Yealink

HD IP Conference Phone
CP920

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GNU GPL INFORMATION

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The original GPL license, source code of components licensed under GPL and used in Yealink products can be downloaded online: http://www.yealink.com/onepage_83.html.

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About This Guide

Thank you for choosing the CP920 IP conference phone, which is exquisitely designed for small and medium-sized conference room, meeting for 10 people below. This conference phone provides business telephony features, such as Call Hold, Call Transfer, Call and Conference Recording, Multicast Paging and five-way Conference over an IP network.

This guide provides everything you need to quickly use your new phone. Firstly, verify with your system administrator that the IP network is ready for phone configuration. Also be sure to read the Quick Start Guide which can be found in your phone package before you set up and use the IP phone. As you read this guide, keep in mind that some features are only configurable by your system administrator or determined by your phone environment. As a result, some features may not be enabled or may be operated differently on your phone. Additionally, the examples and graphics in this guide may not directly reflect what is displayed or is available on your phone screen.

Read the *Yealink Products Regulatory Notices guide* for all regulatory and safety guidance.

Related Documentation

You can obtain additional information for CP920 on the Yealink support page.

The following types of related documents are available on each support page:

- Release Notes, which details bug fixes and feature enhancements when an update is released.
- Quick Start Guide, which describes how to assemble your phone and configure the basic phone features.
- Administrator Guide, which provides the detailed information on how to configure phone features for system administrator.
- Regulatory Notice, which provides information about all regulatory and safety guidance.

In This Guide

Chapters in this guide include:

- Chapter 1   About This Guide
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- Chapter 3   Customizing Your Phone
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Getting Started with Your Phone

This chapter provides the overview of phone hardware and screen layout, and introduces how to navigate your phone for the best performance.

Topics

Hardware Overview

Topics

CP920 Hardware
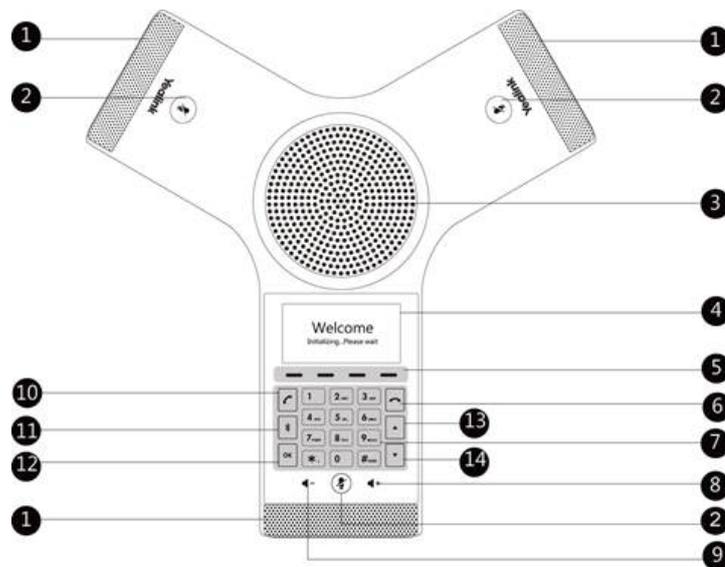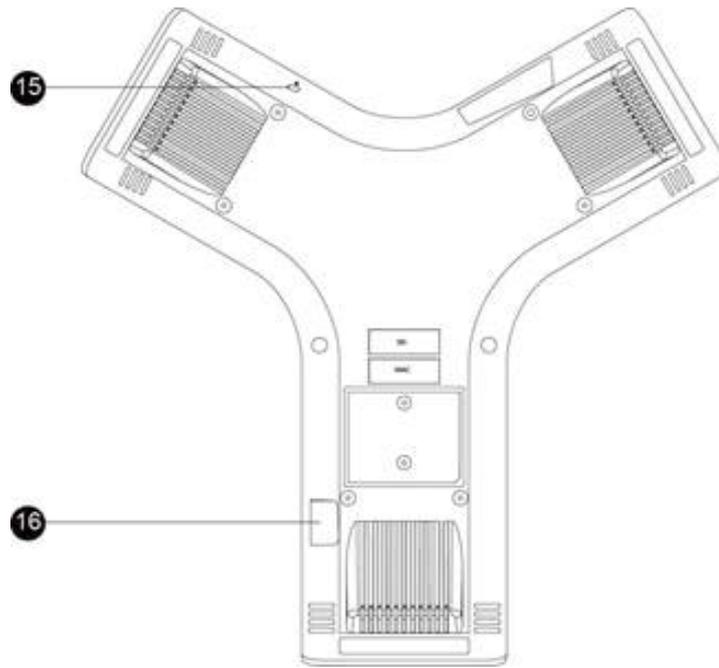
NO.	Item	Description
1	Three Internal Micro-phones	Provide 10-feet (4 meters) and 360-degree coverage to transmit sound to other phones.
2	Mute Key	•Toggles mute feature. •Indicate phone and call statuses.
3	Speaker	Provides ringer and speakerphone audio output.
4	LCD Screen	Shows information about calls, messages, soft keys, time, date and other relevant data:
5	Soft Keys	Label automatically to identify their context-sensitive features.
6	On-hook Key	Ends a call or returns to the idle screen.
7	Touch Keypad	Provides the digits, letters, and special characters in context-sensitive applications.
8	Volume Key(+)	Increases the volume of the speaker, ringer or media.
9	Volume Key(-)	Reduces the volume of the speaker, ringer or media.
10	Off-hook Key	Enters the dialing screen, places a call or answers a call.
11	Bluetooth Key	Enters the Bluetooth setting screen.
12	OK	Confirms actions or answers incoming calls.

NO.	Item	Description
13	▲	• Scrolls through the displayed information upwards. • Views call history list when the phone is idle.
14	▼	• Scrolls through the displayed information downwards. • Views the directory list when the phone is idle.
15	Security Slot	Allows you to connect a universal security cable to your phone so you can lock down your phone. The phone will not be removed after locked.
16	USB Port	• Allows you to connect a USB flash drive (optional) to your phone so you can record calls/conferences and play back recorded files. • Allows you to connect expansion PSTN box(es) (optional) to experience calls in PSTN. Up to two cascaded expansion PSTN boxes can be connected, so you can experience the local five-way conference conveniently in excellent speech quality with PSTN.

Mute Key LED Indicators

LED Status	Description
Solid red	The phone is initializing. The phone is muted.
Flashing red	The phone is ringing.
Solid green	The phone is placing a call. There is an active call on the phone.
Flashing green	The call is placed on hold or is held.
Off	The phone is powered off. The phone is idle.

Screen and Icons

Before you use the phone, you need to be familiar with the state of your phone, including phone screen layout and icons.

Topics

Idle Screen
Dialing/Pre-dialing Screen
Calls Screen
Icons in the Status Bar
Call History Icons

Idle Screen

The Idle screen is made up of the status bar and soft keys. The time & date is displayed in the middle of screen.
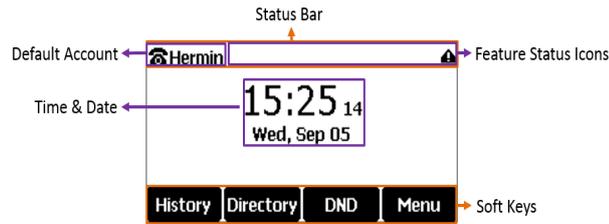
CP920

- **Status Bar**: Display the default account, feature status icons. The status icons are displayed when features are activated.
- **Soft Keys**: Each soft key label indicates the action for the soft key on the bottom of the screen.

Related Topics

Icons in the Status Bar
Changing the Default Account

Dialing/Pre-dialing Screen

When the phone is idle, you can tap the Off-hook key to access the Dialing screen. Or you can enter a number directly using the keypad to access the Pre-dialing screen.

From Dialing/Pre-dialing screen, the placed call records are displayed. You can also use the phone keypad to enter and edit data. The contacts whose name or phone number matches the entered characters appear on the phone screen. You can select the desired contact to place a call directly.

Note
Your system administrator can configure the search source list in dialing, and disable the phone to display the placed call records. Check with your system administrator to find out if they are available on your phone.

Calls Screen

All of your active and held calls are displayed on the calls screen.

The calls screen can display the local name or number which is talking now. Check with your system administrator to find out if this feature is available on the phone. When there is an active call and a held call, the calls screen on the IP phone is shown as below:
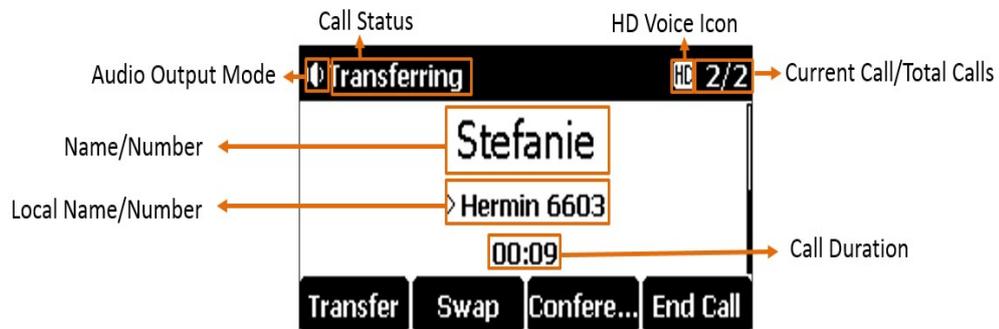
When you are during a call, tap OK to view the current time & date and the phone status, the screen on the IP phone is shown as below:

Icons in the Status Bar

Icons	Description
	Wired network is unavailable
	Network is unreachable
	Registered successfully (Yealink Cloud account)
	Registered successfully (SIP/PSTN account)
	Speakerphone (hands-free) mode
OO	Voice Mail
AA	Auto Answer
DND	Do Not Disturb (DND)
	Keep Mute
	Ringer volume is 0
	Phone Lock
	Missed Calls
	Call Forward
	Call and Conference Recording

Icons	Description
▭	Idle Recording
◉◀	USB flash drive/PSTN box is detecting
⤸	USB flash drive is detected
PSTN	PSTN box is detected
📶	Wi-Fi enabled
❊ₓ	Bluetooth enabled
❊	Bluetooth-enabled mobile phone paired and connected
⚠	Phone Warning

Call History Icons

Icons	Description
↘	Received Calls
↖	Placed Calls
↘	Missed Calls
↱	Forwarded Calls

Entering Characters

You can use the keypad keys on your phone to enter or update field information. The following table describes how to enter different characters using the keypad keys.

Task	Action
Switch input mode	Tap the **ABC**, **abc**, **Abc**, **2aB**, or **123** soft key to switch the input mode.
Enter alphas	Select **ABC**, **abc**, **2aB** or **Abc** mode. Tap a keypad key repeatedly to view the character options and stop when the letter you want to enter is displayed in the field. Wait one second, and then enter the next letter.
Enter numbers	Select **123** mode, tap the corresponding keys.
Enter special characters	Select **ABC**, **abc**, **2aB**, or **Abc** mode, tap ***** key or **#** key one or more times to enter one of the following special characters: *** key**: *.,'?!\-()@/:_;+&%=<> £ \$¥¤[]{}~^¡¿§#"| **# key**: # In **123** mode, you can tap * key to choose the following special characters: **.*:/@[]**.
Insert space	Select **ABC**, **abc**, **2aB**, or **Abc** mode, tap the **0** key.
Delete one or more	Position the cursor to the right of the character, and tap the **Delete** soft key.

Task	Action
characters	

Customizing Your Phone

You can make your IP phone more personalized by customizing various settings.

Topics

Yealink Cloud Account Registration

You can register only one Cloud account on the phone, if you want to switch to a SIP account, be sure to exit the cloud account.

To register a Yealink Cloud account, the Cloud feature should be enabled in advance. Check with your system administrator to find out if this feature is available on the phone.

Topics

Registering a Yealink Cloud Account

There are two methods of registering a Yealink Cloud account:

- PIN code: the PIN code can be used once only.
- Account: the account information contains the user name (Cloud number) and password.

Before You Begin

You can obtain the Yealink Cloud account information from your Cloud enterprise administrator.

Procedure

1. Navigate to **Menu**->**Settings**->**Advanced Settings** (default password: admin) ->**Accounts**.
2. Tap **Enter**.
3. Select **Yealink Cloud** from the **Type** field.
4. Do one of the following:
    - Select **PIN Code** from the **Login Type** field.
      Enter the PIN code (9-digit) in the **PIN Code** field.
    - Select **Account** from the **Login Type** field.
      Enter the user name (Cloud number) in the **User Name** field.

Enter the password in the **Password** field.

(Optional.) Select the desired value from the **Save Password** field.

5. Tap **Login**.

Note

If you fail to register a Yealink Cloud account, you can re-enter the registration information according to the prompt or contact your Cloud enterprise administrator.

Exiting Yealink Cloud Account

Procedure

1. Navigate to **Menu**->**Settings**->**Advanced Settings** (default password: admin) ->**Accounts**.

2. Select the Yealink Cloud account.

3. Tap **Logout**.

    The phone screen prompts you whether to exit the account.

4. Tap **OK**.

Changing the Administrator Password

Some features on the phone can be set from the Advanced Settings only. By default, you require an administrator password to access the Advanced Settings. The default password is "admin".

For security reasons, you should change the default password as soon as possible. If you do not change the default password, the phone displays a warning icon in the status bar.

Procedure

1. Navigate to **Menu**->**Settings**->**Advanced Settings**->**Change Password**.

2. Enter the desired value in the **Old PWD**, **New PWD** and **Confirm PWD** field respectively.

3. Tap **Save**.

Related Topic

Warnings

Screen Saver

The screen saver starts automatically when the IP phone has been idle for the preset waiting time. You can stop the screen saver at any time by pressing any key. When your phone is idle again after a preset waiting time, the screen saver starts again.

The time & date, certain status icons (for example, auto answer, DND, a new text message), or custom information (for example, notifications or company logo) can also be displayed on the screen saver.

Topic

Changing the Waiting Time for Screen Saver

Changing the Waiting Time for Screen Saver

You can change the waiting time for the screen saver.

Procedure

1. Navigate to **Menu**->**Settings**->**Basic Settings**->**Display**->**Screensaver**.
2. Select the desired waiting time from the **Wait Time** field.
3. Press **Save**.

Changing the Language

The default phone language is English. You can change the phone language.

Procedure

1. Navigate to **Menu**->**Settings**->**Basic Settings**->**Language**.
2. Select the desired language.
3. Tap **Save**.

