Yealink

CP960 Teams® Edition User Guide

Version 15.117 | Mar. 2021

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About This Guide

Thank you for choosing Yealink CP960 Teams phone, which is mainly designed to work with the Microsoft Teams client. This guide provides everything you need to quickly use your new device. Firstly, verify with your system administrator that the IP network is ready for device configuration. Also, be sure to read the Quick Start Guide in the product package.

- Related Documentations
- Summary of Changes

Related Documentations

You can find the following types of documents from each product support page on *Yealink Support*:

- Release Notes: This guide describes what's new for a new device firmware.
- Quick Start Guide: This guide describes the contents of your package, how to assemble the device or accessory. This guide is also included in your device package.
- Administrator Guide: This guide provides detailed information about setting up your network and configuring features.
- Regulatory Notice: This guide provides information for all regulatory and safety guidance.

Summary of Changes

- Change for Guide Version 15.117

Change for Guide Version 15.117

The following sections are new for this version:

- Transferring a Call to Work Voicemail
- Proximity Join

Major updates have occurred to the following sections:

- Signing into Your Device
- Raising Hand
- Using CP960 Cascade Feature

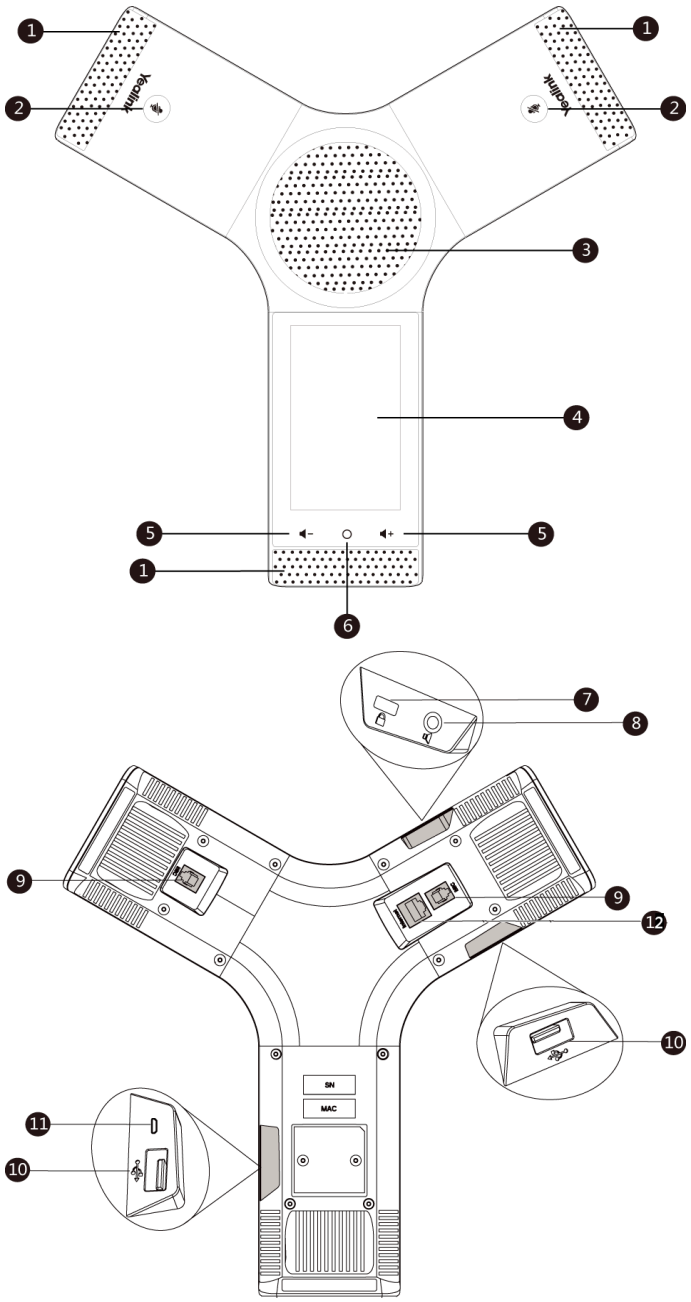
Getting Started

This chapter aims to make you familiar with the phone user interface.

Note: As you read this guide, keep in mind that some features are configurable by your system administrator or determined by your device environment. As a result, some features may not be enabled or may be operated differently on your device. Additionally, the examples and graphics in this guide may not directly reflect what is displayed or is available on your device.

- Hardware of CP960
- Accessing Screens on Yealink Teams Phones
- Entering Data and Editing Fields

Hardware of CP960



The table lists each feature numbered in the figures.

	Item	Description
1	Three Internal Microphones	Provide 20-feet and 360-degree coverage to transmit sound to other phones.
2	Mute Touch Keys	• Indicate phone statuses. • Toggle mute feature.
3	Speaker	Provides hands-free (speakerphone) audio output.

	Item	Description
4	Touch Screen	5 inches (720 x 1280) capacitive (5 points) touch screen. You can tap to select items and navigate menus.
5	Volume Touch Keys	Adjust the volume of the speaker, ringer, or media.
6	HOME Touch Key	Comes ready for the future feature that tap it to return to the idle screen.
7	Security Slot	Enables you to attach a universal security cable lock to your phone, so you can secure it to a desktop.
8	3.5mm Audio-out Port	Enables you to connect an optional external speaker.
9	Wired Mic Ports	Enables you to connect CPE90 wired expansion microphones.
10	USB Ports	Enables you to connect an optional USB flash drive or CPW90 charging cradle.
11	Micro USB Port	Enables you to connect the phone to the PC. Your phone will work as an external speaker and a microphone for your PC.
12	Network Port	Enables you to connect the phone to a wired network.

Accessing Screens on Yealink Teams Phones

You can navigate the menu bar at the bottom of the touch screen to access the following screens easily.

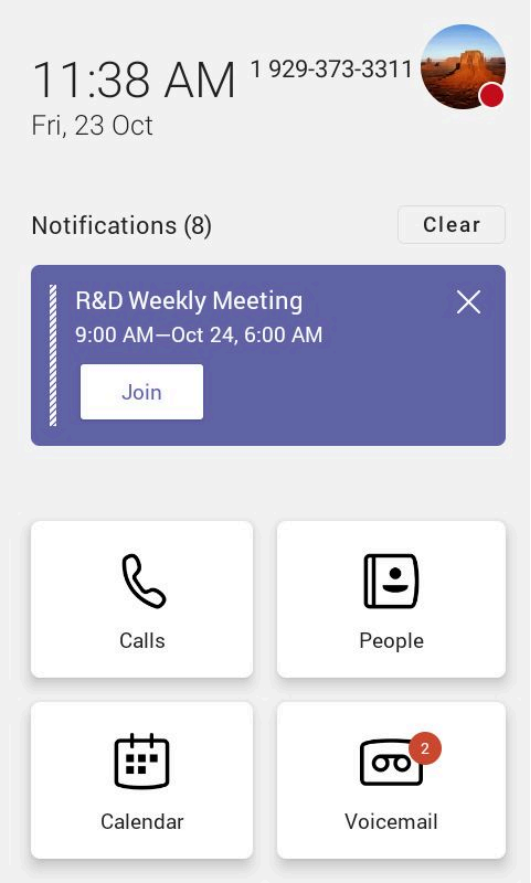
- Home Screen
- Accessing the Calls Screen
- Accessing the Calendar Screen
- Accessing the Voicemail Screen
- Accessing the People Screen

Home Screen

You can enable home screen on your phone.

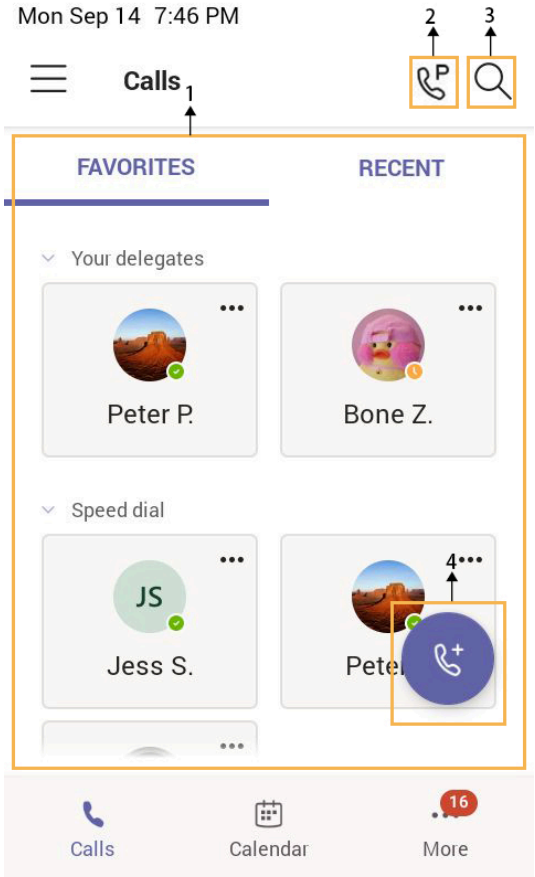
Procedure

Go to ☰ > **Settings** > **Home screen**.



Accessing the Calls Screen

The Calls screen is displayed after the phone startup. You can place a call from the history entry or view the favorites information from the Calls screen.

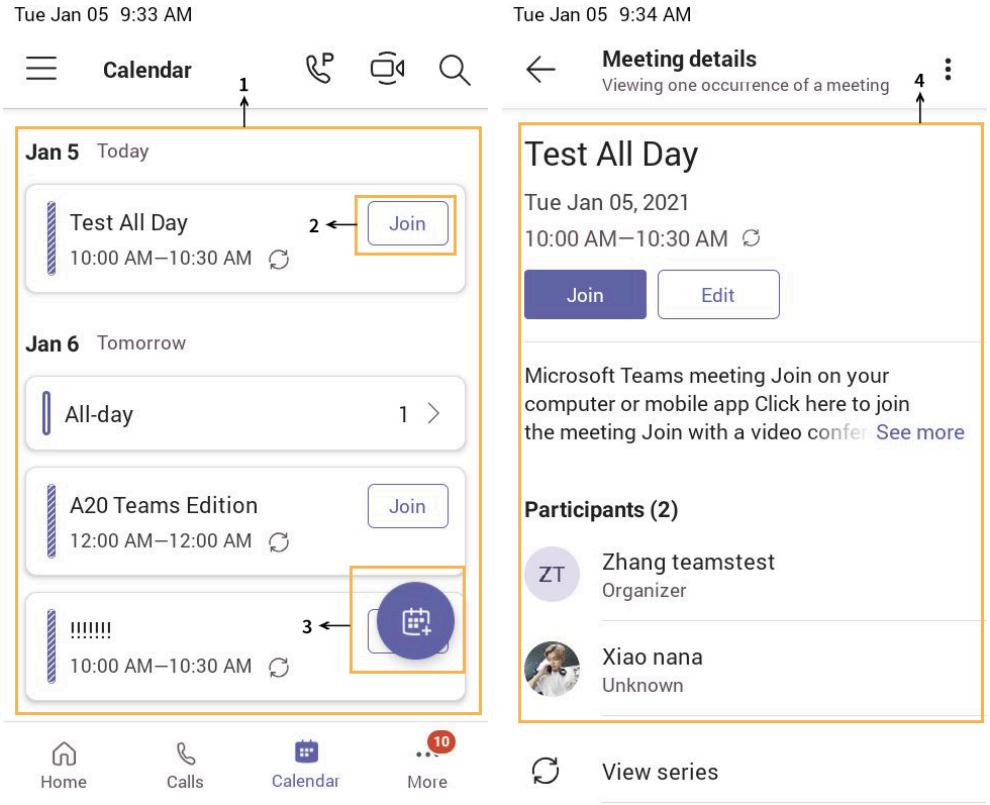


NO.	Name	Description
1	Call History	Displays recent calls.
2	Operation Options	• Tap to view information on the contact. • Tap to call the contact.
3		Tap to retrieve a parked call.
4		Tap to search for a contact.
5		Tap to initiate a call.

Accessing the Calendar Screen

You can access the **Calendar** screen to join or schedule meetings.

1. Tap **Calendar**.

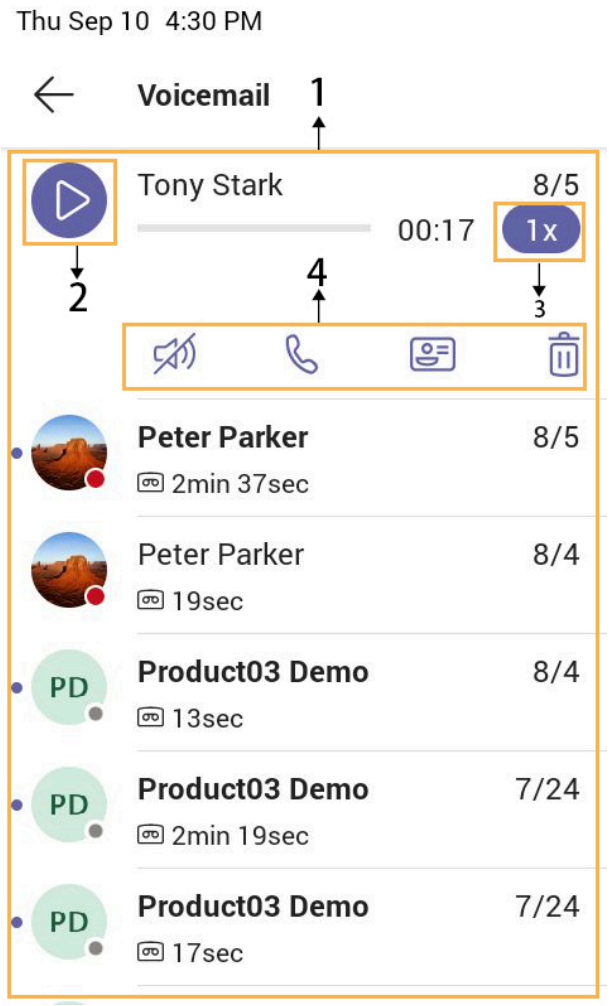


NO.	Name	Description
1	Scheduled meeting list	Displays all the scheduled on the Teams phone, from Teams client or Outlook.
2	Join	Tap to join the corresponding scheduled meeting.
3		Tap to schedule a meeting.
4	Meeting details	Tap the corresponding scheduled meeting to view the meeting details.

