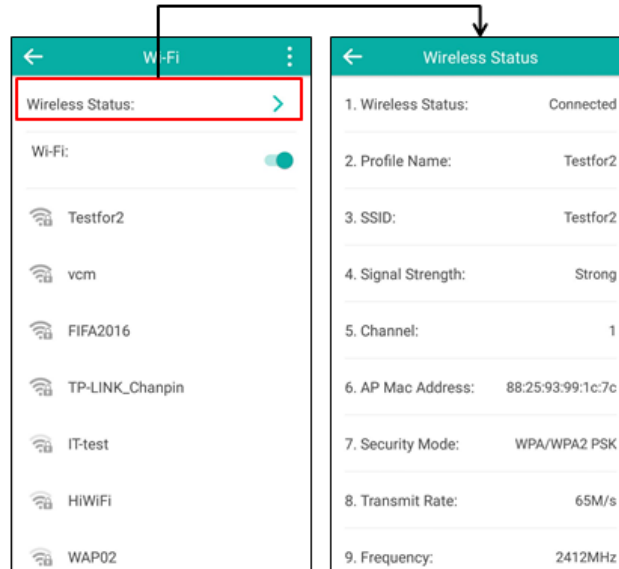
### Procedure

1. Navigate to **Settings**->**Basic Settings**->**Wi-Fi**.
2. Tap  ->**Add**.
3. Enter the desired value in the **Network SSID** field.
4. Tap the **Security** field.
5. Tap the desired value.
  - If you select **WEP** or **WPA/WPA2 PSK**, enter the password in the **Password** field:
  - If you select **802.1x EAP**, tap the **EAP method** field, select the desired EAP method and then enter the desired values in the corresponding fields.
6. Do the following:
  - Tap the **Show password** radio box to make the password visible.
  - Tap the **Show advanced options** radio box to configure the HTTP proxy for the **Browser** application.
7. Tap **Save**.

## Viewing the Wireless Network Information

### Procedure

1. Navigate to **Settings->Basic Settings->Wi-Fi**.
2. Tap **Wireless Status** to view the detailed wireless network information (e.g., Profile Name, SSID or Signal Strength).

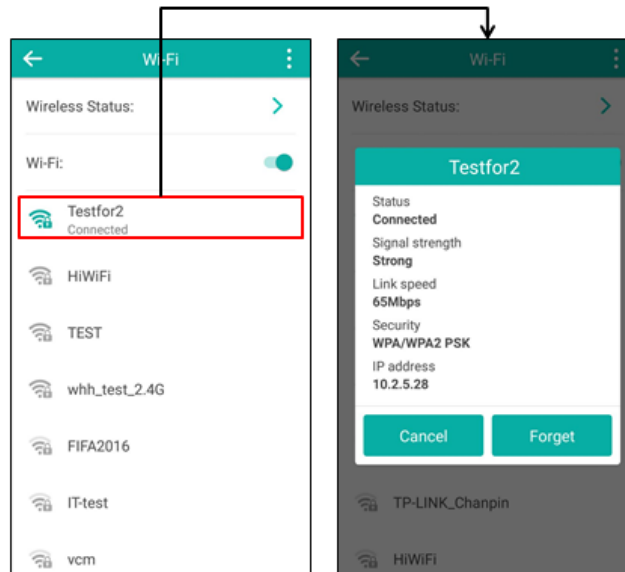


## Disconnecting the Wireless Network Connection

You can disconnect the wireless network connection from your phone.

### Procedure

1. Navigate to **Settings->Basic Settings->Wi-Fi**.
2. Tap the connected SSID (the top one).



#### 4. Tap **Forget**.

You can also disconnect the wireless network by deactivating the Wi-Fi mode.

### Related Topic

[Deactivating the Wi-Fi Mode](#)

## Connecting a Mobile Phone Using Bluetooth

The CP960 IP phone supports Bluetooth. Bluetooth enables low-bandwidth wireless connections within a range of 10 meters (32 feet). The best performance is in the 1 to 2 meters (3 to 6 feet) range.

You can pair and connect the Bluetooth-Enabled mobile phone with your IP phone. After connection, you can do the following:

- Make and receive mobile calls on the IP phone
- Use the IP phone as a Bluetooth speaker for music played on your mobile phone.
- Merge the calls on your IP phones, the PC and connected mobile phone into to a hybrid UC conference (refer to [Creating a Hybrid UC Conference](#)).

### Note

Not all mobile phones support this function. Contact your system administrator for more information.

### Tip

You can also connect a PC (operation system: macOS and Window10) via Bluetooth. After connection, you can place/answer a call via a softphone installed on PC using the IP phone.

### Topics

[Activating the Bluetooth Mode](#)

[Deactivating the Bluetooth Mode](#)

[Pairing and Connecting the Bluetooth-Enabled Mobile Phone](#)

[Configuring the Phone Audio Feature](#)

[Handling a Mobile Phone Call on the IP Phone](#)

[Configuring the Media Audio Feature](#)

[Renaming the Paired Bluetooth -Enabled Mobile Phone](#)

[Making the IP Phone Discoverable](#)


[Editing Device Name of your Phone for Recognition](#)

[Unpairing the Mobile Phone](#)

[Disconnecting the Bluetooth-Enabled Mobile Phone](#)

## Activating the Bluetooth Mode

### Procedure

1. Do one of the following:
  - Swipe down from the top of the screen to enter the control center.
  - Tap .
  - From the home screen, navigate to **Settings**->**Basic Settings**->**Bluetooth**.
2. Turn on the Bluetooth.


The IP phone scans the available Bluetooth device automatically.

The touch screen displays the Bluetooth icon.

## Deactivating the Bluetooth Mode

You can deactivate the Bluetooth mode when you no longer use a Bluetooth device.

### Procedure

1. Do one of the following:
  - Swipe down from the top of the screen to enter the control center.
  - Tap .
  - Swipe left/right to go to the second idle screen, navigate to **Settings**->**Basic Settings**->**Bluetooth**.
2. Turn off the Bluetooth.

The Bluetooth icon disappears from the status bar.


## Pairing and Connecting the Bluetooth-Enabled Mobile Phone

You can pair up with countless mobile phones with your IP phone but only one mobile phone can be connected at a time. After connection, the IP phone will automatically find an available line key and assign the line key for Mobile Account. The Mobile Account key's default label is "My Mobile". If there is no available line key, you can assign it manually.

### Before You Begin

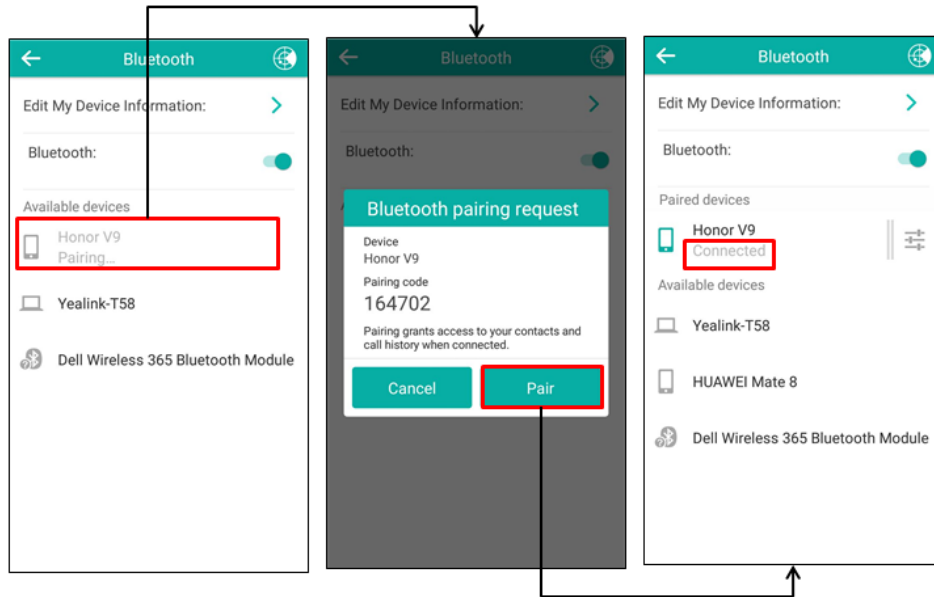
Make sure that the Bluetooth-Enabled mobile phone is discoverable.

### Procedure

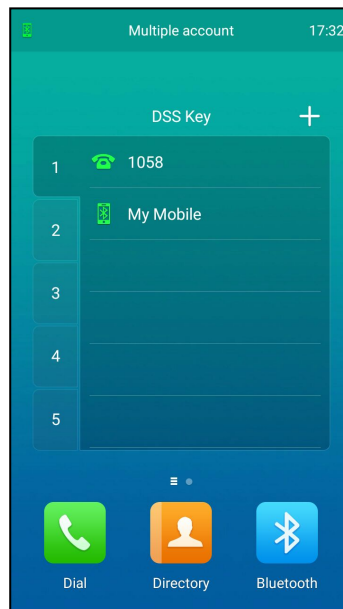
1. Navigate to **Settings**->**Basic Settings**->**Bluetooth**.
2. Tap  to search for the mobile phone.
3. Tap the desired Bluetooth-Enabled mobile phone to connect to the mobile phone.
4. Tap **Pair** on both mobile phone and IP phone.

The connection will be completed successfully with a prompt appears under the Bluetooth-Enabled mobile phone name.





And the IP phone automatically assigns a Mobile Account key.





## Related Topic

[Activating the Bluetooth Mode](#)

## Configuring the Phone Audio Feature

After connecting your Bluetooth-Enabled mobile phone, you can enable the phone audio feature to make/receive a mobile call using the IP phone. Then the IP phone acts as a hands-free device for your mobile phone. The call is made through your mobile phone, but the audio is present on and the call control is done by the IP phone.

## Procedure

1. Navigate to **Settings**->**Basic Settings**->**Bluetooth**.
2. Tap  after the desired Bluetooth Enabled mobile phone name.
3. Turn on **Phone audio**.
4. Tap .

## Related Topic



[Pairing and Connecting the Bluetooth-Enabled Mobile Phone](#)  
[Handling a Mobile Phone Call on the IP Phone](#)

## Configuring the Media Audio Feature

After connecting your Bluetooth-Enabled mobile phone, you can stream Bluetooth-Enabled mobile phone audio to SIP phone. That is, the SIP phone acts as the Bluetooth-Enabled mobile phone player.

To use this feature, you need to enable the Media Audio feature.

### Procedure

1. Navigate to **Settings**->**Basic Settings**->**Bluetooth**.
2. Tap  after the connected Bluetooth Enabled mobile phone name.
3. Turn on **Media audio**.
4. Tap .

## Related Topic

[Pairing and Connecting the Bluetooth-Enabled Mobile Phone](#)

## Handling a Mobile Phone Call on the IP Phone

You can handle a mobile phone call on your IP phones, the IP phone acts as a hands-free device for your mobile phone.

The call information appears on both your IP phone and mobile phone screen. You can control the call's audio to go through the mobile phone or IP phone on your mobile phone. If you choose Bluetooth, the audio will go through the IP phone; if you choose Handset earpiece or Speaker, the audio will go through the mobile phone.

## Before You Begin

Make sure that the Bluetooth-Enabled mobile phone is paired and connected to your IP phone and the phone audio feature is enabled.

### Procedure

1. Do the following on the phone:
  - Place a call. Tap the **My Mobile** line key first, and then place a call or multiple calls to the mobile contact.
  - Answer a call. An incoming call to your mobile phone is also shown on the IP phones, you can answer the call on the IP phone. The phone will firstly match the contacts in the mobile contacts directory to present the caller-/callee identity when receiving/placing a mobile phone call.
  - During the call, you can hold/resume, mute/unmute or end the call on the IP phone.

## Related Topics

[Pairing and Connecting the Bluetooth-Enabled Mobile Phone](#)

## Configuring the Phone Audio Feature

Placing Calls

Answering Calls

Ending Calls

Call Mute


Call Hold

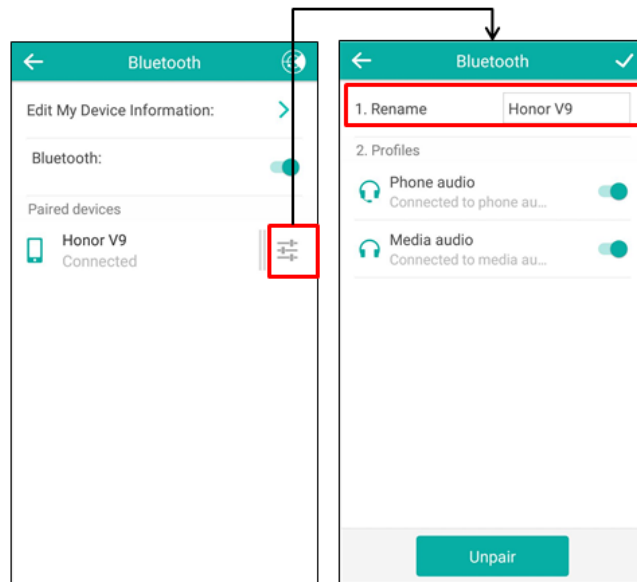
## Renaming the Paired Bluetooth - Enabled Mobile Phone

### Before You Begin

You have paired and connected the Bluetooth-Enabled mobile phone.

### Procedure

1. Navigate to **Settings**->**Basic Settings**->**Bluetooth**.
2. Tap  after the connected mobile phone name.
3. Enter the desired device name in the **Rename** field.



4. Tap .

The configured mobile phone name will display in the **Paired devices** list on your IP phone. The mobile phone name displayed in the scanning list of other devices will not be changed.

### Related Topic

[Pairing and Connecting the Bluetooth-Enabled Mobile Phone](#)

## Making the IP Phone Discoverable

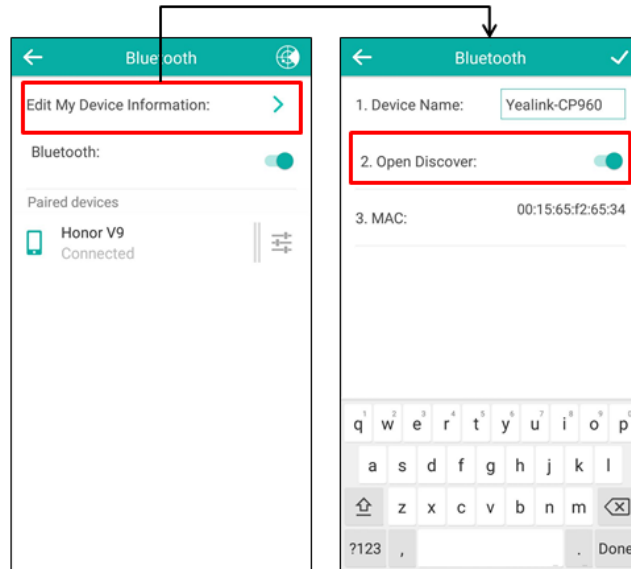
If you make your IP phone visible to other Bluetooth devices, other Bluetooth devices can scan and find your IP phone.

### Before You Begin

Make sure you have activated the Bluetooth mode.

## Procedure

1. Navigate to **Settings->Basic Settings->Bluetooth->Edit My Device Information**.
2. Turn on **Open Discover**.



4. Tap ✓ .

## Related Topic

[Activating the Wi-Fi Mode](#)

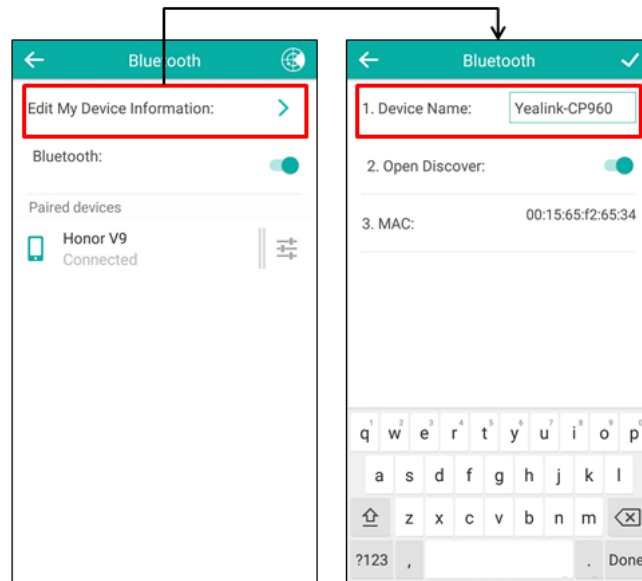
## Editing Device Name of your Phone for Recognition

### Before You Begin

Make sure you have activated the Bluetooth mode.

## Procedure

1. Navigate to **Settings->Basic Settings->Bluetooth->Edit Device information**.
2. Enter the desired name in the Device Name field.  
The default device name is "Yealink-CP960".



4. Tap ✓ .

You should make your IP phone discoverable first, and then the pre-configured Bluetooth device name will display in scanning list of another device.

## Related Topics

[Activating the Wi-Fi Mode](#)


[Making the IP Phone Discoverable](#)


## Unpairing the Mobile Phone

You can unpair your mobile phone with your IP phone. When you unpair the mobile phone, the mobile phone information disappears from the **Paired devices** list. To connect the mobile phone to your IP phone again, tap the desired mobile phone in the **Available devices** list.

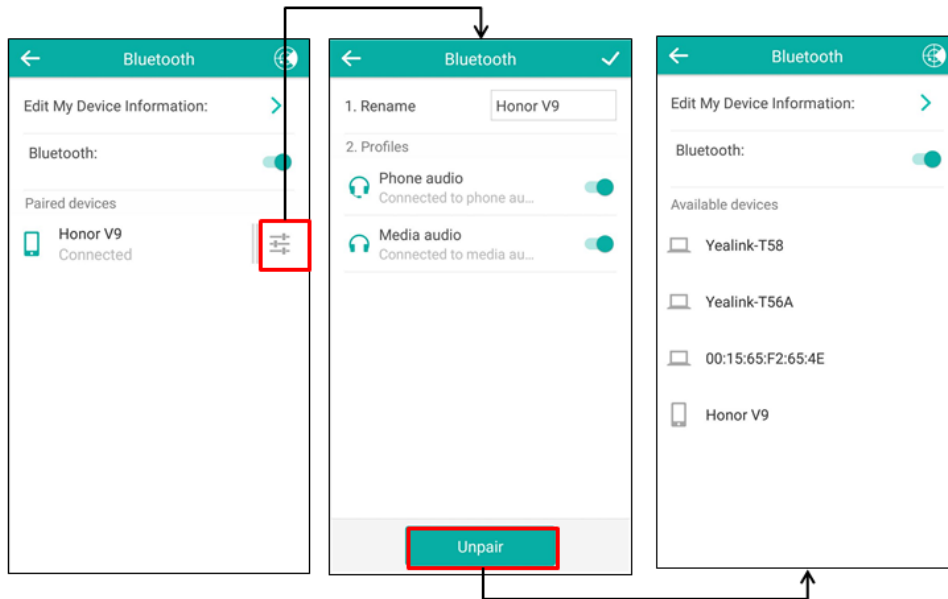
### Procedure

1. Do one of the following:

- Tap  .
- Swipe down from the top of the screen to enter the control center.  
Long tap **Bluetooth**.
- Navigate to **Settings**->**Basic Settings**->**Bluetooth**.  
The touch screen shows the paired and connected Bluetooth device.


2. Tap  after the connected mobile phone name.

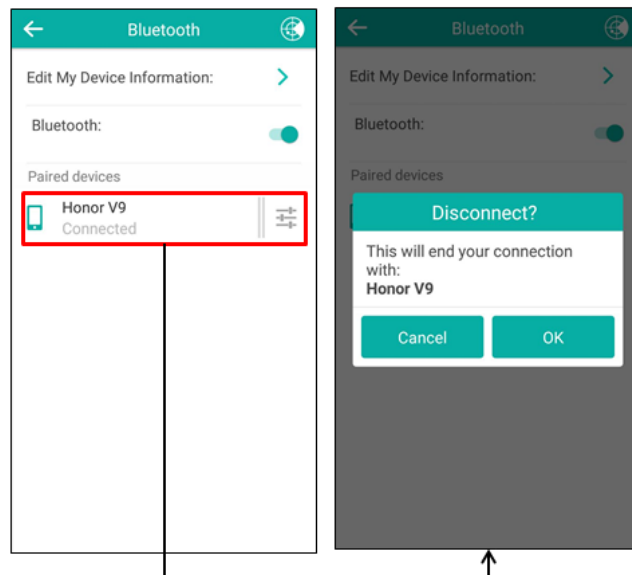
3. Tap **Unpair**.



