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## Yealink CP930W Telephone User Guide



# Getting Started with Your Phone

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

## Topics

Hardware Overview  
Screen and Icons  
Rechargeable Battery  
Entering Characters

## Hardware Overview

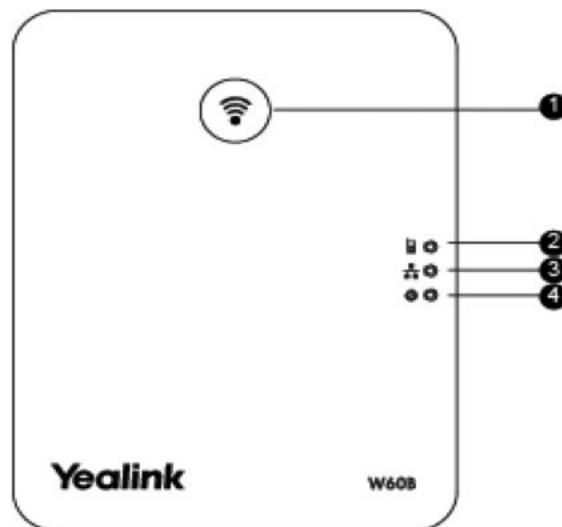
Understanding the phone hardware helps you easily use the phone's features.

## Topics

W60B Base Station Hardware  
CP930W Hardware  
Mute Touch Key LED Indicators

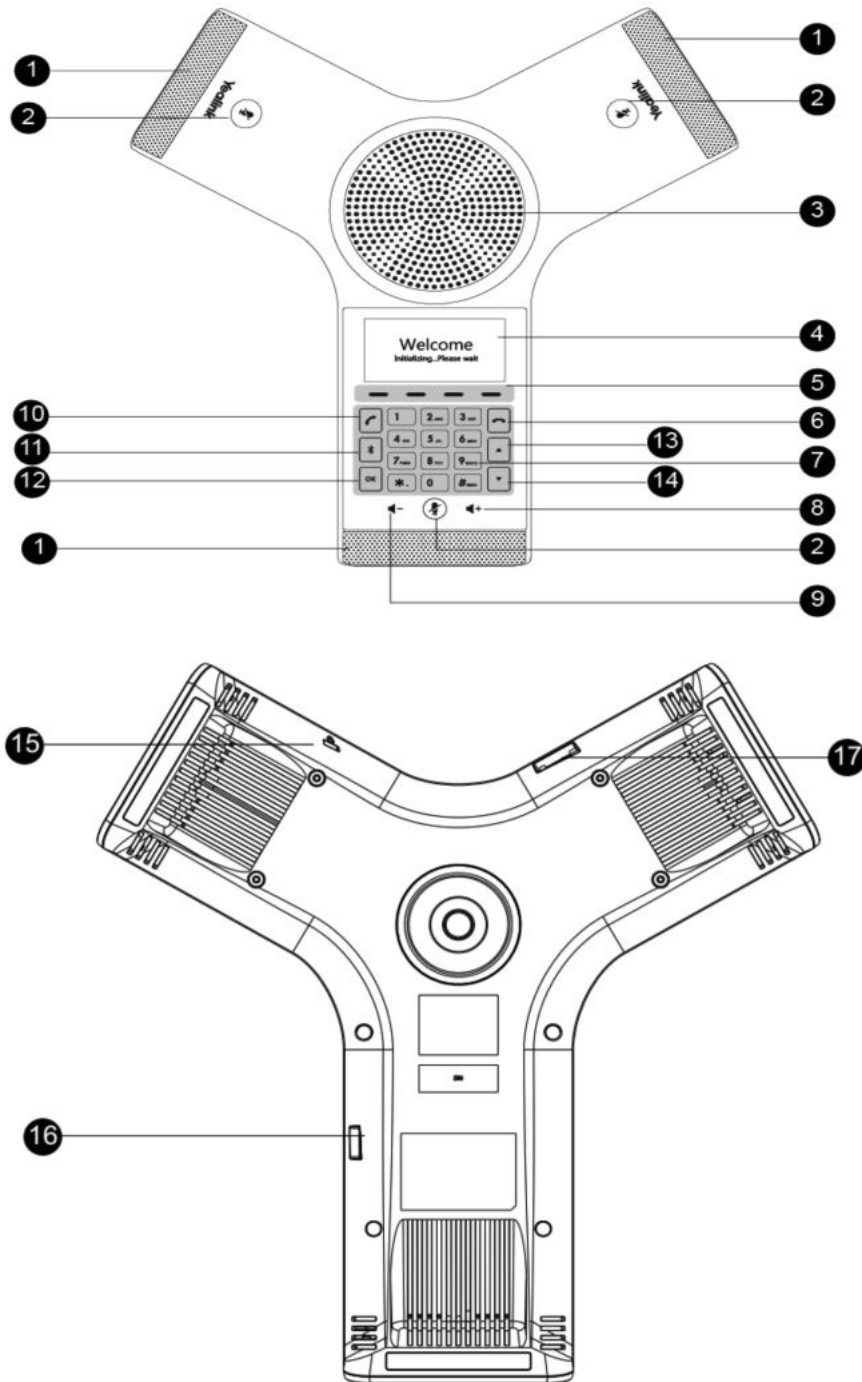
## W60B Base Station Hardware

After the base station starts up successfully and the handset is registered to the base station, all LEDs on the base station glow green in sequence.






No.	Item	Description
1	Paging Key	<ul style="list-style-type: none"> <li>Locates a misplaced handset.</li> <li>Toggles the registration mode.</li> <li>Resets the base station to factory settings.</li> </ul>
2	Registration LED	Indicates the handset registration status or the base station is in the paging mode.
3	Network Status LED	Indicates the network status.
4	Power LED indicator	Indicates the power status of the base station.

## CP930W Hardware



NO.	Item	Description
1	Three Internal Microphones	Provide 20-feet (6 meters) and 360-degree sound pickup.
2	Mute Touch Key	<ul style="list-style-type: none"> <li>•Toggles mute feature.</li> <li>•Indicates phone and call status.</li> </ul>
3	Speaker	Provides speakerphone audio output.
4	LCD Screen	Shows information about calls, messages, soft keys, time, date and other relevant data.

NO.	Item	Description
5	Soft Keys	Labeled automatically to identify their context-sensitive features.