Accessing the Voicemail Screen

You can listen to voicemails or place calls to contacts from the **Voicemail** screen.

1. Tap **More** > **Voicemail**.

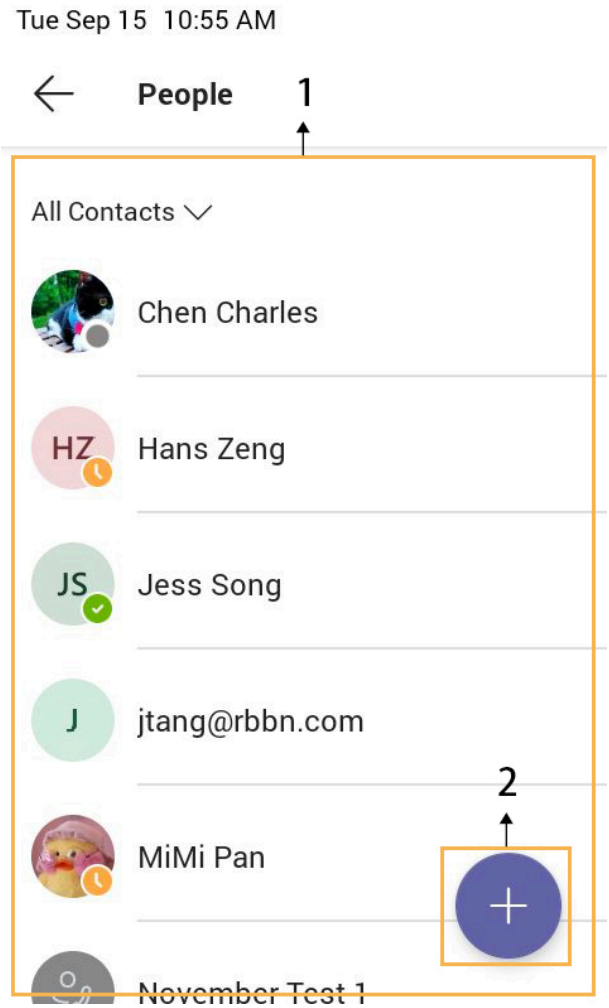


NO.	Name	Description
1	Voicemail list	Displays all the voicemails stored in the voicemail list.
2		Tap to play the voicemail.
3	1x	Tap to change the playback speed of the voicemail.
4	Operation options	• Tap to view information of contact. • Tap to call the contact. • Tap to delete the voicemail.
5	Contact details	Displays the contact details and tap to place a call.

Accessing the People Screen

You can access the **People** screen to manage all your contacts.

1. Tap **More** > **People**.



NO.	Name	Description
1	Contacts list	Displays all the contacts on the phone or contacts in a specific group.
2	+	Tap to create new group or add contacts from directory.

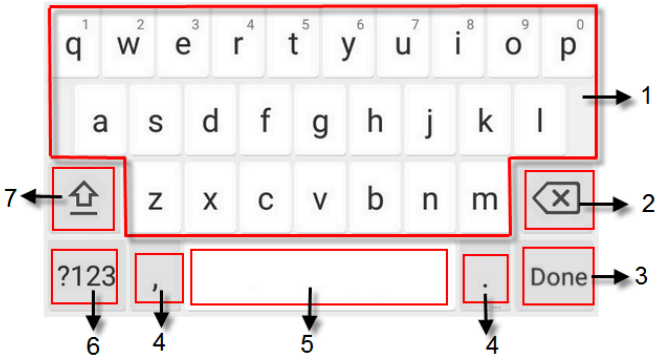
Entering Data and Editing Fields

- Using the On-screen Keyboard
- Using the On-screen Dial Pad

Using the On-screen Keyboard

Before using the on-screen keyboard to enter data, you need to know the function of the keys on the on-screen keyboard. The Teams phone supports the Android Keyboard (AOSP)- English (US) and Japanese IME input methods.

English input method as an example:



NO.	Item	Description	
1	26 English Letters	• Tap to enter letters. • Long tap a key then slide to choose one of the options to enter an alternate character.	
2	Delete Key	• Tap to delete the entered characters one by one. • Long tap to delete two or more characters.	
3	Label automatically to identify the context-sensitive features.	Next Key	Tap to go to the next field.
		Done Key	Tap to confirm the settings.
		Go Key	Tap to search for the contact.
		↵	Tap to start a new line.
4	Two Special Characters	• Tap to enter special characters. • Long tap point key (.) then slide to choose one of the options to enter an alternate character.	
5	Space Key	• Tap to enter spaces. • Long tap to switch to Japanese input method.	
6	Input Mode	Tap to switch among input modes: character/number/letter.	
7	⇧	Tap to switch between the uppercase input mode and lower case.	

Using the On-screen Dial Pad

Instead of using the on-screen keyboard, you can also use the dial pad on the dialing screen to enter data. The on-screen dial pad only provides digit keys and the following special characters: * # , + ;.

Procedure

1. Tap on the Calls screen.
2. Use the on-screen dial pad to enter numbers.

Signing into Microsoft Teams and Locking Your Phone

You can sign into the device with your Microsoft online account and use phone lock feature when necessary.

- Signing into Your Device
- Signing out of Your Device
- Phone Lock
- Using a Teams Phone as a Common Area Phone
- Signing into a Teams Phone as a Guest User

Signing into Your Device

You can sign into your Microsoft online account directly on your device or sign into your device via a web sign-in, which includes your sign-in address and password.

About this task

Contact your system administrator to get your sign-in account.

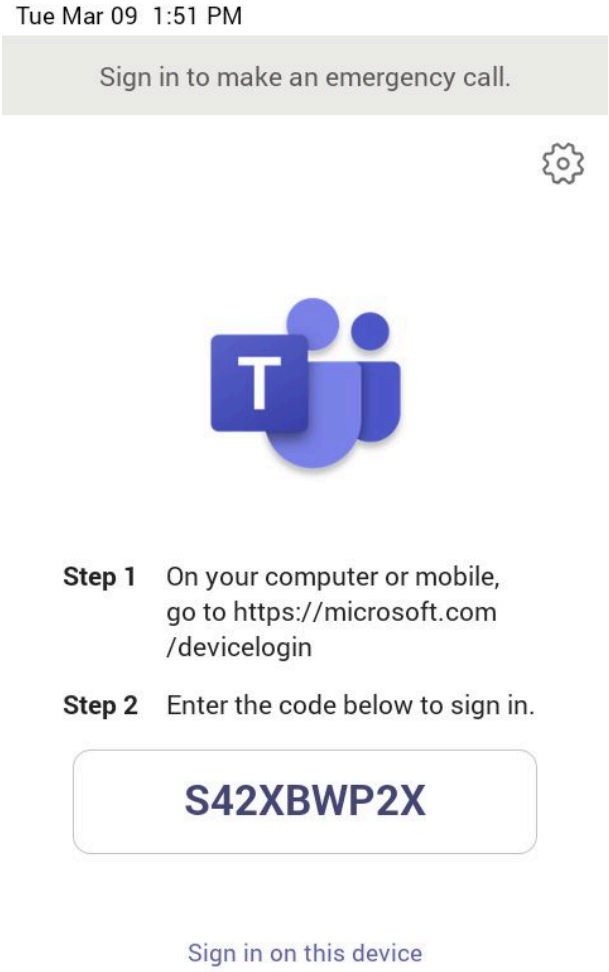
Note: If your system administrator enables the device management feature, the phone supports synchronizing account registration status to YDMP/YMCS.

- Signing into Microsoft Teams on Your Device
- Signing into Microsoft Teams via Web Sign-in

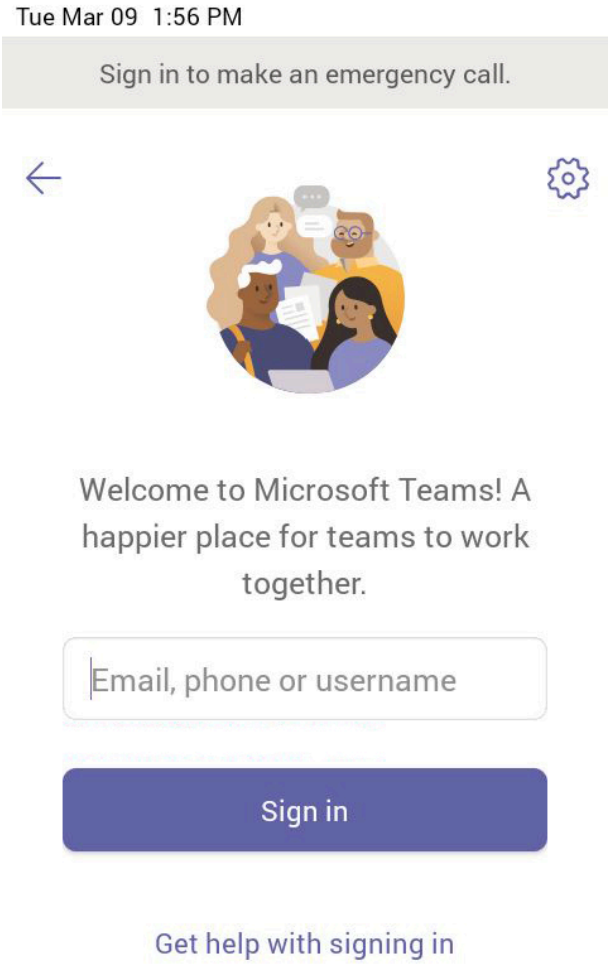
Signing into Microsoft Teams on Your Device

Procedure

1. Tap **Sign in on this device**.



2. Enter your user credentials and tap **sign in**.
   You will be connected to the Company Portal automatically.



3. Enter your password and tap **Sign in**.
4. After the device signs in successfully, tap **Got it**.

Signing into Microsoft Teams via Web Sign-in

Procedure

1. Go to https://microsoft.com/devicelogin on your computer or mobile.
2. Enter the code shown on your device and select **Next**.
3. Enter your user credentials or select the desired account to sign in.
   A confirmation message is displayed after you successfully sign into Microsoft Intune Company Portal.

Signing out of Your Device

After you sign out of your account, you can only use the phone settings feature.

Procedure

1. Go to ☰ > **Settings** > **Sign out**.

2. Select **OK**.

Phone Lock

When the phone is not used, you can enable the phone lock to prevent unauthorized users from viewing or modifying phone information, such as your scheduled meetings. When the phone is locked, you can still answer the incoming call. If the administrator forcibly enables the phone lock feature on the Microsoft Teams & Skype for Business Admin Center, you cannot disable it on the phone. For more information, contact your system administrator.

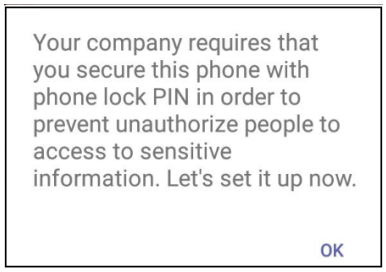
- Creating a Lock PIN
- Enabling Phone Lock
- Setting the Idle Timeout for Phone Lock
- Unlocking Your Phone
- Changing Your Lock PIN
- Disabling Phone Lock

Creating a Lock PIN

If your administrator sets security restrictions and enables the phone lock for you, you are prompted to set up a lock PIN, which is used for unlocking your phone.

Procedure

1. Tap **OK** to create a lock PIN on the pop-up menu.



2. Enter the lock PIN in the **New PIN** field.
3. Enter the lock PIN again in the **Confirm PIN** field.
4. Tap **OK**.

Enabling Phone Lock

Procedure

1. Go to ☰ > **Settings** > **Device Settings** > **Phone Lock**.
2. Enable **Lock Enable**.
3. Enter the lock PIN in the **New PIN** field.
4. Enter the lock PIN again in the **Confirm PIN** field.
   You can use your lock PIN to unlock your phone.
5. Save the change.

Setting the Idle Timeout for Phone Lock

You can configure the idle timeout, after which the phone will be locked automatically.

About this task

Note: You can long press # key 3s to lock the phone.

Procedure

1. Go to ☰ > **Settings** > **Device Settings** > **Phone Lock**.
2. Enter the unlock PIN and tap **Unlock**.
3. Tap the **Idle time-out** field and then select the desired value.
4. Save the change.

Unlocking Your Phone

Procedure

1. Tap on the touch screen.
2. Enter the unlock PIN.

   Note: You will be forced to sign out after five unsuccessful unlock attempts.

Changing Your Lock PIN

You can change your lock PIN at any time.

Procedure

1. Go to ☰ > **Settings** > **Device Settings** > **Phone Lock**.
2. Enter the unlock PIN and tap **Unlock**.
3. Enter the new lock PIN in the **New PIN** field.
4. Enter the lock PIN again in the **Confirm PIN** field.
5. Save the change.

Disabling Phone Lock

If your system administrator sets security restrictions and enables the phone lock, you are restricted from disabling it.

Procedure

1. Go to ☰ > **Settings** > **Device Settings** > **Phone Lock**.
2. Enter the unlock PIN and tap **Unlock**.
3. Disable **Lock Enable**.

Using a Teams Phone as a Common Area Phone

Your phone can be set as a Common Area Phone (CAP). Instead of being located in someone's office, common area phones are typically placed in an area like a lobby or another area that is available to many people to make a call; for example, a reception area, lobby, or conference room.