## Disconnecting the Bluetooth-Enabled Mobile Phone

### Procedure

1. Do one of the following:
  - Tap .
  - Swipe down from the top of the screen to enter the control center. Long tap **Bluetooth**.
  - Navigate to **Settings**->**Basic Settings**->**Bluetooth**.
2. Tap the connected mobile phone.



3. Tap **OK**.

---

## Audio Settings

The audio settings contain the volume settings, and the available ring tone and key tone settings. You can also enable touch sounds, silent mode or configure notification sound on the phone.

### Topics

[Adjusting the Volume](#)

[Setting the Ring Tone](#)

[Setting the Key Tone](#)

[Enabling Touch Sounds](#)

[Configuring Notification Sound](#)

[Enabling Silent Mode](#)

## Adjusting the Volume

You can adjust the audio volume and the ring volume.

### Topics

[Adjusting the Audio Volume](#)

[Adjusting the Ringer Volume](#)

[Adjusting the Media Volume](#)

## Adjusting the Audio Volume

When you are playing an audio file (for example, call recording), choosing a ring tone or during a call, you can increase or lower the volume of the currently engaged audio devices (speakerphone).

### Procedure

1. Tap the Volume touch key to increase or lower the audio volume.

### Related Topics

[Setting a Ring Tone for the Phone](#)

[Setting a Ring Tone for an Account](#)

[Setting a Ring Tone for a Group](#)

[Setting a Ring Tone for a Contact](#)

[Playing a Recorded Call](#)

## Adjusting the Ringer Volume

When the phone is idle or ringing, you can increase or decrease the ringer volume. If ringer volume is adjusted to the minimum, the minimum volume icon will appear on phone screen.

### Procedure

1. Tap the Volume touch key to increase or decrease the ringer volume.

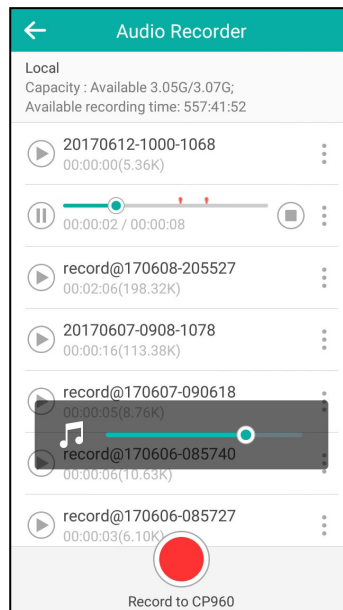
## Adjusting the Media Volume

You can adjust the media volume in multiple scenarios. For example, when playing audio files in the **Recorder** application.

## Procedure

1. Tap one of the Volume touch key to adjust the media volume.

The volume slider appears, you can also drag the volume slider to adjust the media volume.



## Setting the Ring Tone

You can choose from a variety of ring tones to distinguish your phone from your neighbor's. You can set distinctive ring tones for groups or contacts in your local directory, so you can identify the caller when your phone rings.

You can also choose a unique ring tone for different accounts on your phone.

The ring tones are used according to this priority: Contact ring tone>Group ring tone>Account ring tone >Phone ring tone.

### Note

You can also choose a custom ring tone uploaded by your system administrator.

## Topics

- [Setting a Ring Tone for the Phone](#)
- [Setting a Ring Tone for an Account](#)
- [Setting a Ring Tone for a Group](#)
- [Setting a Ring Tone for a Contact](#)

## Setting a Ring Tone for the Phone

You can choose a ring tone for all incoming calls.

### Procedure

1. Navigate to **Settings->Basic Settings->Sound->Ring Tones->Common**.
2. Select the desired ring tone.

The ring tone is played automatically. You can tap the Volume key to adjust the ringtone volume.



3. Tap  .

## Related Topic

[Adjusting the Audio Volume](#)

## Setting a Ring Tone for an Account

You can select a unique ring tone for an individual account.

### Procedure

1. Navigate to **Settings**->**Basic Settings**->**Sound**->**Ring Tones**.
2. Select the desired account.
3. Select the desired ring tone.

The ring tone is played automatically. You can tap the Volume key to adjust the ringtone volume.

If **Common** is selected, this account will use the ring tone selected for the phone.

4. Tap  .

## Related Topic

[Adjusting the Audio Volume](#)

## Setting a Ring Tone for a Group



You can select a unique ring tone for various groups in your local directory. This helps you quickly identify callers according to the ring tones.

By default, the **Auto** is selected, this means that the group uses the ring tone according to this priority: Contact ring tone>Account ring tone>Phone ring tone. If a specific ring tone is selected, this group will use the ring tone according to this priority: Contact ring tone>Group ring tone.

### Note

You can only set a ring tone for a group that is added manually.

### Procedure

1. Tap  ->**Local Directory**.
2. Tap  after the desired group, and then tap **Ring**.
3. Tap the desired ring tone in the pop-up dialog box.

The ring tone is played automatically. You can tap the Volume key to adjust the ringtone volume.

4. Tap **OK**.

## Related Topic




[Adjusting the Audio Volume](#)

## Setting a Ring Tone for a Contact

You can select a unique ring tone for various contacts in your directory. This helps you quickly identify callers according to the ring tones.

By default, the **Auto** is selected, it means that the contact uses the ring tone according to this priority: Group ring tone>Account ring tone>Phone ring tone.

## Procedure

1. Tap .
2. Tap **Local Directory** to select the desired contact group.
3. Tap  after the desired contact.
4. Select the desired ring tone from the **Ring** field.  
The ring tone is played automatically. You can tap the Volume key to adjust the ringtone volume.
5. Tap .


## Related Topic

[Adjusting the Audio Volume](#)

## Setting the Key Tone

You can set the phone to produce a sound when pressing the keypad keys. The key tone is enabled by default.


### Procedure

1. Navigate to **Settings->Basic Settings->Sound->Key Tone**.
2. Turn on **Key Tone**.
3. Tap .

## Enabling Touch Sounds

If you enable touch sounds, the phone will produce a sound when you tap an option on the touch screen.

### Procedure

1. Navigate to **Settings->Basic Settings->Sound->Touch Sounds**.
2. Turn on **Touch Sounds**.
3. Tap .

## Configuring Notification Sound

The phone will produce a notification sound when receiving a notification (e.g., incoming email notification).

### Procedure


1. Navigate to **Settings->Basic Settings->Sound**.
2. Tap the **Notification Sound** field.
3. Tap the desired notification sound in the pop-up dialog box.  
The notification sound is played automatically. You can tap the Volume key to adjust the notification sound.
4. Tap **OK**.

---

## Enabling Silent Mode

If you turn on the silent mode, the IP phone won't produce ring tone/key tone/touch sound/notification sound from phone's speaker.

### Procedure

1. You can do one of the following:
  - From the home screen, navigate to **Settings**->**Basic Settings**->**Sound**.  
Turn on **Silent Mode** and then tap  .
  - Long tap the left Volume touch key to decrease the ringer volume to the minimum.
  - Swipe down from the top of the screen to enter the control center and toggle **Silent** on.

### Note

You may have no permission to turn on the silent mode. Contact your system administrator for more information.



# Directory

The Yealink IP phones provide several types of phone directories and what the system administrator has set for you.

The phones provide the following types of directories:

- [Local Directory](#)
- [Blacklist](#)
- [Remote Phone Book](#)

## Local Directory

You can store up to 1000 contacts and 48 groups in your local directory, allowing you to edit, delete, search or simply dial a contact from the local directory.

### Topics

[Managing the Local Directory Groups](#)

[Managing the Local Directory Contacts](#)

[Moving a Local Directory Contact to Blacklist](#)

[Searching for Contacts](#)

## Managing the Local Directory Groups

You can add, edit and delete contacts group in the local directory.

### Topics

[Adding Contact Groups](#)

[Editing Contact Groups](#)




[Deleting Contact Groups](#)

## Adding Contact Groups

To organize your contacts and make them easier to find, you can add additional groups in the local directory.

When you add a group in the local directory, you can specify a ring tone for this group.



### Procedure

1. Tap  -> **Local Directory**.
2. Tap  after **Custom Grouping**.
3. Enter the desired group name.
4. Tap **OK**.
5. Tap  after the group name and then tap **Ring** to specify a ring tone for the group.
6. Tap the desired ring tone in the pop-up dialog box.
7. Tap **OK**.

## Editing Contact Groups

You can change the group name at any time.



### Procedure

1. Tap  -> **Local Directory** .
2. Tap  after the desired group and then tap **Rename**.
3. Edit the group name in the highlighted field.
4. Tap **OK**.

## Deleting Contact Groups

You can delete a group from the local directory at any time.

### Procedure

1. Tap  -> **Local Directory**.
2. Tap  after the desired group and then tap **Delete**.  
The phone screen prompts you whether to delete the group.
3. Tap **OK**.

## Managing the Local Directory Contacts

You can add, edit and delete contacts in the local directory. You can delete a contact or all contacts from the Local Directory.

### Topics

[Adding Contacts](#)

[Editing Contacts](#)

[Deleting a Contact](#)




[Deleting All Contacts](#)

### Adding Contacts

You can add 100 contacts to your local directory. You can set other information for your contact, including:

- Specify an account to use when calling this contact.
- Specify a ring tone for this contact.
- Specify a contact photo to this contact (only available on the IP phones).

### Procedure




1. Tap  .
2. If you want to add a contact to the specified contact group, tap **Local Directory** to select the desired contact group.
3. Tap  .
4. Enter the name and the office, mobile or other numbers in the corresponding fields.
5. Tap the desired account from the **Account** field.
6. Tap the desired ring tone from the **Ring** field.
7. Tap the desired photo from the **Photo** field.
8. Tap  .

If the contact already exists in the local directory, the phone will prompt "Contact name existed!".

## Editing Contacts



You can change or add more information to your contacts at any time.

### Procedure

1. Tap .
2. If you want to edit a contact from the specified contact group, tap **Local Directory** to select the desired contact group.
3. Tap  after the desired contact.
4. Tap the desired field to edit the contact information.
5. Tap .



## Deleting a Contact

### Procedure

1. Tap .
2. If you want to delete a contact from the specified contact group, tap **Local Directory** to select the desired contact group.
3. Tap  after the desired contact.
4. Tap **Delete**.  
The phone screen prompts you whether to delete the contact.
5. Tap **OK**.

## Deleting All Contacts


### Procedure


1. Tap .
2. Long tap a contact.
3. Tap the radio box in the top right of the screen.
4. Tap  -> **Delete contacts**.  
The phone screen prompts you whether to delete all contacts.
5. Tap **OK**.

## Moving a Local Directory Contact to Blacklist

You can move a contact in the local directory to blacklist. Incoming calls from this contact will be rejected automatically.

### Procedure



1. Tap .
2. If you want to select a contact to the specified contact group, tap **Local Directory** to select the desired contact group.

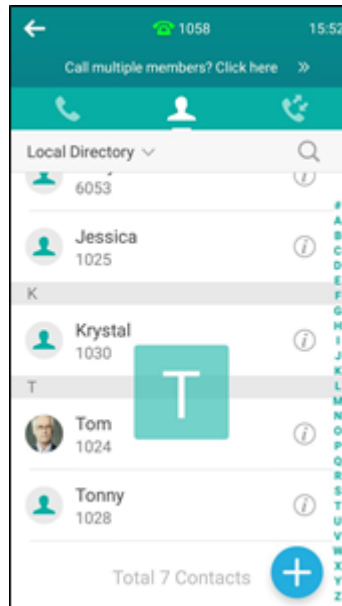
3. Tap  after the desired contact.
4. Tap **Blacklist**.  
The phone screen prompts you whether to move this contact to the blacklist.
5. Tap **OK**.

## Searching for Contacts

In the Local Directory, you can enter search criteria to find your desired contact quickly.

### Procedure

1. Tap .
2. Do one of the following:
  - Tap .  
Enter a few continuous characters of the contact name or continuous numbers of the contact number (office, mobile or other number).  
The contacts whose name or phone number matches the entered characters will display in the result list.
  - Tap the desired letter (e.g., T) along the right side to jump to contacts whose names start with T or t.



## Blacklist

Incoming calls from the blacklist contacts are rejected automatically. You can store 30 contacts in the blacklist to block unwanted callers.

### Topics

[Adding a Blacklist Contact](#)

[Editing a Blacklist Contact](#)




[Deleting Blacklist Contacts](#)

[Moving a Blacklist Contact to the Local Directory](#)



## Adding a Blacklist Contact




### Procedure

1. Navigate to  -> **Local Directory**->**Blacklist**.
2. Tap .
3. Enter the contact's name and the office, mobile or other numbers in the corresponding fields.
4. Tap the **Account** field and select the desired account in the pop-up dialog box.
5. Tap .

## Editing a Blacklist Contact

You can edit your blacklist contacts at any time.

### Procedure

1. Navigate to  -> **Local Directory**->**Blacklist**.
2. Tap  after the desired contact.
3. Tap the desired field to edit the contact information.
4. Tap .

## Deleting Blacklist Contacts

You can delete one or all blacklist contacts.



### Topics

[Deleting a Blacklist Contact](#)

[Deleting all Blacklist Contacts](#)



### Deleting a Blacklist Contact

#### Procedure

1. Navigate to  -> **Local Directory**->**Blacklist**.
2. Tap  after the desired contact.
3. Tap **Delete**.  
The phone screen prompts you whether to delete the contact.
4. Tap **OK**.

### Deleting all Blacklist Contacts

#### Procedure




1. Navigate to  -> **Local Directory**->**Blacklist**.
2. Long tap a contact.
3. Tap the radio box on the top-right of the screen.
4. Tap  -> **Delete contacts**.  
The phone prompts whether to delete all contacts.

5. Tap **OK**.

## Moving a Blacklist Contact to the Local Directory

You can move a blacklist contact to a local directory. Incoming calls from this contact will not be rejected automatically.

### Procedure

1. Navigate to  -> **Local Directory**->**Blacklist**.
2. Tap  after the desired contact.
3. Tap the **Group** field and then select **Local Directory**.
4. Tap .

## Remote Phone Book

If the Remote Phone Book feature has been enabled by your system administrator, you can access your corporate directory directly from your phone. You can simply dial a contact from the corporate directory. You can also search for a contact or add contacts from the remote phone book to the local directory.

You can only access up to 5 remote phone books on your phone. Check with your system administrator to find out if this feature is available.

### Topics



[Searching for Remote Phone Book Contacts](#)

[Adding a Remote Phone Book Contact to the Local Directory or Blacklist](#)

## Searching for Remote Phone Book Contacts

In the Remote Phone Book, you can enter search criteria to find your desired contact quickly.


### Procedure



1. Tap  -> **Local Directory**->**Remote Phone Book**.
2. Do one of the following:
  - Tap  .  
Enter the name or number you are looking for in the search field.  
The contacts whose name or phone number matches the entered characters will display in the result list.
  - Tap the desired letter (e.g., T) along the right side to jump to contacts whose names start with T or t.

## Adding a Remote Phone Book Contact to the Local Directory or Blacklist

You can add contacts in the remote phone book to the local directory or blacklist. The contact you add from the remote phone book will not disappear from your local directory, even if your system administrator deletes this contact from the remote phone book.

### Procedure

1. Tap  -> **Local Directory**->**Remote Phone Book**.
2. Tap the desired remote phone book.

3. Tap  after the desired contact in the remote phone book.
4. Tap **Add**.
5. Tap the **Group** field and then select **Local Directory** or **Blacklist**.
6. Tap .



# Call History

The IP phones maintain call history lists of Missed Calls, Placed Calls, Received Calls and Forwarded Calls.

## Topics

[Viewing History Records](#)

[Adding a History Record to Local Directory or Blacklist](#)

[Deleting History Records](#)

[Disabling History Record](#)

## Viewing History Records


You can view a list of up to 100 Missed Calls, Placed Calls, Received Calls and Forwarded Calls.

### Procedure

1. Tap .

The phone screen displays all call records.

2. Tap **Local Calls** to select the desired list.

3. Tap  after the desired entry.

The detailed information of the entry appears on the phone screen.

## Adding a History Record to Local Directory or Blacklist


You can add a history record to the local directory or to the blacklist.

### Procedure

1. Tap .

The phone screen displays all call records.

2. Tap **Local Calls** to select the desired list.

3. Tap  after the desired entry.

4. Tap **Add** or **Blacklist**.

5. Edit the corresponding fields.

6. Tap .

## Deleting History Records

You can delete one or all call records from the call history list.



## Topics

[Deleting a Call Record](#)

[Deleting All Call Records](#)



## Deleting a Call Record

### Procedure

1. Tap  .  
The phone displays all call records.
2. Tap **Local Calls** to select the desired list.
3. Tap  after the desired entry, and then tap **Delete**  
The phone prompts whether to delete the record.
5. Tap **OK**.

## Deleting All Call Records


### Procedure

1. Tap  .
2. Tap **Local Calls** to select the desired list.
3. Long tap a contact.
4. Tap the radio box on the top-right of the screen.
5. Tap  -> **Delete calls**.  
The phone prompts whether to delete all the records.
5. Tap **OK**.

## Disabling History Record

History record feature is enabled by default, if you do not want to save the call log, you can disable this feature.

### Procedure

1. Navigate to **Settings->Features->History Record**.
2. Turn off **History Record**.
3. Tap  .

## Call Features

You can place a call, answer a call, transfer a call, etc. on Yealink IP phone.

### Topics

[Placing Calls](#)  
[Answering Calls](#)  
[Silencing or Rejecting Incoming Calls](#)  
[Ending Calls](#)  
[Auto Redial](#)  
[Call Mute](#)  
[Call Hold](#)  
[Do Not Disturb \(DND\)](#)  
[Redirecting Incoming Calls](#)  
[Transferring Calls](#)  
[Conference Calls](#)  
[Call Recording](#)  
[Multicast Paging](#)

## Placing Calls

You can use your phone like a regular phone to place calls in many ways easily.

### Topics

[Placing a Call from the Dialer](#)  
[Placing Multiple Calls](#)  
[Placing a Call with a Speed Dial Key](#)  
[Placing a Call Back to the Last Incoming Number](#)  
[Redialing a Number](#)  
[Dialing a Hotline Number](#)  
[Placing a Call from the Call History](#)  
[Placing a Call from the Directory](#)  
[Placing an Anonymous Call](#)

## Placing a Call from the Dialer

The Dialer enables you to enter a number to place a call and display a list of previously placed calls or similar numbers in your directory. You can also select the desired contact from the search list, or select a contact from the placed call list or Directory before you enter the number.

Use your phone just like any other phone to make a call.

#### Note

Your system administrator can configure the source list for searching and disable to display the placed call records. Check with your system administrator to find out if they are available on your phone.

### Procedure

1. Tap .
2. Enter a number.

You can directly select a contact to call out.

**Note**

Your system administrator can enable live dialpad feature, which enables your phone to automatically dial out the phone number after a period of time without tapping the **Send** soft key. Check with your system administrator to find out if this feature is available on your phone.

## Placing Multiple Calls

When you are in a call, you can hold your current call and place a new call.

### Procedure

1. Tap **More**->**NewCall**.
2. Enter the desired number or select a contact.
3. Tap **Send**.

### Related Topic

[Call Hold](#)

## Placing a Call with a Speed Dial Key

You can quickly dial a number which is used frequently or hard to remember by using a speed dial key.

### Topics


[Setting a Speed Dial Key Manually](#)

[Speed Dialing a Contact Using a Speed Dial Key](#)

### Setting a Speed Dial Key Manually

You can set a line key as a Speed Dial key for a contact number.

### Procedure

1. Navigate to **Settings**->**Features**->**Dsskey**.
2. Select the desired line key.
3. Select **Speed Dial** from the **Type** field.
4. Select the desired line from the **Account ID** field.
5. (Optional.) Enter the string that will appear on the touch screen in the **Label** field.
6. Enter the contact number that you want to dial out directly in the **Value** field.
7. Enter the key sequence that you want to send via DTMF in the **Extension** field.
8. Tap  .

**Tip**

You can drag the line key to the **Edit** field to set it as a Speed Dial key.

## Speed Dialing a Contact Using a Speed Dial Key

### Before You Begin

You need to set a line key as a Speed Dial key.

### Procedure

1. Tap a Speed Dial key when the phone is idle.



## Related Topic

[Setting a Speed Dial Key Manually](#)

## Placing a Call Back to the Last Incoming Number

You can place a call back to the last incoming number quickly by using a Recall key.

### Topics


[Setting a Recall Key](#)

[Recalling a Contact](#)

## Setting a Recall Key

You can set a line key as a Recall key.

