Yealink | 亿联网络



CP920 Phones

User Guide

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Before You Begin

This guide provides information you need to quickly use your new phone.

Firstly, verify with your system administrator that the IP network is ready for phone configuration. Also, be sure to read the Quick Start Guide which can be found in your phone package before you set up and use the phone. As you read this guide, keep in mind that some features are only configurable by your system administrator or determined by your phone environment. As a result, some features may not be enabled or may be operated differently on your phone. Additionally, the examples and graphics in this guide may not directly reflect what is displayed or is available on your phone screen.

Related Documentation

You can view more types of documents to make the phone to perform more functions.

The following types of related documents are available on each support page on Yealink support page:

- Release Notes, which details bug fixes and feature enhancements when an update is released.
- Quick Start Guide, which describes how to assemble your phone and configure the basic phone features.
- Administrator Guide, which provides detailed information on how to configure phone features for the system administrator.
- Regulatory Notice, which provides information about all regulatory and safety guidance.

You can also view other user documents which provide descriptions and examples for phone settings and features on the Yealink support page.

Summary of Changes

This section describes the changes to this guide for each release and guide version.

Changes for Release V86, Guide Version V86.15

The following sections are new for this version:

- Muting the Ringtone

Getting Started

Before you use your phone, take some time to get familiar with its features and user interface.

Topics

Hardware Overview
Screen and Icons
Entering Characters

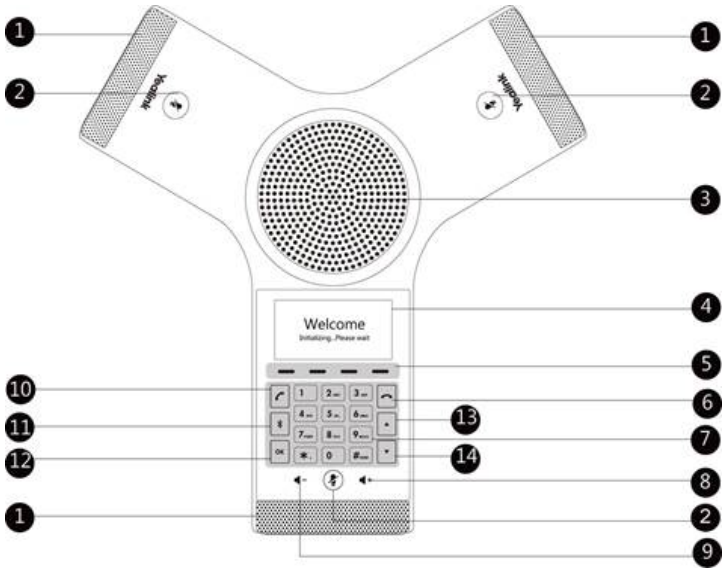
Hardware Overview

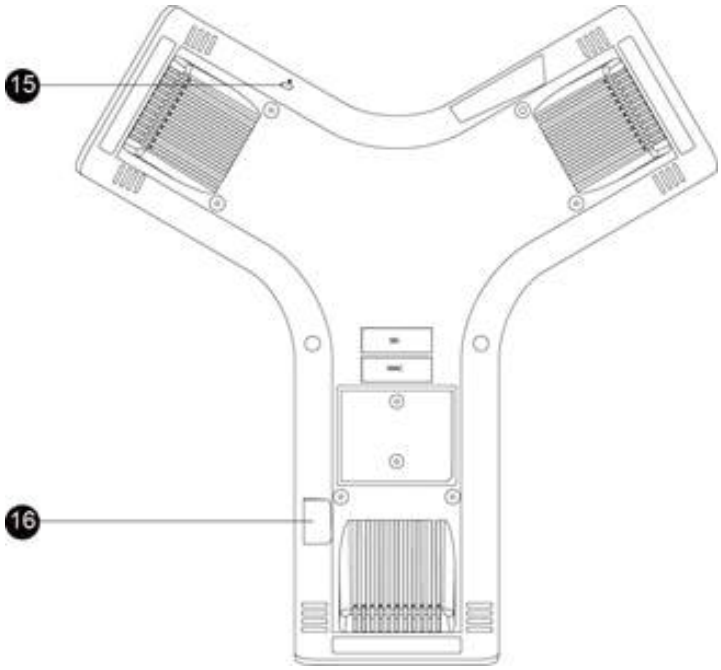
Understanding the phone hardware helps you easily use the phone's features.

Topics

CP920 Hardware
Mute Touch Key LED Indicators

CP920 Hardware





NO.	Item	Description
1	Three Internal Micro-phones	Provide 20-feet (6 meters) and 360-degree coverage to transmit sound to other phones.
2	Mute touch Key	•Toggles mute feature. •Indicate phone and call statuses.
3	Speaker	Provides speakerphone audio output.
4	LCD Screen	Shows information about calls, messages, soft keys, time, date, and other relevant data.
5	Soft Keys	Label automatically to identify their context-sensitive features.
6	On-hook Key	Ends a call or returns to the idle screen.
7	Touch Keypad	Provides the digits, letters, and special characters in context-sensitive applications.
8	Volume Key(+)	Increases the volume of the speaker, ringer or media.
9	Volume Key(-)	Lowers the volume of the speaker, ringer or media.
10	Off-hook Key	Enters the dialing screen, places a call or answers a call.
11	Bluetooth Key	Enters the Bluetooth setting screen.
12	OK	Confirms actions or answers incoming calls.
13	▲	• Scrolls through the displayed information upwards. • Views call history list when the phone is idle.
14	▼	• Scrolls through the displayed information downwards. • Views the directory list when the phone is idle.

NO.	Item	Description
15	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.
16	USB Port	• Allows you to connect a USB flash drive (optional) to your phone so you can record calls/conferences and play back recorded files. • Allows you to connect expansion PSTN box(es) (optional) to experience calls in PSTN. Up to two cascaded expansion PSTN boxes can be connected, so you can experience the local five-way conference conveniently in excellent speech quality with PSTN.

Mute Touch Key LED Indicators

The Mute touch key LED indicators indicate the call and phone status.

LED Status	Description
Solid red	The phone is initializing. The phone is muted.
Flashing red	The phone is ringing.
Solid green	The phone is placing a call. There is an active call on the phone.
Flashing green	The call is placed on hold or is held.
Off	The phone is powered off. The phone is idle.

Screen and Icons

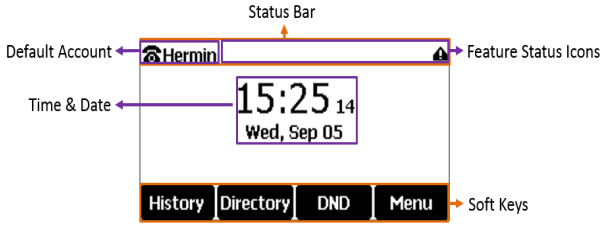
The user screens and icon indicators can help you navigate and understand the important information on the phone's status.

Topics

Idle Screen
Calls Screen
Icons in the Status Bar

Idle Screen

The idle screen is made up of the status bar and soft keys. The time & date is displayed in the middle of the screen.



- **Status Bar**: Display the default account, feature status icons. The status icons are displayed when features are activated.
- **Soft Keys**: Each soft key label indicates the action for the soft key below the screen.

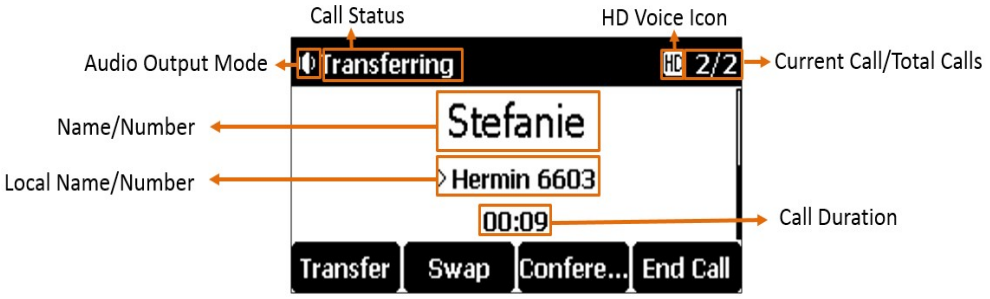
Related Topics

Icons in the Status Bar

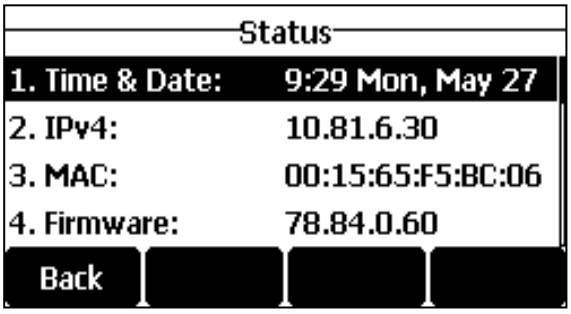
Calls Screen

All of your active and held calls are displayed on the calls screen.

The calls screen can display the local name or number. Check with your system administrator to find out if this feature is available on the phone. When there is an active call and a held call, the calls screen is shown below:



During a call, you can tap OK to view the current time & date and phone status. The phone screen is shown below:



Icons in the Status Bar

By viewing the icons in the status bar, you can easily get the current phone status, such as call and Bluetooth status.

Icons	Description	Icons	Description
	Wired network is unavailable		Phone Warning
	Network is unreachable		Registered successfully (Yealink Cloud account)
	Speakerphone (hands-free) mode		Voice Mail
AA	Auto Answer		Phone Lock
	Registered successfully (SIP/PSTN account)		Ringer volume is 0
DND	Do Not Disturb (DND)		Missed Calls
	Call Forward		Call and Conference Recording

Icons	Description	Icons	Description
	Idle Recording		USB flash drive/PSTN box is detecting
	USB flash drive is detected		PSTN box is detected
	Wi-Fi enabled		Wi-Fi connection is unreachable
	Bluetooth enabled		Bluetooth-enabled mobile phone paired and connected
	Keep Mute		

Entering Characters

You can use the keypad keys on your phone to enter or update field information.

The following table describes how to enter different characters using the keypad keys.

Task	Action
Switch input modes	Tap the **ABC**, **abc**, **Abc**, **2aB**, or **123** soft key to switch the input modes.
Enter alphas	Select **ABC**, **abc**, **2aB**, or **Abc** mode. Tap a keypad key repeatedly to view the character options and stop when the letter you want to enter is displayed in the field. Wait one second, and then enter the next letter.
Enter numbers	Select **123** mode, tap the corresponding keys.
Enter special characters	Select **ABC**, **abc**, **2aB**, or **Abc** mode, tap ***** key or **#** key one or more times to enter one of the following special characters: *** key**: *.,'?!\-()@/:_;+&%=<> £ $¥¤[]{}~^¡¿§#"| **# key**: # In **123** mode, you can tap the * key to choose the following special characters: **.*:/@[]**.
Insert space	Select **ABC**, **abc**, **2aB**, or **Abc** mode, tap the **0** key.
Delete one or more characters	Tap the **Delete** soft key.

Call Features

You can use the phone to place and answer calls, ignore incoming calls, transfer a call to someone else, conduct a conference call and perform other basic call features.

Topics

Placing Calls
Answering Calls
Disabling Call Waiting
Silencing or Rejecting Incoming Calls
Ending Calls
Redialing a Call Automatically
Keep Mute
Holding and Resuming Calls
Redirecting Incoming Calls
Transferring Calls
Conference Calls
Recording Using a USB Flash Drive
Multicast Paging

Placing Calls

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

Topics

Placing a Call from the Dialer
Placing Multiple Calls
Placing a Call with a Speed Dial Key
Placing a Call Back to the Last Incoming Number
Dialing a Hotline Number
Placing an International Call
Placing a Call from the Call History
Placing a Call from the Directory
Placing an Anonymous Call
Placing Calls to Google Contacts
Placing an Emergency Call from a Locked Phone

Placing a Call from the Dialer

The Dialer enables you to enter a number to place a call, and it displays a list of previously placed calls or contacts in your directory.

You can also select the desired contact from the search list, the placed call list or Directory.

Note: Your system administrator can configure the source list for searching and disable to display the placed call records.

Procedure

1. Tap .
2. Enter a number.
3. Select **Send**.

Note: Your system administrator can enable live dialpad feature, which enables your phone to automatically dial out the phone number after a period of time without selecting **Send**.

Placing Multiple Calls

When you are in a call, you can hold your current call and place a new call.

Procedure

1. Do one of the following:
   - Select . The active call is placed on hold.
   - Select **Hold** to place the original call on hold.

   Select **New Call**.
2. Enter the desired number or select a contact.
3. Select **Send**.

Placing a Call with a Speed Dial Key

You can quickly dial a number by using a Speed Dial key.

Before You Begin

Contact your system administrator for assistance setting a Speed Dial key for you.

Procedure

1. Tap the Speed Dial key when the phone is idle.

Placing a Call Back to the Last Incoming Number

You can redial the last incoming number quickly by using a Recall key.

Before You Begin

Contact your system administrator for assistance setting a Recall key for you.

Procedure

1. Tap the Recall key when the phone is idle.

Dialing a Hotline Number

When the phone is off-hook, it will dial out the hotline number automatically after the designated delay time.

Procedure

1. Go to **Menu** > **Features** > **Hot Line**.
2. Enter the desired delay time (0-10 seconds) in the **Hotline Delay** field.
3. Select **Save**.

Placing an International Call

You can place calls to international phone numbers on your phone.

