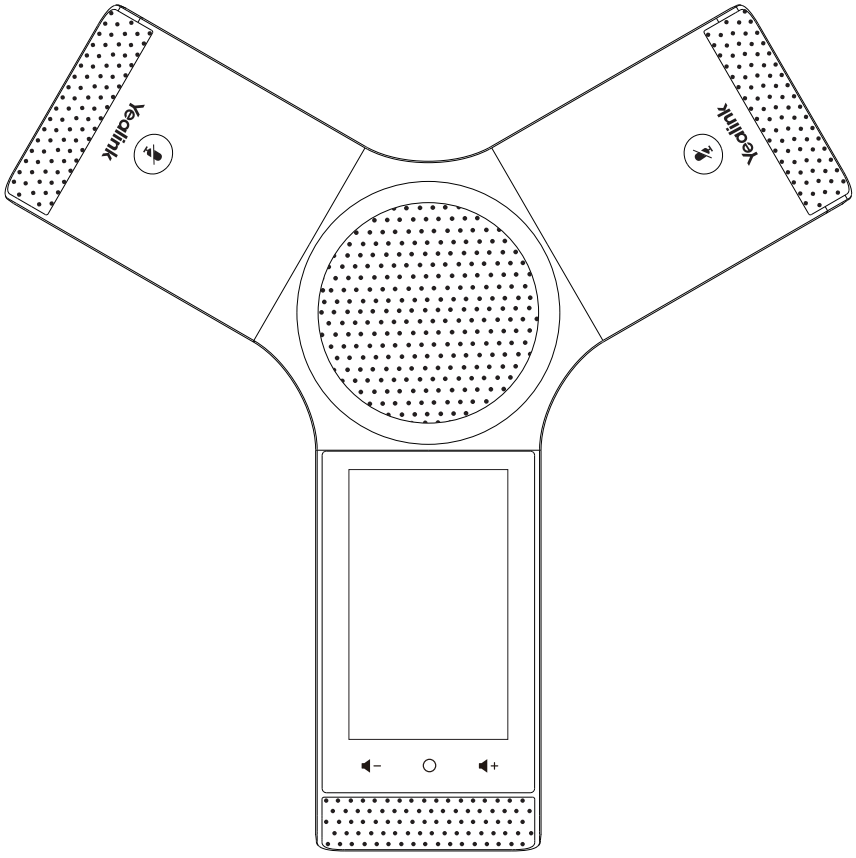
Yealink

HD IP Conference Phone

CP960



English | 简体中文

Quick Start Guide (V84.1)

www.yealink.com

Applies to firmware version 73.84.0.1 or later.

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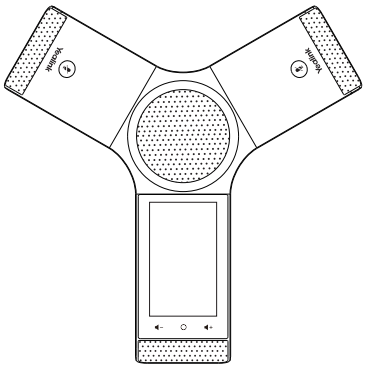
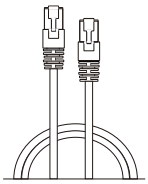
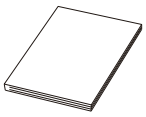
Package Contents



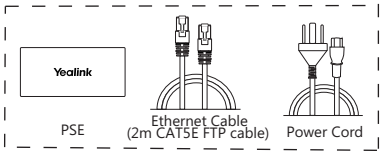
IP Phone



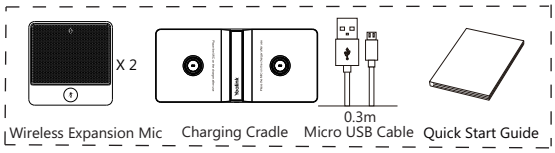
Ethernet Cable
(7.5m CAT5E UTP cable)



Quick Start Guide



PoE Adapter
(Optional)