### Procedure

1. Navigate to **Settings**->**Features**->**Dsskey**.
2. Select the desired line key.
3. Select **Key Event** from the **Type** field.
4. Select **ReCall** from the **Key Type** field.
5. (Optional.) Enter the string that will appear on the phone screen in the **Label** field.
6. Tap .

#### Tip

You can drag the line key to the **Edit** field to set a Recall key.

## Recalling a Contact

### Before You Begin

You need to set a line key as Recall key.

### Procedure

1. Tap the Recall key.


## Related Topic

[Setting a Recall Key](#)


## Redialing a Number

The phone keeps a record of all the placed calls. You can call the recently dialed phone number.

### Procedure

1. Tap  .  
The phone screen displays the placed calls list.
2. Tap the desired record.

## Dialing a Hotline Number


You can configure a hotline number and hotline delay. Then the IP phone will dial out the hotline number automatically after the delay time when you tap  or the desired line key.

### Topic

[Setting a Hotline Number and Delay Time](#)

## Setting a Hotline Number and Delay Time


### Procedure

1. Navigate to **Settings**->**Features**->**Hot Line**.
2. Enter the desired number in the **Number** field.
3. Enter the desired delay time between 0 and 10 (seconds) in the **HotLine Delay** field.
4. Tap  .

## Placing a Call from the Call History

You can place calls to the contact from the Call History list. The Call History list contains missed calls, placed calls, received calls, and forwarded calls.


### Procedure

1. Tap  .  
The phone screen displays all call records.
2. Tap **Local Calls** and select the desired call list.
3. Tap the desired entry.

## Placing a Call from the Directory

You can call contacts from your phone directories.

### Procedure

1. Tap  .
2. Select the desired directory.
3. If the contact was added to a specified contact group, you can tap **Local Directory** to select the desired contact group.
4. Tap the desired contact.  
If the selected contact has multiple numbers, tap the desired number to dial out.

### Related Topic

[Searching for Contacts](#)

## Placing an Anonymous Call

You can place a call to someone without revealing your identification by blocking your name or phone number from being displayed to the recipient.

**Note**

Anonymous call is not available on all servers. Check with your system administrator to find out if this feature is available on your phone.

You need to enable anonymous call for a specific line first, and then place calls in this line.

**Topics**


[Enabling Anonymous Call](#)

[Placing an Anonymous Call](#)

**Enabling Anonymous Call****Before You Begin**

Check with your system administrator if the anonymous call on code or off code is required. If required, get it from your system administrator.

**Procedure**

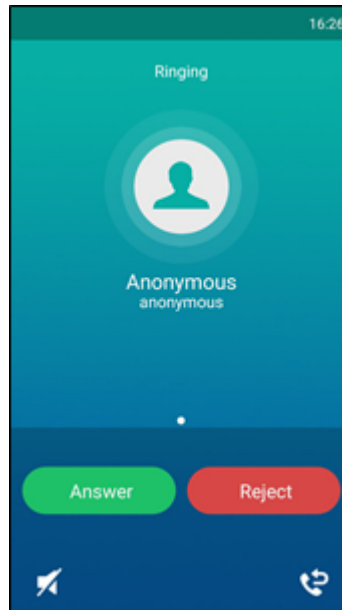
1. Navigate to **Settings->Features->Anonymous**.
2. Select the desired line.
3. Turn on **Local Anonymous**.
4. (Optional.) Turn on **Send Anony Code**.
5. (Optional.) Enter the anonymous call on code and off code respectively in the **On Code** and **Off Code** field beneath the **Send Anony Code** field.
6. Tap  .

**Placing an Anonymous Call****Before You Begin**

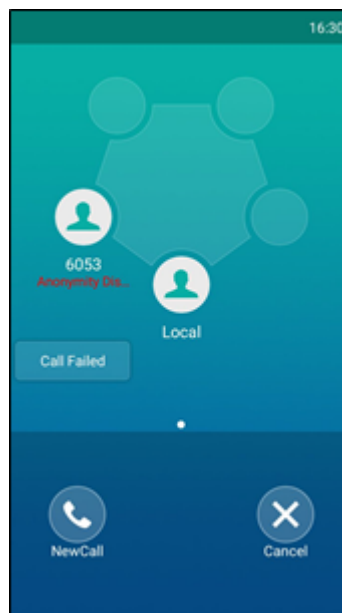
Enable anonymous call for a specific line.

**Procedure**

1. Select the anonymous line to place a call.  
The callee is prompted with an incoming call from anonymity.



If the callee enables anonymous rejection feature, you may be prompted that the callee does not accept calls from an anonymous number.



## Related Topics

[Enabling Anonymous Call](#)

[Rejecting Anonymous Calls Automatically](#)

## Answering Calls

When you receive a call, you can choose to manually answer it or answer it automatically.

## Topics

[Answering a Call](#)

[Answering a Call When in a Call](#)  
[Answering a Call Automatically](#)

## Answering a Call

### Procedure

1. Tap **Answer**.

## Answering a Call When in a Call

When you are in an active call and an incoming call arrives on the phone, the call waiting tone beeps, and the incoming call information is displayed.

### Before You Begin

Enable call waiting feature on the phone.

### Procedure

1. Tap .

The active call is placed on hold, and the incoming call becomes active.

### Related Topic

[Enabling Call Waiting](#)

## Enabling Call Waiting


Call waiting enables you to receive another call when there is already an active call on your phone. If it is disabled, the new incoming call will be rejected automatically.

You can enable call waiting feature to avoid missing important calls during a call. You can also set the phone to play a warning tone when the new incoming call arrives.

### Before You Begin

Check with your system administrator if the call waiting on code or off code is required. If required, get it from your system administrator.

### Procedure

1. Navigate to **Settings**->**Features**->**Call Waiting**.
2. Turn on **Call Waiting**.
3. Turn on **Play Tone**.
4. (Optional.) Enter the call waiting on code or off code respectively in the **On Code** or **Off Code** field.
5. Tap .

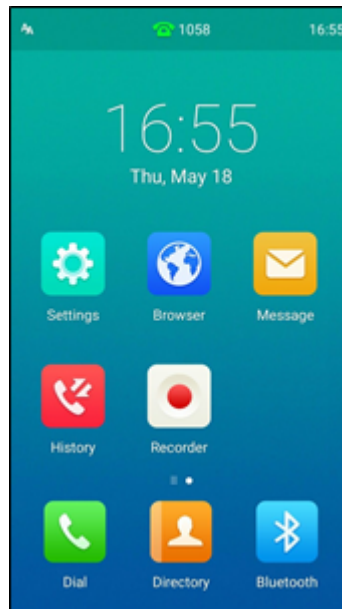
## Answering a Call Automatically

Auto answer enables you to automatically answer an incoming call in speakerphone (hands-free) mode when your phone is idle. You can also enable auto answer mute to mute the local microphone when an incoming call is answered automatically.

### Procedure

1. Navigate to **Settings->Features->Auto Answer**.
2. Turn on **Auto Answer**.
3. Turn on **Auto Answer Mute**.
4. Tap ✓ .

If the auto answer feature is enabled, the auto answer icon appears on the phone screen.



## Silencing or Rejecting Incoming Calls

When you receive an incoming call, you can choose to silence or reject the call instead of answering.

### Topics

[Silencing a Call](#)

[Rejecting a Call Manually](#)

[Rejecting Anonymous Calls Automatically](#)

### Silencing a Call

You can silence a call to stop your phone from ringing. Even if you silence the call, the incoming call notification continues to display on your phone.

### Procedure

1. Tap  .

### Rejecting a Call Manually

### Procedure

1. Tap **Reject** to reject an incoming call.


## Rejecting Anonymous Calls Automatically

You can set your phone to automatically reject incoming calls from callers who have withheld their caller ID information (including the name or phone number). As a result, your phone will not ring and you will not be notified of an attempted call.

### Before You Begin

Check with your system administrator if the anonymous call rejection on code or off code is required. If required, get it from your system administrator.

### Procedure

1. Navigate to **Settings->Features->Anonymous**.
2. Select the desired line.
3. Turn on **Anonymous Rejection**.
4. (Optional.) Turn on **Send Rejection Code**.
5. Enter the anonymous call rejection on code and off code respectively in the **On Code** and **Off Code** field beneath the **Send Rejection Code** field.
6. Tap  .

When the caller has anonymous call feature enabled and places a call to your IP phones, the call is automatically rejected.

### Related Topic

[Placing an Anonymous Call](#)

## Ending Calls

### Procedure

1. Tap **End Call**.

## Auto Redial

Auto Redial enables you to redial a phone number automatically when the callee is busy.

### Topics

[Setting the Auto Redial](#)

[Redialing a Call Automatically](#)

## Setting the Auto Redial

You can enable auto redial, set the number of auto redial attempts and the time to wait between redial attempts.

### Procedure

1. Navigate to **Settings->Features->Auto Redial**.
2. Turn on **Auto Redial**.
3. Enter the desired time (between 1 and 300 seconds) in the **Redial Interval** field.
4. Enter the desired times (between 1 and 300) in the **Redial Times** field.

5. Tap ✓ .

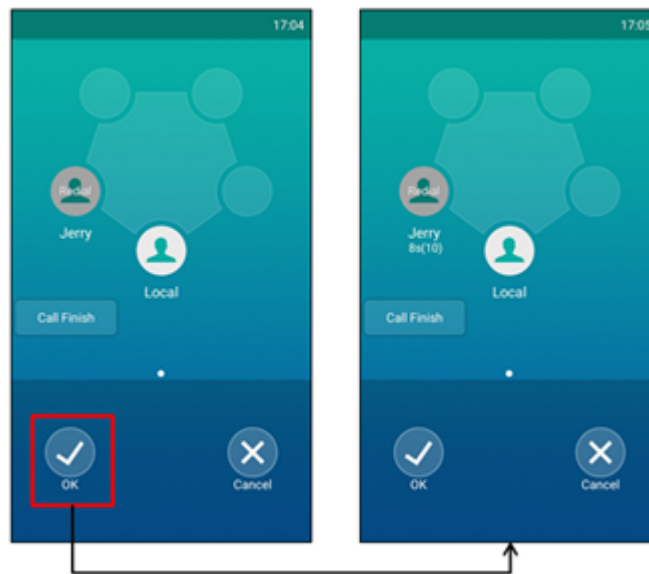
## Redialing a Call Automatically

### Before You Begin

Enable auto redial feature on the phone.

### Procedure

1. When the callee is busy, the phone screen prompts whether to auto redial the contact, tap **OK** to activate auto redial.



The phone screen displays the redial times and interval.

2. Wait for the designated period of time or tap **OK** to redial the phone number immediately.  
The phone will retry as many times as configured until the callee answers the call.

### Related Topic

[Setting the Auto Redial](#)

## Call Mute

You can mute the microphone of the active audio device during an active call so that the other party cannot hear you.

### Procedure

1. To mute the microphone, do one of the following:
  - Tap the Mute touch key in any status.
  - When in a call, tap **Mute**.
2. To unmute the microphone, do one of the following:
  - Tap the Mute touch key again in any status.
  - When in a call, tap **Mute** again.



**Note**

Contact your system administrator, if you can only mute the microphone during an active call or the mute feature is deactivated when the active call ends.

## Call Hold

You can place an active call on hold and resume the call when you are ready. When you place a call on hold, your IP PBX may play music to the other party while waiting.

### Topics

[Holding a Call](#)

[Resuming a Held Call](#)

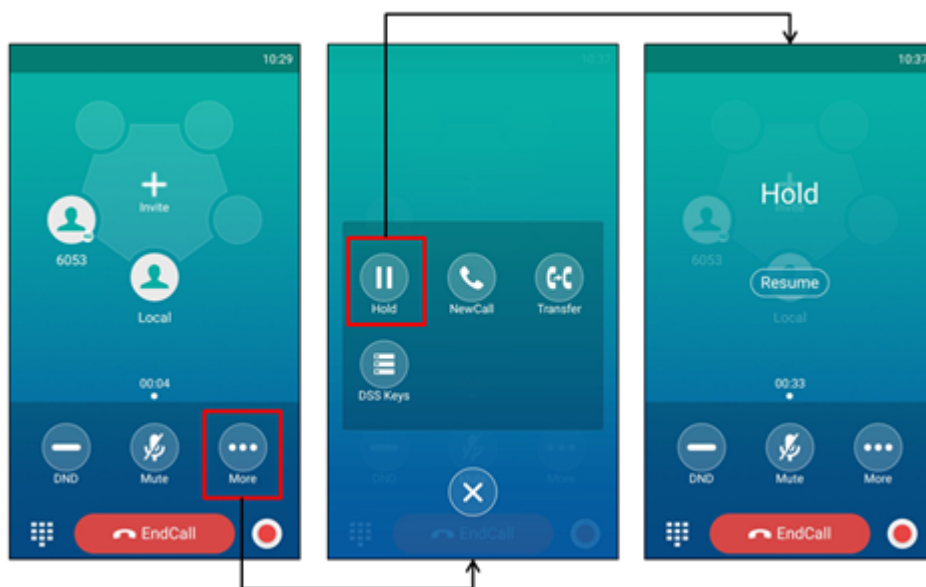
[Swapping Between Active and Held Calls](#)

## Holding a Call

### Procedure

1. Tap **More**->**Hold** during a call.

The phone screen indicates that the call is on hold.



## Resuming a Held Call

### Procedure

1. Tap **More**->**Resume** or **Resume**.

If multiple calls are placed on hold, select the desired call first.

## Swapping Between Active and Held Calls

You can easily switch between active and held calls.

### Procedure

1. Do one of the following to swap the active and held calls:
  - Tap **Previous call/Next call** to switch to the desired call screen.
  - Swipe left/right to switch to the desired call screen.

## Do Not Disturb (DND)

DND enables your phone to reject all incoming calls automatically when you do not want to be interrupted.

If you want to receive specific numbers when DND is enabled, you can ask your system administrator to set DND Authorized Numbers.

### Note

Check with your system administrator to find out if the DND feature is available on your phone.


## Topics


[Enabling DND](#)

[Disabling DND](#)

## Enabling DND

### Procedure

1. Do one of the following:
  - Swipe down from the top of the screen to enter the control center and toggle **DND** on.
  - Navigate to **Settings**->**Features**->**DND**.  
Turn on **DND Status**.  
Tap  .
  - Tap **DND** during a call.

When DND is enabled, the IP phone prompts "DND mode is enabled" and the icon  appears on the status bar.


Incoming calls will be rejected automatically and "n New Missed Call(s)" ("n" indicates the number of missed calls. e.g., 1 New Missed Call(s)) will appear on the touch screen.

### Note

When DND and busy forward are enabled, all incoming calls will be forwarded to the configured destination number. For more information on busy forward, refer to [Forwarding All Incoming Calls to a Contact](#).

## Disabling DND

### Procedure

1. Do one of the following:
  - Tap **Exit DND mode.** from the idle screen.
  - Swipe down from the top of the screen to enter the control center and toggle **DND** off.
  - Navigate to **Settings**->**Features**->**DND**, turn off **DND Status** and then tap  .

## Redirecting Incoming Calls

You can redirect incoming calls by forwarding all incoming calls to a contact, forwarding an incoming call manually or forwarding incoming calls with a forward key.

### Topics


[Forwarding All Incoming Calls to a Contact](#)

[Forwarding an Incoming Call Manually](#)

## Forwarding All Incoming Calls to a Contact

You can set up the IP phone to forward all incoming calls to a contact.

### Procedure

1. Navigate to **Settings**->**Features**->**Call Forward**.
2. Tap the desired forwarding type.
  - **Always Forward**: Forwards all incoming calls.
  - **Busy Forward**: Forwards incoming calls when you're in a call.
  - **No Answer Forward**: Forwards all unanswered incoming calls.
3. Turn on the desired forwarding type.
4. Enter the number you want to forward to in the **Forward To** field.
5. If you select **No Answer Forward**, tap the **After Ring Time** field to select the desired ring time to wait before forwarding.
6. Tap .

The icon  on the status bar indicates that the call forward is enabled.

All incoming calls will be forwarded to the destination number according to your setting.


#### Note

You can also enter the SIP URI or IP address in the **Forward To** field.

## Forwarding an Incoming Call Manually

You can manually forward the call to another contact while your phone rings.

### Procedure

1. When the phone is ringing, tap .
2. Enter the number you want to forward the incoming call to.
3. Tap **Forward**.

The phone screen prompts a call forward message.

## Forwarding Incoming Calls with a Forward Key

By default, when the phone receives an incoming call, you can easily the Forward key to forward the incoming call to a specific contact.

### Topics

[Setting a Forward Key](#)

## [Forwarding Incoming Calls Using a Forward Key](#)

### Setting a Forward Key

You can set a line key as a Forward key, and specify a contact you want to forward the incoming calls to for this key.

#### Procedure

1. Navigate to ->**Features**->**Dsskey**.
2. Select the desired line key.
3. Select **Key Event** from the **Type** field.
4. Select **Forward** from the **Key Type** field.

## Forwarding Incoming Calls Using a Forward Key

### Before You Begin

You need to set a Forward key with a specific contact. Make sure your system administrator has set the forward mode to Phone.

#### Procedure

## Transferring Calls

During a call, you can transfer the call to another contact in one of three ways:

- **Blind Transfer**: Transfer a call directly to the third party without consulting.
- **Semi-Attended Transfer**: Transfer a call when receiving ringback.
- **Attended Transfer (Consultative Transfer)**: Transfer a call with prior consulting.

### Topics

[Performing a Blind Transfer](#)

[Performing a Semi-Attended/Attended Transfer](#)

## Performing a Blind Transfer

You can transfer a call to another contact immediately without consulting with her/him first.

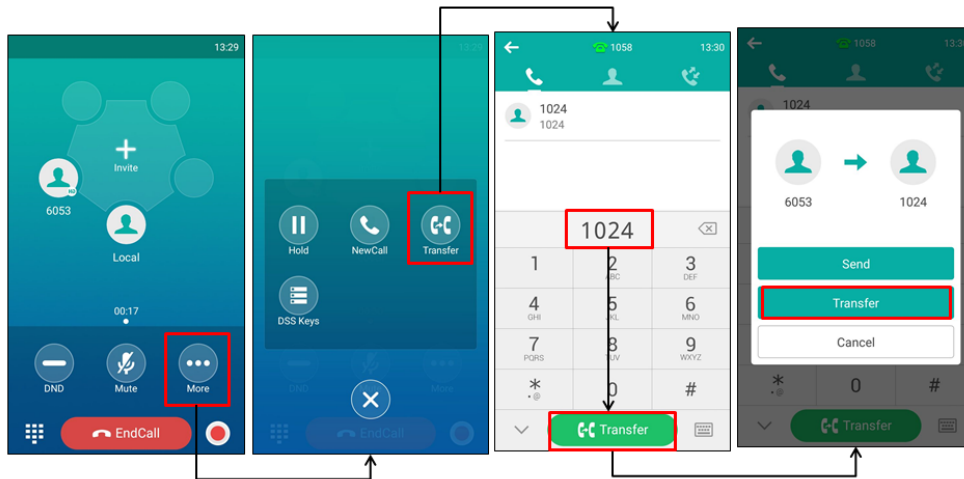
### Topics

[Performing a Blind Transfer](#)



## Performing a Blind Transfer

#### Procedure

1. Tap **More**->**Transfer** during a call.
2. Do one of the following:
  - Enter the number you want to transfer the call to, and then tap **Transfer**.





Tap **Transfer** to complete the transfer. (The call will automatically dial out in about 5 seconds if you do not tap **Transfer**.)

- Tap , and then select the desired contact to complete the transfer.
- Tap , and then select the desired list. Tap the desired entry to complete the transfer.

## Performing a Semi-Attended/Attended Transfer

You can transfer calls to other contacts immediately when receiving ringback or after consulting with them first.

### Procedure

1. Tap **More**->**Transfer** during a call.
2. Do one of the following:
  - Enter the number you want to transfer the call to.  
Tap **Transfer**->**Send** to dial out.
  - Tap , and then select the desired contact group and tap the desired contact to dial out.
  - Tap , and then select the desired list. Tap the desired entry to dial out.
3. Do one of the following:
  - When you hear the ringback tone, tap **Transfer** to finish a semi-attended transfer.
  - After the contact answers the call, tap **Transfer** to finish an attended transfer (consultative transfer).

### Related Topics

[Setting a Speed Dial Key Manually](#)

## Conference Calls

The Yealink IP phones support a five-way local conference and multi-way network conference.

#### Note

Network conference is not available on all servers. Check with your system administrator to find out if it is available on your phone.

### Topics

[Local Conference](#)

[Network Conference](#)

## Local Conference

The CP960 IP phone supports up to five parties (including yourself) in a conference call.

