ELEVATE
UNIFIED COMMUNICATIONS

IP PHONE QUICK START GUIDE SERIES

YOUR GUIDE FOR:

Yealink CP960

CloudBusinessPhone.com

Quick Start Guide

Elevate Unified Communications

Yealink CP960



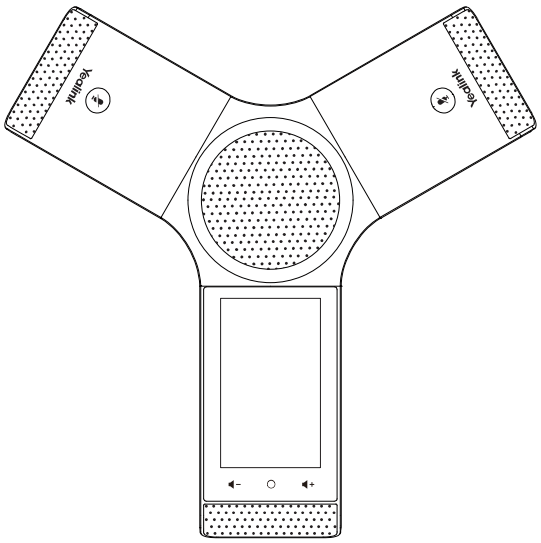
Welcome to Elevate Unified Communications

What's in the box?

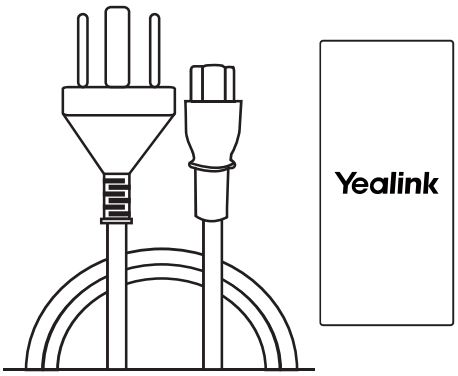
Yealink C960

A. Phone
B. Power Supply and Cable
C. Ethernet Cable

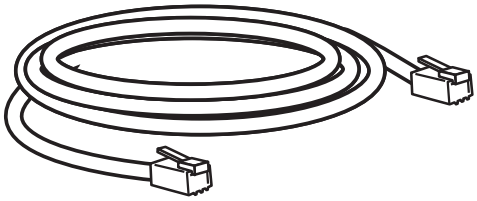
A.



B.



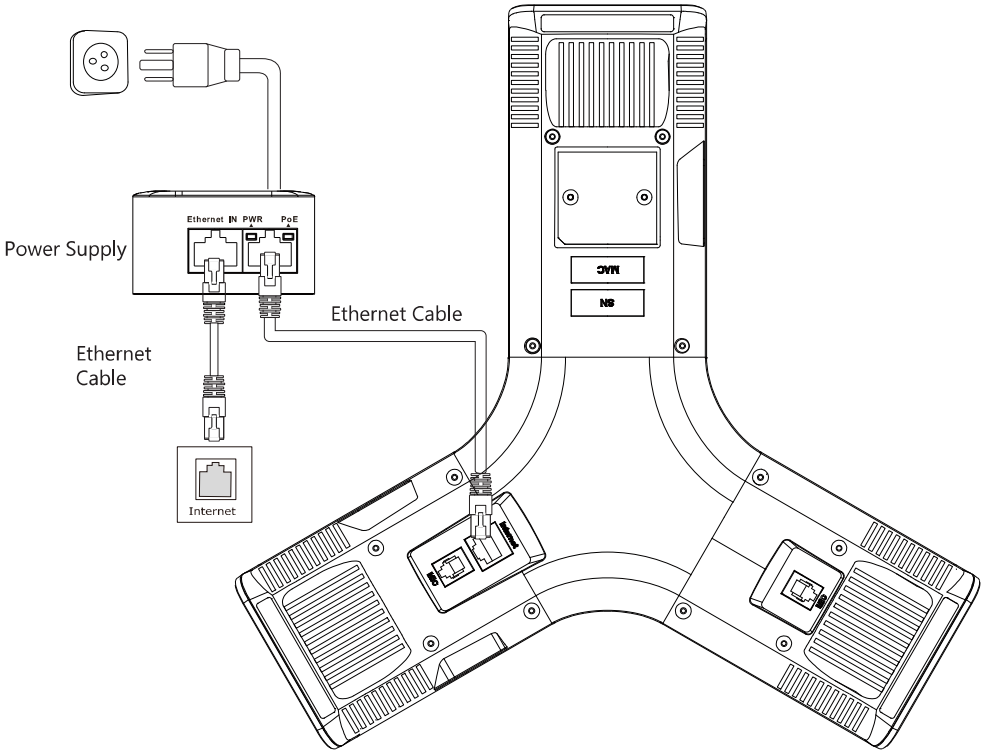
C.