6	On-hook Key	Ends a call, returns to the idle screen or turns off the phone.
7	Touch Keypad	Provides the digits, letters, and special characters in context-sensitive applications. It is possible to open a menu option directly by tapping the number button that corresponds to the position of the option in the menu.
8	Volume Key(+)	Increases the volume of the speaker, ringer or media.
9	Volume Key(-)	decreases 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		Confirms actions or answers incoming calls.
13		<ul style="list-style-type: none"> <li>• Scrolls through the displayed information upwards.</li> <li>• Accesses the Intercom list screen when the phone is idle.</li> </ul>
14		<ul style="list-style-type: none"> <li>• Scrolls through the displayed information downwards.</li> <li>• Views the Directory list when the phone is idle.</li> </ul>
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	Micro USB Port	Allows you to connect a PC and turn your phone into an external speaker and microphone for your PC.
17	Micro SD Slot	Allows you to connect an SD card to record calls and play recordings on the phone.

## 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.
Flashing orange	The phone prompts low battery or is now being charging.
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 of the phone's status.

### Topics

Idle Screen

Calls Screen

Icons on the Idle Screen

### Idle Screen

The idle screen is made up of the signal strength, battery status, status bar, phone name and soft keys. The time & date is displayed in the middle of screen.



- **Default Account:** Indicates the local name or number.