Procedure

1. Long press digit key 0 on the phone keypad until the **plus sign (+)** appears.
2. Enter the phone number with the country code.
3. Select **Send**.

Placing a Call from the Call History

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

Procedure

1. Tap **History** or go to **Menu** > **History**.
   The phone screen displays all call records.
2. Select the desired call list.
3. Highlight a contact and select **Send**.

Placing a Call from the Directory

You can place a call to a contact directly from your directory.

Procedure

1. Select **Directory** or go to **Menu** > **Directory** > **Local Directory**.
2. Select the desired contact group or **All Contacts**.
3. Highlight the desired contact and select **Send**.
   If the selected contact has multiple numbers, highlight the desired number, and select **Send**.

Related Topic

Searching for Contacts

Placing an Anonymous Call

You can hide your name and number when you place a call. As a result, the callee receives an anonymous call without caller identity.

Before You Begin

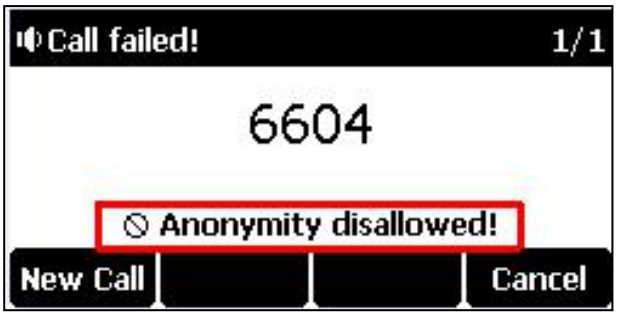
Contact your system administrator to find out if this feature is available on your phone, and to get the anonymous call on code or off code if required.

Procedure

1. Go to **Menu** > **Features** > **Anonymous Call**.
2. Turn on **Local Anonymous**.
3. (Optional.) Select the desired value from the **Send Anonymous Code** field.
4. (Optional.) Enter the anonymous call on code and off code respectively.
5. Select **Save**.
6. Place a call.
   The callee is prompted with an incoming call from anonymity.



If the callee enables anonymous rejection feature, you may be prompted that the callee does not accept calls from an anonymous number.



Related Topic

Rejecting Anonymous Calls

Placing Calls to Google Contacts

You can call your Google Contacts from your phone.

Procedure

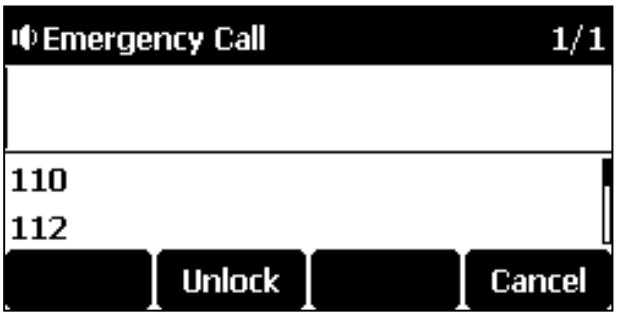
1. Go to **Menu** > **Directory** > **Google Contact**.
2. Highlight the desired contact and select **Send**.

Placing an Emergency Call from a Locked Phone

Once all keys are locked on the phone, you can only dial emergency numbers or authorized numbers that are set up by your administrator, such as 911.

Procedure

1. Do one of the following:
   - Select **Emergency**.
     The phone screen is shown below:



     Select an emergency number in the emergency number list.
   - Enter an emergency number.
2. Select **Send**.

Answering Calls

When you receive a call, you can choose to answer it manually or automatically.

Topics

Answering a Call
Answering a Call When in a Call
Answering a Call Automatically

Answering a Call

When you receive an incoming call, the phone rings and the screen displays the information of the incoming call. You can choose to answer the incoming call.

Procedure

1. Select or **Answer**.

Answering a Call When in a Call

You can answer a call when there is already an active call on your phone.

When you are in an active call and an incoming call arrives on the phone, a call waiting tone beeps, and the incoming call information is displayed.

Procedure

1. Select **Answer**.

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

Note: You can disable the call waiting feature to reject the incoming call automatically during a call.

Related Topic

Disabling Call Waiting

Answering a Call Automatically

Auto answer enables you to automatically answer an incoming call in speakerphone (hands-free) mode when your phone is idle.

You can also enable auto answer mute to mute the local microphone when an incoming call is answered automatically.

Procedure

1. Go to **Menu** > **Features** > **Auto Answer**.
2. Select **Enabled** from the **Status** field.
3. Select **Enabled** from the **Auto Answer Mute** field.

   If the auto answer feature is enabled, the auto answer icon appears on the phone screen.



Disabling Call Waiting

If the call waiting feature is disabled, when there is already a call, the new incoming call will be rejected automatically.

Before You Begin

Check with your system administrator if the call waiting off code is required. If required, get it from your system administrator.

Procedure

1. Go to **Menu** > **Features** > **Call Waiting**.
2. Select **Disabled** from the **Call Waiting** field.
3. Select **Save**.

Silencing or Rejecting Incoming Calls

When you receive an incoming call, you can choose to silence or reject the call instead of answering.

Topics

Silencing a Call
Rejecting a Call Manually
Rejecting Anonymous Calls
Rejecting Calls with Do Not Disturb (DND)

Silencing a Call

You can silence a call to stop your phone from ringing. Even if you silence the call, the incoming call notification continues to be displayed on your phone.

Procedure

1. Select **Silence**.

Rejecting a Call Manually

You can reject a call manually, and the call may be sent to voice mail. The rejected calls are displayed in the Received Calls list in your History list.

Procedure

1. Select **Reject** or .

Rejecting Anonymous Calls

You can reject incoming calls from the callers who have hidden their identities. As a result, your phone will not ring and you will not be notified of an attempted call.

Before You Begin

Check with your system administrator if the anonymous call rejection on code or off code is required. If required, get it from your system administrator.

Procedure

1. Go to **Menu** > **Features** > **Anonymous Call**.
2. Turn on **Local Anonymous Rejection** (**Anonymous Rejection**).
3. (Optional.) Select the desired value from the **Send Rejection Code** field.
4. (Optional.) Enter the anonymous call rejection on code and off code respectively in the **On Code** and **Off Code** field.
5. Select **Save**.

Related Topic

Placing an Anonymous Call

Rejecting Calls with Do Not Disturb (DND)

You can enable DND to reject all incoming calls automatically when you do not want to be interrupted.

Note: Check with your system administrator to find out if the DND feature is available on your phone.

Activating DND

You can activate DND to prevent your phone from ringing and to reject all incoming calls automatically. All calls you receive while DND is enabled are logged in the **Missed Calls** list.

Note: If both DND and busy forward are activated on the phone, calls will be forwarded to the configured destination number.

Procedure

1. Select **DND** when the phone is idle.
   The DND icon DND *appears in the status bar.*

Related Topic

Redirecting Incoming Calls

Deactivating DND

You can deactivate DND when you are ready to resume receiving calls again.

Procedure

1. Tap **DND** when the phone is idle.
   The DND icon DND *disappears from the status bar.*

Ending Calls

You can end the current call at any time.

Procedure

1. Select **End Call** or press .

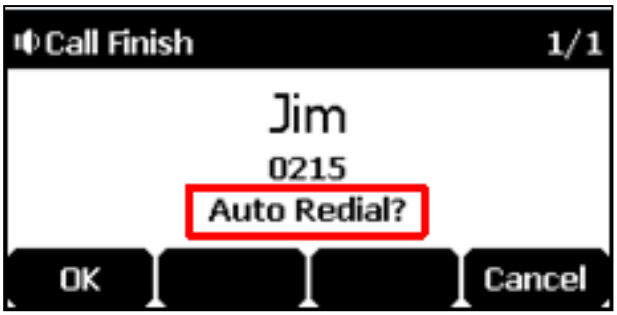
Redialing a Call Automatically

You can set the phone to redial a phone number automatically when you call a contact and the contact's line is unavailable.

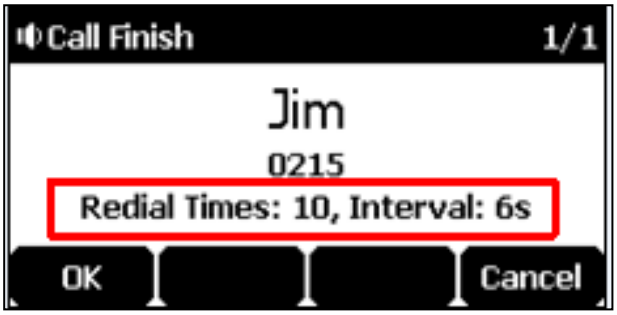
Procedure

1. Go to **Menu** > **Features** > **Auto Redial Setting**.
2. Select **Enabled** from the **Auto Redial** field.
3. Enter the desired time (between 1 and 300 seconds) in the **Redial Interval** field.
4. Enter the desired times (between 1 and 300) in the **Redial Times** field.
5. Select **Save**.

When you dial a number but fail to establish a call, the phone prompts the failure reason and then prompts whether to auto redial the contact, select **OK** to activate auto redial.



The phone screen displays the redial times and interval. The phone will retry as many times as configured until the callee answers the call.



Muting/Unmuting Audio

When you are in a call, you can mute the audio, so that you can hear the other person, but they cannot hear you.

Procedure

1. Tap the mute touch key during a call.
   The mute touch key LED glows red.
2. Tap the mute touch key again to unmute the call.
   The mute touch key LED goes out.

Tip: You can also mute the microphone while the phone is dialing or ringing so that the other party cannot hear you when the call is set up.

Keep Mute

In a meeting room, if incoming calls are answered automatically on your phone, callers may hear your discussion with your colleagues. You can keep the phone in mute to prevent this unintended situation.

The mute state of your phone persists across calls. The phone stays in the mute state until you unmute the micro-phone manually or until the phone restarts.

Procedure

1. Tap the Mute touch key when the phone is idle.
   The mute icon appears on the idle screen.



2. Tap the Mute touch key again to deactivate the mute state.

Holding and Resuming Calls

You can place an active call on hold and resume the call when you are ready. When you place a call on hold, the held party may hear the music played by its sever.

Topics

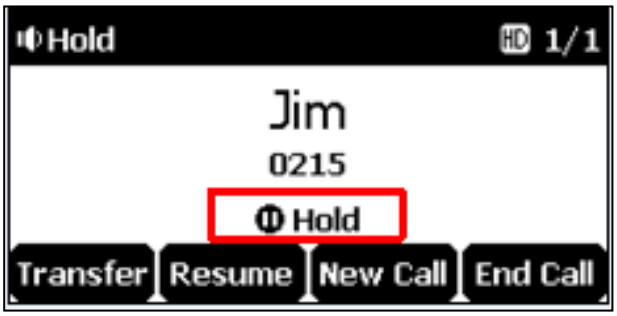
Holding a Call
Resuming a Held Call

Holding a Call

You can place an active call on hold on your phone.

Procedure

1. Select **Hold** during a call.



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

Note: When you have multiple calls on the phone and the current call is held, you can tap the up or down arrow button to swap to the active call.

Resuming a Held Call

You can view and resume a held call on the phone.

Procedure

1. Select **Resume**.
   If multiple calls are placed on hold, select the desired call first.

Note: When you have multiple calls on the phone and the current call is active, you can tap the up or down navigation key to swap to the held call.

Redirecting Incoming Calls

When you are not available to answer calls on your phone, you can forward the calls to another phone.

Topics

Forwarding All Incoming Calls to a Contact
Forwarding an Incoming Call Manually
Diverting Calls to a Contact

Forwarding All Incoming Calls to a Contact

You can set up the forwarding type which enables your phone to forward all incoming calls to a contact.

There are three types of forwarding:

- **Always Forward**: Forwards all incoming calls immediately.
- **Busy Forward**: Forwards incoming calls when you are busy in a call.
- **No Answer Forward**: Forwards incoming calls when no one answers the calls.

Topics

Forwarding All Incoming Calls on All Lines
Deactivating Call Forward

Forwarding All Incoming Calls on All Lines

You can forward all incoming calls on the phone.

Before You Begin

Check with your system administrator if the forward on code or off code is required. If required, get it from your system administrator.

Procedure

1. Go to **Menu** > **Features** > **Call Forward**.
2. Select the desired forwarding type and select **Enabled** from the corresponding field.
3. Enter the contact number you want to forward incoming calls to in the **Forward to** field.
4. If you select the **No Answer Forward** option, select the desired ring time to wait before forwarding from the **After Ring Time** field.
5. (Optional.) Enter the always/busy/no answer forward on code or off code respectively in the **On Code** or **Off Code** field.
6. Select **Save**.
   The call forward icon appears in the status bar.

Deactivating Call Forward

You can deactivate the call forward when you no longer want to forward your calls.

Procedure

1. Go to **Menu** > **Features** > **Call Forward**.
2. Select the desired forwarding type and select **Disabled** from the corresponding field.
3. Select **Save**.

Forwarding an Incoming Call Manually

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

Procedure

1. When the phone is ringing, select **Forward**.
2. Enter the number you want to forward the incoming call to.
3. Select **Send** or .

The phone prompts a call forward message.

Diverting Calls to a Contact

You can divert all incoming calls from a particular contact to another contact. Auto divert has precedence over call forward.

Procedure

1. Select **Directory** or go to **Menu** > **Directory** > **Local Directory**.
2. Select the desired contact group or **All Contacts**.
3. Highlight the desired contact, and select **Option** > **Detail**.
4. Edit the contact information.
5. Enter a contact's number you want to divert the call to in the **Auto Divert** field.
6. Select **Save**.