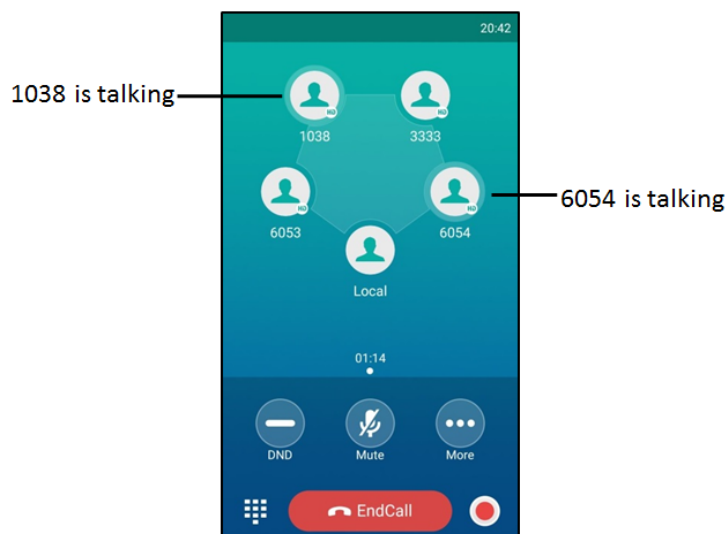
There are three ways to create a conference:

- Initiating a conference by dialing multiple numbers.
- Initiating a conference by inviting participants.
- Merging multiple calls into a conference.

If you connect a mobile phone and PC to your IP phones, you can also create a hybrid UC conference.

The following figure shows what the touch screen looks like in a five-way conference call:

The avatar of the talking party shows water ripples



## Topics

[Initiating a Conference by Dialing Multiple Numbers](#)

[Initiating a Conference by Inviting Participants](#)

[Merging Multiple Calls into a Conference Call](#)

[Creating a Hybrid UC Conference](#)

[Holding/Resuming a Conference Call](#)

[Muting/Unmuting a Conference Call](#)

[Splitting a Conference Call](#)

[Managing the Conference Participants](#)

[Enabling/Disabling the DND Mode for a Conference Call](#)

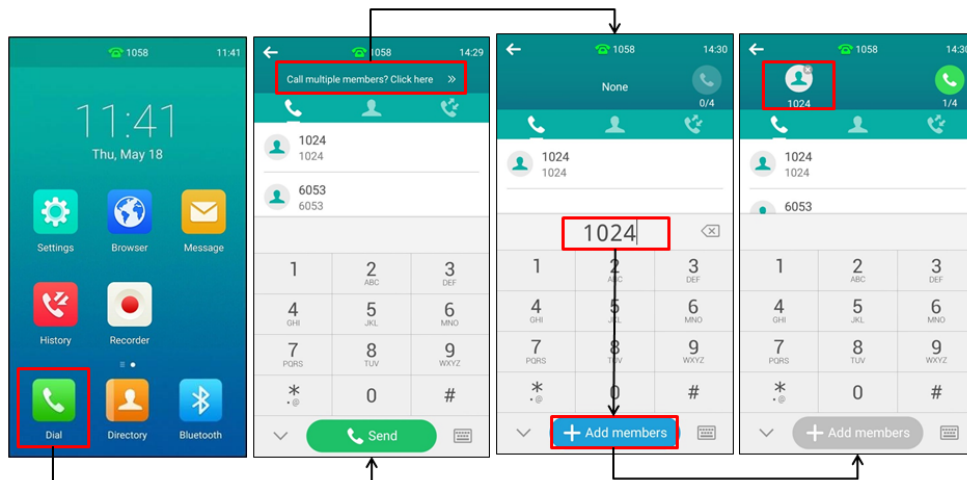
[Managing the Conference Participants](#)


## Initiating a Conference by Dialing Multiple Numbers

### Procedure



1. Tap  .
2. Tap **Call multiple members? Click here >>**.

- Enter the number of the first party then tap **Add members** or select a contact from Directory or History. The avatar of the first party appears on the top of touch screen. You can tap the avatar to cancel the addition.



- Repeat the step 3 until you add all intended parties.
- Tap  to call all intended parties at the same time. The conference is set up after the intended parties answer the call.

#### Note

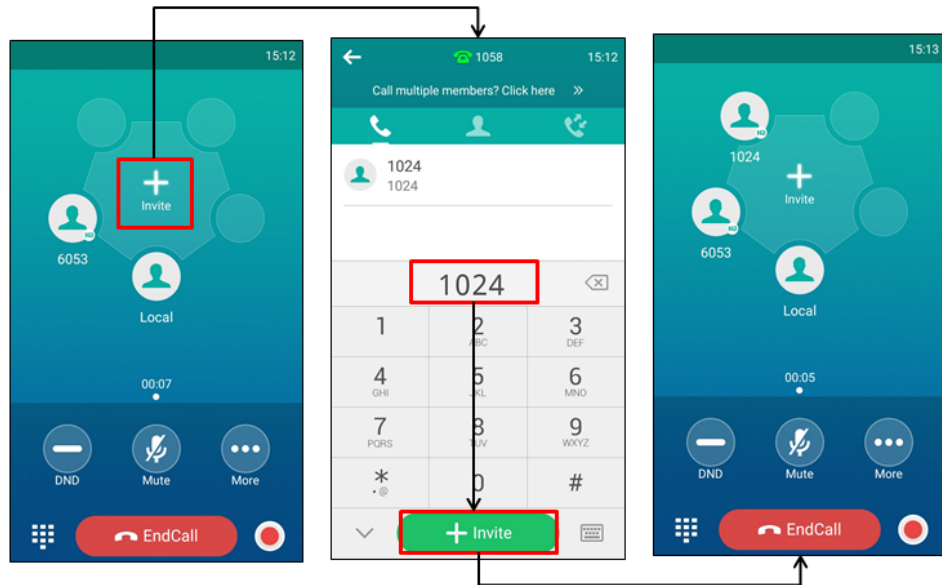
The value under the icon  indicates the number of parties you have added and the maximum number of the parties you can add. For example,  indicates you can add up to 4 parties and you have added 1 party.




## Initiating a Conference by Inviting Participants

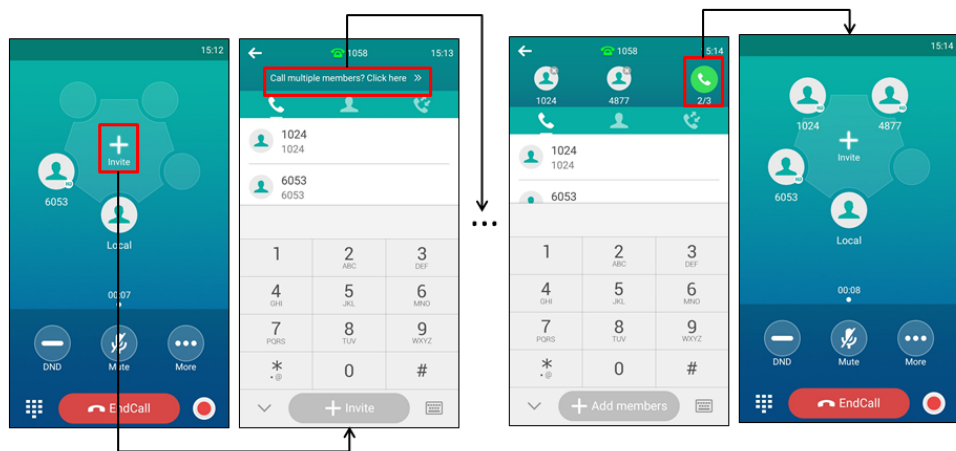
You can invite one or multiple members at a time to join the conference.

### Procedure

- Place a call to the first party.
- After the first party answers the call, tap **Invite** or tap one of the empty round space.
- Do one of the following:
  - Enter the number of the second party, and then tap **Invite**. Repeat the step above until you add all intended parties.



- Tap , tap the desired contact to dial out.
- Tap , tap the desired history record to dial out.
- Tap **Call multiple members? Click here >>**.  
Enter the number or select the contacts, and then tap **Add members** to add multiple members.
- Tap  to call all intended parties at the same time.

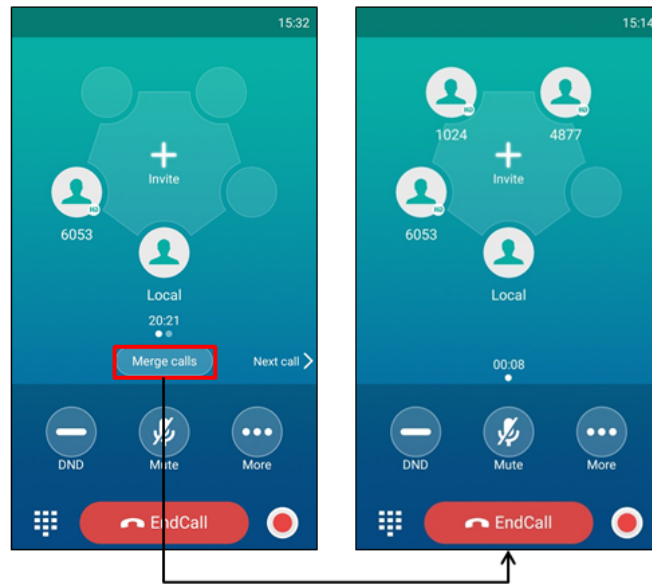


## Merging Multiple Calls into a Conference Call

### Procedure

1. Tap **Merge calls**.  
The calls are merged into a conference call.





## Creating a Hybrid UC Conference

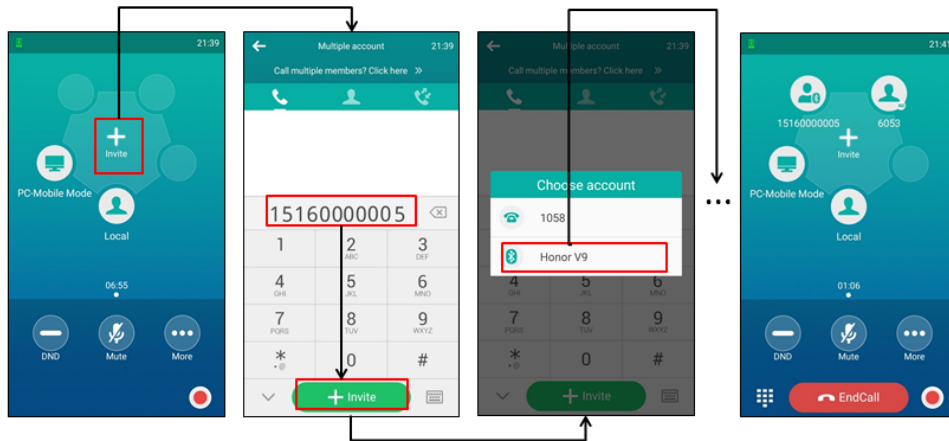
You can merge the calls on your IP phones, the PC and connected mobile phone into to a hybrid UC conference. There are many ways to create a hybrid UC conference, the following shows an example.

### Before You Begin

Make sure you have an active PC audio and connected a mobile phone to your IP phone.

### Procedure

1. Tap **Invite** or tap one of the empty round space.
2. Do the following to place a mobile call over Bluetooth on the IP phone.
  - a. Enter the desired number and then tap **Invite**.
  - b. Select the connected mobile phone in the pop-up dialog box.
3. Tap **Invite** or tap one of the empty round space.
4. Do the following to place an IP call.
  - a. Enter the desired number and then tap **Invite**.
  - b. Select the registered account.
  - c. The hybrid UC conference is created.



## Related Topics

[Managing the Conference Participants](#)


[Managing the Conference Participants](#)

[Managing the Conference Participants](#)

## Holding/Resuming a Conference Call

When you place a conference call on hold, both other participants are placed on hold. Other participants cannot hear each other until you resume the held conference call.

### Procedure

1. Tap **More**->**Hold** to place the conference call on hold.
2. Tap **More**->**Resume** or tap  to resume the held conference call.

## Muting/Unmuting a Conference Call

You can mute the local microphone during a conference call so that the other participants can hear each other except you.

### Procedure

1. Tap **Mute** to mute the conference call.
2. Tap **Mute** again to unmute the conference.

## Splitting a Conference Call

You can split the conference call into individual calls. After you split a conference call, the conference call ends, and other parties are held. You can resume the hold calls.

### Procedure

1. Tap **More**->**Split** to split the conference call into individual calls on hold.


## Managing the Conference Participants

You can manage conference participants in the following ways:

- Mute a participant.
- Hold a participant
- Remove a participant from the conference

- Split the participant from the conference
- View the participant information

## Procedure

1. Tap the avatar of desired participant, you can do the following:
  - Tap **Far Mute** to mute the participant. The muted participant can hear everyone, but no one can hear the muted participant.
  - Tap **Remove** to remove the participant from the conference.
  - Tap **Split** to split the participant from the conference.
  - Tap **Hold** to hold the participant.
  - Tap **Detail** to view the participant information.
  - Tap  to return to the conference screen.

## Enabling/Disabling the DND Mode for a Conference Call

### Procedure


1. Tap **DND** to enable the DND mode.
2. Tap **DND** again to disable the DND mode.

## Managing the Conference Participants

You can manage conference participants in the following ways:

- Mute a participant.
- Hold a participant
- Remove a participant from the conference
- Split the participant from the conference
- View the participant information

### Procedure

1. Tap the avatar of desired participant, you can do the following:
  - Tap **Far Mute** to mute the participant. The muted participant can hear everyone, but no one can hear the muted participant.
  - Tap **Remove** to remove the participant from the conference.
  - Tap **Split** to split the participant from the conference.
  - Tap **Hold** to hold the participant.
  - Tap **Detail** to view the participant information.
  - Tap  to return to the conference screen.

## Network Conference


If your system administrator has set a network conference feature on your phone, you can initiate a conference with multiple participants.

## Topics

[Setting Up a Network Conference](#)

## Setting Up a Network Conference

### Procedure

1. Place a call to the first party.
2. When the first party answers the call, tap **Invite** or tap one of the empty round space.
3. Do one of the following:
  - Enter the number of the second party, and then tap **Invite**.
  - Tap **Call multiple members? Click here >>**, enter the number of the new party, and then tap **Add members**.  
Repeat the step above until you add all intended parties.  
Tap  to call all intended parties at the same time.

The conference is set up after the intended parties answer the call.

#### Note

The procedures for setting up a network conference call on specific servers may be different from the introduction above. Contact your system administrator for more information.

## Call Recording

By default, the recorded files are saved in the internal SD card. You can connect a USB flash drive to your phone, and save the recorded audios to the connected USB flash drive.

#### Note

For more information on how to attach a USB flash drive, please refer to the Quick Start Guide for your IP phone on your phone's support page on [Yealink Support](#).  
You can record up to 12 hours in one file.

## Topics

[Recording a Call](#)

[Recording a Conference](#)

[Managing a Call While Recording](#)

[Playing a Recorded Call](#)

[Pause/Resuming a Playback](#)

[Fast Forwarding/Rewinding a Playback](#)

[Stopping a Playback](#)

[Deleting a Recorded File](#)

[Checking Storage Space](#)

## Recording a Call


You can record active calls on the phone. You cannot record calls when there are no connected calls, when you place a new call, transfer a call or initiate a conference, or when you have an incoming call.

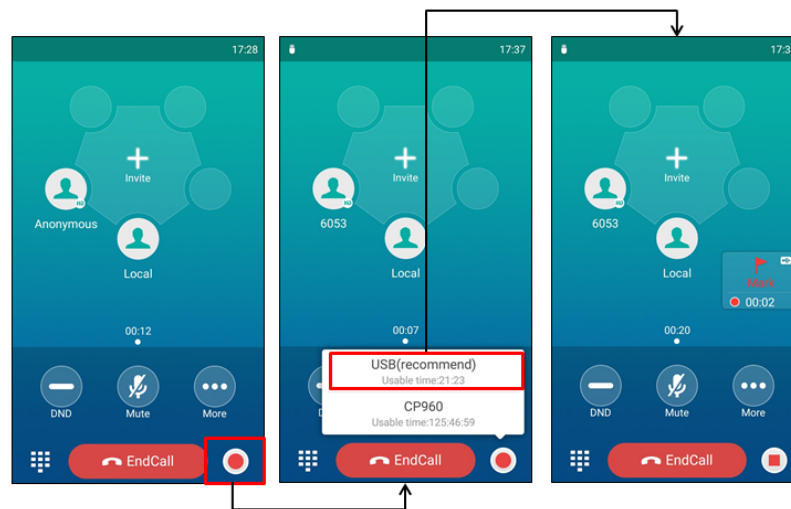
#### Important

Before call recording, especially those involving PSTN, it is necessary to know about the rules and restrictions of any governing call recording in the country where you are.

It is also very important to inform all the call parties that you are recording and ask for their consent before recording the conversation.

### Procedure

1. During a call, tap .
2. If a USB flash drive is connected, select where to save your recording.  
In this example, the recording will be saved to USB flash drive.



## Recording a Conference

You can record conference calls in the same way as other calls with the following exceptions:

- All conference participants are recorded while recording. If one of the participants holds the conference call, only that participant is recorded. When a conference call is placed on hold, recording of the conference is paused. You can place or answer other calls, which will be recorded in the same file. When the conference call is resumed, recording of the conference resumes.
- All conference participants are recorded while recording. If one of the participants mutes the conference call, only that participant is not recorded.

## Managing a Call While Recording

You can hold/resume, mute, transfer, place a new call or set up a conference call during recording. All calls you handle during a recording are recorded in the same file.


If your call is placed on hold, the recording is paused. It means that both you and the remote party are not recorded. If you mute the call, the muted party is not recorded.

## Setting a Mark When Recording a Call

You can set a mark to when recording a call to mark the special moment. And there will be a red flag on this moment when playing the recorded file so that you can drag to the moment quickly.

### Procedure

1. Tap .

The icon changes to , the number will increase if you set more marks.

## Stopping a Recording

You can stop recording during a call. When you end a call during recording, the recording will also be stopped and saved as \*.aac file in the internal SD card or the USB flash drive automatically.

### Procedure

1. Do one of the following:

- Tap .

The recording icon and recording duration disappears. A message is displayed, prompting that the call is recorded successfully.

- Tap **End Call**.

The recording icon and recording duration disappears, and the phone returns to the Idle screen. A prompt message is displayed, prompting that the call is recorded successfully.

## Playing a Recorded Call


You can browse and play back the recorded files on your phone.

The recorded calls saved in \*.aac format and include a date & time stamp and the other party's number/IP address/-name (or the first person's number/IP address/name you called), for example, 20170515-1452-Tom was created on May 15, 2017, at 14:52 and you have a call with Tom.

### Tip

You can also play back the recorded calls on the phone or on a computer using an application capable of playing ".wav" files.

## Procedure

1. Tap  to launch the **Recorder** application.

The touch screen shows all recorded files in the **Audio Recorder** list.

2. If you want to play the recorded audio saved in USB flash drive, tap **USB**.

3. Tap  before the desired recorded call to play the recorded call.

The length of the recording and a progress bar are displayed as the recording plays.

You can tap the Volume key to adjust the volume of audio output.

## Related Topics


[Adjusting the Audio Volume](#)

## Pause/Resuming a Playback

When you receive an incoming call while playing a recording, the recording is paused automatically. You can resume the playback after handling the call. You can also pause the recording manually at any time.

## Procedure

1. Tap  to pause playing the recording. The  appears on the touch screen.

2. Tap  to resume the playback.

## Fast Forwarding/Rewinding a Playback

While a recorded audio or call plays, you can fast forward or rewind the playback at any time.


## Procedure

1. Drag the slider to skip forward the playing or rewind the playing.

If you have set marks for the recorded audio, you can drag the slider to the position with a red flag to listen to the marked moments.

## Stopping a Playback



### Procedure

1. Tap  to stop the playing.

## Deleting a Recorded File

You can delete local recordings or call recordings in **Recorder** application. The local recorded audios are named of a prefix "record@" and date & time stamp, while the call recordings are named of the date & time stamp.