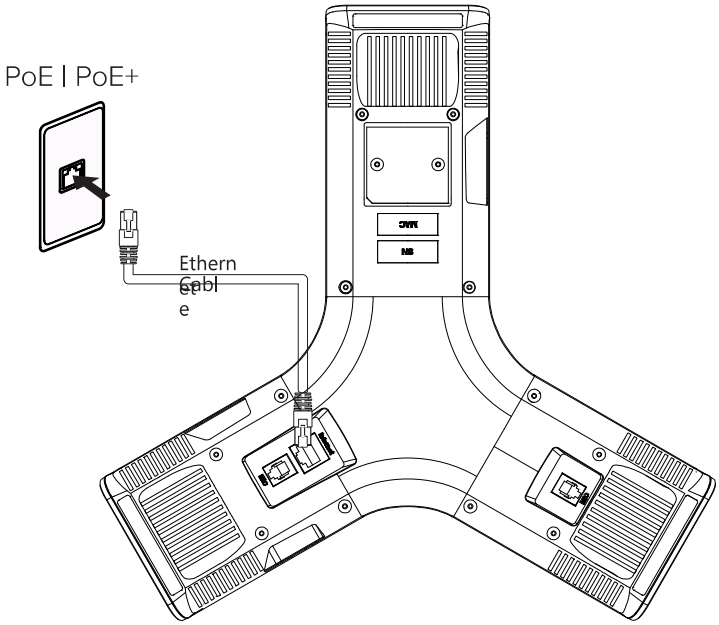
Guided Setup

Connect Cables

Please follow the diagram to install your phone. Once plugged in, the phone will automatically download its configuration and start to work.

