Yealink CP960 Conference Unit

Phone + Voicemail

USER MANUAL

Manufacturer Discontinued 9/9/2022
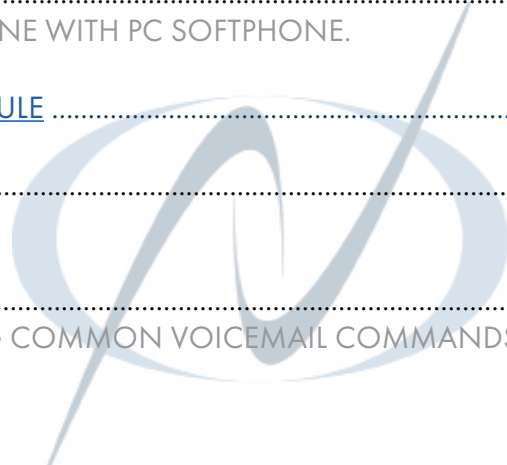
December 8, 2023

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Dial 4357 (HELP) or 315-671-6262 to speak to a Training Representative

GENERAL INFORMATION

The Yealink Optima HD IP Conference Phone CP960 uses the Android 5.1 operating system. It is perfect for any medium to large conference room. The Yealink CP960 provides wireless and wired pairing with your mobile staff – smartphone or PC/tablet via Bluetooth and USB Micro-B port.**Maintenance**

Clean the equipment with a soft, dry cloth. Never use liquids.

Rechargeable Battery

The phone comes with a charged battery, but it may need recharging to full capacity depending on how long it has been in storage.
A fully charged battery provides talk time of about 24 hours, or 15 days of standby time.
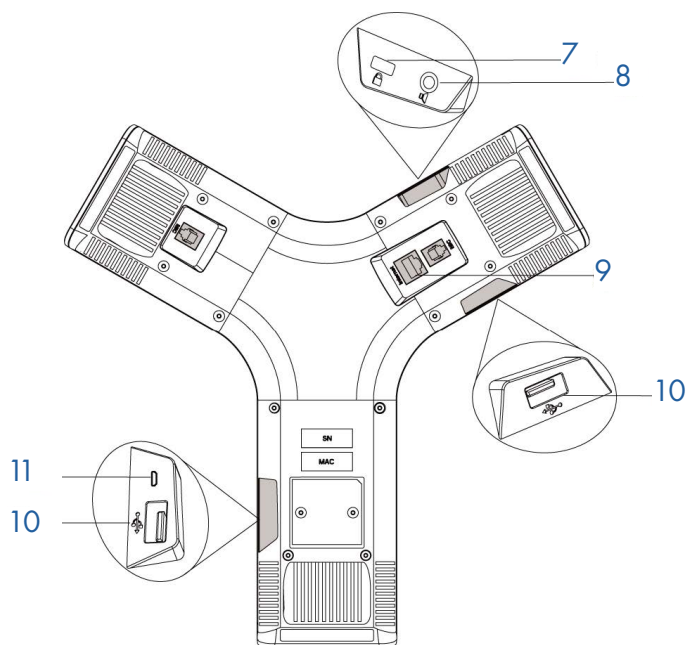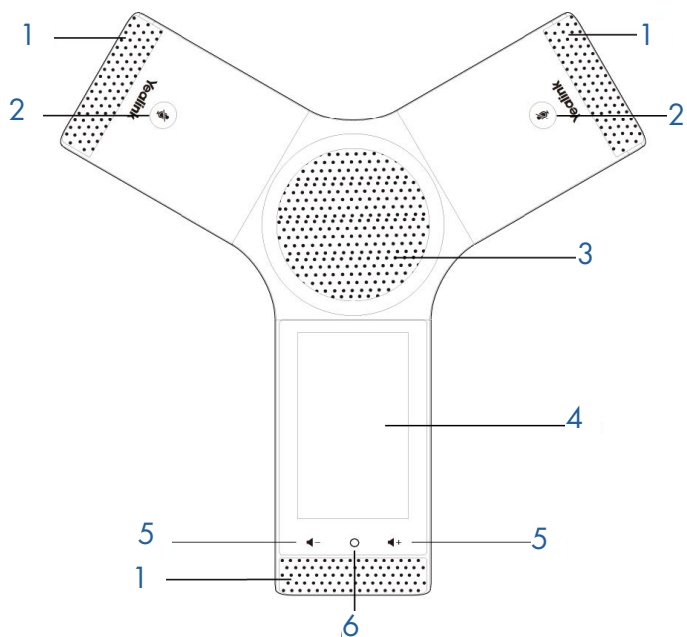
Viewing the Power Status

When the phone is idle, you can check the battery's remaining capacity.
Navigate to Menu>Status>Power Status

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CP960 HARDWARE

No.	Item	Description
1	Three Internal Microphones	Provide 20-feet and 360-degree coverage to transmit sound to other phones.
2	Mute Touch Keys	+ Indicates phone statuses. + Toggles the mute feature on/off.
3	Speaker	Provides ringer and speakerphone output.
4	Touch Screen	Allows you to select items and navigate menus on the touch-sensitive screen. Tap to select items and navigate menus.
5	Volume Touch Keys	Adjust the volume of the speaker, ringer or media.
6	HOME Touch Key	Returns to the idle screen.
7	Security Slot	Allows you to connet a universal security cable lock to your phone so you can secure it to a desktop.
8	3.5mm Audio-out port	Use to connect an optional external speaker.
9	Network Port	Use to connect the phone to the wired network.
10	USB Ports	Use to connect an optional USB flash drive, CPW90 charging cradle or expansion PSTN box(es).
11	Micro USB Port	Use to connect a PC and turn CP960 into an external speaker and microphone for your PC.

