



Yealink® CP960 Conference Phone

The Yealink® CP960 is a color, touch screen conference phone featuring superior audio performance with optional wireless MICs. This guide is designed to help you use some of the most popular features with your new Yealink® CP960 phone.

Icons

The icons located on the touch screen perform the functions that appear below the icon.

Line Keys

With the CP960, you can access up to 30 total virtual keys. The line keys are found by swiping right on the main display. These keys indicate the status of your monitored lines and associated activity. The icons inform you when a line is idle, ringing, in use or on hold. If you have more than 6 BLFs assigned, touch the number on the tabs to go to that page of BLFs.

Navigation Keys

Navigation is performed by touching any on-screen icon, then using your finger to scroll up or down through any lists. To select an item, touch any entry in the list or touch an icon. The **Circle** icon below the display between the volume controls can be used to return to the main screen at any time.

Answer a Call

To answer a call, simply touch the **Answer** icon. Touch the **Reject** icon to send the call to voicemail.

Place a Call

To place a call, touch **Dial**, then dial the number. Calls can also be placed by choosing a number from the **Contacts** or **History** icons along the top bar on the dial screen. Touch the icon, then scroll until you find the entry you want and select it to dial the number.

Feature Codes

- * 72 Call Forwarding Always Activation
- * 73 Call Forwarding Always Deactivation
- * 90 Call Forwarding Busy Activation
- * 91 Call Forwarding Busy Deactivation
- * 92 Call Forwarding No Answer Activation
- * 93 Call Forwarding No Answer Deactivation
- * 44 Call Recording (if enabled)
- * 67 Calling Line ID Delivery Blocking per Call
- * 65 Calling Line ID Delivery per Call
- * 68 Call Park
- * 88 Call Park Retrieve
- * 98 Call Pickup
- * 11 Call Retrieve
- * 69 Call Return
- * 70 Cancel Call Waiting
- * 99 Clear Voice Message Waiting Indicator
- * 55 Direct Voicemail Transfer
- * 78 Do Not Disturb Activation
- * 79 Do Not Disturb Deactivation
- * 62 Voice Portal Access
- * 66 Last Number Redial

Note: Some of these codes may not be available to all users. See your group admin to add features.

Shortcuts

Pick up handset and dial:

- * 72 = Call Forwarding Always
 - * 90 = Call Forwarding Busy
 - * 92 = Call Forwarding No Answer
- Enter destination number, then press #.

To deactivate, dial:

- * 73 = Call Forwarding Always
- * 91 = Call Forwarding Busy
- * 93 = Call Forwarding No Answer

Other Features

Set up Voicemail

- Dial ***62** or your extension and place a call.
- At the prompt, enter in a unique passcode, then press **#**.
- Re-enter your passcode, then press **#**.
- Follow instructions to record your name.
- Follow prompts to:
 - Access voice mailbox
 - Access greetings menu
 - Change passcode
 - Exit voice portal

Retrieve Voicemail Messages

The display will alert you when you have a new voicemail message.

- To check your voicemail, touch the **Message** icon.
 - Touch **View Voice Mail**.
 - Touch the text in the first row for your main line.
 - The call is placed to your voicemail box.
- Alternatively, touch **Dial**, then dial ***62** or your extension and do the following:
 - Enter your voicemail passcode if prompted, then press **#**. (If you forgot your passcode, please contact your system administrator.)
 - Follow the audio prompts.

Hold and Resume a Call

- To hold a call, touch the **More** icon, then choose **Hold**.
- To resume, touch the **Resume** icon.

Access Call Lists

- Call history can be accessed by touching the **History** icon.
- Touch **Network Calls** to expand the call filters, then touch whether to view **Network Calls** or the subset of **Placed Calls**, **Missed Calls** or **Received Calls**.
- To view information about the call, touch the “i” icon to the right of the entry.
- To dial a number, scroll to the desired entry, then touch the entry.

Do Not Disturb

- To enable Do Not Disturb, touch the **Settings** icon, then **Call Control**, then touch **Do Not Disturb** from the list. Touch the first row and then move the **DND Status slider to enabled**, then touch the check mark in the upper right corner.
- To disable, navigate through the menus again and change the slider to **Off**, then touch the check mark to save the changes.

Make a Three-way Call

After the first call is connected:

- Touch the **+ Invite** in the center of the screen.
- Dial the new party or touch the **Contacts** or **History** icon along the top row and scroll until you find the entry you want. Select it to dial the number.
- When the call connects, touch the **Merge Calls** button to join the calls.

Transfer a Call

- After the first call is connected:
 - Touch the **More** icon, then choose **Transfer**. (The active call will be placed on hold.)
- To transfer the call unannounced, enter the number and touch the **Transfer** button at the bottom. Choose **Transfer** from the menu to do a blind transfer.
- To speak to the transfer-to party first, Dial the number or extension and touch **Transfer** at the bottom. Choose **Send** from the menu.
- When the party answers, announce the transfer. Then touch **Transfer** again to complete the transfer. Touching **End Call** disconnects the call to the transferred party. Touch **Resume** to resume the call with the original party.

To transfer the call directly to another user's voicemail

- During the transfer process, Dial ***55** instead of the extension
- Dial the extension, followed by **#**.
- A confirmation will announce the transfer is complete.

Call Forwarding

- Touch the **Settings** icon.
- Touch **Call Control** from the list.
- Touch **Call Forward** from the list.
- Choose from **Always Forward**, **Busy Forward** or **No Answer Forward** and touch that entry.
- Use the touch screen to enable options by moving the slider to **On**.
- Touch each field and enter information, such as the **Forward** to number using the on-screen keyboard, then touch the check mark icon at the top right of the screen to save your settings.
- To disable, follow the same steps and move the slider to the **Off** position to set the call forward option off, then touch the check mark icon to save your settings.