Transferring Calls

During a call, you can transfer the call to another contact.

You can use one of three ways:

- **Blind Transfer**: Transfer a call directly to the third party without consulting.
- **Semi-Attended Transfer**: Transfer a call when receiving ringback.
- **Attended Transfer (Consultative Transfer)**: Transfer a call with prior consulting.

Topics

Performing a Blind Transfer
Performing a Semi-Attended/Attended Transfer

Performing a Blind Transfer

You can transfer a call to another contact immediately without consulting with her/him first.

Procedure

1. Select **Transfer** during a call.
2. Enter the number you want to transfer to.
3. Select **B Trans** to complete the transfer.

Performing a Semi-Attended/Attended Transfer

You can transfer calls to other contacts immediately when receiving ringback or after consulting with them first.

Procedure

1. Select **Transfer** during a call.
2. Do one of the following:
   - Enter the number or select a contact from the placed call list you want to transfer the call to.
   - Select **Directory**. Select the desired contact from the Directory list.
3. Tap , **Send** or the OK key to dial out.
4. Do one of the following:
   - When you hear the ringback tone, select **Transfer** to finish the semi-attended transfer.
   - After the contact answers the call, select **Transfer** to finish the attended transfer (consultative transfer).

Conference Calls

The phone supports creating local conference and network conference.

During the conference, follow these tips:

- Mute your microphone when you are not speaking, especially in noisy environments.
- Avoid tapping or rustling papers near the microphone.
- Speak in your normal voice without shouting.

Topics

Local Conference
Network Conference

Local Conference

You can initiate a five-way (including yourself) conference calls with your contacts on the phone.

Topics

Setting Up a Local Conference Call
Merging Two Calls into a Conference
Inviting a Transfer Target and a Transferee into a Conference
Inviting an Incoming Call to a Conference
Creating a Hybrid UC Meeting
Holding or Resuming a Conference Call
Muting or Unmuting a Conference Call
Splitting a Conference Call
Managing Conference Participants
Ending a Conference Call

Setting Up a Local Conference Call

Procedure

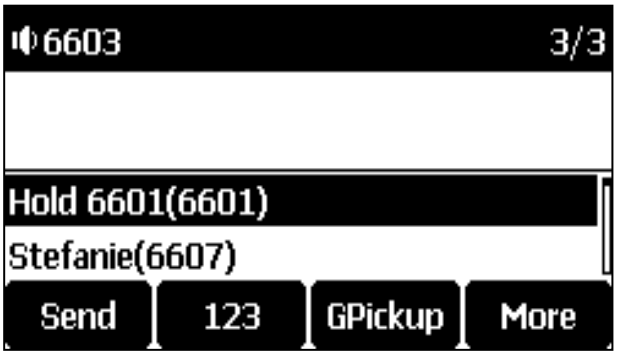
1. Place a call to the first party.
2. Select **Conference** to place a new call.
   The active call is placed on hold.
3. Dial the second party's number.
4. When the second party answers the call, select **Conference** to add the second party to the conference.

Merging Two Calls into a Conference

You can invite a held call into a conference call with the active call.

Procedure

1. Place two calls on the phone.
2. Select the desired call for a conference and ensure that the call is active.
3. Tap **Conference**.
4. Highlight the desired hold call and select **Send**.



The active call and the selected hold call are joined into a conference.

Inviting a Transfer Target and a Transferee into a Conference

After consulting with the contact you want to transfer a call to, you can invite two calls into a conference.

Procedure

1. Select **Conference** after talking with the contact you want to transfer a call to.
   The transferee and the transfer target join the conference.

Inviting an Incoming Call to a Conference

You can create a conference when the phone receives an incoming call during the call(s) or a conference.

Procedure

1. Tap **Join** when the phone receives a new call.
   The conference among the original call(s) and the incoming call is set up. If you are in a conference, the new party will join the conference.

Creating a Hybrid UC Meeting

You can merge the calls on your phones, the PSTN and the connected mobile phone into a hybrid UC meeting.

There are many ways to create a hybrid UC meeting, the following shows an example.

Procedure

1. Make sure you have connected a mobile phone to your phone.
2. Connect and pair the phone on your mobile phone.
3. Make sure you have an active PSTN account.
4. Do the following to place a mobile call over Bluetooth on the phone.
   a) Tap .
   b) Tap **Switch** to choose the **Mobile Account**.
   c) Enter the desired number.
   d) Tap  or **Send**.
5. Place a SIP call.
6. Place a PSTN call.
7. Tap **Conference**.
   The hybrid UC meeting is created.

Related Topics

Pairing and Connecting the Bluetooth-enabled Mobile Phone
Configuring the PSTN Account

Holding or Resuming a Conference Call

When you place a conference call on hold, other participants cannot hear each other until you resume the held conference call.

Procedure

1. Tap **Hold** to place the conference on hold.
2. Tap **Resume** to resume the held conference call.

Muting or Unmuting a Conference Call

When you mute the local microphone during a conference call, other participants can hear each other except you.

Procedure

1. Tap the Mute touch key to mute the conference.
2. Tap the Mute touch key again to unmute the conference.

Splitting a Conference Call

You can split the conference call into individual calls. After the split, the conference call ends, and other parties are held.

Procedure

1. Select **Manage**.
2. Select ◆◇ > **Split All**.

Managing Conference Participants

You can manage the conference participants to make the conference more flexible.

Procedure

1. During a conference call, select **Manage**.
2. Select the desired party, you can do the following:
   - Select **Far Mute** to mute the party. The muted party can hear everyone, but no one can hear the muted party.
   - Select **Far Hold** to hold the party. The held party cannot hear anyone, and no one can hear the held party.
   - Select **Remove** to remove the party from the conference call.

Ending a Conference Call

When you end the conference call, the other parties drop the call.

However, the system administrator can set up your phone so that the other two parties remain connected when you end the conference call.

Procedure

1. Select **End Call**.

Network Conference

If your system administrator has set a network conference feature on your phone, you can initiate a conference with two or more contacts.

Topic

Setting Up a Network Conference

Setting Up a Network Conference

You can set up a network conference with two or more contacts.

Procedure

1. Place a call to the first party.
2. Select **Conference**.
   The active call is placed on hold.
3. Dial the second party's number.
4. When the second party answers the call, select **Conference** to add the second party to the conference.
5. Select **Conference** to place a new call.
   The conference call is placed on hold.
6. Enter the number of the new party, and then tap the OK key or **Send**.
7. When the new party answers the call, select **Conference** to add the new party to the conference.
8. Repeat steps 5 to 7 until you add all parties.

Note: The procedures for setting up a network conference call on specific servers may be different. Contact your system administrator for more information.

Recording Using a USB Flash Drive

You can record active calls onto a USB flash drive connected to your phones, and the recordings are saved as *.wav files.

Recording using a USB flash drive is not available by default. Contact your system administrator for enabling this feature for you.

Note: The size of a single recording file should be less than 2G.

Topics

Recording a Call
Idle Recording
Pausing/Resuming a Recording
Stopping a Recording
Listening to a Recording
Managing the Recordings
Viewing the Available Recording Time

Recording a Call

You can record the important parts during an active call.

Important: Before call recording, especially those involving PSTN, it is necessary to know about the rules and restrictions of call recording in the country where you are.
It is also very important to inform all the call parties that you are recording and ask for their consent before recording the conversation.

Before You Begin

Make sure that the USB flash drive has been connected to your phone.

Procedure

1. During a call, select ◆◇ > **Start REC**.

   The phone screen displays a recording icon and recording duration.

Idle Recording

You can record an important discussion when the phone is idle.

Idle recording using a USB flash drive is not available by default. Contact your system administrator for assistance enabling this feature for you.

Before You Begin

Make sure that the USB flash drive has connected to your phone.

Procedure

1. Go to **Menu** > **USB Record** > **Idle Record**.
2. Tap **Start REC**.

   The phone screen displays a recording icon and recording duration.



Pausing/Resuming a Recording

When you do not want the current sensitive information to be recorded, you can pause the recording.

After pausing, you can resume it at any time and the recording continues and will be saved in the same file.

Procedure

1. Select **Pause REC** to pause a recording.
   The pause recording icon appears on the phone screen and the duration stops counting.
2. Select **Resume REC** to resume a recording.

Note: If you hold the call during the recording, none of the parties will be recorded until you resume the call.

Stopping a Recording

You can stop recording a call before the call ends. The recording also stops when the active call ends. The recording will be saved as a "*.wav" file in the USB flash drive automatically.

Procedure

1. Do one of the following:
   - Select **Stop REC**.
     The recording icon and recording duration disappears. The screen prompts a message that the call is recorded successfully.
   - Select **End Call**.
     The recording icon and recording duration disappears, and the phone returns to the idle screen. The screen prompts a message that the call is recorded successfully.

Managing the Recordings

After stopping recording, you can manage the recordings on your phone. Make sure the USB flash drive is still inserted in the phone.

Topics

Listening to a Recording
Pausing/Resuming a Playback
Fast Forwarding/Rewinding a Playback
Deleting a Recorded Call

Listening to a Recording

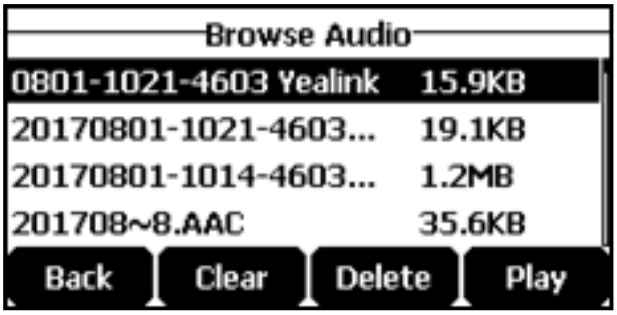
You can browse and play back the recordings on your phone.

Tip: You can also play back the recordings on a PC using an application capable of playing the "*.wav" file.

Procedure

1. Go to **Menu** > **USB Record** > **Browse Audio**.

*The phone screen shows all recorded files (filename and file size) in the **Browse Audio** list. The filename consists of the recording time & date, the other party's number/IP address/name (or the first person's number/IP address/name you called).*



2. Highlight the desired file, and select **Play**.

   The length of the recording and a progress bar are displayed as the recording plays.



Related Topic

Adjusting the Volume

Pausing/Resuming a Playback

When you are playing a recording, you can pause it manually to take note.

When you receive an incoming call while playing a recording, the recording is paused automatically. You can resume the playback after handling the call.

Procedure

1. Select **Pause** to pause the playback. The **Play** soft key appears on the phone screen.
2. Select **Play** to restart the playback.

Fast Forwarding/Rewinding a Playback

While a recording plays, you can fast forward or rewind the playback at any time.

Procedure

- Select ▶▶ to skip forward the playback. Tap once to skip forward 8 seconds.
- Select ◀◀ to rewind the playback. Tap once to rewind 8 seconds.

Deleting a Recorded Call

You can delete the recordings when you need additional space on your USB flash drive or the recordings are useless.

Procedure

1. Go to **Menu** > **USB Record** > **Browse Audio**.
2. Highlight the desired recording, and select **Delete**.

The phone prompts you to delete the audio or not.

3. Select **OK**.

Viewing the Available Recording Time

You can view the available recording time on your phone, to avoid recording failure due to timeout.

When you insert a USB flash drive to the phone during a call, a message will pop up to tell you how much time is available for recording.



During a recording, if there is insufficient free space (30 minutes or 10 minutes left) on the USB flash drive, the phone will prompt you a message (XX minutes left for call recording). If no free space on the USB flash drive during recording, the recording is stopped and saved in the USB flash drive automatically.

You can also view the storage space of the USB flash drive, and check the available recording time before recording.

Procedure

1. Go to **Menu** > **USB Record** > **Storage Space**.

Multicast Paging

Multicast Paging allows you to broadcast instant audio announcements to users who are listening to a specific multicast group on a specific channel.

The phone supports the following 31 channels:

- **0**: Broadcasts are sent to channel 0. Note that the Yealink IP phones running old firmware version (old paging mechanism) can be regarded as listening to channel 0. It is the default channel.
- **1 to 25**: Broadcasts are sent to channel 1 to 25. We recommend that you specify these channels when broadcasting with Polycom IP phones which have 25 channels you can listen to.
- **26 to 30**: Broadcasts are sent to channel 26 to 30. We recommend that you specify these channels when broadcasting with Yealink IP phones running new firmware version (new paging mechanism).

Note: All IP phones in the multicast paging group must be deployed in the same subnet since a broadcast is used. The phone can only send/receive broadcasts to/from the listened channels. Other channels' broadcasts will be ignored automatically by the IP phone.

Topics

Sending Multicast Paging
Receiving Multicast Paging
Managing a Paging Call

Sending Multicast Paging

Your phone supports up to 31 groups for paging. You can assign a label to each group to identify the phones in the group, such as All, Sales, or HR.

Note: Multicast RTP is one way only from the sender to the multicast address(es) (receiver). For outgoing RTP multicasts,

all other existing calls on the phone will be placed on hold.

Topics

Sending a Paging by a Multicast Paging Key
Setting a Paging Group
Sending Pages by a Paging List Key
Deleting a Paging Group

Sending a Paging by a Multicast Paging Key

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

Before You Begin

Check with your system administrator if the Multicast Paging key has set for your phone.