You have access to certain features for the common area phones:

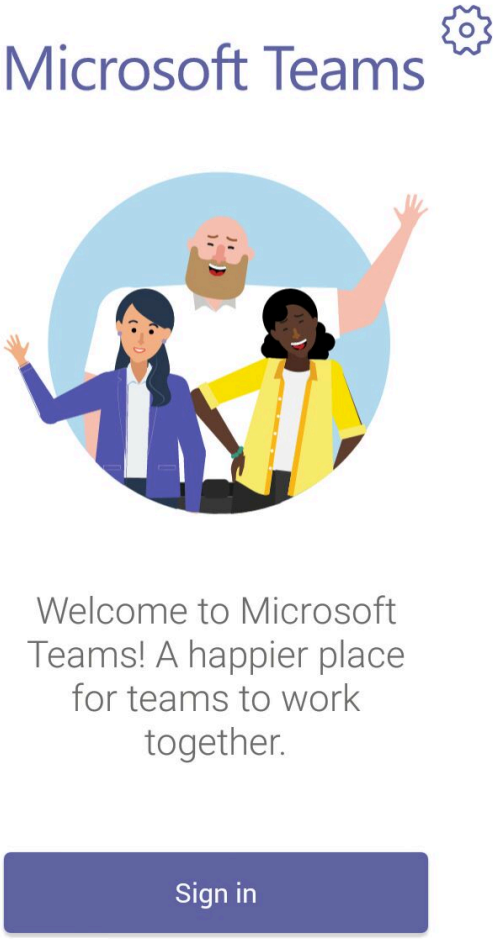
- **CAP account**: You have calls capability. You also have the searching capability if your system administrator enables it on the Microsoft Teams & Skype for Business Admin Center.
- **Meeting account**: You have calls capability and can join the scheduled meeting.

- Signing into a CAP/Meeting Account
- Signing out of a Common Area Phone

Signing into a CAP/Meeting Account

Procedure

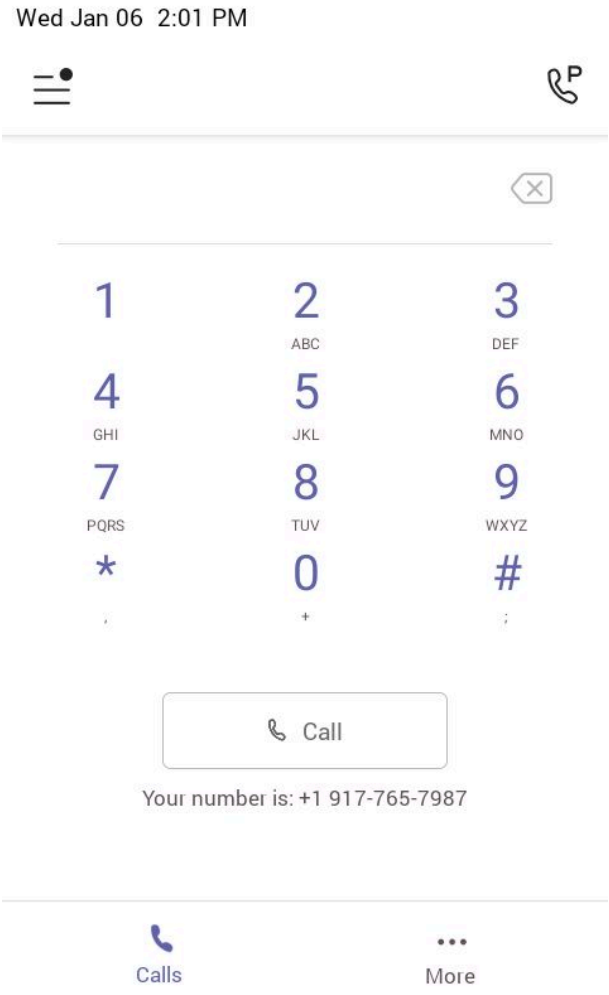
1. Tap **Sign in**.



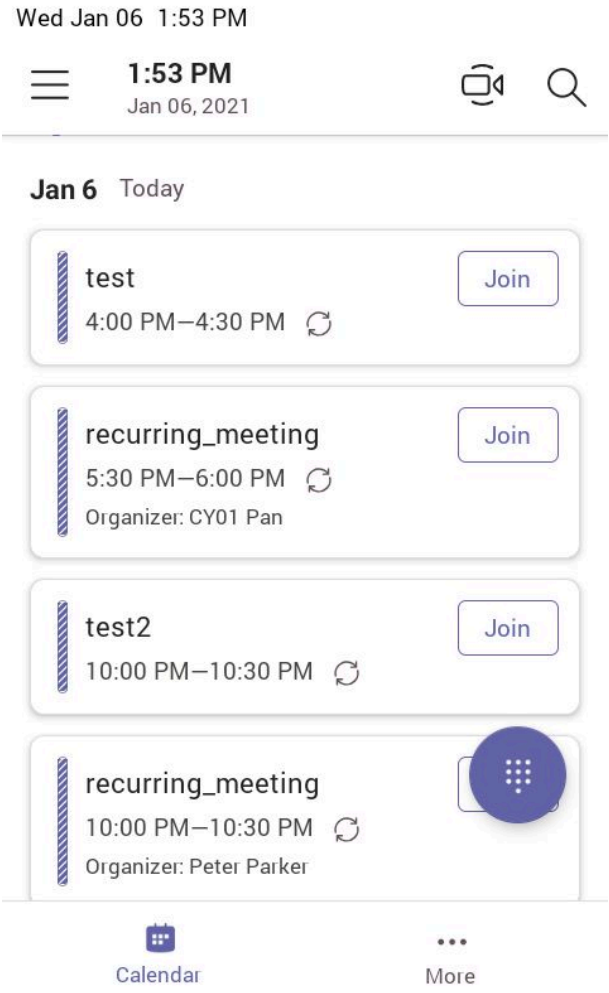
   You will be connected to the Company Portal automatically.
2. Enter your user credentials.

3. After the phone signs in successfully, tap **Got it**.

   After signing into the CAP account, the screen is displayed as below:



   After signing into the Meeting account, the screen is displayed as below:



Signing out of a Common Area Phone

Procedure

1. Go to ☰ > **Settings** > **Device Settings**.
2. Tap the **Admin Password** field and then enter the admin password (default: admin).
3. Tap **Account sign out**.
4. Tap **OK**.

Signing into a Teams Phone as a Guest User

You can sign into a phone as a guest user. Hot Desking feature is convenient for different employees to share one Teams phone. When you sign out, any changes you made on the phone while signed in are removed and the host user settings are restored.

- Signing in as a Guest User
- Signing out of the Guest User

Signing in as a Guest User

You can sign into Teams on your phone as a guest user.

Procedure

1. When the phone is unlocked, go to ☰ > **Hot desk**.
2. Enter your user credentials and tap **Sign in**.

Signing out of the Guest User

You can sign out of the guest user after you use the phone.

Procedure

1. Go to ☰ > **Stop hot desking**.
   The phone prompts you whether to stop hot desking.
2. Tap **END**.
   The guest user is signed out and the host user is signed in automatically.

   Note: The guest user will automatically be signed out after the phone is idle for a designated time (this time is configured by system administrator). Before logout, the phone prompts you that it will automatically sign out in 15 seconds.

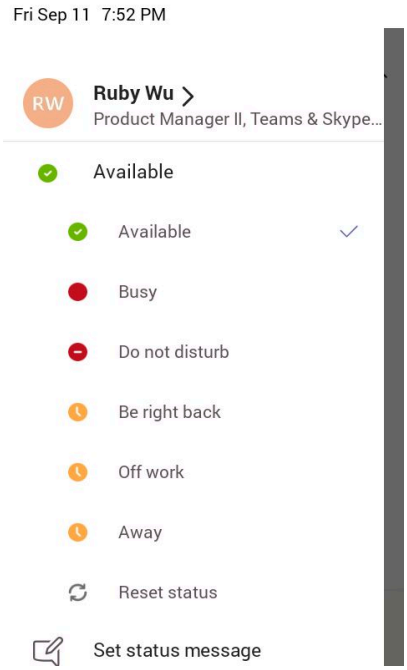
Changing Your Presence Status

You can update your presence status on the phone. For example, when you are busy with urgencies, you can change your status to DND to avoid being disturbed.

Procedure

1. Tap ☰ at the top-left of the touch screen.

2. Tap the presence status field and then select the desired status from the drop-down menu.



Tip: You can reset your presence status to be available from any other status by tapping **Reset status**.

Contacts

- Managing Contact Groups
- Managing Contacts

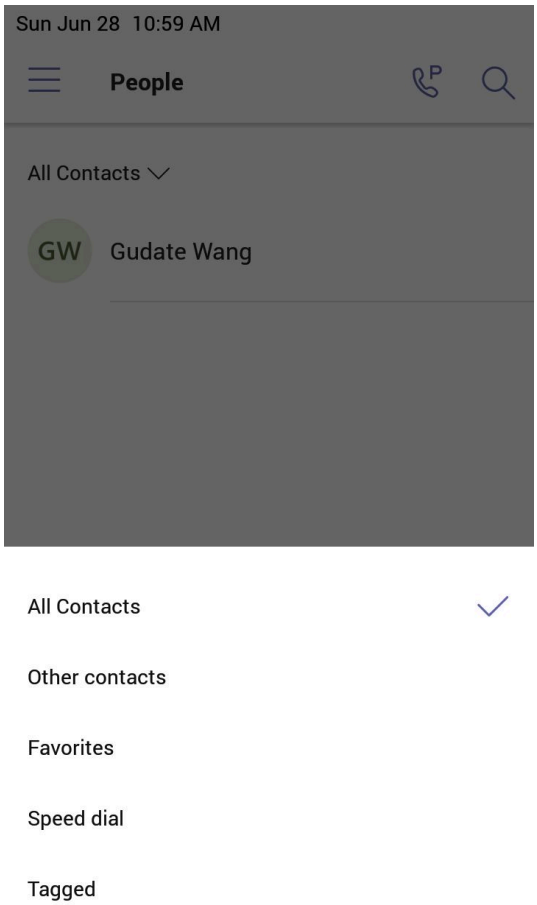
Managing Contact Groups

- View All Contact Groups
- Creating New Groups
- Editing Contact Group Name
- Deleting Contact Groups

View All Contact Groups

Procedure

From the **People** screen, tap ⌄.



You can tap the desired contact group to view the contacts in the group.

Creating New Groups

Procedure

1. From the **People** screen, tap .
2. Tap .
3. Name your group.
4. Select **CREATE**.

Editing Contact Group Name

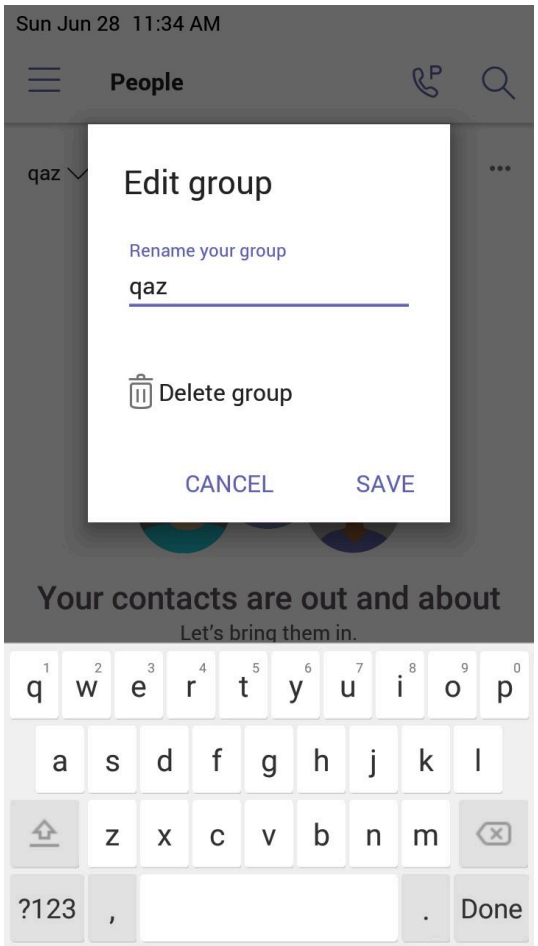
Procedure

1. From the **People** screen, tap a contact.
2. Select > **Edit group**.
3. Select a group to edit, and rename your group.
4. Save the change.

Deleting Contact Groups

Procedure

From the **Edit group** screen, tap **Delete group**.



The contact group is deleted successfully.

Related tasks

Editing Contact Group Name

Managing Contacts

- Adding Contacts from Directory
- Adding Contacts to a Specific Group
- Removing Contacts from Group

Adding Contacts from Directory

Procedure

1. From the **People** screen, tap .
2. Tap .
3. Enter the search criteria.

4. Tap the desired contact and select a group.
5. Save the change.
   The contact appears in the selected group.

Adding Contacts to a Specific Group

Procedure

1. From the **People** screen, select **All Contacts** or a specific group.
2. Tap the desired contact.
3. Select ⋮ > **Add to group**.
4. Select the desired group.
   The contact is added to the selected group.

Removing Contacts from Group

Procedure

1. From the **People** screen, select a specific group.
2. Tap the desired contact.
3. Select ⋮ > **Remove from group**.
4. Select the desired group.
   The contact is removed from the selected group.

Favorites

By default, all favorite contacts from the Teams desktop client are marked as favorite contacts on the phone. You can add favorites or remove favorites.

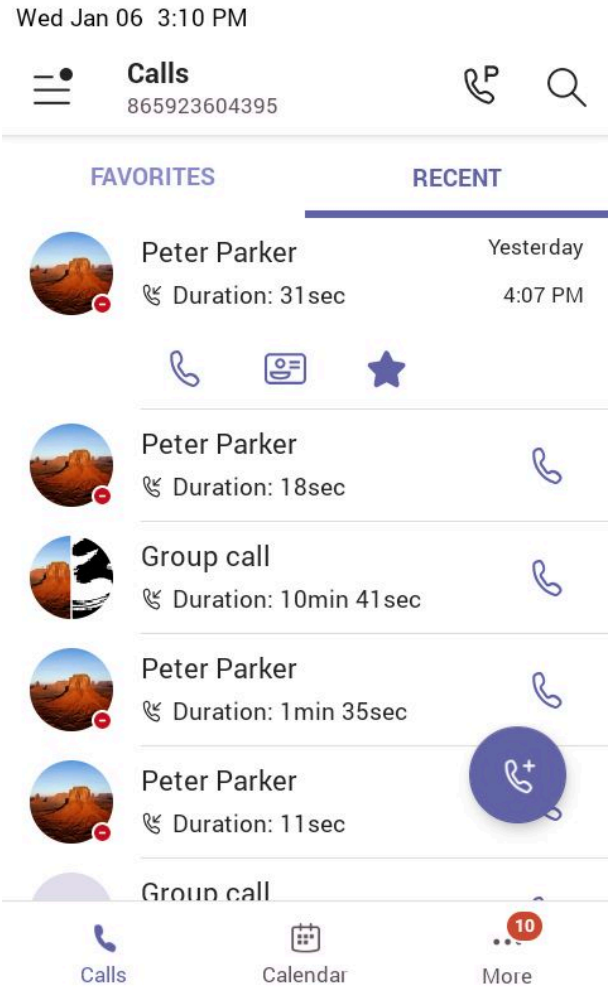
- Adding Favorites
- Removing Favorites

Adding Favorites

Procedure

1. From the **Calls** screen, tap **RECENT**.
2. Tap the desired contact.

3. Tap ☆.



The contact appears in the **FAVORITES** list.

