



## User Guide Yealink CP920



### 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 an 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.