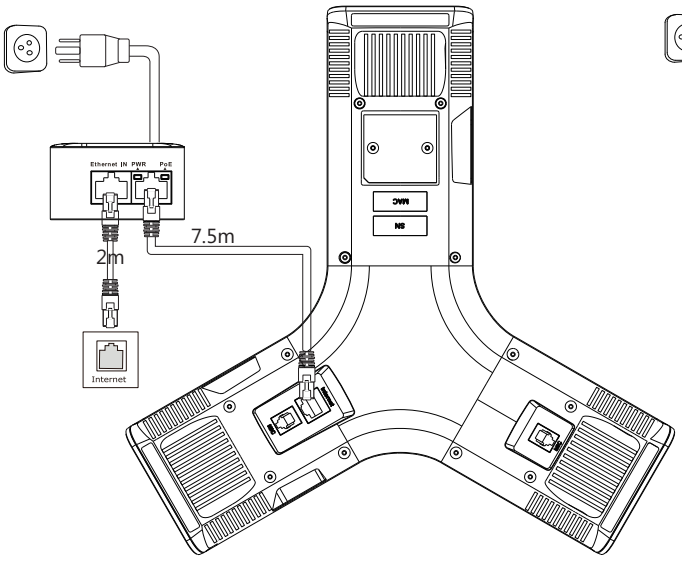


CP Wireless Expansion Mic CPW90
(Optional)

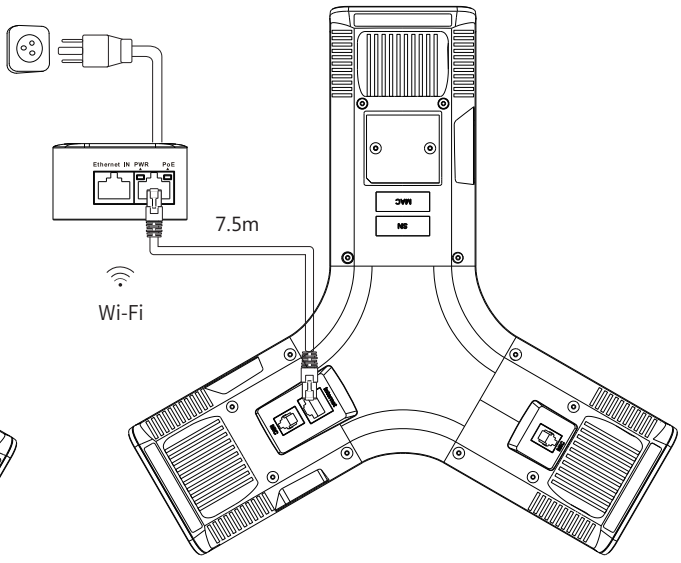
Note: The CPW90 helps you to expand the audio range of the IP phone. For more information, refer to Yealink CPW90 Quick Start Guide. We recommend that you use the accessories provided or approved by Yealink. The use of unapproved third-party accessories may result in reduced performance.

Assembling the Phone

1a. Connect the power and wired network.



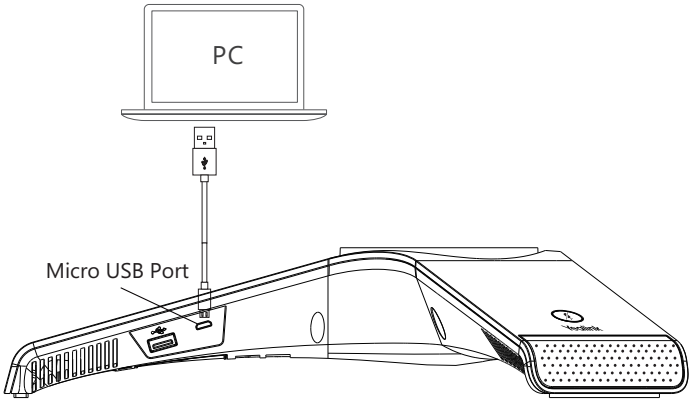
1b. Connect the power and wireless network.



