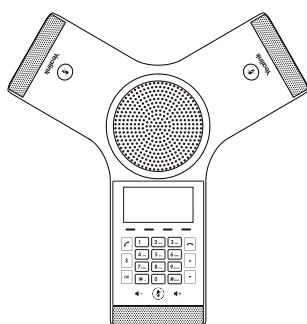


# Quick Start User Guide

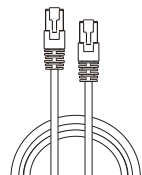
## CP920



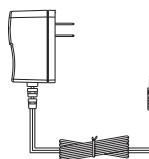
# Packaging Contents



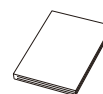
IP Conference Phone



Ethernet Cable  
(7.5m CAT5E UTP cable)



Power Adapter



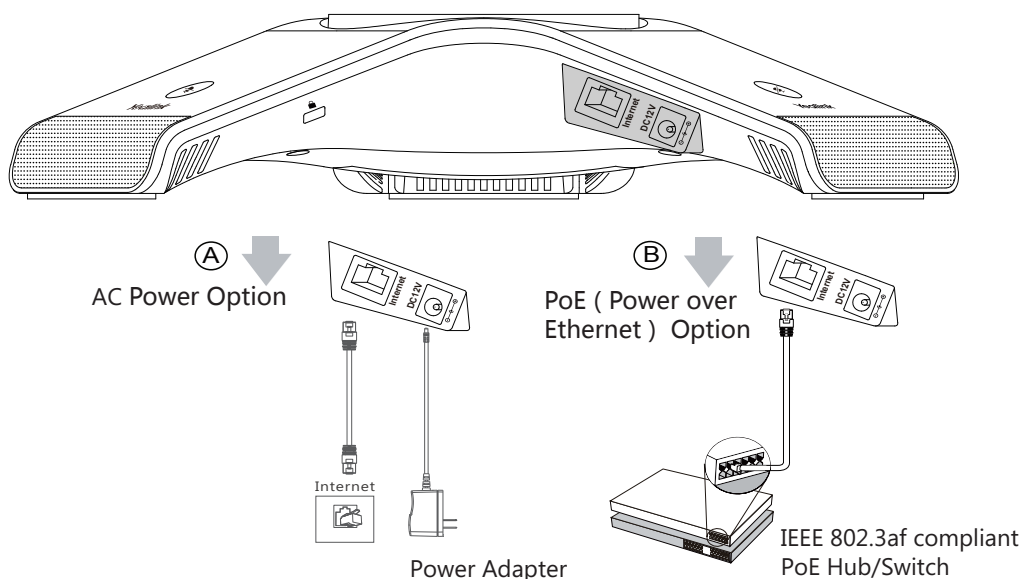
Quick Start Guide

Note: We recommend that you use the accessories provided or approved by Yealink. The use of unapproved third-party accessories may result in reduced performance.

## Assembling the Phone

### 1. Connect the power and wired network.

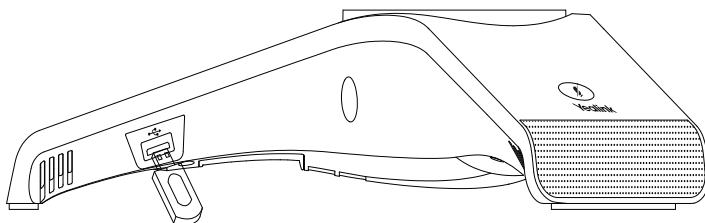
You have two options for network and power connections. Your system administrator will advise you which one to use.



You can also connect to the wireless network after startup. Refer to Wireless Network Connection mentioned below in Configuring Your Phone for more information.

Note: The IP phone should be used with Yealink original power adapter (12V/1A) only. If inline power (PoE) is provided, you don't need to connect the power adapter. Make sure the hub/switch is PoE-compliant.