- **Signal Strength:**

Weak to strong:

No reception:

- **Battery Status:**

Low to full:

Need Charging:

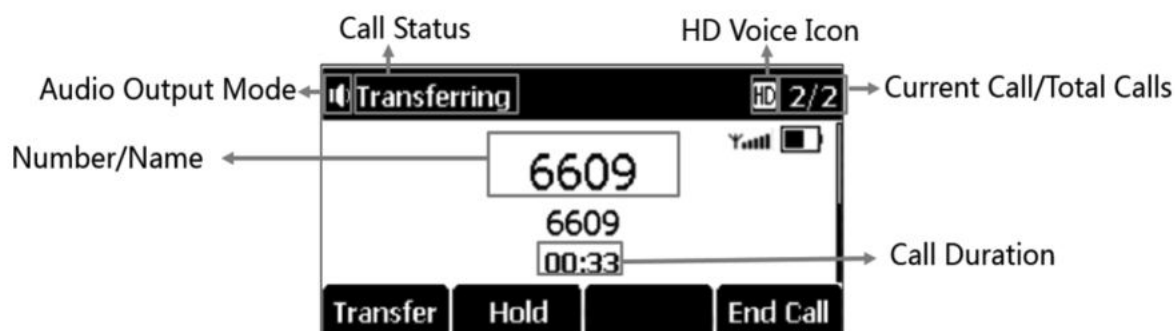
- **Status Bar:** Displays the feature status icons. The status icons are displayed when features are activated.
- **Phone Name:** Displays internal phone number and registered phone name (for example, "2" is internal phone number, indicating the phone is the Handset 2 of the base station).
- **Soft Keys:** The soft key labels on the screen directly above the soft keys show the functions available at that particular moment.

### Related Topic

Icons on the Idle Screen

## Calls Screen

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



## Icons on the Idle Screen

By viewing the icons on the idle screen, you can easily get the current phone status, such as recording and message status.

Icons	Description	Icons	Description
	The ringer volume is 0.		Registered handset icon (e.g., "1" is internal phone number, indicating the phone is the Handset 1 of the base station)
	The phone has turned the Call Forward feature on.		The phone has turned the DND feature on.
	The phone is in the Speakerphone (hands-free) mode.		The phone has new voice mails.
	The phone has registered to a base station successfully.		The phone failed to register to a base station.
	The phone has enabled the Bluetooth feature.		The Bluetooth-enabled mobile phone is paired and connected to the phone.
	The phone is Recording a call or a conference.		The SD card is connected to the phone.
	The recording is paused.		The battery is not inserted into the phone.
	The phone has missed calls.		

## Rechargeable Battery

The phone comes with a charged battery, but it may need recharging to full capacity depending on how long it has been in storage.

A fully-charged battery provides talk time of about 24 hours or 15 days of standby time.

### Topics

Viewing the Power Status

## Viewing the Power Status

When the phone is idle, you can check the battery's remaining capacity.

### Procedure

1. Navigate to **Menu->Status->Power Status**.

*The screen shows the remaining talk time and standby time.*

## 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 <b>ABC</b> , <b>abc</b> , <b>Abc</b> or <b>123</b> soft key to switch the input modes.
Enter alphas	Select <b>ABC</b> , <b>abc</b> or <b>Abc</b> 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 <b>123</b> mode, tap the corresponding keys.
Enter special characters	Select <b>ABC</b> , <b>abc</b> or <b>Abc</b> mode, tap * key or # key one or more times to enter one of the following special characters: <b>* key:</b> *,'?!\\-()@/:_+&%=<>\${}~ <b># key:</b> #
Insert space	Select <b>ABC</b> , <b>abc</b> or <b>Abc</b> mode, tap the <b>0</b> key.
Delete one or more characters	Tap the <b>Delete</b> soft key.

# Phone Registration

The CP930W has to be registered with a base station before it can be used. After registered, CP930W acts as a handset for the base.

## Note

Up to 8 handsets can be registered to one base station.

If you purchased the CP930W with W60B, the phone has already been registered with the base station. But if you only purchase a CP930W, you need to register it with W60B manually.

## Topics

Putting the Base Station into Registration Mode

Registering a New Phone to a Base Station

Registering a Phone to Another Base Station

Possible Reasons for Registration Failure

Deregistering a Phone

## Putting the Base Station into Registration Mode

Before registering the phone, you have to put the base station into registration mode.