The phone language is changed to the selected one.

Time & Date

You can set the time and date manually. The time and date formats are also customizable.

Topics

Setting the Time and Date Manually

If your phone cannot obtain the time and date automatically, you can set it manually.

Before You Begin

Check with your system administrator to find out if the manual mode has been enabled.

Procedure

1. Navigate to **Menu**->**Settings**->**Basic Settings**->**Time & Date**->**Manual Settings**.
2. Enter the date and time in the corresponding fields.
3. Tap **Save**.

   The time and date set on the phone will be changed accordingly.

Changing the Time and Date Format

You can customize the date with various time and date formats.

The built-in date formats are listed as below:

Date Format	Example (2016-09-02)
WWW MMM DD	Fri, Sep 02
DD-MMM-YY	02-Sep-16
YYYY-MM-DD	2016-09-02
DD/MM/YYYY	02/09/2016

Date Format	Example (2016-09-02)
MM/DD/YY	09/02/16
DD MMM YYYY	02 Sep, 2016
WWW DD MMM	Fri, 02 Sep

Note

Your system administrator can customize the date format.

Procedure

1. Navigate to **Menu**->**Settings**->**Basic Settings**->**Time & Date**->**Time & Date Format**.
2. Select the desired date format from the **Date Format** field.
3. Select the desired time format from the **Time Format** field.
4. Tap **Save**.

Setting a Key as Send

You can set the "#" key or "*" key to perform as a send key while dialing.

Procedure

1. Navigate to **Menu**->**Features**->**Key As Send**.
2. Select **#** or ***** from the **Key As Send** field, or select **Disabled** to disable this feature.
3. Tap **Save**.

Customizing the Soft Keys

You can customize the function of the soft keys displayed on the bottom of the idle screen. This feature is typically used to access frequently used functions, to create menu shortcuts to access frequently used phone settings. The soft keys perform the same functions as the hard keys.

Caution

We recommend that you keep a **Menu** soft key, otherwise you cannot access the phone settings.

Procedure

1. Navigate to **Menu**->**Settings**->**Advanced Settings** (default password: admin)->**Softkey Label**.
2. Select the desired soft key, and then tap **Enter**.
3. Select the desired key type from the **Type** field.
4. (Optional.) Select the desired line from the **Account ID** field.
5. (Optional.) Enter the string that will appear on the phone screen in the **Label** field.
6. (Optional.) Enter the corresponding value in the **Value** field.
7. Tap **Save**.

Phone Lock

Phone lock helps you protect your phone from unauthorized use. You can lock your phone manually when you are not using it. The phone is also locked automatically after being idle for a specified time.

Topics

Phone Lock and Waiting Time

There are three phone lock types:

- **Lock the Function keys**: it only allows unauthorized users to use the keypad for placing a call, answering or rejecting an incoming call and ending a call.
- **Lock all keys**: it only allows unauthorized users to use the keypad for dialing an emergency number or authorized numbers that set up by your system administrator, answering or rejecting an incoming call and ending a call.

You can set a waiting time to lock your phone automatically. If the waiting time is set to 0, the phone will not be automatically locked. You need to lock your phone manually.

Related Topics

Setting the Phone Lock

By default, the phone lock feature is disabled. If you want to lock your phone, you need to enable this feature. You can specify the waiting time to lock your phone automatically.

Procedure

1. Navigate to **Menu**->**Settings**->**Basic Settings**->**Phone Lock**.
2. Enter the desired PIN (default PIN: 123) in the **Unlock PIN** field.
3. Tap **OK**.
4. Select **Enabled** from the **Lock Enable** field.
5. Select the desired type from the **Lock Type** field.
6. Enter the desired interval (0 - 3600 seconds) in the **Auto Lock** field.
7. Tap **Save**.

Related Topic

Locking Your Phone Manually

If you have specified a timeout to lock your phone automatically, your phone will be locked after being idle for a specified time. You can also lock your phone manually.

Before You Begin

Make sure that the phone lock is enabled and you have set a phone lock type.

Procedure

1. Long tap # key to lock your phone immediately on the idle screen.

When the phone is locked, the lock icon appears on the phone screen.

Related Topic

Setting the Phone Lock

Unlocking Your Phone

Procedure

1. Tap any locked key, the phone screen prompts you to enter a unlock PIN.

2. Enter the desired PIN (default: 123) in the **Unlock PIN** field.

3. Tap **OK**.

The lock icon disappears from the phone screen.

Note
If you forget the unlock PIN, you can enter the administrator password to unlock your phone, and then change the unlock PIN.

Changing Your Phone Unlock PIN

The default unlock PIN is 123, you can change it at any time for security reasons.

Procedure

1. Navigate to **Menu**->**Settings**->**Basic Settings**->**Change PIN**.

2. Enter the desired value in the **Old PIN**, **New PIN** and **Confirm PIN** field respectively.

The unlock PIN length must be within 15 digits.

3. Tap **Save**.

Wireless Network

Yealink IP phone supports Wi-Fi feature. The IP phone can be connected to the wireless network if Wi-Fi is available within the area. For more information, contact your system administrator.

Note
Enabling Bluetooth may degrade your wireless network connection. For improved wireless network performance, you should disable Bluetooth when it is not in use. To deactivate the Bluetooth mode, refer to Deactivating the Bluetooth Mode.

Topics

Activating the Wi-Fi Mode
Deactivating the Wi-Fi Mode
Connecting to the Wireless Network
Viewing the Wireless Network Information
Disconnecting the Wireless Network Connection

Activating the Wi-Fi Mode

Procedure

1. Navigate to **Menu**->**Settings**->**Basic Settings**->**Wi-Fi**.
2. Tap **Switch** to select **On** from the **Wi-Fi** field.
3. Tap **Save**.

   The IP phone scans the available wireless networks in your area.

Deactivating the Wi-Fi Mode

You should deactivate the Wi-Fi mode when you need to connect your phone to the wired network.

Procedure

1. Navigate to **Menu**->**Settings**->**Basic Settings**->**Wi-Fi**.
2. Tap **Switch** to select **Off** from the **Wi-Fi** field.
3. Tap **Save**.

Connecting to the Wireless Network

There are three ways to connect IP phones to the wireless network:

- Connecting to an Available Wireless Network Manually
- Connecting to the Wireless Network Using Wi-Fi Protected Setup (WPS)
- Adding a Wireless Network Manually

Connecting to an Available Wireless Network Manually

Before You Begin

Get the password of the wireless network from your system administrator. Make sure that the Wi-Fi mode is activated.

Procedure

1. Navigate to **Menu**->**Settings**->**Basic Settings**->**Wi-Fi**.
2. Highlight the **X Available Network(s)** (X represents the number of available networks), and then tap **Enter**.
3. (Optional.) To research the available network, tap **Scan**.
4. Select the desired wireless network and then tap **Connect**.
5. If the network is secure, enter its password.
6. Tap **OK**.

Related Topic

Activating the Wi-Fi Mode

Connecting to the Wireless Network Using Wi-Fi Protected Setup (WPS)

Wi-Fi Protected Setup (WPS) provides simplified mechanisms to configure secure wireless networks which can automatically configure a wireless network with a network name (SSID) and strong WPA data encryption and authentication.

There are two methods supported by Yealink IP phones in the Wi-Fi protected setup:

- **Push Button Configuration (PBC)**: The user simply has to press the WPS key on both the IP phone and gateway/router to connect.
- **Personal Identification Number (PIN)**: The user enters the PIN generated randomly by the IP phone on the gateway/router to connect.

Before You Begin

Make sure that the Wi-Fi mode is activated.

Push Button Configuration (PBC)

Procedure

1. Navigate to **Menu**->**Settings**->**Basic Settings**->**Wi-Fi**.
2. Tap **WPS**, and then select **WPS**.
   The phone screen prompts "WPS has been activated, connect in 120s!".
3. Long press the WPS key on your gateway or router.
   Once the WPS setup has completed successfully, the phone screen will prompt "Connect Success.".

Personal Identification Number (PIN)

Procedure

1. Navigate to **Menu**->**Settings**->**Basic Settings**->**Wi-Fi**.
2. Tap **WPS**, and then select **WPS-PIN**.
   The phone screen prompts "Please input below PIN code on your Wi-Fi router and press OK to connect: xxx".
3. Log into your gateway or router's web interface, and configure it to search the clients. For more information, refer to the documentation from the gateway or router manufacturer.
   Once WPS-PIN setup has completed successfully, the web interface of the gateway or router will prompt the connection is successful.

Related Topic

Activating the Wi-Fi Mode

Adding a Wireless Network Manually

If SSID broadcast on your gateway or router is disabled, the wireless network might not appear in the scanning results. In that case, you must manually add a wireless network. The connected wireless networks will be saved to **Known Network(s)** list.

Before You Begin

Get the available wireless network information from your system administrator. Make sure that the Wi-Fi mode is activated. The **Known Network(s)** list can store up to 5 wireless networks.

Procedure

1. Navigate to **Menu**->**Settings**->**Basic Settings**->**Wi-Fi**.
2. Highlight **Known Network(s)**, and then tap **Add**.
3. Use the WLAN settings obtained from your gateway/router to configure this WLAN Profile on the IP phone. Do the following:
   - If you select **None** or **WEP** from the **Security Mode** field, enter the desired values in the corresponding fields.

- If you select **WPA-PSK**, **WPA2-PSK**, **WPA-EAP** or **WPA2-EAP** from the **Security Mode** field, select the desired cipher type first and enter the desired values in the corresponding fields.

4. Tap **Save**.

The connected wireless networks will be saved to **Known Network(s)** list.

Related Topic

Activating the Wi-Fi Mode

Disconnecting the Wireless Network Connection

Procedure

1. Navigate to **Menu**->**Settings**->**Basic Settings**->**Wi-Fi**.
2. Highlight the **X Available Network(s)** (X represents the number of available networks), and then press **Enter**.
3. Highlight the connected wireless network, and then tap **Disconnect**.

You can also disconnect the wireless network when deactivating the Wi-Fi mode.

Related Topic

Deactivating the Wi-Fi Mode

Connecting a Mobile Phone Using Bluetooth

The IP phone supports Bluetooth. Bluetooth enables low-bandwidth wireless connections within a range of 10 meters (32 feet). The best performance is in the 1 to 2 meters (3 to 6 feet) range.

You can pair and connect the Bluetooth-Enabled mobile phone with your IP phone. After connection, you can do the following:

- Make and receive mobile calls on the IP phone
- Use the IP phone as a Bluetooth speaker for music played on your mobile phone.
- Merge the calls on your IP phones, the PSTN and connected mobile phone into to a hybrid UC conference (refer to Creating a Hybrid UC Meeting).

Note
Not all mobile phones support this function. Contact your system administrator for more information.

Topics

Activating the Bluetooth Mode
Deactivating the Bluetooth Mode
Pairing and Connecting the Bluetooth-enabled Mobile Phone
Syncing the Mobile Contacts to the IP Phone
Configuring the Phone Audio Feature
Configuring the Phone Media Feature
Handling a Mobile Phone Call on the IP phone
Editing Device Name of your Phone for Recognition
Making the IP Phone Discoverable
Deleting the Paired Bluetooth Device
Disconnecting the Bluetooth Device

Activating the Bluetooth Mode

Procedure

1. Navigate to **Menu**->**Settings**->**Basic Settings**->**Bluetooth** or tap ✳ .

2. Select **On** from the **Bluetooth** field.

3. Tap **Save**.

    The IP phone scans the available Bluetooth devices automatically.

Deactivating the Bluetooth Mode

You can deactivate the Bluetooth mode when you no longer use a Bluetooth device.

Procedure

1. Navigate to **Menu**->**Settings**->**Basic Settings**->**Bluetooth** or tap ✳ .

2. Select **Off** from the **Bluetooth** field.

3. Tap **Save**.

The Bluetooth device will not be connected anymore, but it will still be paired. When you activate the Bluetooth mode again, the paired Bluetooth device will appear in the **Paired Bluetooth Device** list.

Pairing and Connecting the Bluetooth-enabled Mobile Phone

You can pair with countless mobile phones with your IP phones but only one mobile phone can be connected at a time.

Before You Begin

Make sure that the Bluetooth-enabled mobile phone is discoverable.

Procedure

1. Navigate to **Menu**->**Settings**->**Basic Settings**->**Bluetooth** or tap ✳ .

2. Tap **Scan** to search for the Bluetooth-enabled mobile phone.

3. Find your Bluetooth-enabled mobile phone, and then tap **Connect**.

    The IP phone will prompt the connection passkey on the phone screen, as shown below:
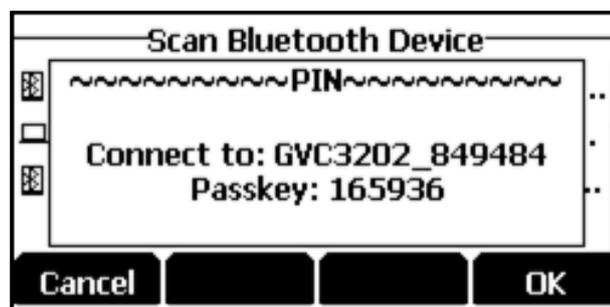
4. Make sure your mobile phone is showing the same passkey, and then tap **OK** on both mobile phone and IP phone.

    A message is displayed on the phone screen:
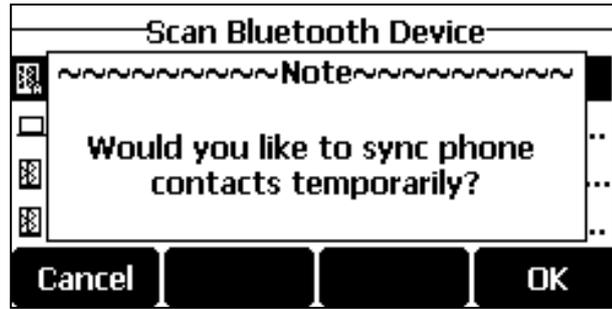
5. (Optional.) Tap **OK** to enable the mobile contacts sync feature and the IP phone will sync the mobile contacts temporarily, or tap **Cancel** to disable mobile contacts sync feature and the IP phone will not sync the mobile contacts.

Note

If you enable mobile contacts sync feature, you also need to authorize the IP phone to sync the contacts temporarily on the mobile phone.

Related Topics

Activating the Bluetooth Mode
Syncing the Mobile Contacts to the IP Phone

Syncing the Mobile Contacts to the IP Phone

You can sync mobile contacts to your IP phone. This is a convenient way to view a contact without accessing your mobile phone.