MUTE TOUCH KEY LED INDICATORS

The Mute touch key LED indicates the call and phone status.

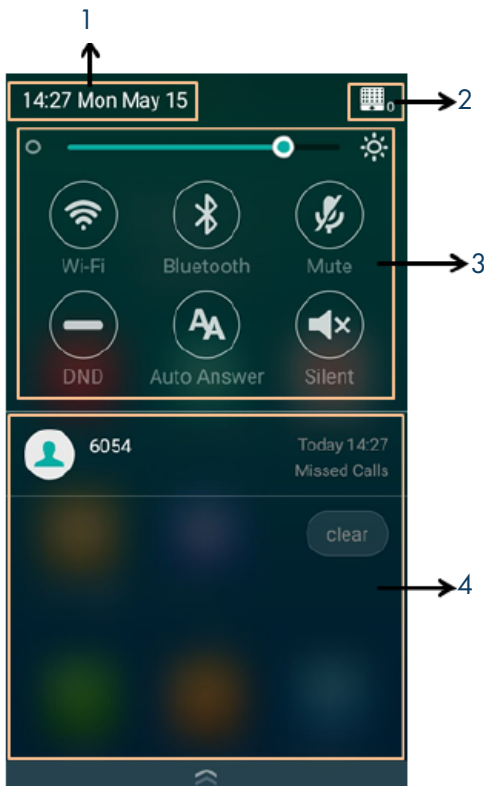| LED Status	Description
Solid red	+ The phone is initializing + The phone is muted.
Flashing red	The phone is ringing.
Solid green	+ A call is being placed. + There is an active call on the phone.
Off	+ The phone is powered off. + The phone is idle.

SCREENS AND ICONS

The user screens and icon indicators help you navigate and understand the important information on the phone's status.

CONTROL CENTER AND NOTIFICATION CENTER

The control center or notification center allows you to access common features or view important notifications quickly. You cannot enter the control center or notification center during active calls, when the phone is ringing or when you are placing a call.

TO VIEW: Swipe down from the top of the screen.

No.	LED Status		Description
1	Time and Date		Diplays the phones time and date
2	Microphone indicator		+ Indicates the number of connected microphones. + Tap to enter the wireless microphone settings screen.
3	Control Center	Backlight Slider	Drag the slider to adjust the screen brightness.
		Wi-Fi	+ Tap to turn Wi-Fi on or off. + Long tap to enter Wi-Fi setting screen.
		Bluetooth	+ Tap to turn Bluetooth on or off. + Long tap to enter the Bluetooth setting screen.
		DND	Tap to turn DND on or off.
		Auto Answer	Tap to turn auto answer on or off.
		Mute	Tap to turn mute on or off quickly.
		Silent	Tap to turn silent mode on or off.
4	Notification Center		+ Tap the desired notification to view details. + Swipe left or right to delete a notification. + Tap CLEAR to delete all notifications.

IDLE SCREEN

Your phone supports two idle screens by default. You can swipe left or right to switch between the idle screens.

NOTE: A third idle screen will appear if your system administrator customizes shortcut keys for you.

HOME SCREEN

The Home screen displays the registered account information, time and date and system applications.

No.	LED Status		Description
1	Status Bar		Displays the label of the current account, icons and times.
2	Icons		Icons are displayed on the left of the status bar.
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 the phone's time.
5	Digital Clock Widget		Displays the phone's time and date.
6	Wallpaper		Shows the specified wallpaper, which 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 the History screen and view call history.
		Recorder	Tap to record audio.
8	Screen Indicator		Indicates the idle screen you are currently viewing.
9	Programmable Keys	Dial	Tap to enter the dialing screen.
		Directory	Tap to enter the Directory screen and view contacts.
		Bluetooth	Tap to enter the Bluetooth settings screen.

DSSKEY SCREEN

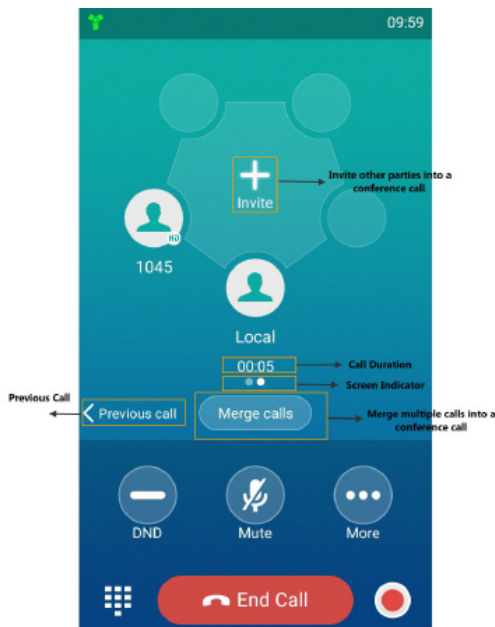The Dsskey screen displays the phone's line keys.
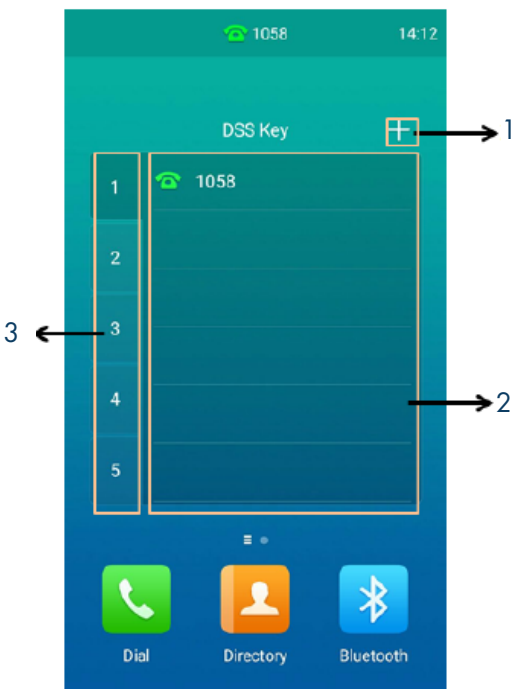
No.	LED Status	Description
1	+	Tap to add a line key.
2	Line Key List	Shows the line key labels. These can be customized.
3	Page Keys	Tap to turn to the corresponding page.