Removing Favorites

Procedure

1. From the **Calls** screen, tap **FAVORITES**.
2. Tap ••• on the desired contact.
3. Tap **Remove speed dial**.

Managing Delegates

You can pick someone to be your delegate—to receive and make calls on your behalf. When you add a delegate, you're essentially sharing your phone line with them, so they can see and share all of your calls.

Teams phones provide the ability to setup and manage delegates.

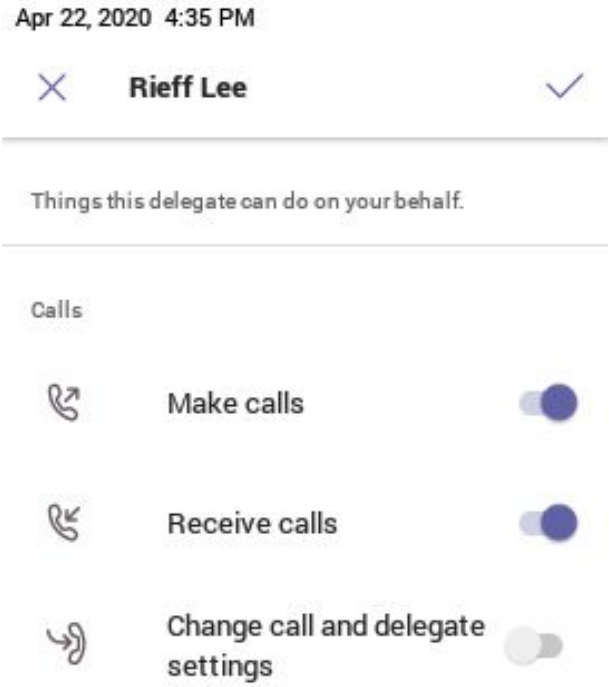
- Adding a Delegate from Settings

- Forwarding All Incoming Calls to Delegates
- Forwarding Incoming Calls to Delegates if Unanswered
- Synchronizing Incoming Calls to Delegates

Adding a Delegate from Settings

Procedure

1. Go to ☰ > **Settings** > **Manage delegates**.
2. Type the person's name in the **Add a delegate** box and select your delegate.
3. Select the permission you want to give your delegate.



4. Save the change.

Results
Your new delegate will now appear in your delegates list.

Forwarding All Incoming Calls to Delegates

You can forward all incoming calls directly to your delegates.

Procedure

1. Go to ☰ > **Settings** > **Calling**.
2. Enable **Call forwarding**.
3. Tap the **Forward to** filed and then select **My delegates**.

Forwarding Incoming Calls to Delegates if Unanswered

You can configure the forwarded destination if the incoming call is not answered.

Procedure

1. Go to ☰ > **Settings** > **Calling** > **If unanswered**.
2. Tap **My delegates**.

Synchronizing Incoming Calls to Delegates

You can synchronize incoming calls to delegates so that you and your delegates can receive the incoming calls simultaneously.

Procedure

1. Go to ☰ > **Settings** > **Calling** > **Also ring**.
2. Tap **My delegates**.

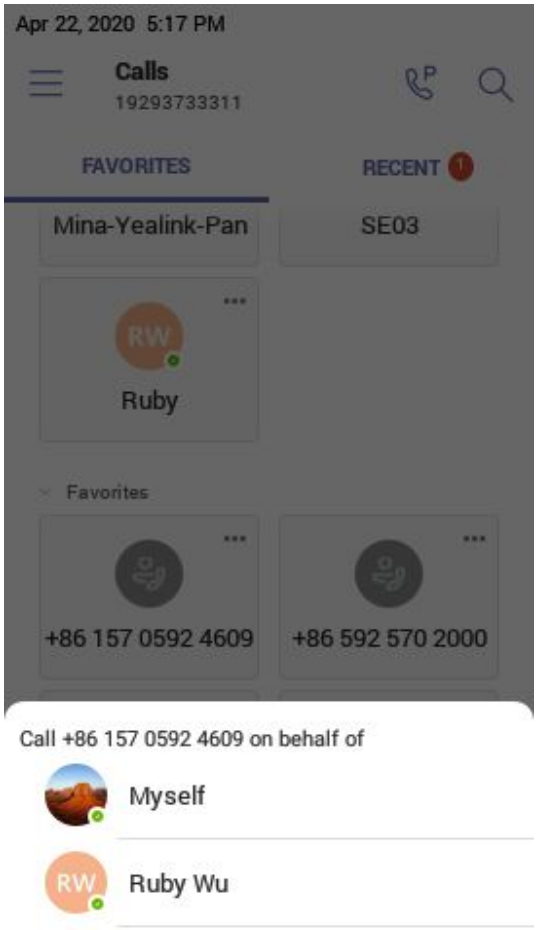
Boss/Admin Delegate Call Feature

- Call on behalf of
- Boss's Call Status

Call on behalf of

The delegate can place a call either on behalf of themselves or on behalf of the boss.

About this task

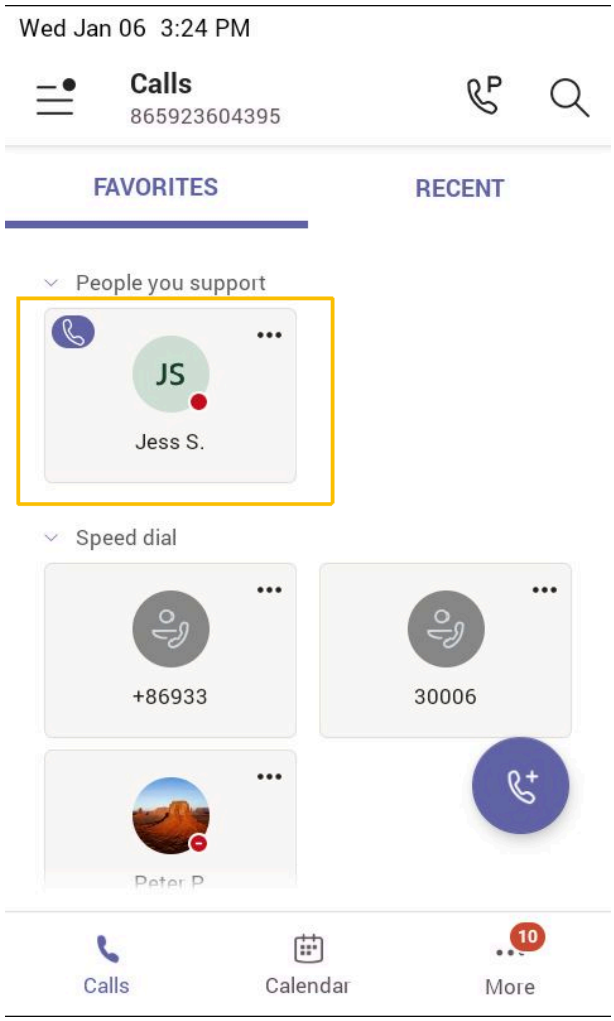


Boss's Call Status

Delegates can see and monitor boss' call status on the delegate's phone.

About this task

In the example below, the icon on the Boss' tile shows the delegate that the boss is in an active call. You can tap the icon to view additional details about the call.



Operating Calls

This chapter shows you how to handle calls on your device.

- Placing Calls
- Answering Calls
- Call Merge
- Muting and Unmuting Audio
- Holding and Resuming Calls
- Ending or Rejecting an Active Call
- Transferring Calls
- Forwarding All Incoming Calls
- Forwarding Incoming Calls if Unanswered
- Synchronizing Incoming Calls to the Specified Contact/Delegates
- Parking and Retrieving Calls on the Teams Server
- Call Queue
- Blocking Calls with No Caller ID
- Anonymous Call

Placing Calls

You can use your phone like a regular phone to place calls in many ways easily.

- Calling Contacts
- Dialing the Number
- Placing Multiple Calls
- Placing a Call from Call History
- Placing a Call from Voicemail
- Placing an Emergency Call from a Locked Phone

Calling Contacts

Procedure

1. From the **Calls** screen, tap .
2. Enter the contact account information to search for the desired contact.
3. Tap beside the contact to place an audio call.

   Tip: You can tap to search for a contact.

Dialing the Number

Procedure

1. From the **Calls** screen, tap .
2. Enter the contact number.
3. Tap Call.

Placing Multiple Calls

When you are in a call, you can hold your current call and place a new call. Only one active call (the call that has audio associated with it) can be in progress at any time.

Procedure

1. During a call, tap to return to the **Calls** screen.
2. Tap on the Calls screen or tap to search and then dial out the contact.

   The active call is placed on hold and the new call is set up.

Placing a Call from Call History

You can place calls to contacts from the call history list, which contains incoming, outgoing, and missed calls.

Procedure

1. From the **Calls** > **RECENT** screen, tap the desired contact.
2. Tap to place an audio call.

Placing a Call from Voicemail

Procedure

1. From the **Voicemail** screen, tap the voice mail record that you want to call.
2. Tap to place an audio call.

Placing an Emergency Call from a Locked Phone

Once locking the phone, you can dial an emergency number without having to unlock it.

Procedure

1. Tap on the touch screen.
2. Tap **Emergency Call**.
3. Enter an emergency number and then tap **Call**.

Answering Calls

When you receive an incoming call on your phone, you can choose to answer it in various ways.

- Answering a Call
- Answering a Call When in a Call

Answering a Call

Procedure

Tap .

Answering a Call When in a Call

You can answer the incoming call when you are in an active call.

Procedure

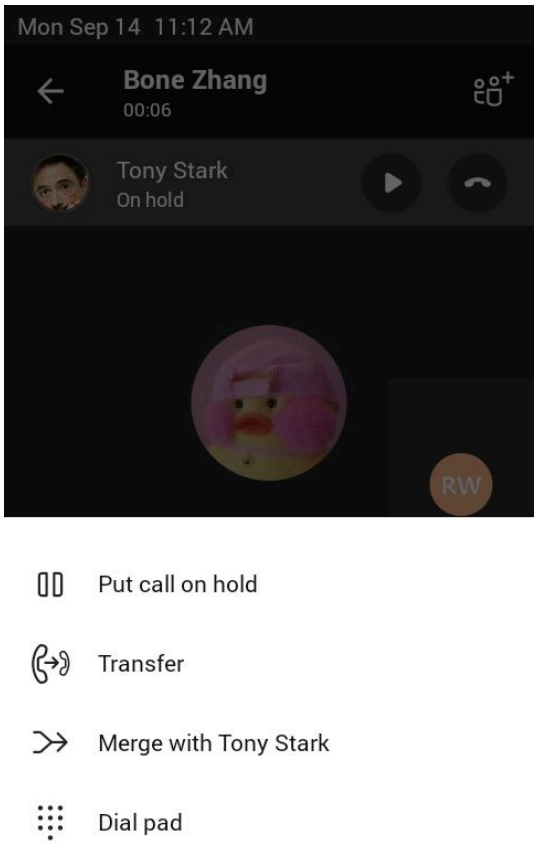
Tap on the touch screen.
The active call is placed on hold and the incoming call becomes active.

Call Merge

You can merge the active call and the held calls on your phone.

Procedure

During a call, tap > **Merge with xx** (xx refers to the contact name).



Note: If there are multiple calls on hold, you can choose one to merge.

Muting and Unmuting Audio

You can mute the microphone during an active call so that the other party cannot hear you.

Procedure

1. During a call, tap the mute touch key on the phone or tap on the touch screen..
   The mute touch key glows red.
2. To unmute audio, tap the mute touch key on the phone or tap on the touch screen.
   The mute touch key is green.

Holding and Resuming Calls

When you are in a call, you can place an active audio call on hold and resume the call when you are ready.

- Placing a Call on Hold
- Resuming a Call

Placing a Call on Hold

Procedure

During a call, tap ••• > **Put call on hold**.

Resuming a Call

Procedure

Do one of the following:

- If only one call is placed on hold, tap **Resume**.
- If multiple calls are placed on hold, tap ▶ on the right side of the desired held call.

Ending or Rejecting an Active Call

Procedure

Tap ☎.

Transferring Calls

You can transfer a call to another party using the blind transfer or consultative transfer method.

- Performing a Blind Transfer
- Performing a Consultative Transfer
- Transferring a Call to Work Voicemail

Performing a Blind Transfer

You can transfer calls to other contacts immediately without consulting with them first.

Procedure

1. During a call, tap ••• > **Transfer** > **Transfer now**.
   The call is placed on hold.
2. Select the desired contact or search for a contact.
   Then the call is connected to the number which you are transferring to.
3. Tap ☎ key to end the call or when the other party picks up it will end automatically

Performing a Consultative Transfer

You can transfer calls to other contacts after consulting with them first.

Procedure

1. During a call, tap ••• > **Transfer** > **Consult first**.
2. After the party answers the call, tap beside the contact.
   It prompts you whether to transfer the call or not.

3. Select the desired contact or search for a contact.
4. Tap **OK** to complete the transfer.

   After the transferred party answers the call, the call is transferred successfully.

Transferring a Call to Work Voicemail

You can directly transfer a call into someone's work voicemail without needing to ring the far-end user. This allows them to discreetly leave voicemails for users without interrupting them.

Procedure

1. During a call, tap ••• > **Transfer** > **Transfer now**.
   The call is placed on hold.
2. Select the desired contact or search for a contact.
3. Tap ⋮ > **Work voicemail**.

Forwarding All Incoming Calls

You can set up your phone to forward all incoming calls to a specified destination.