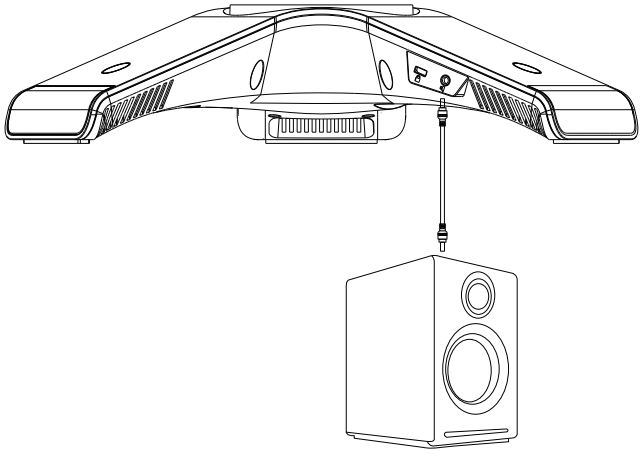
Refer to **Wireless Network Connection** mentioned below in **Configuring Your Phone** for more information.

Note: The IP phone should be used with Yealink original PoE adapter (54V/0.56A) only. The use of the third-party PoE adapter may cause the damage to the phone.
The cable should be replaced at once if its skin is broken.

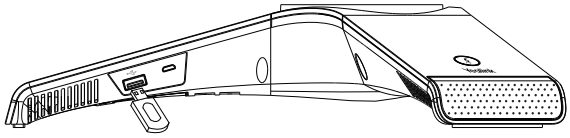
2. Connect the optional PC.



3. Connect the optional external speaker.



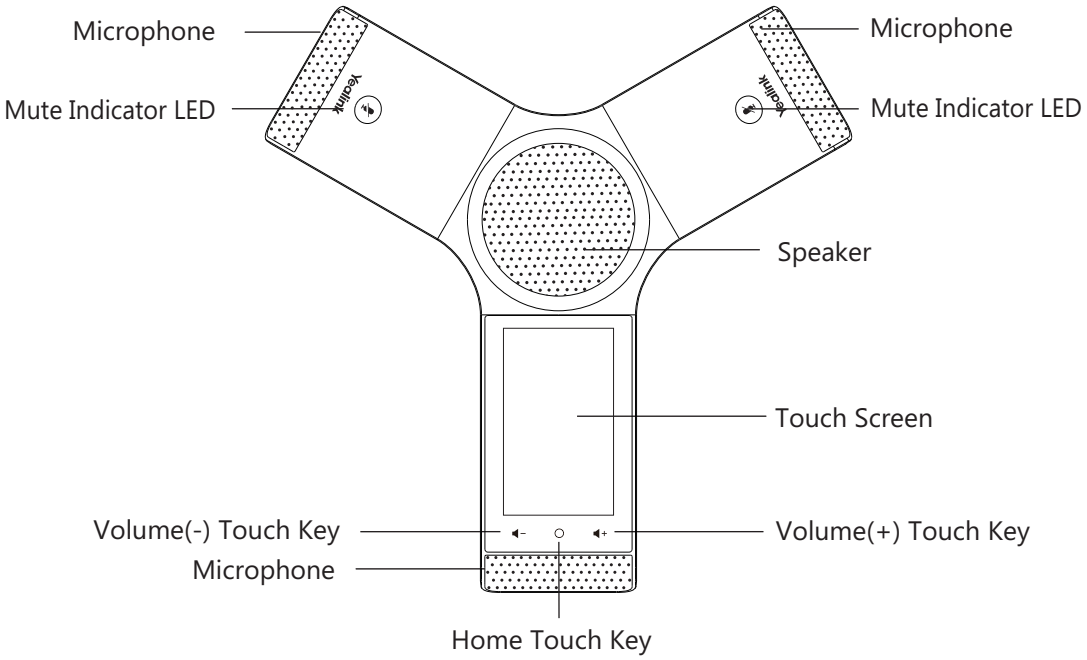
4. Connect the optional USB flash drive.

