

**Yealink**

# CP960 Skype for Business<sup>®</sup> HD IP Conference Phone User Guide



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<http://www.yealink.com/GPLOpenSource.aspx?BaseInfoCateId=293&NewsCateId=293&CateId=293>.

## About This Guide

Yealink CP960 phone with the Skype for Business firmware enables a new era in unified communications. It is designed to work with the Skype for Business Server. Connecting a Yealink CP960 Skype for Business phone to the Skype for Business Server allows you to place regular and Voice over Internet Protocol (VoIP) calls, answer calls, forward calls, conduct a Skype for Business conference call, and dial from your Skype for Business directory list through integration with Microsoft's Active Directory.

This guide provides everything you need to quickly use your new phone. First, verify with your system administrator that the IP network is ready for phone configuration. Also be sure to read the Quick Start Guide in your phone package before you set up and use the phone. As you read this guide, keep in mind that some features are configurable by your system administrator.

Read the [Yealink Products Regulatory Notices guide](#) for all regulatory and safety guidance

## In This Guide

Topics provided in this guide include:

- Chapter 1 [Overview](#)
- Chapter 2 [Getting Started](#)
- Chapter 3 [Customizing Your Phone](#)
- Chapter 4 [Basic Call Features](#)
- Chapter 5 [Advanced Phone Features](#)
- Chapter 7 [Troubleshooting](#)

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## Overview

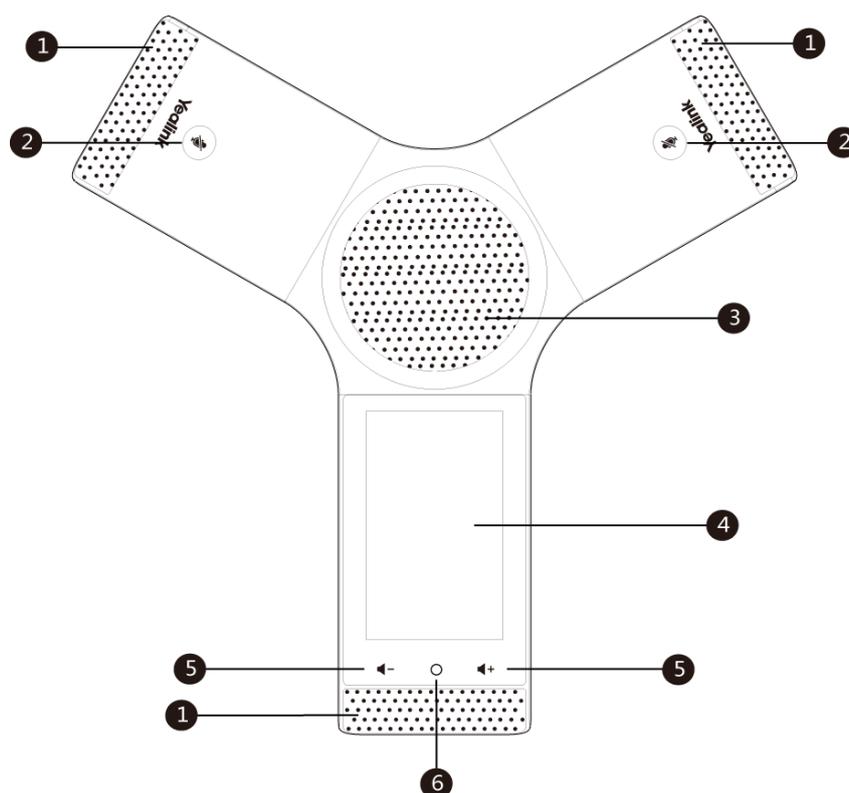
This chapter provides the overview of the CP960 Skype for Business phone. Topics include:

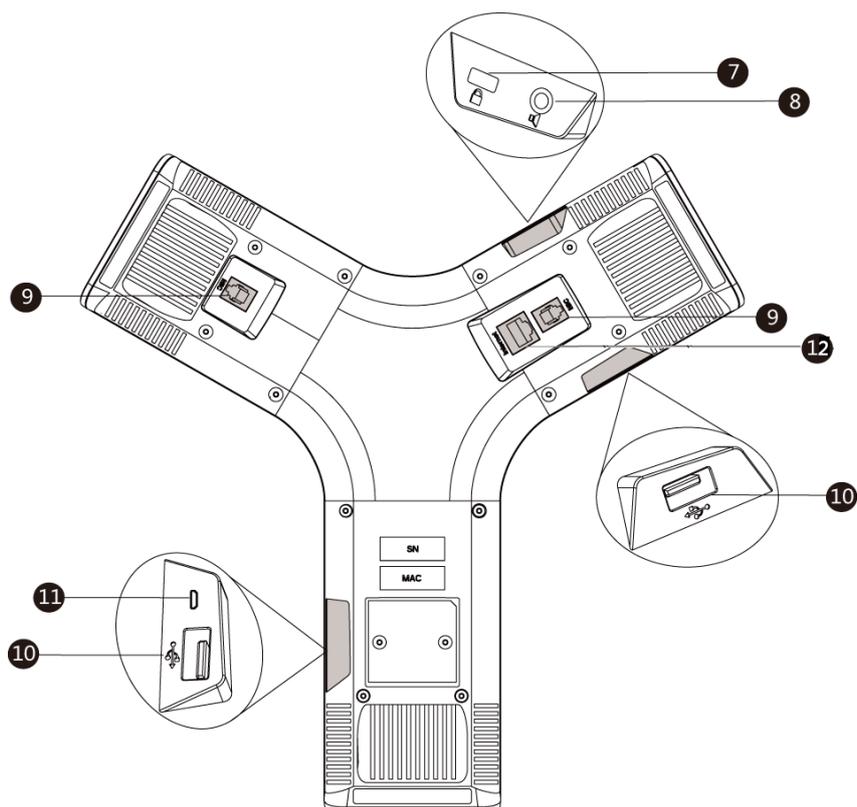
- [Hardware Component Instructions](#)
- [Icon Instructions](#)
- [User Interfaces](#)
- [Documentations](#)

For more information or assistance with your new phone, contact your system administrator.

## Hardware Component Instructions

The following figure displays the hardware features on the CP960 Skype for Business phone:





Hardware component instructions of the phone are:

	Item	Description
①	Three Internal Microphones	Provide 20-feet and 360-degree coverage to transmit sound to other phones.
②	Mute Touch Keys	<ul style="list-style-type: none"> <li>• Indicate phone statuses.</li> <li>• Toggle mute feature.</li> </ul>
③	Speaker	Provides hands-free (speakerphone) audio output.
④	Touch Screen	<p>5 inch (720 x 1280) capacitive (5 point) touch screen, tap to select items and navigate menus.</p> <p>Shows information about calls, messages, time, date and other relevant data:</p> <ul style="list-style-type: none"> <li>• Call information—caller ID, call duration</li> <li>• Icons (for example, )</li> <li>• Missed call list or second incoming caller information</li> <li>• Prompt text (for example, "Saved successfully")</li> <li>• Time and date</li> </ul>
⑤	Volume Touch Keys	Adjust the volume of the speaker, ringer or media.
⑥	HOME Touch Key	Returns to the idle screen.
⑦	Security Slot	Allows you to connect a universal security cable to your phone so you can lock down your phone. The phone will not be removed after locked.

	Item	Description
⑧	3.5mm Audio-out Port	Allows you to connect an optional external speaker.
⑨	Wired Mic Ports	Allow you to connect CPE90 to your phone (optional).
⑩	USB Ports	Allow you to connect an optional USB flash drive or CPW90 charging cradle.
⑪	Micro USB Port	Allows you to connect a PC and turn CP960 into an external speaker and microphone for your PC. It is unavailable under current firmware.
⑫	Network Port	Allows you to connect the phone to wired network.

## Icon Instructions

Icons appearing on the touch screen are described in the following table:

Icons	Description
	Local Favorites
	Search for contacts
	Enter message center
	Received Calls
	Placed Calls
	Missed Calls
	Forwarded Calls
	Location is not set
	Voicemail
	Unread voicemail
	Read voicemail

Icons	Description
	Auto Answer
	Enable the conference announcement
	Conference organizer
	Conference presenter
	Conference/Phone lock
	Ringer volume is 0
	Private conference

## LED Instructions

Mute touch key LED indicators on the Skype for Business phone :

LED Status	Description
Red	The phone is initializing. The phone is muted.
Flashing red	The phone is ringing.
Green	The phone is placing a call. There is an active call on the phone.
Off	The phone is powered off. The phone is idle.

## User Interfaces

There are two ways to configure your Skype for Business phone:

- Via phone user interface
- Via web user interface

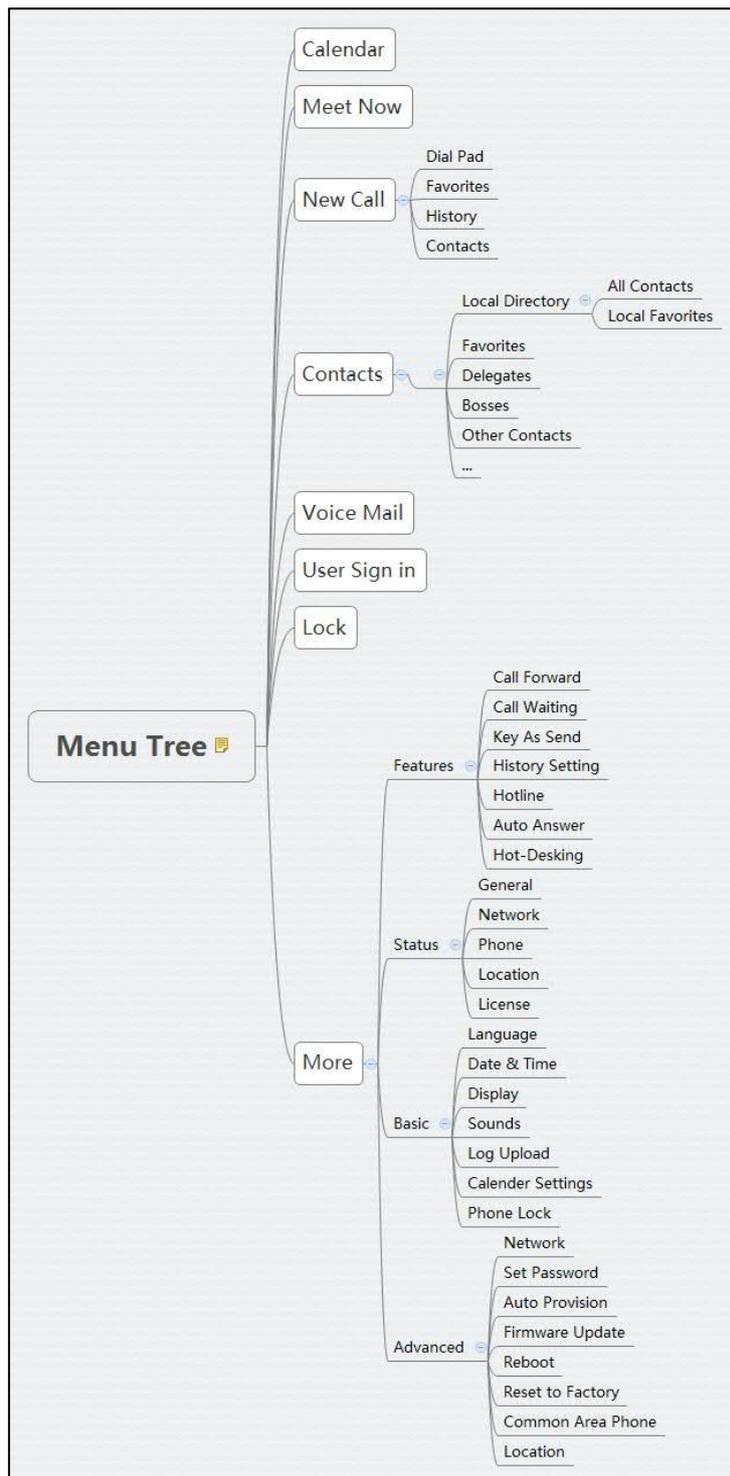
You can perform all call operations and change basic configuration settings directly on the phone. But if you want to access all configuration settings, you should use web user interface instead. In most cases, it is possible to configure your Skype for Business phone via both phone user interface and web user interface. While in some particular cases, only via phone user interface or via web user interface is available for you to operate or configure your Skype for Business phone. This guide mainly takes phone user interface as an example.

## Phone User Interface

You can customize your phone by tapping **More** from the Home screen. The **Advanced** option is only accessible to the administrator, and the default administrator password is "admin" (case-sensitive). For more information on customizing your phone with the available options from the phone user interface, refer to [Customizing Your Phone](#) on page 35.

Menus are used to access information and configure the phone.

The figure below shows the phone's menus and submenus.



## Web User Interface

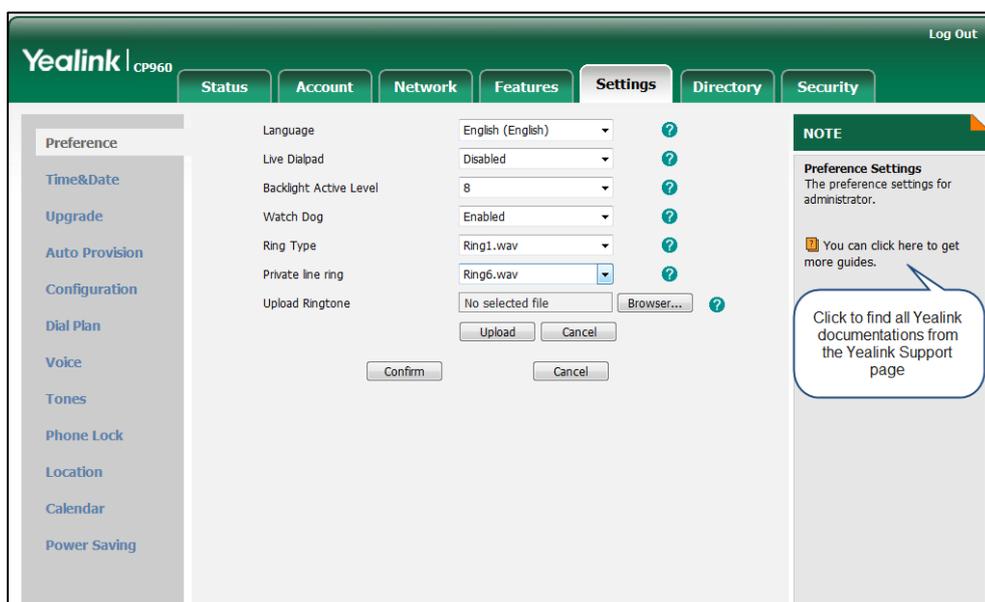
In addition to the phone user interface, you can also customize your phone via web user interface. In order to access the web user interface, you need to know the IP address of your new phone. To obtain the IP address, tap **More**->**Status**->**General** on the phone when the

phone is idle. Enter the IP address (for example, http://192.168.0.10 or 192.168.0.10 for IPv4; http://[2005:1:1:1:215:65ff:fe64:6e0a] or [2005:1:1:1:215:65ff:fe64:6e0a] for IPv6) in the address bar of a web browser on your PC. The default administrator user name and password are both "admin" (case-sensitive).

## Navigating the Web User Interface

When you log into the web user interface successfully, the phone status is displayed on the first page of the web user interface. You can click each menu to customize or click **Log out** to log out of the web user interface.

The following figure is an example that navigates to **Settings->Preference**:



## Features Configurable via Phone/Web User Interface

The main features you can customize for the Skype for Business phone via phone user interface and/or via web user interface are listed in the following table:

Features	Phone User Interface	We User Interface
<b>Network Settings</b>		
--Basic Network Settings		
--DHCP	√	√
--IPv4	√	√
--IPv6	√	√
<b>Registration</b>		
--PIN Authentication	√	√

Features	Phone User Interface	We User Interface
--User Sign-in	√	√
--Web Sign-in	√	√
--CAP Provisioning	√	X
<b>Basic Phone Settings</b>		
--Screen Saver	√	X
--Power Saving	X	√
--Backlight	√	√
--Language		
--Phone Language	√	X
--Web Language	X	√
--Time & Date		
--SNTP Settings	√	√
--Manually Settings	√	√
--Time & Date Format	√	√
--Administrator Password	√	√
--Key As Send	√	√
--Phone Lock	√	√
--Audio Settings		
--Key Tone	√	√
--Phone Ring Tone	√	√
--Contact Management		
--Local Directory	√	√
--Skype for Business Directory	√	X
--Call History Management		
--History Management	√	√
--History Settings	√	√
--Dial Now	X	√
<b>Basic Call Features</b>		
--Hotline	√	√

Features	Phone User Interface	We User Interface
--Auto Answer	√	√
--Call Waiting	√	√
--Call Forward	√	X
--Call Transfer	√	X
--Calendar	X	√
--Call Park/Retrieve	√	X
--Voice mail	√	X
Advanced Phone Features		
--E911 Location Tip	X	√
--Privacy Mode	√	X
--Hot Desking	√	√
--Common Area Phone	√	√

**Note**

The table above lists most of the feature options. Please refer to the relevant sections for more information.

## Documentations

The following table shows documentations available for the CP960 Skype for Business phone.

Name	Contents	Where found	Language
Quick Start Guide	Basic call features and phone customizations	In the package/ On the website	English/Chinese
User Guide	Phone/Web user interface settings Basic call features and Advanced phone feature	On the website	English/Chinese

**Note**

You can download the latest documentations online:  
<http://support.yealink.com/documentFront/forwardToDocumentFrontDisplayPage>.

## Getting Started

This chapter provides the following basic installation instructions and information for obtaining the best performance with the CP960 Skype for Business phone. Topics include:

- [Phone Initialization](#)
- [Signing into Skype for Business](#)
- [Signing Out of Skype for Business](#)
- [Presence Status](#)
- [Touch Screen Display](#)
- [Navigating Menus and Fields](#)
- [Entering Data and Editing Fields](#)
- [Phone Status](#)
- [Basic Network Settings](#)

For more information or assistance with your new phone, contact your system administrator.

### Phone Initialization

After your phone is powered on, the system boots up and performs the following steps:

#### **Automatic Phone Initialization**

The phone finishes the initialization by loading the saved configuration. The touch screen displays "Initializing..." during the initialization.

#### **DHCP (Dynamic Host Configuration Protocol)**

The phone attempts to contact a DHCP server in your network to obtain valid IPv4 network settings (e.g., IP address, subnet mask, default gateway address and DNS address) by default.

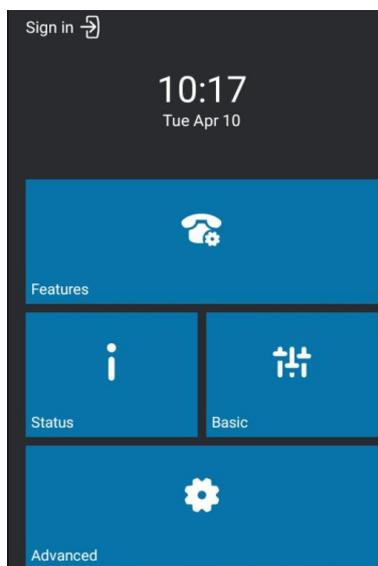
After the phone finishes the initialization, the sign-in screen appears on the touch screen.

#### **Note**

If your network does not use DHCP, proceed to [Basic Network Settings](#) on page 32.

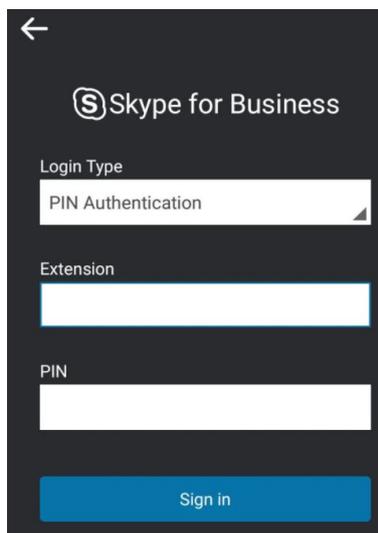
## Signing into Skype for Business

After the initialization, the idle screen appears. The idle screen will be shown as below:



From the idle screen, you can view phone status, configure call features or phone settings.

You can tap **Sign in** to enter the sign-in screen. The sign-in screen is shown as below:



Tap ← to return to the idle screen.

Skype for Business users are authenticated by Microsoft Active Directory Domain Service. The following three sign-in methods are available:

- **PIN Authentication:** This method uses the user's phone number (or extension) and personal identification number (PIN) to sign into Skype for Business Server. This sign-in method is only applicable to On-Premises account.
- **User Sign-in:** This method uses the user's credentials (sign-in address, user name, and password) to sign into Skype for Business Server. This sign-in method is applicable to On-Premises account and Online account.

- **Web Sign-in:** This method uses the unique website shown on the phone to sign in. This sign-in method is only applicable to Online account.

If the Skype for Business Server is configured to forcibly lock the phone. You need to configure a lock PIN at the initial sign-in. For more information, refer to [Phone Lock](#) on page 45.

**Note** If the phone reboots after successful login, the login credentials from the previous Sign-In will be cached. User can sign in successfully without reentering the credentials.

## PIN Authentication

You can sign into Skype for Business on your phone with your PIN Authentication credentials. Your system administrator provides you with your PIN Authentication credentials.

**Note** The system administrator should configure network environment in advanced for PIN Authentication method. If not, your phone may not display this sign-in method. Contact your system administrator for more information.

**To sign into Skype for Business Server using PIN Authentication method via phone user interface:**

1. Select **PIN Authentication** from the pull-down list of **Login Type**.
2. Tap the **Extension** field.
3. Enter your phone number or extension (e.g., 4034) by the on-screen keyboard.
4. Enter your personal identification number in the **PIN** field.
5. Tap **Sign in**.

**To sign into the Skype for Business Server using PIN Authentication method via web user interface:**

1. Click on **Account->Register**.
2. Select **Pin Authentication** from the pull-down list of **Mode**.
3. Enter your Skype for Business user's phone number or extension (e.g., 4034) in the **Extension** field.
4. Enter your personal identification number in the **Pin** field.

The screenshot shows the Yealink CP960 web interface. The top navigation bar includes 'Status', 'Account', 'Network', 'Features', 'Settings', 'Directory', and 'Security'. The 'Account' tab is active, and the 'Register' page is displayed. The 'Mode' dropdown menu is set to 'Pin Authentication'. The 'Register Status' is 'Disabled'. The 'Extension' field contains '4034' and the 'Pin' field contains '\*\*\*\*\*'. There are 'Sign In', 'Sign Out', and 'Cancel' buttons at the bottom. A 'NOTE' box on the right contains the text: 'account-register-lync-note' and 'You can click here to get more guides.'

5. Click **Sign In** to accept the change.

## User Sign-in

You can sign into Microsoft Skype for Business on your phone with your login credentials, which includes your address, username, and password. Your system administrator provides you with your login credentials.

### To sign into the Skype for Business Server using User Sign-in method via phone user interface:

1. Select **User Sign-in** from the pull-down list of **Login Type**.
2. Tap the **Sign-in Address** field.
3. Enter your Skype for Business user's sign-in address (e.g., yl34@yealinksfb.com) in the **Sign-in Address** field by the on-screen keyboard.
4. Enter your Skype for Business user name (e.g., yl34@yealinksfb.com) in the **User Name** field.
5. Enter the sign-in password in the **Password** field.
6. Tap **Sign in**.

### To sign into the Skype for Business Server using User Sign-in method via web user interface:

1. Click on **Account->Register**.
2. Select **User Sign in** from the pull-down list of **Mode**.
3. Enter your Skype for Business user's sign-in address (e.g., yl34@yealinksfb.com) in the **Login address** field.
4. Enter your Skype for Business user name (e.g., yl34@yealinksfb.com) in the **Register Name** field.
5. Enter the sign-in password in the **Password** field.

The screenshot shows the Yealink CP960 web interface. The top navigation bar includes 'Status', 'Account', 'Network', 'Features', 'Settings', 'Directory', and 'Security'. The 'Account' tab is active, and the 'Register' sub-tab is selected. The 'Mode' dropdown menu is set to 'User Sign in'. The 'Register Status' is 'Disabled'. The 'Login address' field contains 'yl34@yealinksfb.com', the 'Register Name' field contains 'yl34@yealinksfb.com', and the 'Password' field is masked with dots. The 'Sign In' button is highlighted with a red box. A 'NOTE' section on the right contains the text 'account-register-lync-note' and 'You can click here to get more guides.'

6. Click **Sign In** to accept the change.

## Web Sign-In

Use the Web Sign-In method to sign in to a phone with your Skype for Business Online account using a web browser.

Your system administrator provides you with your login credentials.

### To configure Web Sign-In method via web user interface:

1. Click on **Features->General Information**.
2. Select the desired value from the pull-down list of **Web Sign in**.
  - If it is enabled, you can sign into the Skype for Business Server using Web Sign-In method.
  - If it is disabled, you cannot sign into the Skype for Business Server using Web Sign-In method.

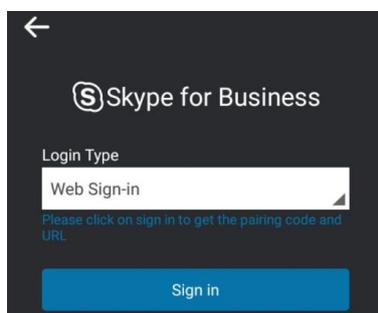
The screenshot shows the Yealink CP960 web interface. The 'Features' tab is selected, and the 'General Information' section is active. The 'Web Sign In' option is highlighted with a red box and is set to 'Enabled'. Other options include Call Waiting, Key As Send, Hotline Number, Hotline Delay(0~10s), Busy Tone Delay (Seconds), Return code when refuse, Time-Out for Dial-Now Rule, Dial Search Delay, 180 Ring Workaround, Save Call Log, Suppress DTMF Display, Suppress DTMF Display Delay, Play Local DTMF Tone, DTMF Repetition, Play Hold Tone, Play Hold Tone Delay, Allow Mute, SFB Away Time, Set as CAP, History Record Contacts Avatar, Auto Discover, Exchange Server Uri, and Hot Desking Enable. A 'NOTE' section on the right provides information about Call Waiting and Key As Send.

Feature	Value	Help
Call Waiting	Enabled	?
Key As Send	#	?
Hotline Number		?
Hotline Delay(0~10s)	4	?
Busy Tone Delay (Seconds)	0	?
Return code when refuse	603 (Decline)	?
Time-Out for Dial-Now Rule	1	?
Dial Search Delay	1	?
180 Ring Workaround	Disabled	?
Save Call Log	Enabled	?
Suppress DTMF Display	Disabled	?
Suppress DTMF Display Delay	Disabled	?
Play Local DTMF Tone	Enabled	?
DTMF Repetition	3	?
Play Hold Tone	Enabled	?
Play Hold Tone Delay	30	?
Allow Mute	Enabled	?
SFB Away Time	5	?
<b>Web Sign In</b>	<b>Enabled</b>	?
Set as CAP	Disabled	?
History Record Contacts Avatar	Enabled	?
Auto Discover	Enabled	?
Exchange Server Uri		?
Hot Desking Enable	Enabled	?

3. Click **Confirm** to accept the change.

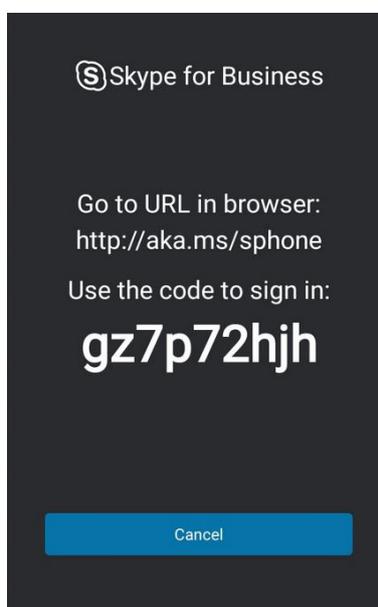
**To sign into Skype for Business Server using Web Sign-in method via phone user interface:**

1. Select **Web Sign-in** from the pull-down list of **Login Type**.



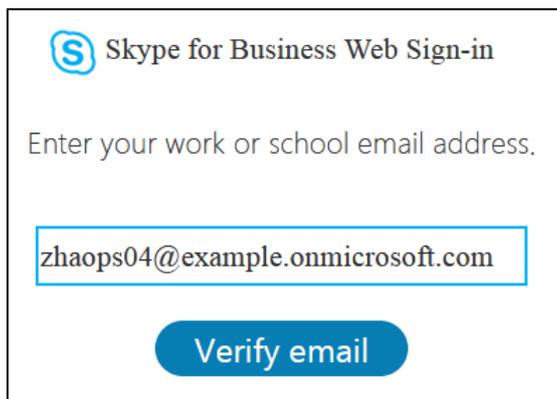
2. Tap **Sign in**.

The screen will show the pairing code and URL.



3. On your computer, enter the URL into your web browser.

4. On the Skype for Business Authentication website, enter your email address (e.g., zhaops04@example.onmicrosoft.com) in the **Email address** field.



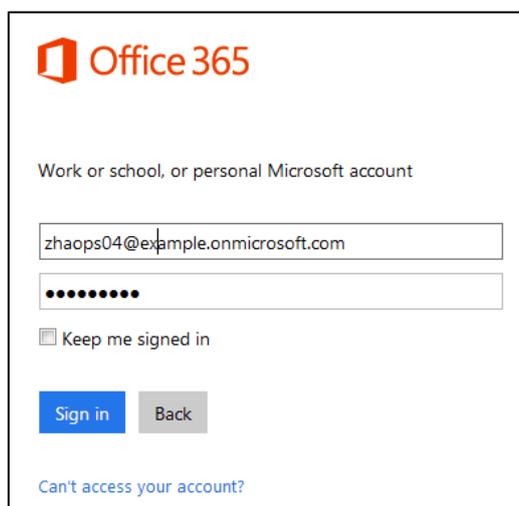
Skype for Business Web Sign-in

Enter your work or school email address.

zhaops04@example.onmicrosoft.com

Verify email

5. Click **Verify email** to check the validity of the email address. The sign-in screen will appear if the email address is valid.
6. Enter your Online account and password.



Office 365

Work or school, or personal Microsoft account

zhaops04@example.onmicrosoft.com

.....

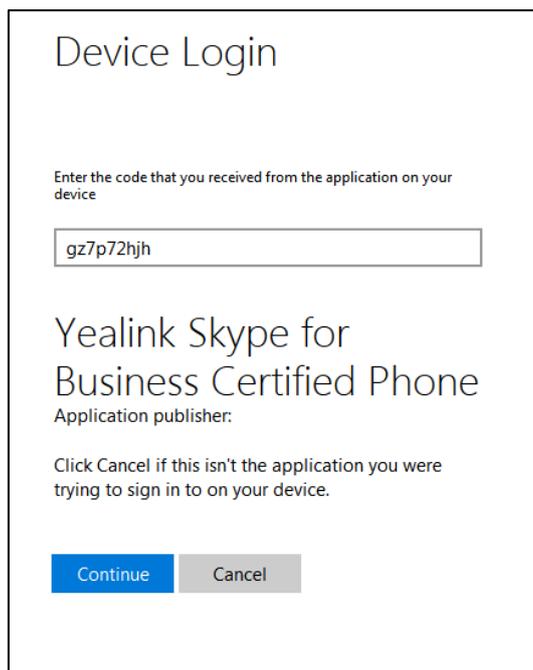
Keep me signed in

Sign in Back

[Can't access your account?](#)

7. (Optional) Check the **Keep me signed in** checkbox, so that you don't need to enter a password next time.
8. Click **Sign in**.

9. Enter the pairing code generated on the phone (e.g., gz7p72hjh) into the web browser.



Device Login

Enter the code that you received from the application on your device

gz7p72hjh

Yealink Skype for Business Certified Phone

Application publisher:

Click Cancel if this isn't the application you were trying to sign in to on your device.

Continue Cancel

10. Click **Continue**.
11. Click the account to sign in.

A confirmation message is displayed when your phone successfully signs into Skype for Business.

## Signing Out of Skype for Business

### To sign out of Skype for Business Server:

1. Tap **More**->**Advanced** (default password: admin)->**Sign Out**.
2. Tap **Sign Out**.

The phone signs out of Skype for Business Server.

After you sign out of Skype for Business, the account-related features (call or view your Skype for Business contacts, etc.) are not available. However, you can still use other available features.

Signing out is configurable via web user interface at the path: **Account**->**Register**->**Sign Out**.

## Presence Status

Your presence information is a quick way for other people to see your availability status. Presence is automatically set based on your Outlook calendar, but you can change it manually if you want to. For example, when you are busy with urgencies, you can change your status to

DND to avoid being disturbed.

The following table describes each presence status that other people may see for you, what each status means, and which ones you can set yourself.

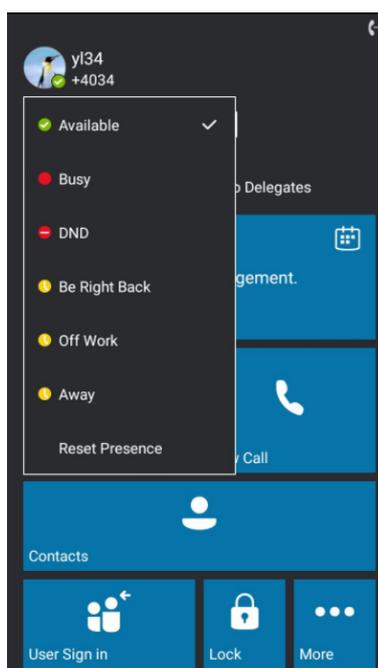
If your presence is	It means	How this status gets set
 Available	You are online and available to contact.	Set automatically for you based on your phone activity or Outlook calendar. You can also set this status when you want others to know you're in your office.
 Be Right Back	You are stepping away from the phone for a few moments.	You can set your presence to this anytime you want.
 Inactive	Your phone has been idle for a specified period of time (set by you).	Set automatically for you when your phone has been idle for a specified time (5 minutes by default).
 Away	Your phone has been idle for a specified period of time (set by you).	Set automatically for you when your phone has been inactive for a specified time (5 minutes by default). You can also set your presence to this anytime you want.
 Off Work	You are not working and not available to be contacted.	You can set your presence to this anytime you want.
 Busy	You are busy and don't want to be interrupted.	Set automatically for you based on your Outlook calendar. You can also set your presence to this anytime you want.
 Urgent interruptions only	You are allowed to call a contact even though his status is Do not Disturb	You can see this status for a contact whose status is Do not Disturb, and the contact has configured your privacy relationship to be Workgroup.
 In a call	In a Skype for Business call (a two-way audio call) and don't want to be disturbed.	Set automatically for you based on your phone activity.
 In a meeting	In a meeting and don't want to be disturbed.	Set automatically for you based on your Outlook calendar.
 In a conf call	In a Skype for Business conference call (a Skype for Business meeting with audio)	Set automatically for you when you have joined a conference call or a meet now session. It will display this status when you have

If your presence is	It means	How this status gets set
	and don't want to be disturbed.	an active call and a held conference call.
 Do Not Disturb	You don't want to be disturbed and will see conversation notifications only if sent by someone in your workgroup.	If you manually set it to Do Not Disturb, the incoming call will be forwarded to your voicemail directly. But you can still receive calls from the work group. You can set your presence to this anytime you want.
 Out of Office	You have set the automatic reply feature in Outlook.	Set automatically for you when you <a href="#">set automatic replies in Outlook</a> .
 Offline	Not signed in or you'll appear as Offline to people whom you've blocked from seeing your presence.	Set automatically for you when you log off your phone. Or you'll appear as Offline to people whom you've blocked from seeing your presence.
 Unknown	Your presence can't be detected.	This status might appear to contacts who are not using Skype for Business as their instant messaging program.

