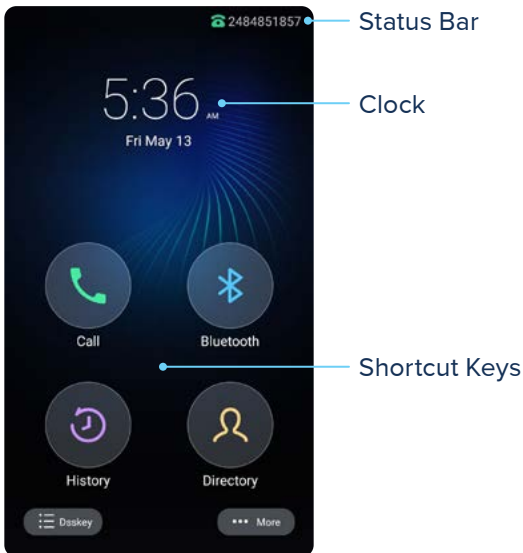




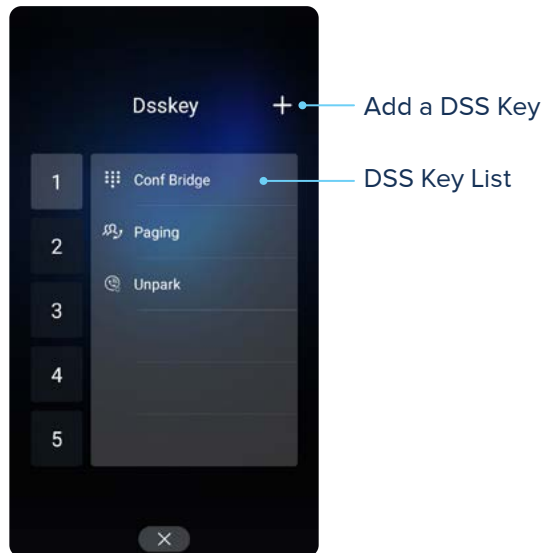
# YEALINK CP965 - USER GUIDE



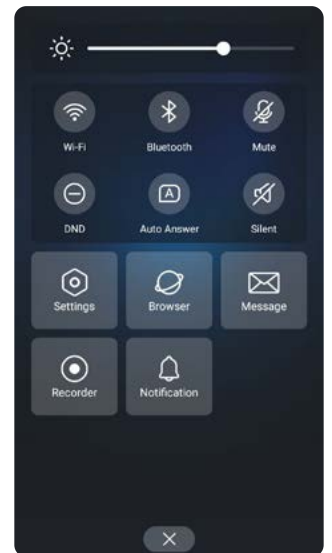
## Home Screen



## DSS Key Screen



## Settings



# YEALINK CP965 - USER GUIDE

## Calling Options

### Dialing Phone Numbers or Extensions

- Place a call by manually entering a phone number
- Tap the **Call** icon, enter the phone number, and then tap the **Call** button
- Tap **Cancel** to stop a call with dialing or ringing in progress
- **Local and Long distance** – dial the 10-digit phone number (area code + local number). Dialing 1 before 10 digit number is optional
- **International** – dial 011 + country code + city code + number
- **Internal extension** – dial the extension and then tap a desired entry. Tap the phone number or extension to place call. If multiple numbers are available for the contact, tap the desired number to place the call.

## Answer Calls

- To answer a call, tap **Answer**
- To end the call, tap the red **End Call** button

## Hold Calls

- Place a call on hold by tapping **Hold**
- Tap **Resume** to pickup the held call

## Conference Calling





### To Conduct a Conference Call

1. Place call to or receive call from the first party
2. Tap **Invite** near the lower right side of screen (shows a plus “+” sign)
3. Dial the number or extension and then tap + **Invite**
4. Repeat steps #2 and #3 to add additional callers





### NOTES:

- If outgoing call to other party is not answered (i.e., possibly going to voice mail, etc.), tap the call circle in progress and then tap **Remove**. Do not tap **End Call** as it will terminate the entire conference call
- If an incoming call is received while on an active call, just tap **Join conf** to add the caller or **Reject** to not add the caller
- The conference phone supports up to 10 way calling (conference phone plus nine other participants)
- To remove any participant that is on the conference call, tap the participant circle and then tap **Remove**

## Muting a Call

- To mute an active call, tap the **Mute** icon . The call is muted and the icon  is displayed on the LCD screen. The illuminated physical mute buttons change from green to red
- To un-mute a call, tap the **Mute** icon . The  icon disappears from the LCD screen. The illuminated physical mute buttons change from red to green.
- Calls can also be muted by tapping either physical mute button on the conference phone directly or on the optional expansion microphone(s)

## Changing Volume

- To change call volume, tap  or  during a call
- To change the ringer volume, tap  or  when the phone is idle or ringing

## Transfer Calls

### Perform Blind Transfer to an Extension or Other Number

1. During an active call, tap ..., then **Transfer** and dial the extension/number
2. Tap **Transfer** and then tap **B Transfer**
3. The call drops off and has been transferred

### Perform Attended Transfer to an Extension or Other Number

1. During an active call, tap ..., then **Transfer** and dial the extension/number and tap **Transfer** again
2. Tap **Call**
3. The 3rd party phone begins ringing. Speak to other party and announce call
4. Tap **Transfer** again to drop out of the call

## YEALINK CP965 - USER GUIDE

### Do Not Disturb

- To enable do not disturb, while on an active call, tap ... > **DND**. A **DND** icon will appear at top of LCD display
- If not on active call, tap ... **More** > **DND**. Tap the home key to return to the home screen.
- To disable DND, tap the **Exit DND** mode displayed at top of screen

### Call History

- Tap the **History** icon on main screen to view call history

#### NOTE:

- A notification of any missed calls is displayed on the screen. Tap **View** to see any missed calls

### Directory

- Tap the **Directory** icon on main screen to view phone numbers for your organization. Tap the refresh button if contacts are not displayed. Swipe up / down as needed to view names / numbers in the directory. Tap the desired contact to place call. If multiple numbers are available for the contact, tap the desired number to place the call.
- Tap **Cancel** or **End Call** to end a call that is actively being dialed / ringing
- Tap the **Search** magnifying glass and enter desired name. The directory list will filter all entries that match or contain that name. Tap the desired contact to place call. If multiple numbers are available for the contact, tap the desired number to place the call.

### Group Call Park (if enabled)

- While on an active call, tap ... then **GPark** (you may need to scroll down to display the **GPark** option). The call will be parked against an available extension such as 101, 102, etc. The system will automatically announce the park extension to person that parked the call.

### Unpark

- On the **Dsskey** menu, tap **Unpark**, then enter the extension the call was parked against followed by #

### Multicast Paging (if enabled)

- On the **Dsskey** menu, tap **Paging**. Wait for the tone and begin speaking. The message is broadcast to all phones connected to LAN with paging enabled. The page is preceded by a beep tone.
- The conference phone will automatically receive broadcast pages from other phones on LAN that are setup with multicast paging.

### Meet-Me Conference Bridge (if enabled)

- On the **Dsskey** menu, tap **Conf Bridge**. This will automatically dial a pre-defined meet-me conference bridge number and passcode. Usage charges may apply.
- Contact system administrator for setup.