



# Yealink CP920 User Guide

## Basic Call Feature

### 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 **Conference** 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 **Conference** 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 **Start REC** soft key during a call.
2. Tap the **Pause REC** soft key to pause recording, tap the **Resume REC** soft key to resume recording.
3. Tap the **Stop REC** 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 Contacts** 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.