## Changing Presence Status

**To change your presence status:**

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



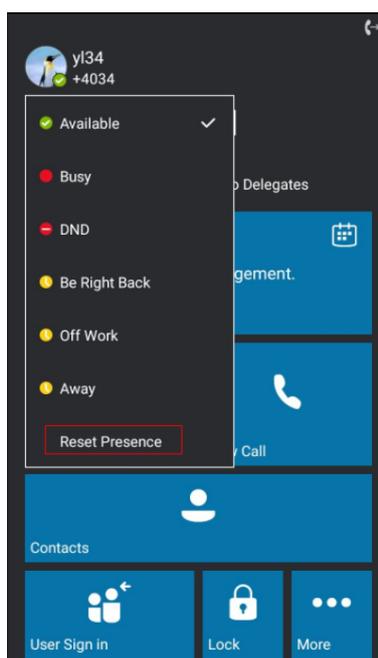
2. Select the desired status from the pull-down list.

The presence status will be changed on the phone and be synchronized to the Skype for Business Server.

## Resetting Presence Status

### To reset your presence status to the default:

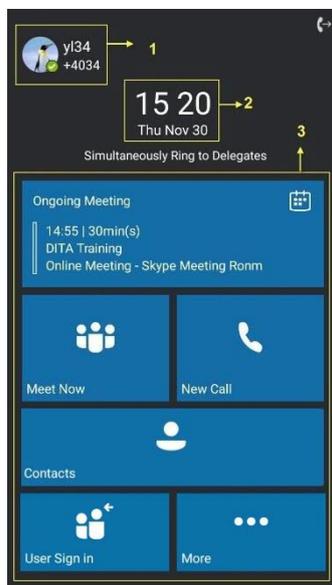
1. Tap your avatar at the top-right corner of the touch screen.
2. Select **Reset Presence** from the pull-down list.



Your status will be reset to "Available".

## Touch Screen Display

If the phone has successfully started up, and a Skype for Business user signs into the Skype for Business Server on the phone, the touch screen will be shown as below:

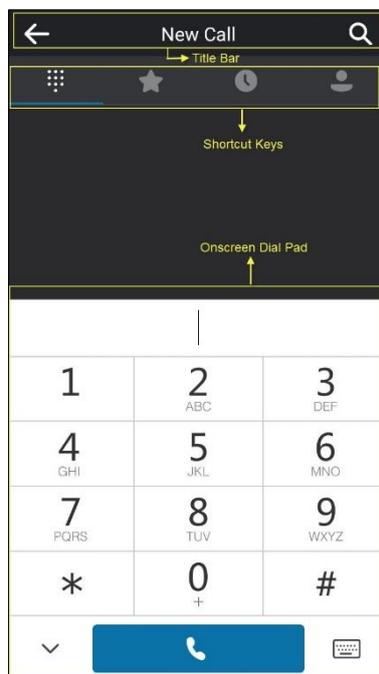


(User Sign-in)

No.	Name	Description
1	Screen Title Area	<ul style="list-style-type: none"> <li>Shows the account.</li> <li>Shows the icons (for example,  call forward).</li> </ul>
2	Digital Clock	Displays the phone's time and date.
3	Main Window	Displays the <b>Calendar</b> , <b>Meet Now</b> , <b>New Call</b> , <b>Contacts</b> , <b>User Sign in</b> and <b>More</b> menus.

## Dialing Screen

You can tap **New Call** to access the dialing screen.



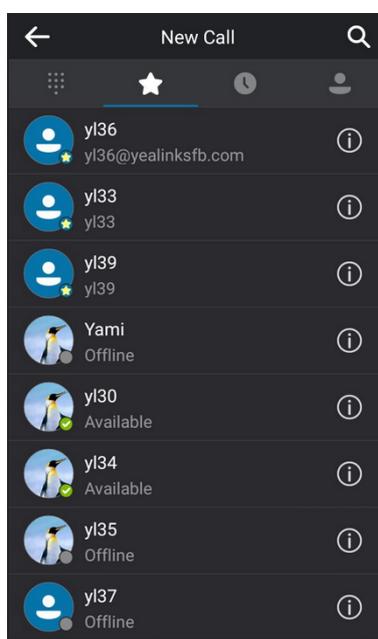
Name	Item	Description
Title Bar		Tap to go back to the idle screen.
	Title	Show the name of current screen.
		Tap to search for contacts.
Shortcut Keys		Tap to enter the Dialing screen.
		Tap to enter the Favorites screen.
		Tap to enter the History screen.
		Tap to enter the Contacts screen.
Onscreen Dial Pad	Onscreen Dial Pad	Tap to enter the desired number.

Name	Item	Description
		Tap to display the onscreen keyboard. For more information, refer to <a href="#">Using the On-screen Keyboard</a> on page 26.
		Tap to dial out the number.
		Tap to hide the dial pad. You can tap  to display the dial pad again.

## Favorites Screen

You can tap **Contacts** and then tap  to enter the Favorites screen.

The Favorites screen displays the avatar, display name and status icon of the favorite contacts. Slide up and down to view more favorites.

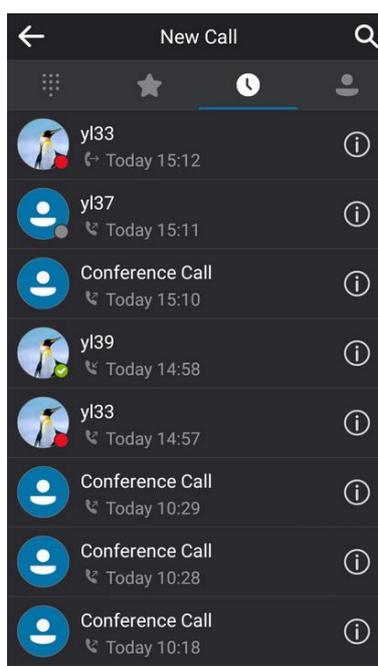


## History Screen

You can tap **Contacts** and then tap  to enter the History screen.

You can view missed, placed, received and forwarded calls in the History screen.

Slide up and down to view more records.

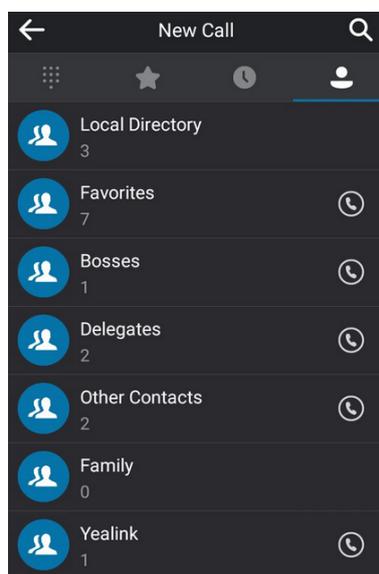


## Contacts Screen

Tap **Contacts** to enter the Contacts screen.

The Contacts screen displays the groups and the number of members.

Slide up and down to view more groups.

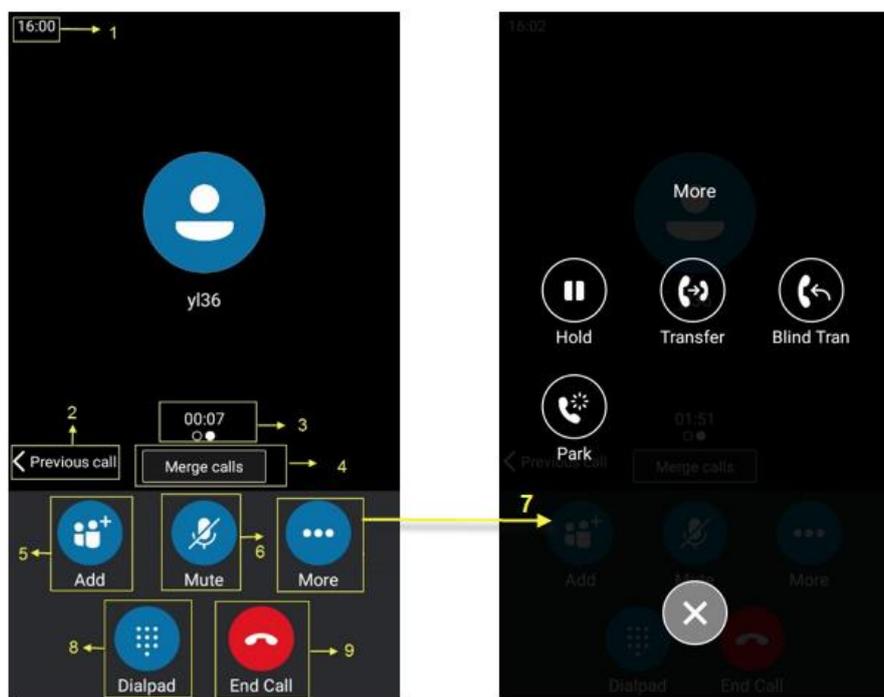


## Calls Screen

The calls screen is displayed when you have one or more calls in progress.

The following shows an example of the Call screen when there is an active call and a held call

on the Skype for Business phone:



No.	Name	Description
1	Time	Shows the current time.
2	Previous call	Tap to switch to previous call screen.
3	Call Duration Timer	Shows the duration time of current call.
4	Merge calls	Tap to merge multiple calls into a conference call. For more information, refer to <a href="#">Merging All Calls into a Conference Call</a> on page 97.
5	Add	Tap to add other party into a conference call. For more information, refer to <a href="#">Initiating a Conference Call during a Call</a> on page 97.
6	Mute	Tap to mute the call. For more information, refer to <a href="#">Call Mute</a> on page 81.
7	More	Tap to bring up more keys. <b>Hold/Resume:</b> Tap to hold/resume the call. <b>Transfer:</b> Tap to transfer a call with prior consulting. <b>Blind Tran:</b> Tap to transfer a call directly to another party without consulting. <b>Park:</b> Tap to park the call.
8		Tap to bring up the dial pad.
9	EndCall	Tap to end the call.

## Navigating Menus and Fields

To navigate menus and fields, you can:

- Tap corresponding keys on the touch screen.
- Tap menu items, fields, and arrows on the touch screen.

To operate your phone, follow these tips:

If you want to	Then you can
Go back to the previous menu.	Tap ← .
Select an item.	Tap the item.
Scroll through items.	Slide up and down the items.
Scroll through values for a field.	Tap a desired field, slide up and down to scroll through values.
Select a value for a field.	From the pop-up dialog box, tap the value.

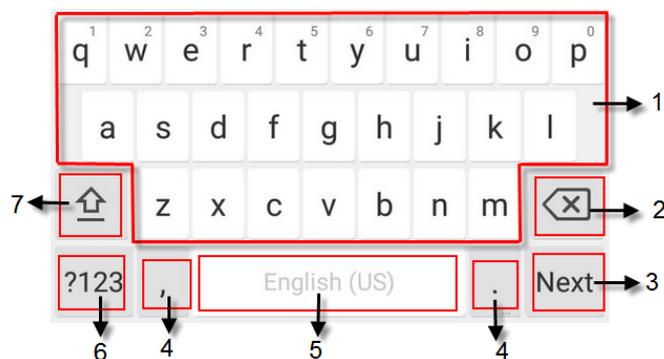
## Entering Data and Editing Fields

CP960 Skype for Business phone provides onscreen keyboard and onscreen dial pad to enter data. Onscreen dial pad provides standard key layout, which enable users to use existing or familiar key positions.

You can enter data and edit fields using the onscreen keyboard or onscreen dial pad.

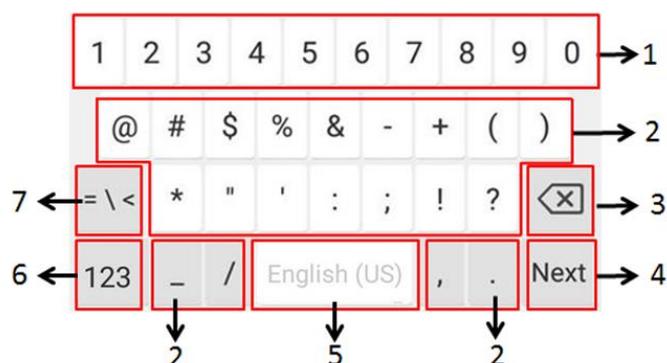
## Using the On-screen Keyboard

Before using the on-screen keyboard to enter data, you need to know the function of the keys on the on-screen keyboard. The CP960 Skype for Business phone supports the Android Keyboard (AOSP)- English (US) input method.



No.	Item	Description	
1	26 English Letters	<ul style="list-style-type: none"> <li>• Tap to enter letters.</li> <li>• Long tap a key then slide to choose one of the options to enter an alternate character.</li> </ul>	
2	Delete Key	<ul style="list-style-type: none"> <li>• Tap to delete the entered characters one by one.</li> <li>• Long tap to delete two or more characters.</li> </ul>	
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.
		Send Key	Tap to dial out the number.
		🔍	Tap to search the contacts.
4	Two Special Characters	<ul style="list-style-type: none"> <li>• Tap to enter special characters.</li> <li>• Long tap point key (.) then slide to choose one of the options to enter an alternate character.</li> </ul>	
5	Space Key	Tap to enter spaces.	
6	?123	Tap to switch to the numeric&symbolic input mode.	
7	🏠	Tap to switch to the uppercase input mode.	

Tap ?123 to switch to the numeric&symbolic input mode as shown below:



No.	Item	Description
1	Numbers	<ul style="list-style-type: none"> <li>• Tap to enter numbers.</li> <li>• Long tap a key then slide to choose one of the options to enter an alternate</li> </ul>

No.	Item	Description	
		character.	
2	Special Characters	<ul style="list-style-type: none"> <li>• Tap to enter special characters.</li> <li>• Long tap a key then slide to choose one of the options to enter an alternate character.</li> </ul>	
3	Delete Key	<ul style="list-style-type: none"> <li>• Tap to delete the entered characters one by one.</li> <li>• Long tap to delete two or more characters.</li> </ul>	
4	Label automatically to identify the context-sensitive features.	Next Key	Tap to go to the next field.
		Done Key	Tap to confirm the settings.
		Send Key	Tap to dial out the number.
		🔍	Tap to search the contacts.
5	Space Key	Tap to enter spaces.	
6	123	Tap to switch to the numeric input mode.	
7	= \ <	Tap to switch to the symbolic input mode.	

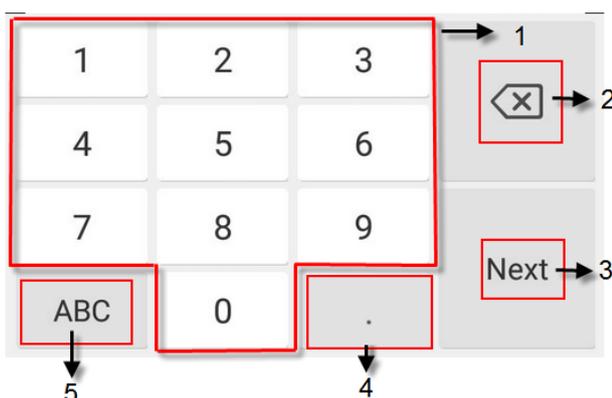
Tap = \ < to switch to the symbolic input mode as shown below:



No.	Item	Description
1	Special Characters	<ul style="list-style-type: none"> <li>• Tap to enter special characters.</li> <li>• Long tap a key then slide to choose one of the options to enter an alternate character.</li> </ul>
2	Delete Key	<ul style="list-style-type: none"> <li>• Tap to delete the entered characters one by one.</li> <li>• Long tap to delete two or more characters.</li> </ul>

No.	Item	Description	
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.
		Send Key	Tap to dial out the number.
		🔍	Tap to search the contacts.
4	Space Key	<ul style="list-style-type: none"> <li>• Tap to enter spaces.</li> <li>• Long tap to change input method.</li> </ul>	
5	123	Tap to switch to the numeric input mode.	
6	?123	Tap to switch to the numeric&symbolic input mode.	

Tap **123** to switch to the numeric input mode as shown below:



No.	Item	Description	
1	Numbers	Tap to enter numbers.	
2	Delete Key	<ul style="list-style-type: none"> <li>• Tap to delete the entered characters one by one.</li> <li>• Long tap to delete two or more characters.</li> </ul>	
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.
		Send Key	Tap to dial out the number.
		🔍	Tap to search the contacts.
4	Space Key	Tap to enter spaces.	

No.	Item	Description
5	ABC	Tap to switch to the lowercase input mode.

## Using the Onscreen Dial Pad

Instead of using the onscreen keyboard, you can also use the dial pad on the dialing screen to enter data. The onscreen dial pad only provides digit keys, # key and \* key.

### Note

When using the onscreen dial pad, you can tap  to display the onscreen keyboard. For more information, refer to [Using the On-screen Keyboard](#) on page 26.

## Phone Status

You can view phone status via phone user interface or web user interface.

Available information of phone status includes:

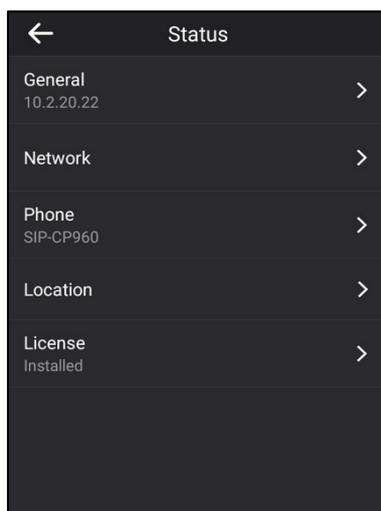
- General information (IPv4 address or IPv6 address, MAC address and firmware version).
  - IPv4 uses a 32-bit address.
  - IPv6 is an updated version of the current Internet Protocol to meet the increased demands for unique IP addresses, using a 128-bit address.
- Network status (IPv4 status or IPv6 status, IP mode, and phone MAC address).
- Phone status (product name, hardware version, firmware version, product ID, phone MAC address and device certificate status).
- Location information (location is set to assist emergency responder)
- License (device license status and validity)

## Viewing the Phone Status

You can view phone status via phone user interface or web user interface.

**To view the phone status via phone user interface:**

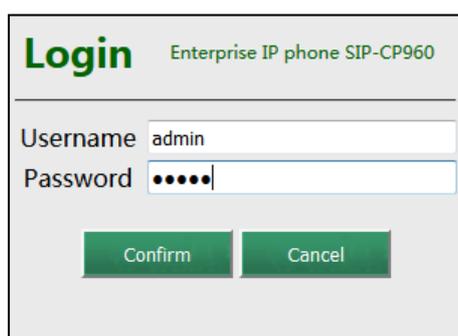
1. Tap **More**->**Status**.



2. Tap the desired item to view the specific information.

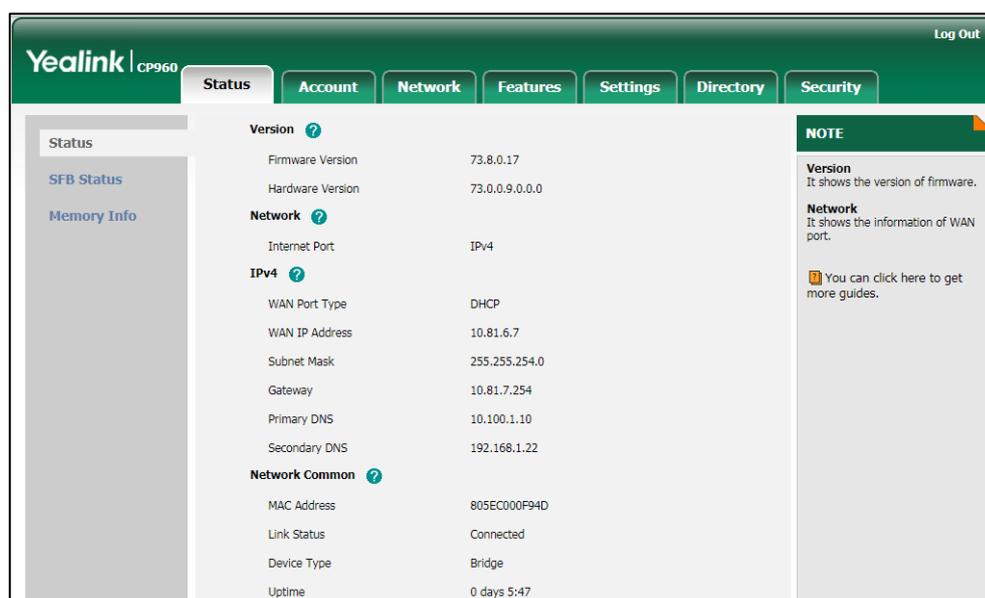
**To view the phone status via web user interface:**

1. Open the web browser on your PC.
2. Enter the IP address in the browser's address bar, and then press the **Enter** key.  
For example, "http://192.168.0.10" for IPv4 or "http://[2005:1:1:1:215:65ff:fe64:6e0a]" for IPv6.
3. Enter the user name (admin) and password (admin) in the login page.



4. Click **Confirm** to login.

The phone status is displayed on the first page of the web user interface.



## Basic Network Settings

In order to use your phones, you must set up basic network. You can use DHCP or configure a static address to connect your phone to the network. If your phone cannot contact a DHCP server for any reason, you need to configure network settings manually. The phone can support either or both IPv4 and IPv6 addresses.

**Note** The wrong network settings may result in inaccessibility of your phone and may also have an impact on your network performance. For more information on these parameters, contact your system administrator.

## Configuring the DHCP

You can configure DHCP for IPv4 or IPv6. The following takes IPv4 as an example:

**To configure the DHCP via phone user interface:**

1. Tap **More**->**Advanced** (default password: admin) ->**Network**->**WAN Port**.
2. Select the desired value (**IPv4**, **IPv6** or **IPv4 & IPv6**) from the pop-up dialog box of **IP Mode**.
3. Tap **IPv4**.
4. Tap the **Type** field.
5. Select **DHCP** from the pop-up dialog box of **Type**.
6. Tap **Save** to accept the change.

If you want to configure DHCP for IPv6, select **IPv6** or **IPv4 & IPv6** from the **IP Mode** in the

step 2.

DHCP is configurable via web user interface at the path **Network->Basic**.

## Configuring the Static IPv4 Address

**To configure a static IPv4 address via phone user interface:**

1. Tap **More->Advanced** (default password: admin) ->**Network->WAN Port**.
2. Select **IPv4** or **IPv4 & IPv6** from the pull-down list of **IP Mode**.
3. Tap **IPv4**.
4. Tap the **Type** field.
5. Select **Static IP** from the pull-down list of **Type**.

6. Enter the desired value in the **IP Address**, **Subnet Mask**, **Gateway**, **Pri.DNS** and **Sec.DNS** field respectively.
7. Tap **Save** to accept the change.  
The touch screen will prompt "Reboot now?"
8. Tap **OK**.  
This configuration will take effect after a reboot.

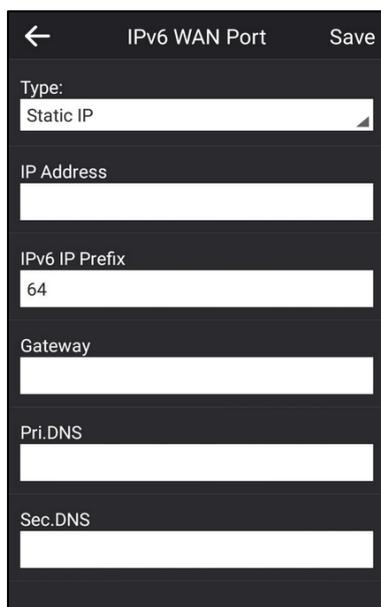
Static IPv4 address is configurable via web user interface at the path **Network->Basic**.

## Configuring the Static IPv6 Address

**To configure a static IPv6 address via phone user interface:**

1. Tap **More->Advanced** (default password: admin)->**Network->WAN Port**.

2. Select **IPv6** or **IPv4 & IPv6** from the pull-down list of **IP Mode**.
3. Tap **IPv6**.
4. Select **Static IP** from the pull-down list of **Type**.



5. Enter the desired value in the **IP address**, **IPv6 IP Prefix**, **Gateway**, **Pri.DNS** and **Sec.DNS** field respectively.
6. Tap **Save** to accept the change.  
The touch screen will prompt "Reboot now?".
7. Tap **OK**.  
This configuration will take effect after a reboot.

Network is configurable via web user interface at the path **Network->Basic**.

## Customizing Your Phone

---

You can customize your CP960 Skype for Business phone by personally configuring certain settings, for example, backlight, time & date, and ringtones. You can also manage the contacts and call history.

This chapter provides basic operating instructions for customizing your phone. Topics include:

- [General Settings](#)
- [Audio Settings](#)
- [Contact Management](#)
- [Call History Management](#)
- [Dial Plan](#)
- [Dial-now](#)

For more information or assistance with your new phone, contact your system administrator.

## General Settings

### Screen Saver

The screen saver will automatically start when the phone is idle for the preset waiting time. The screen saver is used to blank the screen or fill it with moving images or patterns.

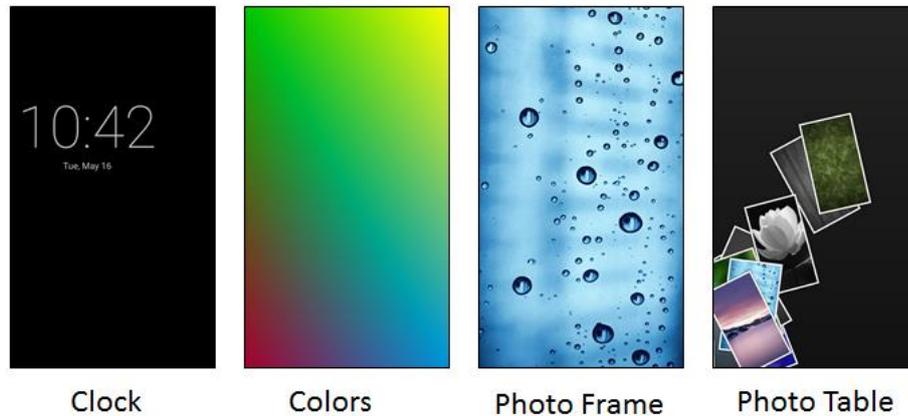
**The screen saver will be stopped if one of the following phone events occurs:**

- Tap any touch key.
- Tap the touch screen.
- There is an incoming call.
- A new prompt (e.g., someone adds you as a delegate or you add someone to be your delegate using the Skype for Business client).

If your phone is idle again for a specified period of time, the screen saver will start again.

The CP960 Skype for Business phone supports four screen saver types: Clock, Colors, Photo Frame and Photo Table.

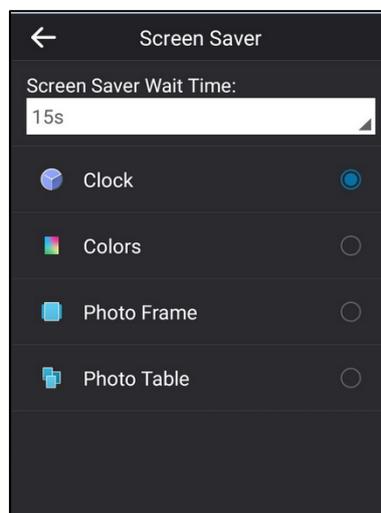
The following shows the touch screen displays in different screen saver types:



## Configuring the Screen Saver

**To configure the screen saver via phone user interface:**

1. Tap **More**->**Basic**->**Display**->**Screen Saver**.
2. Tap the **Screen Saver Wait Time** field
3. Tap the desired time from the pop-up dialog box.
4. Tap the radio box after desired screen saver type.



## Power Saving

The power saving feature is used to turn off the backlight and screen to conserve energy. The phone enters power-saving mode after it has been idle for a certain period of time.

**The phone will exit power-saving mode if one of the following phone events occurs:**

- Tap any touch key.

- Tap the touch screen.
- There is an incoming call.
- A new prompt (e.g., someone adds you as a delegate or you add someone to be your delegate using the Skype for Business client).

If the screen saver is enabled (refer to [Screen Saver](#) on page 35) on your phone, power-saving mode will still occur.

You can configure the following power-saving settings:

- Office Hour
- Idle Timeout (minutes)

#### Note

Power saving is configurable via web user interface only.

## Enabling the Power Saving

To enable the power saving feature via web user interface:

1. Click on **Settings->Power Saving**.
2. Select **Enabled** from the pull-down list of **Power Saving**.

The screenshot shows the Yealink CP960 web interface. The 'Settings' tab is active, and the 'Power Saving' option is selected. The 'Power Saving' dropdown menu is set to 'Enabled'. Below this, the 'Office Hour' section is visible, showing a table with days of the week and their corresponding start and end times. The 'Idle TimeOut (minutes)' section has three input fields: 'Office Hour Idle TimeOut' (960), 'Off Hour Idle TimeOut' (10), and 'User input extension Idle Time Out' (10). A 'NOTE' box on the right side of the page contains the text: 'settings-powersaving-note' and 'You can click here to get more guides.'

3. Click **Confirm** to accept the change.

## Configuring the Office Hour

Office Hour specifies the starting time and ending time in the office each day.

To configure the office hour via web user interface:

1. Click on **Settings->Power Saving**.

- Enter the starting time and ending time respectively in the desired day field.

The screenshot shows the Yealink CP960 web interface. The 'Settings' tab is active, and the 'Power Saving' section is expanded. The 'Power Saving' dropdown is set to 'Enabled'. The 'Office Hour' section is highlighted with a red box and contains the following table:

Day	Start Time	End Time
Monday	07	19
Tuesday	07	19
Wednesday	07	19
Thursday	07	19
Friday	07	19
Saturday	07	07
Sunday	07	07

Below the table, the 'Idle TimeOut (minutes)' section has three input fields:

- Office Hour Idle TimeOut: 960
- Off Hour Idle TimeOut: 10
- User input extension Idle TimeOut: 10

At the bottom of the form are 'Confirm' and 'Cancel' buttons. On the right, a 'NOTE' box says: 'You can click here to get more guides.'

- Click **Confirm** to accept the change.

## Configuring the Idle Timeout

Idle Timeout specifies the period of time before the phone enters power-saving mode. The following three types of idle timeout you can configure:

- **Office Hours Idle TimeOut:** Configures the idle timeout for office hours.
- **Off Hours Idle TimeOut:** Configures the idle timeout for non-office hours.
- **User input extension Idle TimeOut:** Configures idle timeout that applies after you use the phone (for example, tap the mute touch key on the phone or tap the touch screen). You can choose to set a higher User Input Extension Idle TimeOut than the Office Hours Idle TimeOut and Off Hours Idle TimeOut so that when you're actively using the phone, power-saving mode doesn't initiate as often.

By default, the Office Hours Idle Timeout is much longer than the Off Hours Idle TimeOut. If you use the phone, the idle timeout that applies (User Input Extension Idle Timeout or Office Hours/Off Hours Idle TimeOut) is the timeout with the highest value. If the phone has an incoming call or new message, the User Input Extension Idle TimeOut is ignored.

### To configure the idle timeout via web user interface:

- Click on **Settings->Power Saving**.
- Enter the desired value between 1 and 960 (minutes) in the **Office Hours Idle TimeOut** field.
- Enter the desired value between 1 and 10 (minutes) in the **Off Hours Idle TimeOut** field.

- Enter the desired value between 1 and 30 (minutes) in the **User Input Extension Idle TimeOut** field.

The screenshot shows the Yealink CP960 web interface. The 'Settings' tab is selected, and the 'Power Saving' section is expanded. The 'Office Hour' section is expanded, showing a table of days and times. The 'Idle TimeOut (minutes)' section is highlighted with a red box, showing three input fields: 'Office Hour Idle TimeOut' (960), 'Off Hour Idle TimeOut' (10), and 'User input extension Idle Time Out' (10). The 'Confirm' button is visible at the bottom of the form.

Day	Start Time	End Time
Monday	07	19
Tuesday	07	19
Wednesday	07	19
Thursday	07	19
Friday	07	19
Saturday	07	07
Sunday	07	07

Idle TimeOut (minutes)	
Office Hour Idle TimeOut	960
Off Hour Idle TimeOut	10
User input extension Idle Time Out	10

- Click **Confirm** to accept the change.

## Backlight

Backlight has two options:

**Backlight Active Level:** The intensity of the touch screen when the phone is active.

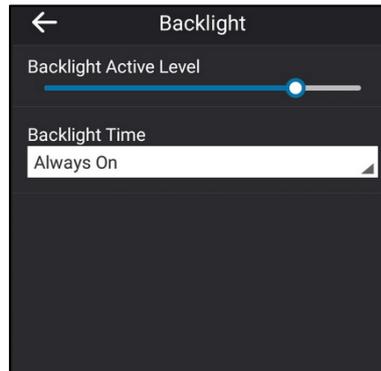
**Backlight Time:** The delay time to change the intensity of the touch screen when the phone is inactive. You can select a desired time to change the intensity or turn on the backlight permanently.

- Always On:** Backlight is on permanently.
- 15s, 30s, 60s, 120s, 300s, 600s or 1800s:** Backlight is changed when the phone is inactive after the designated time (in seconds).

**To configure the backlight via phone user interface:**

- Tap **More**->**Basic**->**Display**->**Backlight**.
- Slide the **Backlight Active Level** slider to change the intensity of the touch screen.
- Tap the **Backlight Time** field.

4. Tap the desired time from the pop-up dialog box.



Backlight is configurable via web user interface at the path **Settings->Preference**.

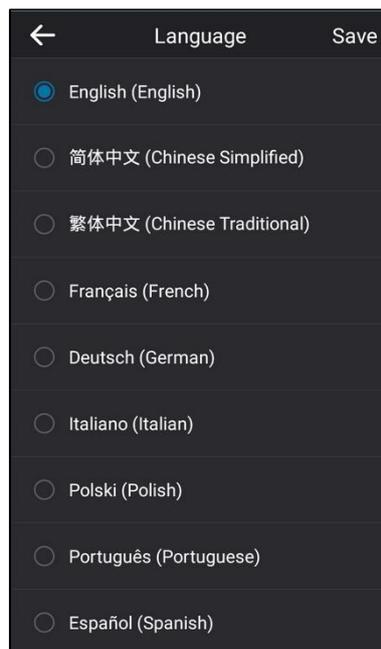
## Language

The default language of the phone user interface is English. If the language of your web browser is not supported by the phone, the web user interface will use English by default. You can change the language for the phone user interface and the web user interface respectively.

### Changing the Language for the Phone User Interface

**To change the language for the phone user interface:**

1. Tap **More->Basic->Language**.
2. Slide up and down to scroll through the list of available languages.
3. Tap the desired language.

