Yealink

HD IP Conference Phone
CP960

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About This Guide

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

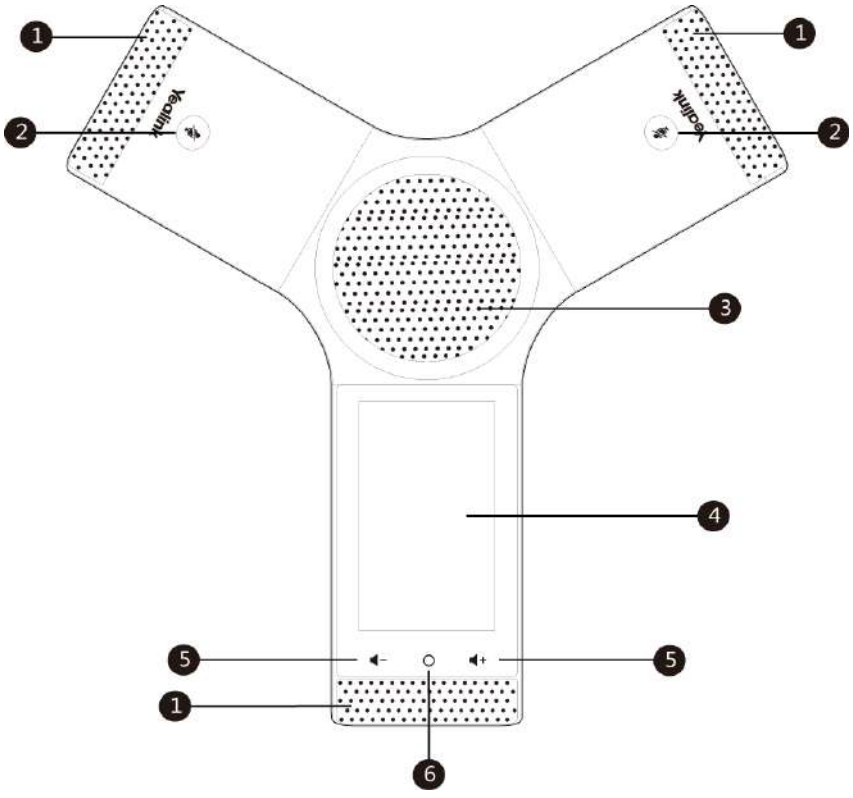
Hardware Overview

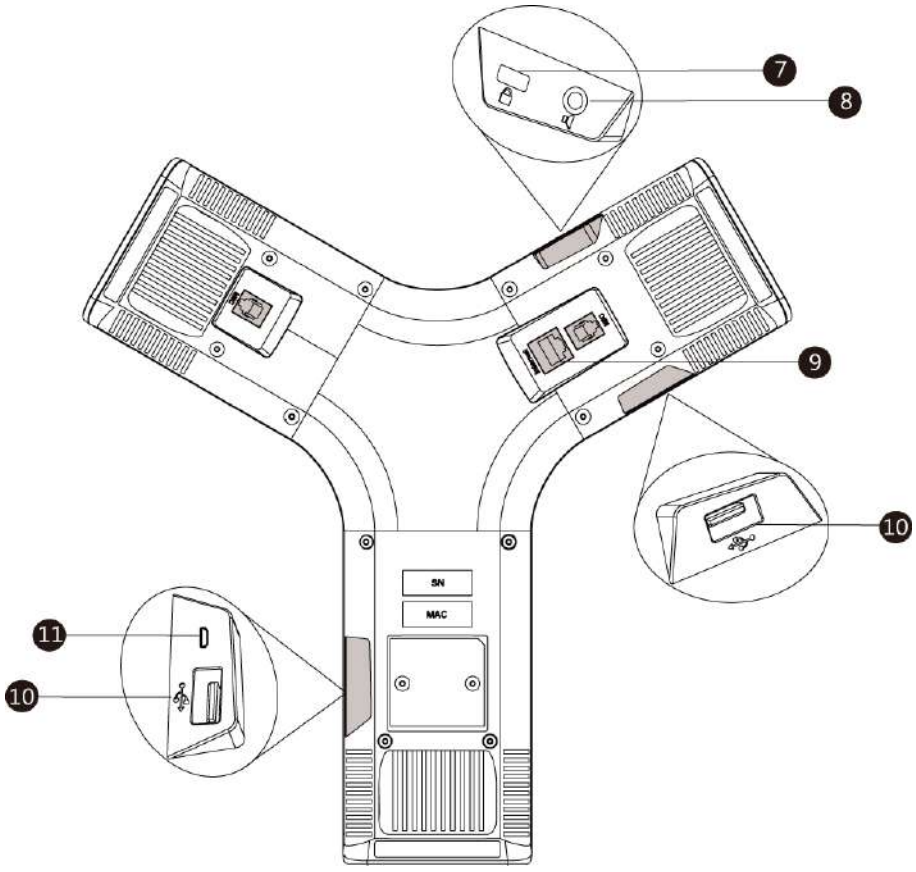
Topics

CP960 Hardware
Mute Touch Key LED Indicators

CP960 Hardware

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





No.	Item	Description
1	Three Internal Microphones	Provide 20-feet and 360-degree coverage to transmit sound to other phones.
2	Mute Touch Keys	• Indicate phone statuses. • Toggle mute feature.
3	Speaker	Provides hands-free (speakerphone) audio output.
4	Touch Screen	5 inches (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: • Call information–caller ID, call duration • Icons (for example, ⛔) • Missed call list or second incoming caller information • Prompt text (for example, "Save successfully!") • Time and date
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.
9	Network Port	Allows you to connect the IP phone to the wired network.

No.	Item	Description
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 Touch 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 and Notification Center
Idle Screen
Configuration Screen
Dialing Screen
Calls Screen
Icons in the Status Bar
CP960 Line Key Icons
Call History Icons

Control Center and 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			• Indicate the number of the connected wireless microphones. • Tap to enter the wireless microphone settings screen.
3	Control Center	Backlight Slider	Drag the slider to adjust the screen brightness quickly.
		Wi-Fi	• Tap to turn Wi-Fi on or off quickly. • Long tap to enter Wi-Fi setting screen.
		Bluetooth	• Tap to turn Bluetooth on or off quickly. • Long tap to enter the Bluetooth setting screen.
		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.

No.	Name	Description
4	Notification Center	• Tap the desired notification message to view the details. • Swipe left or right to delete a specific notification. • Tap **clear** to delete all notifications.

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

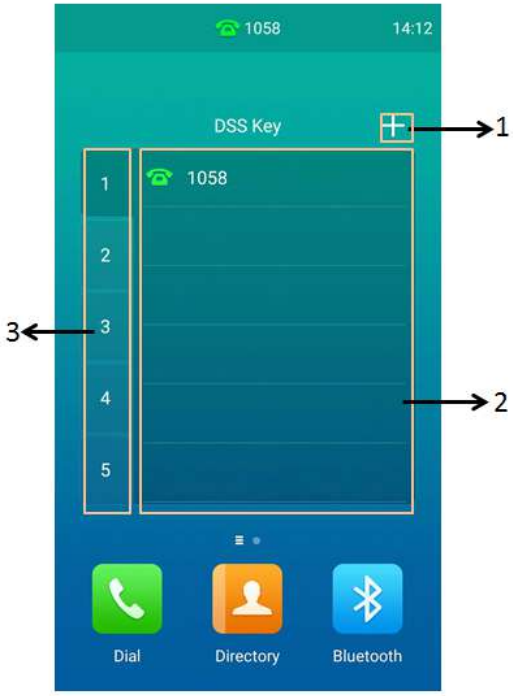
The Home screen displays as below:

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 **No**

No.	Name		Description
			Service. If the phone is registered and there is a Bluetooth-Enabled mobile phone connected with the phone, this field will display **Multiple account**.
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.

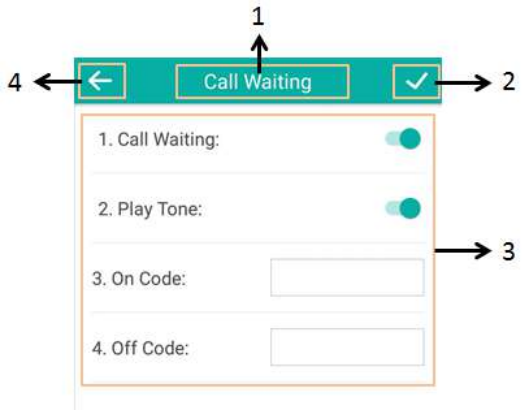
No.	Application	Description
3	Page Keys	Tap to turn to the corresponding page.

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. • Tap the switch button to turn the feature on or off. • Enter the data using the onscreen keyboard.
4	←	Tap to go back to previous screen.