### Procedure

1. Long press  on the base station till the registration LED flashes.

*The base station is now in registration mode.*

## Note

If the base station does not identify a DECT phone within 90 seconds, the registration mode will switch off automatically.

## Registering a New Phone to a Base Station

With one touch, you can quickly register your new phone to a base station.

### Before You Begin

Make sure the base station is in the registration mode, and the phone prompts "Unregistered!".

### Procedure

1. Tap the **Reg** soft key to register the phone.

*The phone is searching for a base station in registration mode.*

*After the phone is registered successfully, the phone prompts "Handset Subscribed" and "Base NO. (The last 4 characters of the connected Base's MAC address)".*

*After the phone initialized successfully, an icon with the internal handset number and phone name appears on the phone screen.*

## Tip

You can also tap **OK** -> **Register Handset** to register the phone. You need to enter the base PIN (default: 0000) after a base is found.



## Registering a Phone to Another Base Station

You can register the phone to another base station if you want to discard the current registration.

### Before You Begin

Make sure the base station is in the registration mode.

### Procedure

1. Navigate to **Menu->Settings->Registration->Register Handset.**

2. Tap **OK.**

*The phone begins searching for the base station which is in registration mode.*

3. Tap **OK** after a base is found.

4. Enter the base PIN (default: 0000), and then tap **Done** to complete the registration.

*After registration, the phone prompts "Handset Subscribed" and "Base NO. (the last 4 characters of the connected Base's MAC address)".*

*After the phone initialized successfully, an icon with the internal handset number and phone name appears on the phone screen.*

### Related Topic

Putting the Base Station into Registration Mode

## Possible Reasons for Registration Failure

Some scenarios may cause a registration failure.

- Incorrect base PIN (check with your system administrator).
- Base station is out of range.
- Base station is not in registration mode.

### Note

If registration was not successful, the phone screen will prompts you that the registration is failed.

## Deregistering a Phone

You may need to de-register your own phone if you want to replace a base station.

### Procedure

1. Navigate to **Menu->Settings->Registration->De-reg. Handset.**

2. Enter the base PIN (default: 0000), and then tap **Done.**

*The phone screen displays the handsets names that are registered to the same base station. The name of the phone itself is highlighted and followed by a left arrow.*

3. Select the desired handset, and then tap **OK.**

*The phone screen prompts you whether to de-register the handset.*

4. Tap **Yes.**

# 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
- Muting/Unmuting Audio
- Holding and Resuming Calls
- Call Forward
- Transferring Calls
- Conference Calls
- Recording Using an SD Card
- Multicast Paging

## Placing Calls

After the phone is registered to the base station successfully, you can use your phone to place an internal or external call.

The phone can keep 4 calls at one time at almost, one (associated with the audio) active and the other one on hold.

### Note

The base station can handle up to eight calls, but for Opus, only six calls. For more information, contact your system administrator.

## Topics

- Placing Internal Calls
- Placing External Calls
- Placing a Call from the Call History
- Placing a Call from the Directory
- Placing a Call from the Shared Directory
- Placing an Anonymous Call

## Placing Internal Calls

Intercom is a useful feature in the office to quickly contact with the operator or the secretary. Internal intercom calls are made between phones registered to the same base station.

## Topics

- Placing an Internal Call
- Placing an Internal Call During an External Call

## Placing an Internal Call

You can place an internal call to a desired handset or all handsets.

## Procedure

1. Navigate to **Menu->Intercom**.
2. Select the desired handset or **All Handsets**.
3. Select **OK** or Off-hook key.

*If you select **All Handsets**, all other subscribed handsets will ring simultaneously.*

## Placing an Internal Call During an External Call

During an external call, you can place a call to an internal line.

### Procedure

1. Tap **Hold->New Call->Directory->Intercom**.
2. Select the desired handset, and then tap **Send**.

## Placing External Calls

You can place external calls on the phone. External calls based on the public telephone network require the SIP lines.

### Note

Your system administrator needs to assign the SIP line as the outgoing line for the phone beforehand.