- Forwarding Calls to Voicemail
- Forwarding Calls to a Contact or Number
- Forwarding All Incoming Calls to Delegates

Forwarding Calls to Voicemail

You can forward all incoming calls to your voicemail.

Procedure

1. Go to ☰ > **Settings** > **Calling**.
2. Enable **Call forwarding**.
3. Tap the **Forward to** field and then select **Voicemail**.

Forwarding Calls to a Contact or Number

You can forward all incoming calls to a contact or number.

Procedure

1. Go to ☰ > **Settings** > **Calling**.
2. Enable **Call forwarding**.
3. Tap the **Forward to** field and then select **Contact or number**.
4. Add the desired number.
   The incoming calls are automatically forwarded to the contact or number.

Forwarding All Incoming Calls to Delegates

You can forward all incoming calls directly to your delegates.

Procedure

1. Go to ☰ > **Settings** > **Calling**.

2. Enable **Call forwarding**.
3. Tap the **Forward to** filed and then select **My delegates**.

Forwarding Incoming Calls if Unanswered

You can configure the forwarded destination if the incoming call is not answered.

Procedure

1. Go to ☰ > **Settings** > **Calling** > **If unanswered**.
2. Select a desired forwarded destination:
   - Select **Voicemail** directly.
   - Select **Contact or number**, add the target contact.

Related tasks

Forwarding All Incoming Calls to Delegates

Synchronizing Incoming Calls to the Specified Contact/Delegates

You can synchronize incoming calls to a specified contact or delegates so that you and they can receive the incoming calls simultaneously.

Procedure

1. Go to ☰ > **Settings** > **Calling** > **Also ring**.
2. Select **Contact or number**, add the target contact.
   The target member and you will receive the incoming calls simultaneously.

Parking and Retrieving Calls on the Teams Server

Call park and retrieve feature allows a user to place a call on hold in the Teams service in the cloud. When a call is parked, the service generates a unique code for call retrieval. The user who parked the call or someone else can use that code to retrieve the call.

About this task

If the call park and retrieve feature is not available, contact your administrator for more information.

- Parking Teams Calls
- Retrieving Parked Calls

Parking Teams Calls

If you want to receive the call on a mobile device instead of the desk phone for convenience or if the caller wants someone else to answer the call, you can park the call on the Teams server. When a call is parked, you can use the code to retrieve the call on another device.

About this task

If the parked call is not retrieved within five minutes, you will receive a ringback.

Procedure

During a call, go to ••• > **Park Call**.
The call is parked and the code to retrieve the call is displayed on the phone.

Related tasks
Retrieving Parked Calls

Retrieving Parked Calls

After the call is parked, you can retrieve the call on another phone or provide another contact with the call retrieval code to retrieve the call.

Procedure

1. Tap when the phone is idle.
2. Enter the code.

3. Tap **OK**.

Call Queue

Call queue is a feature that route and queue incoming calls to group members, called agents, such as to a help desk or a customer service desk.

When someone calls into a phone number that is set with a call queue, they will hear a greeting first (if any is setup), and then they will be put in the queue and wait for the available call agent. The person calling in will hear music while they are placed on hold and waiting, and the call in the queue will ring all call agents at the same time by default. After a call agent accepts the call, other agents' phones stop ringing.

If you are assigned as an agent of the call queue, the incoming calls to the call queue will display the name of the call queue to distinguish it from common calls.

Note: The routing method (**Attendant routing**, **Serial routing**, or **Round Robin**) is decided by your administrator. For more information on call queue, refer to Create a Cloud call queue.

Blocking Calls with No Caller ID

Procedure

1. Go to ☰ > **Settings** > **Calling**.

2. Enable **Block calls with no caller ID**.

Note: If your phone is set as a common area phone, go to ☰ > **Settings** > **Device Settings** > **Calling (Admin only, default password: admin)** to enable **Block calls with no caller ID**.

Anonymous Call

You can hide your phone number when dialing people who are outside of Microsoft Teams.

Procedure

1. Go to ☰ > **Settings** > **Calling**.
2. Enable **Hide your phone number when dialing people who are outside of Microsoft Teams**.

Note: If your phone is set as a common area phone, go to ☰ > **Settings** > **Device Settings** > **Calling (Admin only, default password: admin)** to enable **Hide your phone number when dialing people who are outside of Microsoft Teams**.

Conference Calls

This chapter provides basic operating instructions about initiating and managing a conference call.

- Meet Now
- Proximity Join
- Initiating a Conference by Calling Multiple Contacts
- Initiating a Conference Call by Inviting Other Contacts
- Initiating a Conference Call from Call History
- Managing the Conference Participants
- Adding Participants to a Conference Call
- Recording a Meeting
- Turning on Live Captions
- Raising Hand
- Leaving the Conference

Meet Now

Users can start an instant meeting on Teams phones. Once the meeting is created, users can add participants by inviting them.

Procedure

1. From the **Calendar** screen, tap .
2. Tap **Join now** to start a meeting.

Proximity Join

You can move a Teams meeting on your mobile phone or laptop to the nearby phone by the option of **Add a room**.

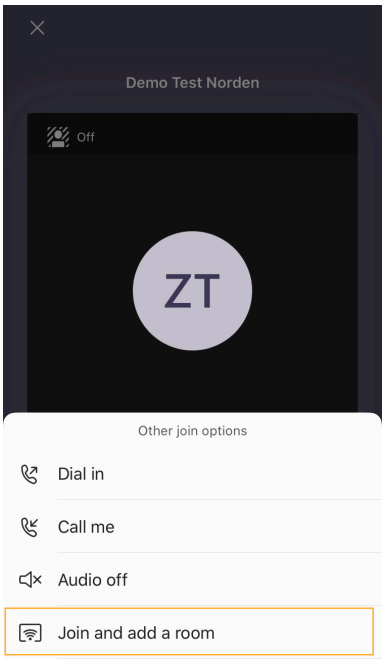
Before you begin

Make sure you use the conference account or CAP account.

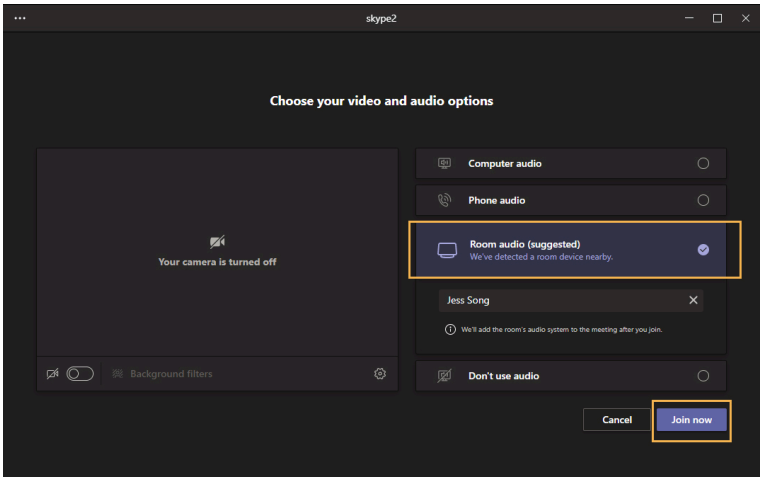
Procedure

Before starting a conference, do one of the following:

On the mobile phone: go to **Join now** > **Join and add a room** and select the desired device.



On the laptop: select **Room audio (suggested)** > **Join now**.



Initiating a Conference by Calling Multiple Contacts

Procedure

1. Tap from the **Calls** screen.
2. Select the desired contact or search for a contact.
   You can add multiple contacts.
3. Tap .

Initiating a Conference Call by Inviting Other Contacts

You can initiate a conference call by inviting contacts to join the active call.

Procedure

1. During a call, tap .
2. Tap on the touch screen.
3. Enter the participant account information to search and then add members.
4. Tap to initiate a conference.

Initiating a Conference Call from Call History

Procedure

1. Tap **Calls** > **RECENT** from the touch screen.
2. Select a desired entry from the call history.
3. Tap .

Managing the Conference Participants

Everyone in the conference call can manage call participants.

- Muting All Conference Participants
- Muting Individual Conference Participants
- Removing the Participants from the Conference
- Re-inviting the Participants Who Have been Removed
- Viewing the Details of Participants

Muting All Conference Participants

Everyone can mute all other conference participants in the conference call. The participants being muted can only unmute themselves.

Procedure

1. During the conference call, tap .
   All participants are displayed in the participants list.
2. Tap **Mute all**.
   All other participants in the conference call are muted.

Muting Individual Conference Participants

Everyone can mute any other conference participants in the conference call.

Procedure

1. During the conference call, tap .
   All participants are displayed in the participants list.
2. Tap the desired participant and then select **Mute participant**.
   The participant is muted.

Removing the Participants from the Conference

Everyone can remove other conference participants from the conference.

Procedure

1. During the conference call, tap .
   All participants are displayed in the participants list.
2. Tap the desired participant and then select **Remove from the call**.
   The participant is displayed in the **Other participants** list and he/she receives a prompt that indicates he/she was removed from the conference.

Re-inviting the Participants Who Have been Removed

You can re-invite the participants who have been removed from the conference call from the **Other participants** list.

Procedure

1. During the conference call, tap .
   All participants are displayed in the participants list.
2. Tap the desired participant from the **Other participants** list and then select **Invite in the call**.

Viewing the Details of Participants

You can view the details of participants who are in the conference call or in the lobby (Other participants list).

Procedure

1. During the conference call, tap .
   All participants are displayed in the participants list.

2. Tap the desired participant and then select **View profile**.

Adding Participants to a Conference Call

Everyone in the conference call can add others to the conference.

Procedure

1. During the conference call, tap .
2. Tap on the touch screen.
3. Enter the participant account information to search and then add members.
4. Tap to add the participants.

Recording a Meeting

Any Teams meeting can be recorded to capture audio and video.

About this task

Note: Whiteboards cannot be captured in meeting recordings.

Procedure

Tap > **Start recording** to record a meeting.

To stop recording, tap > **Stop recording**.

Turning on Live Captions

You can view live captions of all participants said.

Procedure

During the conference call, select > **Turn on live captions**.
Live captions are displayed on the phone screen.

Raising Hand

Everyone in the conference can raise hands to apply for speaking.

Procedure

During the conference call, select > > .
Other participants will view the prompts "one person raised hand" on the phone.

Leaving the Conference

All participants can leave the conference at any moment.

Procedure

Tap .
Other participants remain connected.

Using the Teams Meeting Feature

Teams meetings are a great way to come together with your colleagues and clients both inside and outside of your organization. You can join a Teams meeting as long as you have a Teams online account.

You can schedule meetings on the Teams phone, the Teams client, or the Outlook. Meetings are synced automatically among them. Calendar screen shows all the meeting scheduled in the last 7 days.

- Scheduling a Meeting on the Teams Phone
- Viewing the Meeting Details
- Joining a Scheduled Meeting
- Responding to the Meeting Invitation
- Canceling the Scheduled Meeting
- Editing the Scheduled Meeting
- Deleting the Scheduled Meeting

Related tasks

Signing into Microsoft Teams on Your Device

Scheduling a Meeting on the Teams Phone

You can schedule meetings on the Teams phone.

Procedure

1. From the **Calendar** screen, tap .
2. Enter the title, add the participants, and select start time and end time.
   You can enable the **All day** feature to set up whole-day meetings.
   You can enable the **Share to channel** feature to schedule a channel meeting.
3. Enter the location and select the repetition period.
4. To show others your status during this time, tap the **Show as** field and then select **Busy**, **Free**, **Tentative**, or **Out of office**.
5. Optional: Enter the description of the meeting.
6. Tap to set up the meeting.

Viewing the Meeting Details

You can view details of scheduled meetings such as the conference dial-in number and conference ID.

Procedure

1. From the **Calendar** screen, tap the desired meeting.
2. Tap **See more** on the right of the screen.

Joining a Scheduled Meeting

You can join a Teams meeting scheduled on the Teams phone, the Teams client, or the Outlook.

Procedure

From the **Calendar** screen, tap **Join** beside the desired meeting.

Responding to the Meeting Invitation

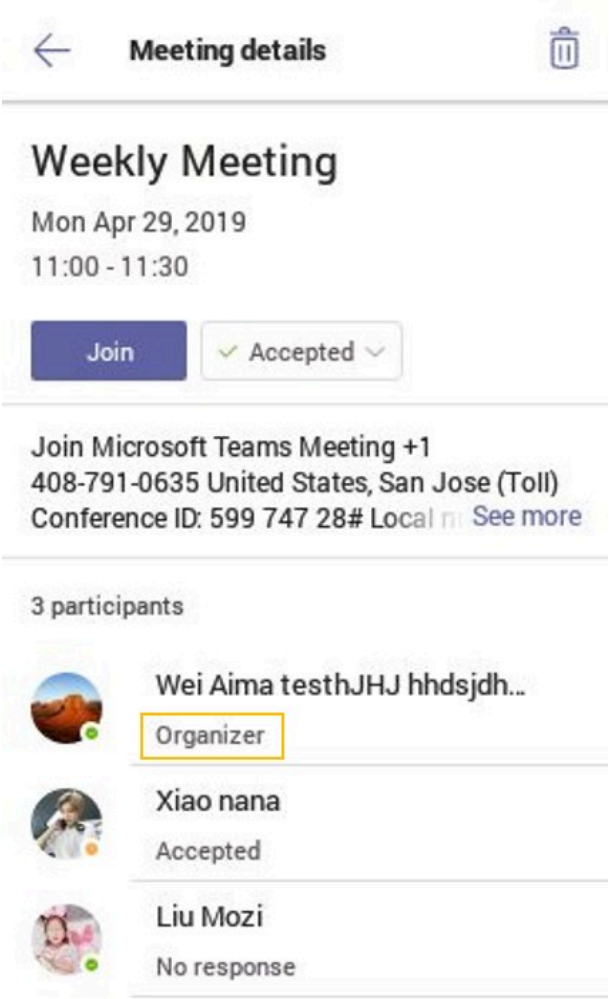
Participants can respond to the meeting scheduled on the Teams phone, the Teams client, or the Outlook.