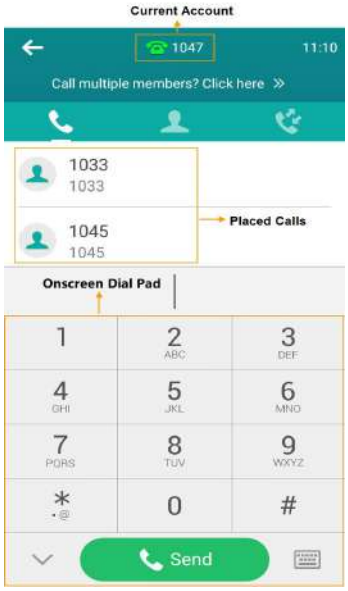
Dialing Screen

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

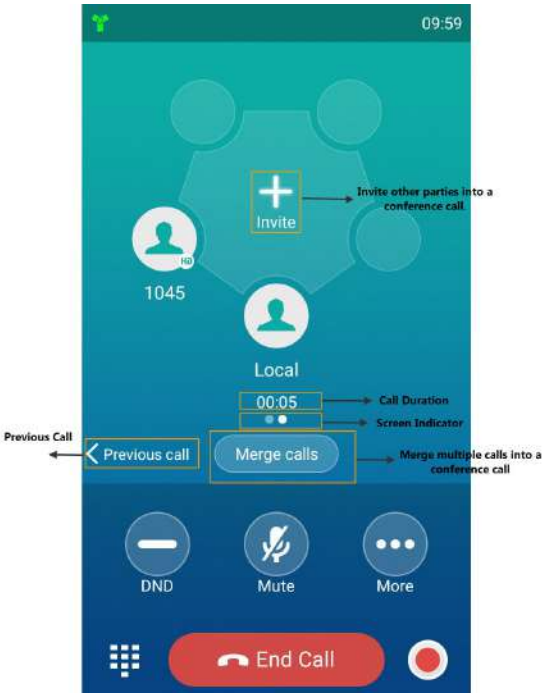
Your system administrator can configure the search source list in dialing, and disable the phone to display the placed call records. Check with your system administrator to find out if they are available on your phone.



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

1. 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.
2. 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.	**1.** Long tap the entered character(s). **2.** Do one of the following: • Tap on the top of the touch screen.

If you want to	Action
	• Drag / to select all characters.
Cut/Copy characters.	**1.** Long tap the entered character(s). **2.** Drag / to select the characters you want to cut/copy. **3.** Tap / on the top of the touch screen. **4.** Long tap the desired field. **5.** Tap **PASTE**.
Delete more characters at a time.	• Long tap the entered character(s). Drag / to select the characters you want to delete. Tap . • Long tap .
Replace characters.	**1.** Drag your finger to highlight the characters you want to replace. **2.** Tap the desired character.

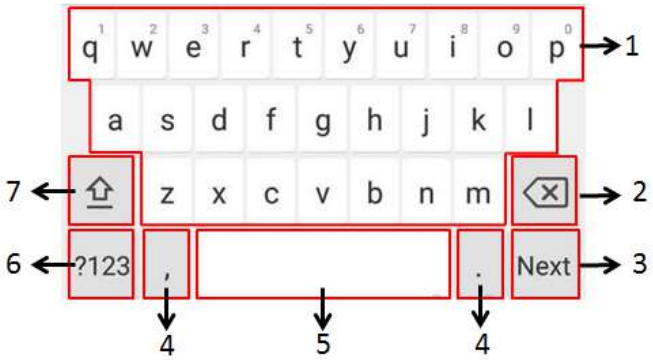
Related Topic

Changing the Input Method

Topics

English (UK) Input Method
Google Pinyin Input Method

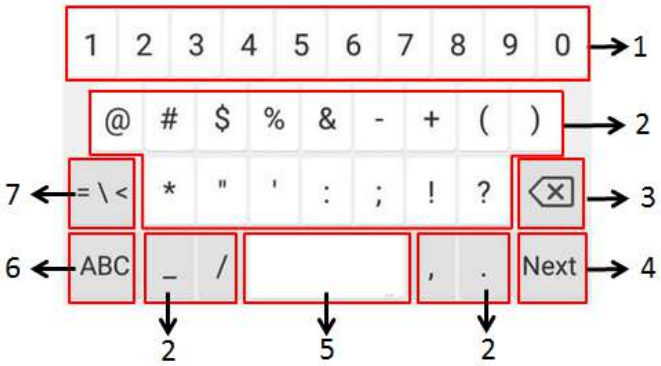
English (UK) Input Method



No.	Item	Description
1	26 English Letters	• Tap to enter letters. • Long tap a key then slide to choose one of the options to enter an alternate character.
2	Delete Key	• Tap to delete the entered characters one by one. • Long tap to delete two or more characters.

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		• Tap to enter special characters. • Long tap point key (.) then slide to choose one of the options to enter an alternate character.
5	Space Key		• Tap to enter spaces. • Long tap to change input method.
6	?123		Tap to switch to the numeric&symbolic input mode.
7			Tap to switch to the uppercase input mode.

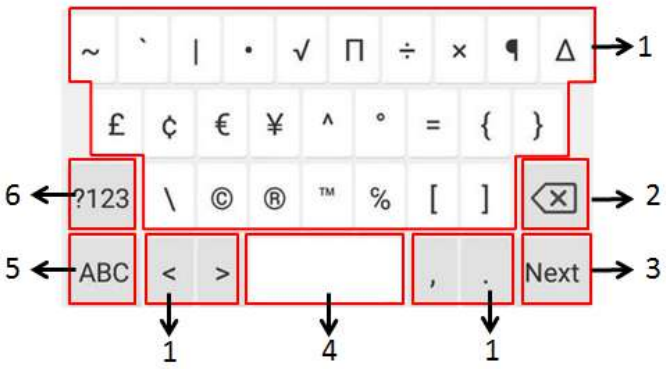
Tap ?123 to switch to the numeric&symbolic input mode as shown below:



No.	Item		Description
1	Numbers		• Tap to enter numbers. • Long tap a key then slide to choose one of the options to enter an alternate character.
2	Special Characters		• Tap to enter special characters. • Long tap a key then slide to choose one of the options to enter an alternate character.
3	Delete Key		• Tap to delete the entered characters one by one. • Long tap to delete two or more characters.
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		• Tap to enter spaces. • Long tap to change input method.
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:

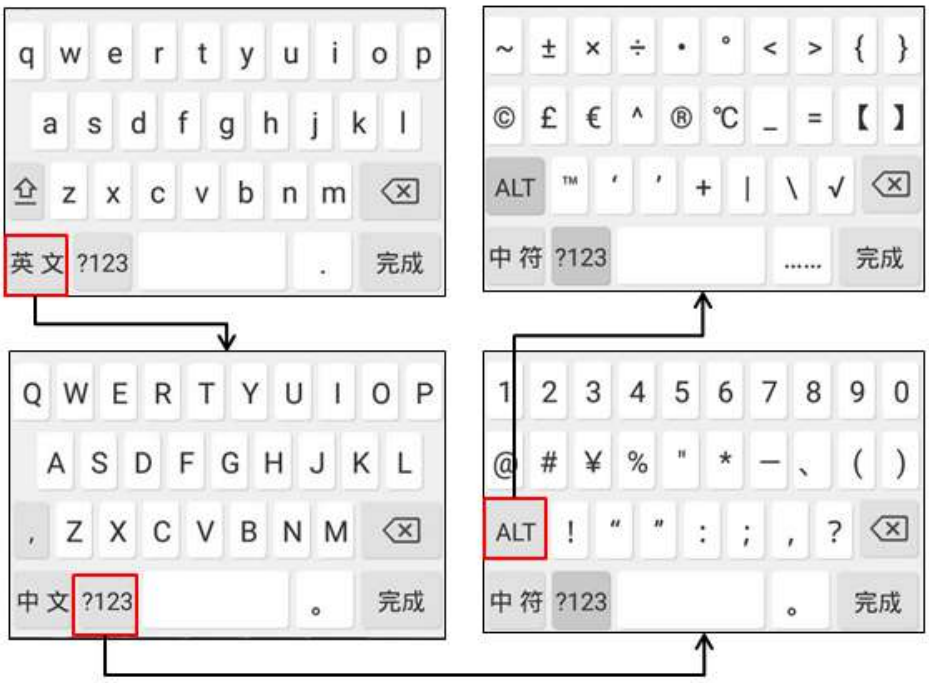


No.	Item		Description
1	Special Characters		• Tap to enter special characters. • Long tap a key then slide to choose one of the options to enter an alternate character.
2	Delete Key		• Tap to delete the entered characters one by one. • Long tap to delete two or more characters.
3	Label automatically 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		• Tap to enter spaces. • Long tap to change input method.
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

Customizing Your Phone

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

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

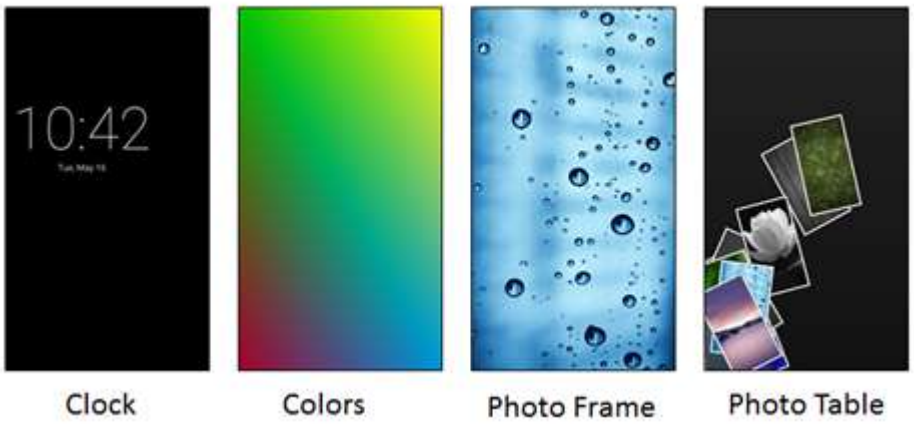
You can change the waiting time for the screen saver.

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 ✓.

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.

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 ✓.

