



# 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  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  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**.

### 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.