



# Yealink® CP960

## Quick User Guide

For use with Yealink® UC Software V85 or later

### Control Center and Notification Center

Allows you access to common features or to be able to view notifications. You cannot access this function when calling, ringing , or in a call.

Swipe Down to Access.



### Home Screen



### DDS Screen

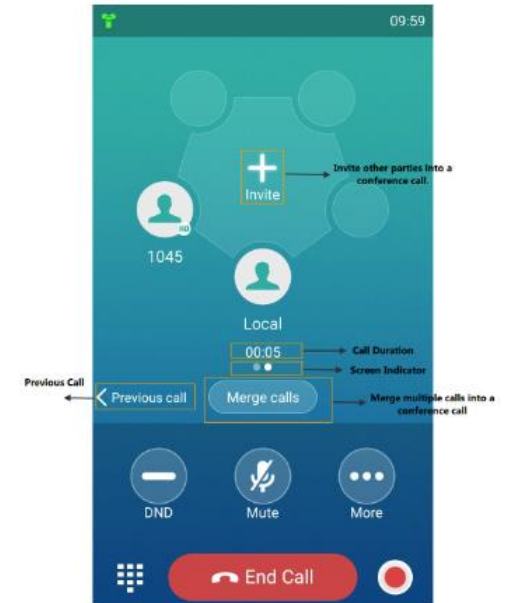
To access swipe left to right on home screen.



*\*Keys can be customized in CommPortal*

### Calls Screen


All of your active calls are displayed on Calls screen.





### Place Calls

You can place a call by entering a phone number, or to a contact from Directory or History.

From the idle screen, do one of the following:

Tap  , enter the desired number, and then tap Send.

Tap  , tap a desired contact to dial out.

Tap  , tap a desired call record to dial out.

### Answering a Call



Tap Answer.

### Ending a Call





Tap End Call.

### Initiating a Conference

Initiating a Conference by Dialing a Group:




1. Tap  .
2. Tap Call multiple members? Click here >> field.
3. Tap the desired contacts you want to call.
4. Tap  .

### Initiating a Conference by Inviting Participants:

1. Use your preferred dialing method, call the first site.
2. Tap  .
3. Do one of the following:
  - Tap  , enter the desired number, and then tap Invite.
  - Tap  , tap a desired contact to dial out.
  - Tap  , tap a desired call record to dial out.




### Directory

To manage contacts:



1. Tap  .
  2. Tap the Local Contact field.
  3. Tap the desired type (Local or Conference Contacts) in the pop-up dialog box.
  4. Tap  on the right of the desired local contact.
  5. Do one of the following:
    - Edit the local contact information.
- Tap  to accept the change.
- Tap Delete.
- The touch screen prompts “Delete selected item?”.
- Tap OK to accept the change.



### Call History

To manage call history:

1. Tap  .
  2. Tap the All Calls field.
  3. Tap the desired list (All Calls, Missed Calls, Placed Calls, or Received Calls) in the pop-up dialog box.
  4. Tap  on the right of the desired contact.
  5. Do one of the following:
    - View the detail of the call record.
    - Tap Voice Call to place a voice call.
    - Tap Add to Contact.
- Edit the corresponding information.
- Tap  to add a local contact from the call history.
- Tap Edit before calling, the call record fills the input box of dial screen.
- You can edit the number before placing a call.
- Tap Delete.
- The touch screen prompts “Delete selected item?”.
- Tap OK to delete the call record from the list.



### Volume Adjustment

Tap  or  on the CP960 when the phone is idle or ringing to adjust the ringer volume.



Tap  or  on the CP960 during a call to adjust the receiver volume.


### Mute

To configure the mute mode when the CP960 is idle:



1. Swipe down from the top of the screen.
  2. Tap  to enable mute mode or tap  to disable mute mode.
- If you place a call in mute mode, other participants cannot hear you.

To configure the mute mode when the CP960 is during a call:

1. Tap  to enable mute mode or tap  to disable mute mode.



**\* Note: You can tap  on the CP960 conference phone to mute or unmute a call.**

### Blind Transfer

When in a call., Select More  > Transfer  during a call.

Enter the number you want to transfer the call to, and select Transfer.

### Attended Transfer

When in a call., Select More  > Transfer  during a call.

Enter the number you want to transfer the call to and select Send.

After the contact answers the call, select Transfer to finish the attended transfer (consultative transfer).