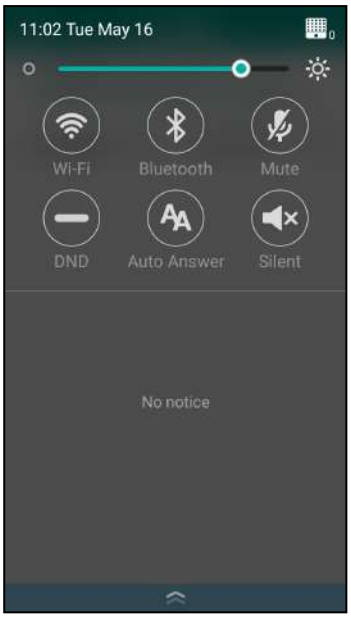
Related Topic

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.

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

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.

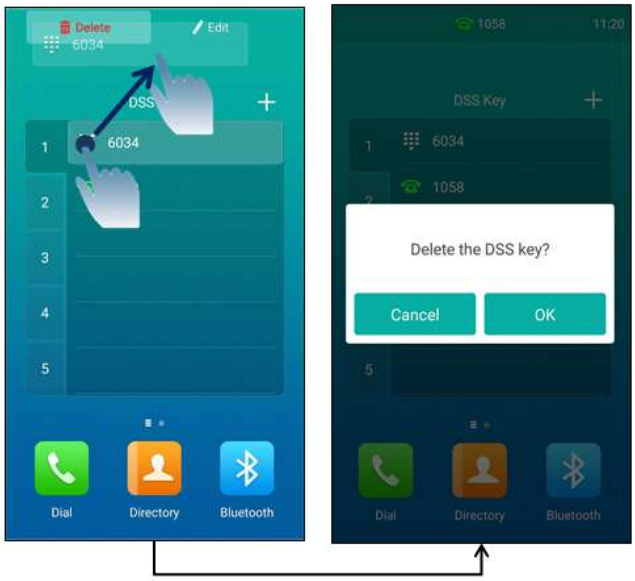
Procedure

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

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.

Related Topics

Deactivating the Bluetooth 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 your 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

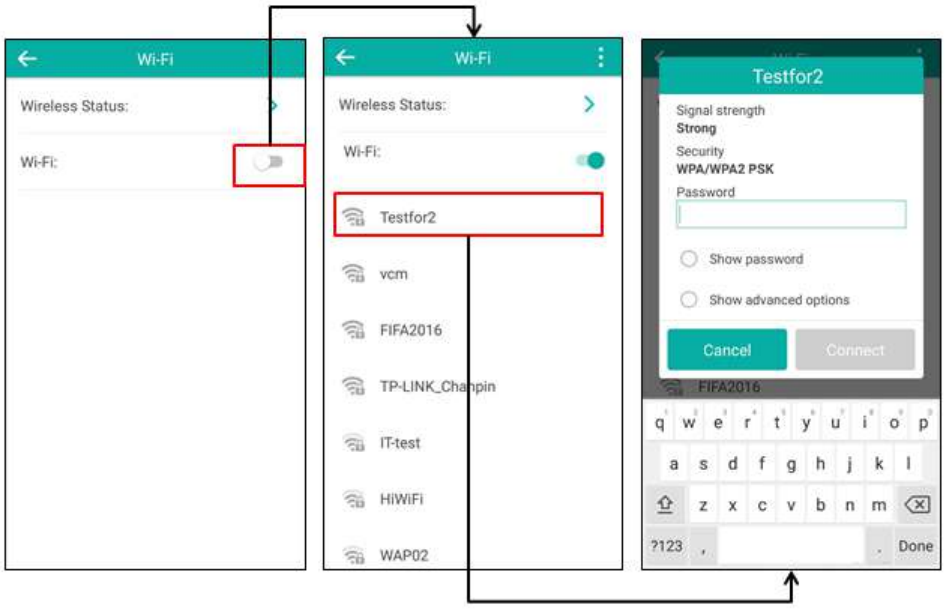
Connecting to an Available Wireless Network Manually

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.
   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:

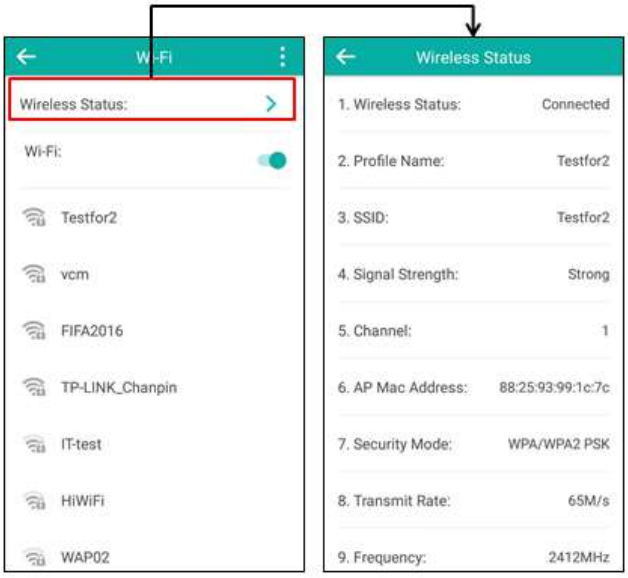
- Tap the **Show password** radio box to make the password visible.
- Tap the **Show advanced options** radio box to configure the HTTP proxy for the **Browser** application.

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).

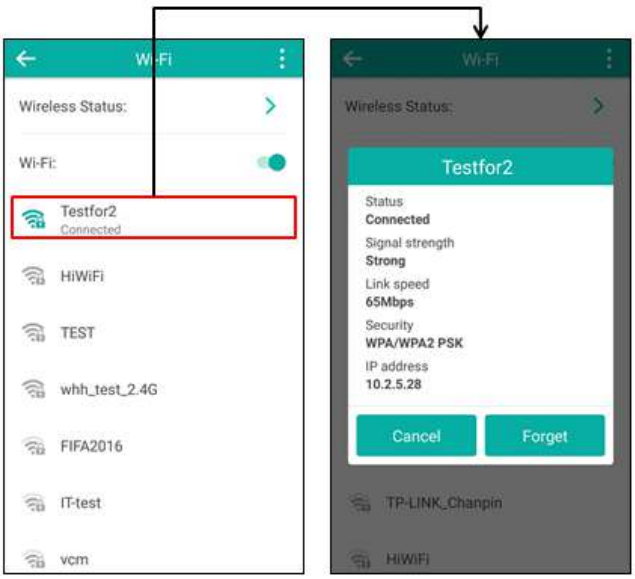


Disconnecting the Wireless Network Connection

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

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 phone, 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 feature. 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 .
   - From the home 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.

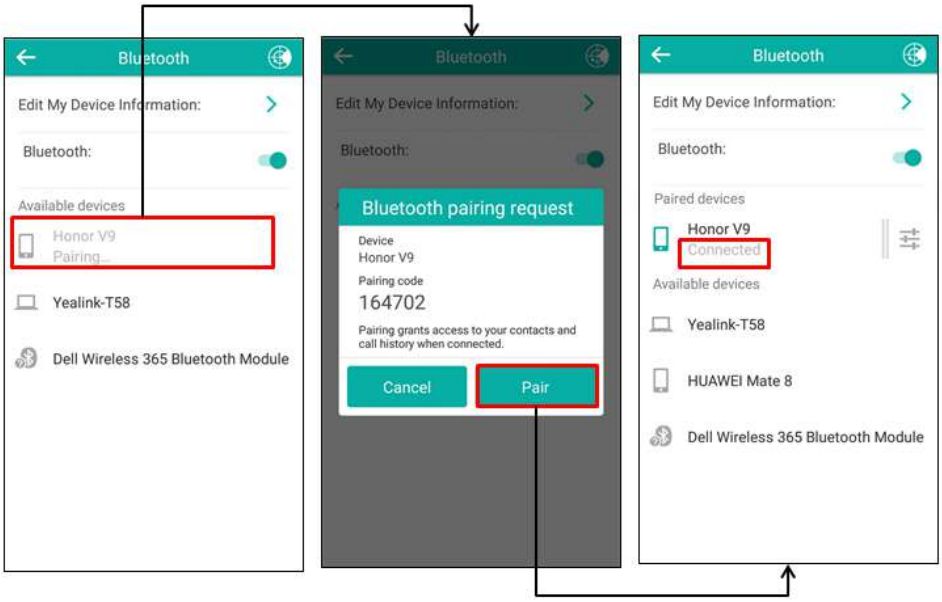
Before You Begin

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

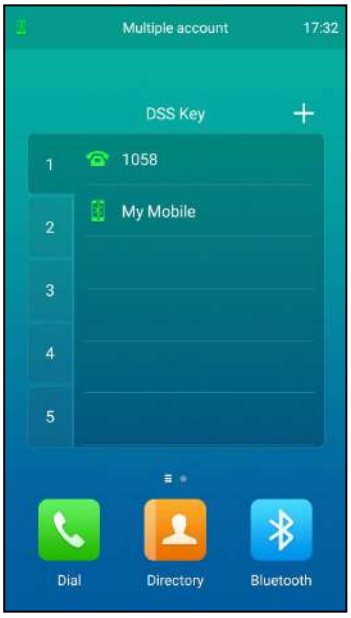
Procedure

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 enable the media audio feature to stream Bluetooth-enabled mobile phone audio to SIP phone. That is, the SIP phone acts as the Bluetooth-enabled mobile phone player.