### Procedure

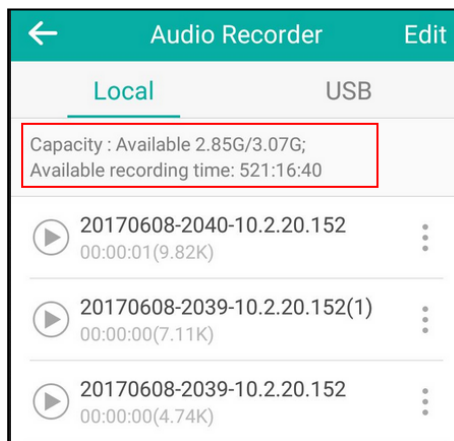
1. Tap  to launch the **Recorder** application.  
The touch screen shows all recorded files in the **Audio Recorder** list.
2. If you want to delete the recorded audio saved in USB flash drive, tap **USB**.
3. Tap  after the desired recorded audio.
4. Tap **Delete**.  
The phone screen prompts you whether to delete the audio.
5. Tap **OK**.

## Checking Storage Space

You can check the storage space (e.g., total space, available space) of the IP phone or connected USB flash drive.

### Procedure

1. Tap  to launch the **Recorder** application.
2. If you want to check the storage space of the USB flash drive, tap **USB**.



## Multicast Paging

Multicast Paging allows you to easily and quickly broadcast instant audio announcements to users who are listening to a specific multicast group on a specific channel.

The IP phone supports the following 31 channels:

- **0**: Broadcasts are sent to channel 0. Note that the Yealink IP phones running old firmware version (old paging mechanism) can be regarded as listening to channel 0. It is the default channel.

- **1 to 25:** Broadcasts are sent to channel 1 to 25. We recommend that you specify these channels when broadcasting with Polycom IP phones which have 25 channels you can listen to.
- **26 to 30:** Broadcasts are sent to channel 26 to 30. We recommend that you specify these channels when broadcasting with Yealink IP phones running new firmware version (new paging mechanism).

Note that all IP phones in the multicast paging group must be deployed in the same network, since a broadcast is used. The IP phone can only send/receive broadcasts to/from the listened channels. Other channels' broadcasts will be ignored automatically by the IP phone.

## Topics

[Sending Multicast Paging](#)  
[Receiving Multicast Paging](#)  
[Managing a Paging Call](#)

## Sending Multicast Paging

Yealink IP phone supports up to 31 groups for paging. You can assign a label to each group to identify the phones in the group, such as All, Sales, or HR.

You can set a line key as Multicast Paging key or Paging list key on the phone, which allows you to send announcements to the phones with pre-configured multicast address(es) on specific channel(s).

### Note

Multicast RTP is one way only from the sender to the multicast address(es) (receiver). For outgoing RTP multicasts, all other existing calls on the phone will be placed on hold.

## Topics

[Setting a Multicast Paging Key](#)  
[Setting a Paging List Key](#)  
[Setting a Paging Group](#)  
[Deleting a Paging Group](#)  
[Sending a Paging by a Multicast Paging Key](#)  
[Sending Pages by a Paging List Key](#)

## Setting a Multicast Paging Key

You can set a Multicast Paging key for a paging group, which allows you to send announcements quickly on the idle screen.


## Before You Begin

Get the multicast IP address and port number from your system administrator.

## Procedure

1. Navigate to **Settings->Features->Dsskey**.
2. Select the desired line key.
3. Select **Key Event** from the **Type** field.
4. Select **Multicast Paging** from the **Key Type** field.
5. (Optional.) Enter the paging group name in the **Label** field.
6. Enter the multicast IP address and port number (for example, 224.5.6.20:10008) in the **Value** field.



7. Enter the desired channel between 0 and 30 in the **Channel** field.
8. Tap  .

#### Tip

You can drag the line key to the **Edit** field to set a Multicast Paging key.

### Setting a Paging List Key

You can set a Paging List key to easily access the paging groups on the idle screen.

#### Procedure

1. Navigate to **Settings->Features->Dsskey**.
2. Select the desired line key.
3. Select **Key Event** from the **Type** field.
4. Select **Paging List** from the **Key Type** field.
5. (Optional.) Enter the string that will display on the phone screen in the **Label** field.

#### Tip



You can drag the line key to the **Edit** field to set a Paging List key.

### Setting a Paging Group

#### Before You Begin


Get the multicast IP address and port number from your system administrator.

#### Procedure

1. Tap the paging list key when the phone is idle.  
If the paging list key is not configured, you can also navigate to **Settings->Features->Paging List** to configure the paging list.
2. Tap  after the desired paging group.  
The default tag is Empty if it is not configured before.
3. Enter the multicast IP address and port number (for example, 224.5.6.20:10008) in the **Address** field.
4. Enter the string that will display on the phone screen in the **Label** field.
5. Enter the desired channel between 0 and 30 in the **Channel** field.
6. Tap  .
7. To set more paging groups, repeat steps 2 to 6.


### Deleting a Paging Group

#### Procedure

1. Tap the paging list key when the phone is idle.  
If the paging list key is not configured, you can also navigate to **Settings->Features->Paging List** to configure the paging list.
2. Tap  after the desired paging group.
3. Tap **Delete**.

The phone screen prompts you whether to delete the paging group.

**4. Tap OK.**

If you want to delete all paging groups, you can tap  on the top-right of the touch screen.

## Sending a Paging by a Multicast Paging Key

### Before You Begin

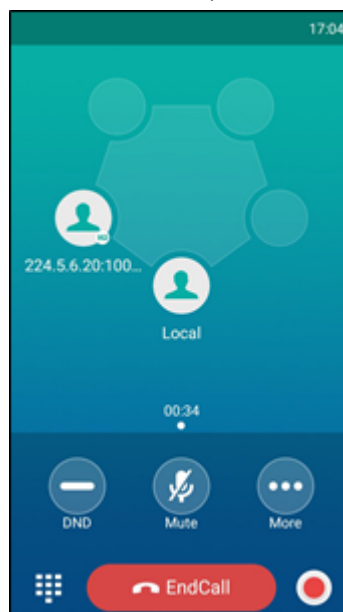
You need to set a Multicast Paging key in advance.

### Procedure

**1.** Tap the Multicast Paging key when the phone is idle.

Both your phone and receiver's phone play a warning tone and the multicast RTP session will be automatically answered on the receiver's phone in the speakerphone (hands-free) mode.

The following figure shows a multicast RTP session on the phone:



### Related Topic

[Setting a Multicast Paging Key](#)

## Sending Pages by a Paging List Key

### Before You Begin

You need to set a Paging List key in advance.

### Procedure

**1.** Tap the paging list key when the phone is idle.

**2.** Tap the desired paging group.

Both your phone and receiver's phone play a warning tone and the multicast RTP session will be automatically answered on the receiver's phone in the speakerphone (hands-free) mode.

## Related Topic

[Setting a Paging List Key](#)



## Receiving Multicast Paging

Your system administrator has set a listening paging group for you, and then you can receive a paging call when the phone is idle. The paging call is automatically answered on your phone.

When there is a voice call or a paging call in progress, the phone handles the new paging call differently according to the multicast listening settings configured by your system administrator.

## Managing a Paging Call

During a paging call, you can do the following:

- Tap **More->Hold** to place the current paging call on hold.  
The paging call is placed on hold and the receiver releases the session.
- Tap **More->Resume** or  to resume the held paging call.  
The multicast RTP session is re-established.
- Tap **DND** to enable or disable DND mode.
- Tap **Mute** to mute the multicast RTP session.
- Tap  to record a call.
- Tap **End Call** to end the paging call.



# Advanced Features

This chapter explains how to use the advanced features on the IP phone.

## Topics

[Call Completion](#)  
[Call Pickup](#)  
[Call Park](#)  
[Busy Lamp Field \(BLF\)](#)  
[BLF List](#)  
[Shared Line](#)  
[Intercom](#)  
[Voice Mail](#)  
[Hot Desking](#)

If you require additional information or assistance with your new phone, contact your system administrator.

## Call Completion

When you place a call and the callee is temporarily unavailable to answer the call, call completion allows your phone to monitor the busy party and establish a call after the busy party becomes available to receive a call.

### Note


Call completion is not available on all servers. For more information, contact your system administrator.

## Topics

[Enabling Call Completion](#)  
[Using Call Completion](#)

## Enabling Call Completion

### Procedure

1. Navigate to **Settings**->**Features**->**Call Completion** .
2. Turn on **Call Completion**.
3. Tap  .

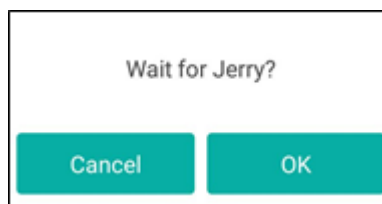
## Using Call Completion

### Before You Begin

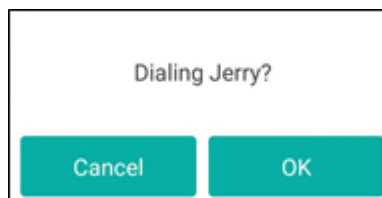
Enable call completion feature on the phone. You place a call and the callee is temporarily unavailable to answer the call.

### Procedure

1. The phone screen prompts whether to wait for the callee, tap **OK** to activate the call completion feature.



2. When the callee becomes idle, the phone screen prompts whether to dial the number, **OK** to dial the number.



## Related Topic

[Enabling Call Completion](#)

## Call Pickup

You can use call pickup to answer someone else's incoming call on your phone. Check with your system administrator to find out if this feature is available on your phone.

The Yealink IP phone supports Directed Call Pickup and Group Call Pickup.

- **Directed Call Pickup:** allows you to pick up incoming calls from another phone.
- **Group Call Pickup:** allows you to pick up incoming calls to any phone within a predefined group of phones, without dialing the extension of another phone.

## Topics

[Picking up a Call Directly](#)

[Picking up a Group Call Directly](#)

[Picking up a Call with a Directed Pickup Key](#)

[Picking up a Call with a Group Pickup Key](#)


## Picking up a Call Directly

You can answer a call that rings on another phone.

## Before You Begin

The target phone receives an incoming call. Your system administrator has enabled the directed call pickup and set the directed call pickup code.

## Procedure

1. Tap .  
The **DPickup** soft key appears on the phone screen.
2. Tap **DPickup** on your phone.
3. Enter the phone number which is receiving an incoming call.
4. Tap **DPickup** again.

The call is answered on your phone.

### Tip

When the phone is idle, you can use a Directed Pickup or BLF/BLF List key to pick up a call to a specific contact directly.

## Related Topics

[Picking up a Call with a Directed Pickup Key](#)

[Picking up a Remote Call by BLF Key](#)

[Picking up a Remote Call by BLF List Key](#)


## Picking up a Group Call Directly

When any phone within a predefined group of phones receives an incoming call, you can pick up that call easily on your phone. If there are multiple incoming calls on the group at the same time, you can only pick up the first incoming call.

### Before You Begin

Your system administrator has enabled the group call pickup and set the group call pickup code.

### Procedure

1. Tap .  
The **GPickup** appears on the phone screen.
2. Tap **GPickup** on your phone when any phone in the group receives an incoming call.  
The call is answered on your phone.

### Related Topic

[Picking up a Call with a Group Pickup Key](#)

## Picking up a Call with a Directed Pickup Key

You can easily use a Directed Pickup key to pick up a call to a specific contact's phone.

### Topics

[Setting a Directed Pickup Key](#)

[Directed Picking up a Call Using a Directed Pickup Key](#)

## Setting a Directed Pickup Key


You can set a line key as a Directed Pickup key, and specify a contact you want to pick up a call from for this key.

### Before You Begin

Your system administrator has set the directed call pickup code.

### Procedure

1. Navigate to **Settings**->**Features**->**Dsskey**.
2. Select the desired line key.
3. Select **Key Event** from the **Type** field.
4. Select **DPickup** from the **Key Type** field.

5. Select the desired line from the **Account ID** field.
6. (Optional.) Enter the string that will appear on the touch screen in the **Label** field.
7. Enter the directed call pickup code followed by the specific extension in the **Value** field.
8. Tap  .

#### Tip

You can drag the line key to the **Edit** field to set a Directed Pickup key.

## Directed Picking up a Call Using a Directed Pickup Key

### Before You Begin

You need to set a Directed Pickup key. The target phone receives an incoming call.

### Procedure

1. Tap the Directed Pickup key.  
The call is answered on your phone.

### Related Topic

[Setting a Directed Pickup Key](#)

## Picking up a Call with a Group Pickup Key

You can easily tap a Group Pickup key to pick up a group call.

### Topics

[Setting a Group Pickup Key](#)

[Picking up a Group Call Using a Group Pickup Key](#)


### Setting a Group Pickup Key

You can set a line key as a Group Pickup key.

### Before You Begin

Check with your system administrator if the group call pickup code is required for this key. If required, get the group call pickup code from your system administrator.

### Procedure

1. Navigate to **Settings->Features->Dsskey**.
2. Select the desired line key.
3. Select **Key Event** from the **Type** field.
4. Select **Group Pick Up** from the **Key Type** field.
5. Select the desired line from the **Account ID** field.
6. (Optional.) Enter the string that will appear on the touch screen in the **Label** field.
7. (Optional.) Enter a contact number you want to pick up a call from in the **Value** field.
8. Tap  .



## Picking up a Group Call Using a Group Pickup Key

### Before You Begin

You need to set a Group Pickup key. Any phone within a predefined group of phones receives an incoming call.

### Procedure

1. Tap the Group Pickup key.  
The call is answered on your phone.

### Related Topic

[Setting a Group Pickup Key](#)

## Call Park

You can use call park to place a call on hold, and then retrieve the call from another phone in the system (for example, a phone in another office or conference room). You can park an active call by tapping the call park key on the phone. If the call is parked successfully, the response is either a voice prompt confirming that the call was parked, or a visible prompt on the touch screen.

### Note

Call park is not available on all servers. Contact your system administrator for more information.

### Topics


[Configuring a Call Park Key](#)  
[Using Call Park Feature](#)

## Configuring a Call Park Key

### Before You Begin

You should get the call park code from your administrator.

### Procedure

1. Navigate to **Settings**->**Features**->**Dsskey**.
2. Select the desired line key.
3. Select **Key Event** from the **Type** field.
4. Select **Call Park** from the **Key Type** field.
5. Tap the **Account ID** field, and then select the desired line in the pop-up dialog box.
6. (Optional.) Enter the string that will appear on the touch screen in the **Label** field.
7. Enter the call park code in the **Value** field.
8. Tap  .

## Using Call Park Feature

### Before You Begin

Make sure you have configured a Call Park Key.

## Procedure

1. During a call, tap **More->Dsskey**.
2. Tap the call park key.
3. If you want to retrieve the call, dial the call park retrieve code to retrieve the parked call.

If the parked call is not retrieved within a period of time assigned by the system, the phone performing call park will receive a call back.

## Related Topic

[Configuring a Call Park Key](#)

## Busy Lamp Field (BLF)

The Busy Lamp Field (BLF) feature enables you to monitor a specific remote line for status changes on the phone.

You can set a line key as a BLF key on the phone to use the BLF feature.

## Topics

[State Indicator of Remote Line by BLF Key](#)

[Visual Alert for Monitored Lines](#)

[Picking up a Remote Call by BLF Key](#)

[Transferring a Call by BLF Key](#)

## Setting a BLF Key

You can set a BLF key to monitor a specific line for status changes on the phone.

## Procedure

1. Navigate to **Settings->Features->Dsskey**.
2. Select the desired line key.
3. Select **BLF** from the **Type** field.
4. Select the desired line from the **Account ID** field.
5. (Optional.) Enter the string that will display on the touch screen in the **Label** field.
6. Enter the phone number or the extension you want to monitor in the **Value** field.

DSS Keys 3

1. Type: BLF

2. Account ID: Line 1

3. Label: 1024

4. Value: 1024

5. Extension: \*33

1 2 3 4 5 6 7 8 9 0

@ # \$ % & - + ( )

= \ < \* " ' : ; ! ? <X>

ABC \_ / , . Done







7. Tap ✓.

#### Note

You can drag the line key to the **Edit** field to set a BLF key.

## State Indicator of Remote Line by BLF Key

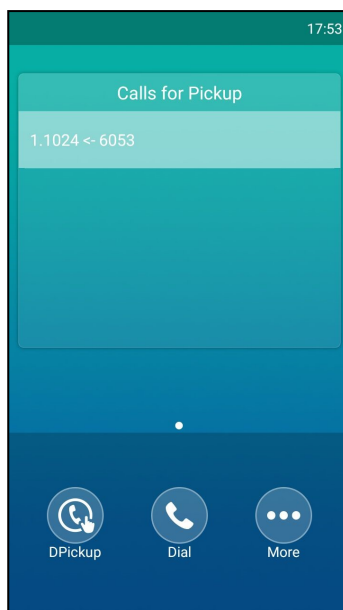
The following table shows the icon indicator associated with the line you are monitoring.

Icons	Description
	The monitored line is idle.
	The monitored line is ringing.
	The monitored line is dialing.
	The monitored line is busy or in a call.
	The monitored line places a call on hold.
	The monitored line fails to register or does not exist.

## Visual Alert for Monitored Lines

Your system administrator can enable Visual Alert for BLF Pickup feature, which allows your phone to display the caller ID when the specified monitored line receives an incoming call.

You can pick up the call to the monitored line, place a call to the monitored line, place a new call or go back to the Idle screen.



## Picking up a Remote Call by BLF Key

When a monitored line receives an incoming call, you can pick up the incoming call by tapping the BLF key. For example, if the monitor users are not at their desks and someone rings their lines, you can pick up the desired call simply by tapping the flashing BLF key.

Before picking up an incoming call, make sure that the directed call pickup code has been configured in advance.

### Topics

[Setting the Directed Call Pickup Code for BLF key](#)

[Picking up a Remote Call](#)


## Setting the Directed Call Pickup Code for BLF key

If your system administrator set the directed call pickup code in advance, you can use the BLF key to pick up the call directly. If not or if you want to set a pickup code for a specific BLF line, you can set a pickup code for BLF key manually.

### Before You Begin

Get the directed call pickup code from your system administrator.

### Procedure

1. Drag the BLF key to the **Edit** field.
2. Enter the directed call pickup code in the **Extension** field.
3. Tap .

## Picking up a Remote Call

When the monitored line receives an incoming call, the BLF icon of the monitored user will become  and flashing.

### Before You Begin

Make sure that the directed call pick up code for a BLF key or your system administrator has set the call pickup feature.

## Procedure

1. Tap the BLF key to pick up the call for the monitored line directly.

## Related Topic

[Setting the Directed Call Pickup Code for BLF key](#)

## Transferring a Call by BLF Key

When there is already an active call on the IP phones, you can transfer the active call to the monitored line by tapping the BLF key.

The phone transfers (Blind Transfer or Attended Transfer) the active call differently depending on the Transfer Mode via Dsskey feature configured by your system administrator.

## Topics

[Performing a Blind Transfer](#)

[Performing a Semi-attended/Attended Transfer](#)

## Performing a Blind Transfer

### Before You Begin

Check with your system administrator if the Transfer Mode via Dsskey is set to **Blind Transfer**.

## Procedure

1. During a call, tap **More->Dsskey**.
2. Tap the BLF key of the monitored user which you want to transfer this call to.

## Performing a Semi-attended/Attended Transfer

### Before You Begin

Check with your system administrator if the Transfer Mode via Dsskey is set to **Attended Transfer**.

## Procedure

1. During a call, tap **More->Dsskey**.
2. Tap the BLF key of the monitored user which you want to transfer this call to. The phone will dial out the number of the monitored line.
3. Tap the BLF key of the monitored user again to complete the transfer when the monitored user receives ringback or after the monitored user answers the call.

## BLF List

BLF List feature enables you to monitor a list of users defined by your system administrator. For example, your system administrator has enabled BLF List feature and created a BLF List URI (for example, BLFList@example.com) with user1 and user2 in the list on the server. After configuration, the BLF List keys on the IP phone can present the status of user1 and user2, and the respective icons will either flash or glow depending on the status of monitored lines.

Check with your system administrator to find out if this feature is available on your phone.

## Topics

[State Indicator of Remote Line by BLF List Key](#)

[Visual Alert for Monitored Lines](#)

[Picking up a Remote Call by BLF List Key](#)







[Transferring a Call by BLF List Key](#)

[Retrieving a Call by a BLF List Key](#)

[Barging In an Active Call by BLF List Key](#)

## State Indicator of Remote Line by BLF List Key

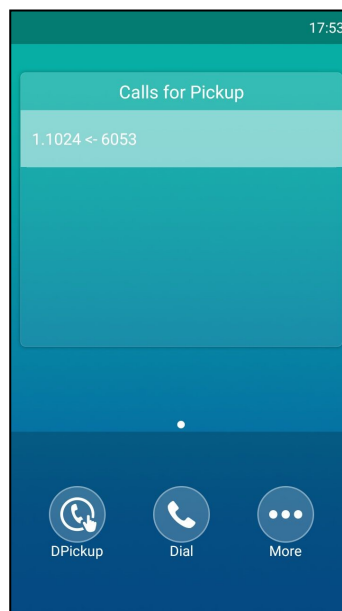
The following table shows the icon indicator associated with the line you are monitoring.