Topics

Enabling the Mobile Contacts Sync Feature
Viewing your Mobile Contacts on the IP Phones
Disabling the Mobile Contacts Sync Feature

Enabling the Mobile Contacts Sync Feature

Before You Begin

Make sure that the Bluetooth-enabled mobile phone is paired and connected to your IP phone.

Procedure

1. Navigate to **Menu**->**Settings**->**Basic Settings**->**Bluetooth**->**Paired Bluetooth Device** or tap [✳] ->**Paired Bluetooth Device**.
2. Tap **Option**, and then select **Detail**.
3. Select **On** from the **Mobile Contacts Sync** field.

You need to authorize the IP phone to synchronize the contacts temporarily on the mobile phone first, and then the mobile contacts directory will appear in the IP phone directory list.

Related Topic

Pairing and Connecting the Bluetooth-enabled Mobile Phone

Viewing your Mobile Contacts on the IP Phones

You can view your mobile contacts on the IP phone.

Before You Begin

Make sure that the mobile contact sync feature is enabled.

Procedure

1. Navigate to **Menu**->**Directory**->**Mobile Contacts**.

   The contacts stored in your mobile phone will display in the Mobile Contacts list.

Related Topic

Disabling the Mobile Contacts Sync Feature

You can disable the IP phone to sync your mobile phone contacts.

Procedure

1. Navigate to **Menu**->**Settings**->**Basic Settings**->**Bluetooth**->**Paired Bluetooth Device** or tap ⟦ ✽ ⟧->**Paired Bluetooth Device**.

2. Tap **Option**, and then select **Detail**.

3. Select **Off** from the **Mobile Contacts Sync** field.

   The mobile contacts directory disappears from the IP phone directory list.

The mobile contacts directory also disappears from the IP phone directory list after deactivating the Bluetooth mode.

Related Topic

Configuring the Phone Audio Feature

After connecting your Bluetooth-Enabled mobile phone, you can enable the phone audio feature to make/receive a mobile call using the IP phone. Then the IP phone acts as a hands-free device for your mobile phone. The call is made through your mobile phone, but the audio is present on and the call control is done by the IP phone.

Procedure

1. Navigate to **Menu**->**Settings**->**Basic Settings**->**Bluetooth**->**Paired Bluetooth Device** or tap ⟦ ✽ ⟧->**Paired Bluetooth Device**.

2. Tap **Option**, and then select **Detail**->**Channel Control**.

3. Select **Enabled** from the **Phone Audio** field.

4. Tap **Save**.

Related Topics

Configuring the Phone Media Feature

You can enable the media audio feature to use the IP phone as a Bluetooth speaker for music played on your mobile phone/PC.

Procedure

1. Navigate to **Menu**->**Settings**->**Basic Settings**->**Bluetooth**->**Paired Bluetooth Device** or tap [*] ->**Paired Bluetooth Device**.
2. Tap **Option**, and then select **Detail**->**Channel Control**.
3. Select **Enabled** from the **Media Audio** field.
4. Tap **Save**.

Related Topic

Pairing and Connecting the Bluetooth-enabled Mobile Phone

Handling a Mobile Phone Call on the IP phone

The call is made through your mobile phone, but the audio is present on and the call control is done by the IP phone.

Before You Begin

Make sure that the Bluetooth-Enabled mobile phone is paired and connected to your IP phone.

Procedure

Do the following on the IP phone:

- Place a call. Tap [ ] , and then tap **Switch** to select Mobile Account. Place a call or multiple calls to the mobile contact.
- Answer a call. An incoming call to your mobile phone is also shown on the IP phones, you can answer the call on the IP phone. The phone will firstly match the contacts in the mobile contacts directory to present the caller/callee identity when receiving/placing a mobile phone call.
- During the call, you can hold/resume, mute/unmute or end the call on the IP phone.

Related Topics

Pairing and Connecting the Bluetooth-enabled Mobile Phone
Placing Calls
Answering Calls
Ending Calls
Call Mute
Call Hold
Activating the Bluetooth Mode

Editing Device Name of your Phone for Recognition

You can edit the device name of your phone to display in scanning list of other Bluetooth devices.

Before You Begin

Make sure that the Bluetooth mode is activated.

Procedure

1. Navigate to **Menu**->**Settings**->**Basic Settings**->**Bluetooth**->**Edit My Device Information** or tap [*] ->**Edit My Device Information**.
   The phone screen displays the device name and Bluetooth dongle MAC address.
2. Enter the desired name in the **Device Name** field.
3. Tap **Save**.

Related Topic

Activating the Bluetooth Mode

Making the IP Phone Discoverable

If you make your IP phone visible to other Bluetooth devices, other Bluetooth devices can scan and find your IP phone. But if not, your IP phone device name will not display in scanning list of other devices.

Before You Begin

Make sure that the Bluetooth mode is activated.

Procedure

1. Navigate to **Menu**->**Settings**->**Basic Settings**->**Bluetooth**->**Edit My Device Information** or tap [✻]->**Edit My Device Information**.

2. Select **On** from the **Open Discover** field.

3. Tap **Save**.

Related Topic

Activating the Bluetooth Mode

Deleting the Paired Bluetooth Device

You can delete your Bluetooth device from your phone. When you delete the Bluetooth device, it disappears from the **Paired Bluetooth Device** list.

Procedure

1. Navigate to **Menu**->**Settings**->**Basic Settings**->**Bluetooth**->**Paired Bluetooth Device** or tap [✻]->**Paired Bluetooth Device**.

2. Tap **Option**, and then select **Delete** or **Delete All**.
   The phone screen prompts you whether to delete the device.

3. Tap **OK** to delete.

Disconnecting the Bluetooth Device

You can disconnect the Bluetooth device from your phone. After you disconnect the Bluetooth device, it remains paired so you can easily connect it to your IP phone next time.

Procedure

1. Navigate to **Menu**->**Settings**->**Basic Settings**->**Bluetooth**->**Paired Bluetooth Device** or tap [✻].

2. Highlight the connected Bluetooth device, and then tap **Disconnect**.
   The Bluetooth device is disconnected when deactivating the Bluetooth mode.

Related Topic

Deactivating the Bluetooth Mode

Audio Settings

The audio settings contain the volume settings, and the available ring tone and key tone settings. You can also enable touch sounds on the phone.

Topics

Adjusting the Volume
Setting the Ring Tone
Setting the Key Tone
Enabling Touch Sounds

Adjusting the Volume

You can adjust the audio volume and the ring volume.

Topics

Adjusting the Audio Volume
Adjusting the Ringer Volume

Adjusting the Audio Volume

When you are playing an audio file (for example, call recording), choosing a ring tone or during a call, you can increase or lower the volume of the currently engaged audio device (speakerphone).

Procedure

1. Tap the Volume touch key to increase or lower the audio volume.

Related Topics

Adjusting the Ringer Volume

When the phone is idle or ringing, you can increase or decrease the ringer volume. If ringer volume is adjusted to the minimum, the minimum volume icon will appear on phone screen.

Procedure

1. Tap the Volume touch key to increase or decrease the ringer volume.

Setting the Ring Tone

You can choose from a variety of ring tones to distinguish your phone from your neighbor's. You can set distinctive ring tones for groups or contacts in your local directory, so you can identify the caller when your phone rings.

You can also choose a unique ring tone for different accounts on your phone.

The ring tones are used according to this priority: Contact ring tone>Group ring tone>Account ring tone >Phone ring tone.

Note
You can also choose a custom ring tone uploaded by your system administrator.

Topics

Setting a Ring Tone for the Phone

You can choose a ring tone for all incoming calls.

Procedure

1. Navigate to **Menu**->**Settings**->**Basic Settings**->**Sound**->**Ring Tones**->**Common**.
2. Select the desired ring tone.

    The ring tone is played automatically. You can tap the Volume key to adjust the ringtone volume.
3. Tap **Save**.

Related Topic

Adjusting the Audio Volume

Setting a Ring Tone for an Account

You can select a unique ring tone for an individual account.

Procedure

1. Navigate to **Menu**->**Settings**->**Basic Settings**->**Sound**->**Ring Tones**.
2. Select the desired account.
3. Select the desired ring tone.

    The ring tone is played automatically. You can tap the Volume key to adjust the ringtone volume.

    If **Common** is selected, this account will use the ring tone selected for the phone.
4. Tap **Save**.

Related Topic

Adjusting the Audio Volume

Setting a Ring Tone for a Group

You can select a unique ring tone for various groups in your local directory. This helps you quickly identify callers according to the ring tones.

By default, the **Auto** is selected, this means that the group uses the ring tone according to this priority: Contact ring tone>Account ring tone>Phone ring tone. If a specific ring tone is selected, this group will use the ring tone according to this priority: Contact ring tone>Group ring tone.

Note
You can only set a ring tone for a group that is added manually.

Procedure

1. Tap **Directory** or navigate to **Menu**->**Directory**->**Local Directory** to enter the local directory.
2. Highlight the desired group.
3. Tap **Option**, and then select **Detail**.
4. Select the desired ring tone from the **Ring** field.

    The ring tone is played automatically. You can press the Volume key to adjust the ringtone volume.
5. Tap **Save**.

Related Topic

Adjusting the Audio Volume

Setting a Ring Tone for a Contact

You can select a unique ring tone for various contacts in your directory. This helps you quickly identify callers according to the ring tones.

By default, the **Auto** is selected, it means that the contact uses the ring tone according to this priority: Group ring tone>Account ring tone>Phone ring tone.

Procedure

1. Tap **Directory** or navigate to **Menu**->**Directory**->**Local Directory** to enter the local directory.
2. Enter the desired contact group.

   If the contact is not in any group, enter the **All Contacts**.
3. Highlight the desired contact, and then Tap **Option**. Select **Detail**.
4. Select the desired ring tone from the **Ring** field.

   The ring tone is played automatically. You can press the Volume key to adjust the ringtone volume.
5. Tap **Save**.

Related Topic

Adjusting the Audio Volume

Setting the Key Tone

You can set the phone to produce a sound when pressing the keypad keys. The key tone is enabled by default.

Procedure

1. Navigate to **Menu**->**Settings**->**Basic Settings**->**Sound**->**Key Tone**.
2. Select the desired value from the **Key Tone** field.
3. Tap **Save**.

Enabling Touch Sounds

If you enable touch tone and tap the keys (except the off-hook key), the phone will produce a sound when it is not on the dialing/pre-dialing screen and not in a call.

Procedure

1. Navigate to **Settings**->**Basic Settings**->**Sound**->Touch Tone.
2. Select the desired value from the **Touch Tone** field.
3. Tap **Save**.

Directory

The Yealink IP phones provide several types of phone directories and what the system administrator has set for you.

The phones provide the following types of directories:

- Local Directory
- Favorites
- Blacklist
- Mobile Contacts
- Google Contacts
- Remote Phone Book

Local Directory

Note

You can back up the local directory to the provisioning server. For more information, contact your system administrator.

Topics

Managing the Local Directory Groups
Managing the Local Directory Contacts
Moving a Local Directory Contact to Blacklist
Searching for Contacts

Managing the Local Directory Groups

You can add, edit and delete contacts group in the local directory.

Topics

Adding Contact Groups
Editing Contact Groups
Deleting Contact Groups

Adding Contact Groups

To organize your contacts and make them easier to find, you can add additional groups in the local directory.

When you add a group in the local directory, you can specify a ring tone for this group.

Procedure

1. Tap **Directory** or navigate to **Menu**->**Directory**->**Local Directory** to enter the local directory.
2. Tap **Add Group**.
3. Enter the desired group name in the **Name** field.
4. Select the desired group ring tone from the **Ring** field.
5. Tap **Save**.

Editing Contact Groups

You can change the group name at any time.

Procedure

1. Tap **Directory** or navigate to **Menu**->**Directory**->**Local Directory** to enter the local directory.

3. Tap **Option**, and then select **Detail**.

4. Edit the group information.

5. Tap **Save**.

Deleting Contact Groups

You can delete a group from the local directory at any time. Note that you cannot delete the All Contacts group.

Procedure

1. Tap **Directory** or **Menu**->**Directory**->**Local Directory** to enter the local directory.

2. Highlight the desired group.

3. Tap **Option**, and then select **Delete**.

   The phone screen prompts you whether to delete the group.

4. Tap **OK**.

Managing the Local Directory Contacts

You can add, edit and delete contacts in the local directory. You can delete a contact or all contacts from the Local Directory.

Note
If the contact added to the Favorites directory is deleted in the Local Directory, it will be automatically deleted from the Favorites directory.

Topics

Adding Contacts
Editing Contacts
Deleting a Contact
Deleting All Contacts

Adding Contacts

You can add 100 contacts to your local directory.

Procedure

1. Tap **Directory** or navigate to **Menu**->**Directory**->**Local Directory** to enter the local directory.

2. Enter the desired contact group.

   If the contact that you want to add does not belong to any group, enter the **All Contacts**.

3. Tap **Add**.

4. Enter the name and the office, mobile or other number in the corresponding fields.

5. Select the desired ring tone from the **Ring** field.

6. Tap **Add**.

If the contact already exists in the local directory, the phone will prompt "Contact name existed!".

Related Topics

Adding a Favorite while Adding a Contact
Diverting Calls to a Contact

Editing Contacts

You can change or add more information to your contacts at any time.

Procedure

1. Tap **Directory** or navigate to **Menu**->**Directory**->**Local Directory** to enter the local directory.
2. Enter the desired contact group.

   If the contact is not in any group, enter the **All Contacts**.
3. Highlight the desired contact, and then tap **Option**. Select **Detail**.
4. Edit the contact information.
5. Tap **Save**.

Deleting a Contact

Procedure

1. Tap **Directory** or navigate to **Menu**->**Directory**->**Local Directory** to enter the local directory.
2. Enter the desired contact group.

   If the contact is not in any group, enter the **All Contacts**.
3. Highlight the desired contact, and then press **Option**.
4. Select **Delete**.

   The phone screen prompts you whether to delete the contact.
5. Tap **OK**.

Deleting All Contacts

Procedure

1. Tap **Directory** or navigate to **Menu**->**Directory**->**Local Directory** to enter the local directory.
2. Enter the desired contact group.
3. Tap **Option**, and then select **Delete All**.

   The phone screen prompts you whether to delete all contacts.
4. Tap **OK**.

Moving a Local Directory Contact to Blacklist

You can move a contact in the local directory to blacklist. Incoming calls from this contact will be rejected automatically.

Procedure

1. Tap **Directory** or navigate to **Menu**->**Directory**->**Local Directory** to enter the local directory.
2. Enter the desired contact group.