Procedure

1. From the **Calendar** screen, tap the desired meeting.
2. Tap **RSVP**.

3. Select the desired response:
   - Accept (Accept the invitation)
   - Tentative (Tentatively accept the invitation)
   - Decline (Decline the invitation)

   Your response is shown below:



Tip: You can tap the selected response to edit the response to the scheduled meeting.

Canceling the Scheduled Meeting

If you are the organizer, you can cancel the scheduled meetings.

Procedure

1. From the **Calendar** screen, tap the desired meeting.
2. Tap ⋮ > **Cancel occurrence** or tap **Cancel occurrence** at the bottom.
   It prompts if you want to cancel this event.
3. Tap **OK**.

Editing the Scheduled Meeting

If you are the organizer, you can edit the scheduled meetings, such as adding participants.

Procedure

1. From the **Calendar** screen, tap the desired meeting.
2. Tap **Edit** or ⋮ > **Edit occurrence**.
3. Edit the meeting.
4. Tap ✓.

Deleting the Scheduled Meeting

If you are a participant, you can delete the meeting that is not started and remove it from your calendar. It will not affect other participants.

Procedure

1. From the **Calendar** screen, tap the desired meeting.
2. Tap 🗑 at the top right or tap **Delete** at the bottom.
   It prompts if you are sure to delete the meeting.
3. Tap **OK**.

Using the Voicemail

After you sign into the phone in Personal account mode, all voice mails received on your account will be displayed on your phone. You can view the duration and receiving time of each voicemail stored in your voicemail. After reading the voicemail, you can delete it.

- Listening to the Voicemail
- Deleting Voicemail Messages
- Viewing the Details of the Contacts

Related tasks

Signing into Microsoft Teams on Your Device

Listening to the Voicemail

Procedure

1. From the **Voicemail** screen, tap the desired voicemail.
2. Tap ▷ to play the voicemail.
3. To change the playback speed of the voicemail, tap 1x.
   You can also change the speed to **2×** or **.5×**.

4. To pause the playback, tap . Then tap to resume the playback.

Deleting Voicemail Messages

After you listen to a message, you can delete it.

Procedure

1. From the **Voicemail** screen, tap the desired voicemail.
2. Tap below the voicemail.
   It prompts if you are sure to delete the voicemail.
3. Tap **DELETE**.

Viewing the Details of the Contacts

You can view the details of the person who left you a message.

Procedure

1. From the **Voicemail** screen, tap the desired voicemail.
2. Tap below the voicemail.

Teams Device Settings

- Using the Dark Theme
- Setting the Language
- Time and Date Display
- Screen Savers
- Changing the Screen Backlight Brightness and Time
- Bluetooth
- Accessibility Features
- Setting Ringtones

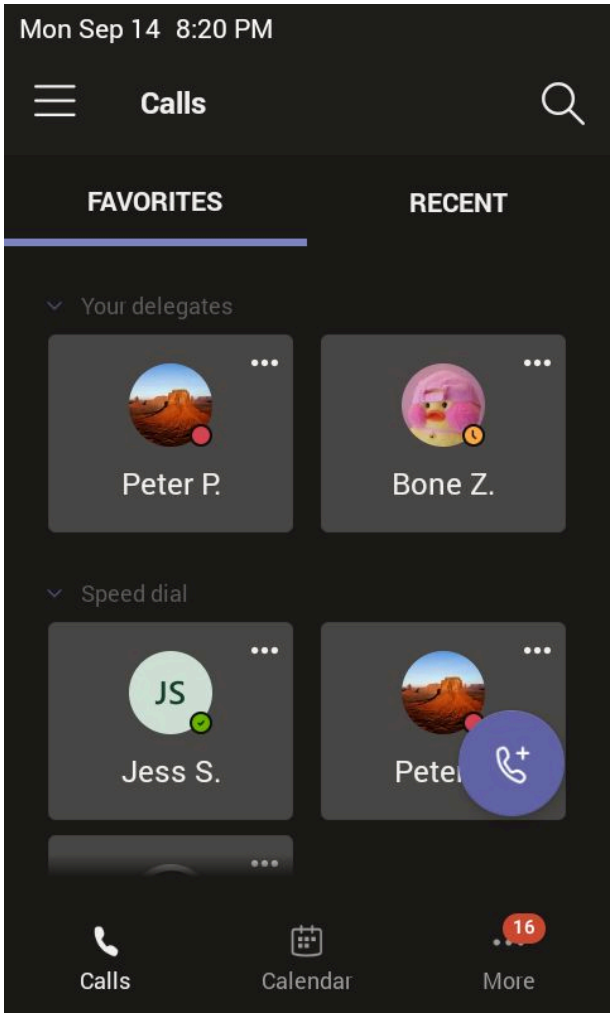
Using the Dark Theme

By default, the light theme is enabled. You are allowed to change between light and dark theme.

Procedure

1. Go to > **Settings**.
2. Enable **Dark theme**.
   It prompts that it will restart the app to switch the theme.

3. Confirm the option.
   After the phone is restarted, the screen is displayed as follows:



Note: The dark theme will change to the light theme if the account signs out.

Setting the Language

The default language of the device depends on what you set after the device starts up. You can change the language.

Procedure

1. Go to ☰ > **Settings** > **Device Settings** > **Language**.
2. Select the desired language.
   It prompts if you are sure to change the language.
3. Tap **OK**.

Note: If your phone is set as a common area phone, go to ☰ > **Settings** > **Device Settings** > **Language(Admin only, default password: admin)** to set the language.

Time and Date Display

You can set the time and date manually. The time and date format is also customizable.

- Setting the Time and Date Manually
- Changing the Time and Date Format

Setting the Time and Date Manually

If your device cannot obtain the time and date automatically, you can set the time and date manually.

Procedure

1. Go to ☰ > **Settings** > **Device Settings** > **Time & Date**.
2. Tap **Manual Settings** from the **Type** field, and tap **OK**.
3. Enter the specific date and time in the **Date** and **Time** field respectively.

Changing the Time and Date Format

You can change the time and date format.

About this task

The built-in date formats are listed below:

Date Format	Example(2018-05-30)
WWW MMM DD	Wed May 30
DD-MMM-YY	30-May-18
YYYY-MM-DD	2018-05-30
DD/MM/YYYY	30/05/2018
MM/DD/YY	05/30/18
DD MMM YYYY	30 May 2018
WWW DD MMM	Wed 30 May
MM/DD/YYYY	05/30/2018

Procedure

1. Go to ☰ > **Settings** > **Device Settings** > **Time & Date**.
2. Select the desired date format from the **Date Format** field.
3. Select the desired time format from the **Time Format** field.

Screen Savers

The screen saver automatically starts each time your device is idle for a certain amount of time. You can stop the screen saver at any time by pressing any key or tapping the touch screen. When your device is idle again for a preset waiting time, the screen saver starts again.

- Disabling Screen Saver
- Changing the Waiting Time for Screen Saver
- Changing the Screen Saver Background

Disabling Screen Saver

By default, the screen saver feature is enabled, you can disable it as needed.

Procedure

1. Go to ☰ > **Settings** > **Device Settings** > **Display**.
2. Disable the screen saver.

Note: If your phone is set as a common area phone, go to ☰ > **Settings** > **Device settings** > **Display(Admin only, default password: admin)** > **Screen Saver Enable** to disable the screen saver.

Changing the Waiting Time for Screen Saver

You can change the waiting time for the screen saver.

Procedure

1. Go to ☰ > **Settings** > **Device Settings** > **Display**.
2. Select the desired time from the **Screensaver Waiting Time** field.
3. Tap **OK**.

Note: If your phone is set as a common area phone, go to ☰ > **Settings** > **Device Settings** > **Display(Admin only, default password: admin)** > **Screensaver Waiting Time** to change the waiting time for the screen saver.

Changing the Screen Saver Background

You can change the screen saver background of the device. You can also set the device to display the custom background.

Procedure

1. Go to ☰ > **Settings** > **Device Settings** > **Display**.
2. Select the desired type from the **Screen Saver Type** field.
   - If you select **System**, select the desired background from the **Screensaver background** field.
   - If you select **Custom**, the device automatically set the custom pictures uploaded from the web user interface as the screen saver, and display these pictures alternately.
3. Tap **OK**.

Note: If your phone is set as a common area phone, go to ☰ > **Settings** > **Device Settings** > **Display(Admin only, default password: admin)** > **Screensaver background** to change the screen saver background.

Changing the Screen Backlight Brightness and Time

You can change the backlight brightness of the LCD when the device is active (in use). The backlight brightness automatically changes after the device has been idle for a specified time.

About this task

You can change the screen backlight brightness and time in the following settings:

Backlight Active Level: The brightness level of the phone screen when the phone is active.

Backlight Time: The delay time to change the brightness of the LCD screen when the device is inactive. Backlight time includes the following settings:

- **Always On**: Backlight is on permanently.
- **15s**, **30s**, **1min**, **2min**, **5min**, **10min**, **30min** or **1h**: Backlight is turned off when the device is inactive after the designated time.

Procedure

1. Go to ☰ > **Settings** > **Device Settings** > **Display**.
2. Slide the **Backlight Active Level** slider to change the brightness of the LCD backlight.
3. Select the desired time from the **Backlight Time** field.
4. Tap **OK**.

Bluetooth

The Teams device supports Bluetooth. You can pair and connect the Bluetooth headset or the Bluetooth handset, Bluetooth-enabled mobile phone, or PC with your phone. You can use your Teams phone as a Bluetooth speaker for your mobile phone and PC.

- Activating the Bluetooth Mode
- Pairing and Connecting the Bluetooth Device
- Editing Your Device Name
- Enabling the Media Audio
- Disabling the Phone Audio
- Disabling Your Device Discovery
- Renaming the Paired Bluetooth Devices
- Disconnecting the Bluetooth Device
- Un-pairing the Bluetooth Devices
- Deactivating the Bluetooth Mode

Activating the Bluetooth Mode

You need to activate Bluetooth mode to use the Bluetooth feature.

Procedure

1. Go to ☰ > **Settings** > **Device Settings** > **Bluetooth**.
2. Turn on **Bluetooth**.

Pairing and Connecting the Bluetooth Device

Before you begin

Make sure that you have activated the Bluetooth mode and the Bluetooth device is discoverable.

Procedure

1. Go to ☰ > **Settings** > **Device Settings** > **Bluetooth**.
2. Tap ⋮ > **Scan** to search for the Bluetooth devices.
3. Tap your Bluetooth device in the **AVAILABLE DEVICES** list.
   The Bluetooth device is paired and connected successfully.

Related tasks

Activating the Bluetooth Mode

Editing Your Device Name

You can change the Bluetooth device name for your device.

Before you begin

Make sure you have activated the Bluetooth mode.

Procedure

1. Go to ☰ > **Settings** > **Device Settings** > **Bluetooth**.
2. Enter the desired name in the **Device Name** field.

Related tasks

Activating the Bluetooth Mode

Enabling the Media Audio

You can enable the media audio feature to use the phone as a Bluetooth speaker for your mobile phone or PC.

Procedure

1. Go to ☰ > **Settings** > **Device Settings** > **Bluetooth**.
2. Long tap the connected mobile phone/PC and select **Details**.
3. Enable **Media audio**.
4. Tap **OK**.

Disabling the Phone Audio

By default, the phone audio is enabled, so 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 phone. You can disable it.

Procedure

1. Go to ☰ > **Settings** > **Device Settings** > **Bluetooth**.
2. Long tap the connected mobile phone and select **Details**.
3. Disable **Phone audio**.
4. Tap **OK**.

Disabling Your Device Discovery

After the Bluetooth is turned on, your device is visible to other Bluetooth-enabled devices by default. You can disable this feature not to allow your device to be discovered by other Bluetooth devices.

Procedure

1. Go to ☰ > **Settings** > **Device Settings** > **Bluetooth**.
2. Turn off **Open Discover**.

Renaming the Paired Bluetooth Devices

You can rename the paired Bluetooth devices for better recognition.

Procedure

1. Go to ☰ > **Settings** > **Device Settings** > **Bluetooth**.
2. Long tap the paired device and then select **Details**.
3. Enter the desired name in the **Rename** field.
4. Tap **OK**.

Disconnecting the Bluetooth Device

You can disconnect the Bluetooth device from your device. After the Bluetooth device is disconnected, it stays in the paired devices list, so that you can easily connect it to your device next time.

Procedure

1. Go to ☰ > **Settings** > **Device Settings** > **Bluetooth**.
2. Select the connected Bluetooth device.
   It prompts if you are sure to disconnect.
3. **OK**.

Un-pairing the Bluetooth Devices

You can unpair your Bluetooth devices with your Teams phone. After unpaired, the Bluetooth devices disappear from the paired devices list.

Procedure

1. Go to ☰ > **Settings** > **Device Settings** > **Bluetooth**.
2. Long tap the paired device and then select **Unpaired**.
   It prompts if you are sure to unpair.
3. Tap **OK**.

Deactivating the Bluetooth Mode

You can deactivate the Bluetooth mode when you no longer use a Bluetooth device.

Procedure

1. Go to ☰ > **Settings** > **Device Settings** > **Bluetooth**.
2. Turn off **Bluetooth**.

Accessibility Features

The device includes a number of features to accommodate vision-impaired users.

- Large Text
- High Contrast Mode
- Color Correction
- Screen Reader

Large Text

You can change the displayed text size.

Procedure

1. Go to ☰ > **Settings** > **Device Settings** > **Accessibility**.
2. Turn on **Large Text**.

High Contrast Mode

You can change contrast if any difficulties in reading text on the screen.

Procedure

1. Go to ☰ > **Settings** > **Device Settings** > **Accessibility**.
2. Turn on **High Contrast Mode**.

Color Correction

You can change color mode if any difficulties in color recognition.

Procedure

1. Go to ☰ > **Settings** > **Device Settings** > **Accessibility**.
2. Select the desired value from the **Color Correction** field.
   - Off
   - Deuteranomaly (red-green)
   - Protanomaly (red-green)
   - Tritanomaly (blue-yellow)
3. Tap **OK**.

Screen Reader

The device will read where you tap.

