

Yealink CP960


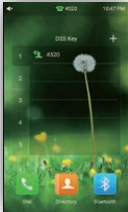
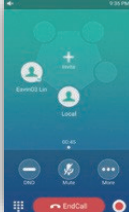
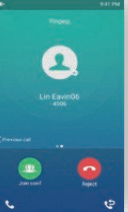
Support:

Phone Guides & Online Training
hawaiiantel.com/VoiceSupport

Customer Support
 643-8647

Web Portal
<https://bvoip.hawaiiantel.com>



Touch Screen Display Views			
Menu	Lines	Active	Calls
			
<ul style="list-style-type: none"> • Default Display • Displays phone extension at top • Access Settings, Browser, Message, Directory, etc. 	<ul style="list-style-type: none"> • Accessed by swiping to left on home screen • Displays phone lines and up to 5 soft keys 	<ul style="list-style-type: none"> • Displayed when you're on an active call • Displays name of calling party • Can Hold, Do Not Disturb, New Call, Transfer 	<ul style="list-style-type: none"> • Displayed if you have multiple active calls or calls on-hold • Tap Previous Call to display the first call

Dialing Out:

Internal Calls

4 digit number

Ex: 5555

On Island calls & Neighbor Island Calls

7 digit number

Ex: 555-1212

Mainland Calls

10 digit number (area code + number)

Ex: (555) 555-1212

Toll-free Calls

10 digit number (area code + number)

Ex: (800) 555-1212





International Calls

011 + country code + city code + number

Ex: 011 + 19 + 66 + local number

Placing a Call

You can place a call by manually entering a phone number, or contact from the Directory or History. From the Home screen, do one of the following:


1. Tap **Dial** , enter the phone number, then tap **Send** .
-OR-
1. Tap **Directory**  or **History**  option, then tap a desired entry to dial out.

Answering/ Ending Calls


1. Tap **Answer** to accept an incoming call or tap **End Call** to disconnect a call.

Muting a call

To Mute a call:

1. Tap **Mute**  on the touch screen or press the speaker icon on the phone. The mute LED illuminates solid red.

To Un-Mute a call:

1. Tap **Mute**  on the touch screen or press the speaker icon on the phone. The mute LED will illuminate green.

Holding and Resuming a call

To Hold a call:

1. Tap **More**  then tap the **Hold** option.

To Resume a call:

1. Tap the **Resume** option.

How to Set Do Not Disturb (DND)

Enabling:

1. Tap **Dial** and enter ***78**, **Send**.
(You will hear an announcement that your Do Not Disturb has been activated)

Disabling:

1. Tap **Dial** and enter ***79**, **Send**.
(You will hear an announcement that your Do Not Disturb has been deactivated)
Or, from your home screen tap **Exit DND mode**.



5-Way Conference

You can host a five-way conference call with up to four parties.



Creating a Conference

1. While on an active call tap **Invite** .
2. Enter the number of the party you wish to have join the conference then tap the green **Invite** option at the bottom of the screen (you can also select a contact from *Contacts* or *History*).
3. To add additional participants, repeat step two.

Creating a Conference by Dialing a Group






1. Tap **Directory** .
2. Tap **Call multiple members? Click here >>** that is displayed on the top of your screen.
3. Tap the contacts you would like to have attend the conference call.
4. Tap the dial icon  to connect the call.

To Split and Re-join a Conference

1. While on an active conference call tap **More** .
2. Next, tap the **Split**  option. All parties will be placed on hold.
3. Tap **Next Call >** to select the party you want to speak privately to.
4. Tap **Resume** to speak with only that party.
5. To re-join the conference, tap **Merge calls**.





How to Transfer a Call

Consultative Transfer (With Announcement)

1. While on an active call, tap the **More**  option, then **Transfer**  (the caller will be placed on hold).
2. Dial the contact number of the party you wish to transfer the call to (you can also select a contact from the *Directory* or *History*).
3. Tap **Transfer**  at the bottom of the screen.
4. Next, tap **Send** .
5. When the party answers, announce the call and tap the **Transfer**  to complete the transfer.


Note: When the call is transferred, Caller ID will show the party who transferred the call rather than the original caller.


Blind Transfer (Without Announcement)

1. While on an active call, tap the **More**  option, then **Transfer**  (the caller will be placed on hold).
2. Dial the contact number of the party you wish to transfer the call to (you can also select a contact from the *Directory* or *History*).
3. Tap **Transfer**  at the bottom of the screen.
4. Tap **Transfer**  one more time and the call will be released from your phone and the transfer has been completed.

Note: The inbound Caller ID will appear on the phone where the call was transferred to.

How to Access Voicemail

A message waiting indicator  will appear in the upper left corner of the idle screen indicating that one or more voice messages are waiting.

1. To access your voicemail box, tap **Messages** .
2. Next, tap option **1. View Voice Mail**.
3. Tap the line of the voicemail box you want to access.
4. Follow the voice prompts to listen to your voice messages.