Feature availability 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.

**Dynamic Touchscreen:** Display shows any available options while on or off a call. Tap to use features on screen. Swipe to see additional options.

**LED Indicators:** Lit while call is in progress. Tap the indicator to enable/disable mute (red while muted, green while exchange audio).

**Volume:** Adjust ringer or speaker volume

**Home button:** Reverts back to home screen if tapped.

**Basic Call Handling**

**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.

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

Add (Conference) Call
The conference feature allows you to add another party to your existing call.

To add (conference) a call to your existing call:
- Tap Invite or tap one of the empty round spaces on the screen
- Enter the number of the second party, then tap Invite

Other Features

History
History is a call log that stores all recent missed, dialed, and 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

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 then 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:
- Tap the record button 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.