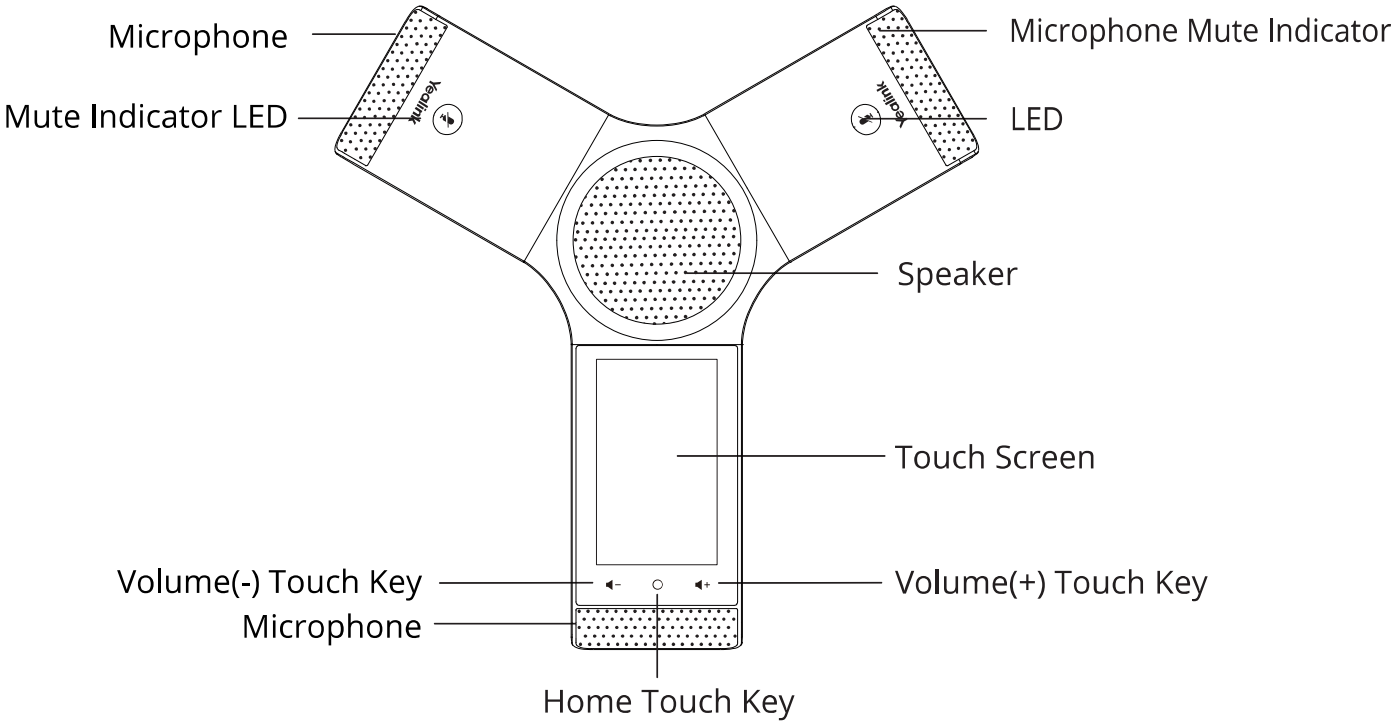


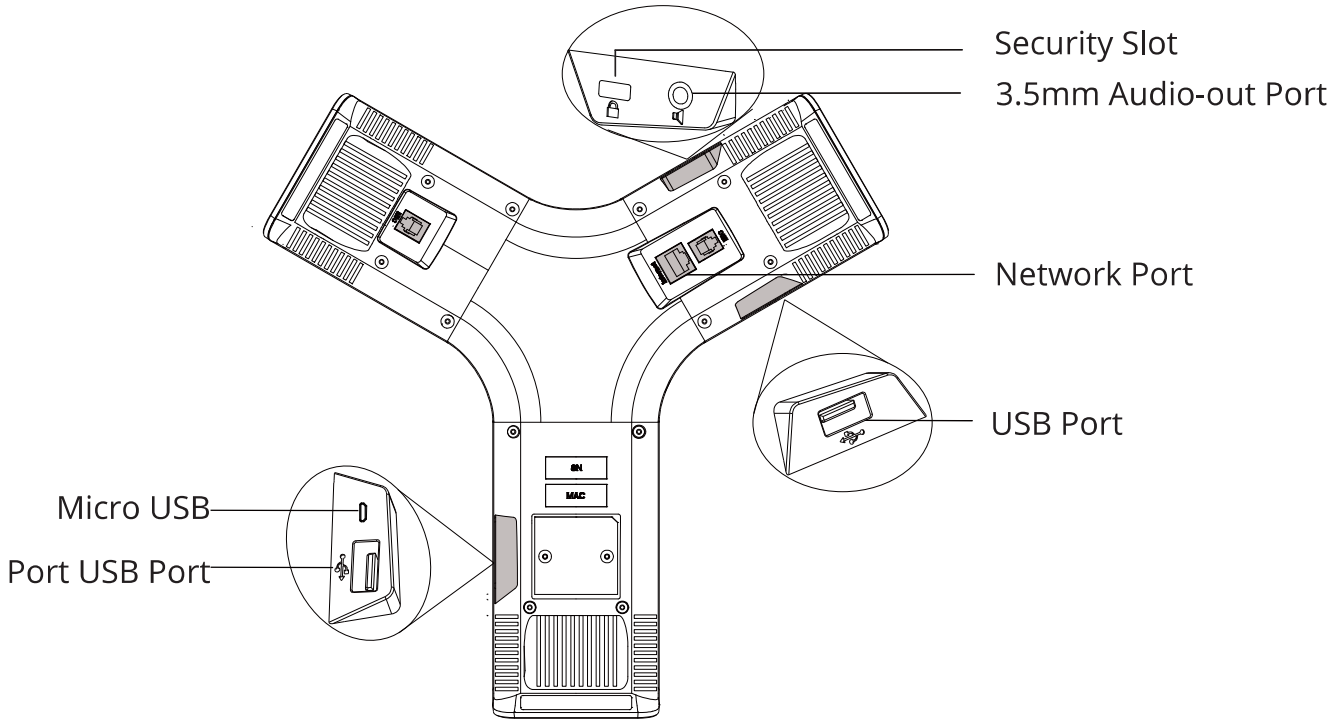
Alternatively, if you have a POE (Power Over Ethernet) router, you can plug in and power the Trio directly from a PoE port.