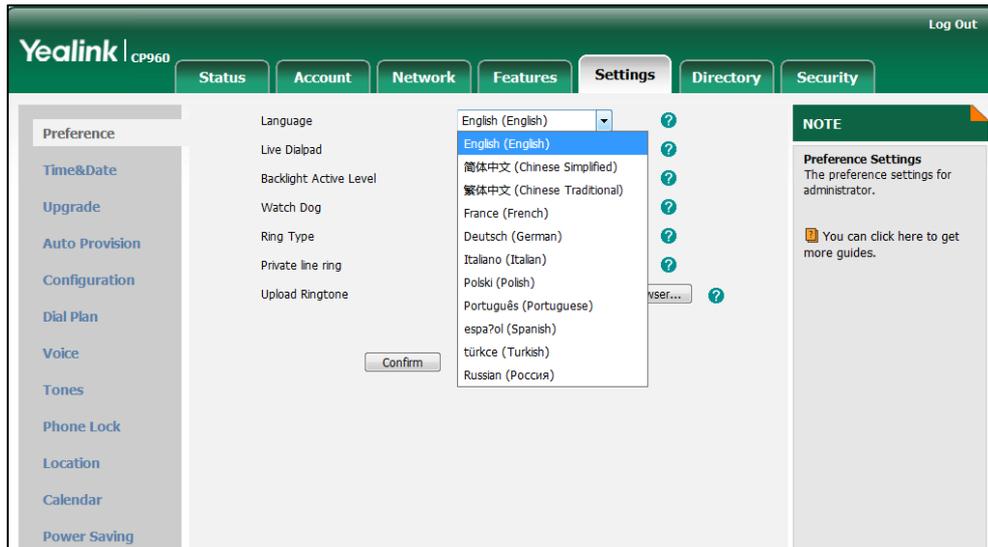


4. Tap **Save** to accept the change.  
Text displayed on the phone user interface will change to the selected language.

## Changing the Language for the Web User Interface

To change the language for the web user interface:

1. Click on **Settings**->**Preference**.
2. Select the desired language from the pull-down list of **Language**.



3. Click **Confirm** to accept the change.  
Text displayed on the web user interface will change to the selected language.

## Time & Date

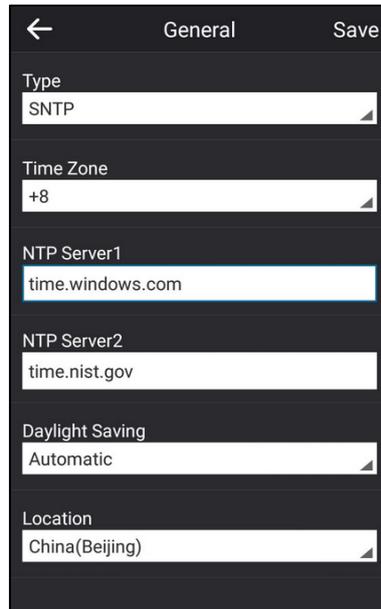
You can configure the phone to obtain the time and date from the SNTP server automatically, or configure the time and date manually.

### Configuring the SNTP Setting

To configure the SNTP settings via phone user interface:

1. Tap **More**->**Basic**->**Date & Time**->**General**.
2. Tap the **Type** field.
3. Tap **SNTP** from the pop-up dialog box.
4. Tap the **Time Zone** field.
5. Tap the time zone that applies to your area from the pop-up dialog box.  
The default time zone is "GMT+8".
6. Enter the domain names or IP addresses of SNTP servers in the **NTP Server1** and **NTP Server2** field respectively.

7. Tap the **Daylight Saving** field.
8. Tap the desired value from the pop-up dialog box.
9. Tap the **Location** field.  
This field appears only if **Daylight Saving** field is selected to **Automatic**.
10. Tap the desired time zone name from the pop-up dialog box.  
The default time zone name is "China(Beijing)".



11. Tap **Save** to accept the change.

SNTP Setting is configurable via web user interface at the path **Settings->Time & Date**.

#### Note

Please refer to [Appendix A - Time Zones](#) for the list of available time zones on the Skype for Business phone.

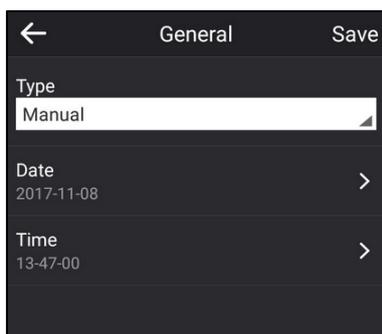
If the phone cannot obtain the time and date from the Simple Network Time Protocol (SNTP) server, contact your system administrator for more information.

## Configuring the Time and Date Manually

**To configure the date and time manually via phone user interface:**

1. Tap **More->Basic->Date & Time->General**.
2. Tap the **Type** field.
3. Tap **Manual** from the pop-up dialog box.

- Enter the specific date and time in the corresponding fields.

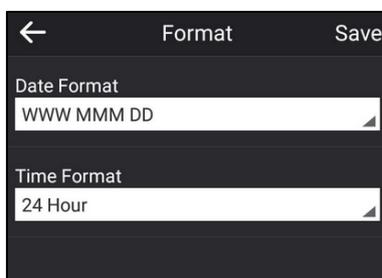


- Tap **Save** to accept the change.  
The time and date displayed on the touch screen will change accordingly.

### Configuring the Time and Date Format

To configure the time and date format via phone user interface:

- Tap **More->Basic->Date & Time->Format**.
- Tap **Time & Date Format**.
- Tap the **Date Format** field.
- Tap the desired date format from the pop-up dialog box.
- Tap the **Time Format** field.
- Tap the desired time format (**12 Hour** or **24 Hour**) from the pop-up dialog box.



- Tap **Save** to accept the change.

There are 7 available date formats. For example, for the date format “WWW DD MMM”, “WWW” represents the abbreviation of the week, “DD” represents the two-digit day, and “MMM” represents the first three letters of the month.

The date formats available:

Date Format	Example (2018-04-04)
WWW MMM DD	Wed Apr 04
DD-MMM-YY	04-Apr-18
YYYY-MM-DD	2018-04-04
DD/MM/YYYY	04/04/2018

Date Format	Example (2018-04-04)
MM/DD/YY	04/04/18
DD MMM YYYY	04 Apr 2018
WWW DD MMM	Wed 04 Apr

Time and date format is configurable via web user interface at the path **Settings->Time & Date**.

## Administrator Password

The **Advanced** option is only accessible to the administrator. The default administrator password is "admin". For security reasons, you should change the default administrator password as soon as possible.

**To change the administrator password via phone user interface:**

1. Tap **More->Advanced** (default password: admin)->**Set Password**.
2. Enter the desired value in the **Current Password**, **New Password** and **Confirm Password** field respectively.

3. Tap **Save** to accept the change.

Administrator password is configurable via web user interface at the path **Security->Password**.

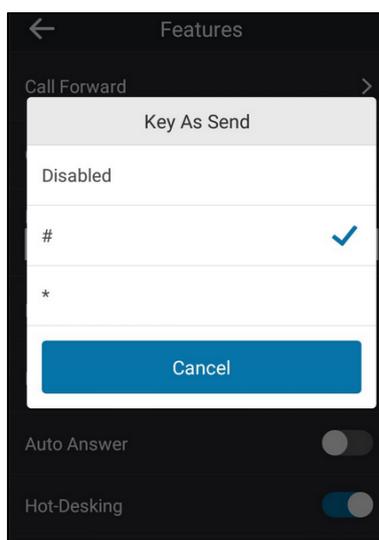
## Key as Send

You can set the "#" key or "\*" key to perform as a send key while dialing.

**To configure key as send via phone user interface:**

1. Tap **More->Features->Key As send**.
2. Tap the **Key As send** field.

3. Tap # or \* from the pop-up dialog box, or **Disabled** to disable this feature.



Key as send is configurable via web user interface at the path **Features->General Information**.

## Phone Lock

You can choose to lock your phone in following situations:

- Prevent unauthorized outgoing calls.
- Prevent people from viewing or modifying phone information, such as your conference schedules and history records.

When your phone is locked, you can:

- Placing calls to emergency and authorized numbers only unless your system administrator allows your phone to place outgoing calls.
- Answer incoming calls, unless your administrator has set your phone to require a password to answer calls.

## Setting a lock PIN

If the Skype for Business Server is configured to forcibly lock the phone, the Skype for Business phone will prompt the user to create a lock PIN at the initial sign-in.

### To set lock PIN:

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

After you set a lock PIN, you can use it to unlock your phone.

### Note

The PIN's length is controlled by the server. For more information, contact your administrator.

If you do not create a lock PIN when prompted, you will be automatically signed out of the phone in a set amount of time, and you must create a lock PIN when you sign in again.

## Locking Your Phone

When the phone lock feature is enabled, do one of the following to lock your phone:

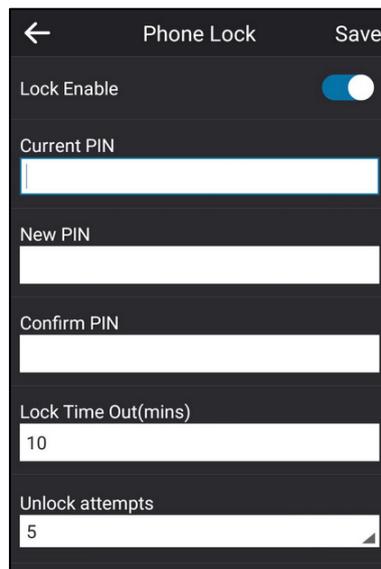
- Tap **Lock**.
- The phone automatically locks after being idle for a set amount of time (in minutes).

## Configuring the Idle Timeout for Phone Lock

### To configure the time of automatic locking via phone user interface:

1. Tap **More->Basic->Phone Lock->Idle time-out**.
2. Enter the integer between 1 to 1440 minutes in the **Lock Time Out(mins)** field.

The time is 10 minutes by default.

A screenshot of the 'Phone Lock' settings screen. At the top, there is a back arrow, the title 'Phone Lock', and a 'Save' button. Below the title, there is a 'Lock Enable' toggle switch which is turned on. Underneath, there are three input fields: 'Current PIN', 'New PIN', and 'Confirm PIN'. Below these is a 'Lock Time Out(mins)' field with the value '10' and an 'Unlock attempts' field with the value '5'.

3. Tap **Save** to accept the change.

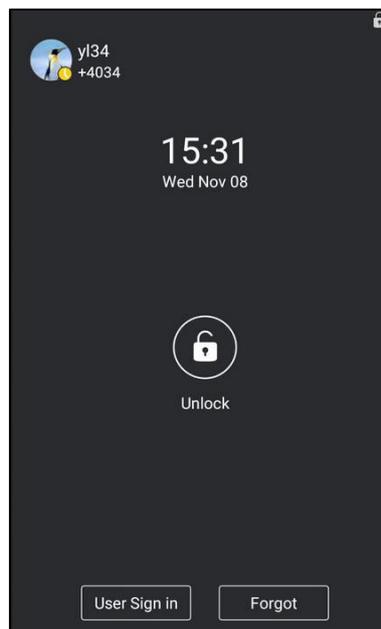
The phone will lock automatically when it has been inactive for 10 minutes.

## Unlocking Your Phone

You can unlock your phone using your lock PIN.

**To unlock the phone via phone user interface:**

1. Tap .



2. Enter the lock PIN in the input field.
3. Tap **Unlock**.

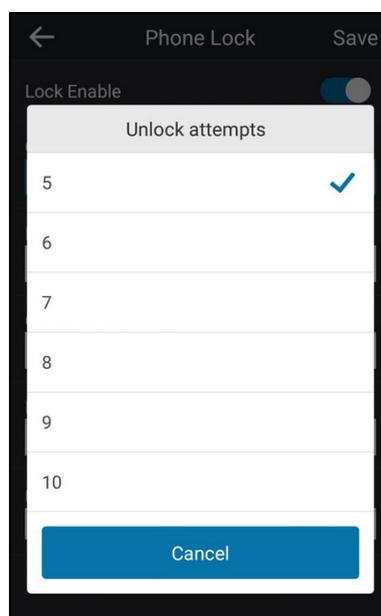
## Configuring the Unlock Attempts

You can specify the maximum number of unsuccessful unlock attempts for a locked phone that is not during a call. You will be automatically signed out of the phone when the unsuccessful unlock attempts exceeds the limit.

**Note** You can try to unlock your phone during a call as many times as you want.

**To configure the unlock attempts via phone user interface:**

1. Tap **More->Basic->Phone Lock->Unlock attempts**.
2. Tap the **Unlock attempts** field.
3. Tap the desired value from the pop-up dialog box.



4. Tap **Save** to accept the change.

You will be automatically signed out of the phone after five unsuccessful unlock attempts.

## Changing Your lock PIN

**To change the phone lock PIN via phone user interface:**

1. Tap **More->Basic->Phone Lock**.
2. Enter the lock PIN in the **Current PIN** field.
3. Enter the lock PIN in the **New PIN** field.

4. Enter the lock PIN again in the **Confirm PIN** field.

5. Tap **Save** to change the lock PIN.

## Resetting Your lock PIN

If you forget your lock PIN, you can reset the lock PIN from your phone using your login password.

**To reset the lock PIN when the phone is locked via phone user interface:**

1. Tap **Forgot** on the lock screen.

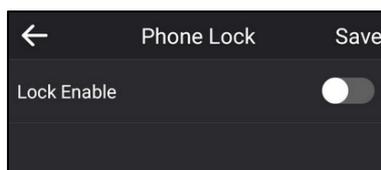
2. Enter your login password for your Skype for Business account.
3. Tap **Unlock**.
4. Enter and confirm your new lock PIN.

## Disabling Phone Lock

If you do not want to lock your phone, you can disable phone lock.

**To disable the phone lock feature via phone user interface:**

1. Tap **More->Basic->Phone Lock**.
2. Turn off **Lock Enable**.



3. Tap **Save** to accept the change.

Phone lock is configurable via web user interface at the path **Settings->Phone Lock**.

## Audio Settings

### Volume

For CP960 Skype for Business phone, you can adjust the following volume:

- **Ringer volume:** Tap the Volume touch key to adjust the ringer volume when the phone is idle or ringing.
- **Talking volume:** Tap the Volume touch key to adjust the receiver volume of speakerphone when the phone is in use.
- **Key tone volume:** Tap the Volume touch key to adjust the key tone volume when the phone is on the dialing screen. For more information on key tone, refer to [Key Tone](#) on page 51.
- **Media volume:** Tap the Volume touch key to adjust the media volume when playing audio.

**To adjust the volume via phone user interface:**

1. Tap  or  to adjust the volume.

If ringer volume is adjusted to minimum when the phone is idle, the minimum volume icon  will appear on the touch screen.

### Phone's Ringtone

Phone's ringtones are used to indicate incoming calls and distinguish your phone from your neighbor's.

#### Selecting a Ringtone

**To select a ringtone for the phone via phone user interface:**

1. Tap **More->Basic->Sounds->Ring Tones->Normal**.
2. Tap the desired ringtone.
3. Tap **Save** to accept the change.

Phone's ringtones are configurable via web user interface at the path **Settings->Preference->Ring Type**.

## Uploading a Custom Ringtone

To set the custom ring tones, you need to upload the custom ring tones to the phone in advance. The ring tone format must meet the following:

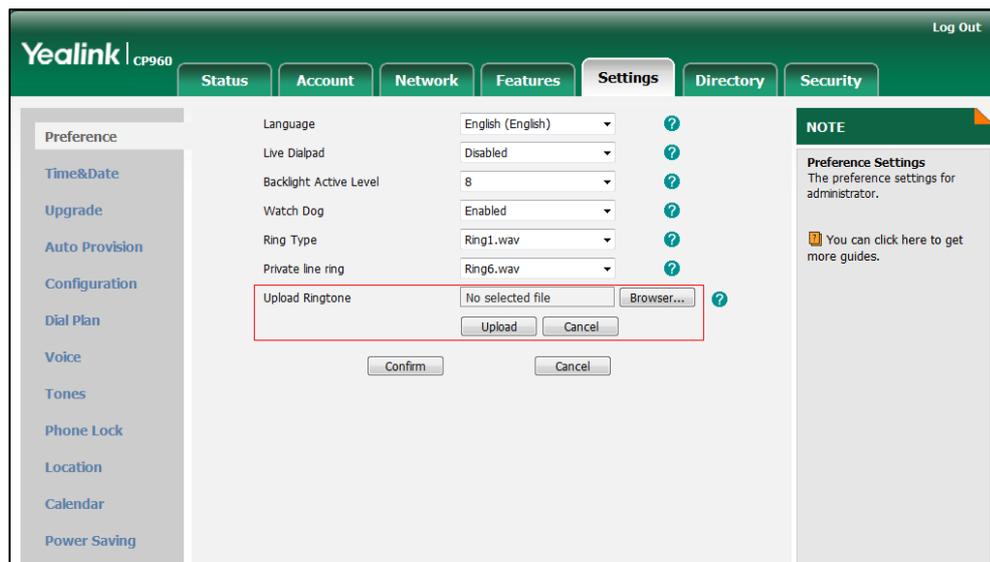
Format	Total File Size	Note
.wav	<=8MB	2MB of space should be reserved for the phone.

### Note

The ring tone file must be in PCMU/PCMA audio format, mono channel, 8K sample rate and 16 bit resolution.

**To upload a custom ringtone for the phone via web user interface:**

1. Click on **Settings->Preference**.
2. In the **Upload Ringtone** field, click **Browse...** to locate a ringtone file (the file format must be \*.wav) from your local system.



3. Click **Upload** to upload the file.  
The custom ringtone appears in the pull-down list of **Ring Type**.

### Note

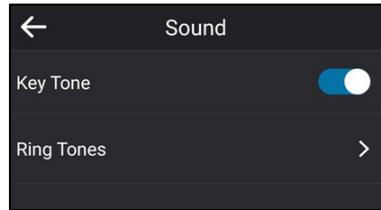
The priority of ring tone for an incoming call on the phone is as follows: a Contact ringtone (refer to [Adding Local Contacts](#)) > Phone ringtone.

## Key Tone

If you enable key tone, the phone will produce a sound when you tap the onscreen dial pad.

**To configure key tone via phone user interface:**

1. Tap **More->Basic->Sounds->Key Tone**.
2. Turn on **Key Tone**.



Key tone is configurable via web user interface at the path **Features->Audio**.

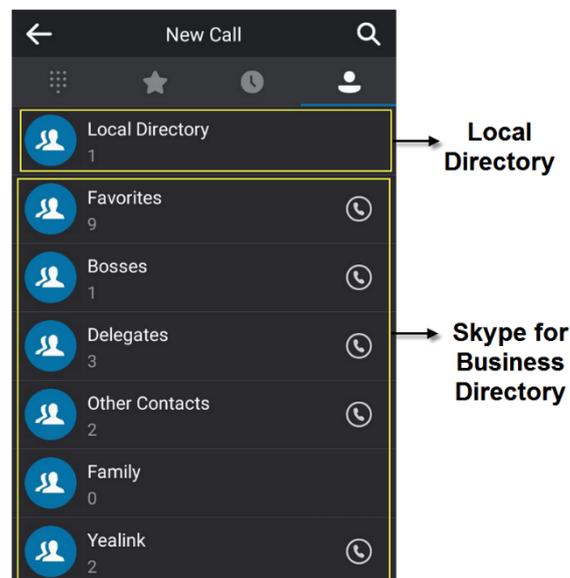
## Contact Management

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

- Local directory (All Local Contacts or Local Favorites)
- Skype for Business directory (e.g., Favorites, Delegates, Bosses or Other Contacts)

If boss-admin is configured, the Bosses or Delegates group appears depending on your role.

For more information on boss-admin feature, refer to [Boss-Admin](#) on page 123. You can add more Skype for Business groups via Skype for Business client.



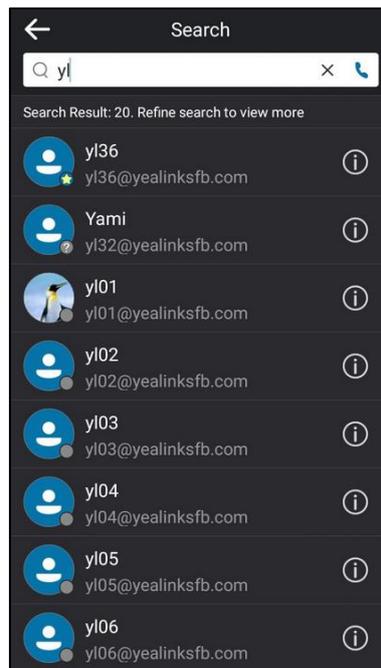
## Searching for Contacts

You can search for Skype for Business contacts, local contacts and Microsoft Outlook contacts.

**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 number to search for a desired contact.

The result list will appear on the touch screen:



## Skype for Business Directory

The Skype for Business directory on your phone displays all Skype for Business contacts. You can view and search Skype for Business contacts via the phone only. If you want to add, edit or delete Skype for Business contacts, you can use Skype for Business client.

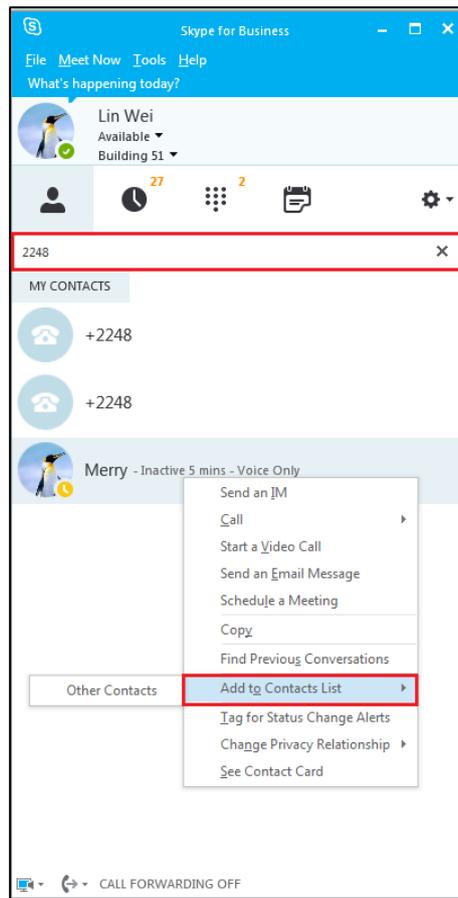
## Adding Skype for Business Contacts

**To add contacts via Skype for Business client:**

1. Enter a few continuous characters of the contact name or continuous numbers of the contact number in the Search field.

The contacts whose name or phone number matches the characters entered will appear in your contacts list.

- Right-click the contact, and then click **Add to Contacts List**.



- Select the desired group.  
The contact is added to the selected group.

## Viewing Skype for Business Contacts

You can view the following information about each Skype for Business contact on the phone:

- Name
- Presence Status
- Address
- Voicemail
- Email address
- Source

### Note

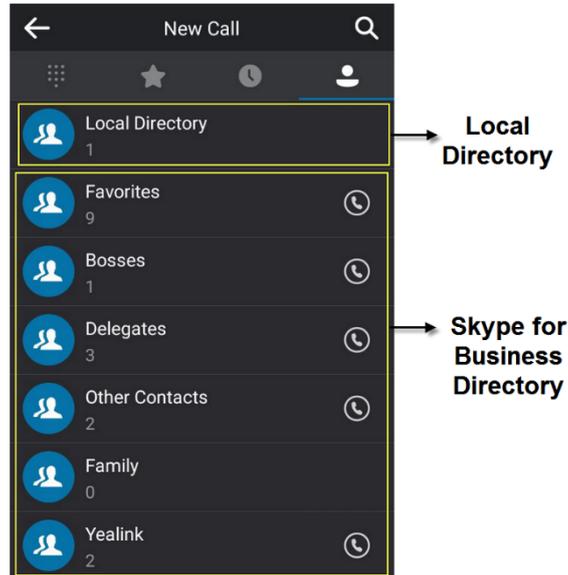
For more information on the presence status, refer to [Presence Status](#) on page 17.

## Viewing Skype for Business Contacts from the Contacts Screen

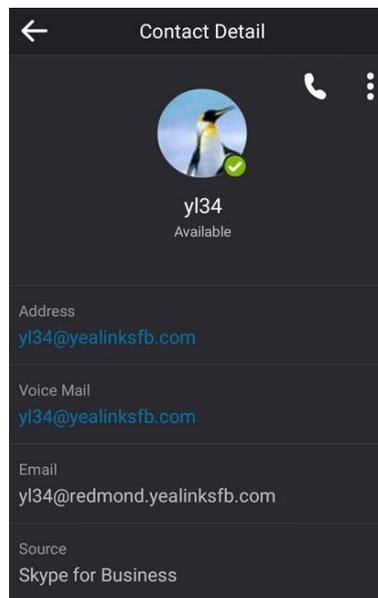
You can view all Skype for Business contacts on the **Contacts** screen.

**To view the Skype for Business contacts on the Contacts screen:**

1. Tap **Contacts**.
2. Tap the Skype for Business group (e.g., Favorites or Other Contacts) that contains the desired contact.



3. Tap  on the right of the desired contact.  
The detailed information of the contact appears on the touch screen.



4. Tap  to return to the previous screen.

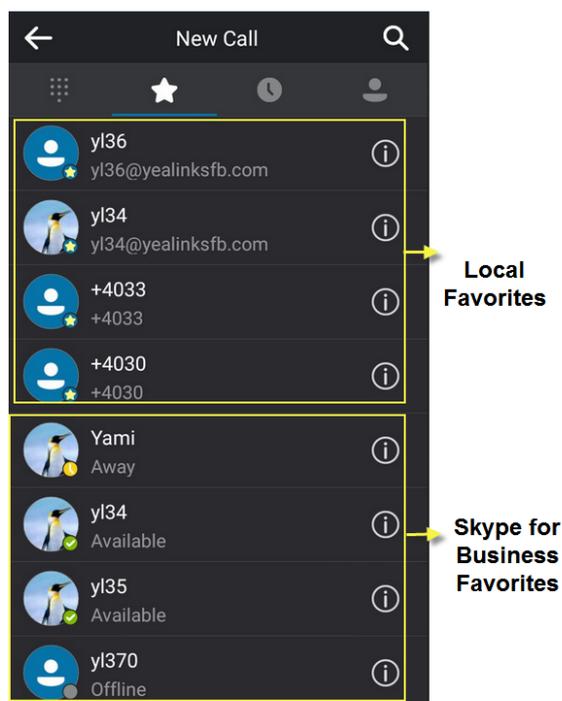
**Viewing Skype for Business Favorites on the Favorites Screen**

You can also view Skype for Business favorites on the **Favorites** screen.

**To view the Skype for Business favorites on the Favorites screen:**

1. Tap **Contacts**.
2. Tap .

By default, Skype for Business favorites are displayed behind the local favorites (local favorites are indicated by the icon  , Skype for Business favorites are indicated by the presence status icon).



## Local Directory

Yealink Skype for Business phones also maintain a local directory. When adding a contact to the local directory, in addition to name and phone numbers, you can also specify the ringtone and group for the contact. Contacts can be added either one by one or in batch using a local contact file. Yealink Skype for Business phones support both \*.xml and \*.csv format contact files.

## Adding Local Contacts

You can add contacts to the local directory in the following ways:

- Manually
- From Skype for Business directory
- From history records. For more information, refer to [Placing a Call from History Records](#).

## Adding Local Contacts Manually

To add a contact to the local directory manually:

1. Tap **Contacts**->**Local Directory**->**All Local Contacts**.
2. Tap **+**.
3. Enter name, address, work number, mobile number, home number, title and email in the corresponding fields.

4. Tap the **Ring** field.
5. Tap the desired ring tone from the pop-up dialog box.
6. Tap **Save** to accept the change.

### Note

If the contact name already exists in the directory, the touch screen will prompt "Contact name existed!"

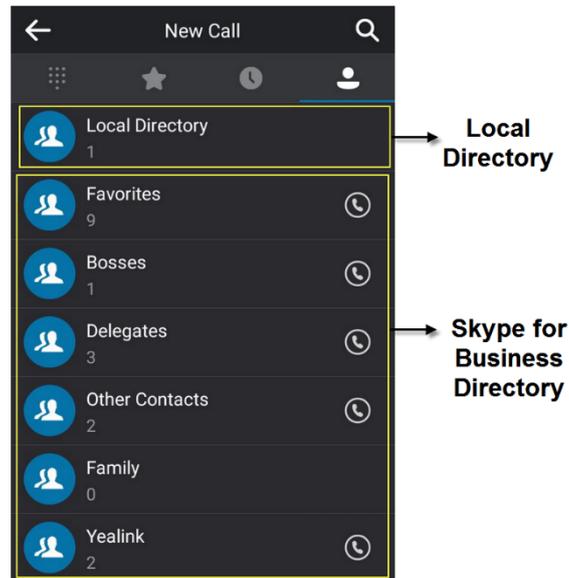
Local directory is configurable via web user interface at the path **Directory**->**Local Directory**.

## Adding Local Contacts from Skype for Business Directory

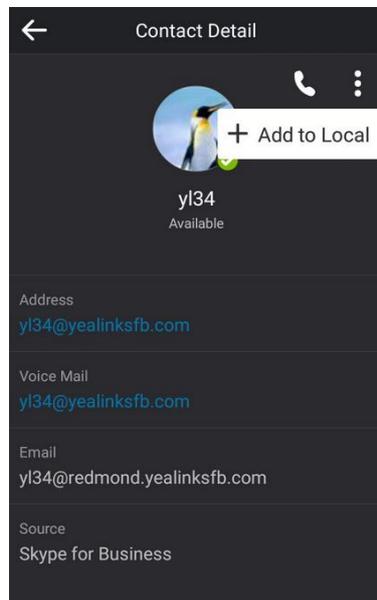
To add a local contact from Skype for Business directory via phone user interface:

1. Tap **Contacts**.

2. Tap the Skype for Business group (e.g., Favorites or Other Contacts) that contains the desired contact.



3. Tap  on the right of the desired contact.
4. Tap  .
5. Tap **Add to Local** from the pop-up dialog box.



6. Tap the desired field to edit the contact information.
7. Tap **Save** to add the contact to the local directory.  
The Skype for Business contact is successfully saved to the local directory.

## Viewing Local Contacts

You can view the following information about each local contact on the phone:

- Name
- Address
- Work Number
- Mobile Number
- Home Number
- Title
- Email
- Ringtone
- Group

**To view the local contacts:**

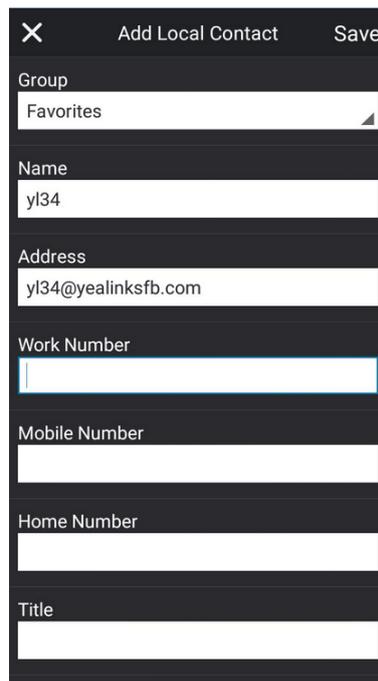
1. Tap **Contacts**->**Local Directory**.
2. Tap the desired group.
3. Tap  on the right of the desired contact.  
The detailed information of the contact appears on the touch screen.
4. Tap  to return to the pervious screen.

## Editing Local Contacts

**To edit a contact in the local directory:**

1. Tap **Contacts**->**Local Directory**.
2. Tap the desired group.
3. Tap  on the right of the desired contact.

4. Tap  .



5. Tap the desired field to edit the contact information.  
You can edit name, address, work number, mobile number, home number, title and email in the corresponding fields.
6. Tap **Save** to accept the change.

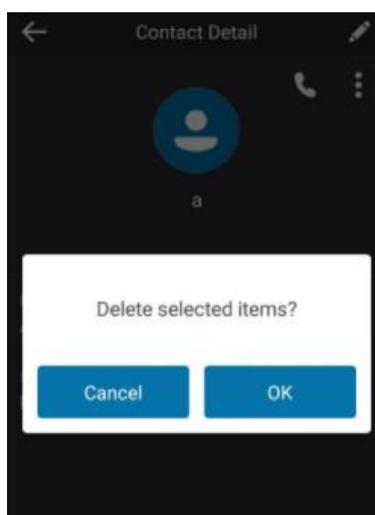
Local directory is configurable via web user interface at the path **Directory->Local Directory**.

## Deleting Local Contacts

**To delete a contact from the local directory:**

1. Tap **Contacts->Local Directory**.
2. Tap the desired group.
3. Tap  on the right of the desired contact.
4. Tap  .
5. Tap **Delete** from the pop-up dialog box.

The touch screen prompts “Delete selected items?”.



6. Tap **OK** to confirm the deletion.

Deleting the contact is configurable via web user interface at the path **Directory->Local Directory**.

**Note** Delete all contacts is available via web user interface only.

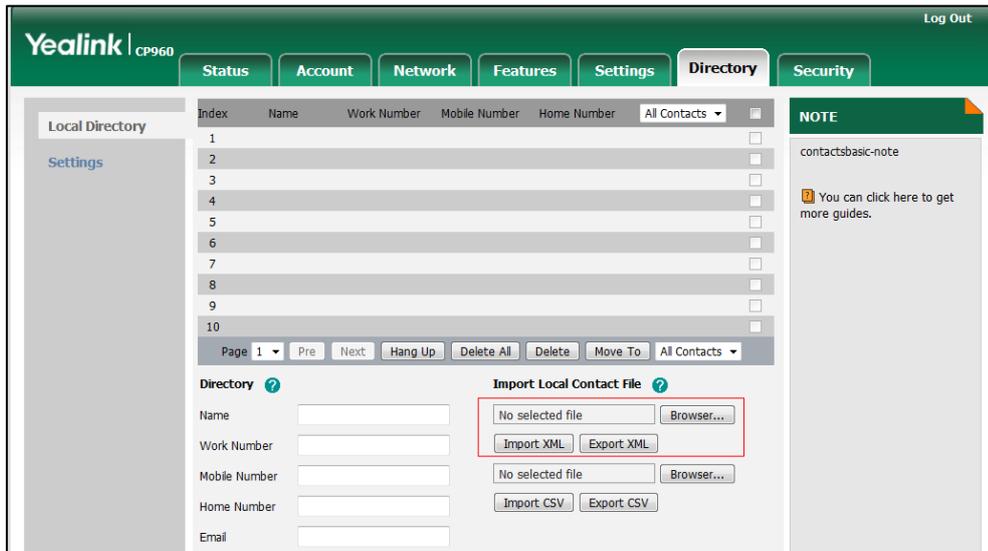
## Importing/Exporting Contact Lists

You can manage your phone's local directory via phone user interface or web user interface. But you can only import or export the contact list via web user interface.

### To import an XML contact list file via web user interface:

1. Click on **Directory->Local Directory**.
2. Click **Browse...** to locate a contact list file (the file format must be \*.xml) from your local system.

3. Click **Import XML** to import the contact list.

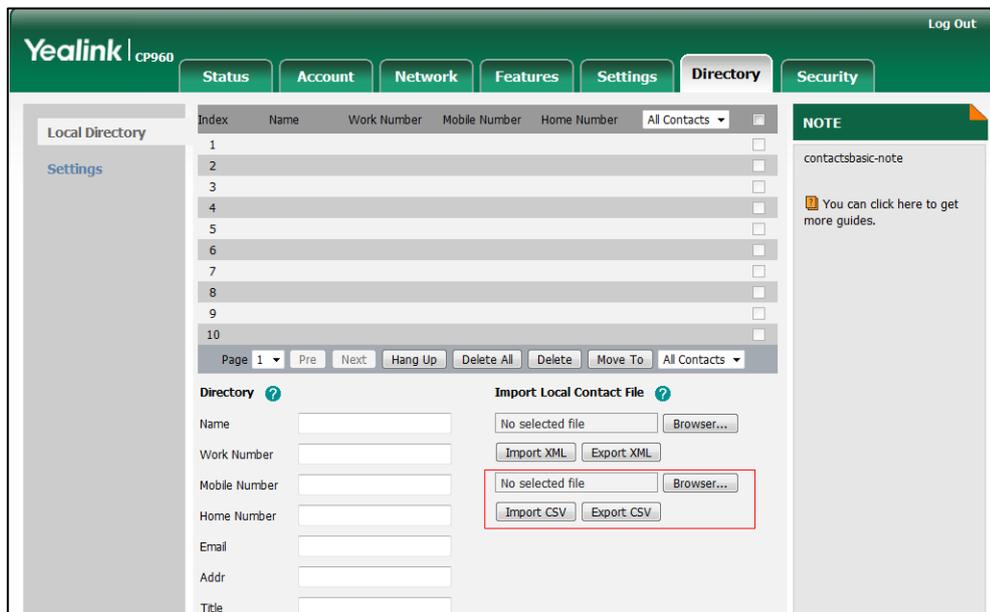


The web user interface prompts "The original contact will be covered, continue?".