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

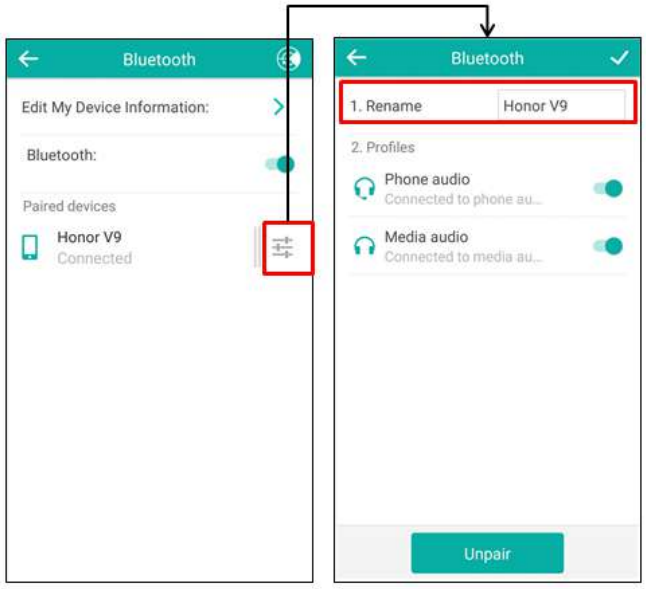
Renaming the Paired Bluetooth-enabled Mobile Phone

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

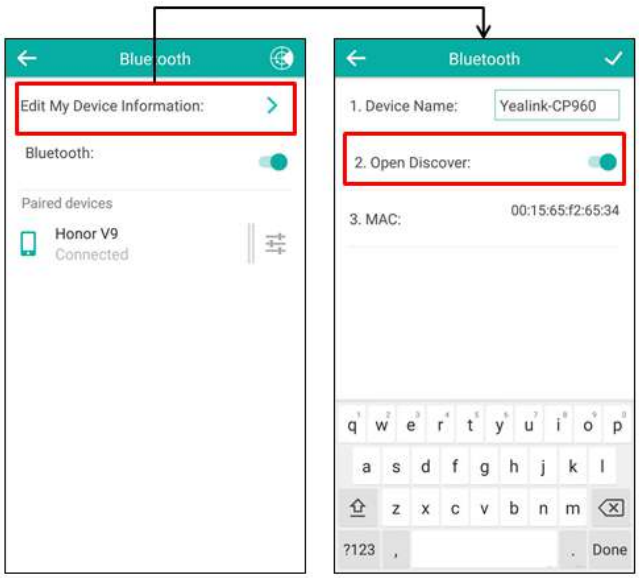
If you make your IP phone discoverable to other Bluetooth devices, other Bluetooth devices can scan and find your IP phone.

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

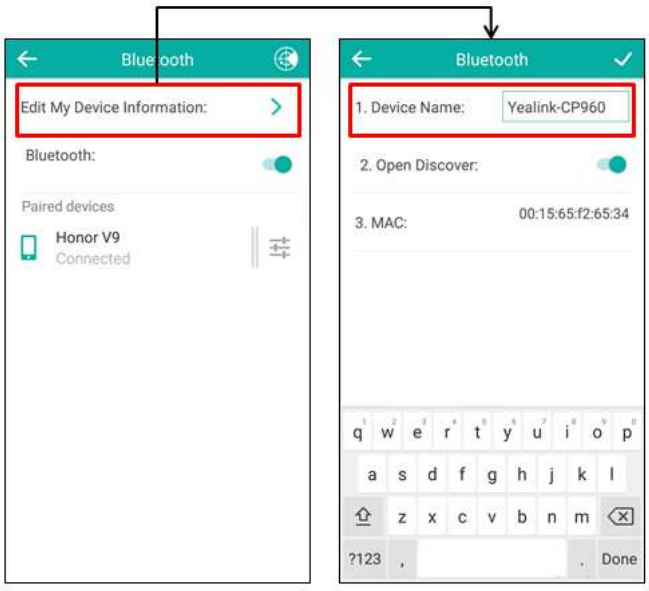
Editing Device Name of Your Phone for Recognition

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.



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

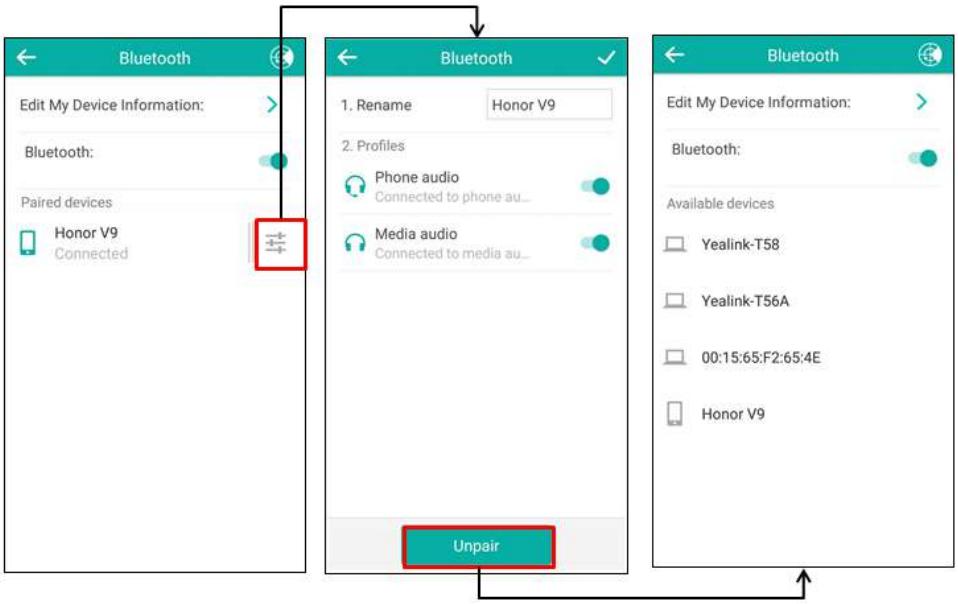
Activating the Wi-Fi Mode
Making the IP Phone Discoverable

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

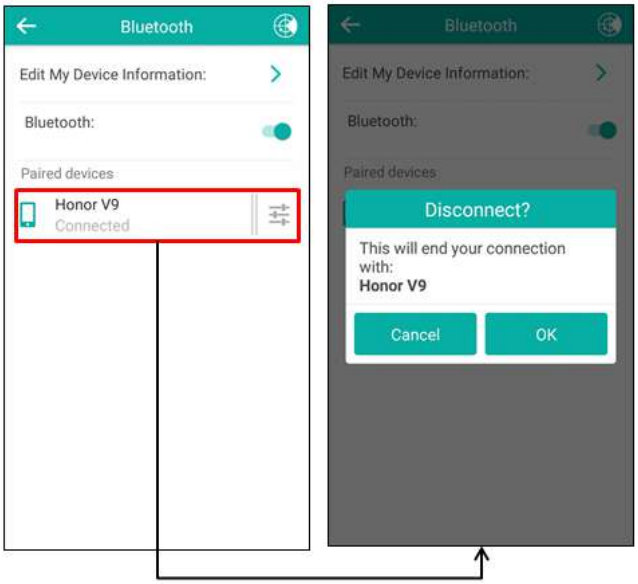
1. Do one of the following:
   - Tap .
   - Swipe down from the top of the screen to enter the control center.
     Long tap **Bluetooth**.
   - Navigate to **Settings**->**Basic Settings**->**Bluetooth**.
     The touch screen shows the paired and connected Bluetooth device.
2. Tap after the connected 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 ringer 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

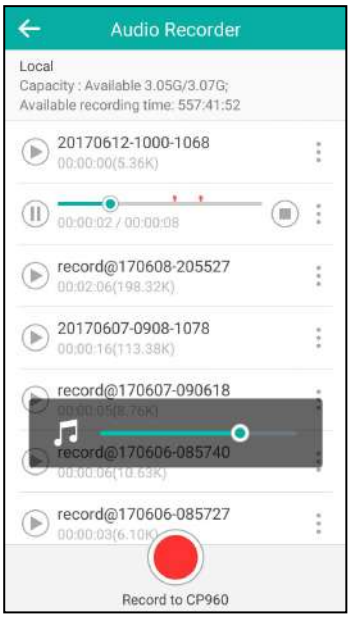
1. Tap the Volume touch key to increase or decrease the ringer volume.

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 keys 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**.

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 desired notification sound from the **Notification Sound** field.
   The notification sound is played automatically. You can tap the Volume key to adjust the notification sound.
3. 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. 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.

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.

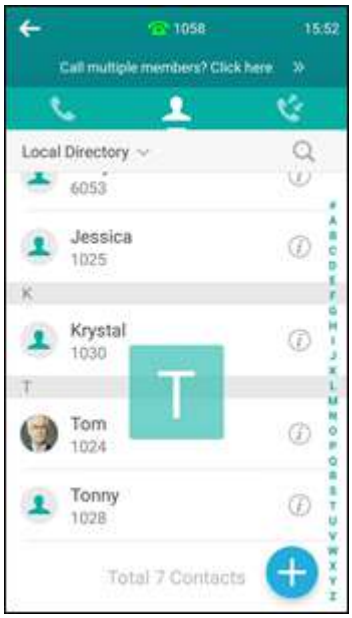
3. Tap ⓘ after the desired contact.
4. Tap **Blacklist**.
   The phone screen prompts you whether to move this contact to the blacklist.
5. Tap **OK**.