Icons	Description
	The monitored line is idle.
	The monitored line is ringing.
	The monitored line is dialing.
	The monitored line is busy or in a call.
	A call is parked to the monitored line.
	The monitored line fails to register or does not exist.

## Visual Alert for Monitored Lines

Your system administrator can enable Visual Alert for BLF Pickup feature, which allows your phone to display the caller ID when the specified monitored line receives an incoming call.

You can pick up the call to the monitored line, place a call to the monitored line, place a new call or go back to the Idle screen.



## Picking up a Remote Call by BLF List Key

When a monitored line receives an incoming call, you can pick up the incoming call by tapping the BLF List key. For example, if the monitor user is not at his/her desk and someone rings his/her line, you can pick up the call simply by

tapping the flashing BLF List key.

## Before You Begin

Check with your system administrator to find out if this feature is available on your phone.

## Procedure

1. Tap the BLF List key to pick up the call for the monitored line directly.

## Transferring a Call by BLF List Key

When there is already an active call on the IP phones, you can transfer the active call to the monitored user by tapping the BLF List key.

The phone transfers (Blind Transfer or Attended Transfer) the active call differently depending on the Transfer Mode via Dsskey feature configured by your system administrator.

## Topics

[Performing a Blind Transfer](#)

[Performing a Semi-attended/Attended Transfer](#)

## Performing a Blind Transfer

### Before You Begin

Check with your system administrator to make sure that the Transfer Mode via Dsskey is set to **Blind Transfer**.

### Procedure

1. During a call, tap **More->Dsskey**.
2. Tap the BLF List key of the monitored user which you want to transfer this call to.

## Performing a Semi-attended/Attended Transfer

### Before You Begin

Check with your system administrator if the Transfer Mode via Dsskey is set to **Attended Transfer**.

### Procedure

1. During a call, tap **More->Dsskey**.
2. Tap the BLF List key of the monitored user which you want to transfer this call to. The phone will dial out the number of the monitored line.
3. Tap the BLF List key of the monitored user again to complete the transfer when the monitored user receives ring-back or after the monitored user answers the call.

## Retrieving a Call by a BLF List Key

You can use the BLF List key to retrieve a call which is parked to the monitored line.

### Before You Begin

Check with your system administrator to find out if this feature is available on your phone.

### Procedure

1. Tap the desired BLF List key to retrieve a call that is parked to the monitored line.

## Barging In an Active Call by BLF List Key

You can use the BLF List key to barge in a conversation and set up a conference call.

### Before You Begin

Check with your system administrator to find out if this feature is available on your phone.

### Procedure

1. Tap the BLF List key.

The IP phone dials out the barge-in code followed by the monitored line, and then you can join the call. Each of the three parties can hear the other two parties.

## Shared Line

Yealink IP phone supports using Shared Call Appearance (SCA) to share a line. So that this line can be registered on more than one IP phone at the same time.

Your system administrator can set your phone to use the shared line.

### Note

Check with your system administrator to find out if SCA is available on your phone.

## Topics

[State Indicator of Shared Line](#)

[Placing Calls on a Shared Line](#)

[Answering Calls on a Shared Line](#)

[Placing a Call on Public Hold](#)

[Placing a Call on Private Hold](#)

[Retrieving a Held Call Remotely on a Shared line](#)

[Barging In an Active Call on a Shared line](#)

[Pulling a Shared Call on a Shared line](#)

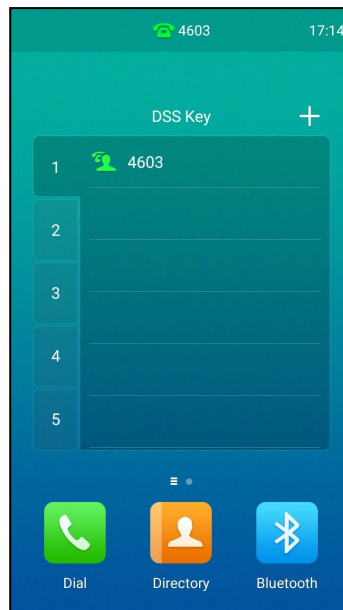
## State Indicator of Shared Line

Your system administrator may assign multiple line keys to associate with a shared line, which enhances call visualization and simplifies call handling. Incoming calls to this shared line or outgoing calls from this shared line will be distributed evenly among the available line keys.

The shared line is indicated by different line key icons:

In the following figure, the shared line is indicated by different line key icon:





Icon	Description
	The shared line is idle.
 (monitoring SCA phone)	The shared line is seized.
	The shared line receives an incoming call.
	The shared line is dialing.
	The shared line is busy or is in a call.
	The call on the shared line is placed on public hold.
 (local SCA phone)  (monitoring SCA phone)	The call on the shared line is placed on private hold.
	The call on the shared line is barged in by the other shared line user.
	In a multi-party call, place the call on hold locally.

## Placing Calls on a Shared Line

You can have one or multiple calls on a shared line. The phone places a call on the first shared line key automatically. You can select the desired shared line key first and place a call using this key.

### Related Topic

## Answering Calls on a Shared Line

When an incoming call arrives on the shared line, all the registered phones will ring simultaneously, and the call can be answered on any one of the phones. You can answer one or multiple calls on the shared line. Incoming calls will be distributed evenly among the available shared line keys.

**Note**

If the number of incoming calls is greater than the configured line keys, the line keys will be used by sequence circulation. Contact your system administrator for more information.

**Related Topic**

[Answering Calls](#)

**Placing a Call on Public Hold**

You can place a call on public hold that any shared line phone can retrieve the held call.

**Procedure**

1. During a call, tap **More->Hold**.

The call is held on your phone, and all of the phones registered with shared line show the call is in a held state.

**Placing a Call on Private Hold**


In SCA scenario, you can place a call on private hold that only you can retrieve the held call. You need to configure a private hold key before you place the call on private hold.

**Topics**

[Setting a Private Hold Key](#)

[Holding a Call Privately](#)

**Setting a Private Hold Key****Procedure**

1. Navigate to **Settings->Features->Dsskey**.
2. Select the desired line key.
3. Select **Key Event** from the **Type** field.
4. Select **Private Hold** from the **Key Type** field.
5. (Optional.) Enter the string that will display on the phone screen in the **Label** field.
6. Tap  .

**Tip**

You can drag the line key to the **Edit** field to set a Private Hold key.

**Holding a Call Privately**

You can hold a call privately on a shared line using Private Hold key.

**Procedure**

1. During a call, tap **More->Dsskey**, and then tap private hold key on the phone.

The call is held on your phone, and the other phones registered with shared line show the call is in the busy state on the shared line key. Other users on the shared line cannot resume your held call.

**Related Topic**

[Setting a Private Hold Key](#)

## Retrieving a Held Call Remotely on a Shared line


If you place a call on hold on a shared line, you can resume this call at any time. When the shared line key shows a call that is in a held state, you can resume the held call remotely from other user's phone.

### Before You Begin

There is at least one call placed on public hold on the shared line.

### Procedure

1. Do one of the following:

- Tap .
- Long tap the desired line key.  
Tap **More**->**Retrieve** to retrieve the call.

## Barging In an Active Call on a Shared line

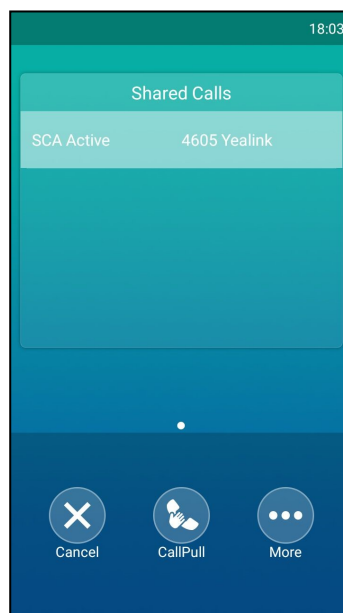
In SCA scenario, both you and other users can barge into an active call on the shared line. Only one user can barge into a call at a time. After a user barges into a call, the call turns into a three-party conference.

### Before You Begin

There is at least one active call on the shared line.

### Procedure

1. Long tap the desired line key.



2. Tap **More**->**Barge In** to interrupt the active call.

## Pulling a Shared Call on a Shared line

In SCA scenario, both you and other users can pull an existing call from another shared phone that is an active or hold state.

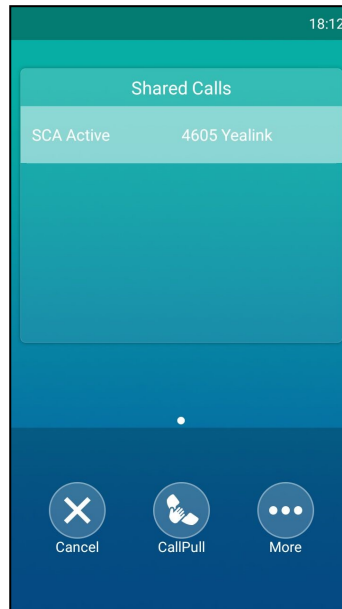
Check with your system administrator to find out if this feature is available for your phone.

## Before You Begin

There is an active or held call on the shared line.

## Procedure

2. Long tap the shared line key.



2. Tap **CallPull** to pull the call.

## Intercom

Intercom is a useful feature in an office environment to quickly connect with the operator or the secretary. This enables you to place an intercom call that is answered automatically on the contact's phone as long as the contact is not in an active call.

### Note

Intercom is not available on all servers. Contact your system administrator for more information.

## Topics

[Placing an Intercom Call](#)

[Picking Up an Incoming Call of the Target Extension](#)

[Answering an Intercom Call](#)

## Placing an Intercom Call

To use the intercom feature, you should set a line key as an Intercom key in advance.


## Topics

[Setting an Intercom Key](#)

[Placing an Intercom Call to the Target Extension](#)

## Setting an Intercom Key

### Procedure

1. Navigate to **Settings**->**Features**->**Dsskey**.
2. Select the desired line key.
3. Select **Intercom** from the **Type** field.
4. Select the desired line from the **Account ID** field.
5. (Optional.) Enter the string that will display on the touch screen in the **Label** field.
6. Enter the phone number or the extension you want to monitor in the **Value** field.
7. Tap .

#### Tip

You can drag the line key to the **Edit** field to set an Intercom key.

## Placing an Intercom Call to the Target Extension

You can place an intercom call when the phone is idle or during a call. The target phone plays a warning tone and automatically answers the call in speakerphone (hands-free) mode by default.

When the target phone has an active call, the intercom call is answered automatically after the active call ends.

### Before You Begin

You need to set an Intercom key in advance.

### Procedure

1. Tap the intercom key.
2. To end the intercom call, tap the intercom key again or **End Call**.

### Related Topic

[Setting an Intercom Key](#)

## Picking Up an Incoming Call of the Target Extension

When a target extension receives an incoming call, you can pick up the incoming call by pressing the Intercom key. Check with your system administrator to find out if this feature is available on your phone.

Before picking up an incoming call, make sure that the directed call pickup code has been configured either for an Intercom key or for Call Pickup feature in advance.

#### Note

If the directed call pickup code is not set, the phone will place a call to the target extension instead of picking up an incoming call of the target extension when you tap the intercom key.

### Topics

[Setting the Directed Call Pickup Code for Intercom Key](#)

[Picking Up a Remote Call by Intercom Key](#)


## Setting the Directed Call Pickup Code for Intercom Key

The directed call pickup code can be configured for the intercom key.

## Before You Begin

Get the directed call pickup code from your system administrator.


### Procedure

1. Drag the intercom key to the **Edit** field.
2. Enter the directed call pickup code in the **Extension** field.
3. Tap .

## Related Topic

[Setting an Intercom Key](#)

### Picking Up a Remote Call by Intercom Key

When the target extension receives an incoming call, the intercom key icon of the target extension will change to .

## Before You Begin

The directed pickup code has set for Call Pickup feature by your system administrator or you have assigned the directed pickup code for an Intercom key in advance.

### Procedure

1. Tap the Intercom key to pick up the incoming call directly.

## Related Topic

[Setting the Directed Call Pickup Code for Intercom Key](#)

### Answering an Intercom Call

By default, when there is an incoming intercom call, the phone plays a warning tone and this incoming call will be answered automatically. You can configure the behavior when receiving an intercom call.

## Topics

[Setting Intercom](#)

[Answering an Intercom Call](#)

### Setting Intercom

You can configure the following behavior when receiving an intercom call.

#### Intercom Allow

Intercom Allow feature allows the IP phones to automatically answer an incoming intercom call. If you disable this feature, the phone will reject incoming intercom calls and send a busy message to the caller. Intercom Allow feature is enabled by default.

#### Note

Your system administrator can set a period of delay time before the phone automatically answers intercom calls.

#### Intercom Mute

Intercom Mute feature allows the IP phones to mute the microphone when incoming intercom calls are answered automatically. Intercom Mute is disabled by default.

## Intercom Tone

Intercom Tone feature allows the IP phones to play a warning tone before answering an intercom call automatically. Intercom Tone is enabled by default.


## Intercom Barge

Intercom Barge allows the IP phones to automatically answer an incoming intercom call while an active call is in progress. The active call will be placed on hold. If you disable this feature, the IP phone will handle an incoming intercom call like a normal incoming call while there is already an active call on the IP phone. Intercom Barge is disabled by default.

### Note

To enable the phone to receive a new incoming call when it already has an active call, make sure that the call waiting feature is enabled on the phone in advance.

## Procedure

1. Navigate to **Settings**->**Features**->**Intercom**.
2. Make the desired changes.
3. Tap .

## Related Topic

[Enabling Call Waiting](#)

## Answering an Intercom Call

By default, the intercom call is automatically answered on your phone.

If your phone is set to answer intercom calls with your microphone muted, you need to tap the Mute key to unmute your microphone before responding to the call.

## Related Topics

[Muting or Unmuting the Microphone](#)

## Voice Mail

Voice Mail feature allows you to leave voice mails for someone or listen to your voice mail messages on your IP phone. This feature is set up on the server side and not all servers support this feature.

## Topics

[Setting the Voice Mail Code](#)

[Receiving a Voice Message](#)

[Leaving Voice Mails](#)

[Listening to Voice Mails](#)



## Setting the Voice Mail Code

If you want to connect your phone to the message center, you need to set the voice mail code on your phone.

## Before You Begin

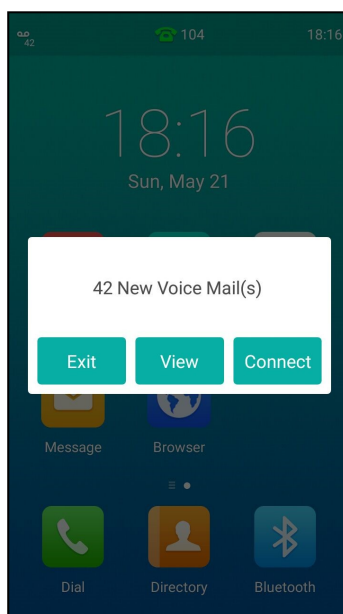
Get the voice mail code from your system administrator.

### Procedure

1. Tap  to launch **Message** application.
2. Tap **Set Voice Mail**.
3. Enter the voice mail code (for example, \*4) in the desired account field.
4. Tap .

## Receiving a Voice Message

When receiving a new voice mail, the phone plays a warning tone and the power LED indicator slowly flashes red. A message of “n New Voice Mail(s)” (“n” indicates the number of unread voice messages) is displayed on the phone screen.



If the voice mail prompt box disappears, it will not pop up again unless the user receives a new voice mail or the user re-registers the account that has unread voice mail(s).

### Note

Your system administrator can disable the prompt box for new message(s).

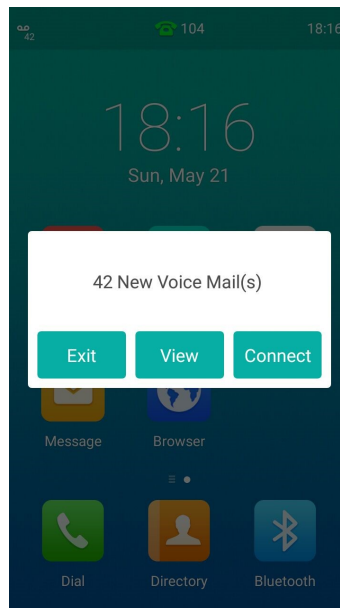
## Leaving Voice Mails

You can leave a voice mail for other people when they are busy or inconvenient to answer the call. Follow the voice prompt from the system server to leave a voice mail, and then hang up.

## Listening to Voice Mails

When the touch screen prompts that the phone receives a new voice mail, you can tap **Connect** to dial out the voice mail access code directly, or tap **Exit** to close the prompt box when you are not ready to listen to your voice mail.





You can also listen to your voice mails after the voice mail pop-up message box disappears.

## Before You Begin

You need to set the voice mail code in advance.

## Procedure

1. Tap  to launch **Message** application.
2. Tap **View Voice Mail**.

The touch screen displays the amount of new and old voice mails.

You can tap the account to listen to voice mails.

## Related Topic

[Setting the Voice Mail Code](#)

## Hot Desking

Hot desking is regularly used in places where not all the employees are in the office at the same time, or not in the office for very long, which means that actual personal offices would be often vacant, consuming valuable space and resources.

You can use hot desking to log out from the current account and then log into a new account. As a result, many users can share one same phone resource at different times.


### Note

Hot desking is not available on all servers. Contact your system administrator for more information.

## Before You Begin

Your system administrator has set a Hot Desking key for you to use this feature. Get the login account information from your system administrator.

## Procedure

1. Tap the hot desking key from the DSS key screen.  
The phone screen prompts you whether to clear the account configuration.
2. Tap **OK**.  
Registration configurations of all accounts on the phone will be cleared immediately.  
The login wizard will be displayed.
3. Enter the login information.
4. Tap  to log in.

# System Applications

The system applications are pre-installed on your phone and they cannot be uninstalled. This chapter provides basic operating instructions for using the system applications.

## Topics

[Recorder](#)

[Browser](#)

[Clock](#)

## Recorder

You can use the **Recorder** application to record audios and manage the recorded audios.

During recording, you can mark specific moments so that you can quickly find and listen to them later. You can record up to 12 hours in one file. The recorded audios are saved in \*.amr format with the name consisting of a prefix "record@" and date & time stamp.

## Topics

[Recording Audios](#)

[Playing the Recorded Audios](#)

[Pause/Resuming a Playback](#)

[Fast Forwarding/Rewinding a Playback](#)

[Stopping a Playback](#)

[Copying Recorded Audios to USB Flash Drive](#)

[Recording Audios](#)

[Renaming the Recorded Audios](#)

[Deleting a Recorded File](#)

[Deleting All Recorded Audios](#)

[Checking Storage Space](#)





## Recording Audios

By default, the recorded audios are saved in the internal SD card. You can connect a USB flash drive to your phone, and save the recorded audios to it.

### Note

For more information on how to attach a USB flash drive, please refer to the Quick Start Guide for your IP phone on your phone's support page on [Yealink Support](#).


## Procedure

1. Tap  to launch the **Recorder** application.
2. If you have inserted a USB flash drive, tap **USB** to save the recorded audio to USB flash drive.
3. Tap  to start recording.
4. You can do one of the following:
  - Tap  to pause the recording.
  - Tap  to set a mark.

The icon changes to  , the number will increase if you set more marks.

Mark+1

And there is a red flag on this moment when playing the recorded audio.

5. Tap  to end the recording and save the recorded audio.

The recorded audio will be displayed on the right list automatically.

## Playing the Recorded Audios


You can browse and play back the recorded audio files on your phone. The recorded audios are saved with the name consisting of a prefix "record@" and date & time stamp, for example, record@20170517-092310 was created on May 17, 2017, at 09:23:10.

When you receive an incoming call while playing a recording, the recording is paused automatically. If you reject the incoming call or end the handling call, the recording will continue to play automatically.

### Tip

You can also play back the recorded audios on the phone or on a computer using an application capable of playing ".amr" files.

## Procedure

1. Tap  to launch the **Recorder** application.

The touch screen shows all recorded files in the **Audio Recorder** list.

2. If you want to play the recorded audio saved in USB flash drive, tap **USB**.

3. Tap  before the desired recorded audio to play the recorded audio.


The length of the recording and a progress bar are displayed as the recording plays.

## Pause/Resuming a Playback

When you receive an incoming call while playing a recording, the recording is paused automatically. You can resume the playback after handling the call. You can also pause the recording manually at any time.