4. Click **OK** to complete importing the contact list.

**To import a CSV contact list file via web user interface:**

1. Click on **Directory->Local Directory**.
2. Click **Browse...** to locate a contact list file (the file format must be \*.csv) from your local system.



3. Click **Import CSV** to import the contact list.

The screenshot shows the 'Import CSV' dialog in the Yealink CP960 web interface. At the top, there are navigation tabs: Status, Account, Network, Features, Settings, Directory, and Security. Below the tabs, there are two checkboxes: 'The first line as the title' and 'Delete Old Contacts'. The 'Preview' section displays a table with the following data:

1	display_name	office_number	mobile_number	other_number	email
2	yami	4032			
3	y130				y130@redmondnksfb.com
4	y131	4031			
5	y133	4033			
6	y134	4034			

At the bottom of the dialog are 'Import' and 'Cancel' buttons. On the right side, there is a 'NOTE' section with the text: 'contacts-preview-note' and 'You can click here to get more guides.'

4. (Optional) Check the **The first line as the title** checkbox.  
It will prevent importing the title of the contact information which is located in the first line of the CSV file.
5. (Optional) Check the **Delete Old Contacts** checkbox.  
It will delete all existing contacts while importing the contact list.
6. Select the contact information you want to import into the local directory from the pull-down lists.  
At least one item should be selected to be imported into the local directory.
7. Click **Import** to complete importing the contact list.

**To export a contact list via web user interface:**

1. Click on **Directory->Local Directory**.
2. Click **Export XML** (or **Export CSV**).
3. Click **Save** to save the contact list to your local system.

## Local Favorites

Favorites are the contacts in your directory that you call most often. You need to assign an index number for a local favorite contact. Local favorites display consecutively, according to their index number. The contact with the lowest index number displays first.

## Adding Local Favorites

You can add the local favorites manually or add local contacts as favorites.

**To add a local favorite via phone user interface:**

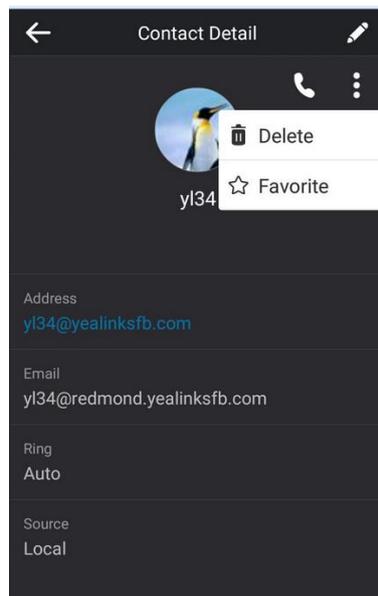
1. Tap **Contacts->Local Directory->Local Favorites**.
2. Tap .
3. Enter the contact name, office, mobile, other numbers, Email, address and title in the corresponding fields.

4. Tap the **Ring** field.
5. Tap the desired ring tone from the pop-up dialog box.
6. Slide down to tap the **Index** field.
7. Tap the desired index number from the pop-up dialog box.  
The valid value of index number ranges from Null to 32 and the lowest number is Null.  
The contact with the lowest index number displays first.
8. Tap **Save** to accept the change.

Adding a local favorite is configurable via web user interface at the path **Directory->Local Directory**.

**To add a local contact as the local favorite via phone user interface:**

1. Tap **Contacts->ALL Local Contacts**.
2. Tap  on the right of the desired contact.
3. Tap  .



4. Tap **Favorite** from the pop-up dialog box.
5. Slide down to tap the **Index** field.
6. Tap the desired index number from the pop-up dialog box.
7. Tap **Save** to accept the change.  
The entry is successfully saved to the local favorite.

Adding a local contact as the local favorites is configurable via web user interface at the path **Directory->Local Directory**.

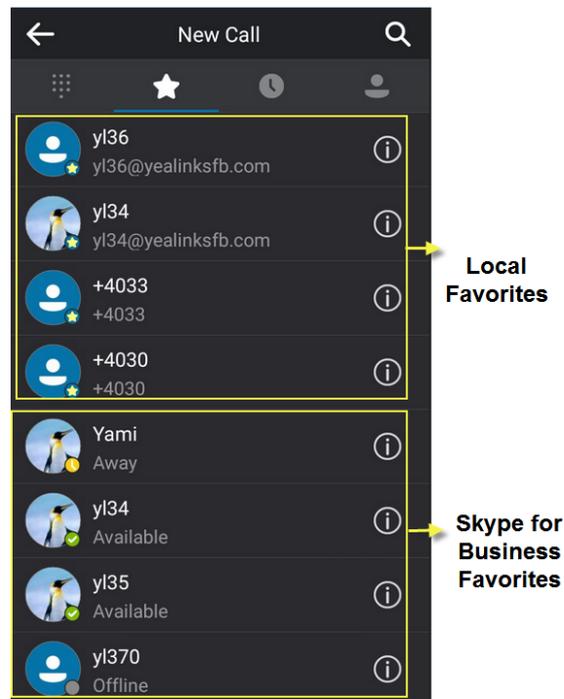
## Viewing Local Favorites

You can view the local favorites on the **Favorites** screen or **Contacts** screen.

**To view the local favorites on the Favorites screen:**

1. Tap **Contacts**.
2. Tap .

The local favorite is indicated by the icon . By default, local favorites are displayed before the Skype for Business favorites.

**To view the local favorites from the Contacts screen:**

1. Tap **Contacts**->**Local Directory**->**Local Favorites**.
2. Tap  on the right of the desired contact.  
The detailed information of the contact appears on the touch screen.
3. Tap  to return to the previous screen.

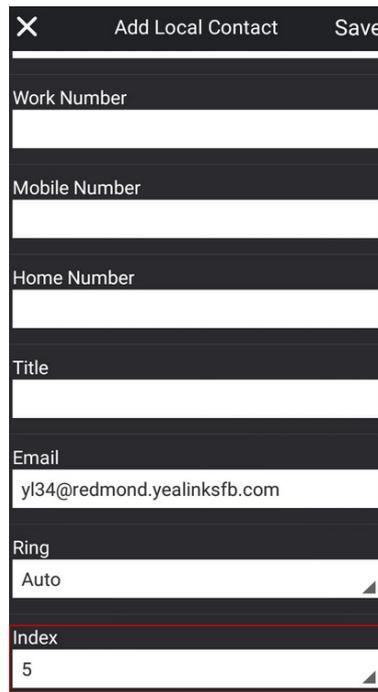
**Reordering Local Favorites**

To reorder your local favorites, assign the local favorite a different index number.

**To reorder your local favorites:**

1. Tap **Contacts**->**Local Directory**->**Local Favorites**.
2. Tap  on the right of the desired contact.
3. Tap .
4. Slide down to tap the **Index** field.

5. Tap the desired index number from the pop-up dialog box.



The screenshot shows a dark-themed dialog box titled "Add Local Contact" with a close button (X) on the left and a "Save" button on the right. The dialog contains several input fields: "Work Number", "Mobile Number", "Home Number", "Title", "Email" (containing "yl34@redmond.yealinksfb.com"), "Ring" (a dropdown menu with "Auto" selected), and "Index" (a dropdown menu with "5" selected). The "Index" field is highlighted with a red border.

6. Tap **Save** to accept the change.

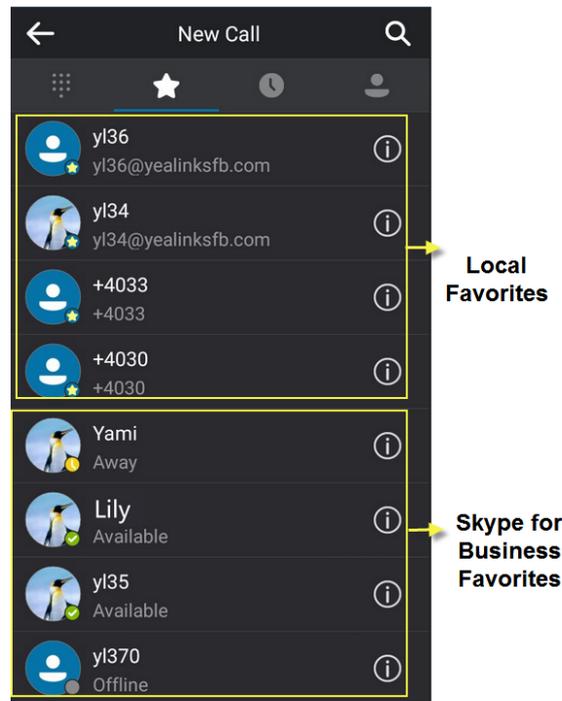
The phone uses the new index number to order the favorite.

### Managing Local Favorites

Local favorites and Skype for Business favorites are displayed on the **Favorites** screen. By default, local favorites are displayed before the Skype for Business favorites.

You can configure whether to display local favorites on the **Favorites** screen and configure the display order of the local favorites.

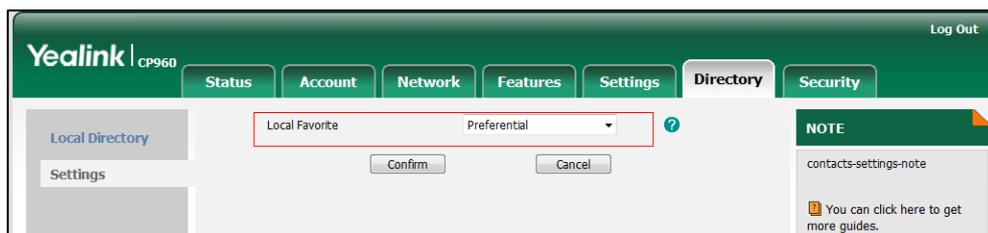
Local favorites are indicated by the icon . Skype for Business favorites are indicated by the presence status icon. The following figure shows a sample Favorites list on the **Favorites** screen.



You can slide down to view more favorites.

**To configure the display priority of local favorite via web user interface:**

1. Click on **Directory**->**Settings**.
2. Select the desired value from the pull-down list of **Local Favorite**.
3. Depending on your selection:
  - If **Disabled** is selected, only the Skype for Business favorites are displayed on the **Favorites** screen.
  - If **Preferential** is selected, local favorites will be displayed before the Skype for Business favorites on the **Favorites** screen.
  - If **General** is selected, the local favorites will be displayed behind the Skype for Business favorites on the **Favorites** screen.



4. Click **Confirm** to accept the change.

**Note**

You can configure the display priority of local favorite via web user interface only.

## Placing Calls to Contacts

**To place a call from the Contacts screen:**

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

## Call History Management

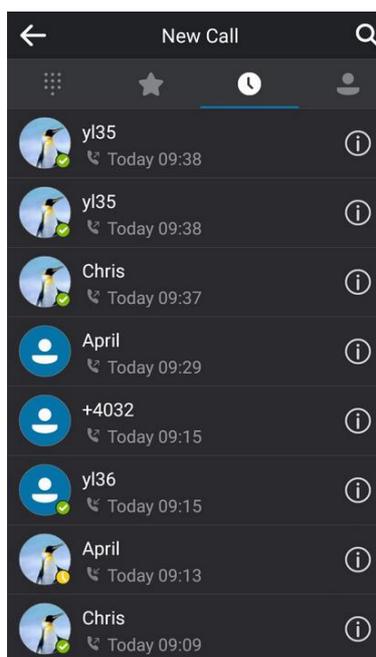
The CP960 Skype for Business phone maintains call history lists of Missed, Placed, Received and Forwarded. Each call history list supports up to 100 entries.

## Viewing History Records

**To view the history records:**

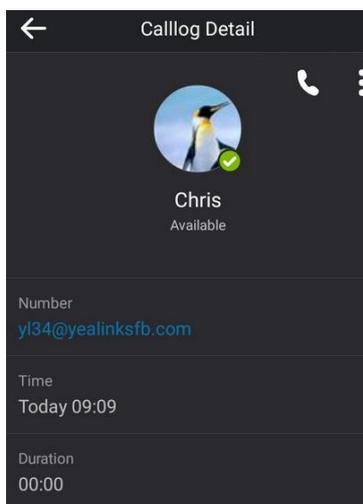
1. Tap **Contacts**.
2. Tap .

The touch screen displays all call records.



3. Slide up and down to scroll through call list.

4. Tap  on the right of the desired entry.  
The detailed information of the entry appears on the touch screen.



5. Tap  to return to the previous screen.

## Placing a Call from History Records

You can place a call from the history records.

### To place a call from history records:

1. Tap **Contacts**.
2. Tap .  
The touch screen displays all call records.
3. Slide up and down to scroll through call list.
4. Tap the desired entry directly.

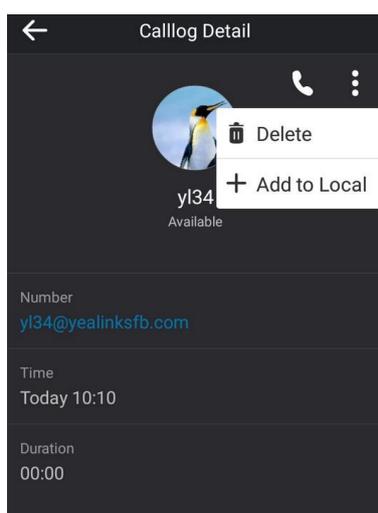
## Adding Local Contacts from History Records

You can add local contacts from history records.

### To add contacts from history records:

1. Tap **Contacts**.
2. Tap .  
The touch screen displays all call records.
3. Slide up and down to scroll through call list.
4. Tap  on the right of the desired entry.  
The detailed information of the entry appears on the touch screen.

5. Tap  .



6. Tap **Add to Local** from the pop-up dialog box.  
The history record will be added to your local directory.

**Note** Conference records cannot be added to local directory.

## Deleting History Records

You can delete one or a batch of history records from history records.

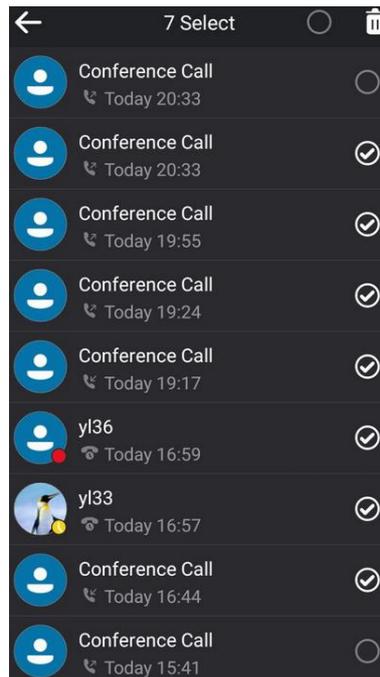
### To delete a history record:

1. Tap **Contacts**.
2. Tap  .
3. Slide up and down to scroll through call list.
4. Tap  on the right of the desired entry.  
The detailed information of the entry appears on the touch screen.
5. Tap  .
6. Tap **Delete** from the pop-up dialog box.  
The touch screen prompts "Delete the selected record?".
7. Tap **OK**.

### To delete a batch of history records:

1. Tap **Contacts**.
2. Tap  .
3. Long tap any entry.
4. Tap the desired entries.

You can also tap the checkbox on the title area to delete all history records.



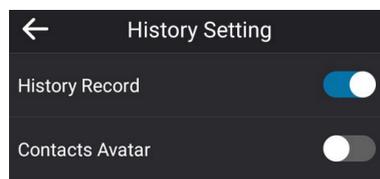
5. Tap  .  
The touch screen prompts "Delete selected items?".
6. Tap **OK** to confirm the deletion.

## Configuring Contact Avatar

Contacts avatar is enabled by default. If you do not want to display contact avatars in the call history list, you can disable this feature.

**To disable contact avatar via phone user interface:**

1. Tap **More->Features->History Setting->Contacts Avatar**.
2. Turn off **Contacts Avatar**.



Contact avatar is configurable via web user interface at the path **Features->General Information**.

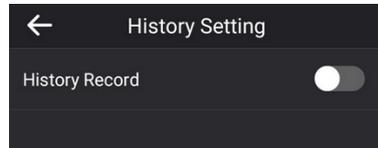
## Disabling History Record

History record feature is enabled by default. If you do not want to save the call history, you can

disable this feature.

**To disable history record via phone user interface:**

1. Tap **More->Features->History Setting->History Record**.
2. Turn off **History Record**.



## Dial Plan

Dial plan is a string of characters that governs the way for phones to process the inputs received from the phone's onscreen dial pad. The system administrator can use regular expression to define dial plan.

The dial plan is configured on the Skype for Business Server by your system administrator, the phone can use the dial plan received from the Skype for Business Server via In-band provisioning method. When user enters digits in the dialing screen, the phone will match the digits to a dial plan.

## Dial-now

You can configure one or more dial-now rules (up to 100) on your phone. When the dialed number matches the dial-now string, the number will be dialed out automatically. For example, a dial-now rule is configured as "1xxx", any entered four-digit string beginning with 1 will then be dialed out automatically on the phone.

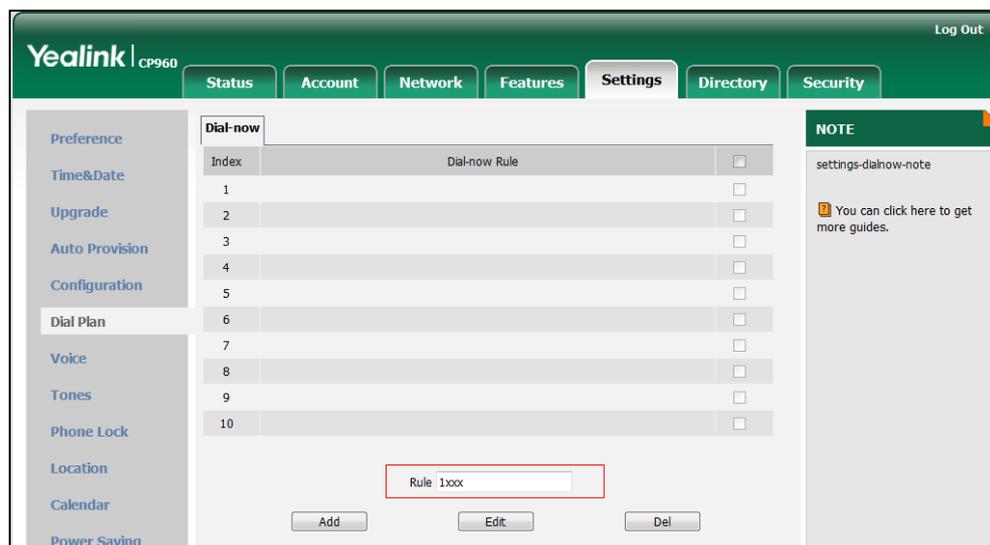
Basic expression syntaxes you need to know:

Syntax	Description
.	The dot "." can be used as a placeholder or multiple placeholders for any character. Example: "12." would match "123", "1234", "12345", "12abc", etc.
x	An "x" can be used as a placeholder for any character. Example: "12x" would match "121", "122", "123", "12a", etc.
-	Numeric ranges are allowed within the brackets: Digit "-" Digit. Example: "[5-7]" would match the number "5", "6" or "7".
[]	The square brackets "[]" can be used as a placeholder for a single character which matches any of a set of characters. Example: "91[5-7]1234" would match "9151234", "9161234", "9171234".
()	The parentheses "()" can be used to group together patterns, for instance, to logically combine two or more patterns. Example:

Syntax	Description
	"([1-9])([2-7])3" would match "923", "153", "773",etc.
\$	<p>The "\$" followed by the sequence number of a parenthesis means the characters placed in the parenthesis. The sequence number stands for the corresponding parenthesis. Example:</p> <p>A replace rule configuration, Prefix: "001(xxx)45(xx)", Replace: "9001\$145\$2". When you dial out "0012354599" on your phone, the Skype for Business phone will replace the number with "9001<b>2354599</b>". "\$1" means 3 digits in the first parenthesis, that is, "235". "\$2" means 2 digits in the second parenthesis, that is, "99".</p>

**To add a dial-now rule via web user interface:**

1. Click on **Settings->Dial Plan**.
2. Enter the desired value (e.g., 1xxx) in the **Rule** field.



3. Click **Add** to add the dial-now rule.

For example: when you enter the number "1234" using the onscreen dial pad, the phone will dial out "1234" automatically without tapping any key.

**Note** Dial-now rule is configurable via web user interface only.

## Delay Time for Dial-Now Rule

You can configure the delay time for dial-now rules. That is, you can configure your phone to automatically dial out the phone number which matches a dial-now rule, after the designated delay time.

**To configure the delay time for dial-now rule via web user interface:**

1. Click on **Features**->**General Information**.
2. Enter the time between 1 and 14 (seconds) in the **Time-Out for Dial-Now Rule** field.

The screenshot shows the Yealink CP960 web user interface. The top navigation bar includes 'Status', 'Account', 'Network', 'Features', 'Settings', 'Directory', and 'Security'. The 'Features' section is active, and the 'General Information' sub-section is selected. The 'Time-Out for Dial-Now Rule' field is highlighted with a red box and contains the value '1'. Other settings include Call Waiting (Enabled), Key As Send (#), Hotline Number, Hotline Delay (0~10s) (4), Busy Tone Delay (Seconds) (0), Return code when refuse (603 (Decline)), and Dial Search Delay (1). A 'NOTE' section on the right provides information about Call Waiting and Key As Send.

Setting	Value
Call Waiting	Enabled
Key As Send	#
Hotline Number	
Hotline Delay(0~10s)	4
Busy Tone Delay (Seconds)	0
Return code when refuse	603 (Decline)
Time-Out for Dial-Now Rule	1
Dial Search Delay	1

3. Click **Confirm** to accept the change.

For example: when you enter the number "1234" using the onscreen dial pad, the phone will dial out "1234" automatically after 1 second without tapping any key.

**Note**

Delay time for dial-now rule is configurable via web user interface only.

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## Basic Call Features

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The CP960 Skype for Business phone is designed to be easily used like a regular phone on a public switched telephone network (PSTN). You can place calls, answer calls, transfer a call to someone else, or conduct a Skype for Business conference call. You can also use calendar, response groups or boss-admin Skype for Business feature.

This chapter provides basic operating instructions for the CP960 Skype for Business phone.

Topics include:

- [Placing Calls](#)
- [Answering Calls](#)
- [Ending Calls](#)
- [Call Mute](#)
- [Call Hold/Resume](#)
- [Call Forward](#)
- [Team-Call Group](#)
- [Response Groups](#)
- [Inbound Private Lin](#)
- [Call Transfer](#)
- [Skype for Business Conference](#)
- [Calendar](#)
- [Parking and Retrieving Calls on the Skype for Business Server](#)
- [Group Call Pickup](#)
- [Boss-Admin](#)
- [Voicemail](#)

For more information or assistance with your new phone, contact your system administrator.

## Placing Calls

You can place calls in numerous ways, including placing multiple calls, placing a call from the search result list, or dialing the hotline number. You can also dial an entry/contact from call history or directory. For more information, refer to [Contact Management](#) on page 52 and [Call History Management](#) on page 68.

## Placing a Call

### To place a call:

1. Tap **New Call**.
2. Enter the desired number.  
Tap  to see the onscreen keyboard, and then you can enter the number using the onscreen keyboard.  
You can also tap a desired contact from the search result list, favorites screen, history screen or contacts screen.
3. Tap  or # key.

The # key is configured as a send key by default. You can also set the \* key as the send key, or set neither. For more information, refer to [Key as Send](#) on page 44.

Your system administrator can enable live dialpad feature, which enables your phone to automatically dial out the phone number after a period of time. Check with your system administrator to find out if this feature is available on your phone.

### Note

You can also dial using the URI. For example: yl39@yealinksfb.com.

## Placing Multiple Calls

The phones can handle multiple calls at a time. However, only one active call (the call that has audio associated with it) can be in progress at any time. The phones can handle a maximum of 50 calls at one time.

### To place multiple calls:

1. Tap **More->Hold**.  
The active call is placed on hold.
2. Tap **New Call**.
3. Enter the desired number.  
You can also select a desired contact from the search result list, favorites screen, history screen or contacts screen.
4. Tap  or # key.

## Placing a Call from the Search Results List

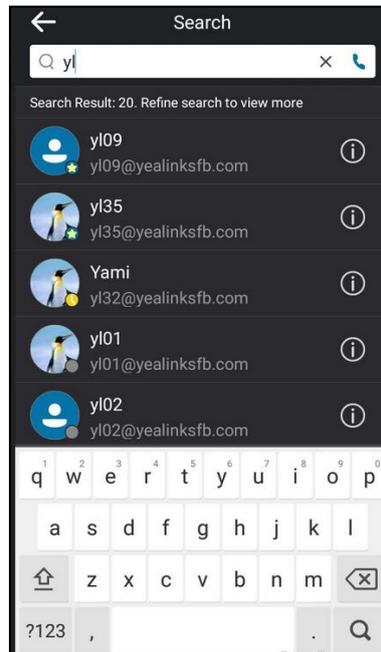
On the Dialing screen, you can search for Skype for Business contacts, local contacts and Microsoft Outlook contacts.

### To place a call from the search results list:

1. Tap **New Call**.

2. Tap  .
3. Enter a few continuous characters of the contact name or continuous numbers of the contact number to search for a desired contact.

The result list will appear on the touch screen:



4. Tap the desired entry from the result list directly.

## Dialing the Hotline Number

You can configure a hotline number and a delay. When you tap **New Call**, the phone will dial out the hotline number automatically after a designated period of time.

### To configure the hotline number via phone user interface:

1. Tap **More**->**Features**->**Hotline**.
2. Enter the desired number in the **Number** field.
3. Enter the desired delay time in the **HotLine Delay(s)** field.

The valid values range from 0 to 10 (seconds) and the default value is "4".

4. Tap **Save** to accept the change.

Hotline is configurable via web user interface at the path **Features->General Information**.

## Answering Calls

When you receive an incoming call on your phone, you can choose to answer it in various ways. You can answer a call or multiple calls, or answer calls automatically.

**Note** You can change your status to DND to ignore some incoming calls without ringing on your phone. For more information, refer to [Changing Presence Status](#) on page 19.

## Answering When Not in Another Call

If you have an active call and an incoming call arrives on the phone, the incoming call information is displayed on the touch screen.

**To answer a call:**

1. Tap **Answer**.

## Answering When in Another Call

If you have an active call and an incoming call arrives on the phone, the incoming call information is displayed on the touch screen.

**To answer a call during a call:**

1. Tap **Answer**.

The incoming call is answered and the original call is placed on hold.

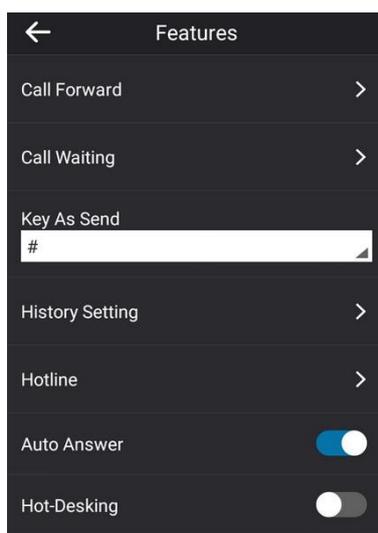
**Note** If call waiting is disabled, the phone that has an active call will reject other incoming calls automatically. For more information, refer to [Configuring the Call Waiting](#) on page 79.

## Answering Calls Automatically

You can enable auto answer feature to automatically answer an incoming call using the speakerphone.

**To configure auto answer via phone user interface:**

1. Tap **More->Features->Auto Answer**.
2. Turn on **Auto Answer**.



The **AA** icon appears on the touch screen.

Auto answer is configurable via web user interface at the path **Account->Basic->Auto Answer**.

### Note

Auto answer is only applicable when there is no other call in progress on the phone.

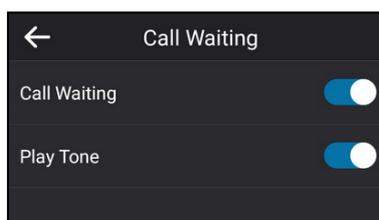
## Configuring the Call Waiting

You can enable or disable call waiting on the phone. If call waiting is enabled, you can receive another call when there is already an active call on the phone. Otherwise, another incoming call is automatically rejected by the phone with a busy message when there is an active call on the phone. You can also enable or disable the phone to play a warning tone when receiving another call.

**To configure call waiting via phone user interface:**

1. Tap **More->Features->Call Waiting**.
2. Turn on **Call Waiting**.

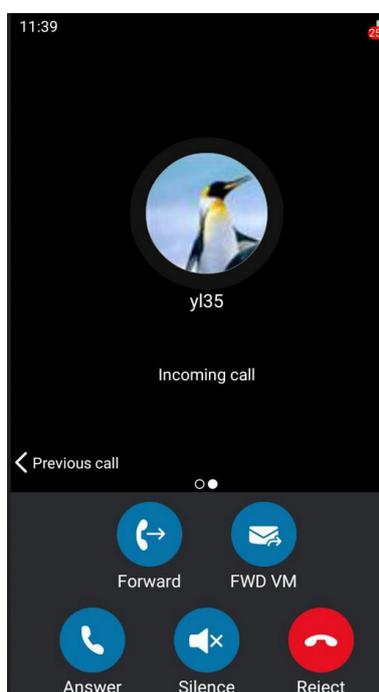
3. Turn on **Play Tone**.



**To use the call waiting:**

1. When the phone receives an incoming call during a call.

The phone touch screen displays as below:



2. Tap **Answer**.

The original call is placed on hold, and the incoming call becomes active.

Call waiting is configurable via web user interface at the path **Features->General Information->Call Waiting**.

Call waiting tone is configurable via web user interface at the path **Features->Audio->Call Waiting Tone**.

## Ending Calls

**To end a call:**

1. Tap **End Call**.

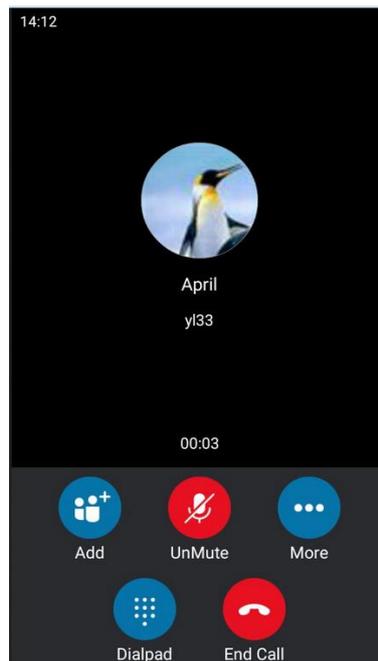
## Call Mute

You can mute the microphone during an active call, and then the other party cannot hear you.

**To mute a call, do one of the following:**

- Tap the mute touch key on the phone.
- Tap **Mute** when in a call.

The mute touch key and **Mute** soft key glows red when the microphone is muted.



**To un-mute a call:**

1. Tap the mute touch key or **UnMute** again to un-mute the call.

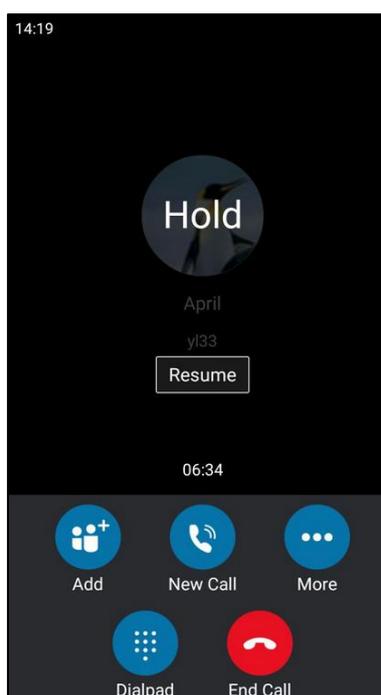
## Call Hold/Resume

You can place an active call on hold. Only one active call can be in progress on the phone at any time. Other calls can be made and received while placing the original call on hold.

**To place a call on hold:**

1. Tap **More**->**Hold** during a call.

The touch screen indicates that the call is on hold.



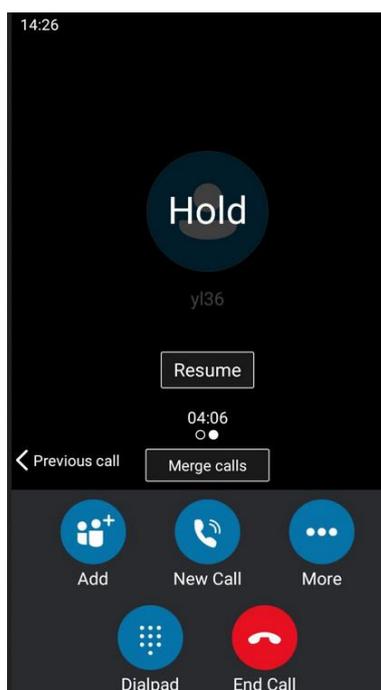
The phone will beep softly every 30 seconds to remind you that you still have a call on hold.

**To resume a held call:**

1. Tap **Resume**.

**Multiple Calls on Hold:**

1. If multiple calls are placed on hold, slide left or right to select the desired call and then tap **Resume** to retrieve it.



## Call Forward

You can configure your phone to forward incoming calls to another party or voicemail box (static forwarding). You can also forward calls while your phone is ringing (dynamic forwarding).

## Static Forwarding

### Static Forwarding on CP960 Skype for Business phone

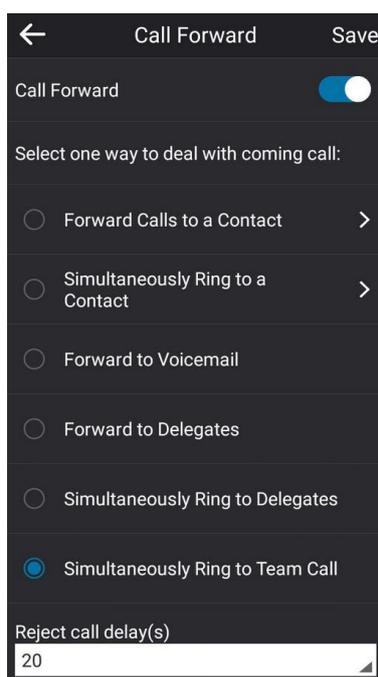
CP960 Skype for Business phone supports the following static forwarding ways:

- **Forward Calls to a Contact:** Incoming calls are forwarded to the preset number or contact.
- **Simultaneously Ring to a Contact:** The preset number will ring simultaneously when you receive incoming calls.
- **Forward to Voicemail:** Incoming calls are forwarded to voicemail.
- **Forward to Delegates:** If you have delegates assigned to your line, you can forward all incoming calls directly to your delegates.
- **Simultaneously Ring to Delegates:** If you have delegates assigned to your line, you can enable your delegates' phones to simultaneously ring when you receive incoming calls.
- **Simultaneously Ring to Team Call:** If you have a team-call group assigned to your line, you can enable a group of Skype for Business contacts to simultaneously ring when you receive incoming calls.

