

Yealink CP960 Conference Phone



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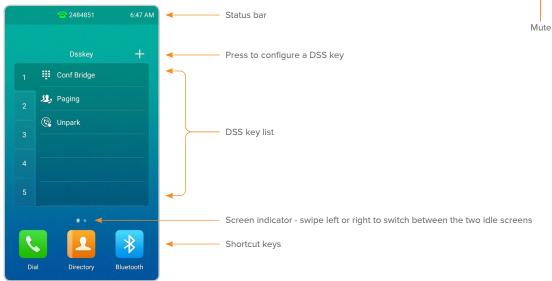
Get to Know Your Yealink Conference Phone

Home Screen





DSS Key Screen





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Calling Options

Dialing Phone Numbers or Extensions

- Place a call by manually entering a phone number
- Press the *Dial* icon, enter the phone number, and then press *Send*
- Press *Cancel X* to stop a call with dialing or ringing in progress
- Local call dial the 7-digit local number
- Long distance dial the 10-digit phone number (area code + local number). Dialing 1 before 10 digit number is optional
- International dial 011 + country code + city code + number
- Internal extension dial the extension or press Directory / History, and then press a desired entry. Press the phone number or extension to place call. If multiple numbers are available for the contact, press the desired number to place the call.

Answer Calls

- To answer a call, press Answer
- To end the call, press End Call

Hold Calls

- Place a call on hold by pressing *More*, then *Hold*
- Press *Resume* to pickup the held call

Conference Calling

To Conduct a Conference Call

- 1. Place call to or receive call from the first party
- 2. Press *Invite* near top center of screen (shows a plus "+" sign)
- 3. Dial the number or extension and then press + Invite
- 4. Repeat steps #2 and #3 to add additional callers
- 5. Note: If outgoing call to other party is not answered (i.e., possibly going to voice mail, etc.), press the call circle in progress and then press *Remove*. Do not press *End call* as it will terminate the entire conference call
- 6. Note: If an incoming call is received while on an active call, just press *Join Conf* to add the caller or *Reject* to not add the caller
- 7. Note: that the conference phone supports up to

5 way calling (conference phone plus four other participants)

8. Note: To remove any participant that is on the conference call, press the participant circle and then press *Remove*

Muting a Call

- To mute an active call, press the *Mute* icon **(**). The call is muted and the **(**) icon is displayed on the LCD screen. The illuminated physical mute buttons change from green to red
- To un-mute a call, press the *Mut*e icon **(**). The **(**) disappears from the LCD screen. The illuminated physical mute buttons change from red to green.
- Calls can also be muted by pressing either physical mute button on the conference phone directly or on the optional expansion microphone(s)

Changing Volume

Transfer Calls

Perform Blind Transfer to an Extension or Other Number

- 1. During an active call, press *More*, then *Transfer* and dial the extension/number
- 2. Press Transfer and then press Transfer again
- 3. The call drops off and has been transferred

Perform Attended Transfer to an Extension or Other Number

- 1. During an active call, press *More*, then *Transfer* and dial the extension/number
- 2. Press *Transfer* and then press *Send*
- **3.** The 3rd party phone begins ringing. Speak to other party and announce call
- 4. Press *Transfer* again to drop out of the call



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Do Not Disturb

- To enable do not disturb, while on an active call, press *DND*. A *DND* icon will appear at top of LCD display
- To disable DND, press DND again
- If not on active call, press Settings > Call Control > Do Not Disturb. Enable DND by pressing on the on/off toggle switch control to the right
- Press the check mark on upper right to save
- To disable DND, press the *Exit DND* mode displayed at top of screen

Call History

- Press the *History* icon on main screen to view call history
- Note: A notification of any missed calls is displayed on the screen. Press *View* to see any missed calls

Directory

- Press the *Directory* icon on main screen to view phone numbers for your organization. Swipe up / down as needed to view names / numbers in the directory. Press the desired contact to place call. If multiple numbers are available for the contact, press the desired number to place the call.
- Press *Cancel* or *End Call* to end a call that is actively being dialed / ringing
- Press the *Search* magnifying glass and enter desired name. The directory list will filter all entries that match or contain that name. Press the desired contact to place call. If multiple numbers are available for the contact, press the desired number to place the call.

Park (if enabled)

• While on an active call, press *More* then *GPark*. The call will be parked against an available extension such as 101, 102, etc. The system will automatically announce the park extension to person that parked the call. Or, while on an active call, press *More* then *Park*. Enter the desired extension to park the call against. Press *Park* again. The call is parked against the extension.

Unpark

• On the *Dsskey* menu, press *Unpark*, then enter the extension the call was parked against followed by #

Multicast Paging (if enabled)

- On the *Dsskey* menu, press *Paging*. Wait for the tone and begin speaking. The message is broadcast to all phones connected to LAN with paging enabled. The page is preceded by a beep tone.
- The conference phone will automatically receive broadcast pages from other phones on LAN that are setup with multicast paging.

Meet-Me Conference Bridge (if enabled)

- On the *Dsskey* menu, press *Conf Bridge*. This will automatically dial a pre-defined meet-me conference bridge number and passcode. Usage charges may apply.
- Contact system administrator for setup.