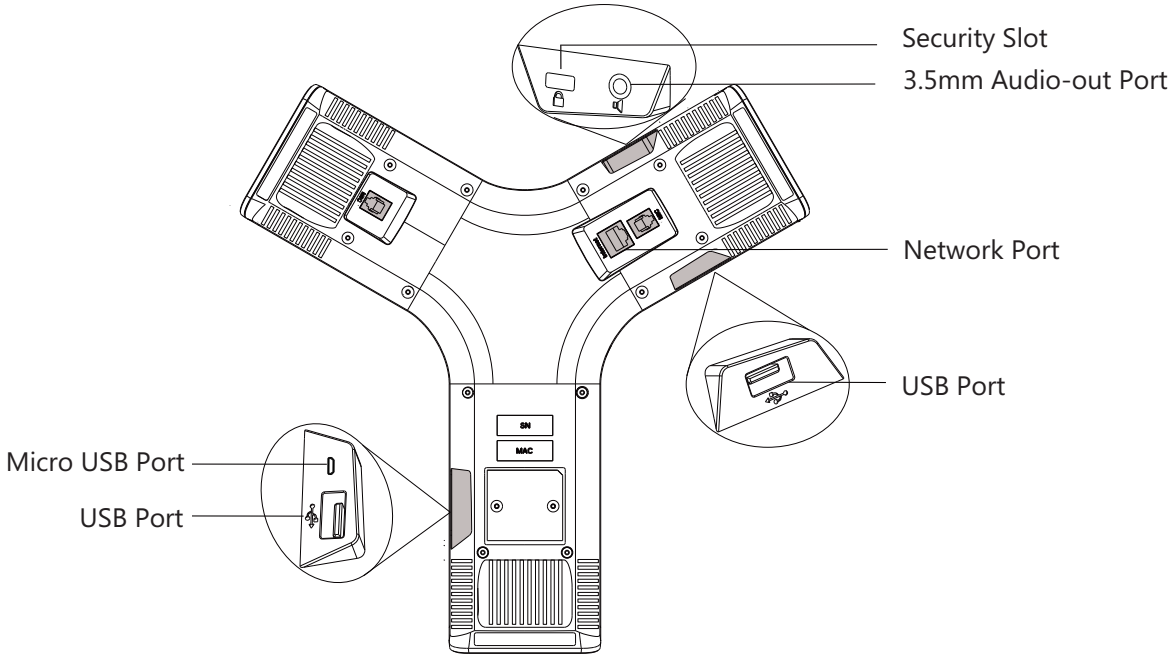


Startup

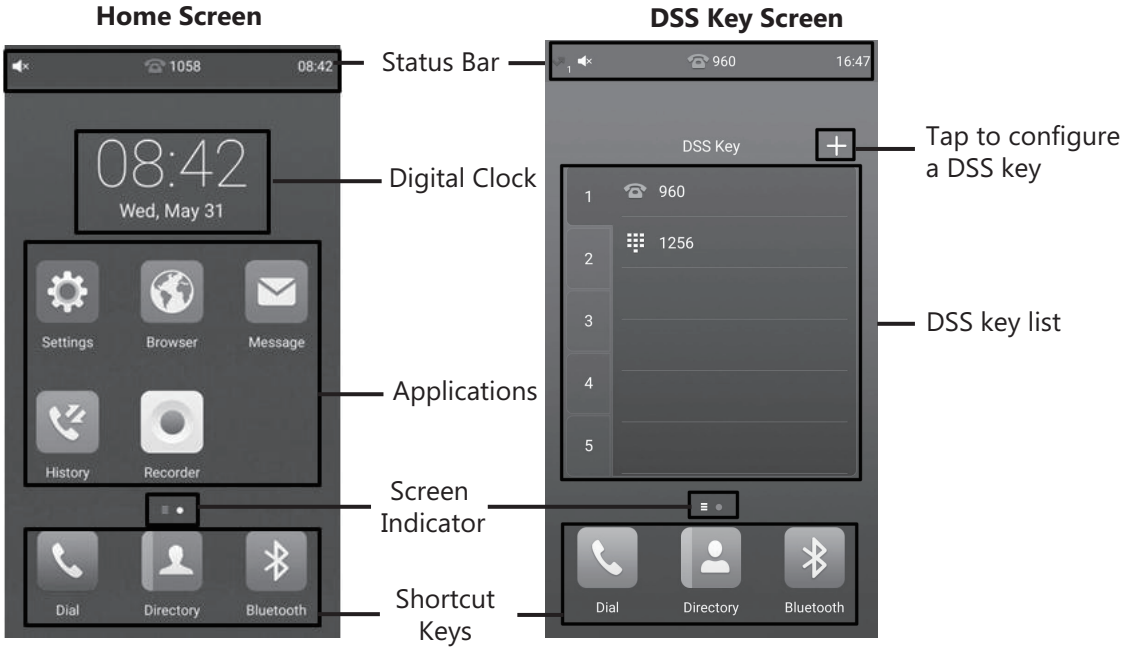
After the IP phone is connected to the network and supplied with power, it automatically begins the initialization process. After startup, the phone is ready for use. You can configure the phone via web user interface or phone user interface.

