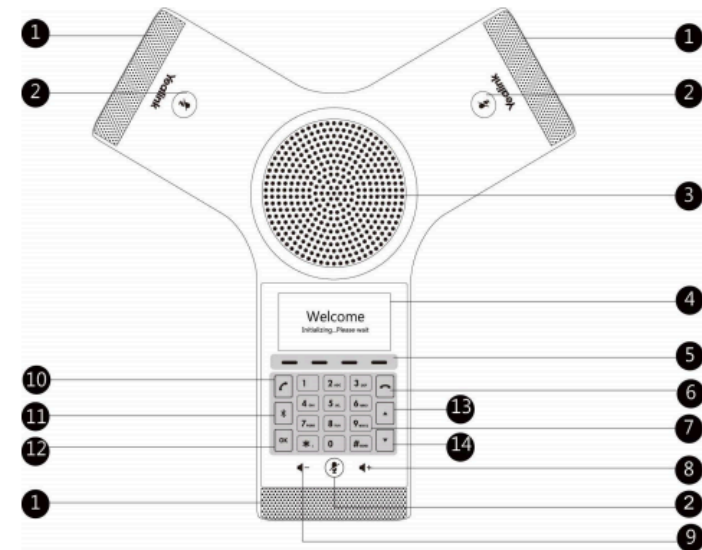


Yealink CP920

Quick Reference guide
March 2018

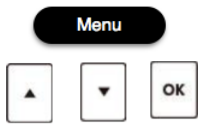


1	Internal Microphones (3) Gives 360 coverage.
2	Mute, Mutes the microphone so the other party cannot hear you.
3	Conference Speaker
4	LCD Screen, Shows Call information, messages etc.
5	Context sensitive keys.
6	On-Hook key, Ends the call or returns to the idle screen.
7	Keypad, Provides digits, letters and special characters in context-sensitive applications.
8	Volume +, Increases volume of the speaker, ringer or media.
9	Volume -, Reduces volume of the speaker, ringer or media.
10	Off-Hook key, Enters the dialing screen, places or answers a call.
11	Bluetooth key, Enters the Bluetooth settings.
12	OK Key, Confirms any actions or can be used to answer incoming calls.
13	Key UP, Scrolls through displayed information upwards.
14	Key DOWN, Scrolls through displayed information downwards.

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Changing your Greeting



Changing your daily Greeting



Changing your permanent Greeting



Voicemail (cont)

Changing your Daily and Permanent Voicemail Greetings

If you have voicemail enabled for your conference phone user you can record two voicemail greetings. The first is a daily greeting that you would normally update on a daily basis, typically giving the date and your whereabouts/availability. The second is a permanent greeting that can be used on any day. If you choose to record a permanent greeting your daily greeting will be deleted at midnight and the permanent greeting will then be used until you record a new daily greeting.

Press the Menu button, navigate to option 4, press OK and select option 1 (Voice Mail)

Whilst listening to the first prompt press the * key you will hear a list of options.

Changing your daily Greeting

To change your daily greeting select option 2

You will then be prompted to record your new Daily Greeting. Press hash (#) when finished.

Your new Daily Greeting will be played back to you, if you are happy with your greeting press End Call button.

You can also select 6 and then option 2 for a daily greeting

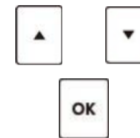
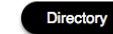
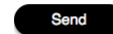
Changing your permanent Greeting

To change your permanent greeting select option 6 followed by option 3

You will then be prompted to record your new Daily Greeting. Press hash (#) when finished.

Your new permanent greeting will be played back to you, if you are happy with your greeting, End Call button. You can also select 6 and then option 2 for a daily greeting For further details on the other voicemail features please Refer to your maintainer.

Making an Internal Call



Making an Internal Call

Dial the extension number via the alpha-numeric keypad

Press Send,OK or the Call key, to make the call.

The Call Status screen will display whom you are ringing and your details

OR

Press the Answer Call key and Dial the extension via the alpha-numeric keypad, press the send key or wait for the number to autodial.

OR

Press the Directory Key

Press the key on the keypad that displays the first letter of the User's name, keep entering the characters to refine the search then.

Find the user required using the Navigation Keys

Select the user required and then press the OK Key to call that user.

(Note: If the extension you are ringing is busy or not answered within 20 seconds (default) you will be passed to voicemail, if enabled.)

Making an External Call



Making an External Call

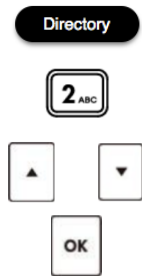
Dial the external number via the alpha-numeric keypad. (Your System Administrator will inform you if a prefix is required.)

