Yealink

Quick Start User Guide
CP960

Package Contents

Ethernet Cable
(7.5m CAT5E UTP cable)

Quick Start Guide

PoE Adapter
(Optional)

PSE

Ethernet Cable
(2m CAT5E FTP cable)

Power Cord

IP Phone

X 2

Wireless Expansion Mic

Charging Cradle

0.3m
Micro USB Cable

Quick Start Guide

CP Wireless Expansion Mic CPW90
(Optional)
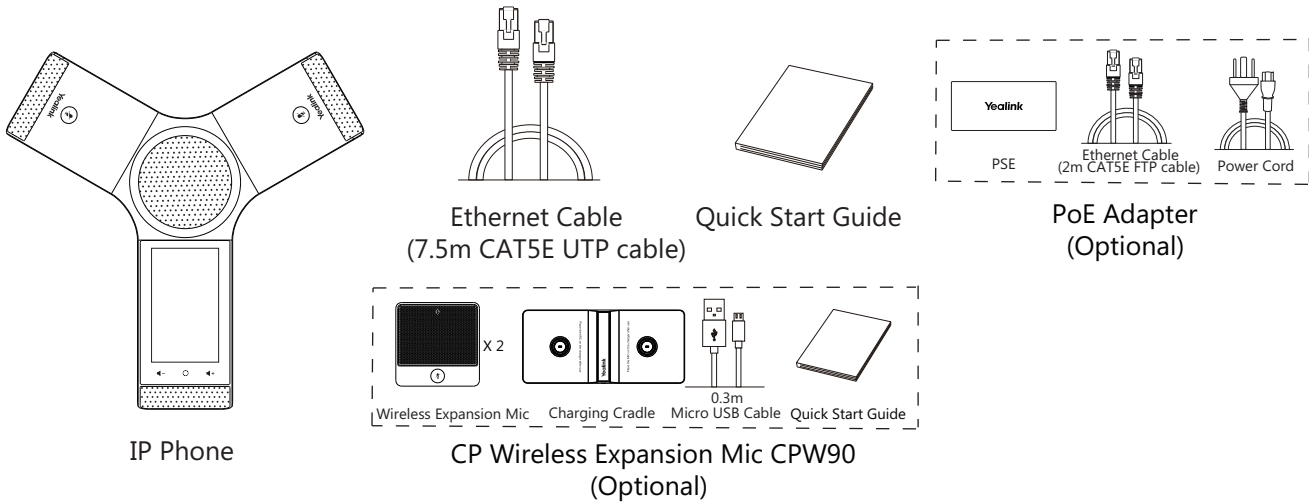
Note: The CPW90 helps you to expand the audio range of the IP phone. For more information, refer to Yealink CPW90 Quick Start Guide.
We recommend that you use the accessories provided or approved by Yealink. The use of unapproved third-party accessories may result in reduced performance.

# Assembling the Phone

1a. Connect the power and wired network.

Ethernet IN PWR PoE

7.5m

2m

Internet
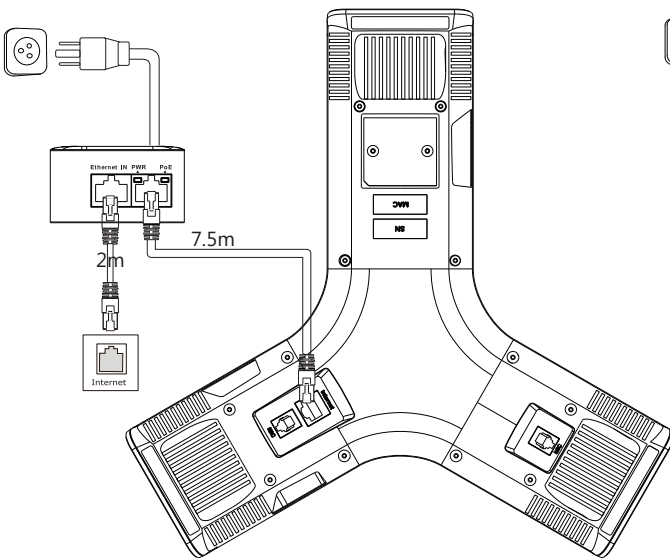
1b. Connect the power and wireless network.