Procedure

1. Tap the Multicast Paging key when the phone is idle.
   Both your phone and receiver's phone play a warning tone and the multicast RTP session will be automatically answered on the receiver's phone in the speakerphone (hands-free) mode.
   Mute key LED indicators glow green.
   The following figure shows a multicast RTP session on the phone:



Setting a Paging Group

You can edit the information of the paging group.

Before You Begin

A Paging List key is set in advance. Get the multicast IP address and port number from your system administrator.

Procedure

1. Tap the Paging List key when the phone is idle.
2. Select the desired paging group.
   The default tag is Empty if it is not configured before.
3. Select **Option** > **Edit**.
4. Enter the multicast IP address and port number (for example, 224.5.6.20:10008) in the **Address** field.
5. Enter the string that will display on the phone screen in the **Label** field.
6. Enter the desired channel between 0 and 30 in the **Channel** field.
7. Select **Save**.
8. To set more paging groups, repeat steps 2 to 7.

Sending Pages by a Paging List Key

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

Before You Begin

Check with your system administrator if the Paging List key has set for your phone.

Procedure

1. Tap the Paging List key when the phone is idle.
2. Select the desired paging group.
3. Select **Paging** to send RTP.

   Both your phone and receiver's phone play a warning tone and the multicast RTP session will be automatically answered on the receiver's phone in the speakerphone (hands-free) mode.

Deleting a Paging Group

You can delete any group from the paging group list.

Procedure

1. Tap the Paging List key when the phone is idle.

   If the Paging List key is not set, you can also go to **Menu** > **Features** > **Paging List**.
2. Select the desired paging group.
3. Select **Option** > **Delete**.

   The phone prompts you to delete the paging group or not.
4. Select **OK**.

   If you want to delete all paging groups, you can tap **Delete All**.

Receiving Multicast Paging

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

When there is a voice call or a paging call in progress, the phone handles the new paging call differently according to the multicast listening settings configured by your system administrator.

Managing a Paging Call

During a paging call, you can manage it manually at any time.

Procedure

- Select **Hold** to place the current paging call on hold.

  The paging call is placed on hold and the receiver releases the session.
- Select **Resume** to resume the held paging call.

  The multicast RTP session is re-established.

Advanced Call Features

You can perform some server-dependent tasks on the phone. Contact your system administrator to find out if your phone supports these advanced call features.

Topics

Using Call Completion
Call Pickup
Call Park and Call Retrieve
Shared Line
Intercom
Voice Mail

Using Call Completion

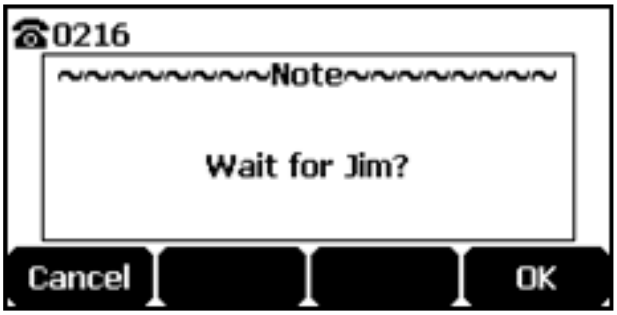
When you call someone who is temporarily unavailable to answer the call, you can monitor the busy party and establish a call after the busy party becomes available to receive a call.

Note: Call completion is not available on all servers. For more information, contact your system administrator.

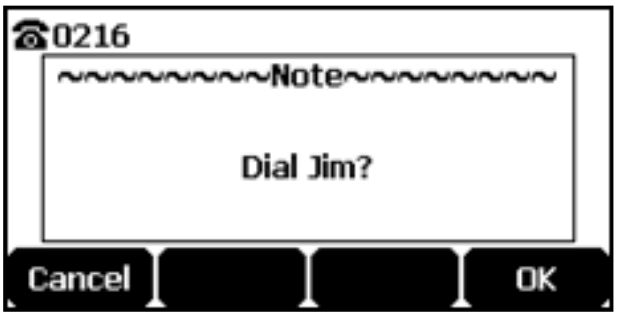
Procedure

1. Go to **Menu** > **Features** > **Call Completion**.
2. Select **Enabled** in the **Call Completion** field.
3. Select **Save**.

When you place a call and the callee is temporarily unavailable to answer the call, the phone prompts whether to wait for the callee, select **OK** to activate the call completion feature.



When the callee becomes idle, the phone prompts whether to dial the number, select **OK** to dial the number.



Call Pickup

You can use call pickup to answer someone else's incoming call on your phone.

The phone supports the following two call pickup features:

- **Directed Call Pickup**: allows you to pick up incoming calls to another phone.
- **Group Call Pickup**: allows you to pick up incoming calls to any phone within a predefined group.

Check with your system administrator to find out if this feature is available on your phone.

Topics

Picking up a Call Directly
Picking up a Group Call Directly

Picking up a Call Directly

You can answer a call that rings on another phone.

Before You Begin

The target phone receives an incoming call. Your system administrator has enabled the directed call pickup and set the directed call pickup code.

Procedure

1. Press .
   *The **DPickup** appears on the phone screen (You may need to select > **DPickup**).*
2. Select **DPickup** on your phone.
3. Enter the phone number which is receiving an incoming call.
4. Select **DPickup** again.
   The call is answered on your phone.

Picking up a Group Call Directly

When any phone within a predefined group receives an incoming call, you can pick up that call on your phone.

If there are multiple incoming calls on the group at the same time, you can only pick up the first incoming call.

Before You Begin

Your system administrator has enabled the group call pickup and set the group call pickup code.

Procedure

1. Press
   *The **GPickup** appears on the phone screen.*
2. Select **GPickup** on your phone when any phone in the group receives an incoming call.
   The call is answered on your phone.

Call Park and Call Retrieve

You can park a call, and then retrieve the call either from your phone or another phone. After parked, the call is placed on hold, you can continue the conversation after retrieving it.

Note: Call park is not available on all servers. Check with your system administrator to find out if it is available on your phone.

Topics

Parking or Retrieving a Call in the FAC Mode
Parking or Retrieving a Call in the Transfer Mode

Parking or Retrieving a Call in the FAC Mode

You can park the call to the local extension or the desired extension through dialing the park code.

Topics

Parking a Call in the FAC Mode
Retrieving a Parked Call in the FAC Mode

Parking a Call in the FAC Mode

You can park a call in the FAC mode directly. When you park a call to the local extension or the desired extension, the call is held in the same network on your phone.

Before You Begin

Your system administrator has set call park in the FAC mode.

Procedure

1. During a call, select **Park** (You may need to select ◆◇ > **Park**).

   The phone will dial the call park code which is pre-configured.
2. Do one of the following:
   - If you want to park the call against the local extension, press the # key.
   - If you want to park the call against the desired extension, enter the extension (for example, 4606) where you want to park the call and press the # key.

   If the call is parked successfully, you will hear a voice prompt that the call is parked.

Retrieving a Parked Call in the FAC Mode

You can retrieve a parked call in the FAC mode from any phone within your network.

Before You Begin

Your system administrator has set call park in the FAC mode. There is a call parked on the extension.

Procedure

1. Select **Retrieve** (You may need to select ◆◇ > **Retrieve**) on the dialing screen.

   The phone will dial the park retrieve code which is configured in advance.
2. Follow the voice prompt to retrieve:
   - Press the # key on the phone where the call is parked.
   - Enter the desired extension followed by # (for example, 4606#) on any phone.

Parking or Retrieving a Call in the Transfer Mode

You can park the call to the shared parking lot through a blind transfer.

For some servers, the system will return a specific retrieve park number (park retrieve code) after parking successfully.

Topics

Parking a Call in the Transfer Mode
Retrieving a Parked Call in the Transfer Mode

Parking a Call in the Transfer Mode

You can park a call in the transfer mode directly. When you park a call to the shared parking lot, the call is held on your phone.

Before You Begin

Your system administrator has set call park in the Transfer mode.

Procedure

1. During a call, select **Park** (You may need to select  > **Park**).

   The call will be directly transferred to the shared parking lot.

Retrieving a Parked Call in the Transfer Mode

You can retrieve a parked call in the transfer mode from any phone in the same network.

Before You Begin

Your system administrator has set call park in the Transfer mode. There is a call parked on the shared parking lot.

Procedure

1. Select **Retrieve** (You may need to select the  > **Retrieve**) on the dialing screen.

   The phone will retrieve the parked call from the shared parking lot.

Shared Line

Yealink phone supports using Shared Call Appearance (SCA) or Bridged Line Appearance (BLA) to share a line. So that this line can be registered on more than one phone at the same time.

Your system administrator can set your phone to use the shared line.

Topics

Placing Calls on a Shared Line
Answering Calls on a Shared Line
Placing a Call on Public Hold
Retrieving a Held Call on a Shared Line

Placing Calls on a Shared Line

You can place one or multiple calls on a shared line.

Related Topic

Placing Calls

Answering Calls on a Shared Line

You can answer one or more calls on the shared line.

When an incoming call arrives on the shared line, all the registered phones will ring simultaneously, and the call can be answered on any one of the phones.

Related Topic

Answering Calls

Placing a Call on Public Hold

You can place a call on public hold that any shared line phone can retrieve the held call.

Procedure

1. During a call, select **Hold**.

   The call is held on your phone, and all of the phones registered with a shared line show the call is in a held state.

Retrieving a Held Call on a Shared Line

If you place a call on hold on a shared line, you can resume this call at any time.

Before You Begin

There is at least one call placed on public hold on the shared line.

Procedure

1. Select **Resume**.

Intercom

Intercom is a useful feature in an office environment to quickly connect with the operator or the secretary.

Intercom enables you to place an intercom call that is answered automatically on the contact's phone as long as the contact is not in an active call.

Note: Intercom is not available on all servers. Contact your system administrator for more information.

Topics

Placing an Intercom Call
Picking up an Incoming Call of the Target Extension
Answering an Intercom Call

Placing an Intercom Call

You can place an intercom call to quickly relay a message to a contact.

The target phone plays a warning tone and automatically answers the call in speakerphone (hands-free) mode by default. When the target phone has an active call, the intercom call is answered automatically after the active call ends.

Before You Begin

Check with your system administrator if the Intercom key has set for your phone.

Procedure

1. Tap the Intercom key to place an intercom call.

Picking up an Incoming Call of the Target Extension

You can pick up the target extension's incoming call by pressing the Intercom key.

Before picking up an incoming call, make sure that the directed call pickup code has been configured either for an Intercom key or for Call Pickup feature in advance.

Check with your system administrator to find out if this feature is available on your phone.

Note: If the directed call pickup code is not set, the phone will place a call to the target extension instead of picking up an incoming call of the target extension when you tap the Intercom key.

Procedure

Tap the Intercom key to pick up the incoming call directly.

Answering an Intercom Call

By default, when there is an incoming intercom call, the phone plays a warning tone and automatically answer the incoming call.

If your phone is set to answer intercom calls with your microphone muted, you need to tap the Mute touch key to unmute your microphone before responding to the call.

You can configure the following behaviors when receiving an intercom call.

Intercom Allow

Intercom Allow feature allows the phone to automatically answer an incoming intercom call. If you disable this feature, the phone will handle an incoming intercom call like a normal incoming call.

Note: Your system administrator can set a period of delay time before the phone automatically answers intercom calls.

Intercom Mute

Intercom Mute feature allows the phone to mute the microphone when incoming intercom calls are answered automatically.

Intercom Tone

Intercom Tone feature allows the phone to play a warning tone before answering an intercom call automatically.

Intercom Barge

Intercom Barge allows the phone to automatically answer an incoming intercom call while an active call is in progress. The active call will be placed on hold. If you disable this feature, the phone will handle an incoming intercom call like a normal incoming call while there is already an active call on the phone.

Note: To enable the phone to receive a new incoming call when it already has an active call, make sure that the call waiting feature is enabled on the phone in advance.

Procedure

1. Go to **Menu** > **Features** > **Intercom**.
2. Make the desired changes.
3. Select **Save**.

Related Topics

Muting/Unmuting Audio
Answering a Call When in a Call

Voice Mail

Voice Mail feature allows you to leave voice mails for someone or listen to your voice mail messages on your IP phones.

This feature is set up on the server-side and not all servers support this feature.

Topics

Setting the Voice Mail Code
Leaving Voice Mails
Listening to Voice Mails

Setting the Voice Mail Code

If you want to connect your phone to the message center, you need to set the voice mail code on your phone.

Before You Begin

Get the voice mail code from your system administrator.

Procedure

1. Go to **Menu** > **Message** > **Voice Mail** > **Set Voice Mail Code**.
2. Enter the voice mail code (for example, *4) in the desired account field.
3. Select **Save**.

Leaving Voice Mails

You can leave a voice mail to someone who is busy or inconvenient to answer the call.

Procedure

1. Follow the voice prompts to leave a voice mail.
2. Hang up to complete the voice mail.

Listening to Voice Mails

You can listen to your voice mails on the phone, to obtain voice information sent by a contact.

Before You Begin

You need to set the voice mail code in advance.

Procedure

1. Go to **Menu** > **Message** > **Voice Mail** > **View Voice Mail**.
   The phone screen displays the amount of new and old voice mails.
2. Select **Connect**.
3. Follow the voice prompt to listen to your voice mails.

Tip: When the phone prompts that the phone receives a new voice mail, you can tap the **Connect** soft key to dial out the voice mail access code directly.

Related Topic

Setting the Voice Mail Code

Directory

The phone provides several types of phone directories, which can be customized by your system administrator.