Hardware Component Instructions





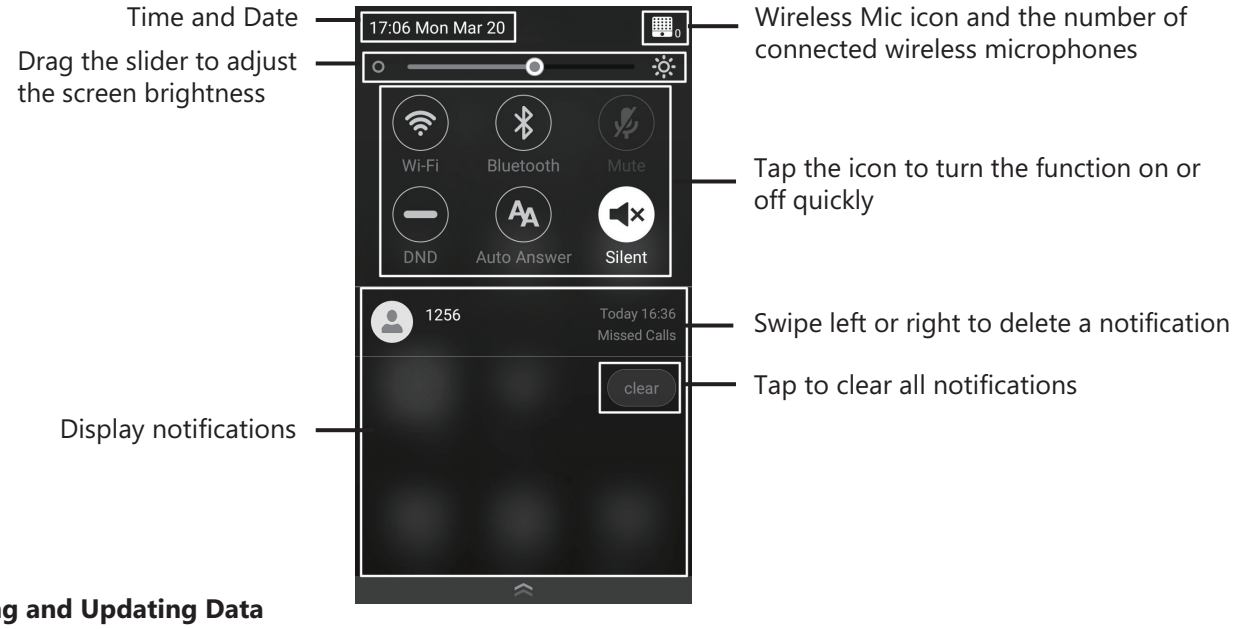
Using the Touch Screen



Swipe left or right to switch between two idle screens.

Control Center and Notification Center

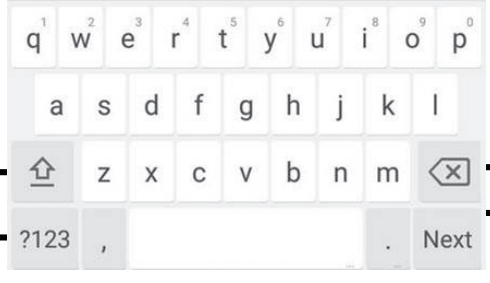
Swipe down from the top of the screen to enter the control center and the notification center.



Entering and Updating Data

To use onscreen keyboard:

1.Tap the input field, the onscreen keyboard displays on the touch screen.



Tap to switch to the uppercase input mode.

Tap to switch to the numeric&symbolic input mode.

Tap to backspace.

Label automatically to identify the context-sensitive features.

- Tap **Send** to dial out the number.
- Tap **Done** to confirm the settings.
- Tap **Next** to go to next field.
- Tap **Go** to browse the web page.