Ethernet IN PWR PoE

7.5m

Wi-Fi
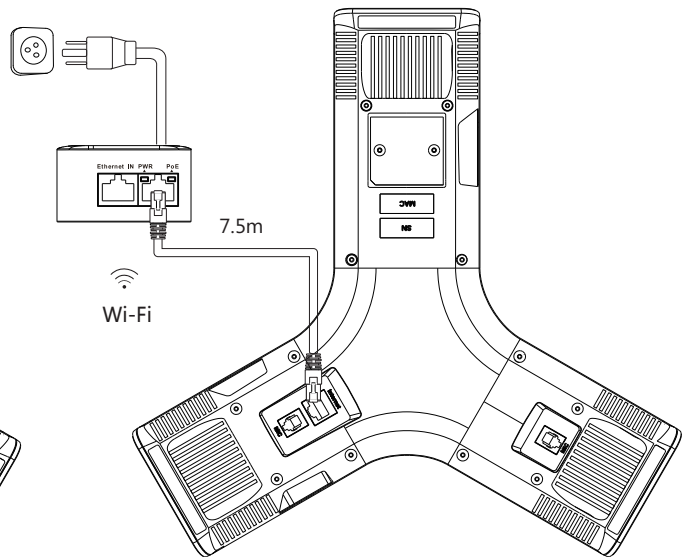
Refer to **Wireless Network Connection** mentioned below in **Configuring Your Phone** for more information.

Note: The IP phone should be used with Yealink original PoE adapter (54V/0.56A) only. The use of the third-party PoE adapter may cause the damage to the phone.
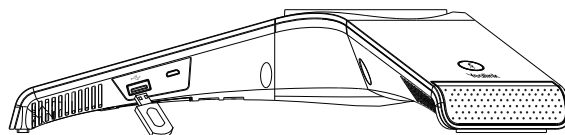The cable should be replaced at once if its skin is broken.

