



User Guide Yealink CP960

Placing a Call

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

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 a desired entry to dial out.

Answering a Call


Tap **Answer**.

Ending a Call

Tap **End Call**.

Call Mute and Unmute

To mute a call:

Tap **Mute** on the touch screen or tap  during a call. The mute key LED illuminates solid red.

To unmute a call:

Tap **Mute** on the touch screen or tap  again to unmute the call. The mute key LED illuminates solid green.

Call Hold and Resume

To hold a call:

Tap **More->Hold** during a call.



To resume a call:

Tap **More->Resume** or tap **Resume** during a call.

Local Conference

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

To initiate a conference:

1. Tap  during a call.
2. Tap **Call multiple members? Click here>>**.
3. Enter a phone number, and then tap **Add members**.
You can also select a contact from **Directory** or **History** to join into a conference.
4. Repeat the step 3 to join more members.
5. Tap  to call the added members.
The members are added to the conference after answering.

To join two calls into conference:

Tap **Merge calls** on the Calls screen.

To manage the individual participant:





Tap the avatar of desired participant, 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.

Call Recording

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


To record audio calls:

1. Tap  during a call or conference.
 2. If a USB flash drive is connected, select where to save your recordings.
The record icon  changes to , the record duration and a mark flag appear on the touch screen.
 3. 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.
 4. Tap . The recording is saved.
- If you end a call or conference during recording, the recordings will be saved automatically when ending the call.


Call Forward

You can forward an incoming call to a contact, or forward all incoming calls to a contact.

To forward an incoming call to a contact:

1. Tap  from the Incoming Call screen.
2. Enter the number you want to forward to.
You can also select a contact from **Directory** or **History**. The call is forwarded to the contact directly.
3. Tap **Forward**.

To forward all incoming calls to a contact:

1. Tap **Settings** from the Home screen.
2. Select **Call Forward** from the **Features** block.
3. Select the desired forwarding type:
 - Always Forward**---Incoming calls are forwarded unconditionally.
 - Busy Forward**---Incoming calls are forwarded when the phone is busy.
 - No Answer Forward**---Incoming calls are forwarded if not answered after a period of time.
4. Turn on the desired forwarding type.
5. Enter the number you want to forward to in the **Forward to** field.
6. If you select **No Answer Forward**, tap the **After Ring Time** field to select a desired ring time to wait before forwarding.
7. Tap  to accept the change.

Call Transfer

You can transfer a call in the following ways:

Blind Transfer

1. Tap **More->Transfer** during a call. The call is placed on hold.
2. Enter the number you want to transfer to. You can also select a contact you want to transfer to from **Directory** or **History**.
3. Tap **Transfer**.
4. Tap **Transfer** from the prompt box.

Semi-Attended Transfer

1. Tap **More->Transfer** during a call. The call is placed on hold.
2. Enter the number you want to transfer to.
3. Tap **Transfer**.
4. Tap **Send** from the prompt box.
5. Tap **Transfer** when you hear the ring-back tone.

Attended Transfer

1. Tap **More->Transfer** during a call. The call is placed on hold.
2. Enter the number you want to transfer to.
3. Tap **Transfer**.
4. Tap **Send** from the prompt box.
5. Tap **Transfer** when the second party answers.