Configuring Your Phone

Configuring via web user interface

Accessing the web user interface:
1. Tap **Settings**->**General** to obtain the IP address of the phone.
2. Open a web browser on your computer, enter the IP address into the address bar (e.g., "http://192.168.0.10" or "192.168.0.10"), and then press **Enter**.
3. Enter the user name (default: admin) and password (default: admin) in the login page and click **Login**.

Network Settings: Click on **Network**->**Basic**->**IPv4 Config**
You can configure the network settings in the following ways:
DHCP: By default, the phone attempts to contact a DHCP server in your network to obtain its valid network settings, for example, IP address, subnet mask, gateway address and DNS address.
Static IP Address: If the phone cannot contact a DHCP server for any reason, you need to configure IP address, subnet mask, gateway address, primary DNS address and secondary DNS address for the phone manually.

Note: The IP phone also supports IPv6, but IPv6 is disabled by default.
The wrong network settings may result in inaccessibility of your phone and may have an impact on the network performance. Contact your system administrator for more information.

Account Settings: Click on **Account**->**Register**.
Parameters of the account:

Register Status:	It shows the register status of the current account.
Line Active:	You can select Enabled/Disabled to enable/disable the account.
Label:	It is shown on the touch screen to identify the account.
Display Name:	It is shown as Caller ID when placing a call.
Register Name:	It is an authenticated ID for authentication provided by ITSP (required).
User Name:	It is provided by ITSP for registration (required).
Password:	It is provided by ITSP for registration (required).
Server Host:	It is provided by ITSP for registration (required).

Register status icons on the touch screen:

(Green) Registered (Gray) Register Failed (Green and Flashing) Registering

Note: Check with your system administrator if any error appears during the registration process or a specific configuration is required for your registration.

Configuring via phone user interface

Network Settings:
1. Tap **Settings**->**Advanced Settings** (default password: admin) ->**Network**->**WAN Port**/**Wi-Fi Port**/**VLAN**/**Webserver Type**/**802.1x**/**VPN**/**LLDP**/**CDP**/**NAT** to configure the network.

Wireless Network Connection:
1. Tap **Settings** from the Home screen.
2. Tap **Wi-Fi** from the **Basic Settings** block.
3. Turn **Wi-Fi** on.
   The button turns to green, and the phone will automatically search for available wireless networks in your area.
4. Tap an available wireless network from the list of networks.
5. If the network is secure, enter its password in the **Password** field.
6. Tap **Connect** to connect to the wireless network.

Account Settings:
1. Tap **Settings**->**Advanced Settings** (default password: admin) ->**Accounts** to configure the account.

Basic Call Features

Placing a Call

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

- Tap **Dial**, enter the phone number, and then tap **Send**.
- Tap **Directory**/**History**, and then tap a desired entry to dial out.

Answering a Call

Tap **Answer**.

Ending a Call

Tap **End Call**.

Call Mute and Unmute

To mute a call:

Tap **Mute** on the touch screen or tap during a call. The mute key LED illuminates solid red.

To unmute a call:

Tap **Mute** on the touch screen or tap again to unmute the call. The mute key LED illuminates solid green.

Call Hold and Resume

To hold a call:

Tap **More**->**Hold** during a call.

To resume a call:

Tap **More**->**Resume** or tap **Resume** during a call.

Local Conference

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

To initiate a conference:

1. Tap Invite during a call.
2. Tap **Call multiple members? Click here>>**.
3. Enter a phone number, and then tap **Add members**.
   You can also select a contact from **Directory** or **History** to join into a conference.
4. Repeat the step 3 to join more members.
5. Tap to call the added members.
   The members are added to the conference after answering.

To join two calls into conference:

Tap **Merge calls** on the Calls screen.

To manage the individual participant:

Tap the avatar of desired participant, do the following:

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

Call Recording

You can record audio calls in the phone itself or onto a USB flash drive (if connected).

To record audio calls:

1. Tap during a call or conference.
2. If a USB flash drive is connected, select where to save your recordings.
   The record icon changes to , the record duration and a mark flag appear on the touch screen.
3. If you want to make a mark during the recording, tap **Mark** once, then the LCD screen will show Mark+1, meaning that there is one mark in this recording.
4. Tap . The recording is saved.

If you end a call or conference during recording, the recordings will be saved automatically when ending the call.

Call Forward

You can forward an incoming call to a contact, or forward all incoming calls to a contact.