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. Edit the blacklist contact's information.
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

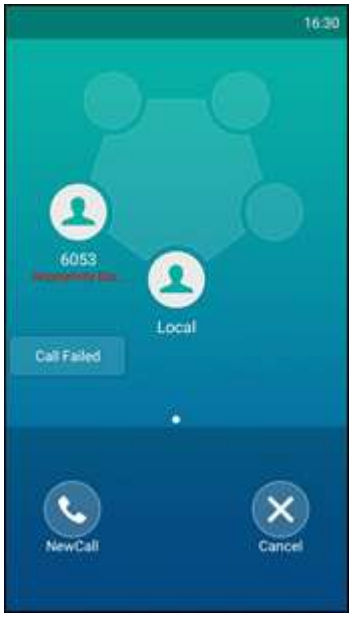
Before You Begin

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.

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.

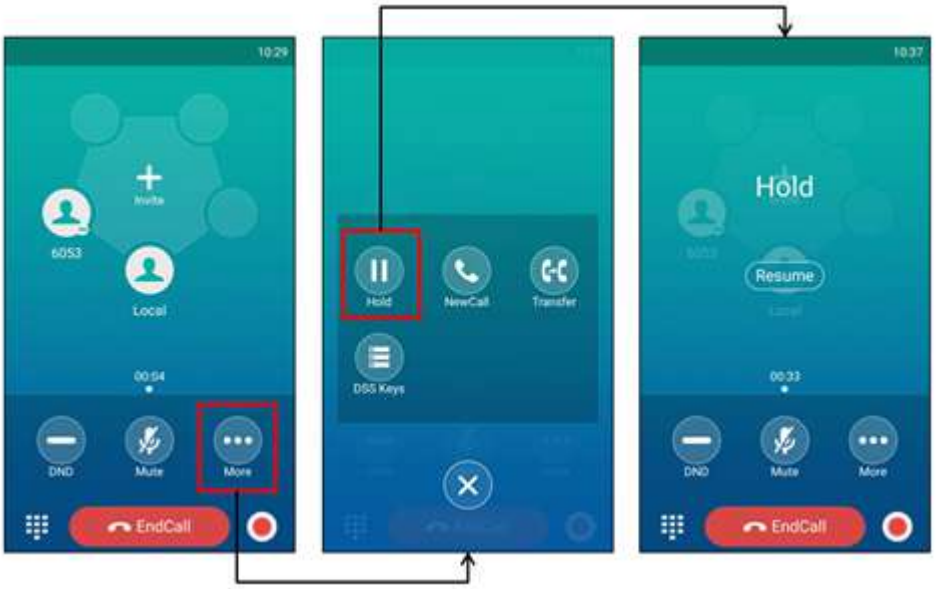
Topics

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 DND 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 in the status bar indicates that the call forward is enabled.

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 **Settings**->**Features**->**Dsskey**.
2. Select the desired line key.

3. Select **Key Event** from the **Type** field.
4. Select **Forward** from the **Key Type** field.
5. (Optional.) Enter the string that will display on the phone screen in the **Label** field.
6. Enter the contact number you want to forward the incoming calls to in the **Value** field.
7. Tap .

Tip

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

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 phone screen looks like in a five-way conference call:

Topics

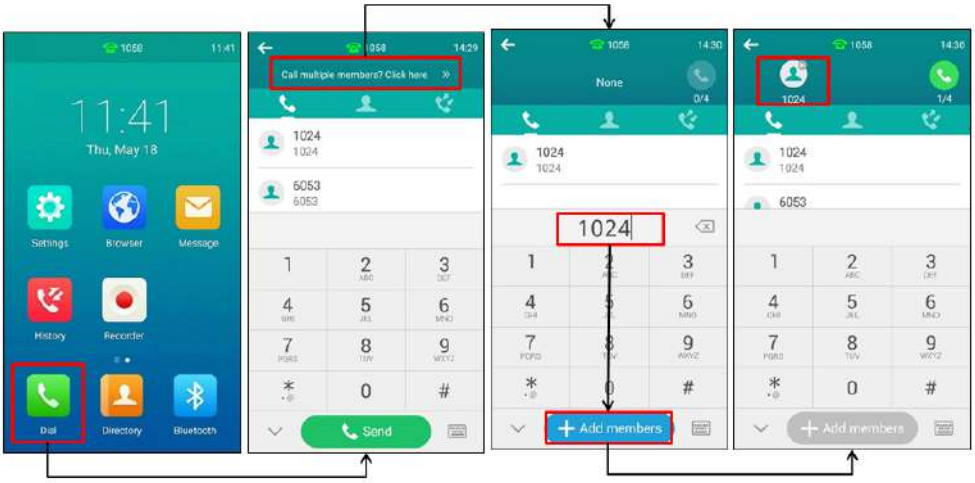
Initiating a Conference by Dialing Multiple Numbers
Initiating a Conference by Inviting Participants
Merging Multiple Calls into a Conference Call
Creating a Hybrid UC Conference
Holding/Resuming a Conference Call
Muting/Unmuting a Conference Call
Splitting a Conference Call
Managing the Conference Participants
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 >>**.

3. 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.



4. Repeat the step 3 until you add all intended parties.
5. 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.

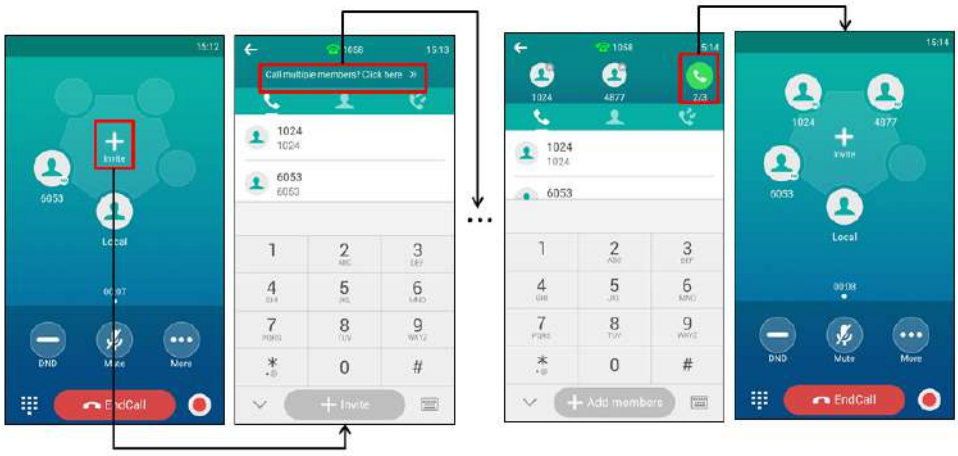
Initiating a Conference by Inviting Participants

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

Procedure

1. Place a call to the first party.
2. After 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**.
     Repeat the step above until you add all intended parties.

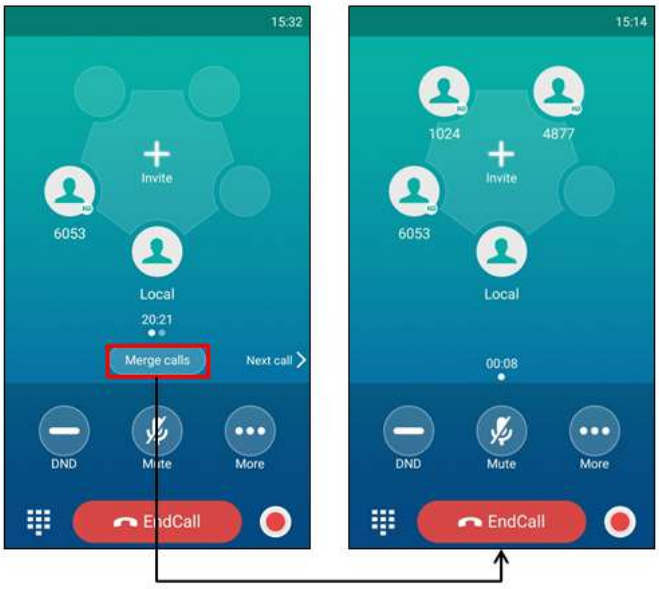
- Tap , tap the desired contact to dial out.
- Tap , tap the desired history record to dial out.
- Tap **Call multiple members? Click here >>**.
  Enter the number or select the contact, and then tap **Add members** to add multiple members.
  Tap to call all intended parties at the same time.



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

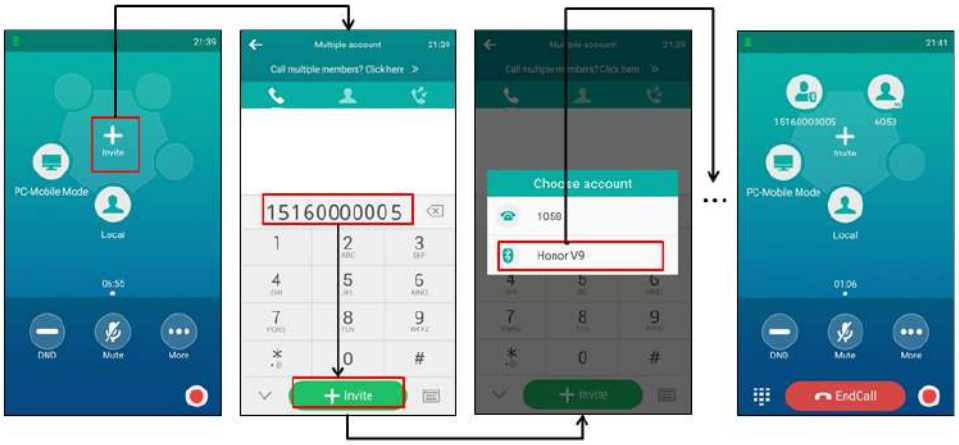
You can merge the calls on your IP phones, the PC and connected mobile phone into to a hybrid UC conference. There are many ways to create a hybrid UC conference, the following shows an example.

