



Yealink® CP965

Quick User Guide

For use with Yealink® UC Software V86 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.



No.	Name	Description
1	Backlight Slider	Drag the slider to adjust the screen brightness quickly.
	Wi-Fi	<ul style="list-style-type: none"> Tap to turn Wi-Fi on or off quickly. Long tap to enter Wi-Fi setting screen.
	Bluetooth	<ul style="list-style-type: none"> Tap to turn Bluetooth on or off quickly. Long tap to enter the Bluetooth setting screen.
	Mute	Tap to turn mute on or off quickly.
	DND	Tap to turn DND on or off quickly.
	Auto Answer	Tap to turn auto answer on or off quickly.
	Silent	Tap to turn silent mode on or off quickly.
2	Settings	Tap to enter the Settings menu.
	Browser	Tap to browse web pages.
	Message	Tap to enter the Message setting menu.
	MIC (coming soon)	Tap to enter the MIC setting menu.
	Recorder	Tap to use the Recorder to record audio and manage the recording.
	Notification	Tap to view the desired notification message.

Home Screen



No.	Name	Description
1	Status Bar	Displays the label of the current account and icons.
2	Icons	Icons are displayed on the left of the status bar.
3	Current Account	Displays the current registered account. If there is no account registered on the phone, No Service appears.
4	Digital Clock Widget	Displays the phone's time and date.
5	Programmable Keys	Dial Tap to enter the dialing screen.
		Bluetooth Tap to enter the Bluetooth settings screen.
		History Tap to enter the History screen and view history records.
		Directory Tap to enter the Directory screen and view contacts.
6	Dsskey	Tap to enter the Dsskey screen.
7	More	Tap to enter the control center.

DDS Screen

To access swipe left to right on home screen.



No.	Application	Description
1	Dsskey	Tap to add a line key.
2	Line Key List	Shows the line key labels. You can customize the line keys.
3	Page Keys	Tap to turn to the corresponding page.

**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 to end Call.

Initiating a Conference

Initiating a Conference by Dialing a Group:

- Tap .
- Tap Call multiple members? Click here >> field.
- Tap the desired contacts you want to call.
- Tap .

Initiating a Conference by Inviting Participants:

- Use your preferred dialing method, call the first site.
- Tap . (Invite)
- 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.

Volume Adjustment **volume controls are located below touch screen*

Tap or on the CP965 when the phone is idle or ringing to adjust the ringer volume.

Tap or on the CP965 during a call to adjust the receiver volume.

Mute

To configure the mute mode when the CP965 is idle:

- Swipe down from the top of the screen.
 - 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 CP965 is during a call:

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

** Note: You can tap button on the CP965 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.

Choose B Transfer option

Attended Transfer

When in a call., Select More > Transfer during a call.
Enter the number you want to transfer the call to and select Transfer. Then the Call option.

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

Directory

To add contacts:

- Tap .
- If you want to add a contact to the specified contact group, select **Local Directory** to select the desired contact group.
- Select .
- Enter your contact's information.
- Tap to accept the change.

To manage contacts:

- Tap .
- Chose the Local Directory field from drop down.
- Tap the desired type (Local, Network Contacts or Custom Group) in the pop-up dialog box.
- Tap on the right of the desired local contact.
- 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:

- Tap .
- Tap the desired list (Local Calls, Missed Calls, Placed Calls, Received Calls, or Forward Calls) in the pop-up dialog box.
- Tap on the right of the desired contact.
- Do one of the following:
 - Place on dsskey. (speed dial)
 - Tap to place a voice call.
 - Place on Blocklist
 - Delete

You can also press the ... Button on top right to add to the local directory or to edit the number before calling.

Edit the corresponding information.

Tap **Done** to add a local contact from the call history.