Procedure

1. Go to ☰ > **Settings** > **Device Settings** > **Accessibility**.
2. Turn on **Screen Reader**.

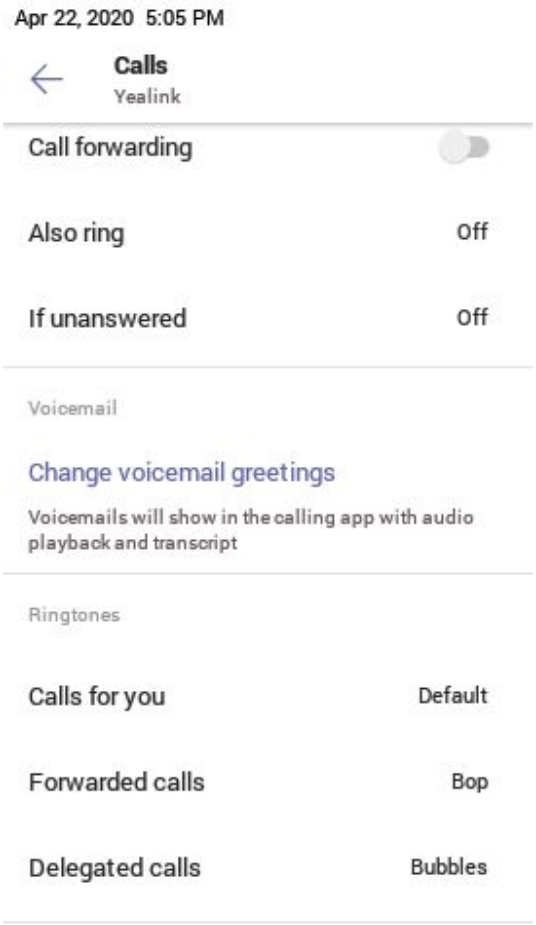
Setting Ringtones

You can set different ringtones for incoming calls, forwarded calls, and delegated calls.

Procedure

1. Go to ☰ > **Settings** > **Calling**.

2. Select a desired ringtone from an available list of ringtone options.



Wireless Network

The Teams device supports the Wi-Fi feature. If there is available Wi-Fi, you can enable the Wi-Fi feature to connect the device to the wireless network.

Note: The phones can automatically connect to the wireless network via a Yealink-supplied App. For more information, refer to Easy Way to Connect to a Wireless Network via App.

- Activating the Wi-Fi Mode
- Connecting to the Wireless Network
- Viewing the Wireless Network Information
- Deactivating the Wi-Fi Mode
- Disconnecting the Wireless Network Connection

Activating the Wi-Fi Mode

Procedure

1. Go to ☰ > **Settings** > **Device Settings** > **Wi-Fi**.
2. Turn on **Wi-Fi**.

Connecting to the Wireless Network

There are three ways to connect the device to the wireless network.

- Connecting to an Available Wireless Network Manually
- Connecting to the Wireless Network Using WPS
- Adding a Wireless Network manually

Connecting to an Available Wireless Network Manually

Before you begin

Get the password of the wireless network from your system administrator.

Make sure that the Wi-Fi mode is activated.

Procedure

1. Go to ☰ > **Settings** > **Device Settings** > **Wi-Fi**.
2. Tap ⋮ > **Scan** to search the available wireless network.
3. Select the desired wireless network.
4. If the network is secure, enter its password.
5. Tap **CONNECT**.

Related tasks

Activating or Deactivating the Wi-Fi Mode

Connecting to the Wireless Network Using WPS

Wi-Fi Protected Setup (WPS) provides simplified mechanisms to configure secure wireless networks, which can automatically configure a wireless network with a network name (SSID) and strong WPA data encryption and authentication.

About this task

Two methods supported by Yealink devices in the Wi-Fi protected setup:

- **Push Button Configuration (PBC)**: The user simply presses the WPS key on both the device and router to connect.
- **Personal Identification Number (PIN)**: The user has to enter a PIN generated randomly by the device on the router to connect.

- Connecting to the Wireless Network Using PBC
- Connecting to the Wireless Network Using PIN

Connecting to the Wireless Network Using PBC

Before you begin

Make sure Wi-Fi Mode is activated.

Procedure

1. Go to ☰ > **Settings** > **Device Settings** > **Wi-Fi**.

2. Tap ⋮ > **WPS**.

   The device screen prompts that you need to press the Wi-Fi Protected Setup button on your router.
3. Long press the WPS key on your gateway/router.

   Once the WPS setup has completed successfully, the touch screen will prompt connect successfully.

Connecting to the Wireless Network Using PIN

Before you begin

Make sure that the Wi-Fi mode is activated.

Procedure

1. Go to ☰ > **Settings** > **Device Settings** > **Wi-Fi**.
2. Tap ⋮ > **WPS-PIN** to search the available wireless network.

   The device screen prompts that you need to enter the PIN xxx on your WLAN router.
3. Log into your gateway/router's web interface, and configure it to search the clients.

   Once the WPS-PIN setup completes successfully, the web interface of the gateway/router will prompt success.

Adding a Wireless Network manually

If your gateway/router has SSID broadcast disabled, it might not appear in the scanning results. In that case, you must manually add a wireless network.

Before you begin

Make sure Wi-Fi Mode is activated.

Procedure

1. Go to ☰ > **Settings** > **Device Settings** > **Wi-Fi**.
2. Tap ⋮ > **Add**.
3. Enter the SSID and then select a security mode from the **Security** drop-down menu:
   - If you select **None**, tap **Save**.
   - If you select **WEP** or **WPA/WPA2-PSK**, enter the password and then tap **Save**.
   - If you select **802.1×EAP**, select the desired EAP method and Phase-2 authentication, enter the desired values in the **Identity**, **Anonymous identity**, and **Password** fields and then tap **Save**.

   If you enable **Show advanced options**, select a desired value in the **Proxy** field; and if you select **Manual**, enter the information about the proxy server in the corresponding fields.

Related tasks

Activating or Deactivating the Wi-Fi Mode

Viewing the Wireless Network Information

After connecting to the wireless network, you can view the wireless network information (such as wireless status, link speed, security, IP address, signal strength, and so on.)

Procedure

1. Go to ☰ > **Settings** > **Device Settings** > **Wi-Fi**.
2. Select the connected wireless network.

Deactivating the Wi-Fi Mode

You should deactivate the Wi-Fi mode when you need to connect your device to the wired network.

Procedure

1. Go to ☰ > **Settings** > **Device Settings** > **Wi-Fi**.
2. Turn off **Wi-Fi**.

Disconnecting the Wireless Network Connection

Procedure

1. Go to ☰ > **Settings** > **Device Settings** > **Wi-Fi**.
2. Select the connected wireless network.
3. Tap **FORGET**.

   The wireless network is disconnected. You can tap it again to connect.

Optional Accessories with Your Phone

This chapter describes the optional accessories that you can use to extend your phone's capabilities.

- Wireless Microphones CPW90

Wireless Microphones CPW90

You can pair the CPW90 with the phone and then use the CPW90 as the phone's microphone. For more information, refer to the Yealink CPW90 Wireless Microphones Quick Start Guide.

Using CP960 Cascade Feature

You can deploy up to four CP960 phones in a cascade layout. In the cascade group, one phone acts as a primary phone, while other phones act as the satellite phones. The primary phone keeps all features,

while the satellite phones only sync some key features of the primary phone, such as calling feature. After connecting, the satellite phones are mainly used to work as speakers or microphones.

Before you begin

Make sure all the phones are deployed in the same subnet and running the same firmware versions.

- Configuring the Primary Phone
- Configuring the Satellite Phone

Configuring the Primary Phone

You can set up a cascade group, remove any satellite phone, and dissolve a cascade group. You can also quickly find a satellite phone.

- Setting Up a Cascade Group
- Removing a Slave Phone
- Dissolving a Cascade Group
- Finding a Satellite Phone
- Stop Finding a Satellite Phone

Setting Up a Cascade Group

If your system administrator has not specified your phone as a primary phone, you need to manually create a cascade group on your phone.

Procedure

Go to ☰ > **Settings** > **Device settings** > **Admin only(default password: admin)** > **Cascaded Mode** > **Create Group**.

The phone automatically generates a four-digit PIN number and sends the broadcast. After the satellite phones join the cascade group, a cascade icon appears in the status bar.

Removing a Slave Phone

You can remove a satellite phone from the cascade group.

Procedure

1. Go to ☰ > **Settings** > **Device settings** > **Admin only(default password: admin)** > **Cascaded Mode**.
2. Select the desired satellite phone.
3. Select **Remove**.
   The phone prompts you to remove the satellite phone or not.
4. Select **OK**.
   The satellite phone is removed from the cascade group successfully.

Dissolving a Cascade Group

You can dissolve a cascade group when the phone no longer needs the connection.

Procedure

1. Go to ☰ > **Settings** > **Device settings** > **Admin only(default password: admin)** > **Cascaded Mode**.
2. Tap the primary phone icon.

3. Select **Dissolve Group**.
   The phone prompts you to dissolve the cascade group or not.
4. Select **OK**.
   The phone dissolves the cascade group successfully.

Finding a Satellite Phone

You can find the satellite phones which join the cascade group on the primary phone.

Procedure

1. Go to ☰ > **Settings** > **Device settings** > **Admin only(default password: admin)** > **Cascaded Mode**.
2. Tap the desired satellite phone.
3. Select **Find**.
   The primary phone will automatically find the satellite phone in your area. The satellite phone will play the ring tone, and the mute key LED indicators on the phone flash green and red alternately.

Stop Finding a Satellite Phone

If you find your satellite phone, you can manually stop finding other satellite phone on the primary phone.

Procedure

Select **Exit** on the primary phone.
The satellite phone will stop ringing.

Note: You can also stop finding a satellite phone by tapping any touch key on the satellite phone.

Configuring the Satellite Phone

You can join or quit a cascade group on the satellite phone. You can also quickly find a primary phone.

- Joining a Cascade Group
- Quitting a Cascade Group
- Finding a Primary Phone
- Stop Finding a Primary Phone

Joining a Cascade Group

You can join your phone to a cascade group as a satellite phone.

Before you begin

The primary phone has set up a cascade group and is broadcasting.

Procedure

1. Go to ☰ > **Settings** > **Device settings** > **Admin only(default password: admin)** > **Cascaded Mode** > **Search Group**.
2. Select **Join**.
3. Enter the PIN number displayed on the primary phone.
   After reboot, the phone joins the cascade group successfully. The cascade name (for example, CP960-S1) is displayed on the idle screen, and a cascade icon appears in the status bar.

   Note: One CP960 phone can only join one cascade group.

Quitting a Cascade Group

When you need to use your phone as a normal conference phone, you can quit a cascade group.

Procedure

1. Go to ☰ > **Settings** > **Device settings** > **Admin only(default password: admin)** > **Cascaded Mode**.
2. Tap the desired satellite phone.
3. Select **Quit Group**.
   The phone prompts you to quit the cascade group or not.
4. Select **OK**.
   After reboot, the phone quits the cascade group successfully.

Finding a Primary Phone

You can confirm the actual location of the primary phone on any satellite phone.

Procedure

Select **Find primary**.
The satellite phone will automatically find the primary phone in your area.The primary phone will play the ring tone, and the mute key LED indicators on the phone flash green and red alternately.

Stop Finding a Primary Phone

If you find your primary phone, you can manually stop finding the primary phone at any time.

Procedure

Select **Exit** on the satellite phone.
The primary phone will stop ringing.

Note: You can also stop finding a primary phone by tapping any touch key on the primary phone.

Hybrid Mode Settings

After the hybrid mode is enabled, users can receive a paging call in the teams app mode.

- Hybrid Mode
- Sending Multicast Paging
- Receiving Multicast Paging

Hybrid Mode

Teams phone supports hybrid mode: survivability app mode and teams app mode. If the phone disconnects with the local MS server, you can switch to the survivability app to implement the call features.

Note: The hybrid mode is disabled by default. Contact your system administrator to enable it.

- Enabling the Quick Ball
- Switching to Survivability App
- Switching to Teams App
- Survivability App Screens

- Call Features of Survivability App

Enabling the Quick Ball

You can use the quick ball to quickly switch between the survivability app mode and teams app mode.

Procedure

1. Go to ☰ > **Settings** > **Device Settings** > **Hybrid Mode**.
2. Enable **Quick Ball**.
   The screen displays a quick ball. You can tap it to change the app mode quickly.

Switching to Survivability App

Procedure

Do one of the following:

- Go to ☰ > **Settings** > **Device Settings** > **Hybrid Mode**, and then tap **Access Survivability App**.
- Tap the quick ball SIP.

  Note: In a teams call, the quick ball does not appear, so you cannot switch to the survivability app mode.

Related tasks

Enabling the Quick Ball

Switching to Teams App

Procedure

Tap the quick ball Teams.

Note: In a SIP call, the call is placed on hold when you switch to the Teams app mode.

Related tasks

Enabling the Quick Ball

Survivability App Screens

The survivability app includes the following screens:

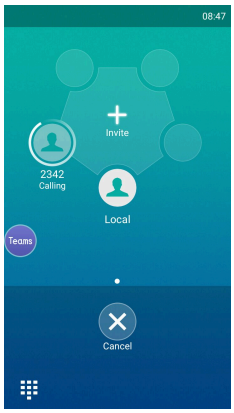
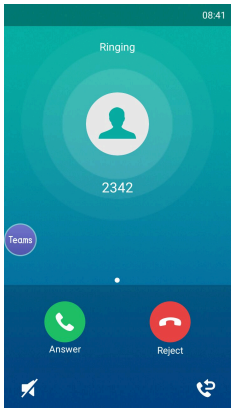
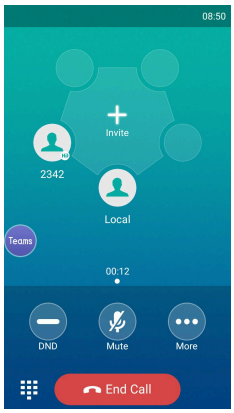
- Dial: Tap to open the dialer.
- Directory: Displays local contacts, you can search for contacts, manage local directory groups and contacts.
- History: Includes missed, placed, received, and forwarded calls, you can view call details and manage the history record.

