Yealink
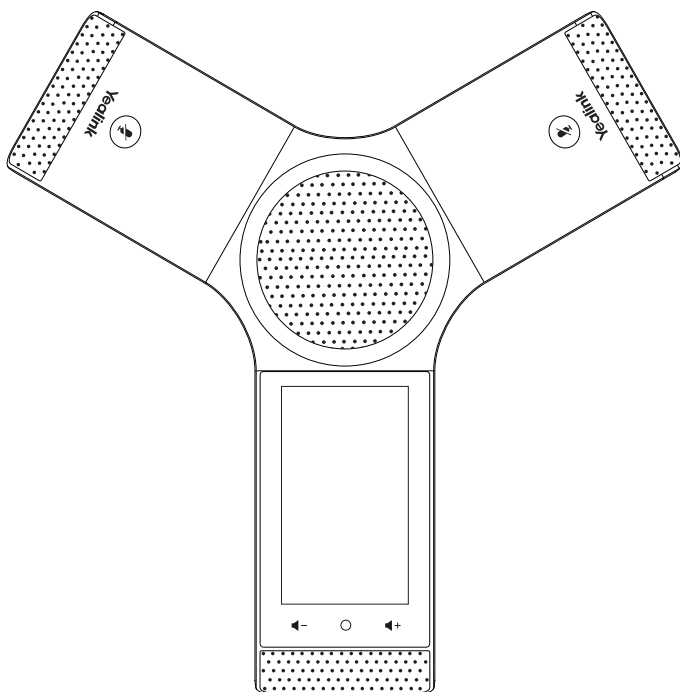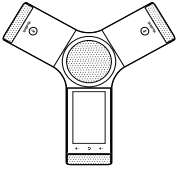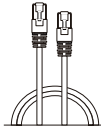
CP960-Skype for Business ®Edition

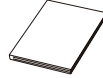**Quick Start Guide(V8.17)**

Packaging Contents

The following items are included in your package. If you find anything missing, contact your system administrator.
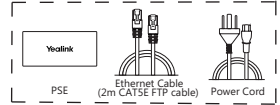

Skype for Business phone

Enternet Cable (7.5m CAT5E UTP cable)
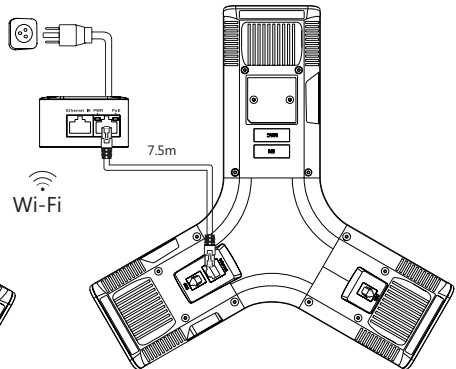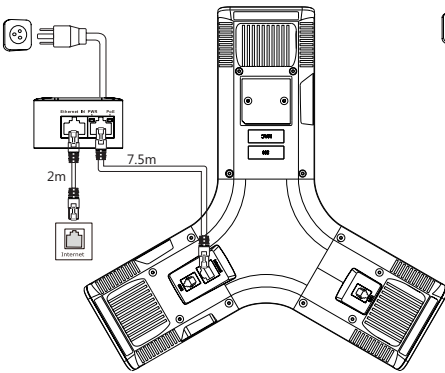
Quick Start Guide

PoE Adapter (Optioal)

Note: We recommend that you use the accessories provided or approved by Yealink. The use of unapprove 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.

Wi-Fi

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

Note: The Skype for Business 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.
The current version of firmware does not support wifi.

2.Connect the optional USB flash drive.
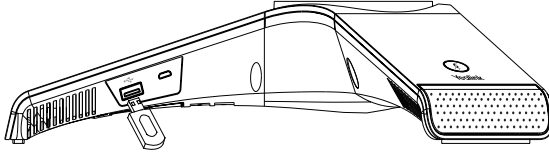
You can record active calls onto a USB flash drive connected to your phone.

3.Connect the optional PC.

PC

Micro USB Port
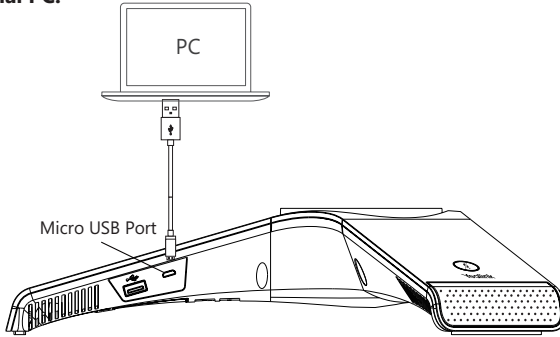
You can connect a PC and turn CP960 into an external speaker and microphone for your PC.