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.



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

the 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.

Note

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 phone's Quick Start Guide at 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

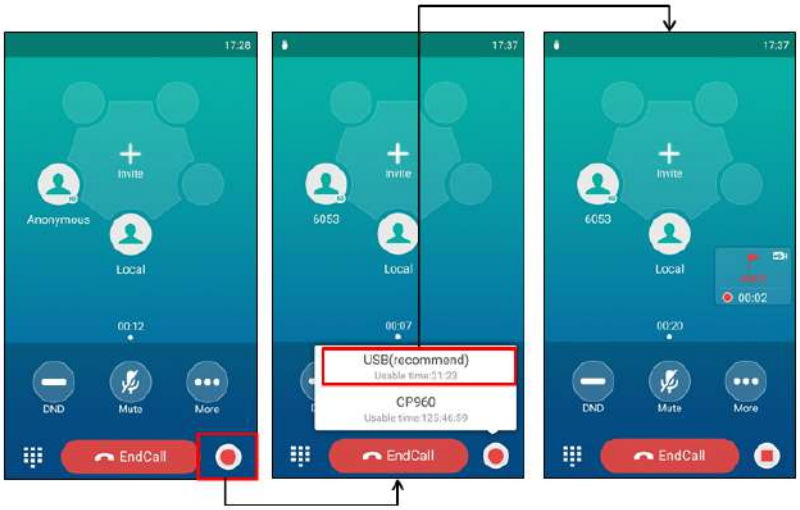
You can record active calls on the phone. You cannot record calls when there are no connected calls, when you place a new call, transfer a call or initiate a conference, or when you have an incoming call.

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 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 ".aac" files.

Procedure

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

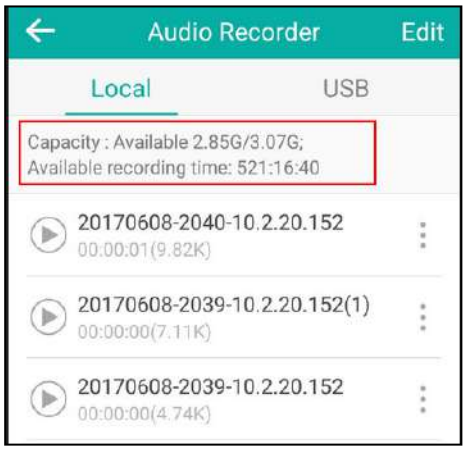
1. Tap to launch the **Recorder** application.
   The phone screen shows all recorded files in the **Audio Recorder** list.
2. If you want to delete the recorded audio saved in USB flash drive, tap **USB**.
3. Tap after the desired recorded audio.
4. Tap **Delete**.
   The phone screen prompts you whether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

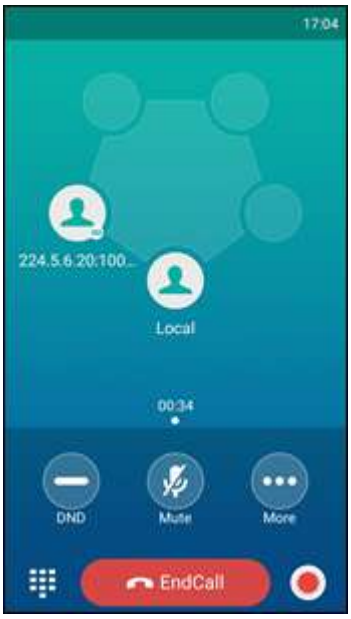
Sending a Paging by a Multicast Paging Key

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.

Hot Desking

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 .

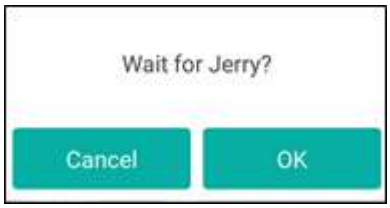
Using Call Completion

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 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 pre-configured 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 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 **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

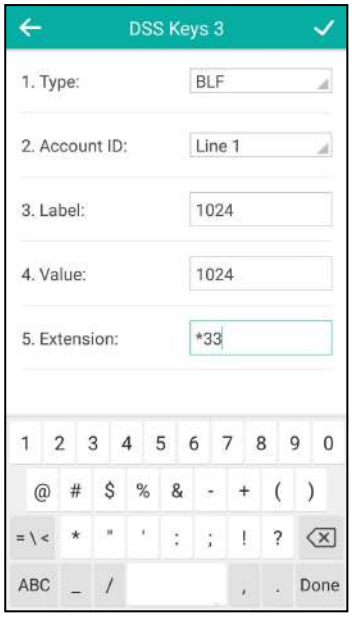
Setting a BLF Key
State Indicator of Remote Line by BLF Key
Visual Alert for Monitored Lines
Picking up a Remote Call by BLF Key
Transferring a Call by BLF Key

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.



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

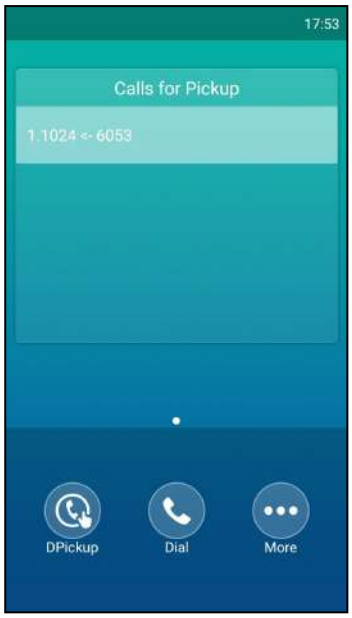
The following table shows the icon indicator associated with the line you are monitoring.

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
Visual Alert for Monitored Lines

State Indicator of Remote Line by BLF List Key

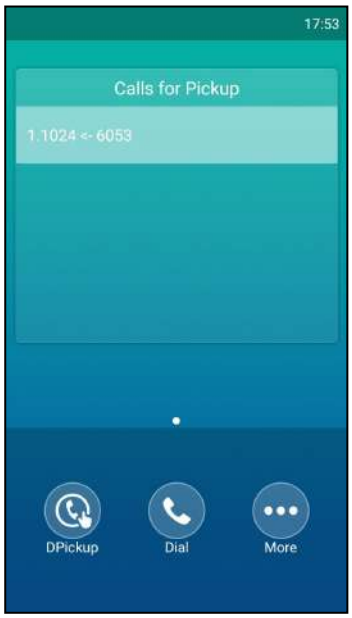
The following table shows the icon indicator associated with the line you are monitoring.

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 ringback 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

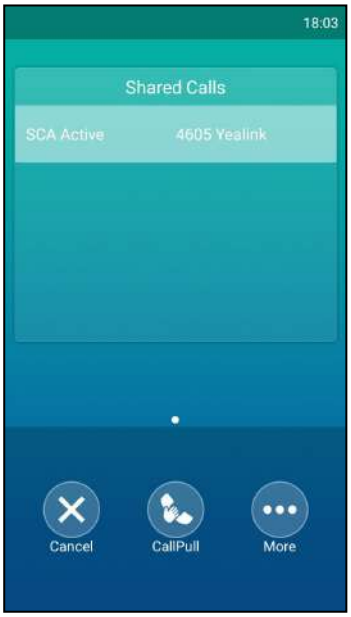
In SCA scenario, both you and other users can barge into an active call on the shared line. Only one user can barge into a call at a time. After a user barges into a call, the call turns into a three-party conference.

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.

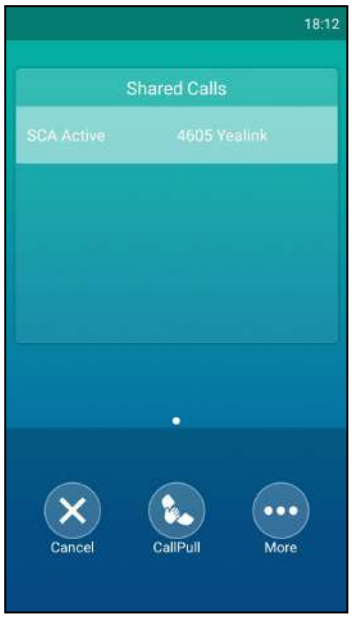
Check with your system administrator to find out if this feature is available for your phone.

Before You Begin

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

Procedure

1. 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

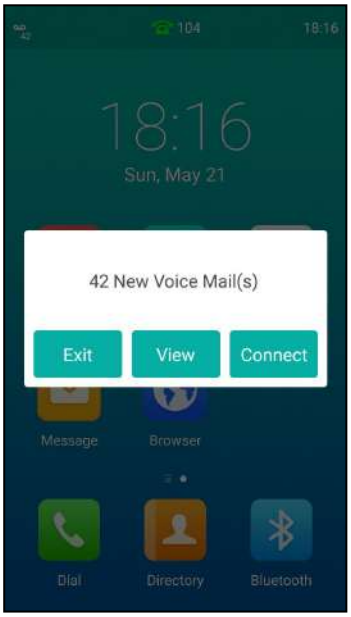
Get the voice mail code from your system administrator.