### Topics

Placing an External Call

Placing Multiple External Calls

## Placing an External Call

You can use the phone to place an external call.

### Procedure

1. Do one of the following:
  - Enter the desired number using the keypad.
  - Tap the Off-hook key to enter the pre-dialing screen.  
Enter the desired number using the keypad.
2. Tap **OK**, Off-hook key or **Send** to dial out.

### Tip

You can make an IP call by directly dialing the IP address of any phone. For example, you can enter 192\*168\*1\*15 to dial the IP 192.168.1.15.

## Placing Multiple External Calls

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

### Procedure

1. Select **Hold->New Call**.
2. Enter the contact number.
3. Tap **Send**.

### Note

You can select **Hold->New Call->Directory**, and then select a contact from the directory to dial out.

## 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, or missed.

### Procedure

1. Tap **History** or navigate to **Menu->History**.
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 navigate to **Menu->Directory**
2. Use the arrow buttons to look through the directory.
3. Highlight the desired contact, and select **Send**.

### Related Topic

[Searching for Contacts](#)

## Placing a Call from the Shared Directory

You can place a call to a contact directly from the Shared Directory.

### Procedure

1. Navigate to **Menu->Directory->Shared Directory** or tap **Directory->Shared Directory**.
2. Select the desired contact.
3. Tap **Send**.

If the selected contact has multiple numbers, select the desired number, and tap the Off-hook key.

### Related Topic

[Searching for Shared Directory 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 with your system administrator to find out if this feature is available on your phone.

### Procedure

1. Navigate to **Menu->Features->Anonymous Call**
2. Tap **OK**.
3. Select **Enabled** from the **Status** field.
4. Select **Save**.
5. 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.*

## 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

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. Tap  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

## Disabling Call Waiting

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

### Procedure

1. Navigate to **Menu->Features->Call Waiting**.
2. Select **Disabled** from the **Status** 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. Tap **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.

Check with your system administrator if the anonymous call rejection feature is enabled on your phone.

## 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.

### Topics

Rejecting Calls with DND

## Rejecting Calls with DND

You can activate DND, the phone will reject all incoming calls automatically.

### Procedure

1. Navigate to **Menu->Features->DND**.  
*The phone screen displays the incoming lines currently assigned to the phone.*
2. Tap **OK**.
3. Select **Enabled** from the **Status** field.
4. Select **Save**.  
*The status bar displays the DND icon.*

### Tip

To activate or deactivate DND quickly, press the **DND** soft key when the phone is idle.

## Ending Calls

You can end the current call at any time.

## Procedure

1. Tap  or **End Call**.

## Muting/Unmuting Audio

You can mute the microphone during an active call so that the other party cannot hear your discussion with your colleagues.

### Procedure

1. Tap the mute touch key during a call to turn off the microphone.

*The mute touch key LEDs change from green to red.*

2. Tap the mute touch key again to unmute.

*The mute touch key LEDs change from red to green.*

## 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. Tap **Hold** during a call.

The mute touch LEDs indicator flashes green. Both the microphone and the speaker are turned off.

### Note

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

## Resuming a Held Call

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

### Procedure

1. Tap **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 arrow buttons to swap to the held call.

## Call Forward

You can enable call forward feature on your phone. The phone will forward incoming calls of the line to another party.

There are three forwarding types:

- **Always Forward:** Incoming calls are immediately forwarded. There is no prompt on the phone screen when the line receives an incoming call. The incoming call is logged in the **Received Calls** list.
- **Busy Forward:** Incoming calls are forwarded when the line is busy.
- **No Answer Forward:** Incoming calls are forwarded if not answered after a period of time.

## Topic

Forwarding Incoming Calls

# Forwarding Incoming Calls

When you are not available to handle calls, you can forward incoming calls to a specific contact.

## Procedure

1. Navigate to **Menu->Features->Call Forward**.

*The phone screen displays the assigned incoming lines.*

2. Tap **OK**.
3. Select the desired forwarding type.
4. Select **Enabled** from the **Status** field.
5. Enter the destination number in the **Target** field.
6. If you select the **No Answer Forward**, select the desired ring time to wait before forwarding from the **After Ring Time** field.
7. Select **Save**.