4.Connect the optional external speaker.

You can connect a external speaker to provide wide sound coverage.

Starup

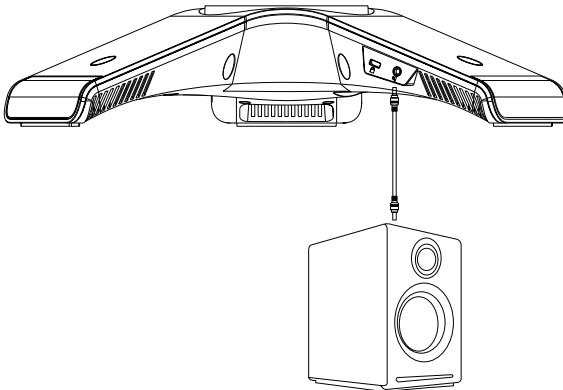After the Skype for Business phone is connected to the network and supplied with power, it automatically begins the initialization process. After startup, the sign-in screen appears on the touch screen.

Hardware Compoment Instructions

Microphone
Mute Indicator LED
Microphone
Mute Indicator LED
Speaker
Touch Screen
Volume(-) Touch Key
Volume(+) Touch Key
Microphone
Home Touch Key

Security Slot
3.5mm Audio-out Port
Wired Mic Port
Wired Mic Port
Network Port
USB Port
Micro USB Port
USB Port
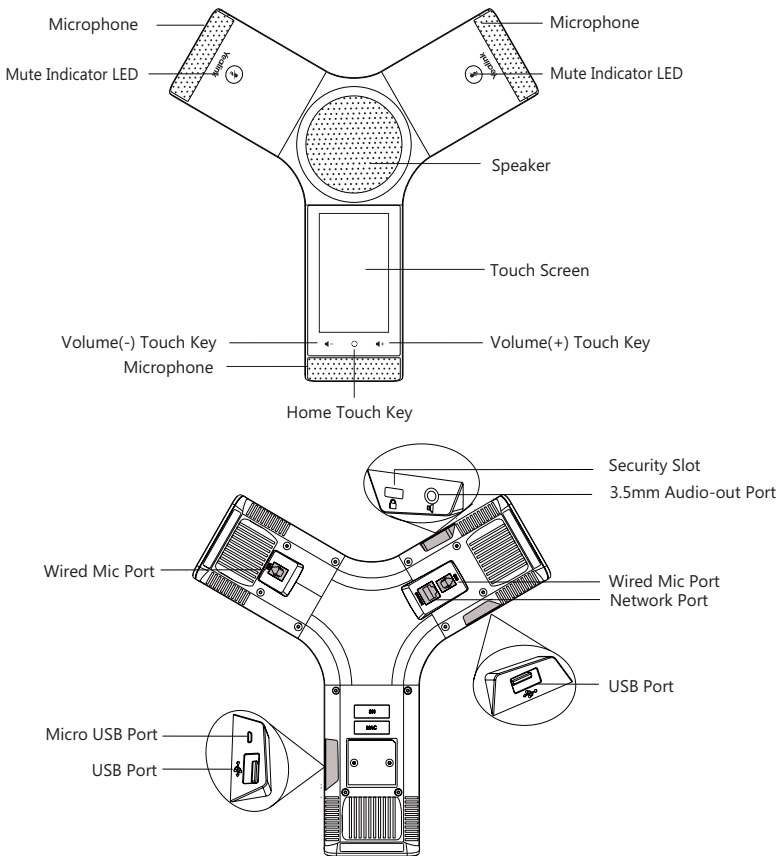
Note: Under current firmware, the 3.5mm Audio-out Port, Wired Mic Ports, USB Ports and Micro USB Port are not applicable.

Sign into or Sign out of Your Skype for Business Account

You can sign into or sign out of your Skype for Business account on the phone.

To sign into your Skype for Business account:

1. Tap **User Sign-in** to enter the sign-in screen.
2. Select desired sign-in method from the pull-down list of **Login Type**.
3. Follow the on screen prompts.

To sign out of your Skype for Business account:

1. Tap **More**->**Advanced**->**Sign out**.
2. Tap **Sign Out**.

Update Your Presence Status

Your presence information is a quick way for other people to see your availability status. You can change it manually if you want to.

To update your presence status:

1. Tap your avatar at the top-left corner of the touch screen.
2. Tap the desired status.

   You can tap **Reset Status** to change your status to **Available**.

Directory

The phone directory includes local directory and Skype for Business directory.

To add a local contact:

1. Tap **Contacts**->**Local Directory**.
2. Tap the desired group, and then tap ⊕ to add a contact.
3. Enter a unique contact name in the **Name** field and other information in the corresponding fields.
4. Tap **Save** to accept the change.

