



FreePBX Yealink CP960 Guide

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iVoice CP960 Yealink Guide

Overview

The purpose of this document is to help walk you through the features and functions of your new Yealink CP960 Phone.

We're here to help! If you have any questions about the new functionality please reach out to us at support@datacommplus.com

Home Screen

The home screen displays the account information, time and date plus the system applications.



1	Status Bar	Displays icons, current account and times
2	Icons	Displays icons in the upper left hand corner
3	Current Account	+ If there is no account registered on the phone No Service appears. + If the phone is registered and there is a Bluetooth-enabled
4	Time	Displays time
5	Digital Clock Widget	Displays the time and date
6	Wallpaper	Wallpaper can be customized
7	System Applications	Settings - Tap to access the phone's settings and features Browser - Tap to access the internet Message - Tap to access voicemail messages History - Tap to enter History screen Recorder - Tap to record the call
8	Screen Indicator	Indicates the idle screen you are currently viewing
9	Programmable Keys	Dial - Tap to access dialpad Directory - Tap to access contacts Bluetooth - Tap to access Bluetooth screen

Answering and Placing a Call


Answering a Call

Below are the steps on how to answer a call plus how to answer a call when already on a call


Answer a call

- Select 

Answer a call when on a call

- Select 
 - The active call is placed on hold

Merge the active call and the inactive call on hold



- During the call, tap  (More) and then select Merge with XXX
 - If there are multiple calls on hold, you can choose one to merge

Placing a Call



There are multiple ways to place a call

- Dialing the phone number
- Call through Contacts
- Placing a call from Call History
- Placing a call from Voicemail


Dialing the phone number

- Select the Calls screen and then select the  icon
- Dial the phone number and then select 


Call through Contacts

- Select the Calls screen and then select the  icon
- Enter the contact information to do a search
- Tap the phone icon  beside the contact name to place an audio call

Call through Call History

- Select the Calls screen and then select Recent
- Enter the contact information to do a search
- Tap the phone icon  beside the contact name to place an audio call

Call through Voicemail


- Select the Voicemail screen
- Tap the phone icon  beside the voice mail record to place an audio call

Hold, Transfer or Park a call


Placing a Call on Hold

It is best practice to put a call on hold if you do not need to transfer the call to anyone else. If you need to transfer the call to someone else, follow the steps below for either parking a call or transferring a call.

Put call on hold

- When on the live call select 
- Select Put call on hold

Resume a call that is on hold


- If only one call is on hold, tap Resume
- If multiple call are place on hold, select  on the right side of the desired held call

Transferring a Call

While on a live call you can transfer a call several ways:

- Blind Transfer - Transfer a call directly
- Attended Transfer - Introduce a call before transferring
- Transfer to Voicemail - Transfer a call directly to voicemail



Blind Transfer

- During a live call select  (More) > Transfer > Transfer Now
 - The call is placed on Hold
- Enter the number you want to transfer to.
 - You can also select a contact you want to transfer to from Directory or History.
- Tap Transfer.
- Tap Transfer from the prompt box.

Attended Transfer

- Tap More->Transfer during a call. The call is placed on hold.
- Enter the number you want to transfer to.
- Tap Transfer.
- Tap Send from the prompt box.
- Tap Transfer when the second party answers.


Transfer to Voicemail

- During a live call select  (More) > Transfer > Transfer Now
 - The call is placed on Hold
- Select the desired contact or search for a contact
- Tap  and then Work Voicemail


Parking a call

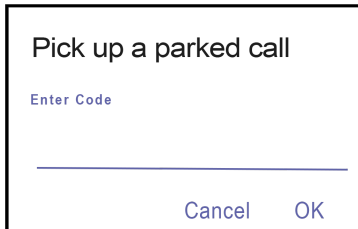
Call Parking is a type of Call Holding. When you park a call, you can pick that call up from ANY phone in the system. If a call is put on hold, you can only pick the call up from that phone.

Placing a call on Park

- During a live call select  (More) > Park Call
 - If the call is not picked up within time programmed, you will receive a ringback

Retrieving a call on Park

- Tap  when the phone is idle
- Enter the code within the screen



Pick up a parked call



Enter Code

Cancel OK


- Select OK

Conferencing

Initiating a Conference by Calling Multiple Contacts

- Tap  from the calls screen
- Select the desired contact or search for a contact. You can add multiple contacts
- Tap 

Initiating a Conference Call from Call History

- Tap Calls and then Recent from the calls screen
- Select the desired entry from the call history
- Tap 

To manage the individual participant

Tap the avatar of the desired participant, do the following:

- Tap Far Mute to mute the participant. The muted participant can hear everyone, but no one can hear the muted participant.
- Tap Hold/Resume to hold/resume the participant.
- Tap Split to split the participant from the conference.
- Tap Remove to remove the participant from the conference. Tap Detail to view the participant information.

If you need further assistance, please reach out to us at support@datacommplus.com. Once we receive your request one of our representatives will get back to you as soon as possible to help you with any of your phone system needs.