   If the contact is not in any group, enter the **All Contacts**.
3. Highlight the desired contact, and then tap **Option**.
4. Select **Move to Blacklist**.

   The phone screen prompts you whether to move to the blacklist.
5. Tap **OK**.

Searching for Contacts

In the Local Directory, you can enter search criteria to find your desired contact quickly.

Procedure

1. Tap **Directory** or navigate to **Menu**->**Directory**->**Local Directory** to enter the local directory.
2. Tap **Search**.

Favorites

Favorites are the contacts in your local directory that you call most often. You can add contacts as favorites, view favorites, reorder favorites, and delete favorites. The feature of favorites is disabled by default. Check with your system administrator to find out if this feature is available on the phone.

Topics

Adding Favorites
Viewing Favorites
Reordering Favorites
Deleting Favorites

Adding Favorites

Contacts that you add as favorites display in the Favorites directory on the phone.

Topics

Adding a Favorite from Local Directory
Adding a Favorite while Adding a Contact

Adding a Favorite from Local Directory

You can add contacts as favorites from the local directory.

Procedure

1. Tap **Directory** or navigate to **Menu**->**Directory**->**Local Directory** to enter the local directory.
2. Enter the desired contact group.

   If the contact that you want to add does not belong to any group, enter the **All Contacts**.
3. Highlight the desired contact, and then tap **Option**.
4. Select **Copy to Favorites**.

   A notification is displayed asking if you want to automatically accept the next available index number (the current maximum index plus 10) or manually enter your own.
5. Tap **OK** to automatically accept an index number or tap **Edit** to enter an index number (1-999999999).

If the favorite index of contact already exists, the phone screen will prompt "Favorites Index already exist!". The contact added to the Favorites directory also exists in the local directory.

Related Topics

Favorites
Adding a Favorite while Adding a Contact

Adding a Favorite while Adding a Contact

You can add a contact as a favorite by designating an index number while adding a contact.

Procedure

1. Tap **Directory** or navigate to **Menu**->**Directory**->**Local Directory** to enter the local directory.
2. Enter the desired contact group.

   If the contact that you want to add does not belong to any group, enter the **All Contacts**.
3. Tap **Add**.
4. Enter the contact information.
5. Enter the desired favorite index (1-999999999) in the **Favorites Index** field.

If the contact already exists in the local directory, the phone screen will prompt "Contact name existed!". If the favorite index of contact already exists, the phone screen will prompt "Favorites Index already exist!".

The contact exists in both the Favorites directory and local directory.

Related Topics

Adding a Favorite from Local Directory

Viewing Favorites

You can view a list of favorites in the favorites directory.

Procedure

1. Navigate to **Menu**->**Directory**->**Favorites**.

Related Topic

Reordering Favorites

Reordering Favorites

You can change the order in which your favorites are displayed on the idle screen or in the favorites directory.

Procedure

1. Navigate to **Menu**->**Directory**->**Favorites** to enter the favorites directory.
2. Highlight the desired contact, and then tap **Option**. Select **Detail**.
3. Enter a new index number in the **Favorites Index** field.
4. Tap **Save**.

Related Topic

Viewing Favorites

Deleting Favorites

You can delete favorites to make room for new favorites. The contact remains in your local directory, but it is no longer a favorite.

Topics

Deleting a Favorite by Removing a Contact from Favorites Directory
Deleting a Favorite by Deleting the Favorite Index Number

Deleting a Favorite by Removing a Contact from Favorites Directory

Procedure

1. Navigate to **Menu**->**Directory**->**Favorites** to enter the favorites directory.
2. Highlight the desired contact, and then tap **Option**.
3. Select **Remove from Favorites**.

   A notification is displayed, asking if you want to remove the favorite.
4. Tap **OK**.

The contact is removed from favorites directory, while it still remains in your local directory.

Deleting a Favorite by Deleting the Favorite Index Number

Procedure

1. Navigate to **Menu**->**Directory**->**Favorites** to enter the favorites directory.
2. Highlight the desired contact, and then tap **Option**. Select **Detail**.
3. Delete the favorite index number in the **Favorites Index** field.
4. Tap **Save**.

Blacklist

Incoming calls from the blacklist contacts are rejected automatically. You can store 30 contacts in the blacklist to block unwanted callers.

Topics

Adding a Blacklist Contact
Editing a Blacklist Contact
Deleting Blacklist Contacts

Adding a Blacklist Contact

Procedure

1. Navigate to **Menu**->**Directory**->**Blacklist**.
2. Tap **Add**.
3. Enter the blacklist contact's name and the office, mobile or other numbers in the corresponding fields.
4. Tap **Save**.

Editing a Blacklist Contact

You can edit or add more information to your blacklist contacts at any time.

Procedure

3. Edit the blacklist contact information.

Deleting Blacklist Contacts

You can delete one or all blacklist contacts.

Topics

Deleting a Blacklist Contact

Procedure

2. Select the desired blacklist contact.

3. Tap **Option**, and then select **Delete**.

The phone screen prompts you whether to delete the contact.

4. Tap **OK**.

Deleting all Blacklist Contacts

Procedure

2. Tap **Option**, and then select **Delete All**.

The phone prompts whether to delete all contacts.

3. Tap **OK** to delete.

Moving a Blacklist Contact to the Local Directory

You can move a blacklist contact to a local directory. Incoming calls from this contact will not be rejected automatically.

Procedure

1. Navigate to **Menu**->**Directory**->**Blacklist**.

2. Highlight the desired contact, and then tap **Option**.

3. Select **Add to Contacts**.

The phone screen prompts you whether to move to contact.

4. Tap **OK**.

Mobile Contacts

The mobile phone contacts will be imported to your IP phones under Mobile Contacts directory. You can add mobile contacts to the local directory or blacklist, but you cannot add a contact to Mobile Contacts directory on your IP phones.

Note
If you disconnect the Bluetooth-enabled mobile phone from IP phone or disable the IP phone to synchronize phone contacts, the mobile contacts will not display.

Topics

Adding a Mobile Contact to the Local Directory/Blacklist

You can add mobile contacts to the Local Directory or Blacklist. The mobile contacts added to the Local Directory or Blacklist will not disappear, even after you disconnect the mobile phone from the IP phone.

Before You Begin

Make sure your Bluetooth-enabled mobile phone has been paired with and connected to your IP phones, and mobile contact sync feature is enabled.

Procedure

1. Navigate to **Menu**->**Directory**->**Mobile Contacts**.

2. Highlight the desired contact, and then tap **Option**.

3. Select **Add to Contact** (or **Add to Blacklist**).

4. Edit the corresponding fields.

5. Tap **Save**.

   The contact is successfully saved to the Local Directory or Blacklist.

Related Topics

Pairing and Connecting the Bluetooth-enabled Mobile Phone
Syncing the Mobile Contacts to the IP Phone
Configuring the Phone Audio Feature

Searching for Mobile Contacts

In the Mobile Contacts, you can enter search criteria to find your desired mobile contact quickly.

Before You Begin

Make sure your Bluetooth-enabled mobile phone has been paired with and connected to your IP phones, and mobile contact sync feature is enabled.

Procedure

1. Navigate to **Menu**->**Directory**->**Mobile Contacts** to enter the local directory.

2. Press **Search**.

3. Enter a few continuous characters of the contact name or continuous numbers of the contact number (office, mobile or other number).

   The contacts whose name or phone number matches the entered characters will display in the result list.

Related Topics

Pairing and Connecting the Bluetooth-enabled Mobile Phone
Syncing the Mobile Contacts to the IP Phone

Updating the Mobile Contacts

You can update the Mobile Contact to synchronize the contacts you add, edit, delete on the mobile phone to your IP phone.

Before You Begin

Make sure your Bluetooth-enabled mobile phone has been paired with and connected to your IP phones, and mobile contact sync feature is enabled. Note that the IP phone should be authorized to temporarily synchronize the contacts stored in your mobile phone.

Procedure

1. Navigate to **Menu**->**Directory**->**Mobile Contacts**.
2. Tap **Option**, and then select **Update**.

    The phone screen prompts "Updating, please wait…".

Note

If you disconnect the mobile phone from the IP phone when the IP phone is updating the Mobile Contacts, the phone screen will prompt "Fail to download mobile contacts!", and the mobile contacts disappear from the IP phone directory list.

Related Topics

Pairing and Connecting the Bluetooth-enabled Mobile Phone
Syncing the Mobile Contacts to the IP Phone
Configuring the Phone Audio Feature

Google Contacts

The feature of Google contacts is disabled by default on your phone. If you want to synchronize the Google contacts with your phone, you can ask your system administrator to enable this feature.

You can view, update, search and call Google contacts on your phone.

Topics

Viewing Google Contacts
Updating Google Contacts
Searching for Google Contacts
Placing Calls to Google Contacts

Viewing Google Contacts

You can view Google contacts on your phone.

Procedure

1. Navigate to **Menu**->**Directory**->**Google Contact**.

Updating Google Contacts

The Google contacts may be updated on the Google Contact Server, you can update Google contacts on your phone to get the newest Google contacts.

Procedure

1. Navigate to **Menu**->**Directory**->**Google Contact**.
2. Tap **Update**.

Searching for Google Contacts

You can enter search criteria to find your desired Google contacts quickly.

Procedure

1. Navigate to **Menu**->**Directory**->**Google Contact**.
2. Enter the search criteria.

    The contacts whose name or phone number matches the search criteria will be displayed in the result list.

Placing Calls to Google Contacts

You can call your Google Contacts.

Procedure

1. Navigate to **Menu**->**Directory**->**Google Contact**.
2. Select the desired contact, tap **Send**.

Remote Phone Book

If the Remote Phone Book feature has been enabled by your system administrator, you can access your corporate directory directly from your phone. You can simply dial a contact from the corporate directory. You can also search for a contact or add contacts from the remote phone book to the local directory.

You can only access up to 5 remote phone books on your phone. Check with your system administrator to find out if this feature is available.

Topics

Searching for Remote Phone Book Contacts
Adding a Remote Phone Book Contact to the Local Directory

Searching for Remote Phone Book Contacts

In the Remote Phone Book, you can enter search criteria to find your desired contact quickly.

Procedure

2. Select the desired remote phone book.
3. Tap **Search**.
4. Enter the name or number you are looking for in the search field.
   The contacts will be displayed in the result list.

Adding a Remote Phone Book Contact to the Local Directory

You can add contacts in the remote phone book to the local directory or blacklist. The contact you add from the remote phone book will not disappear from your local directory, even if your system administrator deletes this contact from the remote phone book.

Procedure

2. Select the desired remote phone book.
3. Highlight the desired contact, and then tap **Option**.
4. Select **Add to Contacts** or **Add to Blacklist**.
5. Edit the corresponding fields.
6. Tap **Save**.

Call History

The IP phones maintain call history lists of Missed Calls, Placed Calls, Received Calls and Forwarded Calls.

Topics

Viewing History Records

 You can view a list of up to 100 Missed Calls, Placed Calls, Received Calls and Forwarded Calls.

Procedure

1. Tap **History**.

    The phone screen displays all call records.

2. Select the desired list.

3. Tap **Option**, and then select **Detail**.

    The detailed information of the entry appears on the phone screen.

Adding a History Record to Local Directory

You can add a history record to the local directory or to the blacklist.

Procedure

1. Tap **History**.

    The phone screen displays all call records.

2. Select the desired list.

3. Highlight a desired entry, and then tap **Option**.

4. Select **Add to Contact** (or **Add to Blacklist**).

5. Edit the corresponding fields.

6. Tap **Save**.

Deleting History Records

You can delete one or all call records from the call history list.

Topics

Deleting a Call Record

Procedure

1. Tap **History**.

The phone displays all call records.

2. Select the desired list.

3. Highlight the desired entry, and then tap **Delete**.

Deleting All Call Records

Procedure

1. Tap **History**.

   The phone displays all call records.

2. Select the desired list.

3. Tap **Option**, and then select **Delete All**.

   The phone prompts whether to delete all the records.

4. Tap **OK**.

Disabling History Record

History record feature is enabled by default, if you do not want to save the call log, you can disable this feature.

Procedure

1. Navigate to **Menu**->**Features**->**History Settings**.

2. Select **Disabled** from the **History Record** field.

3. Tap **Save**.

Call Features

You can place a call, answer a call, transfer a call, etc. on Yealink IP phone.

Topics

Placing Calls

You can use your phone like a regular phone to place calls in many ways easily.

Topics

Placing a Call from the Dialer

The Dialer enables you to enter a number to place a call and display a list of previously placed calls or similar numbers in your directory. You can also select the desired contact from the search list, or select a contact from the placed call list or Directory before you enter the number.

Use your phone just like any other phone to make a call.

Note
Your system administrator can configure the source list for searching and disable to display the placed call records. Check with your system administrator to find out if they are available on your phone.

Procedure

1. Tap [icon].
2. Enter a number.

Note

Your system administrator can enable live dialpad feature, which enables your phone to automatically dial out the phone number after a period of time without tapping the **Send** soft key. Check with your system administrator to find out if this feature is available on your phone.

Placing Multiple Calls

When you are in a call, you can hold your current call and place a new call.

Procedure

1. Do one of the following:
   - Tap [ ]. The active call is placed on hold.
   - Tap **Hold** to place the original call on hold.

     Tap **New Call**.
2. Enter the desired number or select a contact.
3. Tap **Send**.

Related Topic

Call Hold

Placing a Call with a Speed Dial Key

You can quickly dial a number which is used frequently or hard to remember by using a speed dial key.

Topics

Setting a Speed Dial Key Manually
Speed Dialing a Contact Using a Speed Dial Key

Speed Dialing a Contact Using a Speed Dial Key

Before You Begin

Check with your system administrator if the Speed Dial key has set for your phone.

Procedure

1. Tap a Speed Dial key when the phone is idle.

Placing a Call Back to the Last Incoming Number

You can place a call back to the last incoming number quickly by using a Recall key.

Topics

Recalling a Contact

Recalling a Contact

Before You Begin

Check with your system administrator if the Recall key has set for your phone.

Procedure

1. Tap the Recall key.

Dialing a Hotline Number

You can configure a hotline number and hotline delay. Then the IP phone will dial out the hotline number automatically after the delay time when you tap the off-hook key.

Topic

Setting a Hotline Number and Delay Time

Setting a Hotline Number and Delay Time

Procedure

1. Navigate to **Menu**->**Features**->**Hot Line**.
2. Enter the desired number in the **Hotline Number** field.
3. Enter the desired delay time between 0 and 10 (seconds) in the **Hotline Delay** field.
4. Tap **Save**.