2. Connect the optional PC.

PC

Micro USB Port
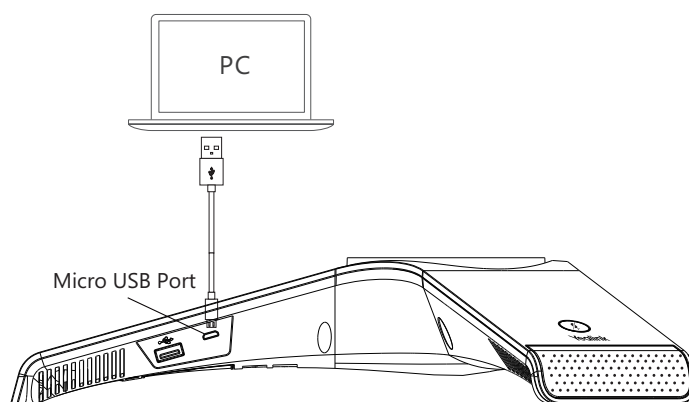
3. Connect the optional external speaker.
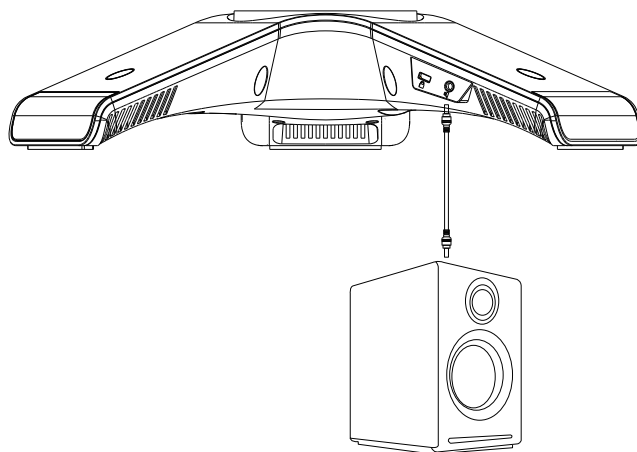
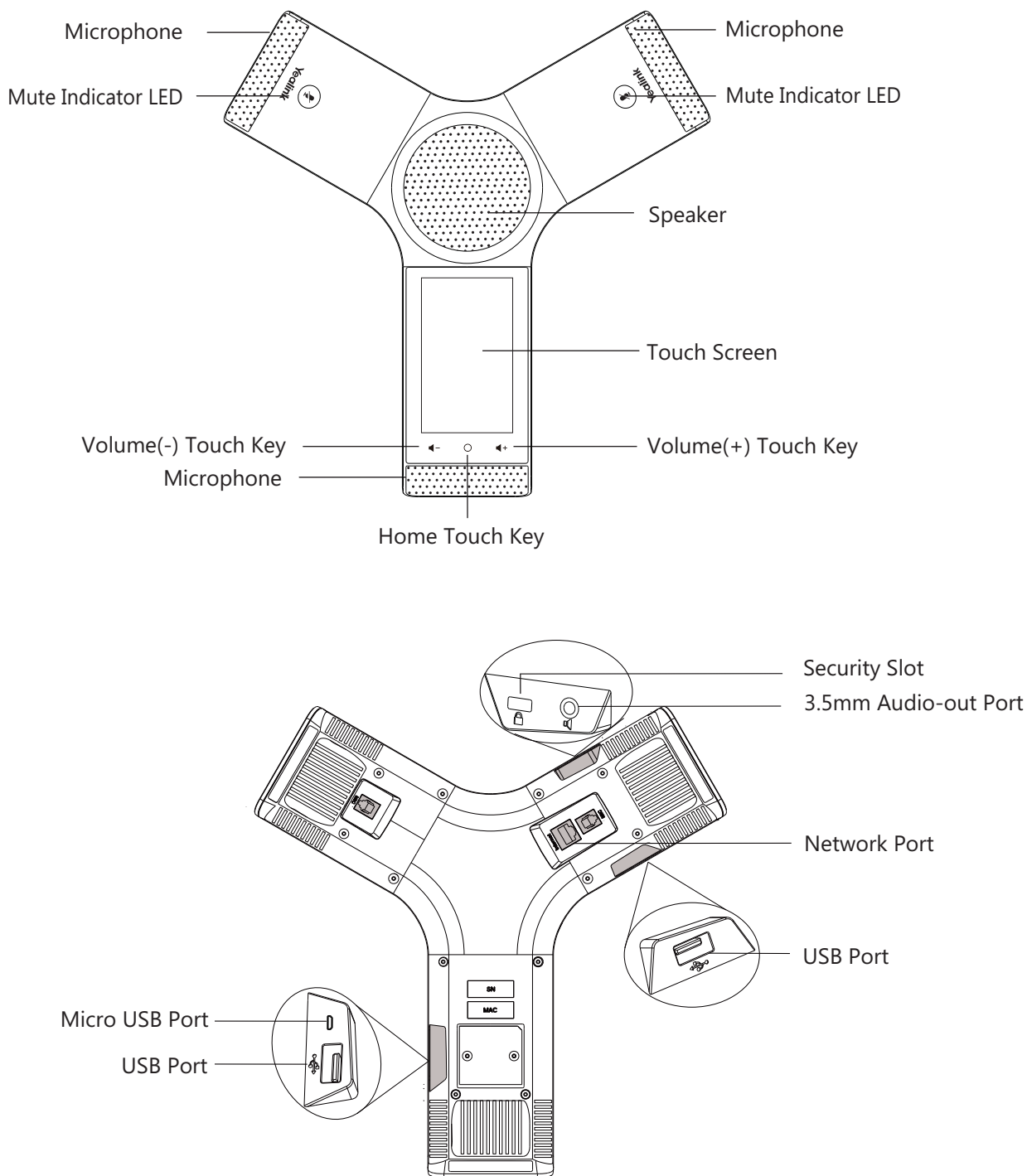**4. Connect the optional USB flash drive.**

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.

Initializing…

Hardware Component Instructions

Microphone

Mute Indicator LED

Microphone

Mute Indicator LED

Speaker

Touch Screen

Volume(-) Touch Key

Microphone

Volume(+) Touch Key

Home Touch Key

Security Slot

3.5mm Audio-out Port

Network Port

USB Port

Micro USB Port

USB Port

SN

MAC

Using the Touch Screen

Home Screen

DSS Key Screen

Status Bar

Digital Clock

08:42
Wed, May 31

Settings Browser Message

History Recorder

Applications

Screen Indicator

Dial Directory Bluetooth

Shortcut Keys

DSS Key

1 ☎ 960

2 ⠿ 1256

3

4

5

Tap to configure a DSS key

DSS key list

Dial Directory Bluetooth

Swipe left or right to switch between two idle screens.

Control Center and Notification Center

Swipe down from the top of the screen to enter the control center and the notification center.

Time and Date

Drag the slider to adjust the screen brightness

17:06 Mon Mar 20

Wi-Fi Bluetooth Mute

DND Auto Answer Silent

1256 Today 16:36 Missed Calls

clear

Wireless Mic icon and the number of connected wireless microphones

Tap the icon to turn the function on or off quickly

Swipe left or right to delete a notification

Tap to clear all notifications

Display notifications

Entering and Updating Data

To use onscreen keyboard:

1.Tap the input field, the onscreen keyboard displays on the touch screen.

q w e r t y u i o p

a s d f g h j k l

⇧ z x c v b n m ⌫

?123 , . Next

Tap to switch to the uppercase input mode.