Topics

Local Directory
Favorites
Blocklist
Mobile Contacts
Google Contacts
Remote Phone Book

Local Directory

Note: You can back up the Local Directory to the provisioning server. For more information, contact your system administrator.

Topics

Managing the Local Directory Groups
Managing the Local Directory Contacts
Moving a Local Directory Contact to Blocklist
Searching for Contacts

Managing the Local Directory Groups

You can manage the Local Directory groups when the phone is idle.

Topics

Adding Contact Groups
Editing Contact Groups
Deleting Contact Groups

Adding Contact Groups

To organize your contacts and make them easier to find, you can add additional groups in the Local Directory.

Procedure

1. Select **Directory** or go to **Menu** > **Directory** > **Local Directory**.
2. Select **Add Group**.
3. Enter the desired group name.
4. Select **Add**.

Editing Contact Groups

You can change or add the group's information.

Procedure

1. Select **Directory** or go to **Menu** > **Directory** > **Local Directory**.
2. Highlight the desired group.
3. Select **Option** > **Detail**.
4. Edit the group information.
5. Select **Save**.

Deleting Contact Groups

When you delete a contact group, the contacts in the group will not be deleted. You can view the contacts in **All Contacts** list.

Procedure

1. Select **Directory** or go to **Menu** > **Directory** > **Local Directory**.
2. Highlight the desired group.
3. Select **Option** > **Delete**.
   The phone prompts you to delete the group or not.
4. Select **OK**.

Managing the Local Directory Contacts

You can manage the Local Directory contacts when the phone is idle.

Topics

Adding Contacts
Viewing Contacts
Editing Contacts
Deleting a Contact
Deleting All Contacts

Adding Contacts

When you add a contact to your Local Directory, you can choose how much information you want to enter for your contact. You are required to enter a contact name at least for each new contact.

Procedure

1. Select **Directory** or go to **Menu** > **Directory** > **Local Directory**.
2. Select the desired contact group or **All Contacts**.
3. Select **Add**.
4. Enter your contact's information.
5. Select **Save**.

Viewing Contacts

You can view the local contacts from the Local Directory on your phone.

Procedure

1. Select **Directory** or go to **Menu** > **Directory** > **Local Directory**.
2. Select the desired contact group or **All Contacts**.
   The contact names are displayed in alphabetical order.

Editing Contacts

You can update your contacts' information.

Procedure

1. Select **Directory** or go to **Menu** > **Directory** > **Local Directory**.
2. Select the desired contact group or **All Contacts**.
3. Highlight the desired contact, and select **Option** > **Detail**.
4. Edit the contact information.
5. Select **Save**.

Deleting a Contact

You can delete any contact from the Local Directory.

Procedure

1. Select **Directory** or go to **Menu** > **Directory** > **Local Directory**.
2. Select the desired contact group or **All Contacts**.
3. Highlight the desired contact, and select **Option** > **Delete**.
   The phone prompts you to delete the contact or not.
4. Select **OK**.

Note: If the contact added to the Favorites directory is deleted in the Local Directory, it will be automatically deleted from the Favorites directory.

Deleting All Contacts

You can delete all contacts from the Local Directory.

Procedure

1. Select **Directory** or go to **Menu** > **Directory** > **Local Directory**.
2. Select the desired contact group or **All Contacts**.
3. Select **Option** > **Delete All**.
   The phone prompts you to delete all contacts or not.
4. Select **OK**.

Note: If the contact added to the Favorites directory is deleted in the Local Directory, it will be automatically deleted from the Favorites directory.

Moving a Local Directory Contact to Blocklist

You can move a contact in the Local Directory to blocklist. Incoming calls from this contact will be rejected automatically.

Procedure

1. Select **Directory** or go to **Menu** > **Directory** > **Local Directory**.
2. Select the desired contact group or **All Contacts**.
3. Highlight the desired contact, and select **Option** > **Move to Blocklist**.
   The phone prompts you to move to the blocklist or not.
4. Select **OK**.

Searching for Contacts

In the Local Directory, you can enter search criteria to find your desired contact quickly.

Procedure

1. Select **Directory** or go to **Menu** > **Directory** > **Local Directory**.
2. Select **Search**.

Favorites

Favorites are the contacts in your Local Directory that you call most often.

If your system administrator has enabled this feature for you, you can add contacts as favorites, view favorites on the idle screen, reorder favorites, and delete favorites.

Topics

Adding Favorites
Viewing Favorites
Reordering Favorites
Deleting Favorites

Adding Favorites

After adding a contact as a favorite, your phone will automatically assign a Speed Dial key for it. You can quickly dial a contact using the Speed Dial key on the idle screen.

Topics

Adding an Existing Contact to Your Favorites
Adding a New Contact to Your Favorites

Adding an Existing Contact to Your Favorites

You can add an existing contact as a favorite from the Local Directory.

Procedure

1. Select **Directory** or go to **Menu** > **Directory** > **Local Directory**.
2. Select the desired contact group or **All Contacts**.
3. Highlight the desired contact and select **Option**.
4. Select **Copy to Favorites**.
   The phone prompts you to automatically accept the next available index number or manually enter your own.
5. Select **OK** to automatically accept an index number or select **Edit** to enter an index number (1-999999999).

Adding a New Contact to Your Favorites

You can add a new contact as a favorite by designating an index number.

Procedure

1. Select **Directory** or go to **Menu** > **Directory** > **Local Directory**.
2. Select the desired contact group or **All Contacts**.
3. Select **Add**.
4. Enter the contact information.
5. Enter the desired index number (1-999999999) in the **Favorite Index** field.
6. Select **Save**.

Viewing Favorites

You can view a list of favorites in the Favorites directory.

Procedure

1. Go to **Menu** > **Directory** > **Favorites**.

Reordering Favorites

You can reorder favorites to change the display order in the Favorite.

Procedure

1. Go to **Menu** > **Directory** > **Favorites**.
2. Highlight the desired contact, and select **Option** > **Detail**.
3. Enter a new index number in the **Favorites Index** field.
4. Select **Save**.

Deleting Favorites

You can delete favorites to make room for new favorites.

Procedure

1. Go to **Menu** > **Directory** > **Favorites**.
2. Highlight the desired contact, and then select **Option** > **Detail**.
3. Delete the favorite index number in the **Favorites Index** field.
4. Select **Save**.

   The contact is removed from Favorites directory, while it still remains in your Local Directory.

Tip: You can also delete a favorite by selecting **Option** > **Remove from Favorites**.

Blocklist

Incoming calls from the Blocklist are rejected automatically. You can store up to 30 contacts in the blocklist to block unwanted callers.

Topics

Adding a Blocklist Contact
Viewing Blocklist Contacts
Editing a Blocklist Contact
Deleting a Blocklist Contact
Moving a Blocklist Contact to the Local Directory

Adding a Blocklist Contact

You can add a blocklist contact on the phone to prevent someone from calling you.

Procedure

1. Go to **Menu** > **Directory** > **Blocklist**.
2. Select **Add**.
3. Enter the blocklist contact's information.
4. Select **Save**.

Viewing Blocklist Contacts

You can view the blocklist contacts from the Blocklist on your phone.

Procedure

1. Go to **Menu** > **Directory** > **Blocklist**.

Editing a Blocklist Contact

You can update your blocklist contacts' information.

Procedure

1. Go to **Menu** > **Directory** > **Blocklist**.
2. Highlight the desired blocklist contact, and select **Option** > **Detail**.
3. Edit the blocklist contact information.
4. Select **Save**.

Deleting Blocklist Contacts

You can delete one or all blocklist contacts. If a contact is removed from the blocklist, you can answer the call from the contact normally.

Topics

Deleting a Blocklist Contact
Deleting All Blocklist Contacts

Deleting a Blocklist Contact

If you want to answer a call from a specific contact, you need to remove it from the Blocklist.

Procedure

1. Go to **Menu** > **Directory** > **Blocklist**.
2. Select the desired blocklist contact.
3. Select **Option** > **Delete**.
   The phone prompts you to delete the contact or not.
4. Select **OK**.

Deleting All Blocklist Contacts

You can delete all contacts from the Blocklist when you are ready to answer calls from them again.

Procedure

1. Go to **Menu** > **Directory** > **Blocklist**.
2. Select **Option** > **Delete All**.
   The phone prompts you to delete all contacts or not.
3. Select **OK**.

Moving a Blocklist Contact to the Local Directory

You can move a blocklist contact to a Local Directory. Incoming calls from this contact will not be rejected automatically.

Procedure

1. Go to **Menu** > **Directory** > **Blocklist**.
2. Highlight the desired contact, and then select **Option**.
3. Select **Add to Contacts**.
   The phone prompts you to move to contact or not.
4. Select **OK**.

Mobile Contacts

The mobile phone contacts will be imported to your IP phones and stored under the Mobile Contacts directory.

You can save mobile contacts to the local directory, but you cannot save a local contact to the Mobile Contacts directory.

Note: If you disconnect the Bluetooth-enabled mobile phone from phone or disable the phone to synchronize phone contacts, the mobile contacts will not be displayed.

Topics

Saving a Mobile Contact to the Local Directory
Searching for Mobile Contacts

Updating the Mobile Contacts

Saving a Mobile Contact to the Local Directory

You can save any mobile contact to the Local Directory, to conveniently call this contact after disconnecting the mobile phone from the phone.

Before You Begin

Make sure your Bluetooth-enabled mobile phone has been paired with your IP phones, and mobile contact sync feature is enabled.

Procedure

1. Go to **Menu** > **Directory** > **Mobile Contacts**.
2. Highlight the desired contact, and select **Option** > **Add to Contacts**.
3. Edit the contact information.
4. Select **Save**.

Related Topics

Pairing and Connecting the Bluetooth-enabled Mobile Phone
Syncing the Mobile Contacts to the Phone

Searching for Mobile Contacts

In Mobile Contacts, you can enter search criteria to find your desired mobile contact quickly.

Before You Begin

Make sure your Bluetooth-enabled mobile phone has been paired with and connected to your IP phones, and mobile contact sync feature is enabled.

Procedure

1. Go to **Menu** > **Directory** > **Mobile Contacts**.
2. Select **Search**.
3. Enter your search criteria.

   The contacts whose name or phone number matches the search string will be displayed in the result list.

Related Topics

Pairing and Connecting the Bluetooth-enabled Mobile Phone
Syncing the Mobile Contacts to the Phone

Updating the Mobile Contacts

You can update the Mobile Contact to synchronize the contacts you add, edit, and delete on the mobile phone to your phone.

Before You Begin

Make sure your Bluetooth-enabled mobile phone has been paired with and connected to your phones, and mobile contact sync feature is enabled.

Procedure

1. Go to **Menu** > **Directory** > **Mobile Contacts**.
2. Select **Option** > **Update**.

   The phone prompts "Updating, please wait…".

Note: If you disconnect the mobile phone from the phone when the phone is updating the Mobile Contacts, the phone screen will prompt "Fail to download mobile contacts!", and the mobile contacts disappear from the phone directory list.

Related Topics

Pairing and Connecting the Bluetooth-enabled Mobile Phone
Syncing the Mobile Contacts to the Phone

Google Contacts

If the Google Contacts feature has been enabled by your system administrator, you can access the Google Contacts, which lists contacts and groups within your Google account.

Topics

Viewing Google Contacts
Updating Google Contacts
Searching for Google Contacts

Viewing Google Contacts

You can view Google contacts on your phone.

Procedure

1. Go to **Menu** > **Directory** > **Google Contact**.

Updating Google Contacts

The Google contacts may be updated on the Google Contact Server, you can update Google contacts on your phone to get the newest Google contacts.

Procedure

1. Go to **Menu** > **Directory** > **Google Contact**.
2. Select **Update**.

Searching for Google Contacts

You can enter search criteria to find your desired Google contacts quickly.

Procedure

1. Go to **Menu** > **Directory** > **Google Contact**.
2. Enter the search criteria.

   The contacts whose name or phone number matches the search criteria will be displayed in the result list.

Remote Phone Book

If the Remote Phone Book feature has been enabled by your system administrator, you can access your corporate directory directly from your phone.

Topics

Searching for Remote Phone Book Contacts
Viewing Remote Phone Book Contacts
Saving a Remote Phone Book Contact to the Local Directory
Saving a Remote Phone Book Contact to the Blocklist

Searching for Remote Phone Book Contacts

In the Remote Phone Book, you can enter search criteria to find your desired contact quickly.

Procedure

1. Go to **Menu** > **Directory** > **Remote Phone Book**.

2. Select the desired remote phone book.
3. Select **Search**.
4. Enter your search criteria in the search field.

Viewing Remote Phone Book Contacts

You can view the contact list of the remote phone book on your phone.

Procedure

1. Go to **Menu** > **Directory** > **Remote Phone Book**.

Saving a Remote Phone Book Contact to the Local Directory

You can save any remote phone book contact to the Local Directory, to conveniently call this contact when you cannot access the remote phone book.

Procedure

1. Go to **Menu** > **Directory** > **Remote Phone Book**.
2. Select the desired remote phone book.
3. Highlight the desired contact, and then select **Option** > **Add to Contacts**.
4. Edit the corresponding fields.
5. Select **Save**.

Saving a Remote Phone Book Contact to the Blocklist

You can save any remote phone book contact to the Blocklist on the phone, to prevent this contact from calling you.

Procedure

1. Go to **Menu** > **Directory** > **Remote Phone Book**.
2. Select the desired remote phone book.
3. Highlight the desired contact and select **Option** > **Add to Blocklist**.
4. Edit the contact information.
5. Select **Save**.