Placing a Call from the Call History

You can place calls to the contact from the Call History list.

Procedure

1. Tap **History**.

   The phone screen displays all call records.
2. Select the desired call list.
3. Select the desired call record, and tap **Send**.

Placing a Call from the Directory

You can call contacts from your phone directories.

Procedure

1. Tap **Directory** or navigate to **Menu**->**Directory**.
2. Select the desired directory and contact group.
3. Select the desired contact, and tap **Send**.

   If the selected contact has multiple numbers, select the desired number, and tap **Send**.

Related Topic

Searching for Contacts

Placing an Anonymous Call

You can place a call to someone without revealing your identification by blocking your name or phone number from being displayed to the recipient.

Note
Anonymous call is not available on all servers. Check with your system administrator to find out if this feature is available on your phone.

You need to enable anonymous call for a specific line first, and then place calls in this line.

Topics

Enabling Anonymous Call

Before You Begin

Check with your system administrator if the anonymous call on code or off code is required. If required, get it from your system administrator.

Procedure

1. Navigate to **Menu**->**Features**->**Anonymous Call**
2. Select **Enabled** from the **Local Anonymous** field.
3. (Optional.) Select the desired value from the **Send Anonymous Code** field.
4. (Optional.) Enter the anonymous call on code and off code respectively in the **On Code** and **Off Code** field.
5. Tap **Save**.

Placing an Anonymous Call

Before You Begin

Enable anonymous call for a specific line.

Procedure

1. Select the anonymous line to place a call.

   The callee is prompted with an incoming call from anonymity.

If the callee enables anonymous rejection feature, you may be prompted that the callee does not accept calls from an anonymous number.

Related Topics

Placing an Emergency Call from a Locked Phone

Once all keys are locked on the phone, you can only dialing an emergency number or authorized numbers that set up by your administrator, such as 911.

Procedure

1. Do one of the following:
   - Tap **Emergency**.

     The phone screen is shown as below:

     ```
     ◀•Emergency Call          1/1

     110
     112
              Unlock         Cancel
     ```
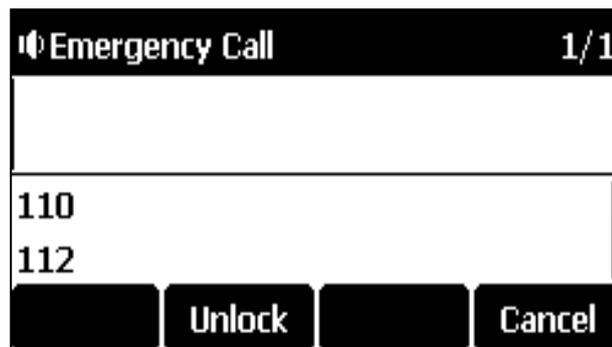
     Select an emergency number in the emergency number list.
   - Enter an emergency number.
2. Tap the OK key or **Send**.

Answering Calls

When you receive a call, you can choose to manually answer it or answer it automatically.

Topics

Answering a Call

Procedure

1. Tap 🗪 or **Answer**.

Answering a Call When in a Call

When you are in an active call and an incoming call arrives on the phone, the call waiting tone beeps, and the incoming call information is displayed.

Before You Begin

Enable call waiting feature on the phone.

Procedure

1. Tap **Answer**.

    The active call is placed on hold, and the incoming call becomes active.

Related Topic

Enabling Call Waiting

Enabling Call Waiting

Call waiting enables you to receive another call when there is already an active call on your phone. If it is disabled, the new incoming call will be rejected automatically.

You can enable call waiting feature to avoid missing important calls during a call. You can also set the phone to play a warning tone when the new incoming call arrives.

Before You Begin

Check with your system administrator if the call waiting on code or off code is required. If required, get it from your system administrator.

Procedure

1. Navigate to **Menu**->**Features**->**Call Waiting**.
2. Select **Enabled** from the **Call Waiting** field.
3. Select **Enabled** from the **Play Tone** field.
5. Tap **Save**.

Answering a Call Automatically

Procedure

1. Navigate to **Menu**->**Features**->**Auto Answer**.
2. Select **Enabled** from the **Auto Answer Mute** field.

    If the auto answer feature is enabled, the auto answer icon appears on the phone screen.
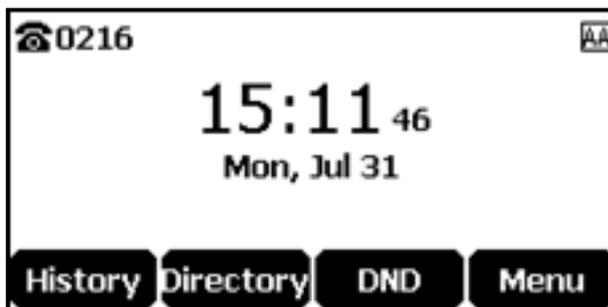
Silencing or Rejecting Incoming Calls

When you receive an incoming call, you can choose to silence or reject the call instead of answering.

Topics

Silencing a Call
Rejecting a Call Manually

Silencing a Call

You can silence a call to stop your phone from ringing. Even if you silence the call, the incoming call notification continues to display on your phone.

Procedure

1. Tap **Silence**.

Rejecting a Call Manually

Procedure

1. Tap **Reject** or [icon] to reject an incoming call.

Rejecting Anonymous Calls Automatically

You can set your phone to automatically reject incoming calls from callers who have withheld their caller ID information (including the name or phone number). As a result, your phone will not ring and you will not be notified of an attempted call.

Before You Begin

Check with your system administrator if the anonymous call rejection on code or off code is required. If required, get it from your system administrator.

Procedure

1. Navigate to **Menu**->**Features**->**Anonymous Call**.
3. Select **Enabled** from the **Local Anonymous Rejection** field.
4. (Optional.) Select the desired value from the **Send Rejection Code** field.
5. (Optional.) Enter the anonymous call rejection on code and off code respectively in the **On Code** and **Off Code** field.
6. Tap **Save**.

When the caller has anonymous call feature enabled and places a call to your IP phones, the call is automatically rejected.

Related Topic

Ending Calls

Procedure

1. Tap **End Call** or [icon] .

Auto Redial

Auto Redial enables you to redial a phone number automatically when the callee is busy.

Topics

Setting the Auto Redial

You can enable auto redial, set the number of auto redial attempts and the time to wait between redial attempts.

Procedure

1. Navigate to **Menu**->**Features**->**Auto Redial**.

2. Select **Enabled** from the **Auto Redial** field.

3. Enter the desired time (between 1 and 300 seconds) in the **Redial Interval** field.

4. Enter the desired times (between 1 and 300) in the **Redial Times** field.

5. Tap **Save**.

Redialing a Call Automatically

Before You Begin

Enable auto redial feature on the phone.

Procedure

1. When the callee is busy, the phone screen prompts whether to auto redial the contact, tap **OK** to activate auto redial.
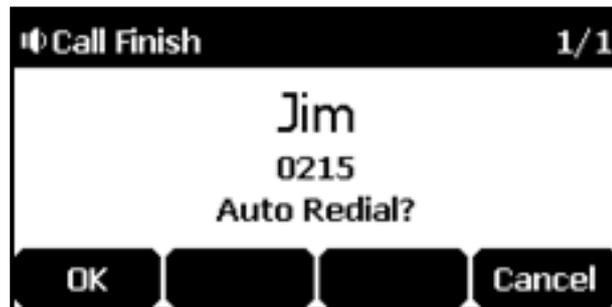
The phone screen displays the redial times and interval.
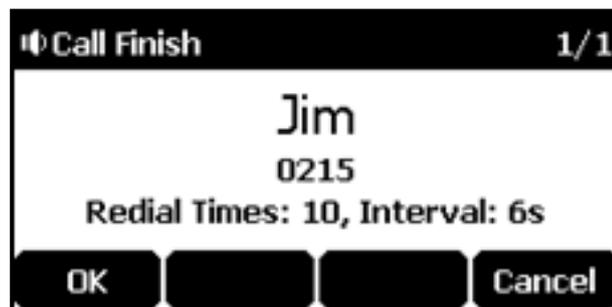
2. Wait for the designated period of time or tap **OK** to redial the phone number immediately.

   The phone will retry as many times as configured until the callee answers the call.

Related Topic

Call Mute

You can mute the microphone of the active audio device during an active call so that the other party cannot hear you.

Muting/Unmuting Audio

When you are in a call, you can mute the audio, so that you can hear the other person, but he/she cannot hear you.

Procedure

1. Tap the Mute touch key ⊗ during a call.
2. Tap the Mute touch key ⊗ again to unmute the call.

Tip
You can also mute the microphone while the phone is dialing or ringing, so that the other party cannot hear you when the call is set up.

Keep Mute

In a call center or meet room, if incoming calls are answered automatically, the callers may hear your discussion with your colleagues. You can mute the phone in an idle state to prevent this unintended situation. The mute state of your phone persists across calls. The phone stays in the mute state until you unmute the microphone manually or until the phone restarts.

Procedure

1. Tap the Mute touch key ⊗ when the phone is idle.
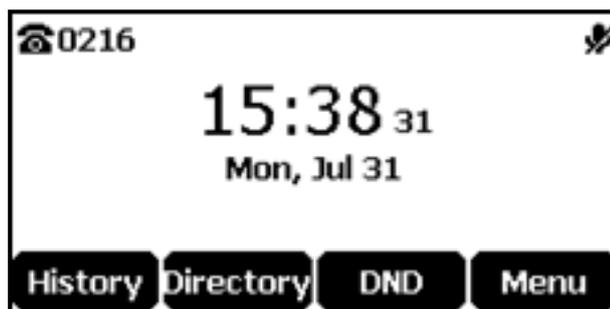
2. Tap the Mute touch key ⊗ again to deactivate the mute state.

Call Hold

You can place an active call on hold and resume the call when you are ready. When you place a call on hold, your IP PBX may play music to the other party while waiting.

Topics

Holding a Call
Resuming a Held Call
Swapping Between Active and Held Calls

Holding a Call

Procedure

1. Tap **Hold** during a call.

   The phone screen indicates that the call is on hold.
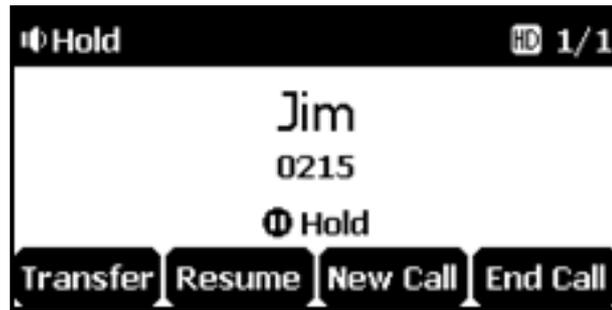
The phone will beep softly every 30 seconds to remind you that you still have a call on hold.

Resuming a Held Call

Procedure

1. Tap **Resume**.

   If multiple calls are placed on hold, select the desired call first.

Swapping Between Active and Held Calls

You can easily switch between active and held calls.

Procedure

1. Tap the up or down navigation key.

Do Not Disturb (DND)

DND enables your phone to reject all incoming calls automatically when you do not want to be interrupted.

Note
Check with your system administrator to find out if the DND feature is available on your phone.

Topics

Activating DND

After activating DND, the phone will reject all incoming calls automatically.

Note
If both DND and busy forward are activated on the phone, calls will be forwarded to the configured destination number.

Procedure

1. Tap **DND** when the phone is idle.

   The DND icon appears in the status bar.
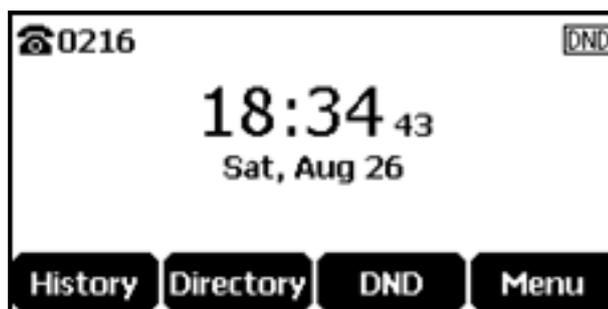
Related Topics

Deactivating DND
Icons in the Status Bar
Redirecting Incoming Calls

Deactivating DND

You can deactivate DND when you are ready to resume receiving calls again.

Procedure

1. Tap **DND** when the phone is idle.

   The DND icon disappears.

Redirecting Incoming Calls

Topics

Forwarding All Incoming Calls to a Contact
Forwarding an Incoming Call Manually
Diverting Calls to a Contact

Forwarding All Incoming Calls to a Contact

You can set up your phone to forward all incoming calls to a contact with one of the following types:

- **Always Forward**: Forwards all incoming calls immediately.
- **Busy Forward**: Forwards incoming calls when you are busy in a call.
- **No Answer Forward**: Forwards incoming calls when no one answers the calls.

Topics

Forwarding All Incoming Calls on All Lines
Forwarding All Incoming Calls on Specific Lines
Deactivating Call Forward

Forwarding All Incoming Calls on All Lines

Before You Begin

Check with your system administrator if the forward on code or off code is required. If required, get it from your system administrator.

Procedure

1. Navigate to **Menu**->**Features**->**Call Forward**.
2. Select the desired forwarding type and select **Enabled** from the corresponding field.
3. Enter the contact number you want to forward incoming calls to in the **Forward to** field.
4. If you select the **No Answer Forward** option, select the desired ring time to wait before forwarding from the **After Ring Time** field.
5. (Optional.) Enter the always/busy/no answer forward on code or off code respectively in the **On Code** or **Off Code** field.
6. Tap **Save**.

    The call forward icon on the Idle screen indicates that the call forward is activated.

Deactivating Call Forward

You can deactivate call forward when you no longer want to forward your calls.

Procedure

1. Navigate to **Menu**->**Features**->**Call Forward**.
2. Select the desired forwarding type and select **Disabled** from the corresponding field.perfo
3. Tap **Save**.

Forwarding an Incoming Call Manually

You can manually forward the call to another contact while your phone rings.

Procedure

1. When the phone is ringing, tap **Forward**.
2. Enter the number you want to forward the incoming call to.
3. Tap **Send** or .

    The phone screen prompts a call forward message.

Diverting Calls to a Contact

You can divert all incoming calls from a particular contact to another contact. Auto divert has precedence over call forward.

Procedure

1. Tap **Directory** or navigate to **Menu**->**Directory**->**Local Directory** to enter the local directory.
2. Enter the desired contact group.

