Yealink CP960
QUICK REFERENCE GUIDE

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Placing a Call

You can place a call by manually entering a phone number, or by selecting a contact from **Directory** or **History**. From the Home screen (D), you have 2 options:

» 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 ➕ Invite 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 **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.
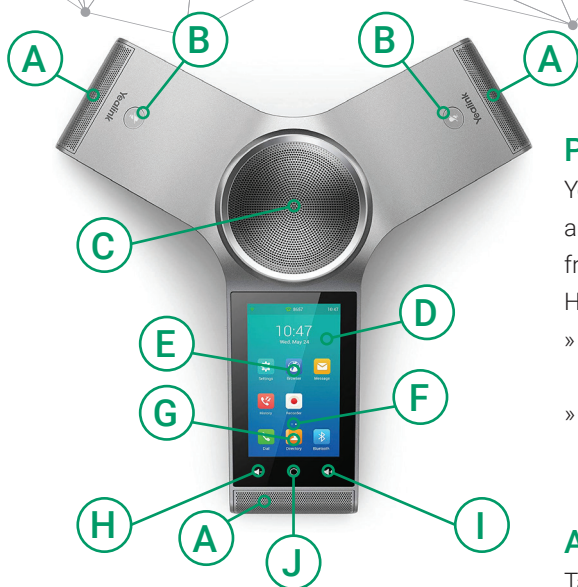
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Call Recording

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 Transfer

You can transfer a call in the following ways:

Blind Transfer
Transfer the caller to a ring group or another agent without speaking to the new agent first.
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
Transfer a call when the target phone is ringing.
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
Before actually transferring to the destination, the call is put on hold and another call is initiated to confirm whether the end destination actually wants to take the call or not.
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.