## 2. Connect the optional USB flash drive.



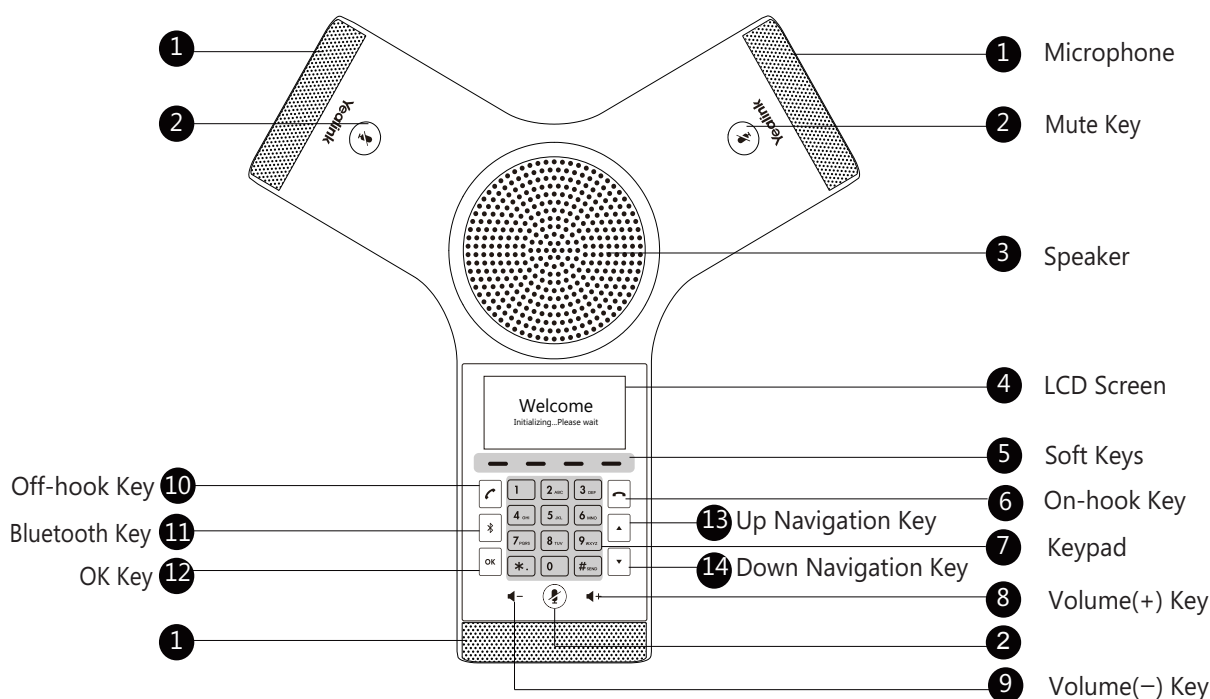
## Startup

After the IP phone is connected to the network and supplied with power, it automatically begins the initialization process. After startup, the phone is ready for use. You can configure the phone via web user interface or phone user interface.

Welcome

Initializing...Please wait

## Hardware Component Instructions



# Configuring Your Phone

## Configuring via web user interface

### Accessing the web user interface:

1. Tap **OK** to obtain the IP address of the phone.
2. Open a web browser on your computer, enter the IP address into the address bar (for example, "http://192.168.0.10" or "192.168.0.10"), and then press **Enter**.
3. Enter the user name (default: admin) and password (default: admin) in the login page and click **Confirm**.

### Network Settings: Click on **Network->Basic->IPv4 Config**.

You can configure the network settings in the following ways:

**DHCP:** By default, the phone attempts to contact a DHCP server in your network to obtain its valid network settings, for example, IP address, subnet mask, gateway address and DNS address.

**Static IP Address:** If the phone cannot contact a DHCP server for any reason, you need to configure IP address, subnet mask, gateway address, primary DNS address and secondary DNS address for the phone manually.

Note: The IP phone also supports IPv6, but IPv6 is disabled by default.

The wrong network settings may result in inaccessibility of your phone and may have an impact on the network performance. Contact your system administrator for more information.

### Account Settings: Click on **Account->Register**.

#### Parameters of the account:

Register Status:	It shows the register status of the current account.
Line Active:	You can select Enabled/Disabled to enable/disable the account.
Label:	It is shown on the LCD screen to identify the account.
Display Name:	It is shown as Caller ID when placing a call.
Register Name:	It is an authenticated ID for authentication provided by ITSP (required).
User Name:	It is provided by ITSP for registration (required).
Password:	It is provided by ITSP for registration (required).
Server Host:	It is provided by ITSP for registration (required).

#### Register status icons on the LCD screen:



Registered

**No Service** Register Failed/Registering

Note: Check with your system administrator if any error appears during the registration process or a specific configuration is required for your registration.

## Configuring via phone user interface

### Network Settings:

1. Tap the **Menu** soft key, select **Settings->Advanced Settings**(default password: admin) -> **Network->WAN Port /VLAN/Web Server/802.1x/VPN/LLDP/CDP/NAT** to configure the network.

### Wireless Network Connection:

1. Tap the **Menu** soft key, select **Settings->Basic Settings->Wi-Fi**.
2. Tap the **Switch** soft key to turn **Wi-Fi** on.
3. Tap the **Save** soft key.

The phone will automatically search for available wireless networks in your area.

4. Select an available wireless network from the list of **N available network(s)**.

5. Tap the **Connect** soft key to connect to the wireless network.

6. If the network is secure, enter its password in the **Password** field, and then tap the **OK** soft key.

### Account Settings:




Tap the **Menu** soft key, select **Settings->Advanced Settings** (default password: admin) -> **Accounts** to configure the account.

## Basic Call Features




### Placing a Call

#### Do one of the following:

- Tap .

Enter the phone number, and then tap , ,  or the **Send** soft key.

- Enter the phone number.

Tap , ,  or the **Send** soft key.

### Answering a Call

Tap ,  or the **Answer** soft key.