Favorites group:

When you add contacts to the Favorites group, those favorites display on the Favorites screen ⭐ too. By default, local favorites are displayed before the Skype for Business favorites. Local favorites are indicated by the icon ⭐ . Skype for Business favorites are indicated by the presence status icon.

To search for contacts:

1. Tap **Contacts**.
2. Tap 🔍 .
3. Enter a few continuous characters of the contact name or continuous numbers of the contact.
   The phone automatically displays search results.

To view a contact's information:

1. Tap **Contacts**.
2. Tap the desired group.
3. Tap ⓘ to view the detailed information.

To call contacts from the directory:

1. Tap **Contacts**.
2. Tap the desired group.
3. Tap the desired contact directly.

Basic Call Features

To place a call:

1. Tap **New call**.
2. Enter the number and then tap [　　📞　　] .

   You can also select a desired contact from the search result list, favorites screen, history screen or contacts screen.

To answer a call:

1. Tap **Answer**.

To end a call:

1. Tap **End Call**.

To mute or un-mute a call:

1. Tap (🎤) to mute the microphone or tap it again to un-mute the microphone during a call.

To place a call on hold:

1. Tap **More**->**Hold** during an active call.

To resume the held call, do one of the following:

- If there is only one call on hold, tap **Resume**.
- If there is more than one call on hold, tap the call you want to resume, and then tap **Resume**.

Call Transfer

You can transfer a call in the following ways:

To perform a blind transfer during a call:

1. Tap **More**->**Blind Tran** during an active call. The call is placed on hold.
2. Tap Enter the number and then tap [　　📞　　] .

   You can also select a desired contact from the search result list, favorites screen, history screen or contacts screen.

   Then the call is connected to the number to which you are transferring.

To perform a consultative transfer:

1. Tap **More**->**Transfer** during an active call. The call is placed on hold.
2. Enter the number and then tap [　　📞　　] .

   You can also select a desired contact from the search result list, favorites screen, history screen or contacts screen.
3. After the party answers the call, tap **Transfer** to complete the transfer.

Initiate a Conference Call

You can initiate a Skype for Business conference call by meet now or calling a group of Skype for Business contacts.

To initiate a conference call:

1. Tap **Meet Now**->**Add**.
2. Enter the number and then tap [　　📞　　] .

   You can also select a desired contact from the search result list, favorites screen, history screen or contacts screen.
3. Tap **Add** to add additional contacts.

To initiate a conference call with a Skype for Business group:

1. Tap **Contacts**.
2. Tap (📞) on the right of the desired Skype for Business group.

   The touch screen prompts "Are you sure you want to start a conference?".
3. Tap **OK** to dial all contacts in the group.

Managing the Conference Participants

Muting and Unmuting All Conference Participants

The organizer or presenters can mute or unmute other conference participants.

If the organizer or presenters mute your audio, you must wait for the organizer or presenter to unmute your audio before you can speak in the conference again.

To mute all conference participants by organizer or presenters:

1. Tap **More**->**Mute All**.

To unmute all conference participants by organizer or presenters:

1. Tap **More**->**UnMute All**.

2. The muted participants tap **UnMute** or the mute touch key on the phone to unmute.

Muting or Unmuting Individual Conference Participants

The organizer and presenters can mute and unmute individual participants.

To mute the conference participants by organizer or presenters:

1. Tap **More**->**Participants**.

2. Tap 🎤 next to the participant to forbid the participant from speaking.

To unmute the conference participants by organizer or presenters:

1. The muted participants tap **Unmute** or the mute touch key on the phone to unmute.

Removing Conference Participants

To remove a conference participant:

1. Tap **More**->**Participants**.

2. Tap 👤 next to the participant to remove the participant from the conference call.

Leaving the Conference

To leave the conference:

1.Tap **End Call** to leave the conference.
   Other participants remain connected.

Using the Calendar

To use the calendar feature on your phone, you must sign into the phone using User Sign-in or Web Sign-In method.

To view the calendar：

1. Tap **Calendar**.

2. If there is any meeting schedule, tap 📅 to enter the day view.

   It shows all schedules of today.

3. Tap a desired schedule in day view.

4. Tap 📅 to return to the pervious screen.

To joining a Skype Conference from Schedule View:

1. Tap a desired Skype conference in the day view.

2. Tap **Join** to join the Skype conference.

About Yealink

Yealink (Stock Code: 300628) is a global leading unified communication (UC) terminal solution provider that primarily offers video conferencing systems and voice communication solutions. Founded in 2001, Yealink leverages its independent research and development and innovation to pursue its core mission: "Easy collaboration, high productivity." The company's high-quality UC terminal solutions enhance the work efficiency and competitive advantages of its customers in over 100 countries. Yealink is the world's second-largest SIP phone provider and is number one in the China market.

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.yelink.com) to submit all your technical issues.

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