*The status bar displays the forward icon, and the incoming calls will be forwarded to the destination number according to your setting.*

## Note

Local call forward settings may be overridden by the server settings. For more information, contact your system administrator.

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



## Performing a Semi-Attended/Attended Transfer

You can transfer a call to another contact immediately when receiving ringback or after consulting with her/him first.

### Procedure

1. Select **Transfer**.
2. Enter the number you want to transfer to.
3. Tap **Send**.
4. Do one of the following:
  - When you hear the ringback tone, tap **Transfer** to finish a semi-attended transfer.
  - After the contact answers the call, tap **Transfer** to finish an attended transfer (consultative transfer).

## Conference Calls

The phone supports a five-way local conference, a seven-way hybrid UC meeting and multi-way 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

Hybrid UC Meeting

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

Inviting an Incoming Call to a Conference

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

You can set up a local conference call with up to four contacts.

### Procedure

1. Place a call to the first party.
2. When the first party answers the call, select **Conf.** 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 **Conf.** again to invite two the parties to join the conference.

**Note**

When you have multiple calls on the phone, you can tap **Conf.** to merge the calls into a 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 to the conference.*

## 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 split, the conference call ends, and other parties are held.

**Procedure**

1. Tap **Manage**.
2. Tap **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 **Remove** to remove the party from the conference call.

## Ending a Conference Call

You can end the current conference call at any time.

**Procedure**

1. Tap the On-hook key or **End Call**.

*If any party in the conference ends the call, the other parties remain connected.*

## Hybrid UC Meeting

You can create a hybrid UC meeting on the phone by different ways.

### Topics

Creating a Hybrid UC Meeting with Mobile Phone

Creating a Hybrid UC Meeting with PC

Creating a Hybrid UC Meeting with Mobile Phone and PC

### Creating a Hybrid UC Meeting with Mobile Phone

When you are talking on your mobile phone and want to invite colleagues, you can create a hybrid UC meeting on the phone.

#### Before You Begin

You have activated the Bluetooth feature on the phone.

#### Procedure

1. During the mobile call, active the Bluetooth feature on your mobile phone.
2. Connect and pair the phone on your mobile phone.
3. Switch the audio input mode to Yealink-CP930W on your mobile phone.
4. Tap **Conf.**, then enter the desired number or tap **Directory** to select a contact.
5. After the second party answers the call, tap **Conf.**
6. Repeat steps 4-5 to invite more parties (up to 4 parties).

#### Related Topics

Activating the Bluetooth Mode

### Creating a Hybrid UC Meeting with PC

When you are talking with your contact on the PC and want to invite colleagues, you can create a hybrid UC meeting on the phone.

#### Procedure



1. Connect the phone to a PC using a micro USB cable.
2. Tap **Hold->New Call**.
3. Enter the desired number or tap **Directory** to select a contact.
4. After the second party answers the call, tap **Conf.**
5. Repeat steps 2-4 to invite more parties (up to 4 parties).

### Creating a Hybrid UC Meeting with Mobile Phone and PC

You can create a hybrid UC meeting on the phone with mobile phone and PC simultaneously.

#### Procedure

1. Connect and pair the phone on your mobile phone.
2. Connect the PC to your phone by using the micro USB cable.
3. Place a call using the softphone on the PC.
4. Do the following to place a mobile call over Bluetooth on the phone.
  - a) Tap **Hold->New Call**.
  - b) Tap **Switch** to choose the **Mobile Account**.

- c) Enter the desired number.
  - d) Tap  or **Send**.
5. Do the following to place a SIP call on the phone.
    - a) Tap **Conf..**
    - b) Enter the desired number.
    - c) Tap  or **Send**.
  6. Repeat step 5 to invite more parties (up to 4 parties).
  7. Tap **Conf..**

## 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.

### Topics

Setting Up a Network Conference

Inviting another Party into an Active Conference Call

Holding/Resuming a Conference Call

Ending a Conference Call

### 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 **Conf..**  
*The active call is placed on hold.*
3. Dial the second party's number.
4. When the second party answers the call, select **Conf.** to add the second party to the conference.
5. Select **Conf.** 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 **Conf.** 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.