CALLS SCREEN

All of your active and held calls are displayed on the Calls Screen. When there is an active call and a held call, the calls screen appear as below.

NAVIGATING MENUS AND FIELDS

You can use different gestures on the touch screen to perform various operations.
Use the tips below to help you navigate your screens.

Gesture		Action
Tap		Touch an item on the screen with your fingerm then left your finger.
Long Tap		Touch and hold an item for two seconds without lifting your fingers from the screen until an action occurs.
Swipe		Touch and move. When you want to scroll quickly, swipe your finger across the screen - either up, down, left or right.
Drag		Touch and hold, then move. To stop scrolling, stop the dragging motion.
Pinch Open		Touch the screen with two or more fingers, and then move the fingers away from each other.
Pinch Close		Touch the screen with two or more fingers, and then move the fingers toward each other.

CALL PROCESSING

The Dialer enables you to enter a number to place a call. It also displays a list of previously placed calls or contacts in your directory.

PLACING AND ANSWERING CALLS

TO PLACE CALL: OR	Tap 📞 . Enter Number. Select **SEND**.
TO PLACE SECOND CALL:	Select **MORE > NEW CALL.** First call is placed on hold. Enter the number and select **SEND**.
TO ANSWER CALL: TO SILENCE RINGING CALL: TO SEND TO VOICEMAIL:	Hear Ringtone and select **ANSWER**. Press 🔇 . Select **REJECT**.
TO ANSWER SECOND CALL:	Hear Call Waiting alert tone. Select **ANSWER**. First call is place on hold and second call is connected.
TO END CALL:	Select **END CALL**.
HOLD: TO RECONNECT:	Tap **MORE > HOLD**. Tap **MORE > RESUME** or tap (**Resume**).
MUTE: UNMUTE:	Tap **MUTE** on the touch screen or tap 🎤 The Mute key LED illuminates solid red. Tap **MUTE** on the touch screen or tap 🎤 again. The Mute key LED illuminates solid green.
TRANSFER:	Connect your call to someone else (with call on line)

Announced

+ Tap **MORE > TRANSFER** (call holds).
+ Enter the number to transfer to.
+ Tap **TRANSFER**.
+ Tap **SEND**.
  Wait for party to answer and announce call.
+ Tap **TRANSFER** again.

Blind

+ Tap **MORE > TRANSFER** (call holds).
+ Enter number.
+ Tap **TRANSFER**.
+ Tap **TRANSFER** from the prompt box.

DO NOT DISTURB

Sends all calls to voicemail or provides a busy tone if there is no voicemail.

TO ACTIVATE:	Swipe down from the top of the screen to enter the control center and toggle DND on.
	or
	Navigate to **SETTINGS > FEATURES > DND**
	Turn on **DND** status and select ✓ .
	When DND is enabled, the phone displays "DND mode is enabled and the DND icon appears in the status bar.
TO DEACTIVATE:	Select **EXIT DND MODE** from the idle screen.
	or
	Swipe down from the to of the screen to enter the control center and toggle DND off.
	or
	Navigate to **SETTINGS > FEATURES > DND** and turn off DND Status and select ✓ .

CALL PARK

Places an active call on a "system hold" so it can be retrieved from any telephone

|	
TO PARK A CALL:	Tap **MORE > TRANSFER**.
	Press * 13
	Tap **TRANSFER**.
	Tap **TRANSFER** from the prompt box. System announces orbit code number.
TO UNPARK A CALL:	Press * 14 and Orbit Code Number (i.e.: * 14101)
	Select 📞 . Call is connected.

MULTI-PARTY CONFERENCE (Maximum of 4)

There are three ways to initiate a conference call on the CP960.

+ Initiate a conference by dialing multiple numbers.
+ Initiate a conference by inviting participants.
+ Initiate a conference by merging multiple calls together.

INITIATE A CONFERENCE CALL BY DIALING MULTIPLE NUMBERS

+ Select 📞 .
+ Select **CALL MULTIPLE MEMBERS? CLICK HERE >>**.
+ Enter the number of the first party.
+ Select **ADD MEMBERS** or select a contact.
+ Repeat the above steps to add all parties.
+ Select 📞 to call all the parties at once.
The conference is set when all parties answer the call.