#### To enable call forward:

1. Tap **More->Features->Call Forward**.

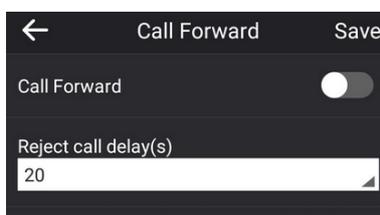
- Turn on **Call Forward**.



- Tap the desired forwarding type.
- Tap **Save** to accept the change.

**To disable call forward:**

- Tap **More->Features->Call Forward**.



- Turn off **Call Forward**.
- Tap **Save** to accept the change.

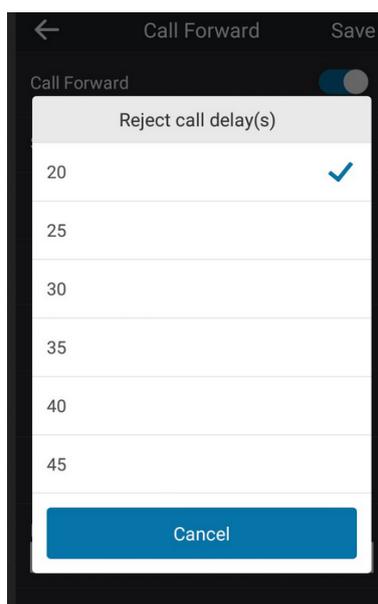
## Configuring the Delay Time for Rejecting Incoming Calls

You can configure the delay time for rejecting incoming calls. That is, incoming calls are rejected if it is not answered after designated delay time.

**To configure the delay time for rejecting incoming calls:**

- Tap **More->Features->Call Forward**.
- Tap the **Reject call delay(s)** field.

3. Tap the desired value from the pop-up dialog box.



4. Tap **Save** to accept the change.

## Static Forwarding on the Skype for Business Client

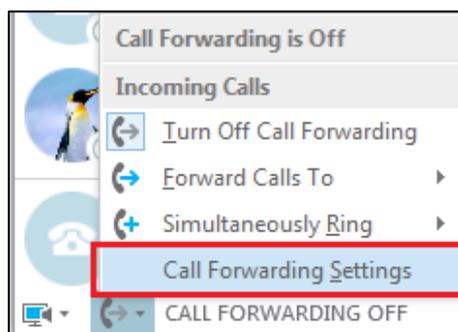
You can assign static forwarding feature using the Skype for Business client:

- a) **Forward my calls to:**
  - **Voicemail:** Incoming calls are forwarded to voicemail.
  - **New Number or Contact:** Incoming calls are forwarded to the preset number or contact.
  - **My Delegates:** If you have delegates assigned to your line, you can forward all incoming calls directly to your delegates.
- b) **Simultaneously ring:**
  - **New Number:** The preset number will ring simultaneously when you receive incoming calls.
  - **My delegates:** If you have delegates assigned to your line, you can enable your delegates' phones to simultaneously ring when you receive incoming calls.
  - **My Team-Call Group:** If you have a team-call group assigned to your line, you can enable a group of Skype for Business contacts to simultaneously ring when you receive incoming calls.

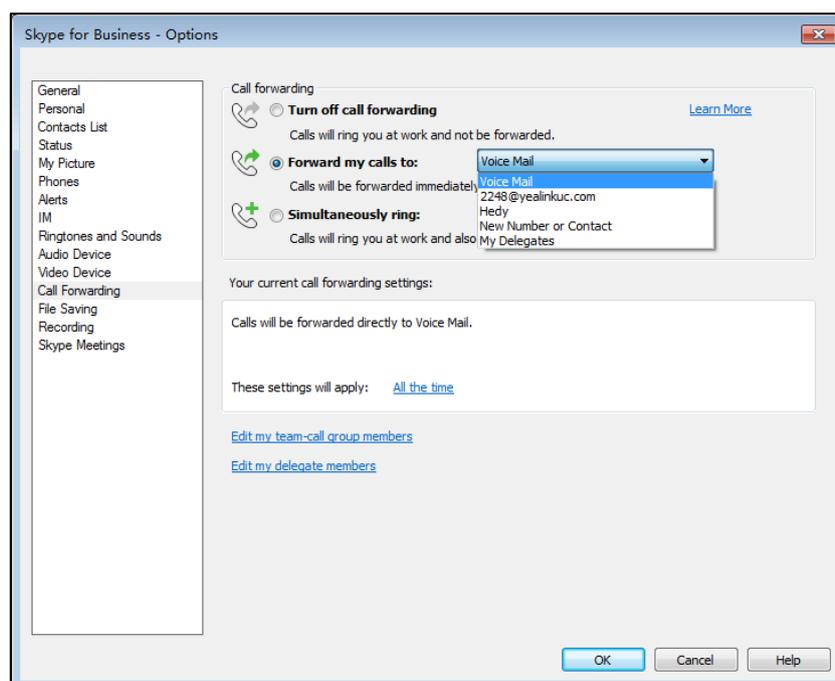
## Configuring Call Forwarding on Skype for Business Client

To forward incoming calls immediately without ringing your phone:

1. In Skype for Business client, click  and then select **Call Forwarding Settings**.

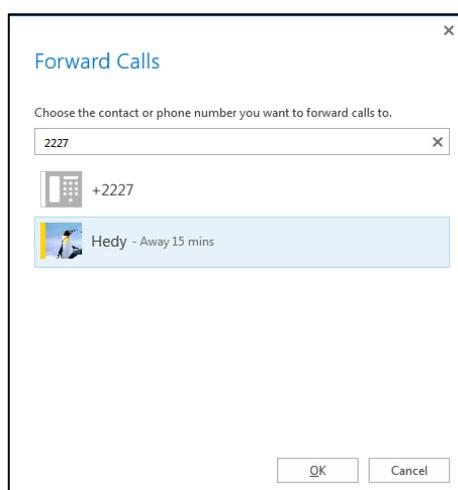


2. Tap the radio box of the **Forward my calls to** field.
3. Select the desired forwarding type from the pull down-list of **Forwarding my calls to**.  
Depending on your selection:



- a) If you select **Voicemail**:  
Incoming calls are forwarded directly to the voicemail.
- b) If you select **New Number or Contact**:

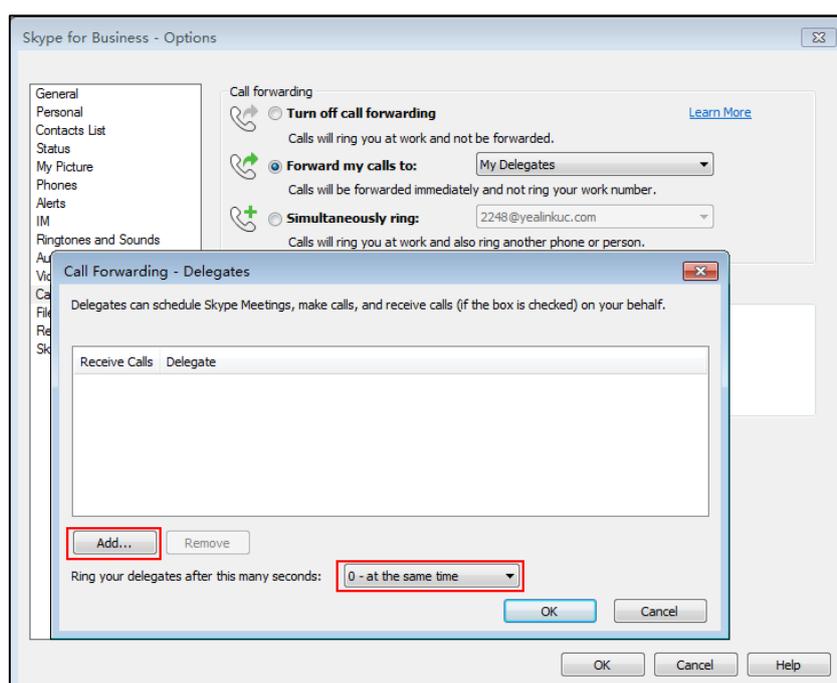
Select the contact or enter the phone number you want to forward calls to.



After configuration, incoming calls are forwarded to the preset number or contact.

c) If you select **My Delegates**:

Add the delegates you want to forward calls to when you receive an incoming call. The phone of the delegates will ring after the time specified by you.

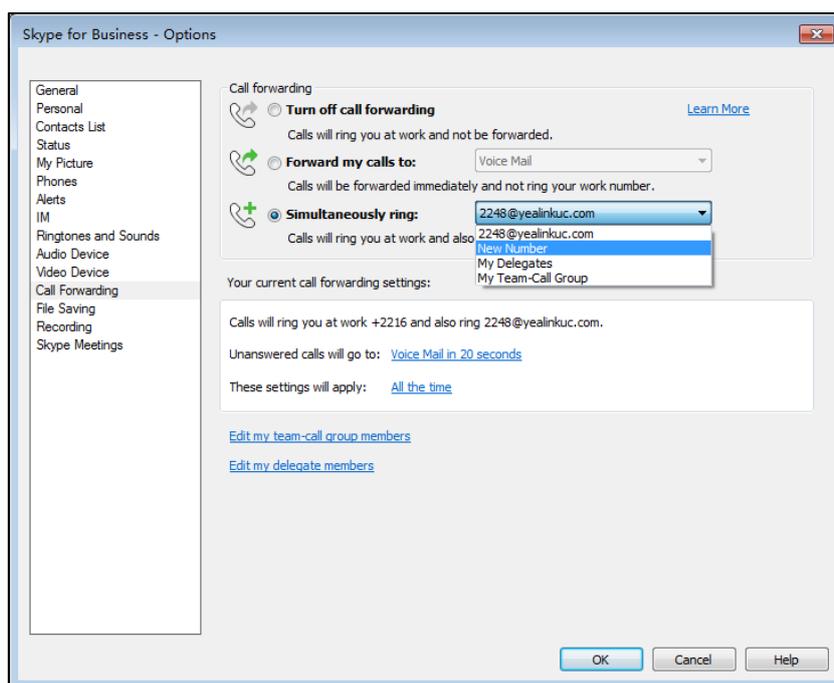


## Configuring Simultaneously Ring on Skype for Business Client

**To ring other phones simultaneously when your phone is ringing:**

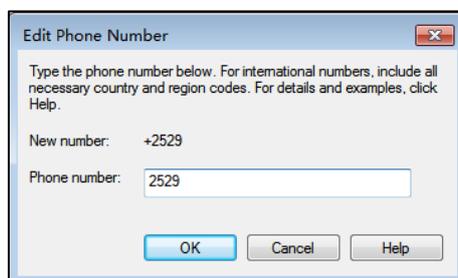
1. In Skype for Business client, click  and then click **Call Forwarding Settings**.
2. Mark the radio box of the **Simultaneously ring** field.

Depending on your selection:



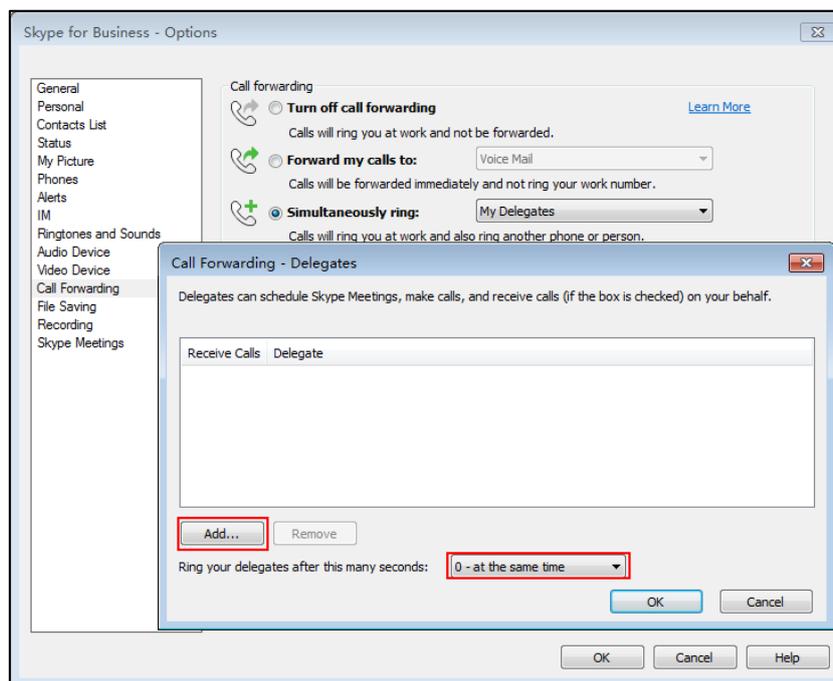
- a) If you select **New Number**:

Enter the phone number from the pop-up window, and then click **OK** to accept the change. The number will ring simultaneously when you receive an incoming call.



- b) If you select **My Delegates**:

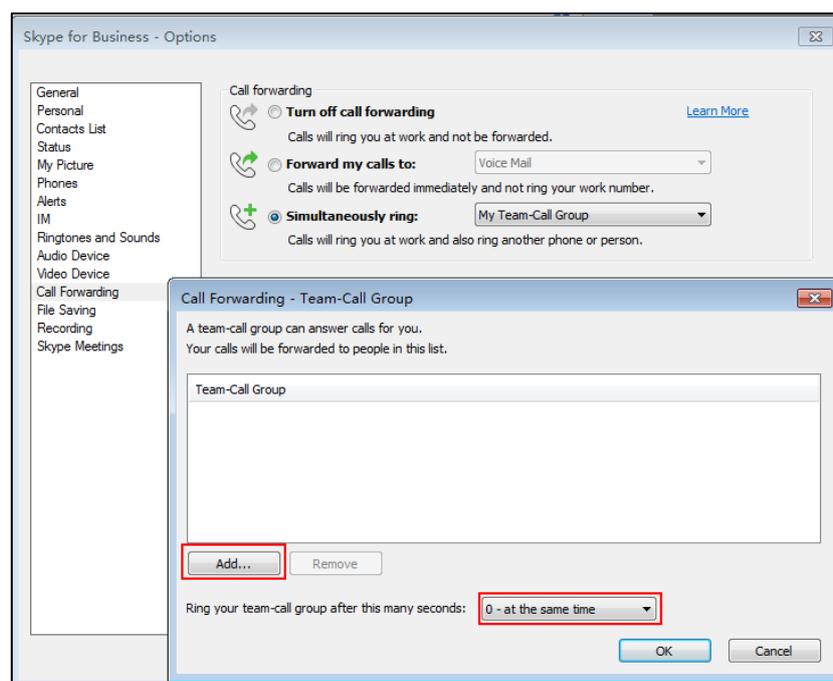
Add the delegates you want to ring simultaneously when you receive an incoming call. The phone of the delegates will ring after the time specified by you.



- c) If you select **My Team-Call Group**:

Add the contacts in the Team-Call Group. All members in the group will ring simultaneously when you receive an incoming call. The phone of the members in the group will ring after the time specified by you.

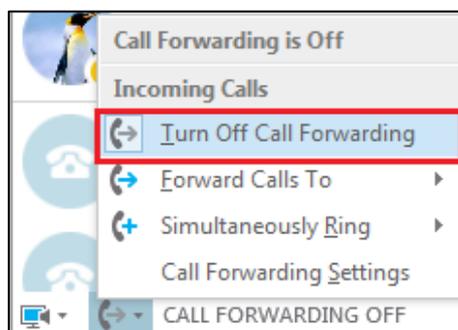
For more information on how to assign a distinct ringtone to Team-Call group, refer to [Team-Call Ringtone](#) on page 91.



If one member answers the call, other phones will stop ringing.

**To disable the call forwarding:**

1. In Skype for Business client, click  and then select **Turn Off Call Forwarding**.

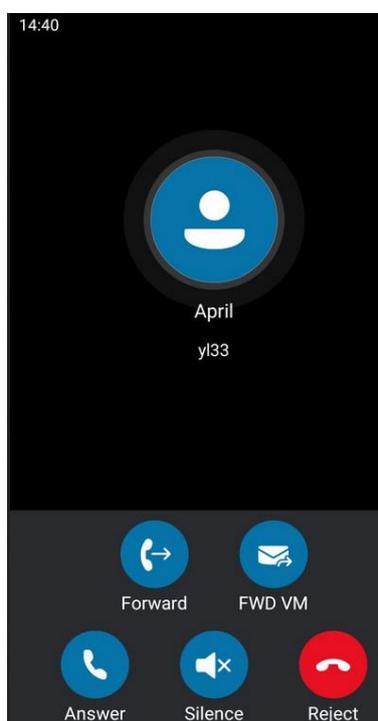


## Dynamic Forwarding

You can manually forward the call to another number while your phone rings.

**To forward an incoming call to another party:**

1. When the phone is ringing, tap **Forward**.



2. Do one of the following:
  - Enter a number and then tap .
  - Tap a desired contact directly from the search result list, favorites screen, history

screen or contacts screen.

**To forward an incoming call to voicemail directly:**

1. Tap **FWD VM** When the phone is ringing.

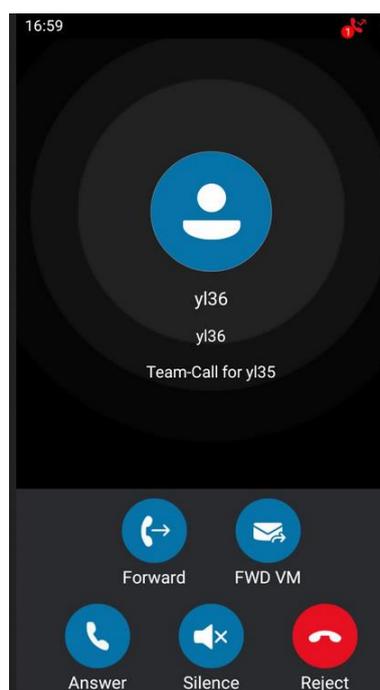
The incoming call will be forwarded to your voicemail directly.

## Team-Call Group

A team-call group is a team of people who can answer your work calls. You can use Skype for Business client to add or remove members, and select when they can answer calls for you. For more information on how to configure team-call group, refer to [Configuring Simultaneously Ring on Skype for Business Client](#) on page 87.

Assume that you have a team of people working on the same project or task. If you are away from your desk and your phone rings, anyone in the team-call group can answer the call for you. As soon as a team member picks up the phone, the other phones stop ringing.

For example, a user (yl36) calls a user named "yl35", other members in the same team-call group of yl35 will ring too, their phones' screens are shown as below:



## Team-Call Ringtone

Team-call ringtone feature allows the phone to play a distinct ringtone when receiving a team call.

**To set a ringtone for the Team Call via phone user interface:**

1. Tap **More->Basic->Sounds->Ring Tones->Team Call**.

2. Tap the desired ringtone.
3. Tap **Save** to accept the change.

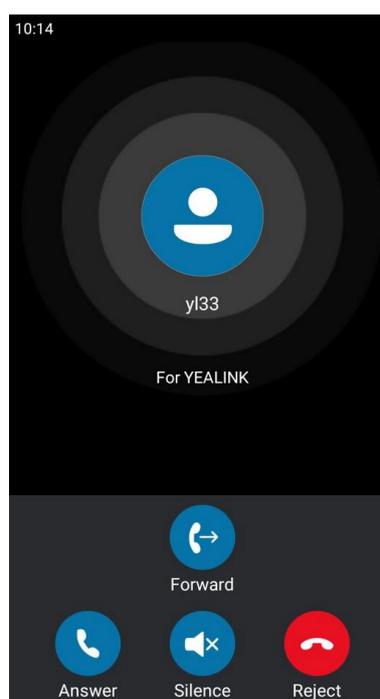
## Response Groups

If you sign into the phone using On-Premises account, you can use response group feature. Current Online environment does not support this feature.

A response group is a feature that route and queue incoming calls to groups of people, called agents, such as for a help desk or a customer service desk.

When someone calls a response group, the call is routed to an agent based on a hunt group or the caller's answers to interactive voice response (IVR) questions. The Response Group application uses standard response group routing methods to route the call to the next available agent. After a call agent accepts the call, other agents' phones stop ringing.

For example, you have been selected by your system administrator to be a call agent for a response group named "YEALINK". When a user named "yl33" calls your response group, your phone is shown as below:



### Note

Response group can be configured via by Skype for Business Server only. Contact your system administrator for more information.

## Response Group Ringtone

Response group ringtone feature allows the phone to play a distinct ringtone when receiving a response group calls.

**To set a ringtone for the response group via phone user interface:**

1. Tap **More**->**Basic**->**Sounds**->**Ring Tones**->**Response Group**.
2. Tap the desired ringtone.
3. Tap **Save** to accept the change.

## Call Queue

If you sign into the phone using Online account, you can use call queue feature. On-Premises environment does not support this feature.

The 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 in to 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. After a call agent accepts the call, other agents' phones stop ringing.

### Note

Call queue can be configured on Server only. Contact your system administrator for more information.

## Inbound Private Line

If you sign into the phone using On-Premises account, you can use inbound private line feature. Current Online environment does not support this feature.

In many organizations, bosses have administrative secretaries who answer their office phones for them. This is easily accomplished on the Skype for Business Server by using call delegation. As a result, if one people dial the primary line of the boss, the phones of the delegate will ring simultaneously.

The system administrator can assign a private line to boss in one of the following situations occurs:

- The boss doesn't want to miss important calls denied by his DND status.
- The boss doesn't want the delegate to answer some important or confidential calls for him.
- The boss wishes his friends and families to reach him directly or bypass his delegate.

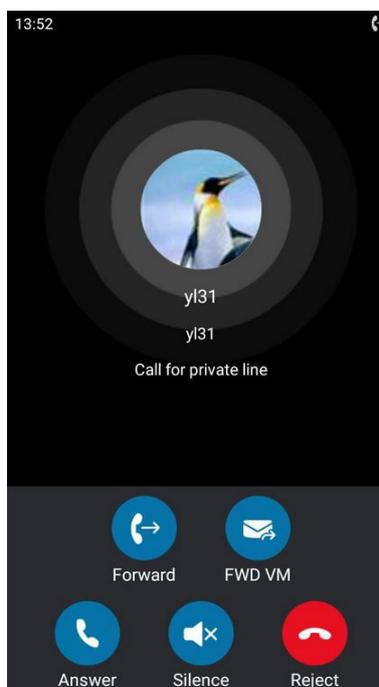
### Characteristics of Private Lines:

- A user can have only one private line.
- A user with a private line has only one voicemail.
- Calls to the private telephone line ring through. They do not follow "Do Not Disturb" rules.

- Private lines are inbound only and cannot be used to make outgoing calls.
- None of the following features are available with a private telephone line: delegation, and Response Group application.

For more information on planning for private telephone lines, refer to [Plan for private telephone lines](#).

When receiving a private call, the touch screen of the phone will prompt “Call for private line”:



#### Note

Private lines can be configured on the Skype for Business server only. Contact your administrator for more information.

## Private Line Tones

Private line feature allows the Skype for Business phone to play a specific ringtone when receiving a private call.

**To select a ringtone for the private line via phone user interface:**

1. Tap **More**->**Basic**->**Sounds**->**Ring Tones**->**Private Line**.
2. Tap the desired ringtone.
3. Tap **Save** to accept the change.

A ringtone for the private line is configurable via web user interface at the path **Settings**->**Preference**->**Private line ring**.

## Call Transfer

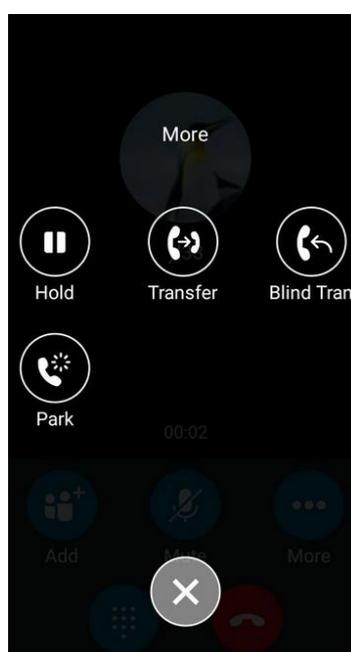
You can transfer a call to another party in one of the two ways:

- **Blind Transfer:** Transfer a call directly to another party without consulting.
- **Consultative Transfer:** Transfer a call with prior consulting.

### Blind Transfer

**To perform a blind transfer during a call:**

1. Tap **More**->**Blind Tran** during a call.

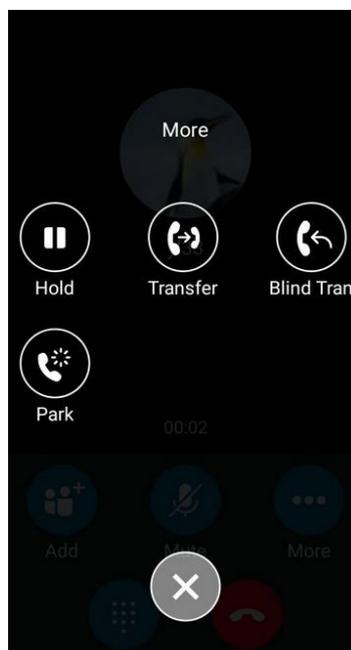


2. Do one of the following:
  - Enter a number and then tap  .
  - Tap a desired contact directly from the search result list, favorites screen, history screen or contacts screen.Then the call is connected to the number to which you are transferring.

## Consultative Transfer

**To perform a consultative transfer:**

1. Tap **More**->**Transfer** during a call.



2. Do one of the following:
  - Enter a number and then tap .
  - Tap a desired contact directly 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.

## Skype for Business Conference

This chapter provides basic operating instructions for managing Skype for Business conference. You can initiate a Skype for Business conference call on your phone or on the Skype for Business client. You can view the conference participants. And you can also manage the conference participants (e.g., promote or demote conference participants, enable or disable announcements).

### Initiating a Skype for Business Conference Call

You can initiate a Skype for Business conference call on your phone or on the Skype for Business client.

**Note**

You can join a conference from the calendar. For more information, refer to [Joining Skype Conferences from the Calendar](#) on page 118.

## Initiating a Conference Call by Meet Now

**To initiate a Skype for Business conference call by meet now via phone user interface:**

1. Tap **Meet Now**.  
You will initiate a Skype for Business conference call directly.
2. Tap **Add**.
3. Enter the desired number, and then tap .  
You can also tap a desired contact directly from the search result list, favorites screen, history screen or contacts screen.
4. Repeat steps 2-3 to add more parties to the conference.

## Initiating a Conference Call during a Call

You can initiate a Skype for Business conference call by inviting contacts to the active call.

**To initiate a Skype for Business conference call via phone user interface:**

1. During a call, tap **Add**.
2. Enter the desired number, and then tap .  
You can also tap a desired contact directly from the search result list, favorites screen, history screen or contacts screen.
3. Repeat steps 1-2 to add more parties to the conference.

## Merging Multiple Calls into a Conference Call

### Merging All Calls into a Conference Call

You can merge all calls into a conference call. For more information on how to place multiple calls, refer to [Placing Multiple Calls](#) on page 76.

**Merge all calls into a conference via phone user interface:**

1. During multiple calls, tap **Merge calls**.



All calls are merged into a conference call.

**Note** Multiple conferences cannot be merged into one conference call.

**Merging an Active Call and a Held Call into a Conference Call**

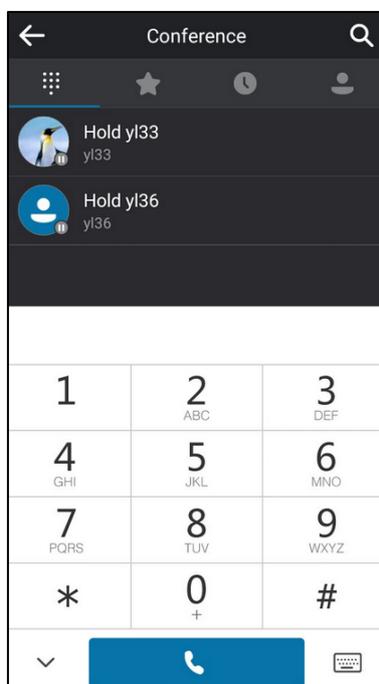
If you do not want to merge all calls into a conference call, and just want to merge two individual calls into a conference call, you can do the following:

**Merge an active call and a held call into a conference via phone user interface:**

1. During multiple calls, tap **Add**.



2. Tap the contact that is held.  
The active call and the selected held call are merged into a conference.



## Initiating a Group Conference Call

To initiate a group conference call via phone user interface:

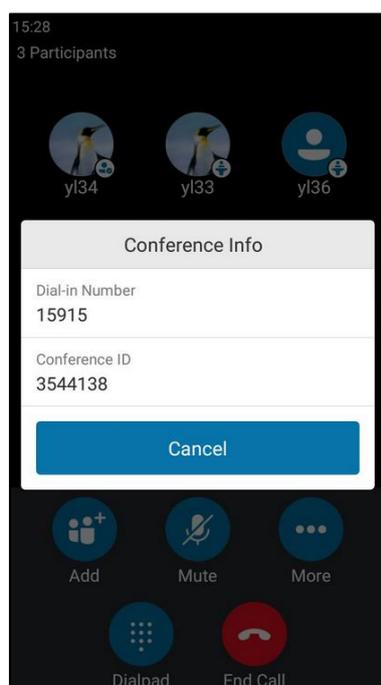
1. Tap **Contacts**.
2. Tap  on the right of the desired Skype for Business group.  
The touch screen prompts "Are you sure you want to start a conference?".
3. Tap **OK** to dial all contacts in the group.

## Viewing the Conference Information

If you are a conference participant, you can send the conference dial-in number and PIN to contacts who want to join the conference.

To view the dial-in number and conference ID via phone user interface:

1. During a Skype for Business conference, tap **More**->**Conf Info** to view the dial-in number and conference ID.



2. Notify other parties of the dial-in number and conference ID, other parties can use the dial-in number and conference ID to join this Skype for Business conference.  
If this conference is locked, anyone that tries to join the call will enter the lobby until the organizer or presenters accept(s) the call. For more information, refer to [Locking or Unlocking the Conference](#) on page 104.

## Viewing the Conference Participants

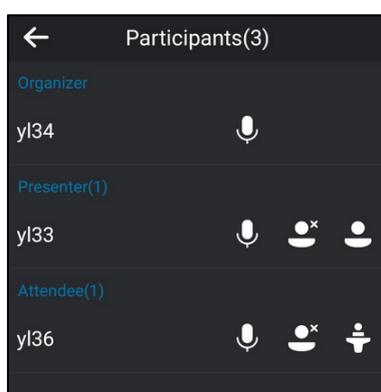
When you initiate or join a conference call, you can view the conference participants.

There are three roles in a conference:

- **Organizer** (  ): A user who creates a conference. Organizer can manage the presenters and attendees.
- **Presenter** (  ): The participant who is invited to the conference will be a presenter by default. The presenter can only manage other presenters and attendees.
- **Attendee**: A user who is invited to a conference but who is not authorized to act as a presenter. The attendee cannot manage call participants.

**To view the conference participants via phone user interface:**

1. Tap **More->Participants** to view the conference participants' information during a conference.



The conference information includes organizer, presenter and attendee. For more information on conference roles, refer to [Joining Skype Conferences from the Calendar](#) on page 118.

2. Tap  to return to the previous screen.

## Managing the Conference Participants

When you initiate a Skype for Business conference call, you will be an organizer and other participants are listed as presenters by default.

As an organizer or presenter, you can manage call participants in the following ways:

- Mute all participants or individual participants.
- Remove participants from the conference call.
- Demote a presenter to an attendee or promote an attendee to presenter.
- Enable or disable conference announcements.
- Lock or unlock a conference.

These options do not display for attendees.

## 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.

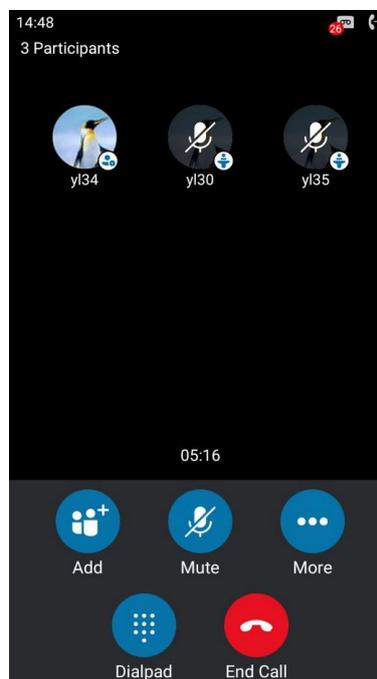
### Note

Presenters invited by dialing numbers have no permission to mute or unmute all conference participants.

#### To mute all conference participants by organizer or presenters:

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

The mute icon  is displayed on each person who is muted.



#### To unmute all conference participants by organizer or presenters:

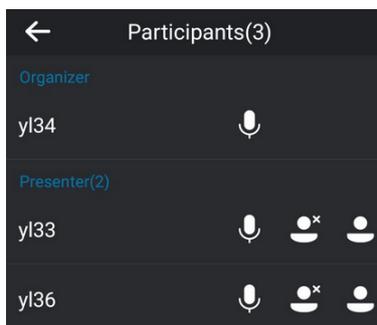
1. Tap **More**->**UnMute All**.
2. The muted participants tap **UnMute** or the mute touch key to unmute.

## Muting or Unmuting Individual Conference Participants

The organizer and presenters can mute and unmute individual participants during conferences.

**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. A mute icon  is displayed next to each person who is muted.

**To unmute the conference participants by organizer or presenters:**

1. Tap  next to each person who is muted.
2. The muted participants tap **Unmute** or the mute touch key on the phone to unmute.

## Promoting or Demoting Conference Participants

The organizer and presenters can promote other conference participants from attendees to presenters, or demote conference participants from presenters to attendees. But they cannot demote or promote themselves. The presenters cannot demote or promote the organizer. The attendees cannot promote or demote anyone.

**To demote or promote conference participant:**

1. Tap **More->Participants**.
2. Do one of the following:
  - Tap (  ) to demote a presenter to an attendee.
  - Tap (  ) to promote an attendee to a presenter.

## Enabling or Disabling the Announcement

Only the organizer and presenters can enable or disable the announcement. When the announcement feature is enabled, the phone will issue a voice message to announce that a participant joins or leaves the conference.

**To enable or disable conference announcements:**

1. During a conference call, do one of the following:
  - Tap **More->E.Anc** to enable announcements. An icon  appears on the touch screen.
  - Tap **More-> U.Anc** to disable announcement.

## Locking or Unlocking the Conference

The organizer and presenters can lock a conference call to prevent other people from joining the conference call without approval.

When a conference is unlocked, anyone can join a conference call automatically with the conference dial-in number and conference ID. When the conference is locked, a contact must wait in the lobby for the organizer or presenters to admit the contact to the meeting.