Hardware Features

Yealink CP960





System Features

Yealink CP960

CONTROL CENTER AND NOTIFICATION CENTER

Control center or notification center allows you to access common features or view important notifications quickly. You cannot enter the control center and notification center when calling, ringing or in a call.



Ref No.	Feature Name		Feature Description
1	Time and date		Display the phone's time and date.
2			• Indicate the number of the connected wireless microphones. • Tap to enter the wireless microphone settings screen.
3	Control Center	Backlight Slider	Drag the slider to adjust the screen brightness quickly.
		Wi-Fi	• Tap to turn Wi-Fi on or off quickly. • Long tap to enter Wi-Fi setting screen.
		Bluetooth	• Tap to turn Bluetooth on or off quickly. • Long tap to enter the Bluetooth setting screen.
		DND	Enables you to select items and navigate menus on the touchsensitive screen.
		Auto Answer	Tap to turn auto answer on or off quickly.
		Mute	Tap to turn mute on or off quickly.
		Silent	Tap to turn silent mode on or off quickly.
4	Notification Center		• Tap the desired notification message to view the details. • Swipe left or right to delete a specific notification. • Tap **clear** to delete all notifications.

System Features

Yealink CP960

HOME SCREEN

The home screen mainly displays the registered account, time and date, and system applications.



Ref No.	Feature Name	Feature Description	
1	Status Bar	Displays the label of the current account, icons and time.	
2	Icons	Icons are displayed on the left of the status bar.	
3	Current Account	Displays the primary account registered to the phone.	
4	Time	Displays the phone's time.	
5	Digital Clock Widget	Displays the phone's time and date.	
6	Wallpaper	Shows the specified wallpaper, which can be customized.	
7	System Applications	Settings	Tap to access phone settings and features.
		Browser	Tap to browse the web on the device.
		Message	Tap to access voicemail.
		History	Tap to enter the call History.
		Recorder	Tap to record audio.
8	Screen Indicator	Indicates idle screen you are currently viewing.	
9	Programmable Keys	Dial	Tap to enter the dialing screen.
		Directory	Tap to enter the Directory to view contacts.
		Bluetooth	Tap to enter the Bluetooth settings screen.

ICONS AND STATUS INDICATORS

The following table displays the icons and status indicators that display on Polycom Trio systems:

ICON INDICATOR (ASSOCIATED WITH LINE KEY FEATURES)

Icon	Description	Icon	Description
	Hold		DND
	Voice Mail		Forward
	Direct Pickup		Group Pickup
	Speed Dial		ReCall
	Record		Recording in process (Record)
	Multicast Paging Paging List		Hot Desking
	Phone Lock		Directory

ICON INDICATOR (ASSOCIATED WITH LINE)

Icon	Description	Icon	Description
	Registered private line		Register failed
 (Flashing)	Registering		Registered shared line
	DND is enabled on this line		Call forward is enabled on this line

ICON INDICATOR (ASSOCIATED WITH MOBILE DEVICE)

Icon	Description	Icon	Description
	Bluetooth Mobile Device paired & connected		Bluetooth Mobile Device failed to connect
 (Flashing)	Bluetooth Mobile Device Connecting		

ICON INDICATOR (ASSOCIATED WITH INTERCOM)

Icon	Description	Icon	Description
	Intercom idle state		Intercom ringing state
	Intercom callout state		Intercom talking state
Callout		Talking	
	Intercom failed state		Call forward is enabled on this line

ACCESSING THE HOME SCREEN

The home screen on the Yealink CP960 displays quick access icons for commonly used features. You can quickly navigate back to the home screen from any menu by pressing the home ○ button.

ACCESSING THE DIAL SCREEN

The dial screen may be accessed from the Home Screen by pressing the "**Dial**" button and provides a convenient dial pad for placing outbound phone calls.

Voicemail Box Setup

RECORDING YOUR PERSONAL VOICEMAIL GREETING

1. Press the “Messages” button on the home screen.
2. Tap the option “View Voice Mail”.
3. Enter the PIN provided to you by your Administrator, followed by the # key.
4. Select option 3 for personal options.
5. Selection option 1 to record the Unavailable greeting.
6. Follow the voice prompts to record and check your greeting.