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

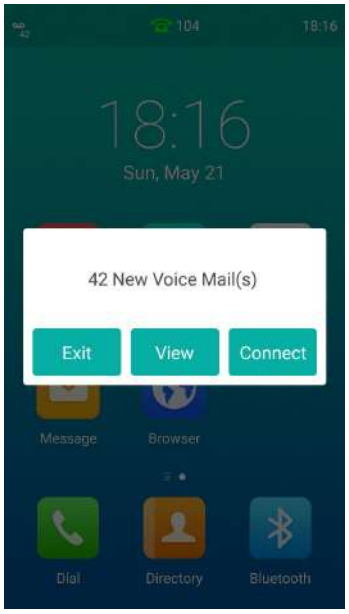
Your system administrator can disable the prompt box for new message(s).

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 phone 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 phone 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.

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.
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 file 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 phone 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.
3. If you want to rename the recorded audio saved in USB flash drive, tap **USB**.
4. Tap after the desired recorded audio.
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 phone 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.

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.

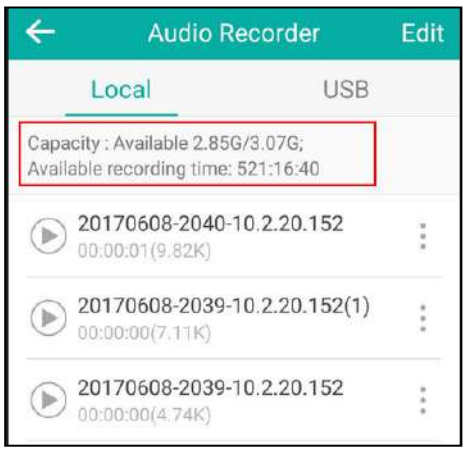
   The phone screen prompts you whether to delete all the audio files.
5. Tap **OK**.

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

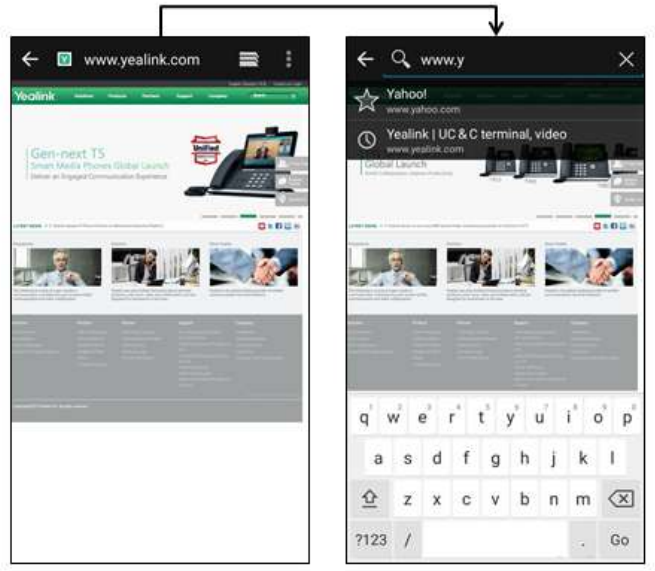
Browsing a Web Page

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.

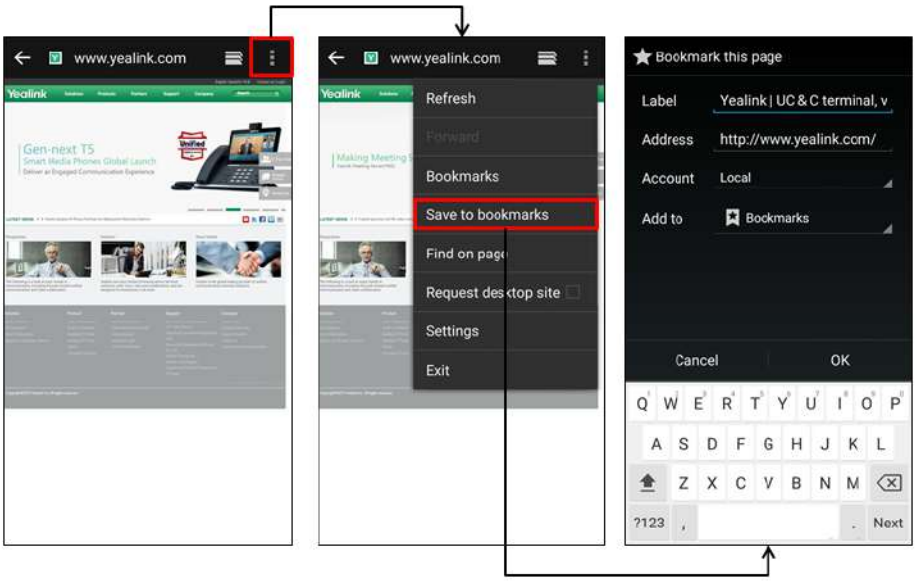
Topics

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**.

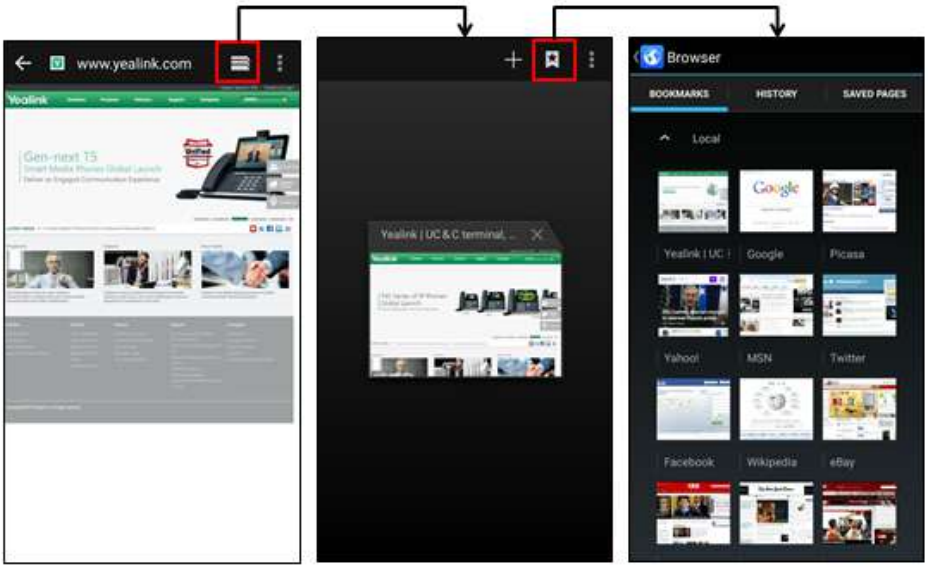


4. Edit the bookmark information in corresponding fields.
5. Tap **OK**.
   The web page is added to the **BOOKMARKS** list.

Opening a Web Page from the Bookmarks List

Procedure

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

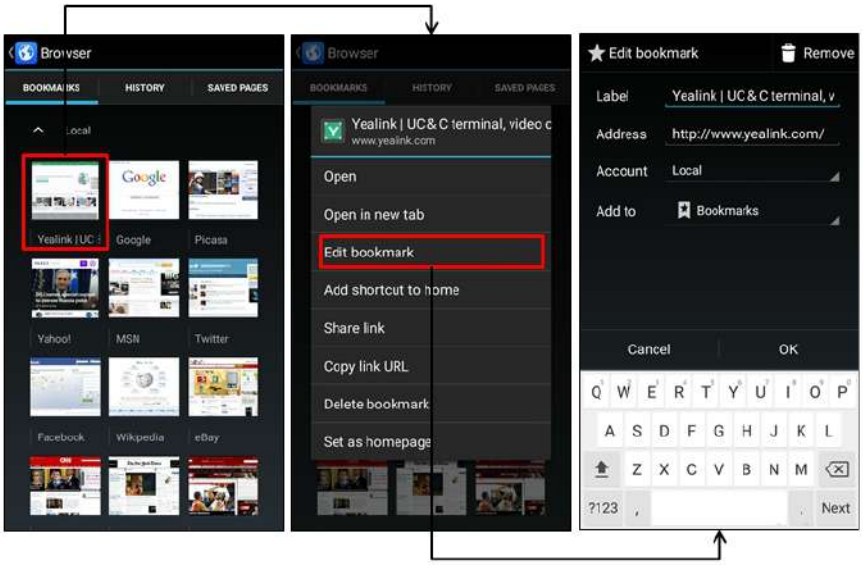


4. Tap the web page you want to visit.

Editing a Bookmark

Procedure

1. Tap to launch the **Browser** application.
2. Tap -> to access the **BOOKMARKS** list.
   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.
   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 ->**Settings**->**General**->**Set homepage**.

3. Tap the web page you want to set as the home page in the pop-up dialog box.

Tip

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 phone screen prompts you whether to delete the browser navigation history.
4. Tap **OK**.

