



Yealink CP965 Microsoft Teams Edition User Guide

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Dialing

Dial phone number or extension

Tap **Call**, then tap the keyboard icon. Dial the desired number and then tap **Call**.

- **Local and Long distance** – dial the 10-digit phone number (area code + local number)
- **International** – dial 011 + country code + city code + number
- **Internal extension** – dial the extension

NOTE:

- Be sure to use a surge protector with your phone.



Your Phone Calling Features

Basics

Answer Calls

- To answer a ringing call, tap **Accept**.
- To answer a second call while on an active call, simply tap **Accept**. The first call will automatically be placed on hold. Toggle back and forth between multiple calls by tapping the arrow at the upper right corner of the screen.

End Calls

- Tap **End Call** to end an active call.
- For multiple calls, tap **End Call** to hang up active call. Tap **Resume** and then **End Call** to hang up the next call.

Hold Calls

- While on an active call, tap **Hold** and the call will be held. Tap **Resume** to resume the call

Transfer Calls

Attended Transfer

- While on an active call, tap **Transfer**, then **Consult First**. Tap the keypad icon then dial the desired number and then tap **Consult**. The first call is automatically placed on hold. Speak to the other party and then tap **Transfer** again to complete the transfer. Tap **End Call** to end the call.

Blind Transfer

- While on an active call, tap **Transfer** then **Transfer Now**. Tap the keypad icon and then dial the desired number then tap **Transfer**. The first call is automatically put on hold.

Conference Calls

Conduct Conference Calls

1. Make call to or receive call from other party.
2. Tap the people icon in the upper right corner of the phone display.
3. Tap **Add People**, dial the desired number or select a person. Tap the number dialed.
4. Tap the check mark near the upper right. All parties are now connected.

Forward Calls

To enable call forwarding (first time setup)

If the call forwarding feature does not appear on your home screen, complete the following steps:

1. Tap your avatar near the upper left corner of the screen.
2. Tap **Settings > Calling**.
3. Enable the **Call Forwarding** option.
4. Enable the call forward on home screen option.
5. Tap the home button and the call forwarding feature will now appear at the bottom of the home screen.

Using Call Forwarding After Initial Setup:

Tap the **Forward To** option on the bottom of the phone screen. Select the desired option:

1. Don't forward calls
2. Forward to voicemail
3. Forward to contact or number

If **Forward To Contact** is selected, tap **New** contact or number. Search for desired contact or enter the 10 digit phone number and then tap that contact or number.

Tap the back arrow twice to return to home screen.

Park and Unpark Calls (If Enabled)

Parking is a way to place a call on public hold so that others can unpark and answer the call from any phone.

Park an Active Call

1. While on an active call, tap **More > Park Call**
2. The call will get parked to an extension and displayed on top of the screen. Notify the other person of the parked call extension.

Unpark a Call

1. From the phone where the call was parked, tap the desired code to unpark the call.
2. From another phone, tap **Calls**.
3. Tap the unpark icon near the top of the screen and enter the appropriate park extension.
4. Tap **Ok**.

Viewing Recent Calls

View Recent Calls List

1. Tap **Calls > Recent**
2. Scroll down/up to view all calls
3. Tap any record to dial the highlighted call

Directory

View Organization Directory

1. Tap **More > People** (or just tap **People**)
2. Tap the desired category to view all contacts within that category.

To add contacts:

1. Tap **More > People**
2. Tap the + icon near lower right corner
3. Tap **Add** from directory
4. Select the desired contact
5. Select the desired category
6. Tap the check mark near the upper right corner
7. Tap the home button to return to the home screen



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Important Note About 911:

Because VoIP (Voice over Internet Protocol) service works differently than traditional phone service, VoIP E911 service may also work differently. To understand limitations and to be prepared should you need to make a 911 call from your IP phone, please read the TelNet E911 Emergency Service Advisory Notification at:

 www.telnetww.com/TelNet911Advisory.pdf

VoIP 911 Alert

Emergency 911 service on this device may be limited or unavailable and DOES NOT function during a power or broadband outage.



 Click to visit www.telnetww.com/911info

Additional Phone Features

Muting the Microphone

- During a call, press  to mute your audio
- To disable Mute, press  again

Change Volume

- To change call volume, press  during a call
- To change the ringer volume, press  when the phone is idle or ringing

Voicemail (If Enabled)

Tap **Voicemail** to view the voicemail list, select the desired message and tap the arrow to playback the message.

Within each message, there are additional options to callback, display more info or delete the message.