NOTE: The value under the 📞 icon indicates the number of parties you have added and the maximum number of parties you can add. In this example, you have added one party and can add up to four more.
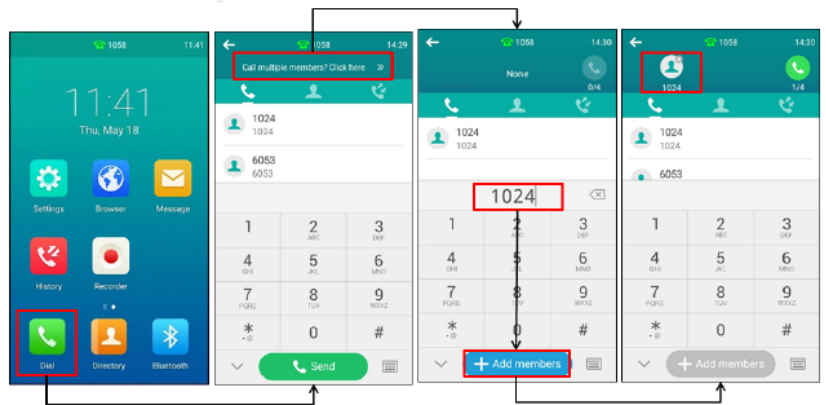
INITIATE A CONFERENCE CALL BY DIALING MULTIPLE NUMBERS

You can invite one or multiple parties at a time to join a conference call.

+ Place a call to the first party.
+ After the first part answers, select **INVITE** or tap one of the empty round
  spaces.
+ Do one of the following:
  + Enter the number of the second party and select **INVITE**.
    Repeat the above step until you have added all intended parties.
    or
  + Select 👤 and select the contact you want to dial.
    or
  + Select 📞 and select a party from your history record to dial.
    or
  + Select **CALL MULTIPLE MEMBERS? CLICK HERE >>**.
    Enter the number or select the contact, then select
    ADD MEMBERS.
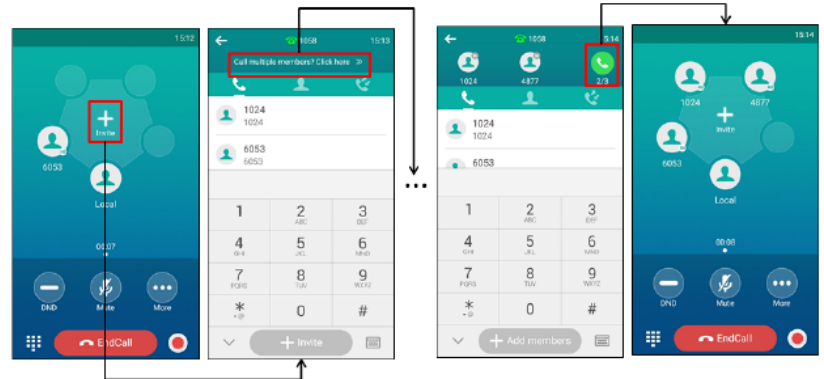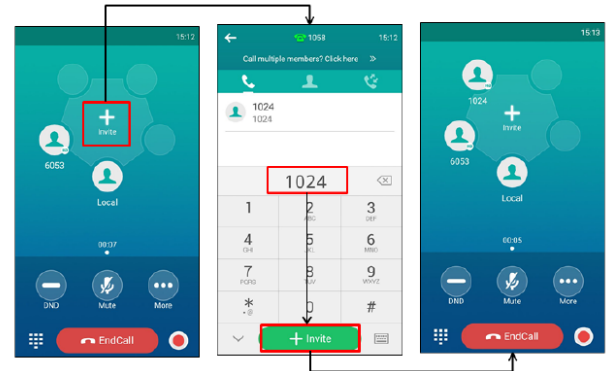
MERGE MULTIPLE CALLS INTO A CONFERENCE CALL

When you have multiple calls, you can merge them into a conference
call.

+ Tap **MERGE CALLS**. The calls are merged into a conference call.
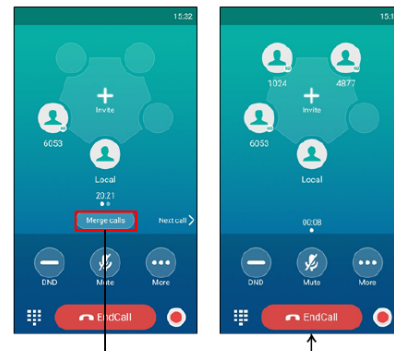
MANAGE CONFERENCE PARTICIPANTS

During the conference call, you can manage the participants in the following ways.

+ **Mute a participant:** Select **FAR MUTE** to mute a participant. They can still hear the other participants but cannot be heard.
+ **Hold a participant:** Select **HOLD** to place a participant on hold.
+ **Remove a participant from the conference:** Select **REMOVE** to remove a participant from the conference permanently.
+ **Split a participant from the conference:** Select **SPLIT** to split the participant from the conference.
+ **View participant information:** Select ⊗ to return to the conference screen and participant information.
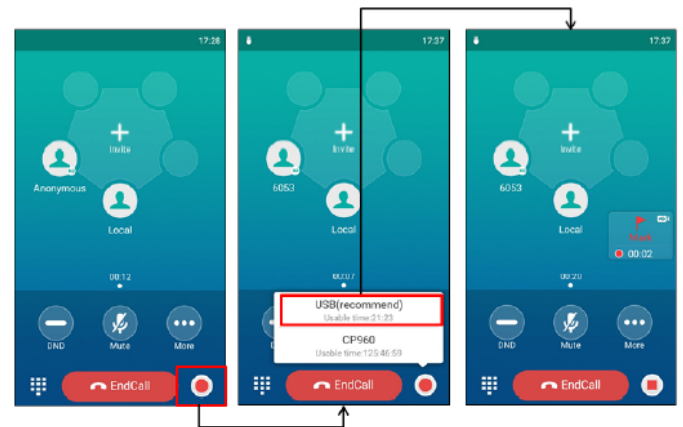
CALL RECORDING

You can record up to 12 hours in one file. By default, the recorded files are saved to the internal SD card. You can connect a USB flash drive to the phone and save the recorded audio to the connected USB flash drive.