### Inviting another Party into an Active Conference Call

Any party in the conference call can invite other party into an active conference call.

#### Procedure

1. Select **Conf.** or **hold->New Call**.
2. Enter the desired number and dial out.
3. When the new party answers the call, tap **Conf..**  
*The new party is joined to the conference call.*

## Holding/Resuming a Conference Call

Any party in the conference call can place himself/herself on hold, but other parties can continue the conference call normally.

### Note

The conference call will only be held when all parties in the conference call place themselves on hold.

### Procedure

1. Tap **Hold**.
2. Select **Resume** to resume the held conference call.

## Ending a Conference Call

You can end the current conference call at any time.

### Procedure

1. Tap the On-hook key or **End Call**.

*If any party in the conference ends the call, the other parties remain connected.*

## Recording Using an SD Card

By default, you can record your calls into an SD card so that you can listen to them later.

### Topics

Recording a Call

Pausing/Resuming a Recording

Stopping 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 SD card has been connected to your phone.

### Procedure

1. During a call, select **More->StartREC**.

*The phone screen displays a recording icon and recording duration.*

## Pausing/Resuming a Recording

When you do not want the current sensitive information be record, 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 **PauseREC** to pause a recording.

*The pause recording icon appears on the phone screen and the duration stops counting.*

2. Select **Re 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 "\*.aac" file in the SD card automatically.

### Procedure

1. Do one of the following:

- Select **StopREC**.

*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 SD card 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 "\*.aac" file.

### Procedure

1. Navigate to **Menu->Record->Browse Audio**.

*The phone screen shows all recorded files (file name 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. Select the desired file.
3. 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 a note.

### 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 1 minutes.
- Select **◀◀** to rewind the playback. Tap once to rewind 1 minutes.

## Deleting a Recorded Call

You can delete the recordings, when you need additional space on your SD card or the recordings are useless.

### Procedure

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

*The phone screen prompts you whether to delete the audio.*

### 3. Select **Yes**.

#### Tip

You can delete all recordings by tapping the **Clear** soft key.

## Viewing the Available Recording Time

To avoid the recording failed due to timeout, you can view the storage space of the SD card, and check the available recording time before recording.

#### Procedure

1. Navigate to **Menu->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.
- **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.

#### 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

You can send paging to the phones with pre-configured multicast addresses on specific channels.

#### Before You Begin

Your system administrator has set the paging group for your phone.

#### Procedure

1. Navigate to **Menu->Features->Paging List**.

*If your system administrator has set only one paging list, the paging is sent directly.*

2. Select the desired paging group.

3. Select **Paging**.

#### Note

Multicast RTP is the one-way paging 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.



## 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

- Tap **Hold** to place the current paging call on hold.  
*The paging call is placed on hold and the receiver releases the session.*
- Tap **Resume** to resume the held paging call.  
*The multicast RTP session is re-established.*
- Select **End Call** to end the paging call.

# Advanced Call Features

By using the advanced features, your phone would perform more functions that makes your work more efficiently.

## Topics

Call Park and Call Retrieve

Shared Line

Voice Mail

If you require additional information or assistance with your new phone, contact your system administrator.

## 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 a 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 a desired extension, the call is held in the same network your phone.

## Before You Begin

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

## Procedure

1. During a call, select **Call Park** (You may need to tap the **More** soft key to see the **Call Park** soft key).  
*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, tap 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 tap 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. Do one of the following:
  - Tap **Retrieve** (You may need to tap the **More** soft key to see the **Retrieve** soft key) on the pre-dialing screen.
  - Dial the park retrieve code.
3. Follow the voice prompt to retrieve:
4. Follow the voice prompt to retrieve:
  - Tap 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 **Call Park** (You may need to select the **More** soft key to see the **Call Park** soft key).  
*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. Dial the park retrieve code.  
*The phone will retrieve the parked call from the shared parking lot.*

## Shared Line

Yealink phone supports using Shared Call Appearance (SCA) 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  
Placing a Call on Private 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, tap **Hold**.