To forward an incoming call to a contact:

1. Tap from the Incoming Call screen.
2. Enter the number you want to forward to.
   You can also select a contact from **Directory** or **History**. The call is forwarded to the contact directly.
3. Tap **Forward**.

To forward all incoming calls to a contact:

1. Tap **Settings** from the Home screen.
2. Select **Call Forward** from the **Features** block.
3. Select the desired forwarding type:
   Always Forward----Incoming calls are forwarded unconditionally.
   Busy Forward----Incoming calls are forwarded when the phone is busy.
   No Answer Forward----Incoming calls are forwarded if not answered after a period of time.
4. Turn on the desired forwarding type.
5. Enter the number you want to forward to in the **Forward to** field.
6. If you select **No Answer Forward**, tap the **After Ring Time** field to select a desired ring time to wait before forwarding.
7. Tap to accept the change.

Call Transfer

You can transfer a call in the following ways:

Blind Transfer

1. Tap **More**->**Transfer** during a call. The call is placed on hold.
2. Enter the number you want to transfer to. You can also select a contact you want to transfer to from **Directory** or **History**.
3. Tap **Transfer**.
4. Tap **Transfer** from the prompt box.

Semi-Attended Transfer

1. Tap **More**->**Transfer** during a call. The call is placed on hold.
2. Enter the number you want to transfer to.
3. Tap **Transfer**.
4. Tap **Send** from the prompt box.
5. Tap **Transfer** when you hear the ring-back tone.

Attended Transfer

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

Customizing Your Phone

Local Directory

To add a contact:

1. Tap **Directory** from the Home screen.
2. Tap .
3. Enter a unique contact name in the **Name** field and contact numbers in the corresponding fields.
4. Tap to accept the change.

To edit a contact:

1. Tap **Directory** from the Home screen.
2. Tap after the desired contact.
3. Edit the contact information.
4. Tap to accept the change.

To delete a contact:

1. Tap **Directory** from the Home screen.
2. Tap after the desired contact and then tap **Delete**.
3. Tap **OK** when the touch screen prompts “Delete selected item?”.

Note: You can add contacts from call history easily. For more information, refer to **Call History**.

Call History

1. Tap **History** from the Home screen.
2. Tap **All Local Calls**, and then select the desired call history list.
3. Drag up and down to scroll.
4. Tap ⓘ after the desired entry, and then you can do the following:
   - Tap **Send** to place a call.
   - Tap **Place on dsskey** to assign a speed dial DSS key for the entry.
   - Tap **Add** to add the entry to the local directory.
   - Tap **Edit before calling** to edit the phone number of the entry before placing a call.
   - Tap **Blacklist** to add the entry to the blacklist.
   - Tap **Delete** to delete the entry from the list.

Volume Adjustment

- Tap 🔉– or 🔊+ on the IP phone during a call to adjust the receiver volume.
- Tap 🔉– or 🔊+ on the IP phone when the phone is idle or ringing to adjust the ringer volume.
- Tap 🔉– or 🔊+ to adjust the media volume in the corresponding screen.

Regulatory Notices

Operating Ambient Temperatures

- Operating temperature: +32 to 104°F (0 to 40°C)
- Relative humidity: 5% to 90%, noncondensing
- Storage temperature: -22 to +160°F (-30 to +70°C)

Warranty

Our product warranty is limited only to the unit itself, when used normally in accordance with the operating instructions and the system environment. We are not liable for damage or loss resulting from the use of this product, or for any claim from a third party. We are not liable for problems with Yealink device arising from the use of this product; we are not liable for financial damages, lost profits, claims from third parties, etc., arising from the use of this product.

Explanation of the symbols

- DC symbol

⎓ is the DC voltage symbol.

- WEEE Warning symbol

To avoid the potential effects on the environment and human health as a result of the presence of hazardous substances in electrical and electronic equipment, end users of electrical and electronic equipment should understand the meaning of the crossed-out wheeled bin symbol. Do not dispose of WEEE as unsorted municipal waste and have to collect such WEEE separately.

Restriction of Hazardous Substances Directive (RoHS)

This device complies with the requirements of the EU RoHS Directive. Statements of compliance can be obtained by contacting support@yealink.com.