Call History

The call history list includes Missed Calls, Placed Calls, Received Calls and Forwarded Calls, and each list holds 100 entries.

Topics

Call History Icons
Viewing History Records
Saving a History Record to Local Directory
Saving a History Record to Blocklist
Deleting History Records
Disabling History Record

Call History Icons

Each icon in the Call History indicates the corresponding call history status.

Icons	Description	Icons	Description
	Received Call		Missed Call
	Placed Call		Forwarded Call

Viewing History Records

The history record saves the call information such as the caller's name and number, local line and call duration.

Procedure

1. Tap **History** or go to **Menu** > **History**.
2. Select the desired list.
3. Select the desired entry.
4. Select **Option** > **Detail**.

Saving a History Record to Local Directory

To identify someone's call the next time, you can save a history record to the Local Directory.

Procedure

1. Select **History** or go to **Menu > History**.
2. Select the desired list.
3. Highlight the desired entry, and select **Option** > **Add to Contacts**.
4. Edit the contact information.
5. Select **Save**.

Saving a History Record to Blocklist

You can prevent someone from calling you again by saving a history record to Blocklist.

Procedure

1. Select **History** or go to **Menu** > **History**.
2. Select the desired list.
3. Highlight the desired entry, and select **Option** > **Add to Blocklist**.

4. Edit the contact information.
5. Select **Save**.

Deleting History Records

You can delete one or all call records from the call history list.

Topics

Deleting a Call Record
Deleting All Call Records

Deleting a Call Record

You can delete any call record from the call history list.

Procedure

1. Tap **History** or go to **Menu** > **History**.
2. Select the desired list.
3. Highlight the desired entry, and select **Delete**.

Deleting All Call Records

You can delete all call records from the call history list.

Procedure

1. Tap **History** or go to **Menu** > **History**.
2. Select the desired list.
3. Select **Option** > **Delete All**.
   The phone prompts you to delete all the records or not.
4. Select **OK**.

Disabling History Record

If you disable history record, you cannot save any call log on the phone.

Procedure

1. Go to **Menu** > **Features** > **History Settings**.
2. Select **Disabled** from the **History Record** field.
3. Select **Save**.

Customizing Your Phone

You can make your phone more personalized by customizing various settings.

Topics

Yealink Cloud Account Registration
Changing the Administrator Password
Changing the Backlight and Time
Adjusting the Screen Contrast
Changing the Language
Time & Date
Setting a Key as Send
Customizing the Soft Keys
Phone Lock
Wireless Network
Connecting a Mobile Phone via Bluetooth

Yealink Cloud Account Registration

You can register only one Cloud account on the phone if you want to switch to a SIP account, be sure to exit the cloud account.

To register a Yealink Cloud account, the Cloud feature should be enabled in advance. Check with your system administrator to find out if this feature is available on the phone. For more details about Yealink Cloud feature, refer to Yealink Technical Support.

Topics

Registering a Yealink Cloud Account
Exiting Yealink Cloud Account

Registering a Yealink Cloud Account

You can register the Yealink cloud account by the PIN code or the cloud account.

There are two methods' descriptions:

- PIN code: the PIN code can be used once only.
- Account: the account information contains the user name (Cloud number) and password.

Before You Begin

You can obtain the Yealink Cloud account information from your Cloud enterprise administrator.

Procedure

1. Go to **Menu** > **Settings** > **Advanced Settings** (default password: admin) > **Accounts**.
2. Tap **Enter**.
3. Select **Yealink Cloud** from the **Type** field.
4. Do one of the following:
   - Select **PIN Code** from the **Login Type** field.
     Enter the PIN code (9-digit) in the **PIN Code** field.
   - Select **Account** from the **Login Type** field.
     Enter the user name (Cloud number) in the **User Name** field.
     Enter the password in the **Password** field.
     (Optional.) Select the desired value from the **Save Password** field.

5. Tap **Login**.

Note: If you fail to register a Yealink Cloud account, you can re-enter the registration information according to the prompt or contact your Cloud enterprise administrator.

Exiting Yealink Cloud Account

When you need to use the SIP account, you should exit the Yealink cloud account in advance.

Procedure

1. Go to **Menu** > **Settings** > **Advanced Settings** (default password: admin) > **Accounts**.
2. Select the Yealink Cloud account.
3. Tap **Logout**.
   The phone prompts you to exit the account.
4. Tap **OK**.

Changing the Administrator Password

By default, you require an administrator password to access the **Advanced**/**Advanced Settings** menu. The default password is “admin”. For security reasons, you should change the default password as soon as possible.

Note: If you do not change the default password, the phone displays a warning icon in the status bar.

Procedure

1. Go to **Menu** > **Settings** > **Advanced Settings** > **Change Password**.
2. Enter your old and new password information.
3. Select **Save**.

Related Topic

Warnings

Screen Saver

The screen saver starts automatically when your phone has been idle for the preset waiting time. You can stop the screen saver by pressing any key.

Topic

Changing the Waiting Time for Screen Saver

Changing the Waiting Time for Screen Saver

You can set the waiting time after no activity before displaying the screen saver.

Procedure

1. Go to **Menu** > **Settings** > **Basic Settings** > **Display** > **Screensaver**.
2. Select the desired waiting time from the **Wait Time** field.
3. Select **Save**.

Changing the Backlight and Time

You can change the brightness of the phone screen during phone activity and inactivity. The brightness automatically changes after the phone has been idle for a specified time.

You can change the screen backlight and time in the following setting:

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

- **Always On**: Backlight is on permanently.
- **Always Off**: Backlight is off permanently.
- **30min**, **1h**, **2h, 4h**, **6h**, **8h** or **12h**: Backlight is changed when the phone is inactive after the designated time.

Procedure

1. Go to **Menu** > **Settings** > **Basic Settings** > **Display** > **Backlight**.
2. Select the desired time from the **Backlight Time** field.
3. Select **Save**.

Adjusting the Screen Contrast

You can adjust the screen contrast of the phone to make it easier to read.

The intensity of screen contrast ranges from 1 to 10 and the highest intensity is 10.

Procedure

1. Go to **Menu** > **Settings** > **Basic Settings** > **Display** > **Contrast**.
2. Select the desired value from the **Contrast** field.
3. Select **Save**.

Changing the Language

Your phone supports several languages that you can choose to use on the phone.

Contact your system administrator to find out exactly which languages are supported on your phone.

Procedure

1. Go to **Menu** > **Settings** > **Basic Settings** > **Language**.
2. Select the desired language.
3. Select **Save**.

   The phone language is changed to the selected one.

Time & Date

You can set the time and date manually. The time and date formats are also variable.

Topics

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

Setting the Time and Date Manually

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

Procedure

1. Go to **Menu** > **Settings** > **Basic Settings** > **Time & Date** > **Manual Settings**.
2. Edit the date and time.
3. Select **Save**.

   The time and date set on the phone will be changed accordingly.

Note: After the phone reboots, it will be forcibly switched to obtain the time and date from the NTP server.

Changing the Time and Date Format

You can set the phone to display the time in 12-hour format or 24-hour format. You can also change the date format, including the options to display the day (D), month (M), and year (Y).

Note: Your system administrator can customize the date format.

Procedure

1. Go to **Menu** > **Settings** > **Basic Settings** > **Time & Date** > **Time & Date Format**.
2. Select the desired time format or date format.
3. Select **Save**.

Setting a Key as Send

The pound key (#) is used as the send key by default. To type a phone number followed by the pound key (#), you can set the send key to the star key (*).

You can also disable “#” and ”*" to be used as the send key.

Procedure

1. Go to **Menu** > **Features** > **Key As Send**.
2. Select the desired value from the **Key As Send** field.
3. Select **Save**.

Customizing the Soft Keys

You can customize the function of the soft keys displayed on the bottom of the idle screen.

The soft keys are typically used to access frequently used functions, and to create menu shortcuts to access frequently used phone settings.

Caution: We recommend that you keep a **Menu** soft key, otherwise you cannot access the phone settings.

Procedure

1. Go to **Menu** > **Settings** > **Advanced Settings** (default password: admin) > **Softkey Label**.
2. Select the desired soft key.
3. Select the desired key type from the **Type** field.
4. (Optional.) Enter the string that will appear on the phone screen in the **Label** field.
5. (Optional.) Enter the corresponding value in the **Value** field.
6. Select **Save**.

Phone Lock

Phone lock helps you protect your phone from unauthorized use.

Topics

Setting the Phone Lock
Locking Your Phone Manually
Unlocking Your Phone
Changing Your Phone Unlock PIN

Setting the Phone Lock

You can manually lock the phone or wait a specified time to automatically lock the phone.

What unauthorized users can do depends on the settings of the phone lock type.

The phone supports the following phone lock types:

- **Function key**: it only allows users to use the keypad for placing a call, answering or rejecting an incoming call and ending a call, and it prevents unauthorized users from other operations.
- **All keys**: it only allows users to use the keypad for dialing an emergency number or authorized numbers that set up by your system administrator, answering or rejecting an incoming call and ending a call, and it prevents unauthorized users from other operations. The phones only support All Keys type of phone lock.

Note: The Volume key is always available when you lock the phone.

Procedure

1. Go to **Menu** > **Settings** > **Basic Settings** > **Phone Lock**.
2. Enter the desired PIN (default PIN: 123) in the **Unlock PIN** field.
3. Select **OK**.
4. Select **Enabled** from the **Lock Enable** field.
5. Select the desired type from the **Lock Type** field.
6. Enter the desired interval (0 - 3600 seconds) in the **Auto Lock** field.
   If the value is set to 0, the phone will not be automatically locked.
7. Select **Save**.

Locking Your Phone Manually

You can lock the phone manually before the phone is automatically locked.

Before You Begin

Make sure that the phone lock is set.

Procedure

1. Long tap # key when the phone is idle.
   The lock icon appears on the phone screen.

Related Topic

Setting the Phone Lock

Unlocking Your Phone

You can use an unlock PIN to unlock the phone.

If you forget the unlock PIN, you can enter the administrator password to unlock your phone, and then automatically access the PIN change screen.

Procedure

1. Tap any locked key, the phone prompts you to enter an unlock PIN.
2. Enter the desired PIN (default: 123) in the **Unlock PIN** field.
3. Select **OK**.
   The lock icon disappears from the phone screen.

Changing Your Phone Unlock PIN

The default unlock PIN is “123”. For security reasons, you should change the default unlock PIN as soon as possible.

Procedure

1. Go to **Menu** > **Settings** > **Basic Settings** > **Change PIN**.
2. Enter your old and new unlock PIN respectively.
   The unlock PIN length must be within 15 digits.
3. Select **Save**.

Audio Settings

You can change the basic audio settings on your phone.

Topics

Adjusting the Volume
Setting the Ring Tone
Disabling the Key Tone
Enabling Touch Tone
Muting the Ringtone

Adjusting the Volume

You can adjust the volume of the ringer, media, and audio during a call.

Procedure

1. Press the Volume touch key.

Setting the Ring Tone

You can set distinctive ring tones for groups or contacts in your Local Directory so that you can identify the caller when your phone rings.

The ring tones are used according to this priority: Contact ring tone>Group ring tone>Account ring tone >Phone ring tone.

Topics

Setting a Ring Tone for the Phone
Setting a Ring Tone for an Account
Setting a Ring Tone for a Group
Setting a Ring Tone for a Contact

Setting a Ring Tone for the Phone

You can choose a ring tone for all incoming calls.

Procedure

1. Go to **Menu** > **Settings** > **Basic Settings** > **Sound** > **Ring Tones** > **Common**.
2. Select the desired ring tone.
3. Select **Save**.

Setting a Ring Tone for an Account

You can select a unique ring tone for an individual account.

Procedure

1. Go to **Menu** > **Settings** > **Basic Settings** > **Sound** > **Ring Tones**.
2. Select the desired account.
3. Select the desired ring tone.

   *If **Common** is selected, this account will use the ring tone selected for the phone.*
4. Select **Save**.

Setting a Ring Tone for a Group

You can select a unique ring tone for various groups in your Local Directory.

Note: You can only set a ring tone for a group that is added manually.

Procedure

1. Select **Directory** or go to **Menu** > **Directory** > **Local Directory**.
2. Highlight the desired group.
3. Select **Option** > **Detail**.
4. Select the desired ring tone from the **Ring** field.

   If **Auto** is selected, this group uses the ring tone according to the default priority.

   If a specific ring tone is selected, this group uses the ring tone according to the priority: Contact ring tone>Group ring tone.
5. Select **Save**.

Setting a Ring Tone for a Contact

You can select a unique ring tone for various contacts in your Local Directory. This helps you quickly identify callers according to the ring tones.

Procedure

1. Select **Directory** or go to **Menu** > **Directory** > **Local Directory**.
2. Select the desired contact group or **All Contacts**.
3. Highlight the desired contact, and select **Option** > **Detail**.
4. Select the desired ring tone from the **Ring** field.

   *If **Auto** is selected, the contact uses the ring tone according to the default priority.*
5. Select **Save**.

Disabling the Key Tone

If you disable the key tone, the phone will not produce a sound when pressing the keypad keys.

Procedure

1. Go to **Menu** > **Settings** > **Basic Settings** > **Sound** > **Key Tone**.
2. Turn off **Key Tone**.
3. Select **Save**.

Enabling Touch Tone

If you enable touch tone and tap the keys (except the off-hook key), the phone will produce a sound when it is not on the dialing/pre-dialing screen and not in a call.

