

Yealink CP960

Basic Call Features:

Placing a Call

From the Home screen, do one of the following:

- Tap **Dial**, enter the **Phone Number**, and then tap **Send**.
- Tap **Directory/History**, and then tap the desired **Entry** to dial out.



Answering a Call

- Tap **Answer** while a call is ringing.

Ending a Call

- Tap **End Call** while on an active call.

Call Muting & Unmute

- Tap **Mute** on the touch screen **or** tap one the **Mute Icons** while on an active call. The mute icons/key will illuminate solid red to indicate that the call has been muted. Repeat steps to unmute.

Call Hold & Resume

- Tap **More** -> **Hold** or **More** -> **Resume** to hold/resume a call.

Call Transfer

Blind Transfer - Send call directly without speaking to party.

1. Tap **More** -> **Transfer** during a call.
2. Enter the **Number** you would like to transfer to.
You can select a contact from the Directory/History.
3. Tap **Transfer**.
4. Tap **Transfer** from the prompt box.

Attended Transfer - Speak to party prior to sending call.

1. Tap **More** -> **Transfer** during a call.
2. Enter the **Number** you would like to transfer to.
You can select a contact from the Directory/History.
3. Tap **Transfer**.
4. Tap **Send** from the prompt box.
5. Tap **Transfer** when ready to transfer after the second party has answered.



Conference Call

You can host a five-way conference with up to four parties.

1. Tap **Invite** during an active call.
2. Enter a **Phone Number**, and then tap Invite.
Optionally: Tap Call multiple members? Click here >> which will allow for multiple parties to be added back to back. You can select a contact from the Directory/History.
3. **Repeat Step 2** to add additional parties.

To Join Two Calls

- Tap **Merge Calls** on the Calls screen while two calls are present.

To Manage Individual Participants

Tap the display circle of the desired participant and 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 **Hold/Resume** to hold/resume the participant.
- Tap **Split** to split the participant from the conference.
- Tap **Remove** to remove the participant from the conference.
- Tap **Detail** to view the participant information.

Local Call Recording

You can record audio calls on the phone itself or onto a USB flash drive (if connected).

1. Tap the "**Record Icon**" during a call or conference.
2. If a USB flash drive is connected, select the **Storage Location** for your recordings.
The record icon will change to reflect that the call is being recorded. The record duration and a mark flag appear on the touchscreen. If you want to make a mark during the recording, tap Mark once, then the LCD screen will show Mark+1, meaning that there is one mark in this recording.
3. Tap the **Stop Icon** and the recording is saved.
If you end a call or conference during recording, the recordings will be saved automatically.

Local Audio Recording

You can record surrounding audio on the phone itself or onto a USB flash drive (if connected).

1. Tap the **Record Icon** on the Home Screen.
2. If a USB flash drive is connected, select the **Storage Location** for your recordings at the top of the menu.
3. Tap the **Record Icon** to start recording.
The pause button will allow for a recording to be paused without creating a new file.
4. Tap the **Save Icon** to save the recording.

Pairing CPW90 (Optional Wireless Microphone Upgrade)

1. On the CP960, tap the **Settings Icon** -> **Wireless Microphone** -> **Plus Icon** to search for microphones.
2. **Turn On** the CPW90, and the mute icons should start flashing yellow to indicate registration mode.
If the mute icons do not flash yellow, place the microphone on the charger and hold the mute icon for 5 seconds.