    If the contact is not in any group, enter the **All Contacts**.
3. Highlight the desired contact, and then tap **Option**. Select **Detail**.
4. Edit the contact information.
5. Enter a contact's number you want to divert the call to in the **Auto Divert** field.
6. Tap **Save**.

Related Topics

Forwarding All Incoming Calls to a Contact
Forwarding an Incoming Call Manually

Transferring Calls

During a call, you can transfer the call to another contact in one of three ways:

- **Blind Transfer**: Transfer a call directly to the third party without consulting.
- **Semi-Attended Transfer**: Transfer a call when receiving ringback.
- **Attended Transfer (Consultative Transfer)**: Transfer a call with prior consulting.

Topics

Performing a Blind Transfer

You can transfer a call to another contact immediately without consulting with her/him first.

Procedure

1. Tap **Transfer** during a call.

2. Enter the number you want to transfer to.

3. Tap **B Trans** to complete the transfer.

Performing a Semi-Attended/Attended Transfer

You can transfer calls to other contacts immediately when receiving ringback or after consulting with them first.

Procedure

1. Tap **Transfer** during a call.

2. Do one of the following:
   - Enter the number you want to transfer the call to.
   - Tap **Directory**. Select the desired contact from the Directory list(s).

3. Tap [☎] , **Send** or the OK key to dial out.

4. Do one of the following:
   - When you hear the ringback tone, tap **Transfer** to finish a semi-attended transfer.
   - After the contact answers the call, tap **Transfer** to finish an attended transfer (consultative transfer).

Conference Calls

The Yealink IP phones support a five-way local conference and multi-way network conference.

Note
Network conference is not available on all servers. Check with your system administrator to find out if it is available on your phone.

Topics

Local Conference

The CP920 IP phone supports up to five parties (including yourself) in a conference call.

Topics

Setting Up a Local Conference Call

Procedure

1. Place a call to the first party.
2. When the first party answers the call, tap **Conf** to place a new call.
3. Enter the number of the second party to dial out.
   The active call is placed on hold.
4. When the second party answers the call, tap **Conf** again to join all parties in the conference.
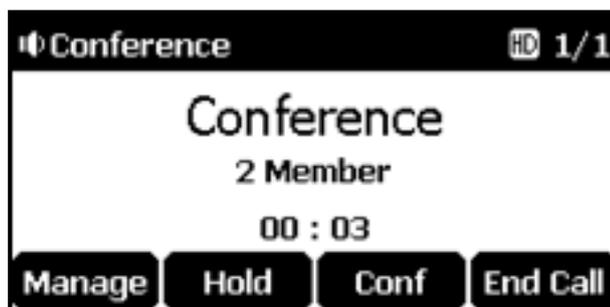
Joining Two Calls in a Conference

You can invite a held call into a conference call with the active call.

Procedure

1. Place two or more calls on the phone.
2. Select the desired call for a conference and ensure that the call is active.
3. Tap **Conf**.
4. Select the desired hold call, and then tap **Send**.

The active call and the selected hold call are joined into a conference. If there are multiple hold calls, the other hold calls remain hold.

Joining a Transfer Target and a Transferee into a Conference

After consulting with the contact you want to transfer a call to, you can also join the two calls in a conference.

Procedure

1. Tap **Conf** after talking with the contact you want to transfer a call to.
   The transferee and the transfer target are joined into a conference.

Related Topic

Joining an Incoming Call to a Conference

You can create a conference when the phone receives an incoming call during the call(s) or a conference.

Procedure

1. Tap **Join** when the phone receives a new call.

   The conference among the original call(s) and the incoming call is set up. If you are in a conference, the new party will join to the conference.

Creating a Hybrid UC Meeting

You can merge the calls on your IP phones, the PSTN and connected mobile phone into a hybrid UC meeting.

Procedure

There are many ways to create a hybrid UC meeting, the following shows an example.

1. Make sure you have connected a mobile phone to your IP phone.
2. Make sure you have an active PSTN account.
3. Do the following to place a mobile call over Bluetooth on the IP phone.
   - Tap [📞] .

     Tap **Switch** to choose the Mobile Account.

     Enter the desired number.

     Tap [📞] or **Send**.
4. Place a SIP call.
5. Place a PSTN call.
6. Tap **Conf**.

   The hybrid UC conference is created.
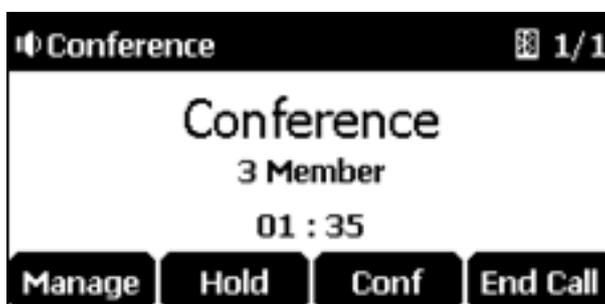
Related Topics

Holding or Resuming a Conference Call

When you place a conference call on hold, other participants are placed on hold. Other participants cannot hear each other until you resume the held conference call.

Procedure

1. Tap **Hold** to place the conference on hold.
2. Tap **Resume** to resume the held conference call.

Muting or Unmuting a Conference Call

You can mute the local microphone during a conference call so that the other participants can hear each other except you.

Procedure

1. Tap the Mute touch key to mute the conference.
2. Tap the Mute touch key again to unmute the conference.

Splitting a Conference Call

You can split the conference call into individual calls. After you split a conference call, the conference call ends, and other parties are held. You can resume one of the hold calls.

Procedure

1. Tap **Manage**.
2. Tap **More**, and then tap **Split All**.

Managing Conference Participants

You can manage conference participants in the following ways:

- Mute a participant
- Hold a participant
- Remove a participant from the conference

Procedure

- Tap **Far Mute** to mute the party. The muted party can hear everyone, but no one can hear the muted party.
- Tap **Far Hold** to hold the party. The held party cannot hear anyone, and no one can hear the held party.
- Tap **Remove** to remove the party from the conference call.
- Tap **More**, and then tap **Back** to return to the previous screen.

Ending a Conference Call

By default, other parties drop the call when you end the conference call. However, your system administrator can set up that the other two parties remain connected when you end the conference call.

Procedure

1. Tap **End Call** to drop the conference call.

Network Conference

If your system administrator has set a network conference feature on your phone, you can initiate a conference with multiple participants.

Topic

Setting Up a Network Conference

Procedure

1. Place a call to the first party.

2. Tap **Conf** to place a new call.

   The active call is placed on hold.

3. Enter the number of the second party, and then tap 📞 or **Send**.

4. When the second party answers the call, tap **Conf** to add the second party to the conference.

5. Tap **Conf** to place a new call.

   The conference call is placed on hold.

6. Enter the number of the new party, and then press the OK key or **Send**.

7. When the new party answers the call, tap **Conf** to add the new party to the conference.

8. Repeat steps 5 to 7 until you add all parties.

Note

The procedures for setting up a network conference call on specific servers may be different. Contact your system administrator for more information.

Recording Using a USB Flash Drive

You can record active calls onto a USB flash drive connected to your IP phones, and the recordings are saved as *.wav files.

Recording using a USB flash drive is not available by default. Check with your system administrator to find out if this feature is available on your phone.

Note

For more information on how to attach a USB flash drive, please refer to the Quick Start Guide for your IP phone on your phone's support page on Yealink Support.
The size of a single recording file should be less than 2G.

Topics

Recording a Call
Idle Recording
Managing a Call While Recording
Playing a Recorded Call
Pausing/Resuming a Playback
Fast Forwarding/Rewinding a Playback
Stopping a Playback
Deleting a Recorded Call
Viewing the Available Recording Time

Recording a Call

You can record active calls on the phone. You cannot record calls when there are no connected calls, when you place a new call, transfer a call or initiate a conference, or when you have an incoming call.

Important

Before call recording, especially those involving PSTN, it is necessary to know about the rules and restrictions of any governing call recording in the country where you are.
It is also very important to inform all the call parties that you are recording and ask for their consent before recording the conversation.

Procedure

1. During a call, tap **More**->**Start REC**.

   The phone screen displays a recording icon and recording duration.

   ```
   ◀) Talking              • 00:00   1/1

         Remaining recording time:
                    62.7h


   End Call  Stop REC Pause R...   More
   ```
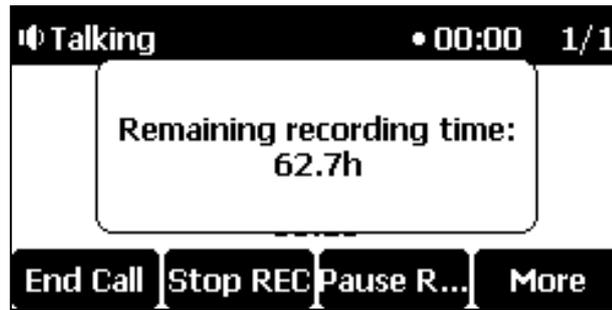
Idle Recording

You can insert a USB flash drive into the USB port on your phone to record an important discussion when the phone is idle. Recordings are stored in *.wav format.

Idle recording using a USB flash drive is not available by default. Check with your system administrator to find out if this feature is available on your phone.

Procedure

1. Navigate to **Menu**->**USB Record**->**Idle Record**.
2. Tap **Start REC**.

   The phone screen displays a recording icon and recording duration.

   ```
   ─────Idle Record─────



           • 00:04


   Back   Stop REC Pause R...   Conf
   ```

Managing a Call While Recording

You can hold/resume, mute, transfer, place a new call or set up a conference call during recording. All calls you handle during a recording are recorded in the same file.

If your call is placed on hold, the recording is paused. It means that both you and the remote party are not recorded. If you mute the call, the muted party is not recorded.

Resuming a Recording

You can resume a paused recording during a call.

Procedure

1. Tap **Resume REC**.

   The recording continues within the same file.

Stopping a Recording

You can stop recording during a call. When you end a call during recording, the recording will also be stopped and saved as *.wav file in the USB flash drive automatically.

Procedure

1. Do one of the following:

    -   Tap **Stop REC**.

        The recording icon and recording duration disappears. A message is displayed, prompting that the call is recorded successfully.

    -   Tap **More** and then tap **End Call**.

        The recording icon and recording duration disappears, and the phone returns to the Idle screen. A prompt message is displayed, prompting that the call is recorded successfully.

Playing a Recorded Call

You can browse and play back the recorded files on your phone.

Tip
You can also play back the recorded calls on the phone or on a computer using an application capable of playing ".wav" files.

Procedure

1. Navigate to **Menu**->**USB Record**->**Browse Audio**.

    The phone screen shows all recorded files (file name, duration time and file size) in the **Browse Audio** list. The file-name consists of the recording time & date, the other party's number/IP address/name (or the first person's number/IP address/name you called).
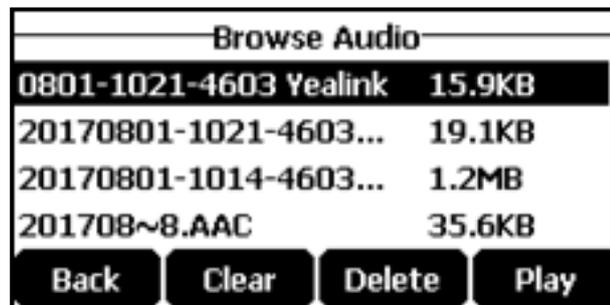
2. Select the desired file to play.

    The length of the recording and a progress bar are displayed as the recording plays.
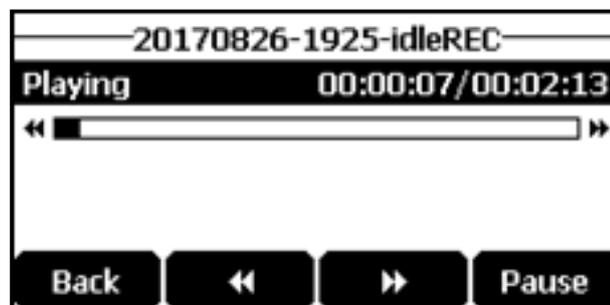
Related Topics

Adjusting the Audio Volume

Pausing/Resuming a Playback

When you receive an incoming call while playing a recording, the recording is paused automatically. You can resume the playback after handling the call. You can also pause the recording manually at any time.

Procedure

1. Tap **Pause** to pause the playback. The **Play** soft key appears on the phone screen.
2. Tap **Play**.

Fast Forwarding/Rewinding a Playback

While a recorded call plays, you can fast forward or rewind the playback at any time.

Procedure

- Tap ▶▶ to skip forward the playback. Press once to skip forward 8 seconds.
- Tap ◀◀ to rewind the playback. Press once to rewind 8 seconds.

Stopping a Playback

When you finish listening to a recording, you can stop playing by tapping the **Back** soft key. The phone returns to the Browse Audio screen.

Deleting a Recorded Call

You can delete the recorded calls when you need additional space on your USB flash drive.

Procedure

1. Navigate to **Menu**->**USB**->**Browse Audio**.
2. Highlight the desired recording, and then tap **Delete**.
   The phone screen prompts you whether to delete the audio.
3. Tap **OK** to delete.

Multicast Paging

Multicast Paging allows you to easily and quickly broadcast instant audio announcements to users who are listening to a specific multicast group on a specific channel.

The IP phone supports the following 31 channels:

- **0**: Broadcasts are sent to channel 0. Note that the Yealink IP phones running old firmware version (old paging mechanism) can be regarded as listening to channel 0. It is the default channel.
- **1 to 25**: Broadcasts are sent to channel 1 to 25. We recommend that you specify these channels when broadcasting with Polycom IP phones which have 25 channels you can listen to.
- **26 to 30**: Broadcasts are sent to channel 26 to 30. We recommend that you specify these channels when broadcasting with Yealink IP phones running new firmware version (new paging mechanism).

Note that all IP phones in the multicast paging group must be deployed in the same network, since a broadcast is used. The IP phone can only send/receive broadcasts to/from the listened channels. Other channels' broadcasts will be ignored automatically by the IP phone.

Topics

Sending Multicast Paging

Yealink IP phone supports up to 31 groups for paging. You can assign a label to each group to identify the phones in the group, such as All, Sales, or HR.

Note
Multicast RTP is one way only from the sender to the multicast address(es) (receiver). For outgoing RTP multicasts, all other existing calls on the phone will be placed on hold.

Topics

Setting a Paging Group

Before You Begin

Get the multicast IP address and port number from your system administrator.

Procedure

1. Tap the paging list key when the phone is idle.

   If the paging list key is not set, you can also navigate to **Menu**->**Features**->**Paging List**.