### To lock or unlock a conference:

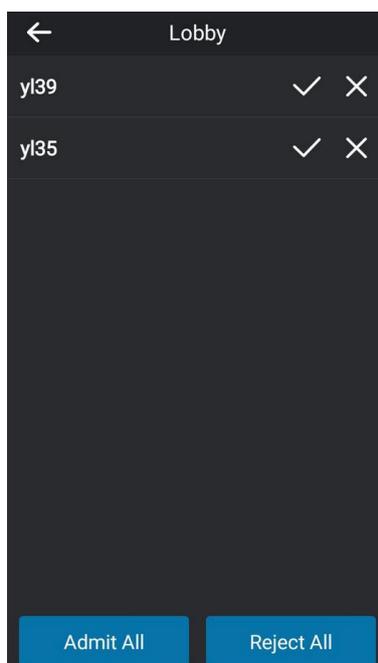
- During a conference call, do one of the following:
  - Tap **More**->**ConfLock** to lock the conference.  
An icon  (indicating the number of participants waiting in the lobby) appears on the touch screen.
  - Tap **More**->**ConfUnlock** to unlock the conference.  
The conference is unlocked, and anyone can join the conference call.

## Admitting or Denying Participants to a Locked Conference Call

The conference participants can invite participant to join a locked conference. Participant can also join locked conference by dialing dial-in number and Conference ID. For more information, please refer to [Joining a Skype Conference by Dialing the Conference Dial-in Number](#) on page 120.

### The organizer or presenters admit or deny participants to join a locked conference:

- Tap **More**->**Lobby** to view the callers waiting in the lobby.



- Do one of the following:



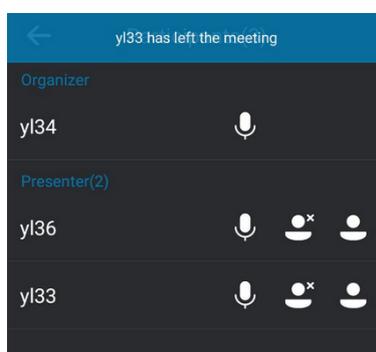
- Tap  .  
The caller joins the locked conference as a presenter successfully.
- Tap  .  
The caller fails to join the locked conference, and the caller drops the call automatically.
- Tap **Admit All**.  
All callers join the locked conference as presenters successfully.
- Tap **Reject All**.  
All callers fail to join the locked conference, and the callers drop the call automatically.

## Removing Conference Participants

An organizer can remove presenters and attendees. A presenter can remove other presenters and attendees. An attendee cannot remove other participants.

### To remove a conference participant:

1. Tap **More->Participants**.
2. Tap  to remove the participant from the conference call.  
A notification prompts that the participant is removed.



## Leaving the Conference

All participants can leave the conference at any moment.

### To leave the conference:

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

## Calendar

Yealink Skype for Business phones integrates with the Microsoft Exchange calendar feature. If your phone is configured to connect to the Microsoft Exchange Server, and the Microsoft®

Outlook® application is installed at your site, you can view Skype conference, appointment, meeting and event, or join the Skype conference in your Microsoft Outlook application from your phone.

## Setting up an Appointment in Outlook

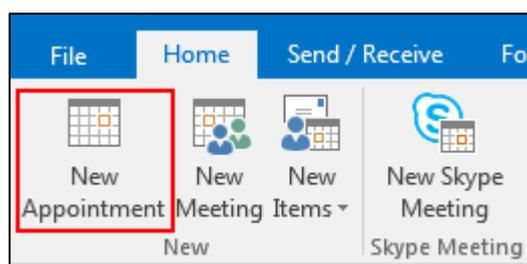
Appointments are blocks of time you schedule for only yourself (as opposed to meetings, to which you invite others). An appointment has a specific start time and a specific end time (as opposed to an event, which occurs for one or more full 24-hour periods).

### To set up an appointment in outlook:

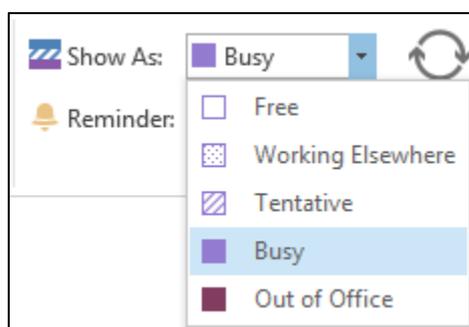
1. Open Outlook and go to your calendar.



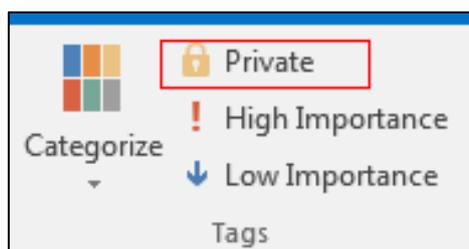
2. Click **Home** -> **New Appointment**.



3. Enter a subject, location, and then select the start and end time.
4. Enter the content about the appointment.
5. To show others your availability during this time, on the **Appointment** tab, click the **Show As** box and then click **Free**, **Working Elsewhere**, **Tentative**, **Busy** or **Out of Office**.



6. (Optional) Click **Private** so that the detailed information of the appointment will not display on the phone.



7. Click **Save & Close**.

By default, a reminder appears 15 minutes before the appointment start time.

## Setting up a Meeting in Outlook

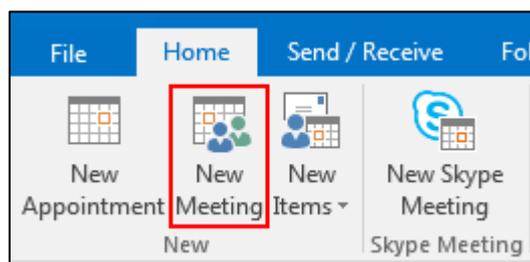
You can send a meeting request to one or more people.

### To set up a meeting in outlook:

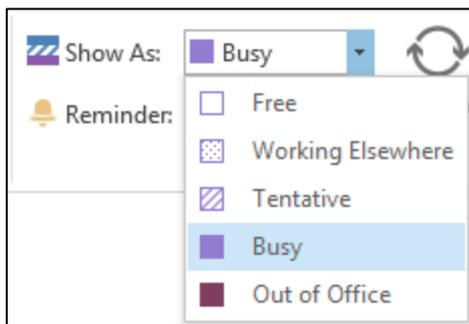
1. Open Outlook and go to your calendar.



2. Click **Home** -> **New Meeting**.



3. Enter a subject, location, and then select the start and end time.
4. Enter the content about the meeting.
5. To add attendees, do one of the following:
  - In the **To** box, add desired attendees.
  - Click **Scheduling Assistant** to help you find the best time for your meeting by analyzing when attendees are available and then click **Add Attendees** to add attendees.
6. To show others your availability during this time, on the **Appointment** tab, click the **Show As** box and then click **Free**, **Working Elsewhere**, **Tentative**, **Busy** or **Out of Office**.



- (Optional) Click **Private** so that the detailed information of the meeting will not display on the phone.



- Click **Send**.

By default, a reminder appears 15 minutes before the meeting start time.

## Setting up an Event in Outlook

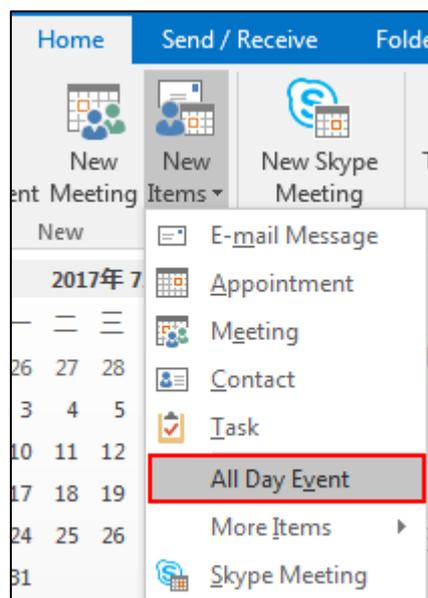
Events are day-long blocks of time that you schedule on your Outlook calendar—for example, a birthday, a payroll day, or anything else occurring on a particular day but not at a specific time.

### To set up an event in outlook:

- Open Outlook and go to your calendar.

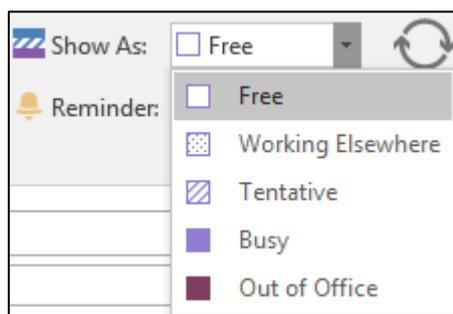


- Click **Home** -> **New Items**-> **All Day Event**.

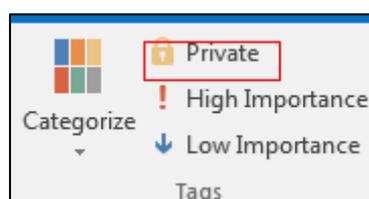


- Enter a subject and location.
- Enter the content about the event.

- To show others your availability during this time, on the **Appointment** tab, click the **Show As** box and then click **Free**, **Working Elsewhere**, **Tentative**, **Busy** or **Out of Office**.



- (Optional) Click **Private** so that the detailed information of the event will not display on the phone.



- Click **Save & Close**.

By default, a reminder appears 15 minutes before the event start time.

## Setting up a Skype Conference in Outlook

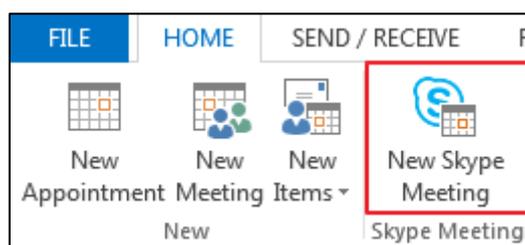
The process of setting up a Skype meeting is the nearly identical to creating a normal meeting. The Skype meeting request will automatically include call-in information (conference number and conference ID). You can choose to join the Skype meeting using your Skype for Business phone.

### To set up a Skype conference in outlook:

- Open Outlook and go to your calendar.

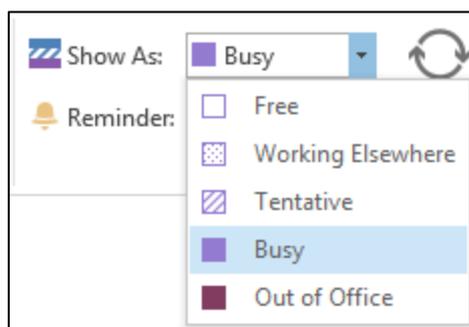


- Click **HOME** -> **New Skype Meeting**.

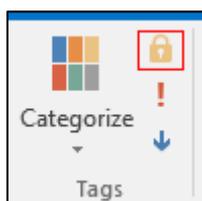


- Enter a subject, location, and then select the start and end time.
- Enter the content about the Skype meeting.

5. To add attendees, do one of the following:
  - In the **To** box, add desired attendees.
  - Click **Scheduling Assistant** to help you find the best time for your meeting by analyzing when attendees are available and then click **Add Attendees** to add attendees.
6. To show others your availability during this time, on the **Appointment** tab, click the **Show As** box and then click **Free**, **Working Elsewhere**, **Tentative**, **Busy** or **Out of Office**.



7. (Optional) Click **Private** so that the detailed information of the Skype conference will not display on the phone.



8. Click **Send**.

By default, a reminder appears 15 minutes before the Skype meeting start time.

#### Note

If you change the Skype conference content (e.g., location, subject, time) via Outlook after you have sent the invitation, the phone will update the Skype conference content.

## Using the Calendar

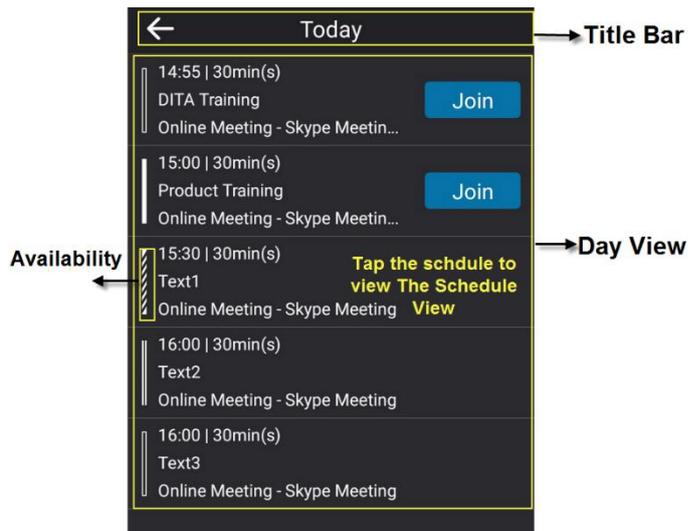
To use the calendar feature on your phone, you must sign into the phone using [User Sign-in](#) or [Web Sign-In](#) method. So the phones can display the Microsoft Exchange calendar which gives you quick access to Skype conference, appointment, meeting and event.

### Viewing the Calendar

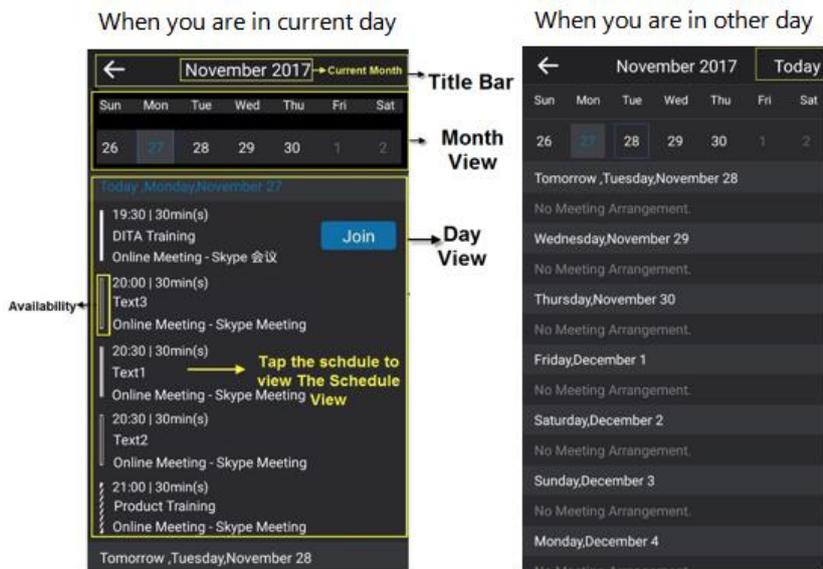
**To view the calendar via phone user interface:**

1. Tap **Calendar**.
2. If there is any meeting schedule, tap  to enter the calendar screen.
  - If your system administrator configures the phone to display today's schedules only,

the screen is shown as below:



- If your system administrator configures the phone to display all schedules, the screen is shown as below:



Tap **Today** to return to the today calendar screen.

Name	Description	
Availability		Your availability during this time shows as <b>Free</b> or <b>Working Elsewhere</b> on the Outlook software.
		Your availability during this time shows as <b>Tentative</b> on the Outlook software.

Name	Description	
		Your availability during this time shows as <b>Busy</b> on the Outlook software.
		Your availability during this time shows as <b>Out of Office</b> on the Outlook software.
<b>Title Bar</b>	<ul style="list-style-type: none"> <li>Shows ← , current date, and <b>Today</b>.</li> <li>Tap the current date at the top to extend the month view.</li> </ul>	
<b>Month View</b>	Shows all the days in a month. The day in blue indicates a day which has a schedule. The day within a blue frame indicates a selected day.	
<b>Day View</b>	Shows all schedules of the selected day, including the subject, start and end time and location.	
<b>Schedule View</b>	Shows the details of the selected schedule, including the subject, participants, organizer, start and end time, location and content.	

- Tap ← to return to the idle screen.

## Navigating Month View

Month view displays all the days in a month. The days have schedules are indicated in blue and the selected day is always within a blue frame. You can only navigate month view only when your system administrator configures the phone to display all schedules.



### To navigate Month View:

- Tap **Calendar**.
- If there is any meeting schedule, tap  to enter the calendar screen.
- Tap the date at the top to extend the month view.  
Slide up and down to select a desired day.

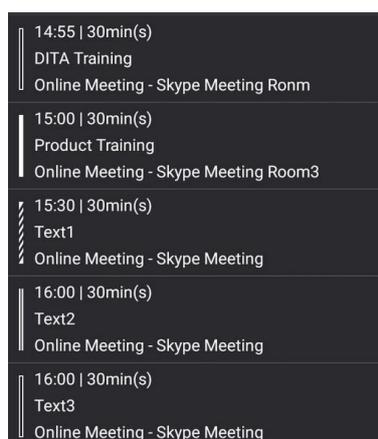
4. Tap  to return to the idle screen.

## Navigating Day View

Day view shows all schedules of today, including the subject, start and end time and location.

### To navigate Day view:

1. Tap **Calendar**.
2. If there is any meeting schedule, tap  to enter the calendar screen.  
It shows all schedules of today.



3. Tap  to return to the idle screen.

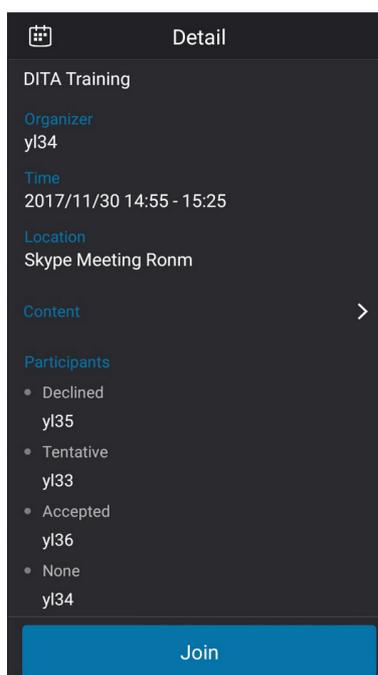
## Navigating Schedule View

Schedule view displays the details of a selected schedule. You can view the schedules' subject, participants, organizer, start and end time, location and content.

### To view schedules via phone user interface:

1. Tap **Calendar**.
2. If there is any meeting schedule, tap  to enter the calendar screen.

3. Tap a desired schedule in day view.



4. Tap  to return to the previous screen.

## Tracking the Calendar

When an organizer schedules a Skype meeting via the Outlook software, the attendees can respond to the meeting request via Outlook software.

Attendees can send one of the following responses to the organizer:

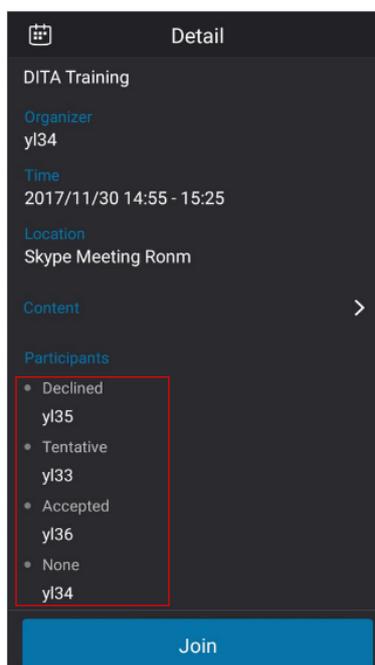
- Do not reply the invitation (show as **None** on the organizer's phone).
- Accept the invitation (show as **Accepted** on the organizer's phone)
- Tentatively accept the invitation (show as **Tentative** on the organizer's phone)
- Decline the invitation (show as **Declined** on the organizer's phone)

Organizer can verify whether all the attendees get the invitation and able to join the Skype meeting via the phone user interface.

**To track the calendar via phone user interface:**

1. Tap **Calendar**.
2. If there is any meeting schedule, tap  to enter the calendar screen.

3. Tap a desired schedule in day view.



4. Tap  to return to the previous screen.

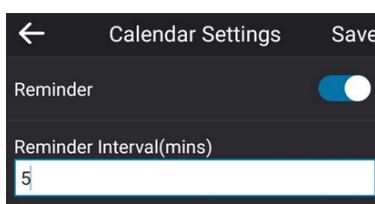
## Configuring the Reminder

If you want to use the reminder feature and temporarily remove the reminder from the screen, you can configure the calendar reminder.

### To configure the reminder via phone user interface:

1. Tap **More->Basic->Calendar Settings**.
2. Turn on **Reminder**.
3. Enter the interval in the **Reminder Interval** field.

The interval is 5 minutes by default, it ranges from 1 to 15 minutes.



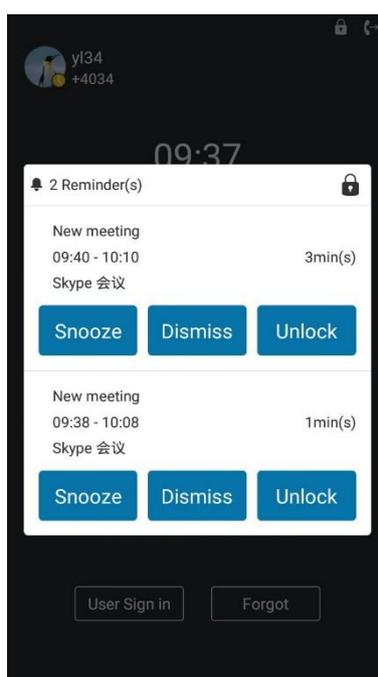
4. Tap **Save** to accept the change.

Reminder is configurable via web user interface at the path **Settings-> Calendar**.

## Working with Schedule Reminders

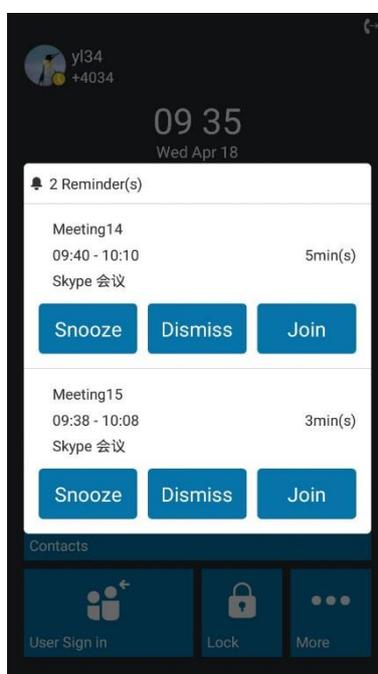
If you enable calendar reminder feature, when you have a schedule, a reminder pop-up is displayed 15 minutes before it starts.

When the phone is locked, the reminder shows location, start time, end time and the rest time:



- Tap **Unlock** to unlock the phone.

When the phone is unlocked, the reminder shows subject, location, start time, end time and the rest time:



- Tap **Snooze** to temporarily remove the reminder from the screen, until the next schedule reminder. The reminder will appear every 5 minutes by default and also appear 1 minute before the schedule starts. For more information on how to change the conference reminder interval, refer to [Configuring the Reminder](#) on page 116.

- Tap the **Dismiss** soft key to permanently remove the reminder from the screen and stop all future reminders for the Skype conference
- If you receive a Skype conference, tap **Join** to join the Skype conference.

**Note**

When receives a Skype conference reminder during a call, you can tap **Join** to join the Skype conference directly. Current call will be held and you can resume it after the Skype conference.

## Joining Skype Conferences from the Calendar

You can join the Skype conferences from calendar in following three ways:

- **Joining a Skype conference from a conference reminder** (Once joined, presenter and attendee will be muted automatically, organizer will not be muted).
- **Joining a Skype conference from Schedule view** (Once joined, presenter and attendee will be muted automatically, organizer will not be muted).
- **Dialing the conference dial-in number to join a Skype conference** (Once joined, presenter, attendee and organizer will not be muted).

**Note**

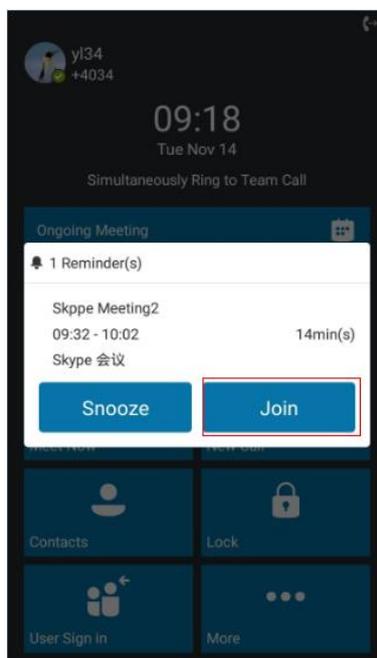
When the organizer sets up a conference in Outlook and enables **Mute all attendees** feature, all conference participants will be muted automatically once join the Skype conferences in above ways.

## Joining a Skype Conference from a Conference Reminder

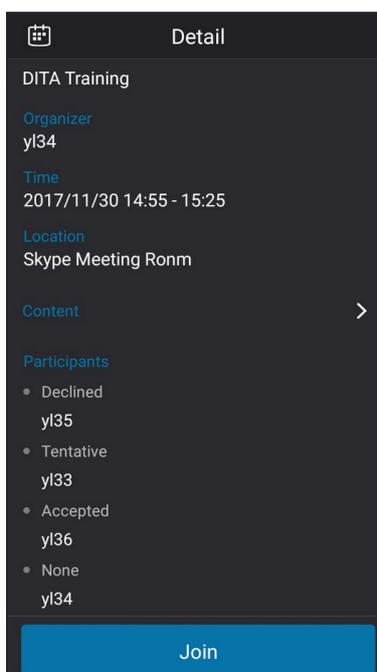
If you enable the calendar reminder feature, you can join the Skype conferences from calendar reminder.

**To join a Skype conference from a conference reminder:**

1. Tap **Join**.

**Joining a Skype Conference from Schedule View****To join a Skype conference from Schedule View:**

1. Tap a desired Skype conference in the day view to view specific information.



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

## Joining a Skype Conference by Dialing the Conference Dial-in Number

If you schedule a Skype conference call via Microsoft Outlook Conferencing (Plug-In), dial-in number and Conference ID will be sent to invitees in an email. They can join the Skype conference from phone by dialing dial-in number and Conference ID.

Invitees can also obtain the dial-in number and Conference ID from the phone.

### To obtain the dial-in number and Conference ID form the phone:

1. Tap a Skype conference in the day view to view specific information.
2. Tap **Content**.

You can view the conference dial-in number or Conference ID.



You can also view the dial-in number and Conference ID during a conference call. For more information, refer to [Viewing the Conference Information](#) on page 100.

### To join a Skype conference by dialing the conference dial-in number:

1. Dial the conference dial-in number (e.g., 15915).
2. Enter the Conference ID (e.g., 941572), and the tap  to join the Skype conference.
3. More participants can repeat steps 1-2 to join the Skype conference.

For more information on managing the Skype conference participants, refer to [Managing the Conference Participants](#) the on page 101.

## Parking and Retrieving Calls on the Skype for Business Server

Using the Skype for Business Call Park feature, you can park calls so that you can continue to make calls and answer other incoming calls on your phone.

Call park is different from call hold. Call hold keeps the held call on the same line, while call

park places the call in a call orbit on the Skype for Business Server. Calls placed in the call orbit are given an orbit number and can be retrieved by any Skype for Business-compatible phone with access to the orbit.

**Note**

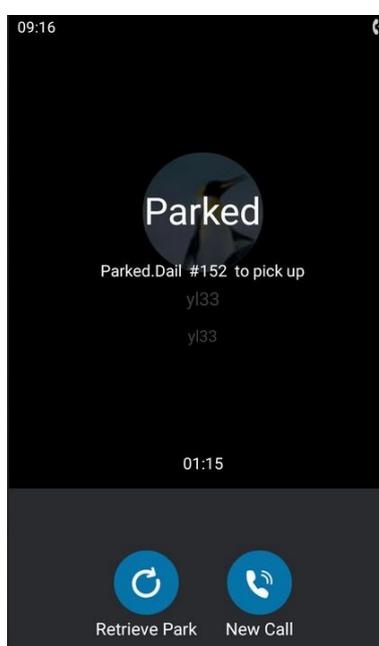
Call park is not available on all servers. Contact your system administrator for more information.

## Parking Skype for Business Calls

**To use call park:**

1. During a call, tap **More->Park**.

The call is placed in the call orbit and given a retrieval number.



## Retrieving Parked Skype for Business Calls

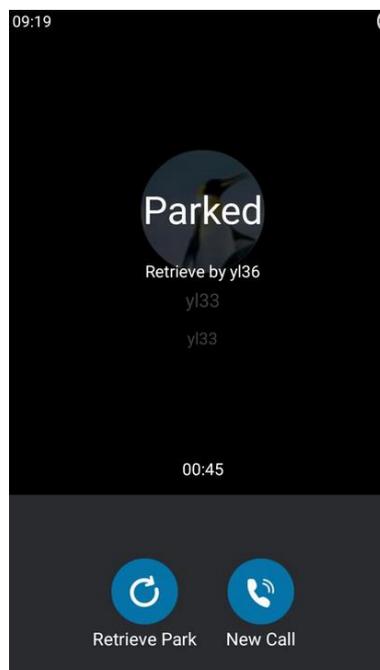
**Retrieve Parked Skype for Business Calls on the Same Phone:**

1. Tap **Retrieve Park**.

### Retrieve Parked Skype for Business Calls on Another Phone:

1. Dial the retrieval number (for example: #152).

When someone retrieves the parked call, a notification showing that the call was picked up and by whom is shown on the phone of the person who parked the call.



If no one retrieves a parked call within a set time limit, the call is returned to the person who parked the call. For example, if yl33 parked a call and no one retrieves the call, the server returns the call to yl33. If yl33 doesn't answer the parked call after it's returned, the call is terminated. The time limit for parked calls is set by the system administrator.

#### Note

If the call is ended by the other party before the call is retrieved, the prompting message "Parked call ended before it can be retrieved" will be displayed on the touch screen of the person who parked the call.

## Group Call Pickup

If you sign into the phone using On-Premises account, you can use group call pickup feature. Current Online environment does not support this feature.

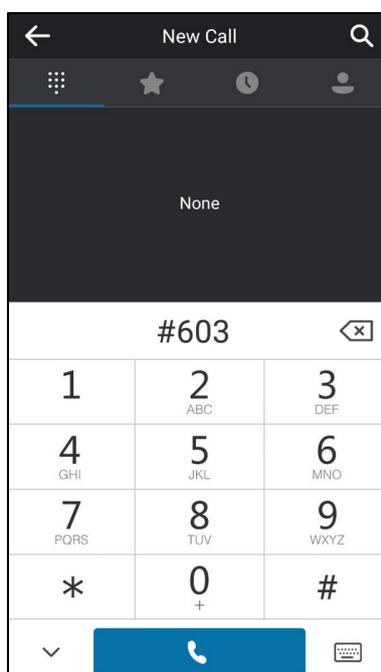
Group call pickup is used for picking up incoming calls within a pre-defined group. If the group receives many incoming calls at once, the user will pick up the first incoming call, by dialing the group pickup code. This feature depends on support from the Skype for Business Server.

#### Note

Group and group pickup code are configurable on the Skype for Business Server only. Contact your system administrator for more information.

**To use group pickup via phone user interface:**

1. Enter the group pickup code (e.g., #603) on your phone when a phone number in your group receives an incoming call.



2. Tap  .

The call is answered on your phone.

## Boss-Admin

When your phone is registered with Skype for Business Server, you can use the Boss-Admin feature to manage shared lines. The Boss-Admin feature enables a "boss" phone and delegates' phones to ring simultaneously when a user calls the boss. When one party answers the call, the other phone will stop ringing. A boss can assign delegates, and delegates can manage calls on behalf of the boss's line.

**Boss-Admin Scenario:** The system administrator has configured the phone number 4031 to be the delegate of phone number 4030. For more information on how to assign delegates on the Skype for Business client, refer to [Boss-Admin](#) on page 123.

- **Boss:** yl30 (phone number: 4030)
- **Delegate:** yl31 (phone number: 4031)
- **Other:** yl35 (phone number: 4035)

### Note

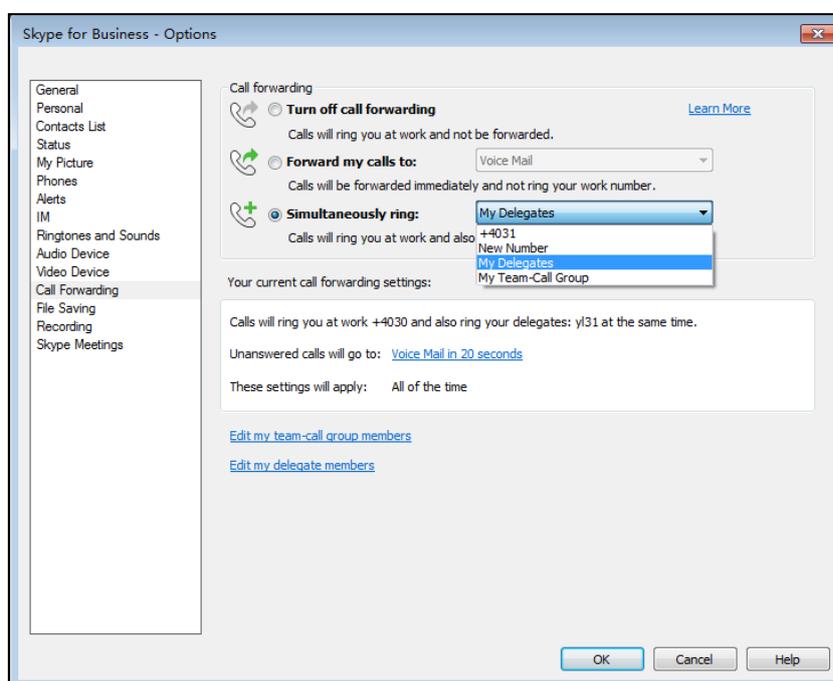
Boss-admin feature is configurable via Skype for Business client only.

## Assigning/Removing Delegates

You can assign delegates to your line using the Skype for Business client. However, you cannot assign yourself as a delegate. As a delegate, you can be assigned to multiple bosses' lines.

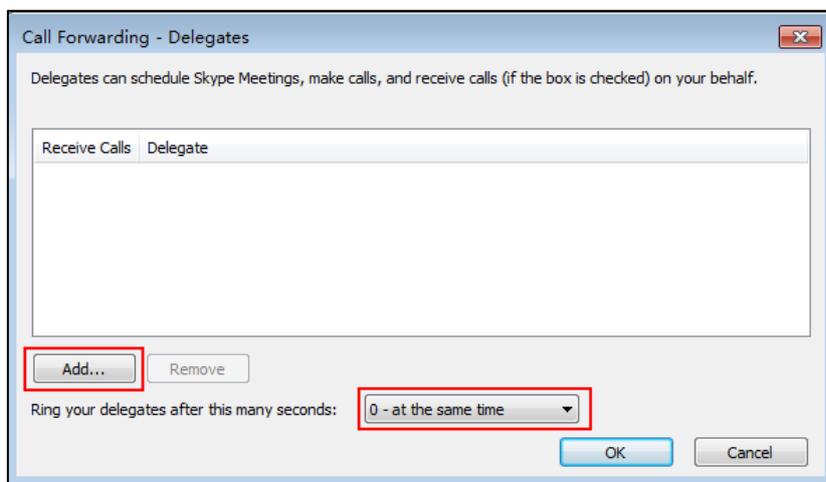
### To assign delegates using Skype for Business client:

1. Open Skype for Business client.
2. Sign into Skype for Business client as the person who wants to assign a delegate.
3. Click the  button, and then click **Call Forwarding Settings**.
4. Mark the radio box in **Simultaneously ring** field.
5. Select **My Delegates** from the pull-down list of **Simultaneously ring**.