Modifying Browser Settings

Procedure

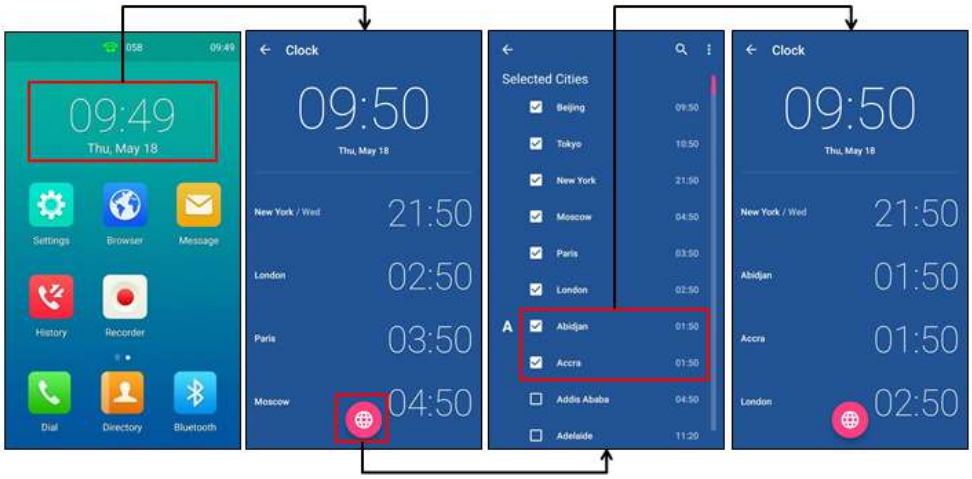
1. Tap to launch the **Browser** application.
2. Tap ->**Settings**.
3. Customize the browser style you want.

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.


09:49
Thu, May 18
Settings
Browser
Message
History
Recorder
Dial
Directory
Bluetooth
Clock
09:50
Thu, May 18
New York / Wed 21:50
London 02:50
Paris 03:50
Moscow 04:50
Selected Cities
Beijing
Tokyo
New York
Moscow
Paris
London
A
Abidjan
Accra
Addis Ababa
Adelaide
Clock
09:50
Thu, May 18
New York / Wed 21:50
Abidjan 01:50
Accra 01:50
London 02:50

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 the Phone Play the PC Audio
Managing the PC Audio
Setting the IP Phone as PC Audio Device
Disabling the PC Audio

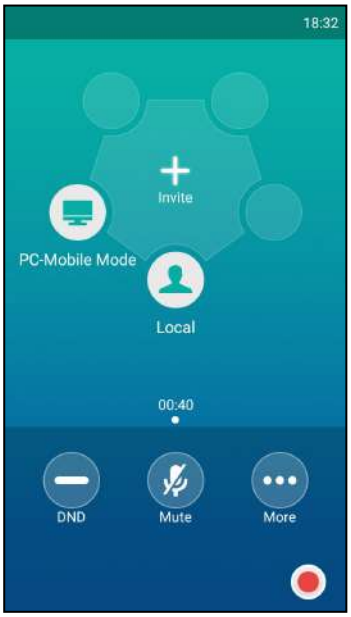
Setting the Phone Play the PC Audio

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

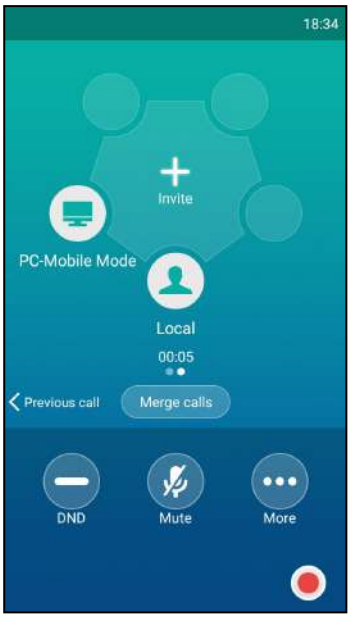
After connection, you can use the IP phone to play the PC audio.

Procedure

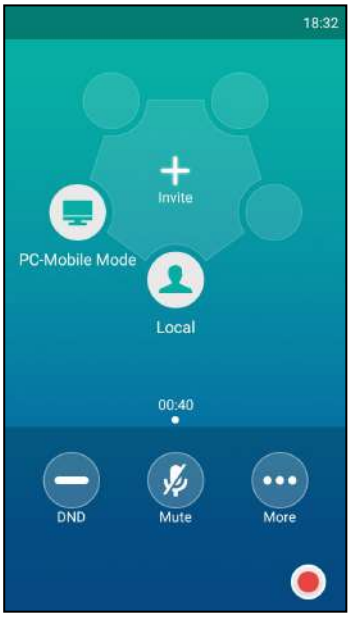
1. Connect the micro USB port of the IP phone and the USB port of the PC using a micro USB cable.
   The PC audio plays through your IP phone's speaker.
   - When your IP phone is idle, the phone screen is shown as follows:



- 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 phone's speaker.



- When you are placing a call, the dialing is cancelled. The PC audio plays through your 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 PC Audio
Muting or Unmuting the Microphone

Hold/Resume the 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 phone, 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 phone, you can set the IP phone as PC audio input and output device via the soft-phone. 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 phone, 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 speaker.

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.

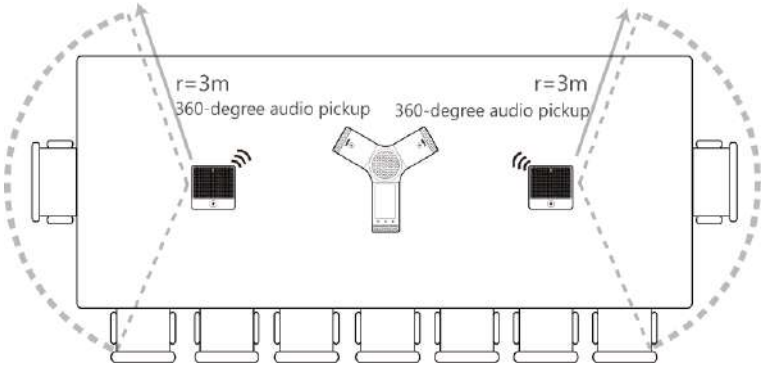
Topics

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.

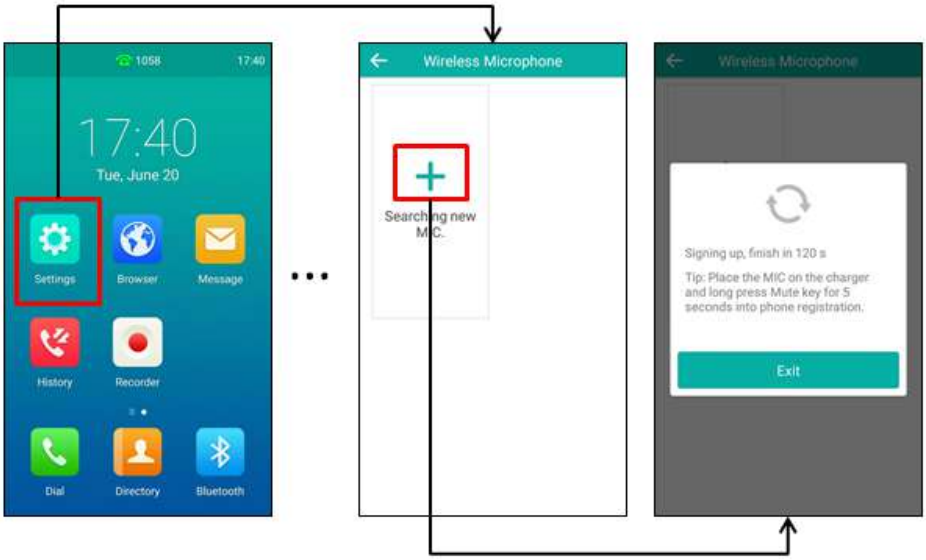
CPW90 can only be registered with one IP phone at a time, if you register the CPW90 to another IP phones, the CPW90 will deregister from the previous IP phone automatically.

Note

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

Procedure

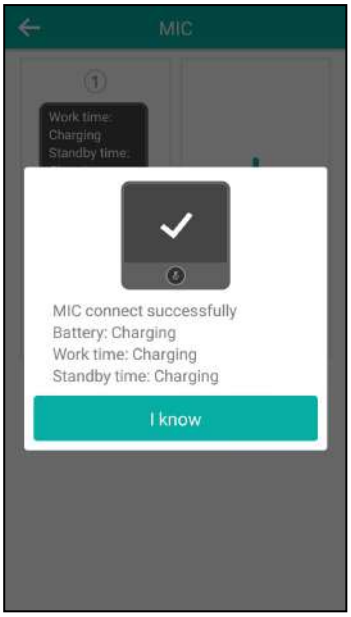
1. Navigate to **Settings**->**Basic Settings**->**Wireless Microphone**.
2. Tap + to search for CPW90.



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

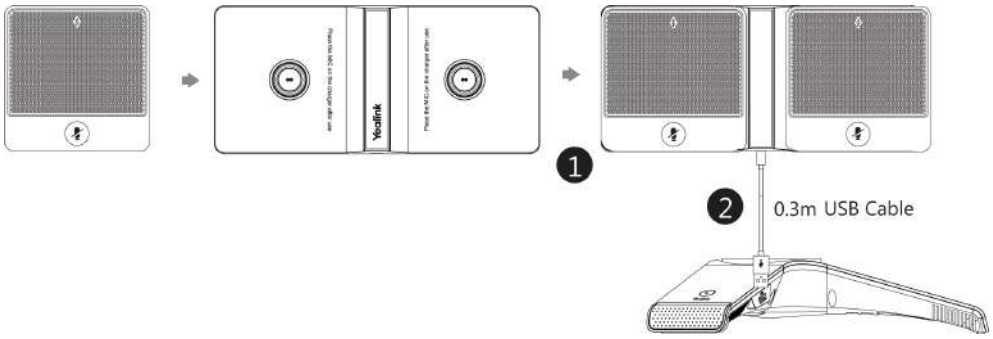
1. Navigate to **Settings**->**Basic Settings**->**Wireless Microphone**.
2. Tap **Find** from the desired microphone block.

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		

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.
n	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.
n	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 **Quite 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 and 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