### Ending a Call

Tap  or the **End Call** soft key.

### Call Mute and Unmute

#### To mute a call:

Tap , the mute key LED illuminates solid red.

#### To unmute a call:

Tap  again to unmute the call. The mute key LED illuminates solid green.

### Call Hold and Resume

#### To hold a call:

Tap the **Hold** soft key during a call.

#### To resume a call:

Tap the **Resume** soft key during a call.



### Local Conference

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

#### To create a five-way local conference:

1. Tap the **Conf** soft key during a active call. The call is placed on hold.
2. Enter the number of the second party, and then tap the **Send** soft key.  
You can also select a contact from **Directory** to join into a conference.
3. Tap the **Conf** soft key again when the second party answers.
4. Repeat steps 2 to 3 to join more parties in the conference.

#### To manage the individual participant:

1. Tap the **Manage** soft key during the conference.
2. Tap  or  to select desired participant, do the following:
  - Tap the **Far Mute** soft key to mute the participant. The muted participant can hear everyone, but no one can hear the muted participant.
  - Tap the **Remove** soft key to remove the participant from the conference.
  - Tap the **Split All** soft key to split the conference call into individual calls on hold.

## Call Recording

You can insert a USB flash drive into the USB port on your phone to record active calls.

### To record audio calls:

1. Tap the **More** soft key, and then tap the **StartREC** soft key during a call.
2. Tap the **PauseREC** soft key to pause recording, tap the **Re REC** soft key to resume recording.
3. Tap the **StopREC** soft key to stop recording. The record file will be saved.

If you end a call during recording, the record file will be saved automatically.

## 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 the **Forward** soft key from the Incoming Call screen.
2. Enter the number you want to forward to.

You can also select a contact from **Directory**. The call is forwarded to the contact directly.

3. Tap the **Send** soft key.

### To forward all incoming calls to a contact:

1. Tap the **Menu** soft key.
2. Select **Features->Call Forward**.
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. For **No Answer Forward**, select a desired ring time to wait before forwarding from the **After Ring Time** field.
7. Tap the **Save** soft key to accept the change.

## Call Transfer

You can transfer a call in the following ways:




### Blind Transfer

1. Tap the **Transfer** soft key 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**.

3. Tap the **Transfer** soft key.

### Semi-Attended Transfer

1. Tap the **Transfer** soft key during a call. The call is placed on hold.
2. Enter the number you want to transfer to.
3. Tap ,  or .
4. Tap the **Transfer** soft key when you hear the ring-back tone.

### Attended Transfer

1. Tap the **Transfer** soft key during a call. The call is placed on hold.
2. Enter the number you want to transfer to.
3. Tap ,  or .
4. Tap the **Transfer** soft key when the second party answers.

# Customizing Your Phone

## Local Directory

### To add a contact:

1. Tap the **Directory** soft key from the Idle screen.
2. Select **Local Directory**->**All Contacts**.
3. Tap the **Add** soft key to add a contact.
4. Enter a unique contact name in the **Name** field and contact numbers in the corresponding fields.
5. Tap the **Save** soft key to accept the change.

### To edit a contact:

1. Tap the **Directory** soft key from the Idle screen.
2. Select **Local Directory**->**All Contacts**.
3. Select the desired contact, tap the **Option** soft key and then select **Detail**.
4. Edit the contact information.
5. Tap the **Save** soft key to accept the change.

### To delete a contact:

1. Tap the **Directory** soft key from the Idle screen.
2. Select **Local Directory**->**All Contacts**.
3. Select the desired contact, tap the **Option** soft key and then select **Delete**.
4. Tap **OK** when the LCD screen prompts "Delete Selected Item?".

Note: You can add contacts from call history easily. For more information, refer to **Call History**.

## Call History

1. Tap the **History** soft key from the Idle screen.
2. Select **All Calls**.
3. Select an entry from the list, you can do the following:
  - Tap the **Send** soft key to call the entry.
  - Tap the **Delete** soft key to delete the entry from the list.
 If you tap the **Option** soft key, you can also do the following:
  - Select **Detail** to view detailed information about the entry.
  - Select **Add to Contact** to add the entry to the local directory.
  - Select **Add to Blacklist** to add the entry to the blacklist.
  - Select **Delete All** to delete all entries from the list.

## Volume Adjustment

- Tap **◀-** or **▶+** during a call to adjust the receiver volume.
- Tap **◀-** or **▶+** when the phone is idle or ringing to adjust the ringer volume.
- Tap **◀-** or **▶+** to adjust the media volume in the corresponding screen.

## Ring Tones

1. Tap the **Menu** soft key from the Idle screen, and then select **Settings**->**Basic Settings**->**Sound**->**Ring Tones**.
2. Tap **▲** or **▼** to select **Common** or the desired account.
3. Tap **▲** or **▼** to select the desired ring tone.
4. Tap the **Save** soft key to accept the change.