CHANGING THE PIN FROM THE PHONE

1. Press the “Messages” button on the home screen.
2. Tap the option “View Voice Mail”.
3. Enter the PIN provided to you by your Administrator, followed by the # key.
4. Select option 3 for User Options.
5. Select option 2 to change the PIN.
6. Enter the new PIN when prompted.

Commonly Used Features

PLACING OUTGOING CALLS

When the phone is not in use:

1. Press the “Dial” button.
2. Dial an extension or telephone number.

ANSWERING AN INCOMING CALL

While a call is ringing:

- Press the “Answer” button.

REJECTING AN INCOMING CALL

While a call is ringing:

- Press the “Reject” soft key to immediately send the caller to the configured forwarding number. This goes to voicemail by default.

ENDING A CALL

While on a call:

- Press the “End Call” button.

HOLD

Placing a Call On Hold:

- Press the "More" button to access the next set of buttons.
- Press the “Hold” button.

Retrieving Calls On Hold:

- Press the “Resume” button.

INITIATING A CONFERENCE CALL

You can initiate a conference by adding a caller during an active call and joining the contacts into a conference call.

You may add up to four participants to a conference call.

1. During the conference call, tap the “Invite” button in the center of the screen.
2. Dial the phone number of the party you want to add to the conference and press the “Invite” button.
3. Upon answering, the remote party is automatically added to the conference call.

Conversely, when on a call, and receiving a call from another party, you may automatically add the new call to your conference:

1. When another call is ringing on the phone, press the “Join conf” button.
2. The new call is automatically joined into the conference call.

TO END A CONFERENCE CALL

Once a conference call is ended, the other participants in the conference call will remain together in the phone call.

- During a conference call, press “End Call”.

TO PLACE A CONFERENCE CALL ON HOLD

By placing the call on hold, all participants are placed on hold.

- During the conference call, press “More”, then press "Hold".

TO RESUME A CONFERENCE CALL

Once resumed, all participants will hear conference audio again.
To resume a conference call from hold:

- During the conference call, press “Resume”.

TO MUTE A CONFERENCE CALL

You can mute yourself during a conference call. The participants can hear each other, but no one can hear you.

- During the conference call, press “Mute”.

To unmute the conference call:

- Press "Mute" again.

TRANSFERRING CALLS

Blind Transfers:

1. While on a call, press the “More” button followed by the “Transfer” button.
2. Dial the phone number of the party you wish to transfer to.
3. When the remote phone begins to ring, press the “Transfer” button.

Attended (Consultative or Warm) Transfers:

1. While on a call, press the “More” button followed by the “Transfer” button.
2. Dial the phone number of the party you wish to transfer to.
3. When the party answers, announce the call to them.
4. When you are ready, complete the transfer by pressing the “Transfer” button.

VOLUME ADJUSTMENT

In-Call Volume:

- While on a call, press the volume down button, located to the left of the Home button.

Ringer Volume:

- While on a call, press the volume up button, located to the right of the Home button.

MUTE

To mute the microphone on an active call:

- Press the “Mute” button.

To unmute the microphone on an active call:

- Press the “Mute” button again.

FORWARDING CALLS

1. Press the “Settings” button on the Home screen.
2. Press the “Call Forward” option. If Always Forward is currently disabled, “Off” will be displayed.
3. Press “Always Forward”.
4. Enter a “Forward to” phone number by tapping. Use the keypad at the bottom of the screen to enter the number.
5. Press the enable slider button in the upper right corner of the screen to enable the feature, then press the check mark button.

Disabling “Always Forward”:

1. Press the “Settings” button on the Home screen.
2. Press the “Call Forward” option. If Always Forward is currently enabled, “On” will be displayed.
3. Press “Always Forward”.
4. Press the enable slider button in the upper right corner of the screen to disable the feature, then press the check mark button.

“Busy Forward” and “No Answer Forward” can be set in a similar manner.

VOICEMAIL

1. Press the "Message" button.
2. Tap your own extension number.
3. Enter the PIN provided to you by your Administrator, followed by the # key.

We are here to help.



http://cp.serverdata.net/KB/main

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