2. Select the desired paging group.

   The default tag is Empty if it is not configured before.

3. Tap **Option**, and then select **Edit**.

4. Enter the multicast IP address and port number (for example, 224.5.6.20:10008) in the **Address** field.

5. Enter the string that will display on the phone screen in the **Label** field.

6. Enter the desired channel between 0 and 30 in the **Channel** field.

7. Tap **Save**.

8. To set more paging groups, repeat steps 2 to 7.

Deleting a Paging Group

Before You Begin

Check with your system administrator if the paging list key has set for your phone.

Procedure

1. Tap the paging list key when the phone is idle.

2. Select the desired paging group.

3. Tap **Option**, and then select **Delete**.

   The phone screen prompts you whether to delete the paging group.

4. Tap **OK**.

If you want to delete all paging groups, you can tap **Delete All**.

Sending a Paging by a Multicast Paging Key

Before You Begin

Check with your system administrator if the Multicast Paging key has set for your phone.

Procedure

1. Tap the Multicast Paging key when the phone is idle.

   Both your phone and receiver's phone play a warning tone and the multicast RTP session will be automatically answered on the receiver's phone in the speakerphone (hands-free) mode.

   Mute key LED indicators glow solid green.

   The following figure shows a multicast RTP session on the phone:
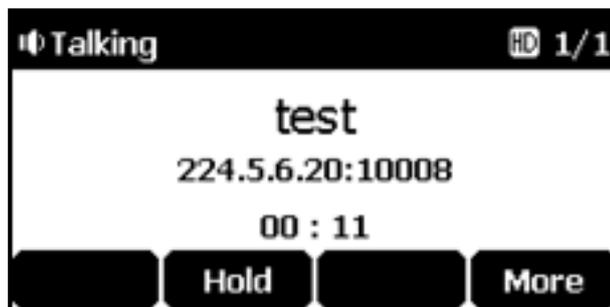
Sending Pages by a Paging List Key

Before You Begin

Check with your system administrator if the Paging List key has set for your phone.

Procedure

1. Tap the paging list key when the phone is idle.
2. Tap the desired paging group.
3. Tap **Paging** to send RTP.

   Both your phone and receiver's phone play a warning tone and the multicast RTP session will be automatically answered on the receiver's phone in the speakerphone (hands-free) mode.

Receiving Multicast Paging

Your system administrator has set a listening paging group for you, and then you can receive a paging call when the phone is idle. The paging call is automatically answered on your phone.

When there is a voice call or a paging call in progress, the phone handles the new paging call differently according to the multicast listening settings configured by your system administrator.

Managing a Paging Call

During a paging call, you can do the following:

- Tap **Hold** to place the current paging call on hold.
  The paging call is placed on hold and the receiver releases the session.
- Tap **Resume** to resume the held paging call.

The multicast RTP session is re-established.

Advanced Features

This chapter explains how to use the advanced features on the IP phone.

Topics

If you require additional information or assistance with your new phone, contact your system administrator.

Call Completion

When you place a call and the callee is temporarily unavailable to answer the call, call completion allows your phone to monitor the busy party and establish a call after the busy party becomes available to receive a call.

Note
Call completion is not available on all servers. For more information, contact your system administrator.

Topics

Using Call Completion

Before You Begin

Enable call completion feature on the phone. You place a call and the callee is temporarily unavailable to answer the call.

Procedure

1. The phone screen prompts whether to wait for the callee, tap **OK** to activate the call completion feature.
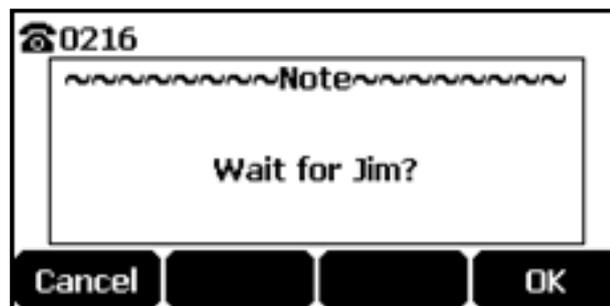
2. When the callee becomes idle, the phone screen prompts whether to dial the number, tap **OK** to dial the number.
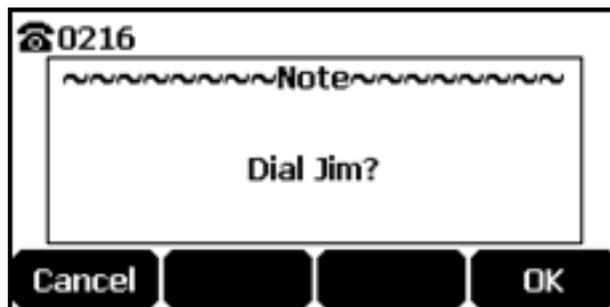
Related Topic

Call Pickup

You can use call pickup to answer someone else's incoming call on your phone. Check with your system administrator to find out if this feature is available on your phone.

The Yealink IP phone supports Directed Call Pickup and Group Call Pickup.

- **Directed Call Pickup**: allows you to pick up incoming calls from another phone.
- **Group Call Pickup**: allows you to pick up incoming calls to any phone within a predefined group of phones, without dialing the extension of another phone.

Topics

Picking up a Call Directly

You can answer a call that rings on another phone.

Before You Begin

The target phone receives an incoming call. Your system administrator has enabled the directed call pickup and set the directed call pickup code.

Procedure

1. Tap [⌐] .
   The **DPickup** soft key appears on the phone screen (You may need to tap the **More** soft key to see the **DPickup** soft key).
2. Tap **DPickup** on your phone.
3. Enter the phone number which is receiving an incoming call.
4. Tap **DPickup** again.
   The call is answered on your phone.

Picking up a Group Call Directly

When any phone within a predefined group of phones receives an incoming call, you can pick up that call easily on your phone. If there are multiple incoming calls on the group at the same time, you can only pick up the first incoming call.

Before You Begin

Your system administrator has enabled the group call pickup and set the group call pickup code.

Procedure

1. Tap ⌒

   The **GPickup** appears on the phone screen.
2. Tap **GPickup** on your phone when any phone in the group receives an incoming call.

   The call is answered on your phone.

Related Topic

Picking up a Call with a Group Pickup Key

Call Park and Call Retrieve

You can use this feature to park a call, and then retrieve the call either from your phone or another phone. After you park a call, the call is placed on hold, you can continue the conversation after retrieving it.

The IP phone supports this feature under the following modes:

- **FAC mode**: park the call to the local extension or a desired extension through dialing the park code.
- **Transfer mode**: park the call to the shared parking lot through a blind transfer. For some servers, the system will return a specific retrieve park number (park retrieve code) from which the call can be retrieved after parking successfully.

Note

Call park is not available on all servers. Check with your system administrator to find out if it is available on your phone.

Topics

Parking or Retrieving a Call in the FAC Mode
Parking or Retrieving a Call in the Transfer Mode

Parking or Retrieving a Call in the FAC Mode

Your system administrator sets the FAC mode in which you can park and retrieve a call on your phone.

Topics

Parking a Call
Retrieving a Parked Call in the FAC Mode

Parking a Call

Before You Begin

Your system administrator has set call park in the FAC mode.

Procedure

1. During a call, tap **Park** (You may need to tap the **More** soft key to see the **Park** soft key).

   The phone will dial the call park code which is pre-configured.
2. Do one of the following:

- If you want to park the call against the local extension, tap the # key.
- If you want to park the call against the desired extension, enter the extension (for example, 4606) where you want to park the call and tap the # key.

If the call is parked successfully, you will hear a voice prompt that the call is parked.

Retrieving a Parked Call in the FAC Mode

Before You Begin

Your system administrator has set call park in the FAC mode. There is a call parked on the extension.

Procedure

1. Tap **Retrieve** (You may need to tap the **More** soft key to see the **Retrieve** soft key) on the pre-dialing screen.
   The phone will dial the park retrieve code which is configured in advance.
2. Follow the voice prompt to retrieve:
   - Tap the # key on the phone where the call is parked.
   - Enter the desired extension followed by # (for example, 4606#) on any phone.

Parking or Retrieving a Call in the Transfer Mode

Your system administrator has set the Transfer mode in which you can park and retrieve a call on your phone.

Topics

Parking a Call in the Transfer Mode

Before You Begin

Your system administrator has set call park in the Transfer mode.

Procedure

1. During a call, tap **Park** (You may need to tap the **More** soft key to see the **Park** soft key).
   The call will be directly transferred to the shared parking lot.

Retrieving a Parked Call in the Transfer Mode

Before You Begin

Your system administrator has set call park in the Transfer mode. There is a call parked on the shared parking lot.

Procedure

1. Tap **Retrieve** (You may need to tap the **More** soft key to see the **Retrieve** soft key) on the pre-dialing screen.
   The phone will retrieve the parked call from the shared parking lot.

Shared Line

Yealink IP phone supports using Shared Call Appearance (SCA) or Bridged Line Appearance (BLA) to share a line. So that this line can be registered on more than one IP phone at the same time.

Your system administrator can set your phone to use the shared line.

Note
Check with your system administrator to find out if SCA or BLA is available on your phone.

Topics

Placing Calls on a Shared Line

You can have one or multiple calls on a shared line.

Related Topic

Placing Calls

Answering Calls on a Shared Line

When an incoming call arrives on the shared line, all the registered phones will ring simultaneously, and the call can be answered on any one of the phones. You can answer one or multiple calls on the shared line.

Related Topic

Answering Calls

Placing a Call on Public Hold

You can place a call on public hold that any shared line phone can retrieve the held call.

Procedure

1. During a call, tap **Hold**.

   The call is held on your phone, and all of the phones registered with shared line show the call is in a held state.

Retrieving a Held Call Remotely on a Shared line

If you place a call on hold on a shared line, you can resume this call at any time. When the shared line key shows a call that is in a held state, you can resume the held call remotely from other user's phone.

Before You Begin

There is at least one call placed on public hold on the shared line.

Procedure

1. Tap **Resume**.

Intercom

Intercom is a useful feature in an office environment to quickly connect with the operator or the secretary. This enables you to place an intercom call that is answered automatically on the contact's phone as long as the contact is not in an active call.

Topics

Placing an Intercom Call

To use the intercom feature, ask your system administrator to set an Intercom key for your phone.

Topics

Placing an Intercom Call to the Target Extension

You can place an intercom call when the phone is idle or during a call. The target phone plays a warning tone and automatically answers the call in speakerphone (hands-free) mode by default.

When the target phone has an active call, the intercom call is answered automatically after the active call ends.

Before You Begin

Check with your system administrator if the Intercom key has set for your phone.

Procedure

1. Tap the intercom key.
2. To end the intercom call, tap the intercom key again or **End Call**.

Picking Up an Incoming Call of the Target Extension

When a target extension receives an incoming call, you can pick up the incoming call by pressing the Intercom key. Check with your system administrator to find out if this feature is available on your phone.

Before picking up an incoming call, make sure that the directed call pickup code has been configured either for an Intercom key or for Call Pickup feature in advance.

Topics

Picking Up a Remote Call by Intercom Key

Before You Begin

The directed pickup code has set for Call Pickup feature by your system administrator in advance.

Procedure

1. Tap the Intercom key to pick up the incoming call directly.

Answering an Intercom Call

By default, when there is an incoming intercom call, the phone plays a warning tone and this incoming call will be answered automatically. You can configure the behavior when receiving an intercom call.

Topics

Setting Intercom

You can configure the following behavior when receiving an intercom call.

Intercom Allow

Intercom Allow feature allows the IP phones to automatically answer an incoming intercom call. If you disable this feature, the IP phone will handle an incoming intercom call like a normal incoming call. Intercom Allow feature is enabled by default.

Note
Your system administrator can set a period of delay time before the phone automatically answers intercom calls.

Intercom Mute

Intercom Mute feature allows the IP phones to mute the microphone when incoming intercom calls are answered automatically. Intercom Mute is disabled by default.

Intercom Tone

Intercom Tone feature allows the IP phones to play a warning tone before answering an intercom call automatically. Intercom Tone is enabled by default.

Intercom Barge

Intercom Barge allows the IP phones to automatically answer an incoming intercom call while an active call is in progress. The active call will be placed on hold. If you disable this feature, the IP phone will handle an incoming intercom call like a normal incoming call while there is already an active call on the IP phone. Intercom Barge is disabled by default.

Note
To enable the phone to receive a new incoming call when it already has an active call, make sure that the call waiting feature is enabled on the phone in advance.

Procedure

1. Navigate to **Menu**->**Features**->**Intercom**.
2. Make the desired changes.
3. Tap **Save**.

Related Topic

Enabling Call Waiting

Answering an Intercom Call

By default, the intercom call is automatically answered on your phone.

If your phone is set to answer intercom calls with your microphone muted, you need to tap the Mute touch key to unmute your microphone before responding to the call.

Messages

You can send and receive voice messages.

Note
These features may not be available on all servers. Contact your system administrator for more information.

Topics

Voice Mail

Voice Mail

Voice Mail feature allows you to leave voice mails for someone or listen to your voice mail messages on your IP phones. This feature is set up on the server side and not all servers support this feature.

Topics

Setting the Voice Mail Code
Receiving a Voice Message
Leaving Voice Mails
Listening to Voice Mails

Setting the Voice Mail Code

If you want to connect your phone to the message center, you need to set the voice mail code on your phone.

Before You Begin

Get the voice mail code from your system administrator.

Procedure

1. Navigate to **Menu**->**Message**->**Voice Mail**->**Set Voice Mail Code**.
2. Enter the voice mail code (for example, *4) in the desired account field.
3. Tap **Save**.

Receiving a Voice Message

When receiving a new voice mail, the phone plays a warning tone. A message of "n New Voice Mail(s)" ("n" indicates the number of unread voice messages) is displayed on the phone screen.
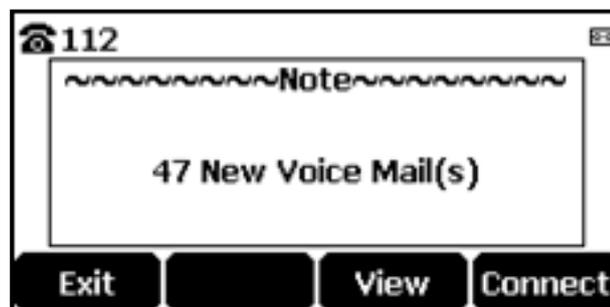
If the voice mail prompt box disappears, it will not pop up again unless the user receives a new voice mail or the user re-registers the account that has unread voice mail(s).

Note

Your system administrator can disable the prompt box for new message(s).