Safety Instructions

Save these instructions. Read these safety instructions before use!

⚠ General Requirements

- Before you install and use the device, read the safety instructions carefully and observe the situation during operation.
- During the process of storage, transportation, and operation, please always keep the device dry and clean, avoid collision and crash.
- Please attempt not to dismantle the device by yourself. In case of any discrepancy, please contact the appointed maintenance center for repair.
- Please refer to the relevant laws and statutes while using the device. Legal rights of others should be respected as well.

⚠ Environmental Requirements

- Place the device at a well-ventilated place. Do not expose the device under direct sunlight.
- Keep the device dry and free of dusts.
- Do not place the device on or near any inflammable or fire-vulnerable object, such as rubber-made materials.
- Keep the device away from any heat source or bare fire, such as a candle or an electric heater.

⚠ Operating Requirements

- Do not let a child operate the device without guidance.
- Do not let a child play with the device or any accessory in case of accidental swallowing.
- Please use the accessories provided or authorized by the manufacturer only.
- The power supply of the device shall meet the requirements of the input voltage of the device. Please use the provided surge protection power socket only.
- Before plugging or unplugging any cable, make sure that your hands are completely dry.
- Do not spill liquid of any kind on the product or use the equipment near water, for example, near a bathtub, washbowl, kitchen sink, wet basement or near a swimming pool.
- During a thunderstorm, stop using the device and disconnect it from the power supply. Unplug the power plug and the Asymmetric Digital Subscriber Line (ADSL) twisted pair (the radio frequency cable) to avoid lightning strike.
- If the device is left unused for a rather long time, disconnect it from the power supply and unplug the power plug.
- When there is smoke emitted from the device, or some abnormal noise or smell, disconnect the device from the power supply, and unplug the power plug immediately.
- Contact the specified maintenance center for repair.
- Do not insert any object into equipment slots that is not part of the product or auxiliary product.
- Before connecting a cable, connect the grounding cable of the device first. Do not disconnect the grounding cable until you disconnect all other cables.

⚠ Cleaning Requirements

- Before cleaning the device, disconnect it from the power supply.
- Use a piece of soft, dry and anti-static cloth to clean the device.
- Keep the power plug clean and dry.

Troubleshooting

The unit cannot supply power to Yealink device.
There is a bad connection with the plug.
1. Clean the plug with a dry cloth.
2. Connect it to another wall outlet.
The usage environment is out of operating temperature range.
1. Use in the operating temperature range.
The cable between the unit and the Yealink device is connected incorrectly.
1. Connect the cable correctly.
You cannot connect the cable properly.
1. You may have connected a wrong Yealink device.
2. Use the correct power supply.
Some dust, etc., may be in the port.
1. Clean the port.
Contact your dealer or authorized service facility for any further questions.

FCC Statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following
two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

IC Statement

This device complies with Industry Canada's licence-exempt RSSs. Operation is subject to the following two conditions:
(1) this device may not cause interference; and
(2) this device must accept any interference, including interference that may cause undesired operation of the device. CAN ICES-3(B)
Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :
(1) l'appareil ne doit pas produire de brouillage;
(2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.NMB-3(B)

Radiation Exposure Statement

This equipment complies with FCC and IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.
Cet émetteur ne doit pas être Co-placé ou ne fonctionnant en même temps qu'aucune autre antenne ou émetteur. Cet équipement devrait être installé et actionné avec une distance minimum de 20 centimètres entre le radiateur et votre corps.

Contact Information

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Made in China

About Yealink

Yealink is a global leading provider of enterprise communication and collaboration solutions, offering video conferencing service to worldwide enterprises. Focusing on research and development, Yealink also insists on innovation and creation. With the outstanding technical patents of cloud computing , audio, video and image processing technology, Yealink has built up a panoramic collaboration solution of audio and video conferencing by merging its cloud services with a series of endpoints products. As one of the best providers in more than 140 countries and regions including the US, the UK and Australia, Yealink ranks No.1 in the global market share of SIP phones shipments.

Technical Support

Visit Yealink WIKI (http://support.yealink.com/) for the latest firmware, guides, FAQ, Product documents, and more. For better service, we sincerely recommend you to use Yealink Ticketing system (https://ticket.yealink.com) to submit all your technical issues.

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