IMPORTANT NOTE: Before recording it is necessary that you know the rules and restrictions of call recording for the state that you and others are in.

RECORD A CALL

+ During a call, select **RECORD**.
+ If you have a USB Flash Drive inserted,
   select where to store the recording.
+ To end the recording, select **END RECORDING**.
   The recording will end automatically when you end the call.
+ To mark a spot in the recording select **MARK**.

NOTES: You can record a conference call using the same method but if the conference call is placed on hold, the recording is paused.
If the conference is placed on hold and you make another call, that call will be recorded in the same file.

CHECK STORAGE SPACE

You can check the total storage space and available storage space of the phone or connected USB flash drive.

+ Select ⬤ to launch the recorder application.
+ Select which device you want to check the storage on (Local or USB).
+ Storage and available recordings are displayed for the device.
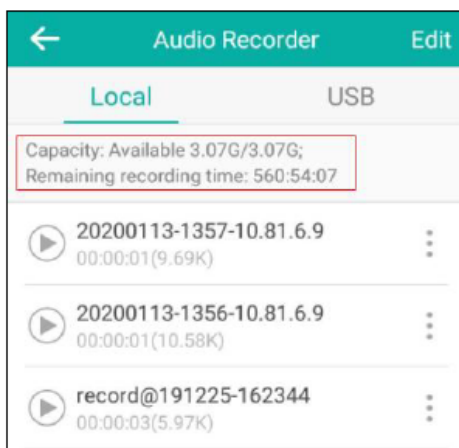
CALL HISTORY

The Call History list displays all of the phones recent calls including missed, placed, received and forwarded calls. Each list holds 100 entries. The history record saves the call information such as the caller's name and number and call duration.

CALL HISTORY ICONS

ICON	DESCRIPTION	ICON	DESCRIPTION
	Received Call		Missed Call
	Placed Call		Forwarded Call

VIEW CALLS

+ Tap .
   or
+ Navigate to **MENU > HISTORY.**
+ Tap **LOCAL CALLS** to select the list to view (missed, dialed, incoming or forwarded).
+ Tap (i) to view call details.

SAVE HISTORY RECORD TO YOUR LOCAL DIRECTORY

+ Tap .
+ Tap **LOCAL CALLS** to select the list to view (missed, dialed, incoming or forwarded).
+ Tap (i) > **ADD.**
+ Edit any applicable information.
+ Tap ✔.

DELETE A HISTORY RECORD

+ Tap .
+ Tap **LOCAL CALLS** to select the list to view (missed, dialed, incoming or forwarded).
+ Tap (i).
+ Tap **DELETE.** You are prompted to confirm the deletion.
+ Select **OK.**

DELETE ALL CALL RECORDS

+ Tap .
+ Tap **LOCAL CALLS** to select the list to view (missed, dialed, incoming or forwarded).
+ Long Tap a contact.
+ Tap the radio box on the top right of the screen.
+ Tap ⋮ > **DELETE CALLS.** Your are prompted to confirm the deletion.
+ Select **OK.**

PLACE A CALL FROM HISTORY

+ Tap .
+ Tap **LOCAL CALLS** to select the list to view (missed, dialed, incoming or forwarded).
+ Tap the desired entry to call the number.

DIRECTORY

There are two types of directories included in the **PHONE BOOK**:

+ **LOCAL:** Numbers you can program into your telephone. You can store up to 1000 entries in your local directory.
+ **NETWORK:** Entries stored by the system administrator to be used by all users, including internal extensions.

ADD ENTRIES TO LOCAL DIRECTORY
+ Tap 👤 .
+ Tap ➕ .
+ Enter the contact's information.
+ Select an account.
+ Select a photo if desired.
+ Tap ✔.

NOTE: You can also add numbers to your local directory through the CommPortal Web interface. See the CommPortal User Guide at www.northland.net for how to.

SEARCH FOR CONTACTS
+ Tap 👤 .
+ Tap 🔍 .
+ Enter the search criteria in the search field.
+ Select the desired letter from the right side to jump to contacts whose names (first or last) begin with that letter.

👤
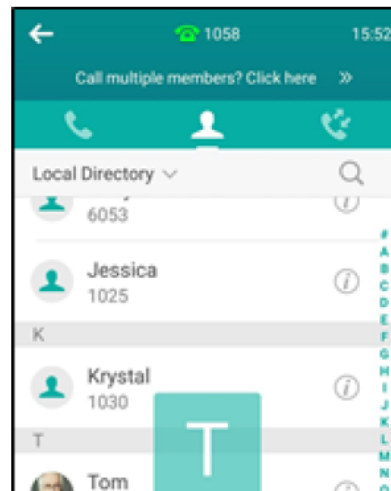
PLACE A CALL FROM THE DIRECTORY
+ Tap .
+ Select the applicable directory.
+ Tap the desired contact.
    If the desired contact has multiple numbers listed, select the applicable number to complete the call.

