



## Zultys Yealink CP960 Guide

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## On-Premise Zultys Yealink CP960 Guide

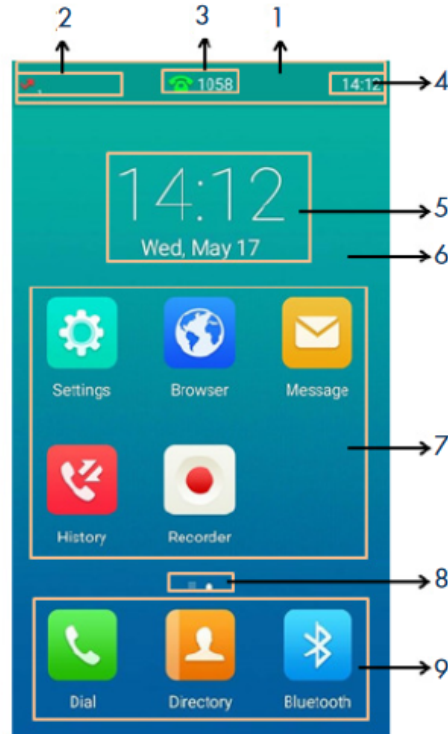
### Overview

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](mailto: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	<b>Settings</b> - Tap to access the phone's settings and features <b>Browser</b> - Tap to access the internet <b>Message</b> - Tap to access voicemail messages <b>History</b> - Tap to enter History screen <b>Recorder</b> - Tap to record the call
8	Screen Indicator	Indicates the idle screen you are currently viewing
9	Programmable Keys	<b>Dial</b> - Tap to access dialpad <b>Directory</b> - Tap to access contacts <b>Bluetooth</b> - 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 that is 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

Below are the multiple ways to place a call.


##### Dialing a 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.



- While on a call, press the 
- Select Put call on hold option. They will hear music while on hold
- Select Resume to take the call off of hold
  - 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

#### Blind Transfer

- During a live call select  then Transfer and Transfer Now
  - The call is placed on Hold
- Select the desired contact you want to transfer to from Directory or History
- The call is now transferred
- Tap the  to end the call
  - The call will automatically end when the other party picks up


#### Attended Transfer

- During a live call select  then Transfer and Consult First
  - The call is placed on Hold
- Tap  beside the desired contact. It will prompt you whether to transfer the call or not
- Once the other party answers and you introduce the caller select OK/Transfer


### Parking a call

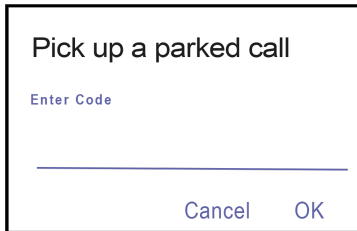
Call Parking is a type of Call Holding. When you park a call, you can pick that call up from ANY phone in the system. If a call is put on hold, you can only pick the call up from that phone.

### Placing a call on Park

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

### Retrieve a call that is Parked

- 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 by Inviting Other Contacts

- During a call, tap 
- Tap  from the call screen
- Enter the participant account information to search and then add numbers
- Tap  to initiate a conference

### 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](mailto: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.