Yealink CP960

Quick Reference guide

March 2018
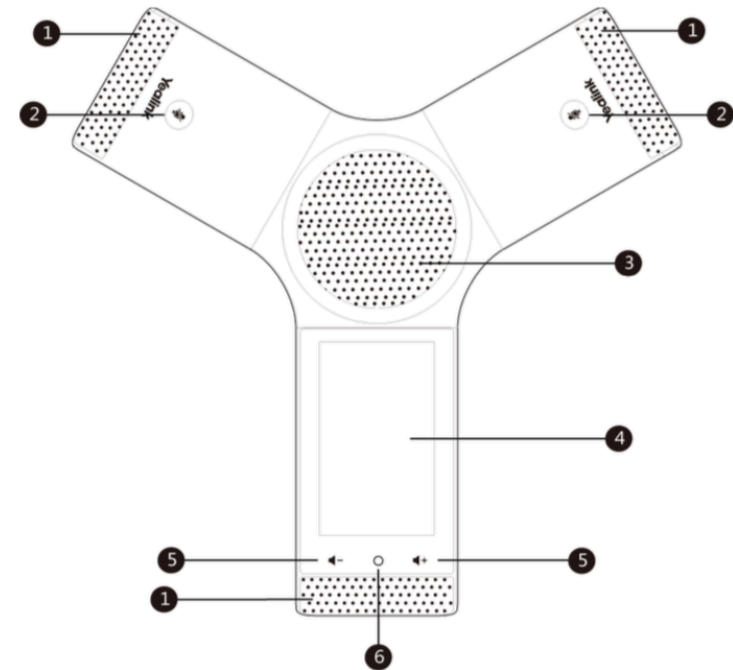

1	Internal Microphones (x3)	
2	Mute	Mutes the microphones so the other party cannot hear you.
3	Speaker	Used for hands-free operation.
4	Touch Screen Shows Call Information, Missed calls, Voicemail, Time and Date and DND and other information.	
5	Volume Key	Adjust the volume of the speaker, ringer or media.
6	Home	Returns to the idle screen,.

Splicecom

The Right Choice For Voice
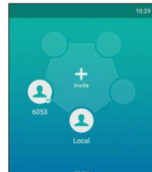
Making an Internal Call
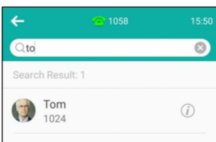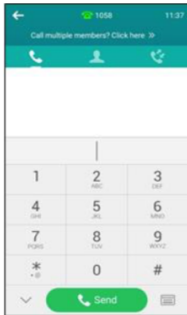
Making a Call

Press the handset key and then,

Dial the Ext or Number you wish to call via the touch screen. Then press Send on the screen to make the call.
(Your System Administrator will inform you if a prefix is required.)

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

OR

Press the Directory Key on the touch screen.

The directory will default to local, to use the SelectVoice contact database Select LDAP from the drop down list and then use the on screen keyboard to enter the person's name you wish to call. A list of contacts will be shown as you type, to refine the search

To call that person press the appropriate person on the list using the touch screen

Once you have found the person you are looking for you can get further contact details by pressing the information icon on the screen, you can then call them by pressing the Send icon.

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

Call History
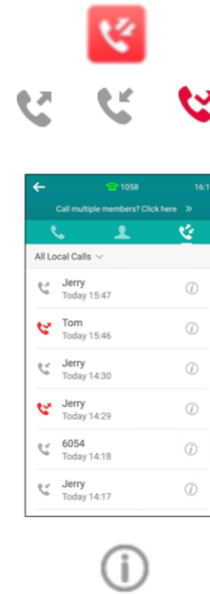
Call History

Pressing the History button on the touch screen shows you calls that have been.

Made, Received and Missed

Find the call required by swiping up and down the list then press the appropriate entry to make the call.

		10:58	16:15
Call multiple members? Click here >>

All Local Calls ⌄

Jerry	Today 15:47	ⓘ
Tom	Today 15:46	ⓘ
Jerry	Today 14:30	ⓘ
Jerry	Today 14:29	ⓘ
6054	Today 14:18	ⓘ
Jerry	Today 14:17	ⓘ

ⓘ

Once you have found the person you are looking for you can get further contact details by pressing the information icon on the screen.
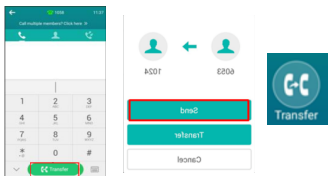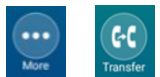
Answering a Call

The main screen will show the details of the caller, use the touch screen and press the answer icon to answer the call.