PAIR AND CONNECT A BLUETOOTH-ENABLED MOBILE PHONE

You can pair and connect a Bluetooth-enabled mobile phone with the CP960 phone. You can pair multiple mobile devices but only one can be connected at a time. After connecting them, You can:

+ Make and receive mobile calls on the phone.
+ Use the phone as a Bluetooth speaker for music on your mobile phone.
+ Merge the calls on your phone, the PC and connected mobile phone into a hybrid UC Conference Call.
NOTE: Not all mobile phones support this feature. Contact your system administrator for more information.

ACTIVATE THE BLUETOOTH

+ Swipe down from the top of the screen.
+ Tap the Bluetooth icon.
   or
+ Navigate to SETTINGS > BASIC SETTINGS > BLUETOOTH.
+ Turn on Bluetooth.
   The phone automatically scans the available Bluetooth devices in your area.
   The Bluetooth icon appears in the status bar.

PAIR AND CONNECT BLUETOOTH-ENABLED MOBILE PHONE

ENABLE CP960 PHONE AUDIO
When you enable the phone audio, the phone can act as a speaker and microphone for your connected mobile phone. The call is made through your mobile phone but the audio is present on the Yealink phone and the call is controlled by the Yealink phone.

TO ENABLE
+ Scroll down ffom the top and tap the Bluetooth icon.
   or
+ Go to OPTIONS > DETAIL > CHANNEL CONTROL.
+ Select Enabled from the Media Audio field.
+ Select SAVE.

TO PAIR
 Make sure that the Bluetooth-enabled mobile phone is discoverable.
+ Navigate to SETTINGS > BASIC SETTINGS > BLUETOOTH.
+ Select   to search for the mobile phone.
+ Tap the desired Bluetooth-enabled phone.
+ Select PAIR on both the mobile phone and the CP960.
NOTE: The connection will be completed successfully when a prompt appears under the Bluetooth-enabled mobile phone number.
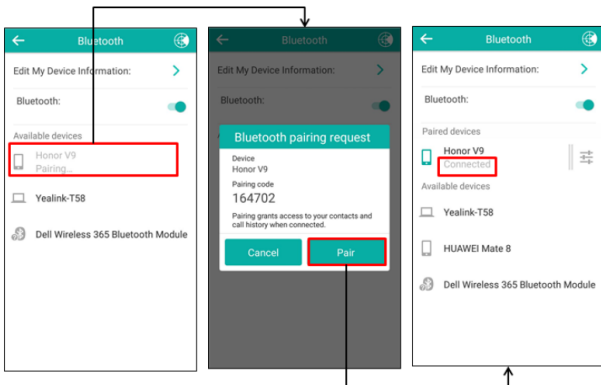
The CP960 automatically assigns a Mobile Account key.
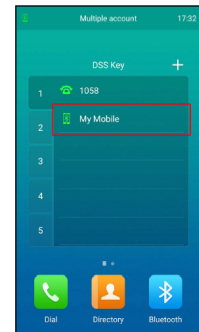
HANDLE A MOBILE CALL ON THE CP960

The CP960 will act as a handsfree speaker and microphone for your mobile device.
The call information appears on both the CP960 and the mobile phone screen. You can control the call's audio to go through the mobile phone or the CP960.
Choose Bluetooth to direct audio to the CP 960.
Choose Handset earpiece or speaker to direct the audio to the mobile phone.

TO PLACE A CALL
+ Tap the MOBILE ACCOUNT line key.
+ Place a call
+ Press **SWITCH** Softkey.
 Select **MOBILE ACCOUNT**.

TO ANSWER A CALL
 An incoming call to your mobile phone will also display on the Yealink phone
+ Tap **ANSWER**.
During the call you can hold/resume, mute/unmute or end the call from the Yealink phone.

DISCONNECT THE BLUETOOTH DEVICE
You can disconnect the paired Bluetooth device from the phone. When you disconnect a Bluetooth device, it remains paired and you can reconnect it to your phone.
+ Select the Bluetooth icon.
+ Tap the connect mobile phone.
+ Tap **OK.**

DEACTIVATE BLUETOOTH MODE
After you deactivate the Bluetooth mode, the Bluetooth device will disconnect from the phone, but it remains paired and you can reconnect it.
+ Tap the Bluetooth Icon.
+ Select **TURN OFF BLUETOOTH**.
+ Select **SAVE**.

USE YOUR CP960 PHONE WITH A PC

When connected to the PC, the phone acts as a speaker and microphone during calls.
From your phone, you can manage the audio from calls or media played on your PC and answer calls from
MaX UC.

CONNECT THE PC TO THE PHONE
+ Connect the phone to a PC using a micro USB cable. (not included)
When the phone is idle the phone screen will look like this:
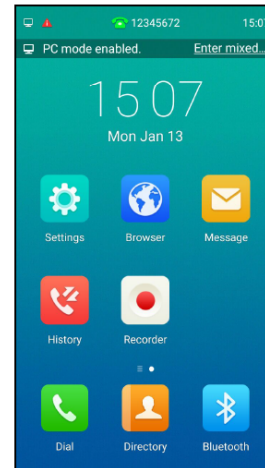
SET THE CP960 AS PC AUDIO DEVICE

By default, the PC automatically selects the connected CP960 as the audio device. You may need to connect it manually.