6. In the **Delegates** dialog box, click **Add**. Each delegate must be a Skype for Business contact.

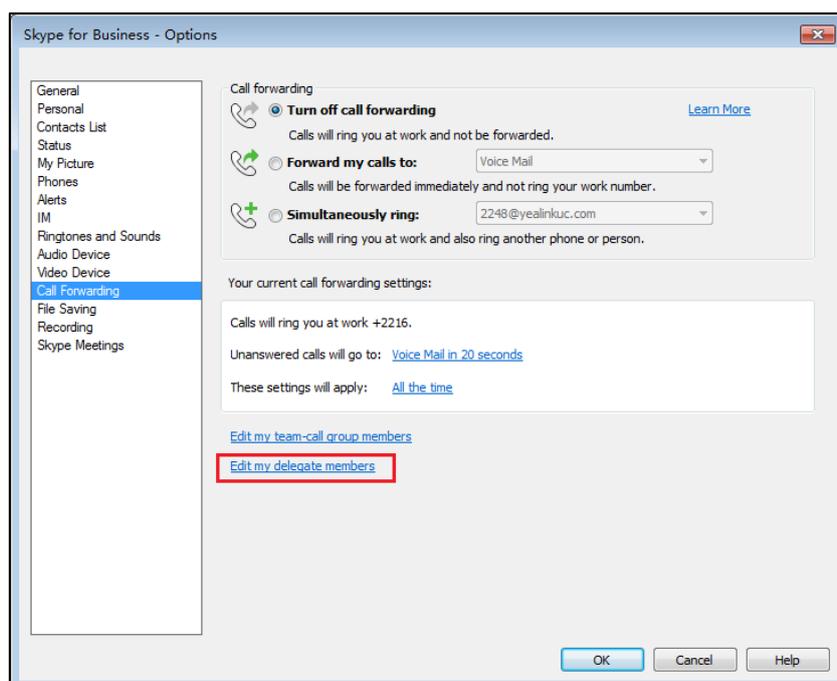
- Click the **Ring your delegates after this many seconds** pull-down list to determine when your delegates' phones ring.



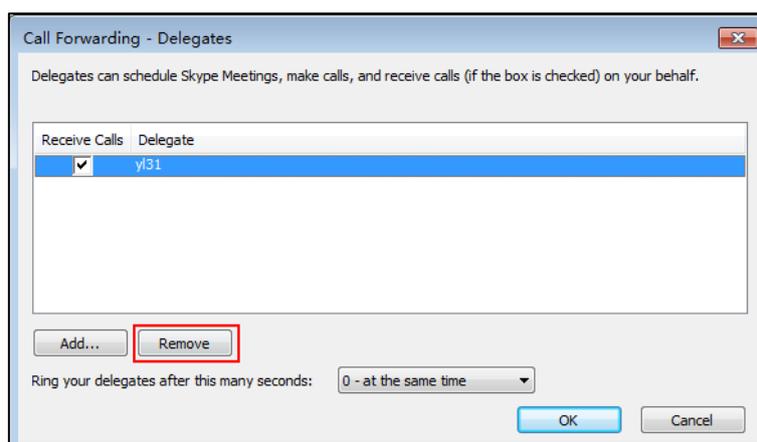
- Click **OK**.
- Click **OK** in the **Delegates** dialog box.
- Click **OK** in the **Options** dialog box.

#### To remove a delegate from Skype for Business client:

- Open Skype for Business client.
- Sign into Skype for Business client as the person who wants to remove a delegate.  
Make sure **My Delegates** option is not selected in either the **Simultaneously ring** or **Forward my calls to** list.
- Click **Edit my delegate members**.



4. Check the checkbox of the delegate you want to remove.



5. Click **Remove**.
6. Click **OK** in the **Delegates** dialog box.
7. Click **OK** in the **Options** dialog box.

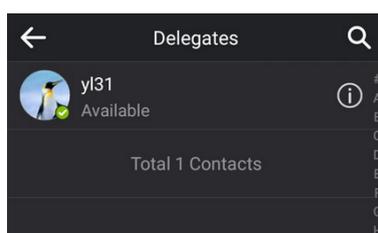
## Viewing the Delegates Group

Your delegates are automatically added to the **Delegates** group on your phone and in the Skype for Business client.

**To view your delegates:**

1. Tap **Contacts**.
2. Tap the **Delegates** group.

Your delegate(s) will be displayed.



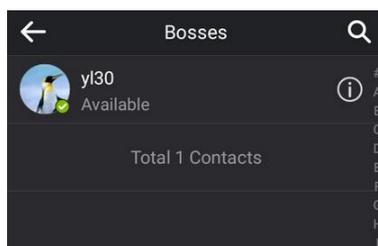
## Viewing the Boss Group

You can view the contacts for which you are assigned as a delegate in the **Bosses** group on your phone and in the Skype for Business client.

**To view your bosses:**

1. Tap **Contacts**.
2. Tap the **Bosses** group.

Your boss(es) will be displayed.



## Using the Boss-Admin Feature

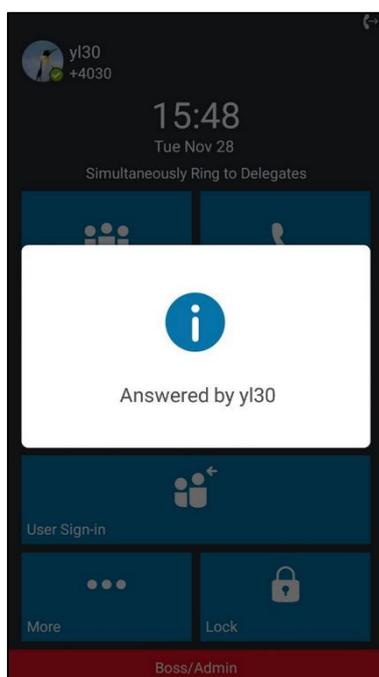
### Answering Incoming Calls

When a user calls the boss, both boss's and delegate's phones will ring simultaneously.

#### To answer an incoming call on a boss's phone:

1. Tap **Answer**.

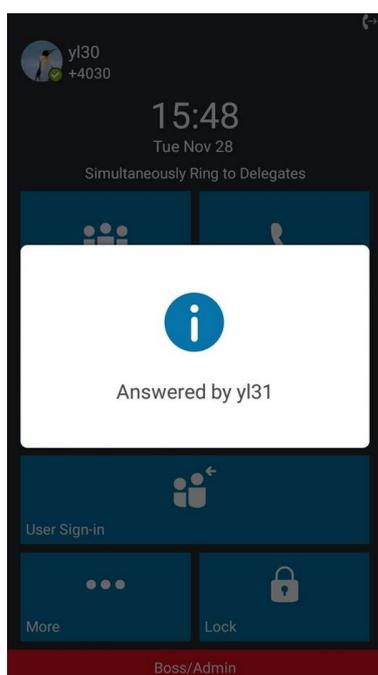
The delegate's phone stops ringing and the touch screen of the delegate's phone is shown below:



#### To answer an incoming call on a delegate's phone:

1. Tap **Answer**.

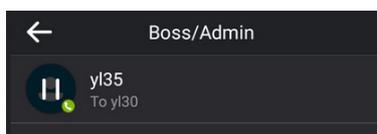
The boss's phone stops ringing and the touch screen of the boss's phone is shown below:



## Placing the Calls on Hold

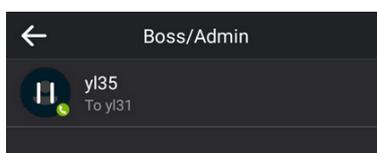
**To place a call on hold on a boss's phone:**

1. Tap **More**->**Hold** to place the call on hold.  
The **Boss/Admin** screen appears on the delegate's phone screen.



**To place a call on hold on a delegate's phone:**

1. Tap **More**->**Hold** to place the call on hold.  
The **Boss/Admin** screen appears on the boss's phone screen.



## Resuming the Held Calls

Either boss or delegate can resume the held call. Once one party resumes the call, the other party will drop the call automatically.

**To resume a call held by boss:**

Do one of the following:

- The boss taps **Resume** to resume the held call.
- The delegate taps the avatar of the caller on the **Boss/Admin** screen. The call will be resumed by the delegate, and the boss will drop the call automatically.

**To resume a call held by delegate:**

Do one of the following:

- The delegate taps **Resume** to resume the held call.
- The boss taps the avatar of the caller on the **Boss/Admin** screen. The call will be resumed by boss, and the delegate will drop the call automatically.

## Transferring Calls to Boss's Voicemail

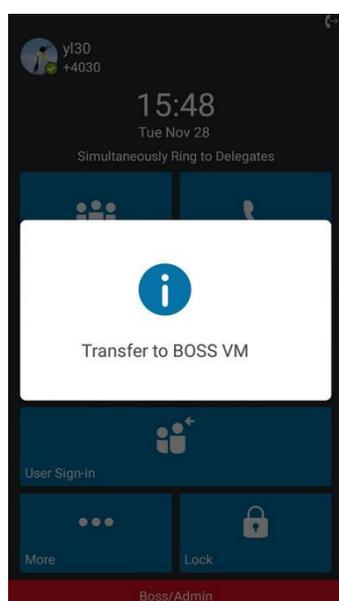
If a boss is unavailable to answer calls, delegates can transfer the calls directly to a boss's voicemail. The caller can follow the voice prompt to leave the voicemail.

**To transfer a delegation call to the boss's voicemail:**

Before answering the delegation call or during a delegation call:

1. Tap **Boss VM** to forward the incoming call to boss's voicemail directly.

The touch screen of the delegate's phone is shown below:



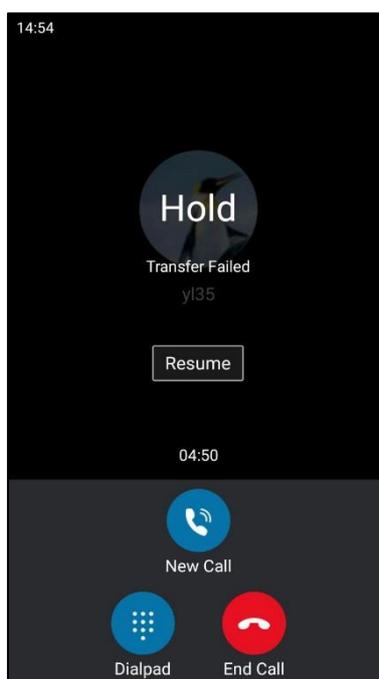
## Making a Safe Transfer to Boss

After a delegate answers the call, the delegate can transfer the call to the boss's phone using Safe Transfer, which enables the delegate to transfer the call to the boss's phone and prevent the call from going to voicemail if the boss does not answer the call.

**To make a safe transfer to a boss's phone:**

1. Tap **More** -> **Safe Tran** during a call. The call is placed on hold.

When the boss answers the call, the call will be transferred to the boss successfully.



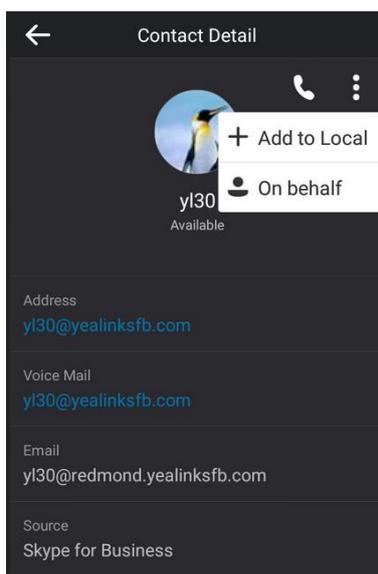
When the boss is not available to answer the transferred call or rejects the transferred call, the delegate's phone displays as "Transfer Failed". The delegate can tap **Resume** to resume the call.

## Placing a Call on Behalf of a Boss

The delegate can make calls on behalf of his assigned boss's lines.

**To place a call on behalf of a boss's line:**

1. Tap **Contacts**-> **Bosses**.
2. Tap  on the right of the desired boss.
3. Tap  .

**4. Tap On behalf.****5. Enter the desired number, and then tap .**

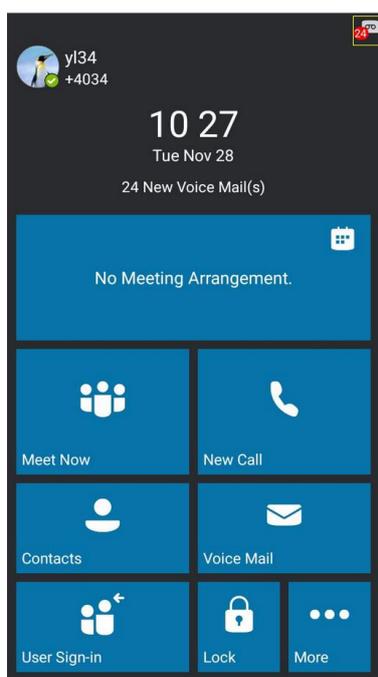
You can also tap a desired contact from the search result list, favorites screen, history screen or contacts screen.

The delegate and third-party phones display a notification indicating that a delegate is calling on behalf of a boss.



## Voicemail

If your phone is configured to enable voicemail feature and connect to the Microsoft Exchange Server, you can leave voicemails for someone else using the CP960 Skype for Business phone. You can also listen to voicemails that are stored in a voicemail. When receiving a new voicemail, the phone will play a warning tone. A voicemail icon with number (indicating the number of voicemails you haven't retrieved) appears on the top-right of the screen.



### Note

First time you listen to your voice mails, the message center will ask you to configure a voice mail access PIN.

## Leaving the Voicemail

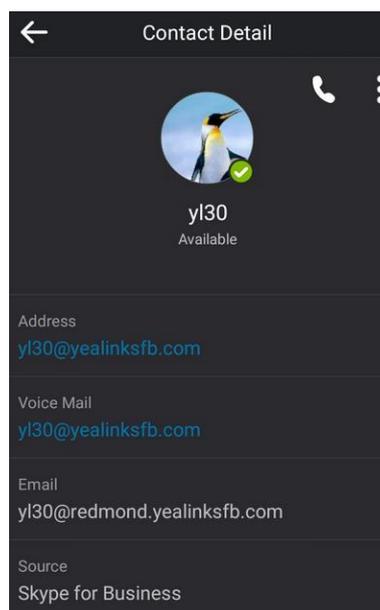
You can leave a voicemail for someone else when he/she is busy or inconvenient to answer the call. Follow the voice prompt from the system server to leave a voicemail, and then hang up.

You can also dial the voicemail address of the Skype for business contact to leave the voicemail.

### To leave the voicemail via phone user interface:

1. Tap **Contacts**.
2. Tap the desired Skype for business group.
3. Tap  on the right of the desired Skype for business contact.

4. Tap **Voice Mail** to leave a voicemail.



## Managing the Voicemail

### PIN Authentication

When you sign into the phone using [PIN Authentication](#) method, you can follow the voice prompts to listen to voicemails.

**To listen to the voicemail when sign into the phone using PIN Authentication, do the following:**

1. When the phone prompts receiving a new voicemail, tap **Voice Mail**.
2. Follow the voice prompt to listen to your voicemails.

### User Sign-in/Web Sign-in

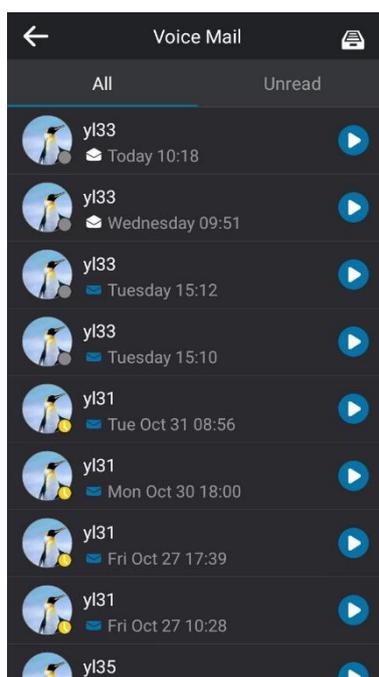
When you sign into the phone using [User Sign-in](#) or [Web Sign-In](#) method, you can manage the voicemail, includes viewing a list of voicemails, call back to those who left the voicemails list, mark voicemails as read, delete voicemails and follow the voice prompts to listen to voicemails, etc.

### Accessing the Message Center

**To access the message center:**

1. Tap **Voice Mail**.

2. Tap  .



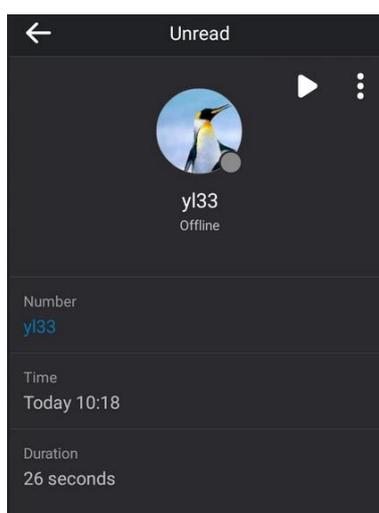
3. Follow the voice prompts to listen to your voicemails.

## Listening to the Voicemail

### To listen to the voicemail:

1. Tap **Voice Mail**.
2. Tap  to play the selected voicemail.

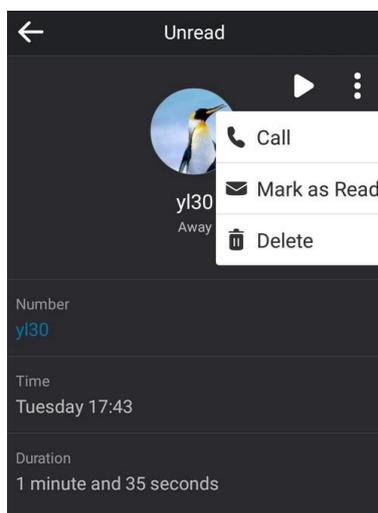
You can also tap the avatar of the desired voicemail, and then tap  .



## Calling a Contact from Voicemail

To call a contact from voicemail:

1. Tap **Voice Mail**.
2. Tap the desired voicemail.
3. Tap  $\text{⋮}$ .



4. Tap **Call** to call the contact from the pop-up dialog box.

## Marking the Voicemail as Read or Unread

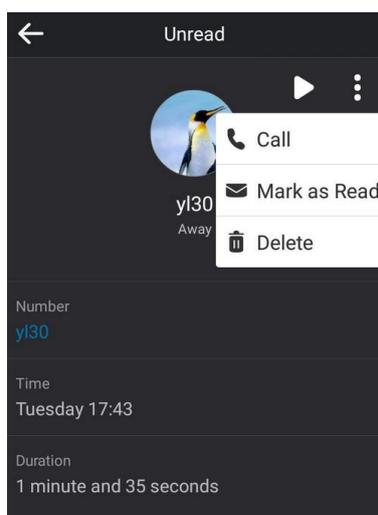
The following icons indicate the status of the voicemail:

-  **Unread voicemail**
-  **Read voicemail**

To mark the voicemail as read:

1. Tap **Voice Mail**.
2. Tap the **Unread** list.
3. Tap the unread voicemail.
4. Tap  $\text{⋮}$ .

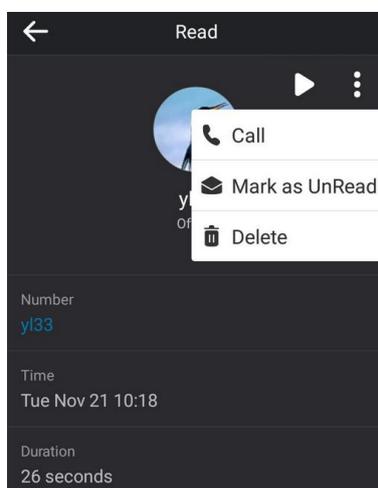
5. Tap **Mark as Read** from the pop-up dialog box.



The voicemail icon will change from  to .

#### To mark the voicemail as unread:

1. Tap **Voice Mail**.
2. Tap the read voicemail.
3. Tap .
4. Tap **Mark as UnRead** from the pop-up dialog box.



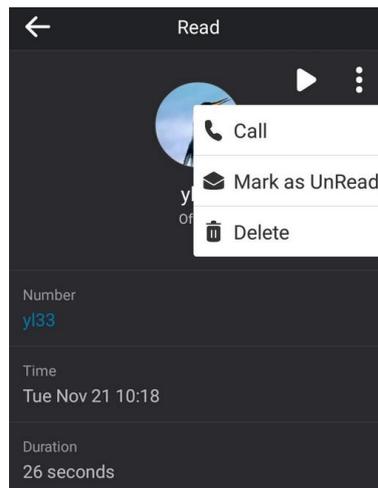
The voicemail icon will change from  to .

## Deleting the Voicemail

#### To delete the voicemail:

1. Tap **Voice Mail**.
2. Tap the desired voicemail.
3. Tap .

4. Tap **Delete** from the pop-up dialog box.



The voicemail you selected will be deleted directly.

## Advanced Phone Features

---

This chapter provides operating instructions for the advanced features of all phone. Topics include:

- [E911](#)
- [Hot Desking](#)
- [Common Area Phone](#)
- [Branch Office Resiliency](#)

For more information or assistance with your new phone, contact your system administrator.

### E911

E911 (Enhanced 911) is a location technology that enables the called party to identify the geographical location of the calling party. For example, if a caller makes an emergency call to E911, the feature extracts the caller's information for the police department to immediately identify the caller's location.

### E911 Location Tip

E911 location tip will appear to prompt the user that the location of the phone is not set. E911 location tip feature is configurable via web user interface only.

**To configure E911 location tip via web user interface:**

1. Click on **Features->General information**.

2. Select desired value from the pull-down list of **E911 Location Tip**.

The screenshot shows the Yealink CP960 web interface. The 'Features' tab is selected, and the 'E911 Location Tip' setting is highlighted with a red box. The setting is currently set to 'Enabled'. The interface includes a sidebar with 'General Information', 'Audio', and 'Remote Control' sections. A 'NOTE' section on the right provides details for 'Call Waiting' and 'Key As Send'.

Setting	Value	Help
Call Waiting	Enabled	?
Key As Send	#	?
Hotline Number		?
Hotline Delay(0~10s)	4	?
Busy Tone Delay (Seconds)	0	?
Return code when refuse	603 (Decline)	?
Time-Out for Dial-Now Rule	1	?
Dial Search Delay	1	?
180 Ring Workaround	Disabled	?
Save Call Log	Enabled	?
...		
<b>E911 Location Tip</b>	<b>Enabled</b>	?
Update Checking Time	24	?
Use DHCP Option 120	Disabled	?
SFB Cert Service URL		?
Enable SFB Automation	Disabled	?
SFB Inactive Time	5	?
SFB Away Time	5	?
Web Sign in	Enabled	?
Set as CAP	Disabled	?
History Record Contacts Avatar	Enabled	?
Auto Discover	Enabled	?
Exchange Server Url		?
Hot Desking Enable	Enabled	?

NOTE

**Call Waiting**  
This call feature allows your phone to accept other incoming calls during the conversation.

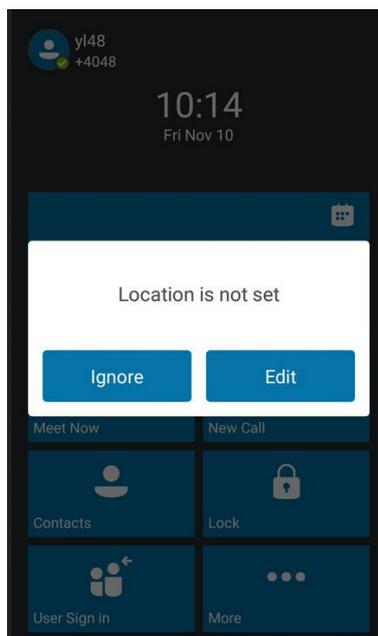
**Key As Send**  
Select \* or # as the send key.

You can click here to get more guides.

Confirm Cancel

- If you select **Enabled**:  
When the location is not set, the touch screen will display a location tip.
  - If you select **Disabled**:  
When the location is not set, the touch screen will not display a location tip.
3. Click **Confirm** to accept the change.

When E911 location tip feature is enabled and the location of the phone is not set, the touch screen is shown as below after login:



You can do one of the following:

- Tap **Ignore**.  
When the parameter **Location Required** is set to **Yes** on the Skype for Business Server, the phone will return to the idle screen.  
When the parameter **Location Required** is set to **Disclaimer** on the Skype for Business Server, the phone will display the disclaimer configured on the Skype for Business Server.
- Tap **Edit** and then enter the administrator password.  
The phone will enter the **Location** screen.

#### Note

If you ignore the location tip, an  icon will appear on the **Status** field, indicating that the location is not set.

## Adding the Location Information

The location of the phone for emergency calls can be configured on the phone or on the Skype for Business Server.

If your system administrator does not add location information on the Skype for Business Server, you can add the location information via phone user interface.

**To add the location information manually via phone user interface:**

1. Tap **More**->**Advanced** (default password: admin)->**Location**.

2. Tap **Edit**.
3. Enter the location name in the **Set Location** field.
4. Enter the address name in the **Set Address** field.
5. Enter the building name in the **Set Building** field.
6. Enter the city name in the **Set City** field.
7. Enter the state name in the **Set State** field.
8. Enter the postcode in the **Set Postcode** field.
9. Tap **Set Country** field, and then tap a desired value from the pop-up dialog box.
10. Tap **Save** to accept the change.

Location is configurable via web user interface at the path **Settings->Location**.

**Note** CP960 Skype for Business phone has 24 country locations for you to choose. The country names are displayed in alphabetical order.

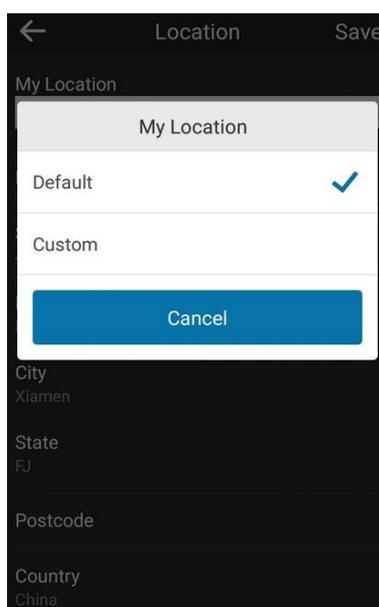
## Selecting the Location Mode

If your system administrator has configured a location on the Skype for Business Server and you add a location manually on the phone, you can select one of them to be the default location.

### To select the location mode via phone user interface:

1. Do one of the following:
  - Tap **More->Advanced** (default password: admin)->**Location**.
  - Tap **More->Status->Location**.
2. Tap **Edit**.
3. Tap **My Location** field.

4. Tap the desired value from the pop-up dialog box.



- If you select **Default**.  
The phone's default location will be the one configured on the Skype for Business Server.
  - If you select **Custom**.  
The phone's default location will be the one configured on the phone.
5. Tap **Save** to accept the change.

## Viewing the Location Information

**To view the location information via phone user interface:**

Do one of the following:

- Tap **More->Status->Location**.
- Tap **More->Advanced** (default password: admin)->**Location**.

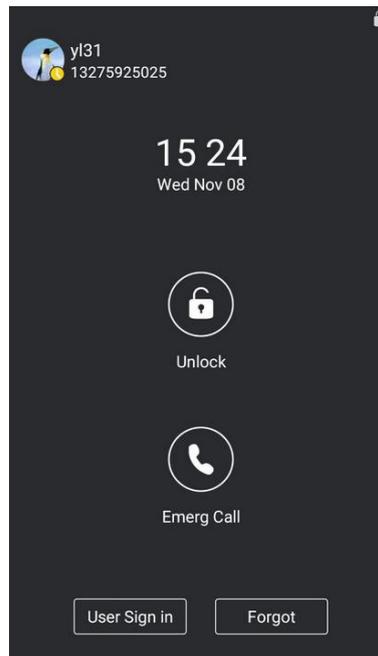
## Emergency Call

You can dial emergency numbers for assistance no matter whether you set the location or not.

You can dial an Emergency Dial String number or Emergency Dial String Mask number even if the phone is locked. Onscreen dial pad is available during an emergency call.

**To place an emergency call when the phone is locked:**

1. Tap  .



The dialing screen displays all Emergency Dial String number.

2. Tap the desired Emergency Dial String numbers.

If call forward feature is configured in advance, the call forward feature will be disabled automatically after calling the emergency number. If the call forward feature is not manually enabled again after the emergency call, it will be enabled automatically after two hours and its settings will also be restored.

If the phone status is DND before dialing an emergency number, then the phone status will change to available after the emergency call. And the phone status will restore to DND status in two hours. Other statuses will not be affected by the emergency call.

**Note**

Emergency Dial String number and Emergency Dial String Mask number are configurable on the Skype for Business Server only. The system administrator can configure up to 5 emergency numbers. For more information, contact your system administrator.

## Hot Desking

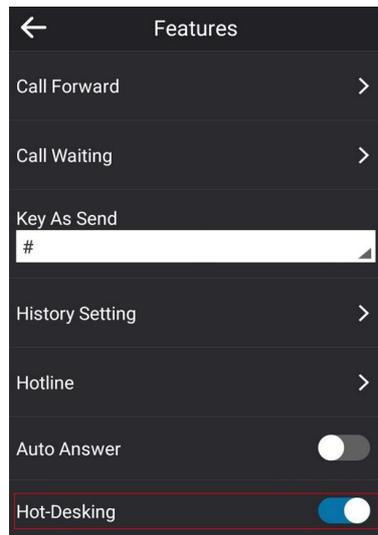
Hot desking can be convenient for different employees or corporate executives to use the Skype for Business phone in the conference room to login to an individual account for online conferences. If the administrator has enabled the hot desking feature, you can log in directly and enter the hot desking mode.

## Configuring the Hot Desking

**To configure hot desking feature via phone user interface:**

1. Tap **More->Features->Hot-Desking**.
2. Turn on or turn off **Hot-Desking**.

This feature is enabled by default.



### Note

You can configure the hot desking feature on your phone only when your system administrator has enabled this feature for your account on the Skype for Business Server.

Hot desking is configurable via web user interface at the path **Features->General Information->Hot Desking Enable**.

## Signing in with the Hot Desking User

Once you enable the hot desking feature on a phone, you can sign out from the host user account and sign in with the hot desking user. The hot desking user has access to own profile and settings.

**To sign in with the hot desking user:**

1. Tap **User Sign in**.  
The touch screen prompts "Are you sure to start the hot-desking?".
2. Tap **OK** to accept the change.

The phone is signed out from host user, and the Sign in screen displays:

3. Tap the **Login Type** field.
4. Tap the desired sign-in method, and then enter your login credentials.
5. Tap **Sign in**.

The phone is signed in with the hot desking user successfully. And the phone displays "It is in the hot-desking mode".

## Signing out from the Hot Desking User

### To sign out from the hot desking user manually:

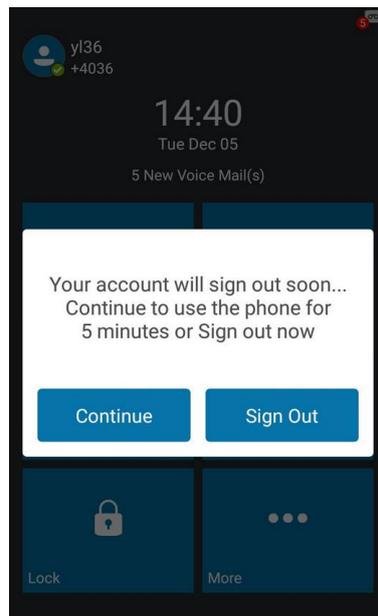
1. Do one of the following:
  - When the phone is locked, tap **Sign Out**.
  - When the phone is unlocked, tap your avatar at the top-left corner of the touch screen and then tap **Sign Out**.

The phone is signed out from hot desking user and signs in automatically with the previously signed in host user account.

### To sign out from the hot desking user automatically:

1. When the phone has been inactive for a designated time (this time is configured on the Skype for Business Server), the phone will sign out of the guest profile automatically.

2. One minute before the phone logs out of the guest profile automatically, the phone will prompt you to sign out immediately or continue using the phone for 5 minutes.



After the phone is signed out from hot desking user, it will sign in automatically with the previously signed in host user account.

## Common Area Phone

Common area phones are Skype for Business phones that are not associated with an individual user. Instead of being located in someone's office, common area phones are typically located in building lobbies, cafeterias, employee lounges, conference rooms, and other locations where a large number of people are likely to gather. Unlike other phones on the Skype for Business Server, which are typically maintained by using voice policies and dial plans that are assigned to individual users, common area phones do not have individual users assigned to them.

This chapter explains how to use the Common Area Phone. Topics include:

- [Configuring a Common Area Phone](#)
- [Signing into a Common Area Phone Account](#)
- [Signing Out of a Common Area Phone](#)

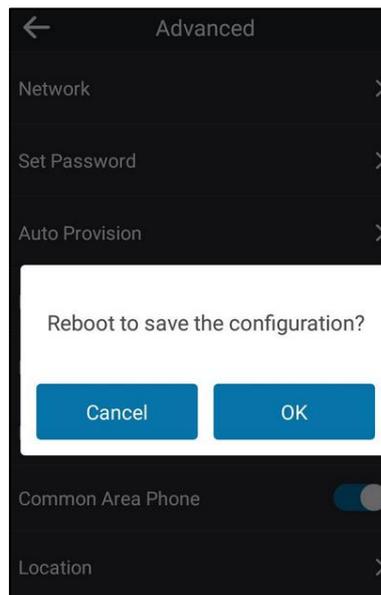
## Configuring a Common Area Phone

You can configure an individual phone to be a Common Area Phone.

**To enable Common Area Phone feature via phone user interface:**

1. Tap **More**->**Advanced** (default password: admin)->**Common Area Phone**.
2. Turn on **Common Area Phone**.

The touch screen prompts “Reboot to save the configuration?”.



3. Tap **OK** to accept the change.

This configuration will take effect after a reboot.

## Signing into a Common Area Phone Account

You can use the following five sign-in methods to sign into a CAP.

- **PIN Authentication**
- **User Sign-in**
- **Web Sign-in**
- **CAP Provisioning**

For more information on the first four sign-in methods, refer to [Signing into Skype for Business](#) on page 11. The following introduces CAP Provisioning sign-in method.

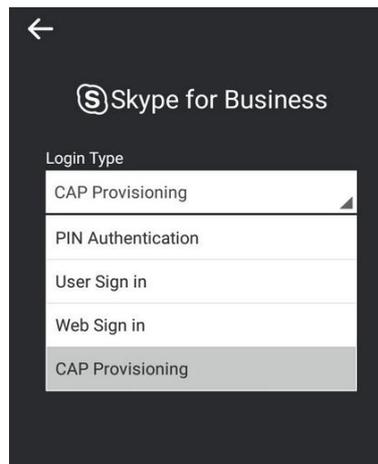
### CAP Provisioning Sign-in Method

If you are a technician who is given permission to provision CAP accounts. You can use a web browser to provision numerous CAPs quickly.

**To sign into a CAP using the CAP Provisioning method via phone user interface:**

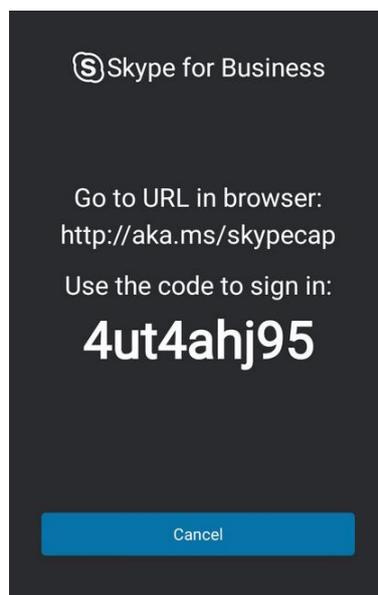
1. Tap **User Sign-in** on the idle screen.
2. Tap the **Login Type** field.