## Procedure

1. Tap  to pause playing the recording. The  appears on the touch screen.

2. Tap  to resume the playback.

## Fast Forwarding/Rewinding a Playback

While a recorded audio or call plays, you can fast forward or rewind the playback at any time.

## Procedure

1. Drag the slider to skip forward the playing or rewind the playing.

If you have set marks for the recorded audio, you can drag the slider to the position with a red flag to listen to the marked moments.

## Stopping a Playback

### Procedure



1. Tap  to stop the playing.

## Copying Recorded Audios to USB Flash Drive

### Before You Begin

Before copying recorded audios to USB flash drive, you should connect a USB flash drive first.

### Procedure

1. Tap  to launch the **Recorder** application.
2. Tap  after the desired recorded audios.
3. Tap **Copy to USB**.

If the recorded audio is copied successfully, the touch screen will prompt "Copy successfully".


The prompt "XX Copied" (XX indicates the date when the recorded audio is copied to the USB flash drive) appears under the corresponding recorded audio.

## Copying All Recorded Audios to USB Flash Drive

### Before You Begin

Before copying recorded audios to USB flash drive, you should connect a USB flash drive first.



### Procedure

1. Tap  to launch the **Recorder** application.
2. Tap **Edit**.
3. Check the radio box on the top-left of the screen to select all recordings.
4. Tap **Copy to USB**.

The prompt "XX Copied" (XX indicates the date when the recorded audio is copied to the USB flash drive) appears under the corresponding recorded audio.

## Renaming the Recorded Audios



### Procedure

1. Tap  to launch **Recorder** application.  
The touch screen shows all recorded files in the **Audio Recorder** list.
3. If you want to rename the recorded audio saved in USB flash drive, tap **USB**.
4. Tap  after the desired recorded audios.
5. Tap **Rename**.
6. Enter the desired file name.
7. Tap **OK**.

## Deleting a Recorded File

You can delete local recordings or call recordings in **Recorder** application. The local recorded audios are named of a prefix "record@" and date & time stamp, while the call recordings are named of the date & time stamp.


### Procedure

1. Tap  to launch the **Recorder** application.  
The touch screen shows all recorded files in the **Audio Recorder** list.
2. If you want to delete the recorded audio saved in USB flash drive, tap **USB**.
3. Tap  after the desired recorded audio.
4. Tap **Delete**.  
The phone screen prompts you whether to delete the audio.
5. Tap **OK**.

## Deleting All Recorded Audios

You can delete all the recorded audios when you need additional space on your USB drive.


### Procedure

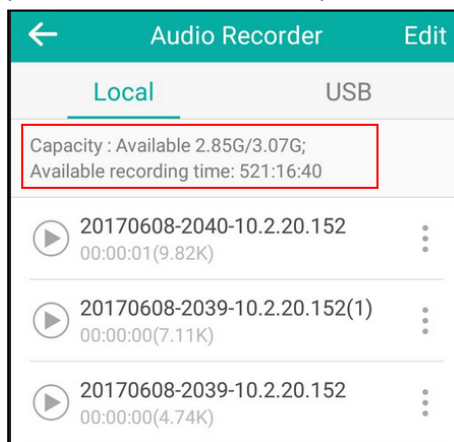
1. Tap  to launch **Recorder** application.  
The touch screen shows all recorded files in the **Audio Recorder** list.
2. If you want to delete the recorded audio saved in USB flash drive, tap **USB**.
3. Tap **Edit**.
4. Check the radio box on the top-left of the screen to select all recordings.  
The phone screen prompts you whether to delete all the audio files.
5. Tap **OK**.

## Checking Storage Space

You can check the storage space (e.g., total space, available space) of the IP phone or connected USB flash drive.

### Procedure

1. Tap  to launch the **Recorder** application.
2. If you want to check the storage space of the USB flash drive, tap **USB**.



## Browser


The use of browser applications is similar to PC's web browser, which allows you to browse web pages, set bookmarks, set home pages, clear history records, and so on. The default home page is the Yealink website.

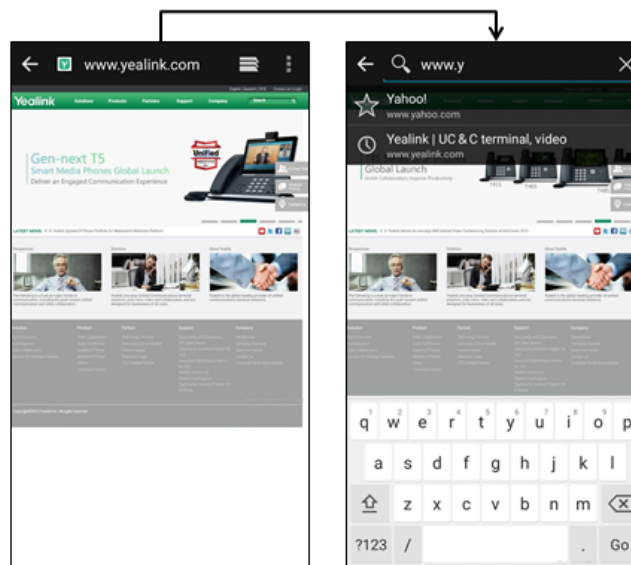
## Topics

- [Browsing a Web Page](#)
- [Managing Bookmarks](#)
- [Setting a Home Page](#)
- [Clearing the Navigation History](#)
- [Modifying Browser Settings](#)

## Browsing a Web Page

### Procedure

1. Tap  to launch the **Browser** application.
2. Enter a part of URL in the address input field of the browser.  
The phone will automatically retrieve and list similar websites.



3. Tap the website you want to visit or enter the full URL then tap **Go** on the onscreen keyboard to browse the web page.

## Managing Bookmarks


You can bookmark the web pages that you frequently visit.

### Topics

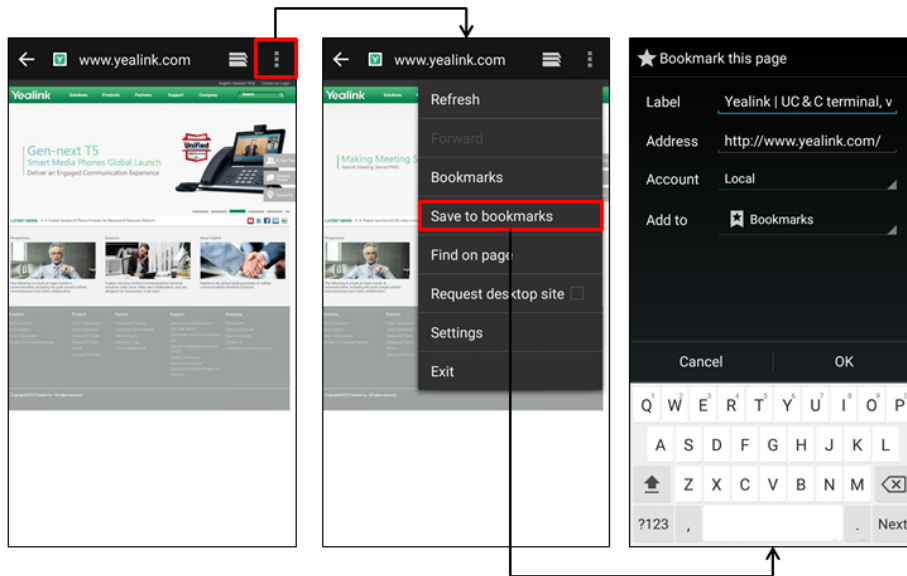
- [Adding a Web Page to the Bookmarks List](#)
- [Opening a Web Page from the Bookmarks List](#)
- [Editing a Bookmark](#)
- [Deleting a Bookmark](#)

## Adding a Web Page to the Bookmarks List

### Procedure

1. Tap  to launch the **Browser** application.
2. Open the web page you want to bookmark.




3. Tap  -> **Save to bookmarks**.

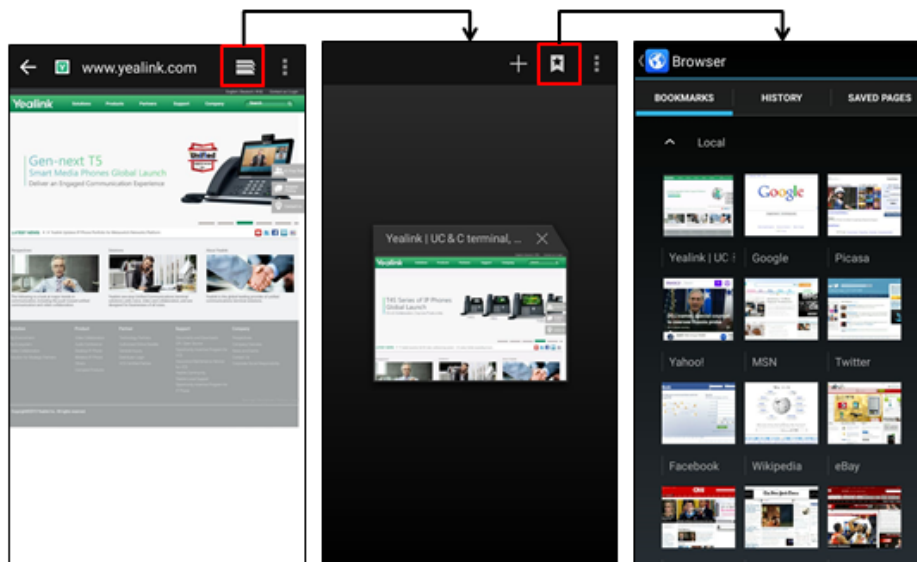


4. Edit the bookmark information in corresponding fields.
5. Tap **OK**.  
The web page is added to the **BOOKMARKS** list.

## Opening a Web Page from the Bookmarks List

### Procedure

1. Tap  to launch the **Browser** application.
2. Tap  ->  to access the **BOOKMARKS** list.  
The all pre-configured bookmarks are in the list.






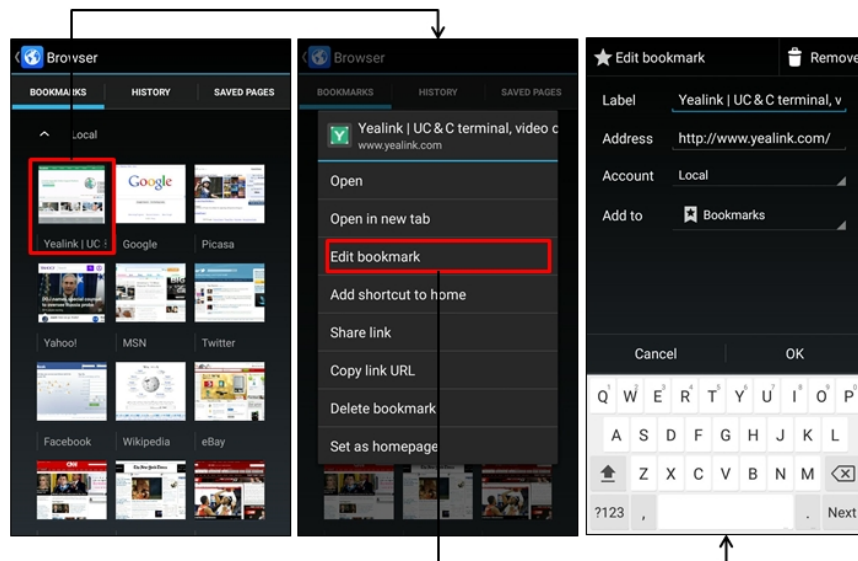
4. Tap the web page you want to visit.



## Editing a Bookmark

### Procedure




1. Tap  to launch the **Browser** application.
2. Tap  ->  to access the **BOOKMARKS** list.  
The all pre-configured bookmarks are in the list.
3. Long tap the bookmark you want to edit.
4. Tap **Edit bookmark** in the pop-up dialog box.
5. Edit the bookmark.



6. Tap **OK**.

## Deleting a Bookmark



### Procedure

1. Tap  to launch the **Browser** application.
2. Tap  ->  to access the **BOOKMARKS** list.  
The all pre-configured bookmarks are in the list.
3. Long tap the bookmark you want to delete.
4. Tap **Delete bookmark** in the pop-up dialog box.
5. Tap **OK**.

## Setting a Home Page

You can set the web page you visit most frequently as the home page. This web page opens automatically each time you open the browser.

### Procedure



1. Tap  to launch the **Browser** application.
2. Tap .

3. Tap **Settings**->**General**->**Set homepage**.
4. Tap the web page you want to set as the home page in the pop-up dialog box.  
You can also long tap a web page in **BOOKMARKS** list and then tap **Set as homepage**.

## Clearing the Navigation History



You can periodically clear your navigation history to protect your privacy and prevent information disclosure.

### Procedure

1. Tap  to launch the **Browser** application.
2. Tap  .
3. Tap **Settings**->**Privacy & security**->**Clear history**.  
The touch screen prompts "Delete the browser navigation history?".
4. Tap **OK**.

## Modifying Browser Settings



### Procedure

1. Tap  to launch the **Browser** application.
2. Tap  .
3. Tap **Settings**.
4. Customize the browser style you want.

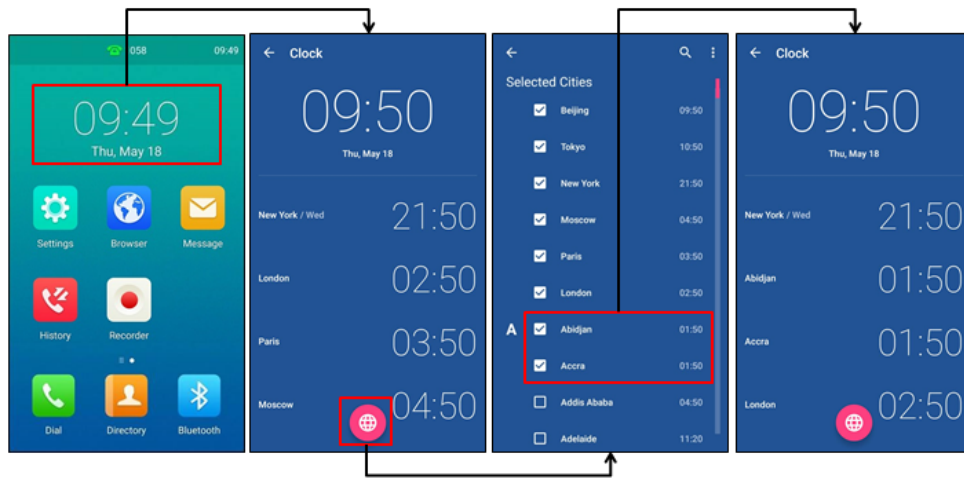
## Clock

You can use the **Clock** application to check the time of other cities in the world.

### Procedure

1. Tap the digital clock from the Home screen.  
All pre-configured clocks are in the list.
2. Tap  .
3. Drag up and down to scroll through the cities.
4. check the checkbox(s) before the desired city.
5. Tap  to return to the clock screen.

The added clock of the desired city displays on the touch screen.





## Using Your IP Phone with PC

You can connect a PC to your IP phone to use it as a speaker for calls or media played on your PC.

From your IP phones, you can do the following:

- Manage the PC audio. The PC audio is the audio from calls or media played on your PC.
- Merge the calls on your IP phones, the PC and connected mobile phone into to a hybrid UC conference. For more information, refer to [Creating a Hybrid UC Conference](#).
- Answer calls from other IP phones.

### Tip

You can install .a softphone (e.g., Yealink VC Desktop) on PC to make IP calls.

## Topics

[Setting CP960 as the PC Audio of the PC Connecting](#)

[Managing the PC Audio](#)

[Setting the IP Phone as PC Audio Device](#)

[Disabling the PC Audio](#)

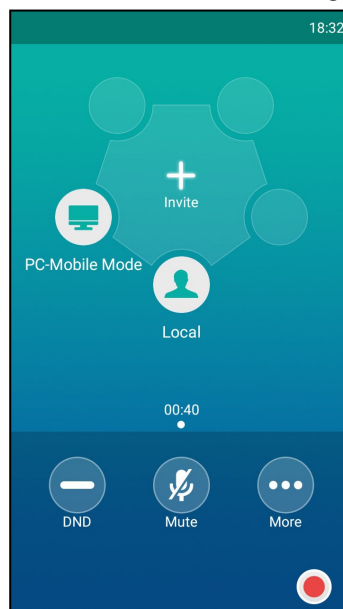
## Setting CP960 as the PC Audio of the PC Connecting

You can connect the PC when your IP phone is idle or when you have a call.

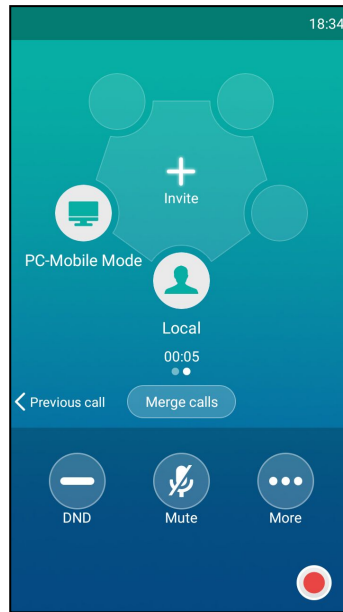
After connection, you can use the IP phone to play audio from calls, and from media including music and videos.

## Procedure

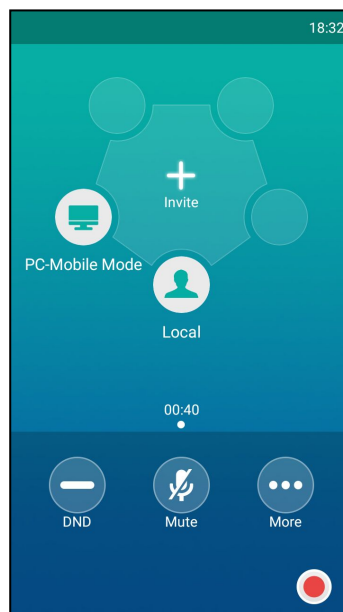
1. Connect the micro USB port of the IP phone and the USB port of the PC using a micro USB cable.  
The PC audio plays through your IP phone's speaker.
  - When your IP phone is idle, the touch screen shows as the following:



- When there is a call or conference call on your IP phones, the original call or conference call is placed on hold. The PC audio plays through your IP phone's speaker.



- When you are placing a call, the dialing is canceled. The PC audio plays through your conference phone's speaker.



## Managing the PC Audio

After connecting the PC to the IP phones, you can do the following:

- Place an active PC audio on hold.
- Mute or unmute the microphone.

### Topics

[Hold/Resume the Placing PC Audio](#)

## Muting or Unmuting the Microphone

### Hold/Resume the Placing PC Audio

When you place the PC audio on hold, you cannot hear any audio associated with the PC on your IP phone.

#### Procedure

1. Tap **More**->**Hold**.
2. Tap **More**->**Resume** or tap **Resume** to resume the PC audio.

### Muting or Unmuting the Microphone

The following occurs when you mute the microphone:

- The other party cannot hear you but you can still hear all other parties.
- You cannot record your voice on PC.

#### Procedure

1. Tap **Mute** or the Mute touch key.  
Mute key LED indicators glow solid red. The touch screen indicates that the audio is muted.
2. Tap **Mute** or the Mute touch key again to unmute the microphone.

### Setting the IP Phone as PC Audio Device

If you connect a PC to the IP phones, the PC will use the IP phone to play audio from calls or media by default. If not, you can set the IP phone as PC audio device. You can set the IP phone as PC audio device via softphone or PC.

#### Topics

[Setting the IP Phone as PC Audio Device via Softphone](#)

[Setting the IP Phone as PC Audio Device via PC](#)

### Setting the IP Phone as PC Audio Device via Softphone

When your PC is connected to the IP phones, you can set the IP phone as PC audio input and output device via the softphone. Then you can play audio from the calls using the IP phone speakers and use the IP phone as your microphone.

The following takes setting the IP phone as PC audio input and output device via Yealink VC Desktop as an example. If you do not have the Yealink VC Desktop application, download the application from the [Yealink VC Desktop Support page](#).

#### Procedure

1. In the top-left corner of the window, click the avatar icon to enter the settings window.
2. Click **Device**.
3. Select 扬声器 (CP960) from the pull-down list of **Speaker**.
4. Select 麦克风 (CP960) from the pull-down list of **Microphone**.
5. (Optional) Click **Mic Test** to test the microphone.
6. (Optional) Click **Sound Test** to test the speaker.

## Setting the IP Phone as PC Audio Device via PC

When your PC is connected to the IP phones, you can set the IP phone as the default audio device for your PC and play audio from music and videos using the IP phone's speakers.