Press Send, OK key, or the Call Key to make the call.

The Call Status screen will display whom you are ringing and your details.

OR

Press the Directory Key

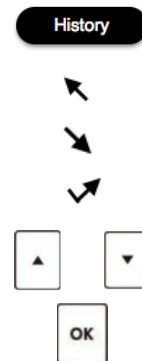


Press the key on the keypad that displays the first letter of the User's name, keep entering the characters to refine the search then.

Find the user required using the Navigation Keys

Select the user required and then press the OK Key to call that user.

OR



Pressing the History button followed by option 1 shows you calls that have been:-

Made

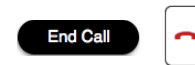
Received

And Missed

Find the call required using the Navigation Keys

then press the OK Key to make a call to that number

Leaving a Message for a Colleague



Voicemail

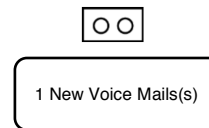
Leaving a Message for a Colleague

If the extension you are ringing is busy or is not answered you will be transferred to voicemail (if enabled) and played your colleague's greeting.

Leave your message.

And then press the End Call button.

Accessing Your Own Messages



Accessing Your Own Messages

If you have a message waiting you will see a flashing cassette icon on the screen. If this is a new message you will hear a short beep and see a message on the CP860 screen

Press the Menu button, navigate to option 4, press OK and select option 1 (Voice Mail) followed by 1 (View Voice Mail).



Select the message you wish to play using the navigation button and press OK or Connect to play the message.



Whilst the message is playing you can use the keypad to do the following: -



- Press 1 to play help
- Press 2 to skip forward 2 seconds
- Press 3 to delete the message
- Press 4 to play the previous message
- Press 5 to forward the message
- Press 6 to play the next message
- Press 7 to save the message
- Press 8 to skip backwards 2 seconds
- Press 9 to play the callers number
- Press * for configuration options

To Call a Previous Caller



To Delete a Call Entry



To Call a Previous Caller Back

Press the History button followed by option 1 (All Calls).

Use the Navigation keys to select the number you wish to call back and then press the Send button or OK button.

To Delete a Call Entry

Press the History button.

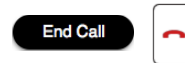
Use the navigation keys to select the call you wish to delete, then press the delete button

Press the back button to return to the main screen.

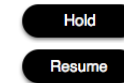
Answering a Call



Ending a Call



Placing a Call on Hold



Announced Transfer



Answering a Call

The main screen will show the details of the caller, Answer or OK buttons to answer the call.

OR

If you do not wish to answer the call press the reject button and the call will be passed to your Forward on Busy number (if set), or to voicemail (if enabled), or cancelled. (If your phone is busy or not answered within 20 seconds (default) the caller will be passed to voicemail, if enabled.)

Ending a Call

Press the end call button

Placing a Call on Hold

Press the Hold Key

To retrieve the call press the resume button

Transferring a Call

Announced Transfer

Place the call on hold using the Tran Key

Dial the internal or external number and wait for the call to be answered and then announce the intended transfer.

To transfer the original call, press the Tran button.

OR

To return to the original call, press the Cancel and then the Resume Key, or wait for the destination to hang up and then press the Resume key

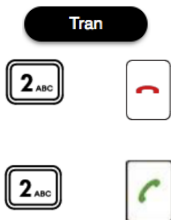
Blind Transfer



Transfer to colleague's voicemail



Parking and Picking a Call



Transferring a Call (cont)

Blind Transfer (un-announced transfer)

Place the call on hold using the Tran Key

Dial the internal or external number

To complete the transfer, press the Tran key.

Transferring a Call Directly to a Colleague's voicemail

Place the call on hold using the Tran Key

Dial the internal number prefixed with a # i.e. #200 if you wanted to transfer the call to ext 200's voicemail.

Press the Tran key again to complete the transfer

Parking and Picking up a Call

This facility allows a call to be held on the system and picked up by any extension.

The CP920 Does not have the ability to show Park slot information so this has to be done manually.

To park a call press Tran followed by *51 Send, you will hear a message telling which Park Slot is being used, you can then end the call.

To pick up a parked call you must know the Park Slot being used, enter ** followed by the Park Slot number, the call will then be presented to the CP860

Conferencing a call



Conferencing a Call

To conference a call press the Conference button, enter the ext. you wish to conference.

You can swap between calls by pressing the Swap button, or to conference all parties press the Conference button again.