SET THE PHONE AS PC AUDIO DEVICE VIA PC
+ On your PC: Click **START > CONTROL PANEL > SOUND.**
+ Click **ECHO CANCELLING SPEAKERPHONE** (Yealink CP960 Speakerphone) and click **SET AS DEFAULT DEVICE.**
+ Click **MICROPHONE** (Yealink CP960 Speakerphone) and click **SET AS DEFAULT DEVICE.**
+ Click **OK.**

SET THE PHONE AS PC AUDIO VIA MaX UC
+ Navigate to **TOOLS > OPTIONS > AUDIO.**
+ Select CP960 for both Microphone and Speakers.
+ Optional: Select **TEST** to test your microphone or speaker.

PLACE CALLS VIA PC
If you have the MaX UC Desktop application, you can place calls and the phone acts as a microphone and speaker.
Before you begin, make sure you have set your phone as the PC audio device.

PROCEDURE
+ Make or answer a call on the installed softphone on your PC.
+ The microphone is automatically activated on your Yealink Speakerphone.
+ End the call on the Softphone.
+ The phone will continue to function as a speaker for the PC.

The Yealink CPW60 is a Conference Phone Expansion Mic that works as an audio input device device for the CP960 phone. It features superior audio technology and supports 360-degree voice pickup range at a radius of up to 10 feet without any wires.

PLACE THE CPW90

The CPW90 has rubber pads on its base to prevent it from sliding. You can place it on a conference table.

It should be less than than 60 feet from the CP960 and is not disturbed by obstacles.

Place the CPW90 on a stable surface and keep it away from obstacles so it can effectively pick up sound.
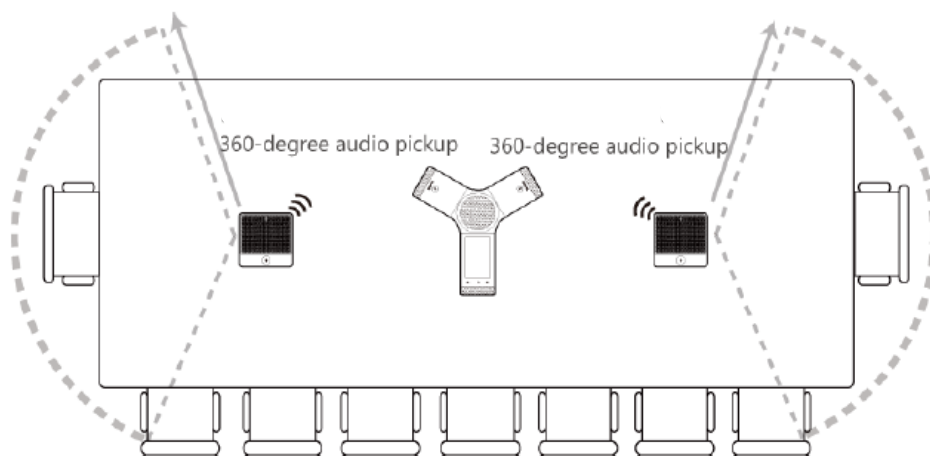
MUTING OR UNMUTING THE CPW90
During the call, you can mute or unmute the CPW90 at any time.

+ Tap the Mute key to mute the call.
   The mute LED indicator glows solid red. And the mute icon appears in the status bar of the phone.
+ Tap the Mute key again to unmute the call.
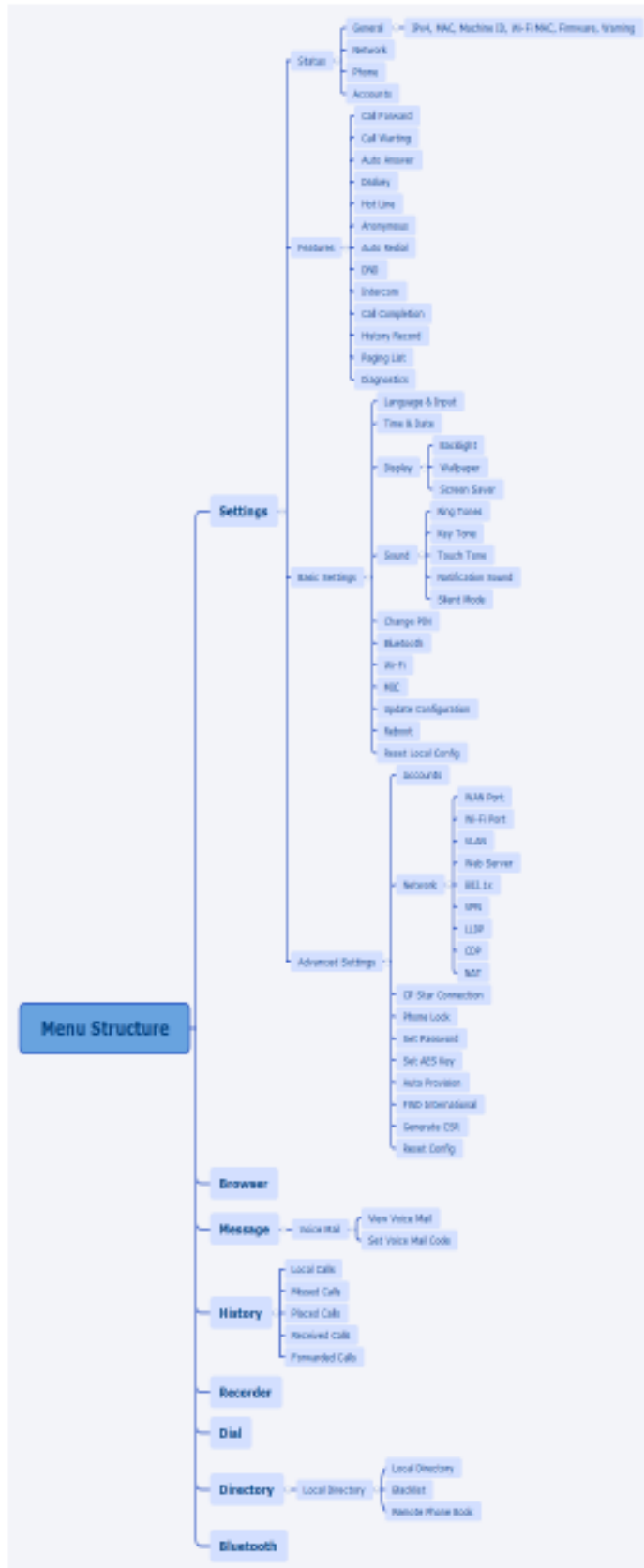
VOICEMAIL