Procedure

1. Go to **Menu** > **Settings** > **Basic Settings** > **Sound** > **Touch Tone**.
2. Select **Enabled** from the **Touch Tone** field.
3. Select **Save**.

Muting the Ringtone

You can mute the ringtone of incoming calls on the idle screen.

Procedure

1. Long tap the mute touch key  on the idle screen.

2. Long tap the mute touch key  again to unmute the ringtone.

Connecting a Mobile Phone via Bluetooth

Bluetooth enables low-bandwidth wireless connections within a range of 10 meters (32 feet). The best performance is in the range of 1 to 2 meters (3 to 6 feet).

You can pair and connect the Bluetooth-enabled mobile phone with your phone. After connection, you can do the following:

- Make and receive mobile calls on the phone
- Use the phone as a Bluetooth speaker for your mobile phone to play music.
- Merge the calls on your phones, the PSTN and connected mobile phone into a hybrid UC conference (refer to Creating a Hybrid UC Meeting).

Topics

Activating the Bluetooth Mode
Pairing and Connecting the Bluetooth-enabled Mobile Phone
Syncing the Mobile Contacts to the Phone
Enabling the Phone Audio
Enabling the Phone Media
Handling a Mobile Phone Call on the Phone
Editing Device Name of Your Phone
Making the Phone Discoverable
Deleting the Paired Bluetooth Device
Disconnecting the Bluetooth Device
Deactivating the Bluetooth Mode

Activating the Bluetooth Mode

You should activate the Bluetooth mode first when you need to connect the Bluetooth device to your phone.

Procedure

1. Tap  or go to **Menu** > **Settings** > **Basic Settings** > **Bluetooth**.
2. Select **On** from the **Bluetooth** field.
3. Select **Save**.
   The phone scans the available Bluetooth devices automatically.

Pairing and Connecting the Bluetooth-enabled Mobile Phone

After pairing and connecting the Bluetooth-enabled mobile phone, you can use the sync feature.

You can pair with countless mobile phones with your IP phones but only one mobile phone can be connected at a time.

Before You Begin

Make sure that the Bluetooth-enabled mobile phone is discoverable.

Procedure

1. Tap  or go to **Menu** > **Settings** > **Basic Settings** > **Bluetooth**.
2. Select **Scan** to search for the Bluetooth-enabled mobile phone.
3. Find your Bluetooth-enabled mobile phone, and then select **Connect**.
   The phone will prompt the connection passkey on the phone screen.

4. Make sure your mobile phone is showing the same passkey, and then select **OK** on both mobile phone and phone.
5. (Optional.) Select **OK** to enable the mobile contacts sync feature, or select **Cancel** to disable mobile contacts sync feature.

Note: If you enable mobile contacts sync feature, you also need to authorize the phone to sync the contacts temporarily on the mobile phone.

Related Topics

Activating the Bluetooth Mode
Syncing the Mobile Contacts to the Phone

Syncing the Mobile Contacts to the Phone

You can sync mobile contacts to your phone. This is a convenient way to view a contact without accessing your mobile phone.

Topics

Enabling the Mobile Contacts Sync Feature
Viewing Your Mobile Contacts on the Phones
Disabling the Mobile Contacts Sync Feature

Enabling the Mobile Contacts Sync Feature

To sync the mobile contacts to the phone, you should enable the sync feature in advance.

Before You Begin

Make sure that the Bluetooth-enabled mobile phone is paired and connected to your phone.

Procedure

1. Tap  > **Paired Bluetooth Device** or go to **Menu** > **Settings** > **Basic Settings** > **Bluetooth** > **Paired Bluetooth Device**.
2. Select **Option** > **Detail**.
3. Select **On** from the **Mobile Contacts Sync** field.
   You need to authorize the phone to synchronize the contacts temporarily on the mobile phone first, and then the mobile contacts directory will appear in the phone directory list.

Related Topic

Pairing and Connecting the Bluetooth-enabled Mobile Phone

Viewing Your Mobile Contacts on the Phones

You can view a list of mobile contacts on the phone.

Before You Begin

Make sure that the mobile contact sync feature is enabled.

Procedure

1. Go to **Menu** > **Directory** > **Mobile Contacts**.
   *The contacts stored in your mobile phone will display in the **Mobile Contacts** list.*

Related Topic

Enabling the Mobile Contacts Sync Feature

Disabling the Mobile Contacts Sync Feature

When you no longer view and use the mobile contacts on the phone, you can disable the sync feature.

Procedure

1. Tap > **Paired Bluetooth Device** or go to **Menu** > **Settings** > **Basic Settings** > **Bluetooth** > **Paired Bluetooth Device**.
2. Select **Option** > **Detail**.
3. Select **Off** from the **Mobile Contacts Sync** field.

   The mobile contacts directory disappears from the phone directory list.

Tip: The mobile contacts directory also disappears from the phone directory list after deactivating the Bluetooth mode.

Related Topic

Deactivating the Bluetooth Mode

Enabling the Phone Audio

When you enable the phone audio, the phone can act as a speaker and microphone for your connected mobile phone.

The call is made through your mobile phone, but the audio is present on the phone and the call is also controlled by the phone.

Procedure

1. Tap > **Paired Bluetooth Device** or go to **Menu** > **Settings** > **Basic Settings** > **Bluetooth** > **Paired Bluetooth Device**.
2. Tap **Option** > **Detail** > **Channel Control**.
3. Select **Enabled** from the **Phone Audio** field.
4. Select **Save**.

Related Topics

Pairing and Connecting the Bluetooth-enabled Mobile Phone
Handling a Mobile Phone Call on the Phone

Enabling the Phone Media

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

Procedure

1. Tap > **Paired Bluetooth Device** or go to **Menu** > **Settings** > **Basic Settings** > **Bluetooth** > **Paired Bluetooth Device**.
2. Tap **Option** > **Detail** > **Channel Control**.
3. Select **Enabled** from the **Media Audio** field.
4. Select **Save**.

Handling a Mobile Phone Call on the Phone

You can handle a mobile phone call on your phone, the phone acts as a speaker and microphone for your mobile phone.

Before You Begin

1. Make sure that the Bluetooth-enabled mobile phone is paired and connected to your phone.
2. You have enabled the phone audio.

Procedure

Do the following on the phone:

- Place a call. Tap , and then tap **Switch**, select **Mobile Account**. Place a call or multiple calls to the mobile contact.
- Answer a call. An incoming call to your mobile phone is also shown on the phone, you can answer the call on the phone. The contacts will be firstly matched with those in the mobile contacts directory to present the caller identity when receiving a mobile phone call.
- During the call, you can hold/resume, mute/unmute or end the call on the phone.

Related Topics

Pairing and Connecting the Bluetooth-enabled Mobile Phone
Enabling the Phone Audio

Editing Device Name of Your Phone

You can edit the device name of your phone for easily recognizable.

Before You Begin

Make sure that the Bluetooth mode is activated.

Procedure

1. Tap > **Edit My Device Information** or go to **Menu** > **Settings** > **Basic Settings** > **Bluetooth** > **Edit My Device Information**.
   The phone screen displays the device name.
2. Enter the desired name in the **Device Name** field.
3. Select **Save**.

Related Topic

Activating the Bluetooth Mode

Making the Phone Discoverable

If you make your phone discoverable to other Bluetooth devices, other Bluetooth devices can scan and find your IP phone.

Before You Begin

Make sure that the Bluetooth mode is activated.

Procedure

1. Tap > **Edit My Device Information** or go to **Menu** > **Settings** > **Basic Settings** > **Bluetooth** > **Edit My Device Information**.
2. Select **On** from the **Open Discover** field.
3. Tap **Save**.

Related Topic

Activating the Bluetooth Mode

Deleting the Paired Bluetooth Device

You can delete the Bluetooth device paired from your phone, the next time you activate the Bluetooth mode, the phone will not automatically connect to this device.

Procedure

1. Tap  > **Paired Bluetooth Device** or navigate to **Menu** > **Settings** > **Basic Settings** > **Bluetooth** > **Paired Bluetooth Device**.
2. Select **Option** > **Delete**.
   The phone prompts you to delete the device or not.
3. Select **OK**.

Disconnecting the Bluetooth Device

You can disconnect your Bluetooth device from your phone. When you disconnect a Bluetooth device, it remains paired and you can reconnect it to your phone.

Procedure

1. Tap  > **Paired Bluetooth Device** or navigate to **Menu** > **Settings** > **Basic Settings** > **Bluetooth** > **Paired Bluetooth Device**.
2. Highlight the connected Bluetooth device and select **Disconnect**.

Deactivating the Bluetooth Mode

After you deactivate the Bluetooth mode, the Bluetooth device will disconnect from your phone, but it remains paired and you can reconnect it to your phone.

Procedure

1. Tap  or navigate to **Menu** > **Settings** > **Basic Settings** > **Bluetooth**.
2. Select **Off** from the **Bluetooth** field.
3. Select **Save**.

Wireless Network

The phone can be connected to the wireless network if Wi-Fi is available within the area.

Note: Enabling Bluetooth may degrade your wireless network connection. For improved wireless network performance, you should disable Bluetooth when it is not in use.

Topics

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

Related Topic

Deactivating the Bluetooth Mode

Activating the Wi-Fi Mode

You can activate the Wi-Fi mode to connect your phone to an available wireless network.

Procedure

1. Go to **Menu** > **Settings** > **Basic Settings** > **Wi-Fi**.
2. Select **On** from the **Wi-Fi** field.
3. Select **Save**.

   The phone scans the available wireless networks in your area.

Connecting to the Wireless Network

After you have activated the Wi-Fi mode, you can connect the phone to the wireless network.

Topics

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

Connecting to an Available Wireless Network Manually

When you enable the Wi-Fi mode, the phone is automatically connected to the saved wireless network, you can also connect it manually.

Before You Begin

Get the password of the wireless network from your system administrator. Make sure that the Wi-Fi mode is activated.

Procedure

1. Go to **Menu** > **Settings** > **Basic Settings** > **Wi-Fi**.
2. Highlight the **X Available Network(s)** (X represents the number of available networks), and select **Enter**.
3. (Optional.) To research the available network, select **Scan**.
4. Highlight the desired wireless network and select **Connect**.
5. Enter the password in the **Password** field.
6. Select **Enabled** from the **Show Password** field to make the password visible.

7. Select **OK**.

Related Topic

Activating the Wi-Fi Mode

Connecting to the Wireless Network Using WPS

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

There are two supported methods in the Wi-Fi protected setup:

- **Push Button Configuration (PBC)**: The user simply has to press the WPS key on both the phone and gateway/router to connect.
- **Personal Identification Number (PIN)**: The user enters the PIN generated randomly by the phone on the gateway/router to connect.

Before You Begin

Make sure that the Wi-Fi mode is activated.

Procedure

1. Go to **Menu** > **Settings** > **Basic Settings** > **Wi-Fi**.
2. Do one of the following:
   - Select **WPS** > **WPS** to use the PBC method, then long press the WPS key on your gateway or router.
     Once the WPS setup has completed successfully, the phone screen will prompt "Connect Success.".
   - Select **WPS** > **WPS-PIN** to use the PIN method, then log into your gateway or router's web interface, and configure it to search the clients. For more information, refer to the documentation from the gateway or router manufacturer.
     Once WPS-PIN setup has completed successfully, the web interface of the gateway or router will prompt that the connection is successful.

Related Topic

Activating the Wi-Fi Mode

Adding a Wireless Network Manually

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

The phone can store up to 5 connected wireless networks.

Before You Begin

Get the available wireless network information from your system administrator. Make sure that the Wi-Fi mode is activated.

Procedure

1. Go to **Menu** > **Settings** > **Basic Settings** > **Wi-Fi**.
2. Highlight **Known Network(s)** and select **Add**.
3. Do the following:
   - Select **None** from the **Security Mode** field.
   - If you select **WEP**, **WPA/WPA2 PSK** from the **Security Mode** field, enter the desired password.
   - If you select **802.1x EAP** from the **Security Mode** field, select the desired EAP method and enter the desired values in the corresponding fields.

4. Select **Save**.
   *The connected wireless networks will be saved to the **Known Network(s)** list.*

Related Topic

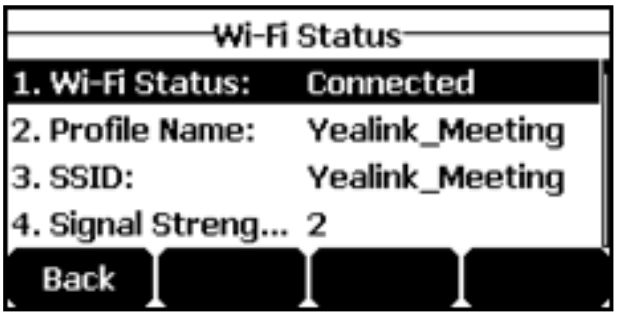
Activating the Wi-Fi Mode

Viewing the Wireless Network Information

You can view the wireless network information (for example, Profile Name, SSID or Signal Strength) when the Wi-Fi mode is activated.

Procedure

1. Go to **Menu** > **Settings** > **Basic Settings** > **Wi-Fi** > **Wi-Fi Status**.



Disconnecting the Wireless Network Connection

When you no longer want to connect to the current wireless network, you can disconnect it.

Procedure

1. Go to **Menu** > **Settings** > **Basic Settings** > **Wi-Fi**.
2. Select **X Available Network(s)** (X represents the number of available networks).
3. Highlight the connected wireless network, and select **Disconnect**.