Leaving Voice Mails

You can leave a voice mail for other people when they are busy or inconvenient to answer the call. Follow the voice prompt from the system server to leave a voice mail, and then hang up.

Listening to Voice Mails

When the phone screen prompts that the phone receives a new voice mail, you can tap **Connect** soft key to dial out the voice mail access code directly, or tap the **Exit** soft key to close the prompt box when you are not ready to listen to your voice mail.
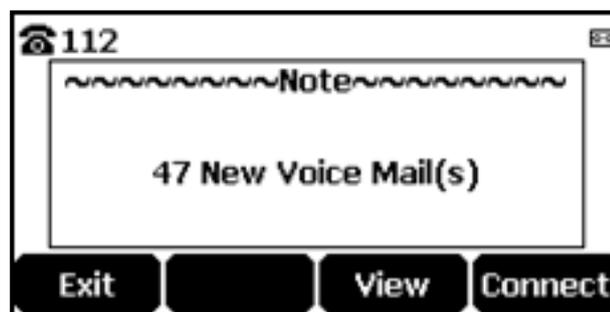
You can also listen to your voice mails after the voice mail pop-up message box disappears.

Before You Begin

You need to set the voice mail code in advance.

Procedure

1. Navigate to **Menu**->**Message**->**Voice Mail**->**View Voice Mail**.

    The phone screen displays the amount of new and old voice mails.
2. Tap **Connect**.
3. Follow the voice prompt to listen to your voice mails.

Related Topic

Setting the Voice Mail Code

Using Your Phone with PSTN Account

You can connect optional expansion PSTN box CPN10 to extend functions of the conference phone. Calls can be made using the Public Switched Telephone Network (PSTN). Up to 2 cascaded PSTN Boxes can be installed to an IP conference phone, which allows you to experience the local five-way conference conveniently in excellent speech quality with PSTN.

Topics

Connecting the Expansion PSTN Box CPN10
Configuring the PSTN Account
Selecting the Country for PSTN Use
Configuring Flash Time
Basic Call Features
Conference
Recording Using a USB Flash Drive
Unavailable Features for PSTN

Connecting the Expansion PSTN Box CPN10

Procedure

1. Insert the USB plug on the expansion PSTN box into the USB port on the phone.

    For the information on how to connect expansion PSTN box CPN10, refer to PSTN Box CPN10 quick start guide on Yealink Technical Support page.

Configuring the PSTN Account

If you have connected an expansion PSTN box CPN10 to the phone, a PSTN account is automatically registered on the phone. You can disable the account.

Before You Begin

The PSTN box CPN10 is connected to the phone successfully, and the phone prompts to confirm that you want to set the PSTN account.

Procedure

1. Tap **OK**.

2. Select the desired PSTN account.

3. Select the desired value from the **Active Line** field.

4. (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.

5. Tap **Save**.

Tip

You can also configure the PSTN account at the path **Menu**->**Settings**->**Advanced Settings** (default password: admin) ->**Accounts**.

Related Topic

Connecting the Expansion PSTN Box CPN10

Selecting the Country for PSTN Use

Procedure

1. Tap **Menu**->**Settings**->**Basic Settings**->**Country**.
2. Select the desired country.
3. Tap **Save**.

Configuring Flash Time

You can configure the flash time to adjust the length of time before a hook flash times out (or the call disconnects).

Flash time can be configured from the following options:

- **Auto**: It depends on the country that is selected for the phone. The flash time is automatically set for that country.
- **75msec**, **100msec**, **300msec** or **600msec**: The hook flash times out after the designated time (in milliseconds).

Before You Begin

The required flash time may be different in different countries or for different gateways/PBX servers. Contact your system administrator to find out which flash time you need to configure.

Procedure

1. Tap **Menu**->**Settings**->**Advanced Settings** (default password: admin)->**Flash Time**.
2. Select the desired value.
3. Tap **Save**.

Related Topic

Selecting the Country for PSTN Use

Basic Call Features

The phone supports the following basic call features when using the PSTN account:

- Placing Calls
- Answering Calls
- Ending Calls
- Auto Answer
- Auto Redial
- ReCall
- Call Mute
- Call Hold/Resume

Related Topics

Placing Calls
Answering Calls
Ending Calls
Auto Redial
Call Mute
Call Hold

Conference

As one PSTN account can only support one call. To set up a conference, you need to activate a hook flash. A hook flash is a quick off-hook/on-hook/off-hook cycle (just like picking up a handset, laying the handset down on the hand-set cradle, and then picking it up again). When you activate a hook flash, the message "Flashing" displays on the screen for about one second, as shown below:
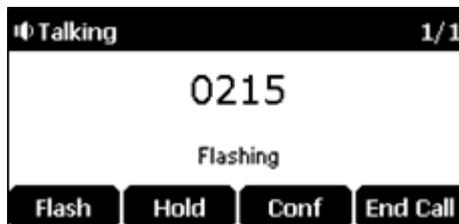
Then the active call will be placed on hold, you are allowed to place a new call and connect three parties in a con-ference. You cannot view the last participant in the conference call.

You can also set up a conference with more than two parties when you have multiple accounts on the phone. You can view and manage each participant in the conference call.

Note

The way to set up a conference call using hook flash may be different for different gateways/PBX servers.

Procedure

1. Place a call to the first party.
2. When the first party answers the call, tap **Flash** to activate a hook flash.
   The message "Flashing" displays on the screen for about one second and the active call is placed on hold.
3. Enter the number of the second party.
4. When the second party answers the call, tap **Flash** again to join two parties in the conference.
   To remove this party from the conference call, tap the Flash soft key.
5. Enter the number of the second party.
6. To add an additional party to the conference, tap the Conf soft key (another account is needed).
7. Enter the number of the new party, and then tap **Send** or .
8. Tap **Conf** when the party answers.

Recording Using a USB Flash Drive

You can use the recording feature when connecting the PSTN box CPN10. But you need to connect the USB flash drive to the USB port on the PSTN box CPN10 in advance.

Related Topics

Recording Using a USB Flash Drive
Connecting the Expansion PSTN Box CPN10

Unavailable Features for PSTN

The following lists the main features not available for PSTN:

- Call Completion
- DND
- Call Forward
- Call Transfer
- Call Waiting
- Call Park
- Call Pickup
- Anonymous Call
- Anonymous Call Rejection
- Intercom
- Multicast Paging
- Shared Line
- Messages

Maintaining Your Phone

When your phone is unable to operate properly, you need to investigate or troubleshoot issues among other tasks your system administrator may ask you to perform.

Topics

Warnings

When one of the following situations occurs:

- The default password is being used
- Failed to register the account
- Provisioning credentials are wrong
- Network is unavailable

A warning icon appears in the status bar.

Topics

Related Topic

Investigating Warnings

You can view details about warnings in the **Status** screen.

Procedure

1. Navigate to **Menu**->**Status**.
2. Select **Warnings**.

   The **Warnings** screen is displayed listing any issues.

Tip
You can also press the **OK** key when the phone is idle, and then select **Warnings**.

Re-provisioning Your Phone

In the Warnings screen, if the phone prompts "Auto-p credentials failed", it means that the provisioning credentials are wrong. You may need to ask your system administrator for the valid provisioning credentials to re-provision your phone.

Procedure

1. Navigate to **Menu**->**Status**->**Warnings**.
2. Select **Auto-p credentials failed**, and then tap **Re Provision**.
3. Enter valid provisioning credentials, and then tap **Save**.
   The phone prompts you whether to provision now.
4. Tap **OK**.

Clearing Warnings

You can temporarily remove the warning icon from the status bar. However, the warning icon appears again after the phone reboots or the phone has a new warning if the issue is not fixed.

Procedure

1. Navigate to **Menu**->**Status**->**Warnings**.
2. Tap **Clear Icon**.

Diagnosing the Network

The wrong network settings may result in inaccessibility of your phone and poor network performance. Your system administrator may ask you to use the ping or trace route to troubleshoot network connectivity problems.

Topics

Checking the Network Using "Ping" Method
Checking the Network Using "Trace Route" Method

Checking the Network Using "Ping" Method

Procedure

1. Navigate to **Menu**->**Features**->**Diagnostics**->**Network**->**Ping**.
2. Enter the desired IP address or URL in the **Ping IP or URL** field.
3. Tap **Start**.
   The screen displays the network status information.
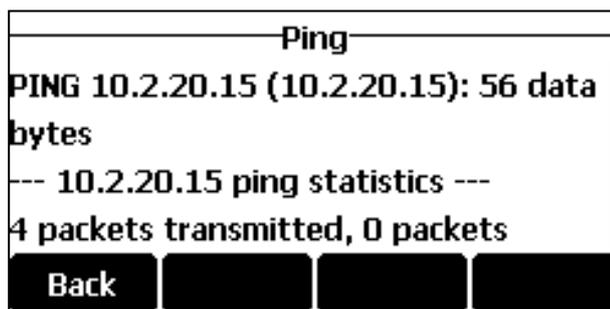
4. Tap **Back** to go back to the preview screen.

Checking the Network Using "Trace Route" Method

Procedure

1. Navigate to **Menu**->**Features**->**Diagnostics**->**Network**->**Trace Route**.
2. Enter the desired IP address or URL in the **Trace Route IP or URL** field.

3. Tap **Start**.

The screen displays the network status information.

```
┌─────────────────Trace Route─────────────────┐
│traceroute to 10.2.20.15 (10.2.20.15),       │
│30 hops max, 38 byte packets                 │
│1  10.81.7.254  7.636 ms  3.090 ms           │
│2  10.0.254.253 0.795 ms  4.831 ms           │
├──────────┬──────────┬──────────┬────────────┤
│   Back   │          │          │            │
└──────────┴──────────┴──────────┴────────────┘
```
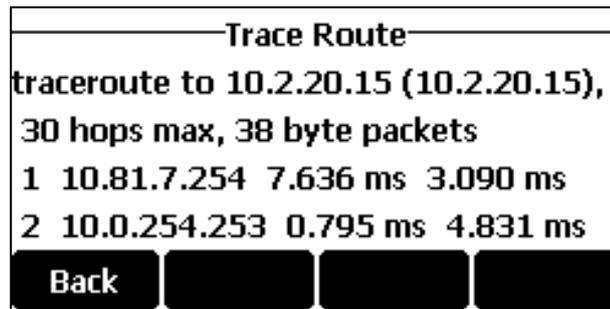
4. Tap **Back** to go back to the preview screen.

Rebooting Your Phone

The improper operation may cause malfunction. If the malfunction occurs, your system administrator may ask you to reboot your phone.

Procedure

1. Navigate to **Menu**->**Settings**->**Basic Settings**->**Reboot**.

The phone screen prompts you whether to reboot the phone.

2. Tap **OK** to reboot the phone.

Resetting to Factory Settings

Generally, some common issues may occur while using the IP phone. Your system administrator may ask you to reset your phone to factory configurations after you have tried all troubleshooting suggestions but still do not solve the problem. This operation will delete all your personal configuration settings, and reset all settings to the factory defaults. Check with your system administrator if the personalized settings are kept before resetting your phone to factory settings.

Procedure

1. Navigate to **Menu**->**Settings**->**Advanced Settings**->**Reset Config**.
2. Tap **Reset to Factory Settings**.

The phone screen prompts you whether to reset the setting.

3. Tap **OK**.

The phone begins resetting.

After reset, the screen prompts "Welcome Initializing...Please wait".

```
┌──────────────────────────────────────────┐
│                                          │
│                                          │
│              Welcome                     │
│                                          │
│         Initializing...please wait       │
│                                          │
│                                          │
└──────────────────────────────────────────┘
```

The phone will be reset successfully after startup.

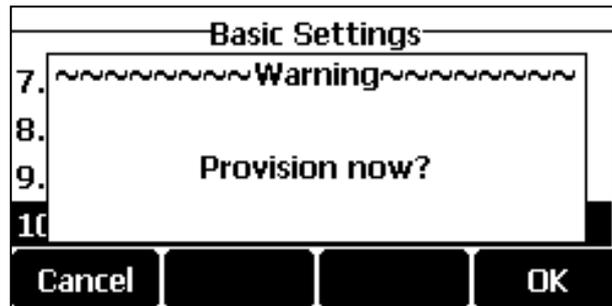| Note |
| --- |
| Reset of your phone may take a few minutes. Do not power off until the phone has started up successfully. |

Updating the Phone Configuration

Your system administrator may ask you to update your phone configurations.

Procedure

1. Navigate to **Menu**->**Settings**->**Basic Settings**->**Update Configuration**.

2. Tap **OK**.

Appendix - Menu Structure

```
Menu Structure
├── Status
│   ├── Warnings, IPv4, MAC, Wi-Fi MAC, Firmware
│   └── More
│       ├── Network
│       ├── Phone
│       └── Accounts
├── Features
│   ├── Call Forward
│   ├── Call Waiting
│   ├── Auto Answer
│   ├── Key as send
│   ├── Hot Line
│   ├── Anonymous Call
│   ├── Auto Redial Setting
│   ├── DND
│   ├── Intercom
│   ├── Call Completion
│   ├── History Setting
│   ├── Paging List
│   └── Diagnostics
├── Settings
│   ├── Basic Settings
│   │   ├── Language
│   │   ├── Time & Date
│   │   ├── Display
│   │   │   ├── Backlight
│   │   │   ├── Contrast
│   │   │   └── Screen Saver
│   │   ├── Sound
│   │   │   ├── Ring Tones
│   │   │   ├── Key Tones
│   │   │   └── Touch Tone
│   │   ├── Change PIN
│   │   ├── Phone Lock
│   │   ├── Buletooth
│   │   ├── Wi-Fi
│   │   ├── Reboot
│   │   └── Update Configuration
│   └── Advanced Settings
│       ├── Accounts
│       ├── Network
│       │   ├── WAN Port
│       │   ├── VLAN
│       │   ├── Web Server
│       │   ├── 802.1x Settings
│       │   ├── VPN
│       │   ├── LLDP
│       │   ├── CDP
│       │   └── NAT
│       ├── Change Password
│       ├── Auto Provision
│       ├── Reset Config
│       ├── FWD International
│       └── Softkey Lable
├── Message
│   ├── Voice Mail
│   │   ├── View Voice Mail
│   │   └── Set Voice Mail Code
│   └── Text Message
│       ├── New Message
│       ├── Inbox
│       ├── Sentbox
│       ├── Outbox
│       └── Draftbox
├── History
├── Directory
│   ├── Local Directory
│   └── Blacklist
└── USB Record
    ├── Blowse Audio
    └── Stronge Space
```