The voicemail system is voice prompted with easy to follow instructions and commands. You must initialize your mailbox for the first time by creating a password, recording your name and recording a greeting.

FIRST TIME VOICEMAIL SET UP
To set up your voicemail for the first time:
+ Dial *99.
+ Enter the EAS Pin provided by the System Administrator.
+ Follow the audio instructions to create a password, record your name and record your personal greeting.

MAILBOX GREETINGS
There are multiple greeting types available for you to choose from:

PERSONAL	Plays to everyone that calls you.
EXTENDED ABSENCE	Plays when you will be away from your office or phone for meetings/vacation, etc. You can turn off message acceptance when using the extended absence greeting. System will remind you Extended Absence Greeting is playing.
SYSTEM GENERATED	A synthesized greeting. This can be set up to include your telephone number or recorded name.
BUSY	Plays when you have active calls on all available lines.
OUT OF HOURS	Can be set to play outside of your normal business hours, weekends and holidays.
FORWARDED TO VM	Plays when you have your phone set to forward to voicemail.

Through the Self Service CommPortal, you are able to:
+ Record and change greetings.
+ Choose your voicemail to email options.
+ Change your login for voicemail so you are not required to enter your mailbox and pin each time you log in from your own telephone.
+ Change other voicemail and telephone settings.

Please refer to the Self Service CommPortal User Manual in the Northland University for full details.

ADDITIONAL NOTES:
+ Deleted messages are archived for 14 days and then they are permanently deleted.
+ Mailbox storage is 100 minutes including archived messages.
+ Maximum Message length is 4 minutes.

LOG IN TO VOICEMAIL

From any internal extension:
+ Press *99.
+ Enter your 10 digit telephone number and press the # key
+ Enter your password and press the # key

From any external telephone:
+ Dial: 315-671-0031
+ Enter your 10 digit telephone number and press the # key
+ Enter your password and press the # key

COMMON VOICEMAIL COMMANDS

Main Menu

1	Listen to messages
2	Send a message to another user
3	Work with personal greetings
4	Mailbox settings
5	Work with Reminder Messages
6	Access deleted messages
7	Switch Account (log into another account)
0	Access Help
*	Exit Voicemail or return to previous menu

NOTES: Star (*) will always back you up to the previous menu
Pound (#) will bypass a user's personal greeting

Listening to Messages

1	Repeat
2	Save
3	Erase
4	Reply
5	Send a copy
6	Increases the message volume
7	Slows the message playback down
8	Pause / Resume
9	Speeds the message playback up
#	Next Message
11	Previous Message
77	Skip backward 5 seconds
99	Skip forward 5 seconds

ADDITIONAL VOICEMAIL SETTINGS

There are additional voicemail settings available in the main menu. Some settings are only available when you log in through a telephone.   See the CommPortal User Guide for settings that are available through CommPortal.

WORK WITH GREETING SETTINGS

From the Main Menu, press 3 to work with Greetings. The following greeting settings are available.

Press 1 to work with the personal greeting
Press 2 to work with the extended absence greeting
Press 3 to choose a system generated greeting or to work with your recorded name
Press 5 to work with the greeting that plays when your phone is busy
Press 6 to work with your out of hours greeting (this allows to set a schedule for a greeting that plays outside of your normal business hours). See also the CommPortal User Guide.
Press 9 to work with the greeting callers here when your phone is set to forward all calls to voicemail

WORK WITH TIMESAVER AND CONVENIENCE SETTINGS

From the Main Menu, press 4 to work with Settings. The following settings are available.

Press 1 to work with group lists - add / edit / delete group lists.
Press 2 to work with timesaver settings - turn autoplay on / off, work with Urgent Message settings and change your message header and body settings.
Press 3 to work with Security – change the pin, set fast login or set skip pin.
Press 5 to work with Notifications - message waiting indicator, email notifications and phone notifications.
Press 6 for Additional Settings - Check the Operator number or turn Marketing broadcasts on / off.
Press 0 to hear helpful hints.

TRANSFER TO VOICEMAIL: Sends a caller directly to voice-mail without ringing the phone.

+ Tap TRANSFER, call automatically held
+ Press *99 and enter EXTENSION Number
+ Tap TRANSFER
+ Tap Transfer from Prompt Box

LEAVE A MESSAGE FOR ANOTHER USER WITHOUT RINGING THE PHONE:

+ Press *99
+ Enter Extension Number and tap **SEND**