3. Select **CAP Provisioning** from the pull-down list of **Login Type**.



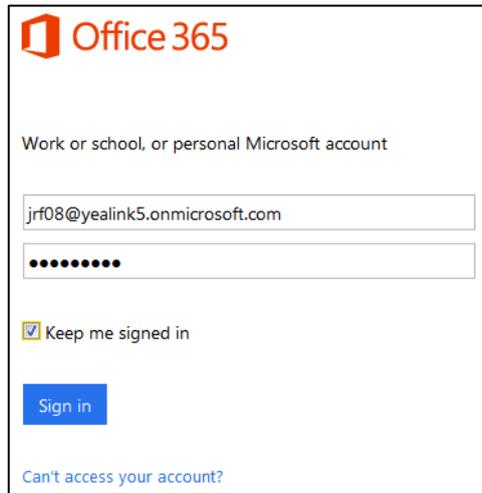
4. Tap **Sign in**.

The touch screen will show the pairing code and URL.



5. On your computer, enter the URL into your web browser.

- Enter your Online account (make sure it has permission to provision CAP accounts) and password.



Office 365

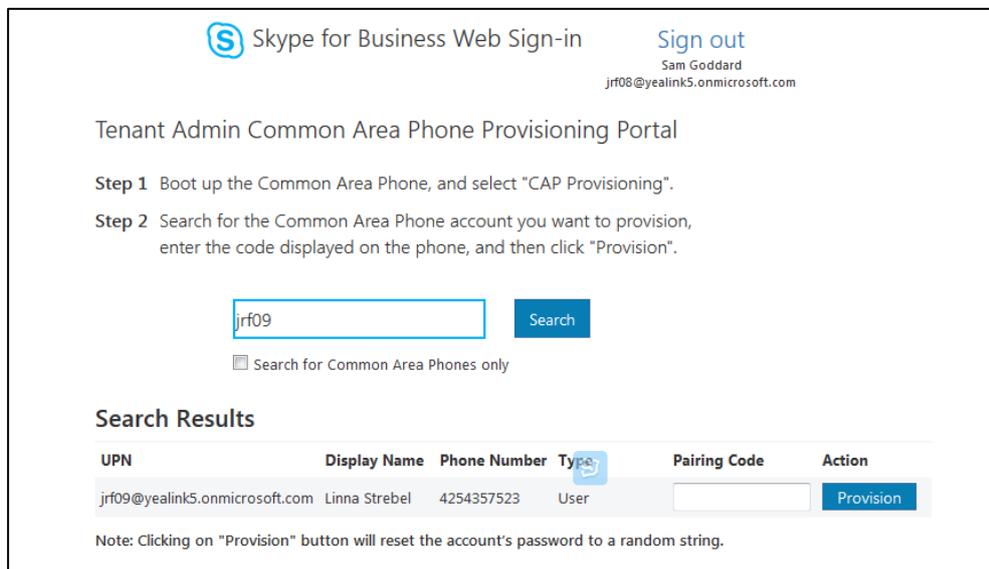
Work or school, or personal Microsoft account

Keep me signed in

[Can't access your account?](#)

- (Optional) Check the **Keep me signed in** checkbox, so that you don't need to enter a password next time.
- Click **Sign in**.
- Search for the Online account you want to provision, and then click **Search**.

The entry matches the characters entered will appear.



Skype for Business Web Sign-in Sign out  
Sam Goddard  
jrf08@yealink5.onmicrosoft.com

Tenant Admin Common Area Phone Provisioning Portal

**Step 1** Boot up the Common Area Phone, and select "CAP Provisioning".

**Step 2** Search for the Common Area Phone account you want to provision, enter the code displayed on the phone, and then click "Provision".

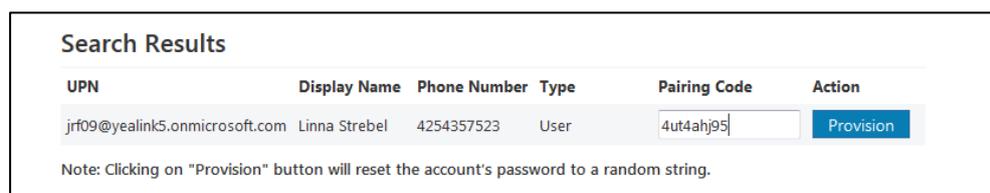
Search for Common Area Phones only

**Search Results**

UPN	Display Name	Phone Number	Type	Pairing Code	Action
jrf09@yealink5.onmicrosoft.com	Linna Strebels	4254357523	User	<input type="text"/>	<input type="button" value="Provision"/>

Note: Clicking on "Provision" button will reset the account's password to a random string.

- Enter the pairing code generated on the phone (e.g.,4ut4ahj95) into the web browser.



**Search Results**

UPN	Display Name	Phone Number	Type	Pairing Code	Action
jrf09@yealink5.onmicrosoft.com	Linna Strebels	4254357523	User	4ut4ahj95	<input type="button" value="Provision"/>

Note: Clicking on "Provision" button will reset the account's password to a random string.

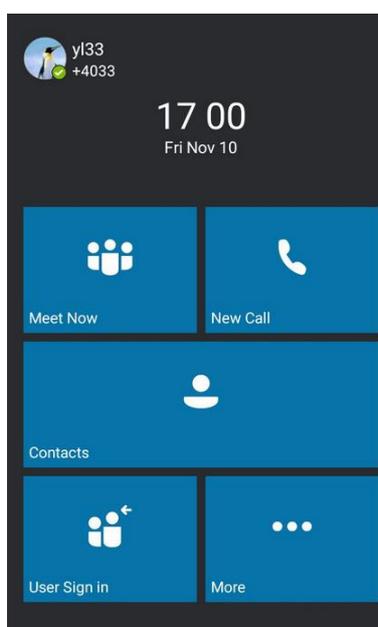
- Click **Provision**.

The phone will sign into this CAP account automatically.

**Note**

You can also sign into an individual phone using a CAP account via the PIN Authentication method. The phone will act as a CAP too. Contact your system administrator for the CAP account.

After you sign into a CAP account, the idle screen is shown as below.



Users can sign into their own Skype for Business account to use their own user profile settings by tapping **User Sign in**. For more information, refer to [Signing in with the Hot Desking User](#) on page 144.

**Note**

Some features on the CAP are unavailable compared with individual phone. Contact your system administrator for more information.

## Signing Out of a Common Area Phone

To sign out of a CAP account:

1. Tap **More**->**Advanced** (default password: admin or the lock PIN)->**CAP sign Out**.



2. Tap **Sign Out**.

The current CAP account will sign out.

## Branch Office Resiliency

If you sign into the phone using On-Premises account, you can use branch office resiliency feature. Current Online environment does not support this feature.

Branch office resiliency is critical for multi-site deployments of Skype for Business where the control servers are located at a central site or data center. It allows branch site users to continue to have Enterprise Voice service and voicemail (if voicemail rerouting settings are configured) when the branch site loses the connection to the central site.

When the WAN connection between the branch site and central site is unavailable, the phone goes into resiliency mode:

- Branch site user on the phone stays signed in with an indication of "Limited service due to outage" and "Limit functionality" in the screen title area.
- Call between branch site users is established successfully with 2-way audio.
- Conference between branch site users can be established successfully.
- The call history cannot get modified. (Already downloaded call log entries will not be deleted).

- Calls can be placed from the call history on the phone.
- Skype for Business Directory is not displayed in the Contacts screen.
- Contact list is unavailable but you can search for a contact on the phone.
- Presence icon on the phone touch screen is displayed as ● (Unknown).
- User is not able to change his presence status manually.
- User is not able to use calendar feature.
- User is not able to receive the voicemail as exchange is unreachable.
- Calls between the branch office phones can be transferred to another branch site user.
- Call forward settings cannot be changed.
- By default, the phone can still download location information configured on the Skype for Business Server.

When the WAN connection between the branch site and central site becomes available, the phone comes out of resiliency mode automatically. Notification of resiliency is automatically dismissed, and you can use phone features as normal.

**Note**

For more information on branch office resiliency, contact your system administrator.

# Troubleshooting

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This chapter provides general troubleshooting information to help you solve the problems you might encounter when using your CP960 Skype for Business phone.

If you require additional information or assistance with your new phone, contact your system administrator.

## Troubleshooting Solutions

### **Why is the touch screen blank?**

- Ensure that you are using a PoE-compliant switch or hub.
- Contact your system administrator for more information.

### **Why does the phone display “Network Unavailable”?**

- Ensure that the Ethernet cable is plugged into the Internet port on the phone and the Ethernet cable is not loose.
- Ensure that the switch or hub in your network is available.
- Contact your system administrator for more information.

### **Why doesn't the phone display time and date correctly?**

Check if you have configured the phone to obtain the time and date from the SNTP server automatically. If the phone fails to connect the SNTP server, contact your system administrator for more information. You can also configure the time and date manually. For more information, refer to [Time & Date](#) on page 41.

### **How can I find the basic information of the Skype for Business phone?**

Tap **More**->**Status** to check the basic information of the Skype for Business phone, such as IP address and firmware version. For more basic information, refer to [Phone Status](#) on page 30.

### **How to obtain the MAC address of a phone when the phone is not powered on?**

Three ways to obtain the MAC address of a phone:

- You can ask your supplier for shipping information sheet which includes MAC addresses according to the corresponding PO (Purchase Order).
- You can find the MAC address in the label of carton box.
- You can also find the MAC address from the phone's bar code on the back of the phone.

**Why can't I sign into Skype for Business Server on the phone?**

- Check your phone is properly connected to the switch or hub.
- Validate your domain name and sign-in information are correct.
- Ensure that DNS address is properly configured on the phone, or DHCP is configured to provide DNS address as part of DHCP response.
- Ensure that you enter the correct login username and password.
- Ensure that the phone can obtain the correct date and time through the NTP server.
- Ensure that the phone has obtained the license.
- Please check the Only Accept Trusted Certificates feature. If it is enabled, please disable it and try to sign in. If you sign in successfully after you disable this feature, you need to manually upload the certificate and then enable the Only Accept Trusted Certificates feature to try again.

**Why doesn't the phone display the Calendar menu?**

- Ensure that your phone has signed in successfully.

**Why doesn't the Skype conference, appointment, meeting or event set up in outlook display on the Calendar menu?**

- Ensure that your sign into the phone using User Sign-in or Web Sign-In method.
- Ensure that the Exchange is running properly.

**Why doesn't the phone ring?**

Check the ringer volume on the phone. To adjust the ringer volume setting, tap the **Volume** key when the phone is idle. For more information, refer to [Volume](#) on page 50.

**Why can't I receive calls?**

- Check that whether your status is DND mode, if it is, you should reset status. Refer to [Presence Status](#) on page 17.
- Check that whether call forward is disabled on the phone. Refer to [Call Forward](#) on page 83.

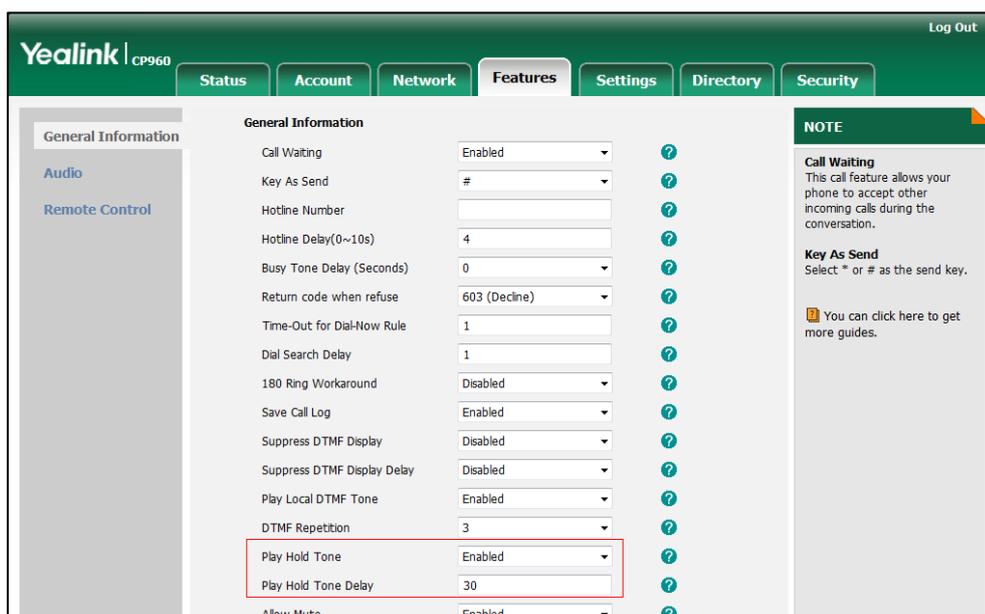
**Why does the phone play a tone when there is a call on hold? How to disable it?**

When there is a call on hold, the phone will play a hold tone every 30 seconds. Call hold tone is enabled by default. Call hold tone and the interval of playing a hold tone are configurable via web user interface only.

**To configure play hold tone and play hold tone delay via web user interface:**

1. Click on **Features**->**General Information**.
2. Select the desired value from the pull-down list of **Play Hold Tone**.

3. Enter the desired time in the **Play Hold Tone Delay** field.



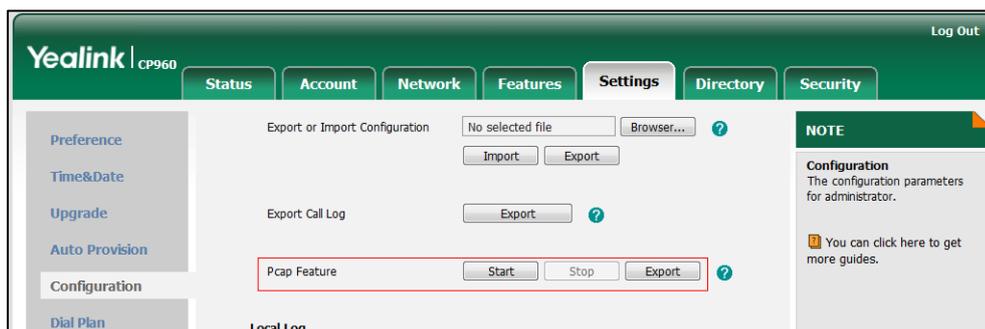
4. Click **Confirm** to accept the change.

#### How to export PCAP trace?

We may need you to provide a PCAP trace to help analyze your problem.

#### To export a PCAP trace via web user interface:

1. Click on **Settings->Configuration**.
2. Click **Start** to begin capturing signal traffic.
3. Recreate the error to be documented in the trace.
4. Click **Stop** to stop the capture.
5. Click **Export** to open file download window, and then save the file to your local system.

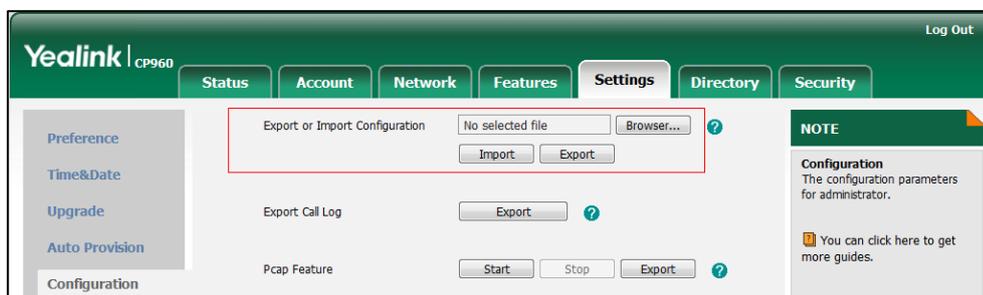


#### How to export/import the phone configurations?

We may need you to export the phone configurations to help analyze problem. In some instances, you may need to import configurations to your phone.

### To export the phone configurations via web user interface:

1. Click on **Settings->Configuration**.
2. Click **Export** to open file download window, and then save the file to your local system.



### To import the phone configurations via web user interface:

1. Click on **Settings->Configuration**.
2. Click **Browse...** to locate a configuration file from your local system.
3. Click **Import** to import the configuration file.

#### Note

The file format of configuration file must be \*.bin.

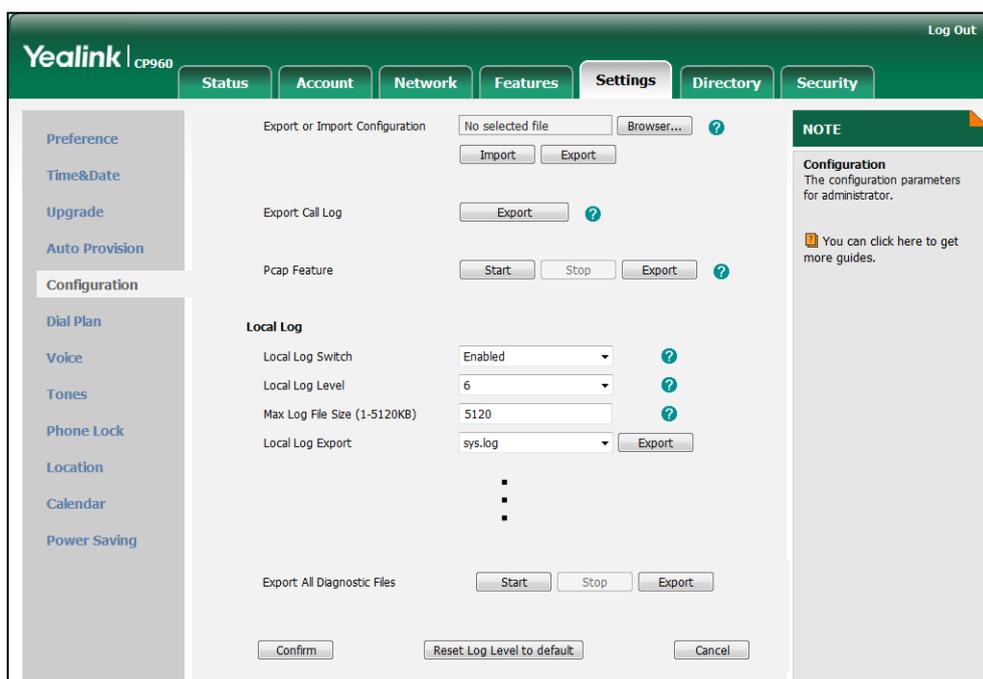
### Export All Diagnostic Files

Your system administrator may ask you to export all diagnostic files to analyze your phone problem.

#### To export all diagnostic files via web user interface:

1. Click on **Settings->Configuration**.
2. Click **Start** in the **Export All Diagnostic Files** field to begin capturing signal traffic.  
The local log level will be automatically set to 6.
3. Reproduce the issue.
4. Click **Stop** in the **Export All Diagnostic Files** field to stop the capture.  
The local log level will be reset to 3.

- Click **Export** to open file download window, and then save the diagnostic file to your local system.



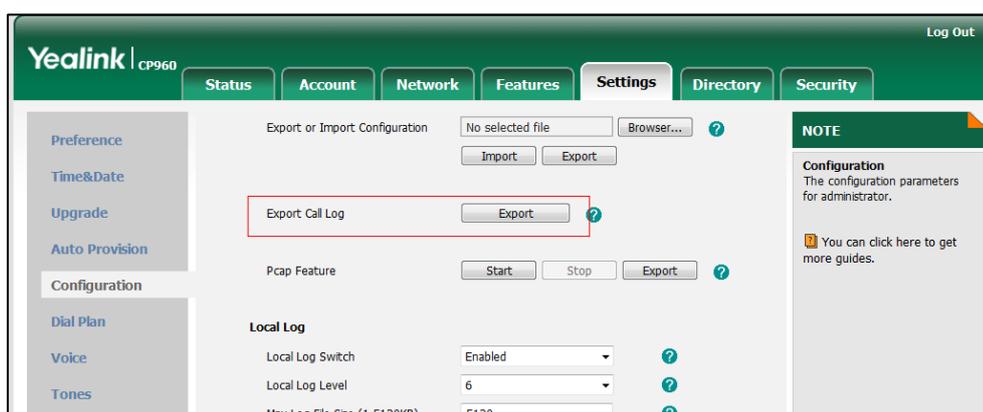
A diagnostic file named **allconfig.tgz** is successfully exported to your local system.

### How to export call log?

User can access call logs by downloading them to the local system for diagnosis purpose.

#### To export the call log via web user interface:

- Click on **Settings**-> **Configuration**.
- Click **Export** to open file download window, and then save the file to your local system.

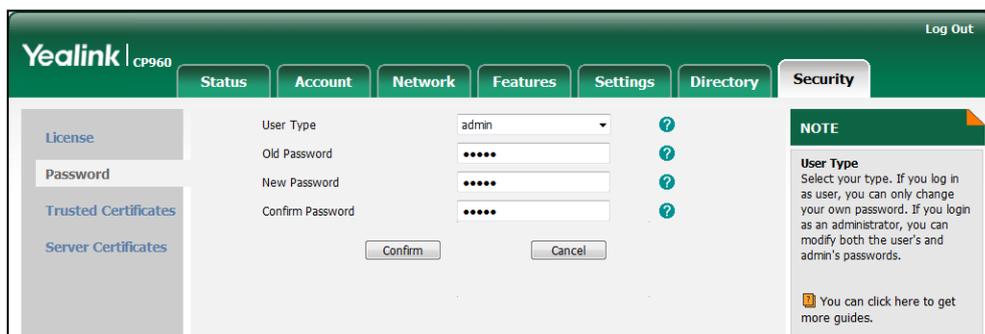


### How to change the user password?

#### To change the user password via web user interface:

- Click on **Security**-> **Password**.

2. Select **User** from the pull-down list of **User Type**.
3. Enter the new user password in the **New Password** field and **Confirm Password** field.



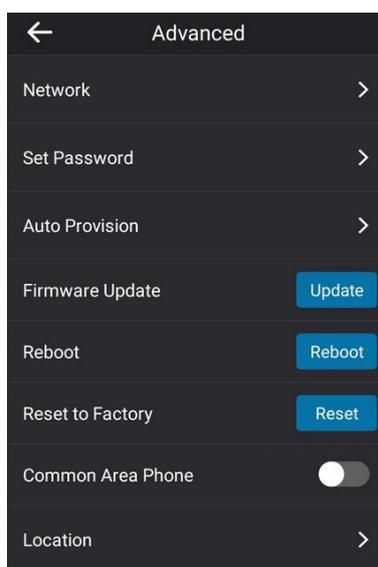
4. Click **Confirm** to accept the change.  
You can also contact your system administrator for help.

**Note** If signing into the web user interface of the phone with the user credential, you need to enter the current user password in the **Old Password** field.  
User password is configurable via web user interface only.

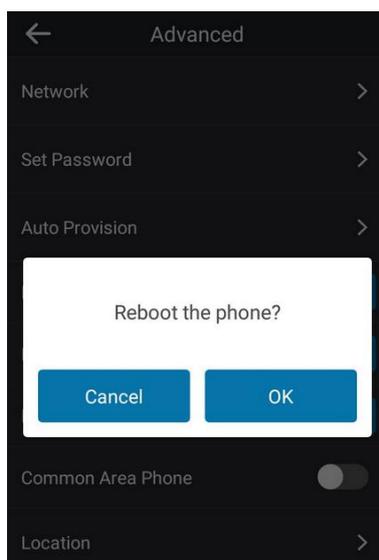
### How to reboot the phone?

#### To reboot the phone via phone user interface:

1. Tap **More**->**Advanced** (default password: admin)->**Reboot**.
2. Tap **Reboot**.



The touch screen prompts "Reboot the phone?".



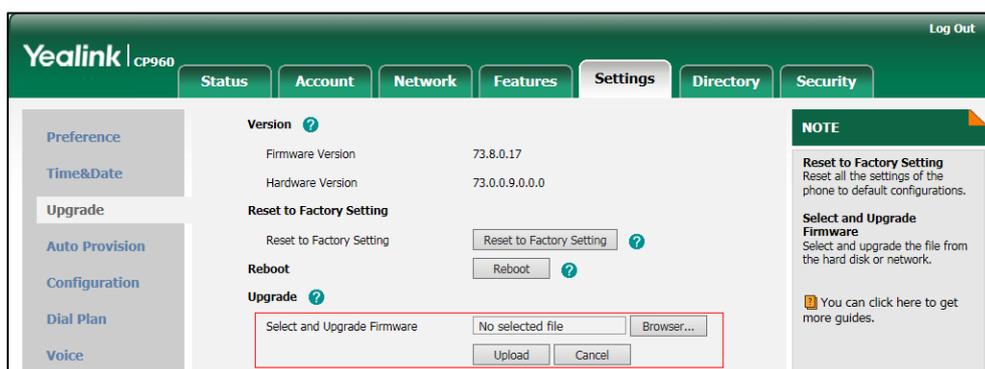
3. Tap **OK** to reboot the phone.

**Note** Any reboot of your phone may take a few minutes.

### How to upgrade firmware?

#### To upgrade firmware via web user interface:

1. Click on **Settings->Upgrade**.
2. Click **Browse...** to locate the firmware from your local system.



3. Click **Upgrade** to upgrade the firmware.

The browser pops up the dialog box "Firmware of the SIP Phone will be updated. It will take 5 minutes to complete. Please don't power off!".

4. Click **OK** to confirm upgrading.

CP960 Skype for Business phone can be also upgraded from the Skype for Business Server. For more information on how to upgrade the CP960 Skype for Business phone from the Skype for Business Server, refer to [Updating Phone Firmware from Microsoft Skype for Business Server](#).

### How to reset the phone?

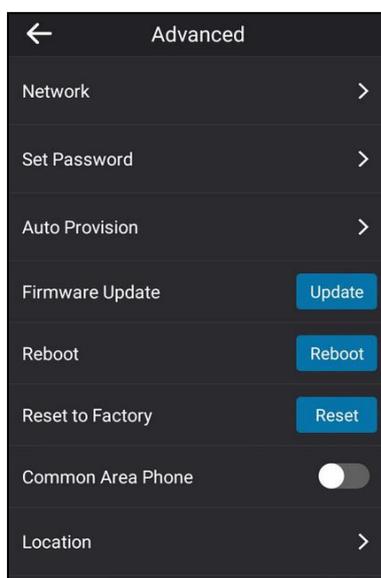
Generally, some common issues may occur while using the phone. Your system administrator may ask you to reset your phone to factory configurations after you have tried all troubleshooting suggestions but still do not solve the problem. This operation will delete all your personal configuration settings, and reset all settings to the manufacturer default setting.

**Note**

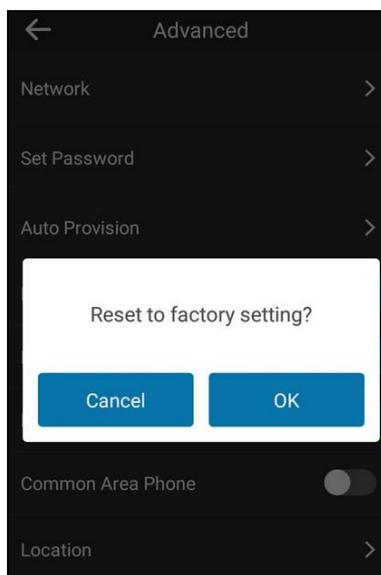
Check with your system administrator if you want to keep some personalized settings before resetting your phone.

#### To reset the phone via phone user interface:

1. Tap **More**->**Advanced** (default password: admin)->**Reset to Factory**.
2. Tap **Reset**.



The touch screen prompts "Reset to factory setting?":



**3. Tap OK.**

The phone begins resetting.

After reset, the touch screen prompts "Initializing...".

The phone will be reset to factory successfully after startup.

**Note**

When the phone is idle, you can also long tap the left Mute key to reset the phone. Reset of the phone may take a few minutes. Do not power off until the phone starts up successfully.

## Regulatory Notices

### Service Agreements

Contact your Yealink Authorized Reseller for information about service agreements applicable to your product.

### Limitations of Liability

TO THE FULL EXTENT ALLOWED BY LAW, YEALINK EXCLUDES FOR ITSELF AND ITS SUPPLIERS ANY LIABILITY, WHETHER BASED IN CONTRACT OR TORT (INCLUDING NEGLIGENCE), FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY KIND, OR FOR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA, OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE, USE, PERFORMANCE, FAILURE, OR INTERRUPTION OF ITS PRODUCTS, EVEN IF YEALINK OR ITS AUTHORIZED RESELLER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND LIMITS ITS LIABILITY TO REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID, AT YEALINK'S OPTION. THIS DISCLAIMER OF LIABILITY FOR DAMAGES WILL NOT BE AFFECTED IF ANY REMEDY PROVIDED HEREIN SHALL FAIL OF ITS ESSENTIAL PURPOSE.

### Safety Instructions

**Save these instructions. Read these safety instructions before use!**

The following basic safety precautions should always be followed to reduce risk of fire, electrical shock, and other personal injury.



#### General Requirements

- Before you install and use the device, read the safety instructions carefully and observe the situation during operation.
- During the process of storage, transportation, and operation, please always keep the device dry and clean.
- During the process of storage, transportation, and operation, please avoid collision and crash of the device.
- Please attempt not to dismantle the device by yourself. In case of any discrepancy, please contact the appointed maintenance center for repair.
- Without prior written consent, no organization or individual is permitted to make any change to the structure or the safety design of the device. Yealink is under no circumstance liable to consequences or legal issues caused by such changes.
- Please refer to the relevant laws and statutes while using the device. Legal rights of others should be respected as well.



#### Environmental Requirements

- Place the device at a well-ventilated place. Do not expose the device under direct sunlight.
- Keep the device dry and free of dusts.
- Place the device on a stable and level platform.

- Please place no heavy objects on the device in case of damage and deformation caused by the heavy load.
- Keep at least 10 cm between the device and the closest object for heat dissipation.
- Do not place the device on or near any inflammable or fire-vulnerable object, such as rubber-made materials.
- Keep the device away from any heat source or bare fire, such as a candle or an electric heater.
- Keep the device away from any household appliance with strong magnetic field or electromagnetic field, such as a microwave oven or a refrigerator.

### **Operating Requirements**

- Do not let a child operate the device without guidance.
- Do not let a child play with the device or any accessory in case of accidental swallowing.
- Please use the accessories provided or authorized by the manufacturer only.
- The power supply of the device shall meet the requirements of the input voltage of the device. Please use the provided surge protection power socket only.
- Before plugging or unplugging any cable, make sure that your hands are completely dry.
- Do not spill liquid of any kind on the product or use the equipment near water, for example, near a bathtub, washbowl, kitchen sink, wet basement or near a swimming pool.
- Do not tread on, pull, or over-bend any cable in case of malfunction of the device.
- During a thunderstorm, stop using the device and disconnect it from the power supply. Unplug the power plug and the Asymmetric Digital Subscriber Line (ADSL) twisted pair (the radio frequency cable) to avoid lightning strike.
- If the device is left unused for a rather long time, disconnect it from the power supply and unplug the power plug.
- When there is smoke emitted from the device, or some abnormal noise or smell, disconnect the device from the power supply, and unplug the power plug immediately. Contact the specified maintenance center for repair.
- Do not insert any object into equipment slots that is not part of the product or auxiliary product.
- Before connecting a cable, connect the grounding cable of the device first. Do not disconnect the grounding cable until you disconnect all other cables.

### **Cleaning Requirements**

- Before cleaning the device, stop using it and disconnect it from the power supply.
- Use a piece of soft, dry and anti-static cloth to clean the device.
- Keep the power plug clean and dry. Using a dirty or wet power plug may lead to electric shock or other perils.

## Appendix A - Time Zones

Time Zone	Time Zone Name
-11	Samoa
-10	United States-Hawaii-Aleutian, United States-Alaska-Aleutian
-9:30	French Polynesia
-9	United States-Alaska Time
-8	Canada(Vancouver,Whitehorse), Mexico(Tijuana,Mexicali), United States-Pacific Time
-7	Canada(Edmonton,Calgary), Mexico(Mazatlan,Chihuahua), United States-MST no DST, United States-Mountain Time
-6	Guatemala, El Salvador, Honduras, Nicaragua, Costa Rica, Belize, Canada-Manitoba(Winnipeg), Chile(Easter Islands), Mexico(Mexico City,Acapulco), United States-Central Time
-5	Peru, Bahamas(Nassau), Canada(Montreal,Ottawa,Quebec), Cuba(Havana), United States-Eastern Time
-4:30	Venezuela(Caracas)
-4	Canada(Halifax,Saint John), Chile(Santiago), Paraguay(Asuncion), United Kingdom-Bermuda(Bermuda), United Kingdom(Falkland Islands), Trinidad&Tobago
-3:30	Canada-New Foundland(St.Johns)
-3	Argentina(Buenos Aires), Brazil(DST), Brazil(no DST), Denmark-Greenland(Nuuk)
-2:30	Newfoundland and Labrador
-2	Brazil(no DST)
-1	Portugal(Azores)
0	Denmark-Faroe Islands(Torshavn), GMT, Greenland, Ireland(Dublin), Morocco, Portugal(Lisboa,Porto,Funchal), Spain-Canary Islands(Las Palmas), United Kingdom(London)
+1	Albania(Tirane), Austria(Vienna), Belgium(Brussels), Caicos, Chad, Croatia(Zagreb), Czech Republic(Prague), Denmark(Kopenhagen), France(Paris), Germany(Berlin), Hungary(Budapest), Italy(Rome), Luxembourg(Luxembourg), Macedonia(Skopje), Namibia(Windhoek), Netherlands(Amsterdam), Spain(Madrid), Switzerland(Bern), Sweden(Stockholm)
+2	Estonia(Tallinn), Finland(Helsinki), Gaza Strip(Gaza), Greece(Athens), Israel(Tel Aviv), Jordan(Amman), Latvia(Riga), Lebanon(Beirut), Moldova(Kishinev), Romania(Bucharest), Russia(Kaliningrad), Syria(Damascus), Turkey(Ankara), Ukraine(Kyiv, Odessa)
+3	East Africa Time, Iraq(Baghdad), Russia(Moscow)
+3:30	Iran(Teheran)
+4	Armenia(Yerevan), Azerbaijan(Baku), Georgia(Tbilisi), Abu Dhabi , Kazakhstan(Aktau), Russia(Samara)
+4:30	Afghanistan(Kabul)
+5	Kazakhstan(Aqtobe), Kyrgyzstan(Bishkek), Pakistan(Islamabad), Russia(Chelyabinsk)
+5:30	India(Calcutta)
+5:45	Nepal(Katmandu)
+6	Kazakhstan(Astana, Almaty), Russia(Novosibirsk,Omsk)
+6:30	Myanmar(Naypyitaw)
+7	Russia(Krasnoyarsk), Thailand(Bangkok)
+8	Australia(Perth), China(Beijing), Russia(Irkutsk, Ulan-Ude), Singapore(Singapore)
+8:45	Eucla
+9	Japan(Tokyo), Korea(Seoul), Russia(Yakutsk,Chita)

<b>Time Zone</b>	<b>Time Zone Name</b>
+9:30	Australia(Adelaide), Australia(Darwin)
+10	Australia(Brisbane), Australia(Hobart), Australia(Sydney,Melboume,Canberra), Russia(Vladivostok)
+10:30	Australia(Lord Howe Islands)
+11	New Caledonia(Noumea), Russia(Srednekolymsk Time)
+11:30	Norfolk Island
+12	New Zealand(Wellington,Auckland), Russia(Kamchatka Time)
+12:45	New Zealand(Chatham Islands)
+13	Tonga(Nukualofa)
+13:30	Chatham Islands
+14	Kiribati