

Phone User Guide - Basic Call Features Yealink CP965/Wired Conference Phone





Screen and Icons

The user screen and icons assist with navigation and understanding important information about the phone's status.

To access the **Control Center** and **Menu**, swipe down from the top of the screen, or tap **More** on the **Idle** screen.

Swipe up from the bottom of the screen or press the **Home** touch key to exit this screen.



No.	Name		Description	
	Control Center	Backlight Slider	Drag the slider to adjust the screen brightness quickly.	
		Wi-Fi	Tap to turn Wi-Fi on or off quickly. Long tap to enter Wi-Fi setting screen.	
1		Bluetooth	Tap to turn Bluetooth on or off quickly. Long tap to enter the Bluetooth setting screen.	
		Mute	Tap to turn mute on or off quickly.	
		DND	Tap to turn DND on or off quickly.	
		Auto Answer	Tap to turn auto answer on or off quickly.	
		Silent	Tap to turn silent mode on or off quickly.	
	Menu	Settings	Tap to enter the Settings menu.	
		Browser	Tap to browse web pages.	
		Message	Tap to enter the Message setting menu.	
2		МІС	Tap to enter the MIC setting menu.	
		Recorder	Tap to use the Recorder to record audio and manage the recording.	
		Notification	Tap to view the desired notification message.	



Idle Screen

The **Idle** screen mainly displays the registered account, time and date, and programmable keys.

The **Dsskey** screen and the **Control Center/Menu** can be accessed from this screen.



No.	Name		Description	
1	Status Bar		Displays the label of the current account and icons.	
2	Icons		Icons are displayed on the left of the status bar.	
3	Current Account		Displays the current registered account. If there is no account registered on the phone, No Service appears.	
4	Digital Clock Widget		Displays the phone's time and date.	
	Programmable Keys	Call	Tap to enter the dialing screen.	
5		Bluetooth	Tap to enter the Bluetooth settings screen.	
5		History	Tap to enter the History screen and view history records.	
		Directory	Tap to enter the Directory screen and view contacts.	
6	Dsskey		Tap to enter the Dsskey screen.	
7	More		Tap to enter the control center.	

The Dsskey Screen

The Dsskey screen displays the phone's line keys.

No.	Application	Description	
1	- I	Tap to add a line key.	
2	Line Key List	Shows the line key labels. You can customize the line keys.	
3	Page Keys	Tap to turn to the corresponding page.	





Calls Screen

All active and held calls are displayed on the Calls screen.

Press **Previous/Next** to switch between multiple calls.



Icons in the Status Bar

The **Icons** in the **Status Bar** allow for easy viewing of the current phone status.

Icons	Description	Icons	Description
-	Wired network is unavailable	A	Phone Warning
-	Wired Network is unreachable	Ą	Keep Mute
44	Auto Answer	0.0	Voice Mail
8	Registered successfully	â	Phone Lock
•	Do Not Disturb (DND)	щ×	Ringer volume is 0
A ⁵	Always Forward	B	Busy Forward
Np	No Answer Forward	7	Missed Calls
	USB flash drive is detected	PSTN	PSTN box is detected
*	Wi-Fi enabled	70	Wi-Fi connection is unreachable
3	Bluetooth enabled	*	Bluetooth-enabled mobile phone paired and connected



Place a Call

- 1. Press
- 2. Enter a 10 digit number, and then press **Send**



Place Multiple Calls

While in a call, the current call can be put on hold and new call placed.

- 1. Select > New Call and the active call will be placed on hold.
- 2. Enter desired number/select contact, and then press **Send**



Place a Call from Call History/Redial

Calls can be placed to contacts from the History list, which contains calls that were recently placed, answered, missed, or forwarded.

- and the phone screen will display all call records.
- 2. Press All Calls and select the desired history list, then choose the desired entry.

Answer a Call

When there is an incoming call, the phone rings and the screen will display the call information.

Select **Answer**

End a Call

End a call at any time by pressing



Mute a Call

to mute the microphone during a call.

again to un-mute the call.

Hold/Resume a Call

Select the **Hold** option to place an active call on hold. Press **Resume** to take a call off of hold.

Transfer a Call

Blind Transfer

- 1. Press > Transfer during an active call. The call is placed on hold.
- 2. Enter the number/contact you want to transfer to.
- 3. Select **Transfer** to complete the transfer.

Attended Transfer

- 1. Press -> Transfer during an active call. The call is placed on hold.
- 2. Enter the number/contact you want to transfer to.
- Press # or to speak with the contact before transfer.
- 3. Select **Transfer** when done speaking with the contact to complete the transfer.



Forward a Call

To Enable Call Forwarding:

- 1. Go to More > Features > Call Forward.
- 2. Select the desired forward type:
- Always Forward Incoming calls are forwarded unconditionally.
- Busy Forward Incoming calls are forwarded when the phone is busy.
- No Answer Forward Incoming calls are forwarded if not answered after a period of time.
- 3. Enter the number you want to forward to or press Ω and select desired contact.
- 4. If you select the **No Answer Forward option**, select the desired ring time to wait before forwarding from the **After Ring Time** field.

Start a Conference Call

The phone supports up to ten parties (including yourself) in a conference call.

There are two ways to create a conference:

- Initiating a conference by dialing multiple numbers.
- Initiating a conference by inviting participants.

Dialing Multiple Numbers for a Conference Call

- 1. Press 📞.
- 2. Select Call multiple members? Click here >.
- 3. Enter the number of the first party then select **Add Members** or select a contact. The avatar of the first party appears on the top of the phone screen. You can press the avatar to cancel the addition.
- 4. Repeat **Step 3** until you add all intended parties.
- 5. Press to call all intended parties at the same time. The conference is set up after the intended parties answer the call.

Inviting Participants to a Conference Call

- 1. Place a call to the first party.
- 2. After the first party answers the call, select **Invite**.
- 3. Do one of the following:
- Enter the number of the second party, and select **Invite**.
- Repeat the step above until you add all intended parties.
- Press A and select the desired contact to dial.
- Press and select the desired history record to dial.
- Select Call multiple members? Click here >>.
 - Enter the number or select the contact, and then select Add Members to add multiple members.
 - Press to call all intended parties at the same time.