Tap to switch to the numeric&symbolic input mode.

Tap to backspace.

Label automatically to identify the context-sensitive features.
- Tap **Send** to dial out the number.
- Tap **Done** to confirm the settings.
- Tap **Next** to go to next field.
- Tap **Go** to browse the web page.
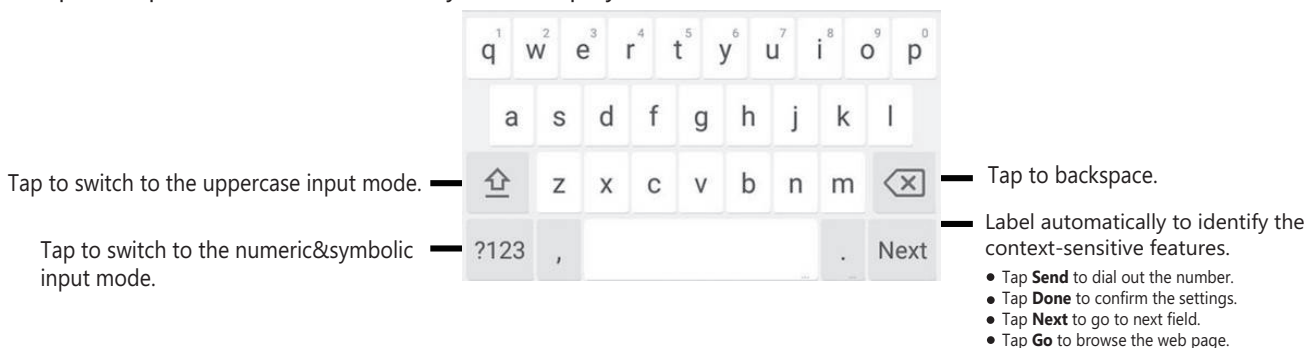
Configuring Your Phone

Configuring via web user interface

Accessing the web user interface:
1. Tap **Settings**->**General** to obtain the IP address of the phone.
2. Open a web browser on your computer, enter the IP address into the address bar (e.g., "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.
PPPoE: If you are using an xDSL modem, you can connect your phone to the Internet via PPPoE mode. Contact the ITSP for the PPPoE user name and password.

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 touch 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 touch screen:

☎(Green) Registered   ☎(Gray) Register Failed   ☎(Green and Flashing) 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 **Settings**->**Advanced Settings** (default password: admin) ->**Network**->**WAN Port/VLAN/Webserver Type/802.1x/VPN/LLDP/CDP/NAT** to configure the network.

Wireless Network Connection:
1. Tap **Settings** from the Home screen.
2. Tap **Wi-Fi** from the **Basic Settings** block.
3. Turn **Wi-Fi** on.
   The button turns to green, and the phone will automatically search for available wireless networks in your area.
4. Tap an available wireless network from the list of networks.
5. If the network is secure, enter its password in the **Password** field.
6. Tap **Connect** to connect to the wireless network.

Account Settings:
1. Tap **Settings**->**Advanced Settings** (default password: admin) ->**Accounts** to configure the account.

Basic Call Features

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.
   Invite
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.

Customizing Your Phone

Local Directory
To add a contact:
1.Tap **Directory** from the Home screen.
2.Tap ⊕ .
3.Enter a unique contact name in the **Name** field and contact numbers in the corresponding fields.
4.Tap ✔ to accept the change.

To edit a contact:
1. Tap **Directory** from the Home screen.
2. Tap ⓘ after the desired contact.
3. Edit the contact information.
4. Tap ✔ to accept the change.

To delete a contact:
1. Tap **Directory** from the Home screen.
2. Tap ⓘ after the desired contact and then tap **Delete**.
3. Tap **OK** when the touch 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 **History** from the Home screen.
2. Tap **All Local Calls**, and then select the desired call history list.
3. Drag up and down to scroll.
4. Tap ⓘ after the desired entry, and then you can do the following:
   - Tap **Send** to place a call.
   - Tap **Place on dsskey** to assign a speed dial DSS key for the entry.
   - Tap **Add** to add the entry to the local directory.
   - Tap **Edit before calling** to edit the phone number of the entry before placing a call.
   - Tap **Blacklist** to add the entry to the blacklist.
   - Tap **Delete** to delete the entry from the list.

Volume Adjustment

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