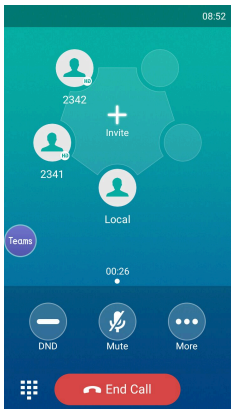
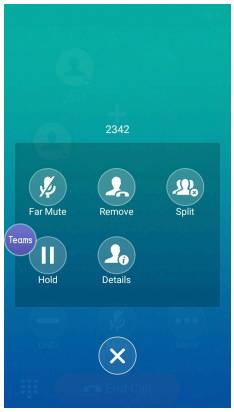
Note: The phone only supports one SIP account.

Call Features of Survivability App

In survivability app mode, you can perform basic call features.

Note: If your phone is locked, you may need to unlock it before using call features.

Call Status	You can
Ring back  	• Cancel a call • Invite a new party
Call in  	• Answer a call • Reject a call • Silence a call • Forward a call
Talk (peer to peer call)  	• Enable DND • End a call • Mute a call • Hold a call • Transfer a call • Place a new call • Invite a new party

Call Status	You can
Conference   	For the conference originator: • Enable DND • End a conference call • Mute a conference call • Hold a conference call • Place a new call • Invite a new party • Split a Conference Call For other conference participants: the same as the peer to peer call. Manage a participant: • Mute the participant • Remove the participant • Split the participant • Hold the participant • View the detail of participant

Sending Multicast Paging

Your phone supports up to 31 groups for paging. You can assign a label to each group to identify the phones in the

group, such as All, Sales, or HR.

You can set a line key as Paging key or Paging List key on the phone, which allows you to send announcements to the phones with pre-configured multicast address(es) on specific channel(s).

Note: It is available only when hybrid mode is enabled.

- Setting a Paging Key
- Sending a Paging by a Paging Key
- Setting a Paging List Key
- Setting a Paging Group
- Editing a Paging Group
- Sending a Paging by a Paging List Key
- Deleting a Paging Group

Related information

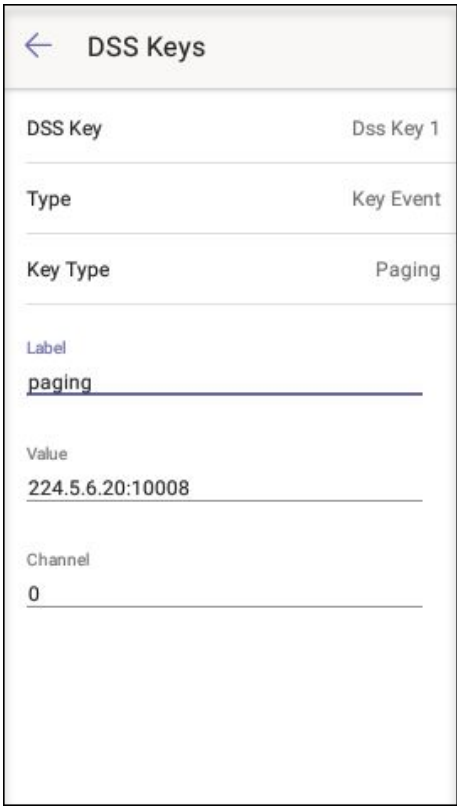
Hybrid Mode

Setting a Paging Key

You can set a Paging key for a paging group, which allows you to send announcements quickly on the idle screen.

Procedure

1. Go to ☰ > **Settings** > **Device Settings** > **DSS Keys**.
2. Select the desired line key.
3. Select **Key Event** from the **Type** field.
4. Select **Paging** from the **Key Type** field.
5. Enter the paging group name in the **Label** field.
6. Enter the multicast IP address and port number (for example, 224.5.6.20:10008) in the **Value** field.
7. Enter the desired channel between 0 and 30 in the **Channel** field.



8. Save the change.

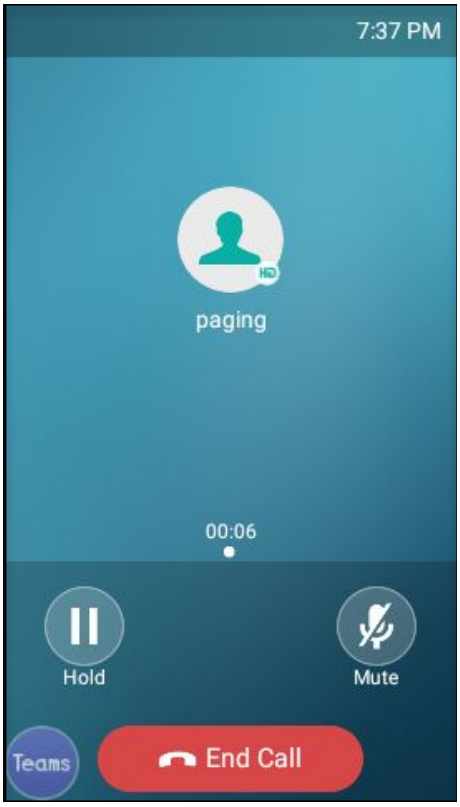
Sending a Paging by a Paging Key

You can send a paging by using the Paging key when the phone is idle.

Procedure

1. Switch to survivability App.

2. Tap the Paging key when the phone is idle.



Related tasks

Switching to Survivability App

Setting a Paging Key

Setting a Paging List Key

You can use the quick ball to quickly switch between the survivability app mode and teams app mode.

Procedure

1. Go to ☰ > **Settings** > **Device Settings** > **DSS Keys**.
2. Select the desired line key.
3. Select **Key Event** from the **Type** field.
4. Select **Paging List** from the **Key Type** field.
5. Enter the paging group name in the **Label** field.
6. Save the change.

Setting a Paging Group

Procedure

1. Go to ☰ > **Settings** > **Device Settings** > **Paging List**.
2. Select the desired paging group.
   The default tag is Empty if it is not configured before.
3. Enter the multicast IP address and port number (for example, 224.5.6.20:10008) in the **Address** field.
4. Enter the string that will display on the phone screen in the **Label** field.

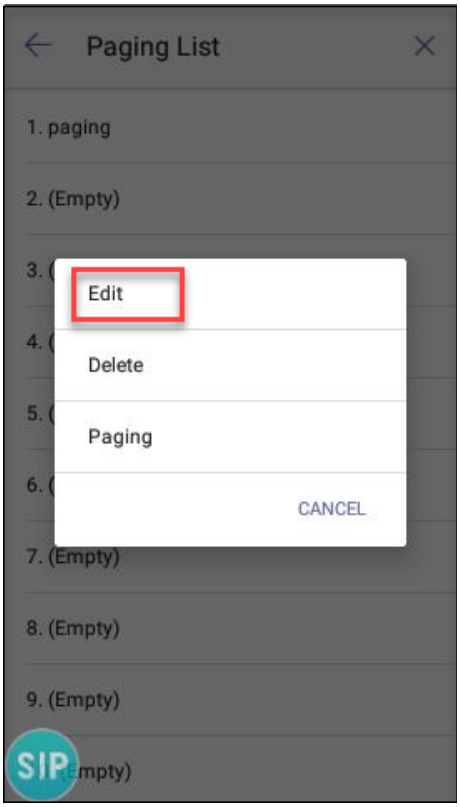
5. Select the desired channel between 0 and 30 in the **Channel** field.
6. Save the change.

Editing a Paging Group

You can edit the information of the paging group.

Procedure

1. Go to ☰ > **Settings** > **Device Settings** > **Paging List**.
2. Long tap the desired paging group and select **Edit**.



3. Edit the information.
4. Save the change.

Sending a Paging by a Paging List Key

You can send a paging by using the Paging List key when the phone is idle.

Procedure

1. Switch to survivability App.
2. Tap the Paging List key when the phone is idle.
   - Tap the desired paging group.
   - Long tap the desired paging group and select **Paging**.

Related tasks

Setting a Paging List Key

Deleting a Paging Group

You can delete any group from the paging group list.

Procedure

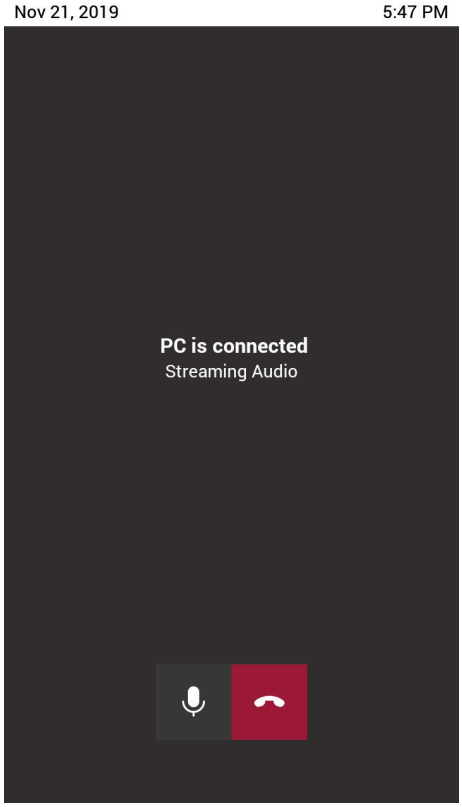
1. Go to ☰ > **Settings** > **Device Settings** > **Paging List**.
2. Long tap the desired paging group and select **Delete**.
   The phone prompts you whether to delete the paging group.
3. Select **OK**.

Receiving Multicast Paging

Your system administrator has set a listening paging group for you, you can automatically receive a paging call when the phone is idle.

USB Audio Mode

You can connect the CP960 phone to PC using a micro USB cable. Then the phone will automatically enter the USB audio mode when a call is in progress on the Microsoft Teams client.



In the USB audio mode, you can only mute the call or end the call.

Note: If there is another incoming Teams/SIP call, the current call will be paused. After the Teams/SIP call ends, you can resume the call on Microsoft Teams client. The phone enters the USB audio mode again.

Getting More Information About Microsoft Teams

This topic provides you to view more information about Microsoft Teams. If you encounter problems when using the Teams device, you can send feedback to Microsoft.

- Viewing More Information About Microsoft Teams
- Company Portal
- Sending Feedback

Viewing More Information About Microsoft Teams

You can view more information about Microsoft Teams such as the version, calling version, and the details of Privacy& Cookies, Microsoft Software License Terms, and Third-party Notices.

Procedure

Go to ☰ > **Settings** > **About**.

You can select **Privacy& Cookies**, **Terms of Use**, or **Third Party Software Notices and Information** to view the details.

Company Portal

Microsoft Intune helps organizations manage access to corporate apps, data, and resources. Company Portal is the app that lets you, as an employee of your company, securely access those resources. Before you can use this app, make sure your IT admin has set up your work account and have a subscription to Microsoft Intune.

Company Portal helps simplify the tasks you need to do for work:

- Enroll your device to access corporate resources, including Office, email, and OneDrive for Business
- Sign into corporate resources with company-issued certificates
- Reduce the number of times you need to sign into corporate resources with single sign-on
- Browse and install approved business apps from your IT department or the Microsoft Store for Business
- View and manage your enrolled devices and wipe them if they get lost or stolen
- Get help directly from your IT department through the available contact information

Note: Every organization has different access requirements and will use Intune in ways that they determine will best manage their information. Some functionality might be unavailable in certain countries. If you have questions about how this app is being used within your organization, contact your company's IT administrator.

Sending Feedback

If you encounter problems while using the Teams device, please feel free to send feedback to let us know.

Procedure

1. Go to ☰ > **Settings** > **Report an issue**.
2. Select a desired report type in the **Type** field.
3. Enter the alias (your email address).

4. Select a desired type of issue and then enter the issue title.
5. Tap **SEND**.

Maintaining Teams Devices

When the device cannot be operated properly, you can investigate or troubleshoot issues along with any other tasks your administrator may ask you to perform.

- Rebooting Your Device
- Viewing Device Status
- Resetting Your Device

Rebooting Your Device

Your system administrator may ask you to reboot your device if it malfunctions or to assist in troubleshooting.

Procedure

1. Go to ☰ > **Settings** > **Device Settings** > **Reboot**.
2. Tap **Reboot phone**.
   It prompts if you are sure to reboot the device.
3. Tap **OK**.

Viewing Device Status

Your system administrator may ask you to view the device status such as network, MAC, firmware, Partner APP version, Company Portal version, and Teams version.

Procedure

Go to ☰ > **Settings** > **Device Settings** > **About**.

Resetting Your Device

You can reset the device to factory settings with the need for entering the Administrator's password.

Procedure

1. Go to ☰ > **Settings** > **Device Settings** > **Debug (Admin only, default password: admin)**.
2. Tap **Reset to Factory Settings**.
   It prompts if you are sure to reset to factory default.
3. Tap **OK**.

Troubleshooting

If you are having issues with your device, you can try the troubleshooting options and solutions in the following topics to resolve certain issues.

- Why is the screen blank?
- Why does the device display “Network unavailable”?
- Why does the device display time and date incorrectly?
- How can I obtain the MAC address of a device when the device is not powered on?
- Why can't I receive calls?
- Why doesn't my handset work?
- How can I switch to Skype for Business edition?
- Checking the IP Address of Device

Why is the screen blank?

- If the device is powered from PoE, ensure you use a PoE-compliant switch or hub.
- Ensure that the device is properly plugged into a functional AC outlet.

Why does the device display “Network unavailable”?

- Ensure that the switch or hub in your network is operational.

Why does the device display time and date incorrectly?

Check whether your device obtains the time and date from the SNTP server automatically. If the device fails to connect the SNTP server, contact your system administrator for more information. You can also configure the time and date manually.

How can I obtain the MAC address of a device when the device is not powered on?

You can use one of the following ways to obtain the MAC address of a device:

- The PO (Purchase Order) provided by the supplier.
- The label of the carton box.
- The phone’s bar code on the back of the phone.

Why can't I receive calls?

- Check if the account is logged in.
- Check whether your status is DND mode, if it is, you should reset status.
- Check whether the call forward is enabled on the phone.

Why doesn't my handset work?

- Check that the headset cord is fully connected to the headset jack on the phone.

How can I switch to Skype for Business edition?

- Upgrade firmware via the web user interface.
- Auto provisioning.

Checking the IP Address of Device

Procedure

Go to ☰ > **Settings** > **Device Settings** > **About**.