Tip: You can also disconnect the wireless network when deactivating the Wi-Fi mode.

Related Topic

Deactivating the Wi-Fi Mode

Deactivating the Wi-Fi Mode

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

Procedure

1. Go to **Menu** > **Settings** > **Basic Settings** > **Wi-Fi**.
2. Tap **Switch** to select **Off** from the **Wi-Fi** field.
3. Select **Save**.

Using Your Phone with PSTN Account

You can connect an optional expansion PSTN box CPN10 to extend functions of the conference phone. You can make PSTN calls.

Up to 2 cascaded PSTN Boxes can be installed to a conference phone, which allows you to experience the local five-way conference conveniently in excellent speech quality with PSTN.

Topics

Connecting the Expansion PSTN Box CPN10
Configuring the PSTN Account
Selecting the Country for PSTN Use
Configuring the Flash Time
Basic Call Features
Conference
Recording Using a USB Flash Drive
Unavailable Features for PSTN

Connecting the Expansion PSTN Box CPN10

If you want to use the functions about PSTN on the phone, you need to connect the expansion PSTN box CPN10 in advance.

Procedure

1. Insert the USB plug on the expansion PSTN box into the USB port on the phone.

   For the information on how to connect expansion PSTN box CPN10, refer to PSTN Box CPN10 quick start guide on Yealink Technical Support page.

Configuring the PSTN Account

If you have connected an expansion PSTN box CPN10 to the phone, a PSTN account is automatically registered on the phone. You can disable the account.

Before You Begin

The PSTN box CPN10 is connected to the phone successfully, and the phone prompts to confirm that you want to set the PSTN account.

Procedure

1. Select **OK**.
2. Select the desired PSTN account.
3. Select the desired value from the **Active Line** field.
4. (Optional.) Enter the string that will appear on the phone screen in the **Label** field.
5. Select **Save**.

Tip: You can also configure the PSTN account at the path **Menu** > **Settings** > **Advanced Settings** (default password: admin) > **Accounts**.

Related Topic

Connecting the Expansion PSTN Box CPN10

Selecting the Country for PSTN Use

You have to select the country before using the PSTN account.

Procedure

1. Go to **Menu** > **Settings** > **Basic Settings** > **Country**.
2. Select the desired country.
3. Select **Save**.

Configuring the Flash Time

You can configure the flash time to adjust the length of time before a hook flash times out (or the call disconnects).

Flash time can be configured from the following options:

- **Auto**: It depends on the country that is selected for the phone. The flash time is automatically set for that country.
- **75msec**, **100msec**, **300msec** or **600msec**: The hook flash times out after the designated time (in milliseconds).

Before You Begin

The required flash time may be different in different countries or for different gateways/PBX servers. Contact your system administrator to find out which flash time you need to configure.

Procedure

1. Go to **Menu** > **Settings** > **Advanced Settings** (default password: admin) > **Flash Time**.
2. Select the desired value.
3. Select **Save**.

Related Topic

Selecting the Country for PSTN Use

Basic Call Features

The phone using PSTN account can also perform some basic call features, such as placing, answering and ending calls.

The phone supports the following basic call features when using the PSTN account:

- Placing Calls
- Answering Calls
- Ending Calls
- Auto Answer
- Auto Redial
- ReCall
- Call Mute
- Call Hold/Resume

Related Topics

Placing Calls
Answering Calls
Ending Calls
Answering a Call Automatically
Redialing a Call Automatically
Placing a Call Back to the Last Incoming Number
Muting/Unmuting Audio
Holding and Resuming Calls

Conference

As one PSTN account can only support one call, you need to activate a hook flash to set up a conference.

A hook flash is a quick off-hook/on-hook/off-hook cycle (just like picking up a handset, laying the handset down on the handset cradle, and then picking it up again). When you activate a hook flash, the message “Flashing” displays on the screen for about one second.

Then the active call will be placed on hold, you are allowed to place a new call and connect three parties in a conference. You cannot view the last participant in the conference call.

You can also set up a conference with more than two parties when you have multiple accounts on the phone. You can view and manage each participant in the conference call.

Note: The way to set up a conference call using hook flash may be different for different gateways/PBX servers.

Procedure

1. Place a call to the first party.
2. When the first party answers the call, select **Flash** to activate a hook flash.
   The message “Flashing” displays on the screen for about one second and the active call is placed on hold.
3. Enter the number of the second party.
4. When the second party answers the call, select **Flash** again to join two parties in the conference.
   To remove this party from the conference call, select **Flash**.
5. To add an additional party to the conference, select **Conference** (another account is needed).
6. Enter the number of the new party and select **Send** or .
7. Select **Conference** when the party answers.

Recording Using a USB Flash Drive

You can use the recording feature when you have connected the PSTN box CPN10. But you need to connect the USB flash drive to the USB port on the CPN10 in advance.

Related Topics

Recording Using a USB Flash Drive
Connecting the Expansion PSTN Box CPN10

Unavailable Features for PSTN

You cannot use the features below when using a PSTN account:

- Call Completion
- DND
- Call Forward
- Call Transfer
- Call Waiting
- Call Park
- Call Pickup
- Anonymous Call
- Anonymous Call Rejection
- Intercom
- Multicast Paging
- Shared Line
- Messages

Maintaining Your Phone

When your phone is unable to operate properly, you need to investigate or troubleshoot issues along with other tasks your system administrator may ask you to perform.

Topics

Warnings
Diagnosing the Network
Rebooting Your Phone
Resetting to Factory Settings
Updating the Phone Configuration
Clearing User's Personalized Configuration Settings

Warnings

When some issues occur on your phone, a warning icon appears in the status bar.

The following lists the detailed situations:

- The default password is being used
- Failed to register the account
- Provisioning credentials are wrong
- Network is unavailable

Topics

Investigating Warnings
Re-provisioning Your Phone
Clearing Warnings

Related Topic

Changing the Administrator Password

Investigating Warnings

The warning icon lets you know that your phone has one or more important issues. You can view details about warnings on the **Status** screen.

Procedure

1. Go to **Menu** > **Status**.
2. Select **Warnings**.

   *The **Warnings** screen is displayed listing any issues.*

Tip: You can also press the **OK** key when the phone is idle, and then select **Warnings**.

Re-provisioning Your Phone

When the provisioning credentials are wrong, you need to ask your system administrator for the valid provisioning credentials to re-provision your phone.

Procedure

1. Go to **Menu** > **Status** > **Warnings**.
2. Select **Auto-p credentials failed** > **Re Provision**.
3. Enter valid provisioning credentials, and select **Save**.

   The phone prompts you to provision now or not.

4. Select **OK**.

Clearing Warnings

You can temporarily remove the warning icon from the status bar.

However, the warning icon appears again after the phone reboots or the phone has a new warning if the issue is not solved.

Procedure

1. Go to **Menu** > **Status** > **Warnings**.
2. Select **Clear Icon**.

Diagnosing the Network

When network problems occur on your phone, you can use the "ping" or "trace route" method to troubleshoot network connectivity problems.

Procedure

1. Go to **Menu** > **Features** > **Diagnostics** > **Network**.
2. Do one of the following:
   - Select **Ping**, then enter the desired IP address or URL in the **Ping IP or URL** field.
   - Select **Trace Route**, then enter the desired IP address or URL in the **Trace Route IP or URL** field.
3. Select **Start**.

   The screen displays the network status information.

Rebooting Your Phone

The improper operation may cause malfunction. If the malfunction occurs, your system administrator may ask you to reboot your phone.

Procedure

1. Go to **Menu** > **Settings** > **Basic Settings** > **Reboot**.

   The phone prompts you to reboot the phone or not.
2. Select **OK**.

Resetting to Factory Settings

When some issues occur on your phone and you have tried all troubleshooting suggestions but still do not solve the problem, you can reset your phone to factory configurations.

This operation will delete all your personal configuration settings, and reset all settings to the factory defaults. Check with your system administrator if the personalized settings are kept before resetting your phone to factory settings.

Procedure

1. Go to **Menu** > **Settings** > **Advanced Settings** (default password: admin) > **Reset Config**.
2. Select **Reset to Factory Settings**.

   The phone prompts you to reset the setting or not.
3. Select **OK**.

   The phone begins resetting.

   After reset, the screen prompts "Welcome Initializing…Please wait".



The phone will be reset successfully after startup.

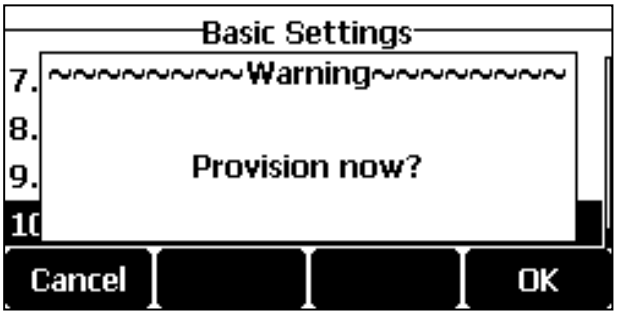
Note: Reset of your phone may take a few minutes. Do not power off until the phone has started up successfully.

Updating the Phone Configuration

Your system administrator may ask you to update the configuration for your phone to apply any changes to system settings, which you can do without restarting it.

Procedure

1. Go to **Menu** > **Settings** > **Basic Settings** > **Update Configuration**.



2. Select **OK**.

Clearing User's Personalized Configuration Settings

You can clear the personalized configuration settings manually on the phone.

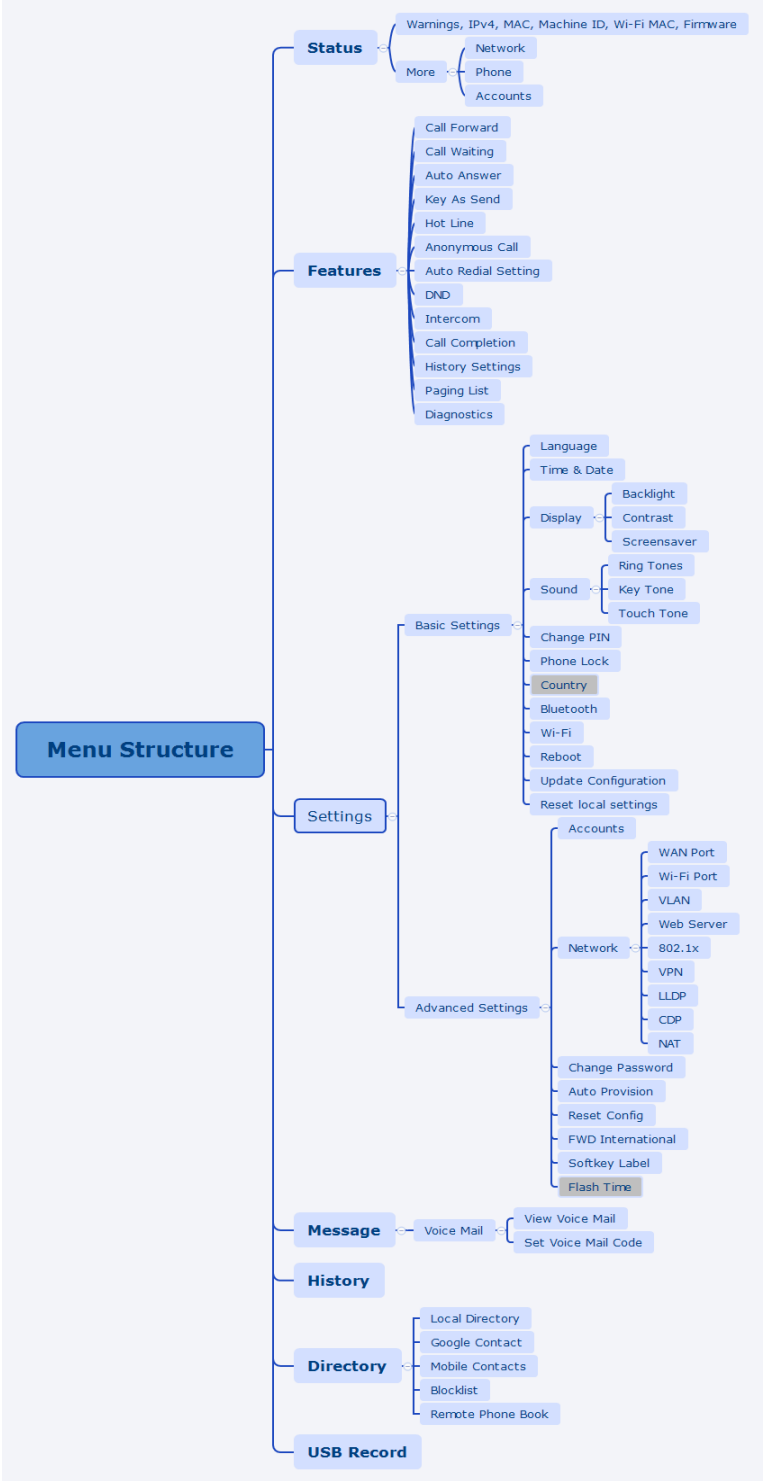
Before You Begin

Your system administrator has enabled the phone to keep the user's personalized settings after auto provisioning.

Procedure

1. Go to **Menu** > **Settings** > **Basic Settings** > **Reset local settings**.
   The phone prompts you to reset the local settings or not.
2. Select **OK**.

Appendix - Menu Structure



Note: The menus in the gray box are not available when the PSTN box CPN10 is not connected to the phone.