



# Yealink CP960 Conference Phone

## Quick Reference Guide


Green Platform



Available features may vary. Particular feature set is based on the original order and the system administrator's requests for each deployment. Please contact your system administrator or Telesystem directly to discuss any additions to the system.



## Call Handling Basics

**Place a call**  
To place a call, tap , enter the desired number, then tap Send.

**Active Call Handling**  
The phone's display changes while on an active call to show the information about the call itself, the participants, and other available features.

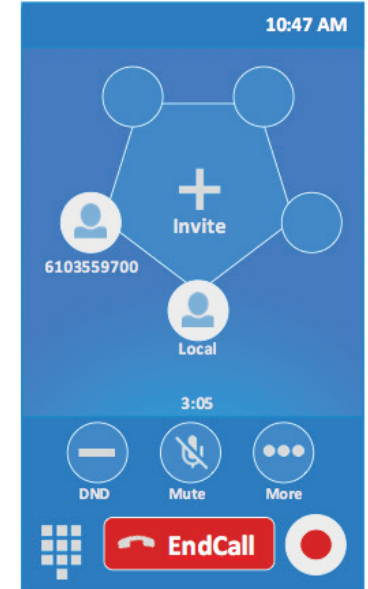
**Invite**- tap to add caller(s). Speak with up to four other callers simultaneously.

**DND**- tap to enable or disable the do not disturb feature (no incoming calls while this is enabled).

**Mute**- tap to enable or disable the mute feature. While engaged, you can hear your caller(s), but they cannot hear you.

**More**- tap to gain access to any additional features such as Hold, programmed DSS keys, transfer.

**End Call**- tap to hang up the call. If you are speaking to only two other callers, you will transfer them to each other. If you are speaking to three or more callers, you will end the call for all participants.



## Advanced Call Handling

**Transfer**  
The transfer feature sends your live call to a different phone number or extension

- Tap More
- Tap Transfer
- Input the phone number or extension to transfer the call
- Tap Transfer

**Call Park**  
Park is a 'shared' hold. A parked call can be accessed by all desk phones at the site. This feature must be set up by Telesystem in advance.

- To park a Call:
- Tap More
  - Tap DSS Keys
  - Tap an available Park button

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To retrieve a call from park:


- Swipe the home screen to see the DSS key list
- Tap the proper park button to retrieve the call

## Other Features

### History

History is a call log that stores All, Missed, Placed, or Received calls.

To access History:

- Tap the  History icon on the home screen
- Scroll, tap or swipe the log to manage the most recent calls

### Group Paging

The group (multicast) paging feature broadcasts a message to all users in the page group. This feature must be set up the Telesystem in advance.

To send a group page:

- Swipe the home screen to see the DSS key list
- Tap the Page button
- Speak your message
- Tap End Call

### Voicemail Access

If voicemail is configured on the account, the messages may be accessed from the phone.


To access voicemail:

- Tap the Message icon on the home screen
- Follow the prompts to enter ten manage voicemail from the voice menu

### Recording

The CP960 record feature offers per-call recording which can be saved on the local device or on a customer-provided USB drive inserted into the phone.

To use the Record feature:

- Press the record  on while on a call to start recording or tap the icon on the home screen to access former recordings.

Please note that Telesystem does not guarantee the security or retention of these recordings.