OR

If you do not wish to answer the call press the reject button on the touch screen 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

Replace your handset (if you are using the handset), or press the Speaker button (if you are using hands free) or use the touch screen and press the End Call Icon

Placing a Call on Hold

Press the more key.
Press the Hold Key on the touch screen or press the Call Hold Key

To retrieve the call press the resume button

Transferring a Call

Announced Transfer

Press the more icon then place the call on hold pressing the transfer icon on the touch screen,

Dial the internal or external number and then press the transfer icon, you will see another screen pop up press Send, wait for the call to be answered and then announce the intended transfer. To transfer the original call, press the transfer icon.

OR

To return to the original call, press the cancel icon on the screen and then the Resume Key.

Answering a Call

Ending a Call

Placing a Call on Hold

Announced Transfer

Voicemail (cont)

Changing your Daily and Permanent Voicemail Greetings

If you have voicemail enabled 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 Messages button, followed by View Voicemail, then select your 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 the End Call button on the touch screen.

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, press theEnd Call button on the touch screen.

For further details on the other voicemail features please Refer to your maintainer.

Changing your Greeting

Changing your daily Greeting

Changing your permanent Greeting

Leaving a Message for a Colleague

EndCall

Accessing Your Own Messages

176 New Voice Mail(s)

Exit   View   Connect
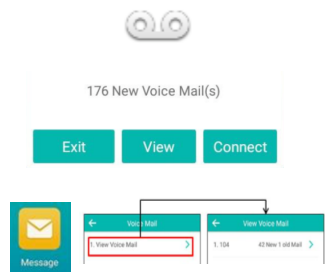
Message

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*.@	0	#

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.

Press the End Call icon on the touch screen.

Accessing Your Own Messages

You will see a cassette icon appear on the main screen together with a pop up window

Press the Messages Key to listen to your messages, or press the Connect button on the pop up window.
new messages will be played automatically.

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
Press 0 to return the call*

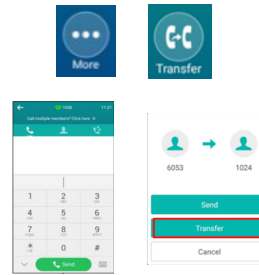*Voicemail forwarding must be enabled for this to work, please see your reseller for details.

Blind Transfer

More   Transfer

Transfer to colleague's voicemail

More   Transfer

Parking and Picking a Call

Park 1

Park 2

Park 3

Park 4

Patric James

Transferring a Call (cont)
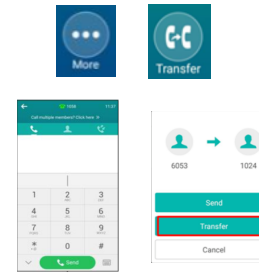
Blind Transfer (un-announced transfer)

Press the more icon then place the call on hold pressing the transfer icon on the touch screen,

Dial the internal or external number and then press the transfer icon, you will see another screen pop up press Transfer, Your call will be transferred directly to extension.

Transferring a Call Directly to a Colleague's voicemail

Press the more icon then place the call on hold pressing the transfer icon on the touch screen,

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

Press the Transfer 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.

Once on a call swipe the screen to the right to reveal the Park keys on the touch screen, to park the call select one of the displayed Park Slots.

The caller's details will be displayed against the relevant Park Slot showing that there is a parked call waiting to be picked up. Identify the person you wish to pickup and press the button next the relevant park slot on the touch screen to pick up the call.
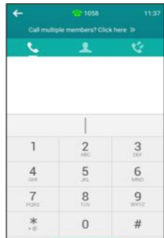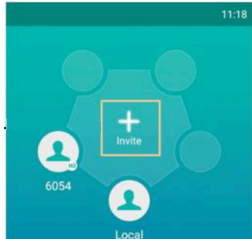
To Call a Previous Caller Back
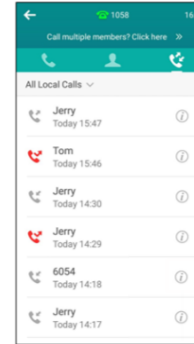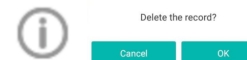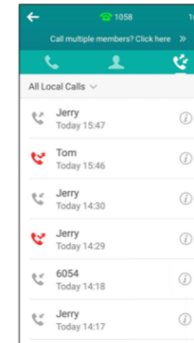
Press the History button on the touch screen.

You can swipe the list up and down to select the number you wish to re-dial.

Once you have located the caller you wish to call back press the entry on the touch screen and the call the call will be placed.

To Delete a Call Entry

To Delete a Call Entry

Press the History button on the touch screen.

You can swipe the list up and down to find the call you wish to delete.

Press the Information Icon of the record you wish to remove and then press the Trash Can Icon on the touch screen.

You will be prompted to Delete the record or Cancel, Press OK to delete the record or Cancel to return to the list.