### Procedure

1. Click **Start->Control Panel->Sound**.
2. Click **CP960** and click **Set Default**.
3. Click **OK**.

## Disabling the PC Audio

### Procedure

1. Disconnect the USB cable from the IP phone.



# Using the CP Wireless Expansion Mic CPW90

This chapter provides basic operating instructions for the wireless expansion microphone CPW90.

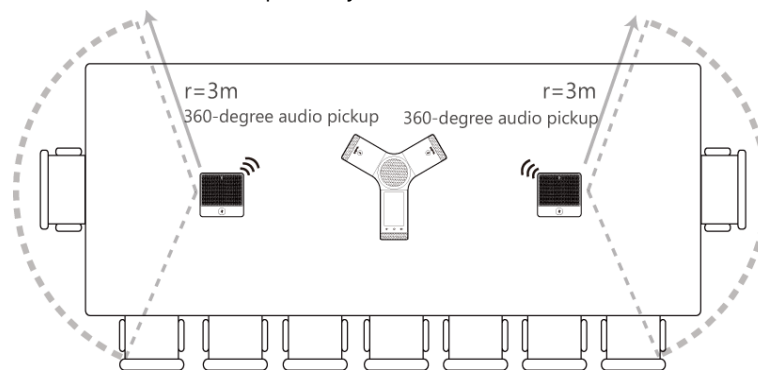
## Topics

- [Placing the CPW90](#)
- [Turning the CPW90 On or Off](#)
- [Registering the CPW90](#)
- [Registering the CPW90 with Another IP Phone](#)
- [Unregistering the CPW90](#)
- [Muting or Unmuting the CPW90](#)
- [Idle Mode](#)
- [Viewing CPW90 Information](#)
- [Finding the CPW90](#)
- [Charging the CPW90](#)
- [CPW90 LED Instructions](#)
- [CPW90 Working Frequency](#)

## Placing the CPW90


The CPW90 has rubber pads on its base to prevent it from sliding. You can place the CPW90 on a conference table. Do the following to ensure optimal voice quality:


- The CPW90 should be less than 20 meters distant from the IP phones, and is not disturbed by obstacles.
- Place the CPW90 on a stable surface and keep it away from obstacles so that it can effectively pick up sounds.



## Turning the CPW90 On or Off

### Procedure

1. You can do the following to turn on the CPW90:
  - Put the CPW90 on a charging cradle, the CPW90 starts up automatically.
  - If you do not charge the CPW90, long tap  on the CPW90 for 3 seconds.
 

The battery LED indicator glows solid green for one second and then goes out.
2. To turn off the CPW90, long tap  on the CPW90 until the battery LED indicator on the CPW90 glows solid red for 3 seconds and then goes out.

## Registering the CPW90

The Yealink CPW90 is a CP Wireless Expansion Mic which works as an audio input device for CP960 IP phone. It features superior audio technology and supports 360-degree voice pickup range at a radius of up to 10 feet (3 meters) without any wiring troubles. To ensure good voice quality of the calls on the IP phones, you can register CPW90 with the IP phone to use the CPW90 as the external audio input device.

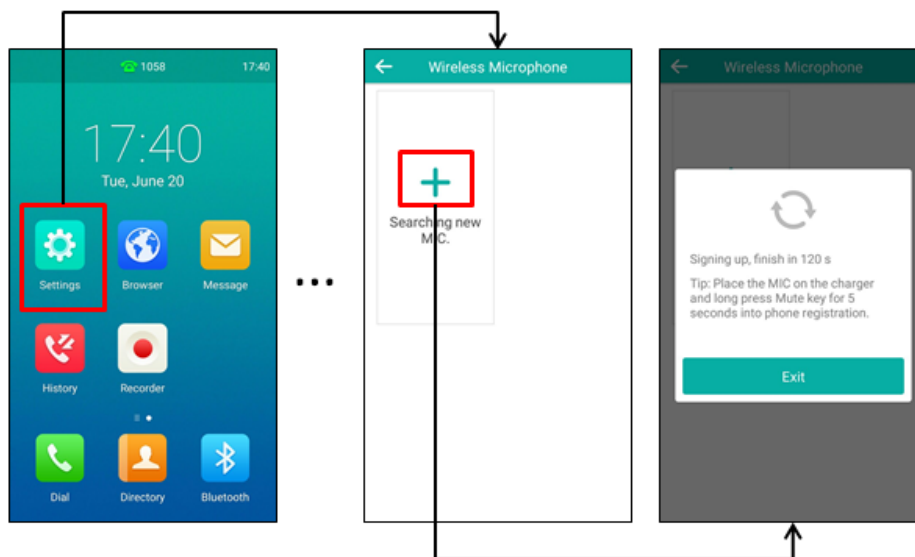
CPW90 can only be registered with one IP phone at a time, if you register the CPW90 to another IP phones, the CPW90 will deregister from the previous IP phone automatically.

### Note

If you buy CP960-WirelessMic, the CPW90 is registered with the IP phone by default.

### Procedure

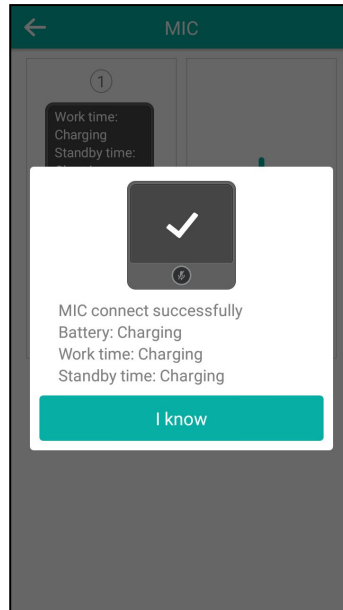
1. Navigate to **Settings->Basic Settings->Wireless Microphone**.
2. Tap **+** to search for CPW90.



3. Turn on the CPW90.

The CPW90 will enter the registration mode automatically. And the mute LED indicator on the CPW90 fast flashes yellow.

The CPW90 registers with the IP phone automatically. If the registration is successful, the mute LED indicator on the CPW90 goes out and the touch screen of IP phone prompts the CPW90 information: battery, work time and standby time.



## Registering the CPW90 with Another IP Phone

### Procedure

1. Navigate to **Settings**->**Basic Settings**->**Wireless Microphone**.
2. Tap **+** to search for CPW90.
3. Put the CPW90 on the charging cradle and make sure it is charging.
4. Long tap the Mute key on the CPW90 for 5 seconds.

The CPW90 enters the registration mode. And the mute LED indicator on the CPW90 fast flashes yellow.

The CPW90 registers with the IP phone automatically.



## Unregistering the CPW90

### Procedure

1. Navigate to **Settings**->**Basic Settings**->**Wireless Microphone**.
2. Select the desired microphone and then tap **Detail**.
3. Tap **Unbind** to deregister the CPW90.

## Muting or Unmuting the CPW90

### Procedure

1. Tap the Mute key to mute the call.  
The mute LED indicator glows solid red. And the icon  appears on the status bar of the IP phone.
2. Tap the Mute key again to unmute the call.  
The mute LED indicator glows solid green. And the icon  disappears from the status bar of the IP phone.

## Idle Mode

When the CPW90 registers with the IP phone successfully, the CPW90 enters the idle mode. You can tap the Mute key on the CPW90, the battery LED indicator on the CPW90 glows solid green for 3 seconds and then goes out.

## Viewing CPW90 Information

When the CPW90 is registered with the IP phones, you can view CPW90 status on the IP phone.

Available information of CPW90 includes:

- Register Status
- Mic Model
- MICPOD IPEI
- Battery Percent
- Standby Time (estimated standby time)
- Work Time(estimated working time)

### Procedure

1. Navigate to **Settings**->**Basic Settings**->**Wireless Microphone**.
2. Tap **Detail** from the desired microphone block.

## Finding the CPW90

You can find the CPW90 which has registered with the IP phone.

### Procedure

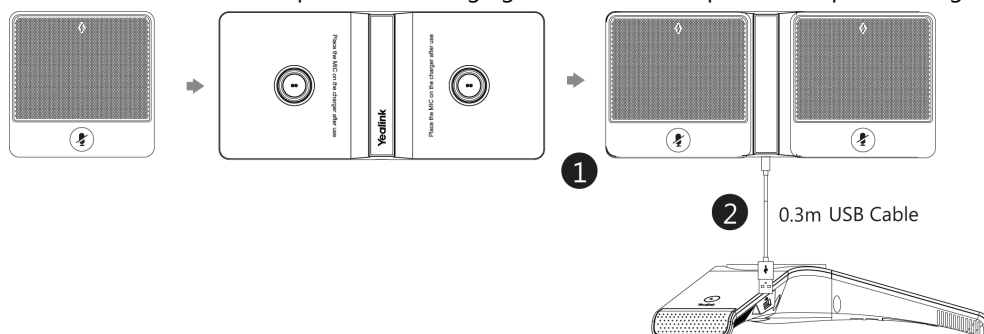
1. Navigate to **Settings**->**Basic Settings**->**Wireless Microphone**.
2. Tap **Find** from the desired microphone block.

The mute key LED indicator on the registered CPW90 flashes red and green alternately.

## Charging the CPW90

### Procedure

1. Put the CPW90 on the charging cradle.
2. Connect the micro USB port on the charging cradle to the USB port on the phone using a 0.3m micro USB cable.



During charging, the battery LED indicator on the CPW90 glows solid red. When the battery capacity reaches 100%, the battery LED indicator on the CPW90 will glow solid green.

**Note**

If it is the first time you use the CPW90, you need to fully charge the CPW90 for normal use. If the CPW90 is not in use, we recommend you to charge the CPW90 even when the battery is full.

If your system administrator disables the USB port of the phone, the phone cannot power to the USB port.

## CPW90 LED Instructions

Mute button indicator LED on the wireless expansion microphone CPW90:

LED Status	Description
Solid green	The phone enters the pre-dialing screen. The phone is in a call an unmuted.
Slowly flashing red	The phone is receiving an incoming call.
Solid red	The phone is muted.
Fast flashing yellow	The CPW90 is in the registration mode.
Slowly flashing yellow	The CPW90 has registered with the phone, but the CPW90 is out of range. The CPW90 has registered with the phone, but the CP960 is turned off.
Flashing red and green alternately	The phone is searching for the CPW90 which has registered with it.
Off	The CPW90 is in the idle mode.

Battery indicator LED on the wireless expansion microphone CPW90:

LED Status	Description
Solid green for one second and then off	The CPW90 is turned on.
Solid green for 3 seconds and then off	The CPW90 is in the idle mode.
Solid green	The CPW90 is fully charged.
Solid red	The CPW90 is being charged.
Fast flashing red 3 times and then off	The battery capacity is too low to turn on the CPW90.
Slowly flashing red	The battery capacity is less than 10%.
Off	If you tap the mute button, the battery indicator LED on the CPW90 is still off, it means the CPW90 is turned off.

## CPW90 Working Frequency

For reference, the Frequency/Channels of CPW90 used in each Region are tabulated below:

Freq (MHz)	RF Carrier Index (DECT tester Numbering)						
	EU	Taiwan	US	LA	Korea	Brazil	Japan
1881.792	9	9					

Freq (MHz)	RF Carrier Index (DECT tester Numbering)						
	1883.520	8	8				
1885.248	7	7					
1886.976	6	6					
1888.704	5	5					
1890.432	4	4					
1892.160	3	3					
1893.888	2	2					
1895.616	1						4(F1)
1897.344	0						3(F2)
1899.072							2(F3)
1900.800							1(F4)
1902.528							0(F5)
1904.256							
1905.984							
1907.712							
1909.440							
1911.168						4	
1912.896				9		3	
1914.624				8		2	
1916.352				7		1	
1918.080				6		0	
1919.808				5			
1921.536			4	4			
1923.264			3	3			
1924.992			2	2			
1926.720			1	1			
1928.448			0	0			
1787.616					8		

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Freq (MHz)	RF Carrier Index (DECT tester Numbering)						
	1789.344					7	
1791.072				6			

## Using CP960 Star Connection Feature

You can deploy up to four CP960 phones in a star layout. In the star connection group, one phone acts as a master phone, while other phones act as the slave phones. The master phone keeps all features, while the slave phones only sync some key features of the master phone, such as DND and call mute. After connecting, the slave phones are mainly used to work as speakers or microphones.

### Before You Begin

Make sure all the phones are deployed in the same subnet. And all the phones are running the same firmware versions.





### Topics

[State Indicator of CP960 Star Connection](#)

[Configuring the Master Phone](#)

[Configuring the Slave Phone](#)

## State Indicator of CP960 Star Connection

Icons	Description
	The slave phone is disconnected from the master phone.
	The star connection group is set up, but there are no slave phones in the star connection group.
	The number of the slave phones connected successfully is less than the maximum number of slave phones in a star connection group. "n" indicates the number of connected slave phones.
	All the slave phones in the star connection group are connected successfully. "n" indicates the number of connected slave phones.

## Configuring the Master Phone

You can set up a star connection group, send broadcast, remove a slave phone, and dissolve a star connection group on the master phone. You can also quickly find a slave phone.

### Topics

[Setting Up a Star Connection Group](#)

[Sending Broadcast from Master Phone](#)

[Removing a Slave Phone](#)

[Dissolving a Star Connection Group](#)

[Finding a Slave Phone](#)

[Stop Finding a Slave Phone](#)

## Setting Up a Star Connection Group

If your system administrator has not specified your phone as a master phone, you need manually create a star connection group on your phone.

### Procedure

1. Navigate to **Settings**->**Advanced Settings** (default password: admin)->**CP Star Connection**->**Create Group**.  
The phone automatically generates a four-digit PIN number and sends the broadcast.



After the slave phones join the star connection group, a star connection icon appears in the status bar.

## Related Topic

[Sending Broadcast from Master Phone](#)

## Sending Broadcast from Master Phone

If your system administrator has specified your phone as a master phone, or you have set up a star connection group on the phone, you can make the phone send broadcast for waiting for other slave phones to join the star connection group.

### Procedure

1. Navigate to **Settings**->**Advanced Settings** (default password: admin)->**CP Star Connection**->**Start Broadcast**.  
The phone automatically generates a four-digit PIN number and sends the broadcast.

## Related Topic

[Setting Up a Star Connection Group](#)

## Removing a Slave Phone

You can remove a slave phone from the star connection group.

### Procedure

1. Navigate to **Settings**->**Advanced Settings** (default password: admin)->**CP Star Connection**.
2. Select the desired slave phone.
3. Tap **Remove**.  
The phone screen prompts you whether to remove the slave phone.
4. Tap **OK**.  
The slave phone is removed from the star connection group successfully.

## Dissolving a Star Connection Group

### Procedure

1. Navigate to **Settings**->**Advanced Settings** (default password: admin)->**CP Star Connection**.
2. Tap the master phone icon.
3. Tap **Dissolve Group**.  
The phone screen prompts you whether to dissolve the star connection group.
4. Tap **OK**.  
The phone dissolves the star connection group successfully.

## Finding a Slave Phone

### Before You Begin

You have set up a star connection group, and a phone has joined this star connection group.

### Procedure

1. Navigate to **Settings**->**Advanced Settings** (default password: admin)->**CP Star Connection**.

2. Tap the desired slave phone.

3. Tap **Find**.

The master phone will automatically find the slave phone in your area.

The slave phone will play the ring tone, and the mute key LED indicators on the phone flash green and red alternately.

## Related Topics

[Setting Up a Star Connection Group](#)

[Joining a Star Connection Group](#)

[Stop Finding a Slave Phone](#)

## Stop Finding a Slave Phone

### Procedure

1. Tap **Exit** on the master phone.

The slave phone will stop ringing.

#### Tip

You can also stop finding a slave phone by tapping any touch key on the slave phone.

## Related Topic

[Finding a Slave Phone](#)

## Configuring the Slave Phone

You can join a star connection group and quit the star connection group on the slave phone. You can also quickly find a master phone.

## Topics

[Joining a Star Connection Group](#)

[Quitting a Star Connection Group](#)

[Finding a Master Phone](#)

[Stop Finding a Master Phone](#)

## Joining a Star Connection Group

### Before You Begin

The master phone has set up a star connection group and is in broadcast status.

### Procedure

1. Navigate to **Settings**->**Advanced Settings** (default password: admin)->**CP Star Connection**->**Search Group**.

The phone will automatically search for broadcasts sent by the master phone in your area.

2. Tap **Join**.

3. Enter the PIN number displayed on the master phone.

After reboot, the phone joins the star connection group successfully.

The star connection name (for example, CP960-S1) is displayed on the idle screen, and a star connection icon appears in the status bar.

**Note**

One CP960 phone can only join one star connection group.

**Related Topics**

[Setting Up a Star Connection Group](#)

[Sending Broadcast from Master Phone](#)

## Quitting a Star Connection Group

**Procedure**

1. Navigate to **Settings**->**Advanced Settings** (default password: admin)->**CP Star Connection**.
2. Tap the desired slave phone.
3. Tap **Quit Group**.  
The phone screen prompts you whether to quit the star connection group.
4. Tap **OK**.  
After reboot, the phone quits the star connection group successfully.

## Finding a Master Phone

**Before You Begin**

The phone has joined a star connection group.

**Procedure**

1. Tap **Find master**.  
The slave phone will automatically find the master phone in your area.  
The master phone will play the ring tone, and the mute key LED indicators on the phone flash green and red alternately.

**Related Topics**

[Joining a Star Connection Group](#)

[Stop Finding a Master Phone](#)

## Stop Finding a Master Phone

**Procedure**

1. Tap **Exit** on the slave phone.  
The master phone will stop ringing.

**Tip**

You can also stop finding a master phone by tapping any touch key on the master phone.

**Related Topic**

## Finding a Master Phone

# Maintaining Your Phone

When your phone is unable to operate properly, you need to investigate or troubleshoot issues among other tasks your system administrator may ask you to perform.

## Topics

[Investigating Warnings](#)


[Clearing Warnings](#)

[Rebooting Your Phone](#)

[Resetting to Factory Settings](#)

[Updating the Phone Configuration](#)

## Investigating Warnings

A warning icon  is displayed in the status bar when the default password is used. The warning icon is used to remind you to change the default password as soon as possible. You can view details about the issue from **Status** screen.

### Procedure

1. Navigate to **Settings**->**Status**->**General**.

The warning detail is displayed in the **Warning** field.

### Related Topics

[Clearing Warnings](#)

[Changing the Administrator Password](#)

## Clearing Warnings

You can temporarily remove the warning icon from the status bar. However, the warning message still is displayed on the **General** screen until the issue is fixed.

The warning icon appears in the status bar again after reboot if the issue is not fixed.


### Procedure

1. Navigate to **Settings**->**Status**->**General**.

2. Tap the **Warning** field.

The phone screen prompts you whether to clear the warning icon.

3. Tap **OK**.

The warning icon  is removed from the status bar. And it is also removed from the **Warning** field.

#### Tip

You can also swipe left or right to temporarily remove the warning icon via Notification Center.

### Related Topics

[Investigating Warnings](#)

[Control Center/Notification Center](#)

## Rebooting Your Phone

The improper operation may cause malfunction. If the malfunction occurs, your system administrator may ask you to reboot your phone.

### Procedure

1. Navigate to **Settings**->**Advanced Settings** (default password: admin)->**Reboot**->**Reboot**.  
The phone screen prompts you whether to reboot the phone.
2. Tap **OK** to reboot the phone.

## Resetting to Factory Settings

Generally, some common issues may occur while using the IP phone. Your system administrator may ask you to reset your phone to factory configurations after you have tried all troubleshooting suggestions but still do not solve the problem. This operation will delete all your personal configuration settings, and reset all settings to the factory defaults. Check with your system administrator if the personalized settings are kept before resetting your phone to factory settings.

### Procedure

1. Navigate to **Settings**->**Advanced Settings** (default password: admin)->**Reset Config**.
2. Tap **Reset to Factory Settings**.  
The phone screen prompts you whether to reset the setting.
3. Tap **OK**.  
The phone begins resetting.

#### Tip

You can also long tap the left Mute key when the phone is idle.

After reset, the screen "Initializing...".

The phone will be reset successfully after startup.


#### Note

Reset of your phone may take a few minutes. Do not power off until the phone has started up successfully.

## Updating the Phone Configuration

Your system administrator may ask you to update your phone configurations.

### Procedure

1. Navigate to **Settings**->**Advanced Settings** (default password: admin)->**Auto Provision**.
2. Enter the provision information in the corresponding field.
3. Tap .  
The phone screen prompts you whether to provision now.
4. Tap **OK**.

# Appendix - Menu Structure