## Placing a Call on Private Hold

You can place a call on private hold that only you on shared line can retrieve the held call.

### Procedure

1. Tap **More**->**PriHold**.

Then the call is held on your phone, and the other phones registered with shared line show the call is in the busy state. Other users on the shared line cannot resume your held call.

## 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. Tap **Resume**.

## 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 to the message center, you need to set the voice mail code on your phone.

### Procedure

1. Navigate to **Menu->Message->Set Voice Mail Code**.
2. Select **Enabled** from the **Status** field.
3. Enter voice mail code in the **Number** field.
4. Select **OK**.

## 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 directly.

### Before You Begin

You need to set the voice mail code in advance.

### Procedure

1. Navigate to **Menu->Message->Play Message**.
2. Select **OK**  
*The phone dials out the voice mail code automatically.*
3. Follow the voice prompt from the system server to listen to your voice mails.

### 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  
Shared Directory  
Blacklist  
Remote Phone Book

## Local Directory

You can store up to 100 contacts in the phone's Local Directory, as well as add, edit and delete a contact.

## Topics

Adding Contacts  
Viewing Contacts  
Editing Contacts  
Deleting Contacts  
Searching for 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 navigate to **Menu->Directory**.
2. Select **Add**.
3. Enter your contact's information.
4. Select **Save**.

## Viewing Contacts

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

### Procedure

1. Select **Directory** or navigate to **Menu->Directory**.
2. Use the arrow buttons to look through the contacts.  
*The contact names are displayed in alphabetical order.*

## Editing Contacts

You can update your contacts' information.

### Procedure

1. Select **Directory** or navigate to **Menu->Directory**.
2. Highlight the desired contact, and select **Options->Detail**.
3. Edit the contact information.
4. Select **Save**.

## Deleting Contacts

You can delete one or all contacts from the Local Directory.

### Topics

Deleting a Contact

Deleting All Contacts

## Deleting a Contact

You can delete any contact from the Directory.

### Procedure

1. Select **Directory** or navigate to **Menu->Directory**.
2. Select the desired contact.
3. Select **Options->Delete**.  
*The phone prompts whether to delete this contact.*
4. Select **Yes**.

## Deleting All Contacts

You can delete all contacts from the Directory.

### Procedure

1. Select **Directory** or navigate to **Menu->Directory**.
2. Select **Options->Delete All**.  
*The phone prompts whether to delete all contacts.*
3. Select **Yes**.

## Searching for Contacts

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

### Procedure

1. Select **Directory** or navigate to **Menu->Directory**.
2. Enter your search criteria directly by tapping the keypad.

## Shared Directory

All phones that are registered on the same base station can share the contacts with each other. You can store up to 100 contacts in your phone's shared directory.

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

### Topics

Adding Shared Contacts

Viewing Shared Contacts

Editing Shared Contacts

Deleting a Shared Contact

Deleting All Shared Contacts

Saving a Shared Contact to the Local Directory

## Adding Shared Contacts

When you add a contact to your Shared 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. Navigate to **Menu->Directory->Shared Directory** or tap **Directory->Shared Directory**.
2. Select **Add**.
3. Enter the shared contact's information.
4. Select **Save**.

## Viewing Shared Contacts

You can view the shared contacts from the Shared Directory on your phone.

### Procedure

1. Navigate to **Menu->Directory->Shared Directory** or tap **Directory->Shared Directory**.
2. Use the arrow buttons to look through the shared contacts.

## Editing Shared Contacts

You can modify or add more information for your contacts.

### Procedure

1. Navigate to **Menu->Directory->Shared Directory** or tap **Directory->Shared Directory**.
2. Highlight a contact and then select **Options**.
3. Select **Detail**.
4. Edit the shared contact information.
5. Select **Save**.

## Deleting a Shared Contact

You can delete any contact from the Shared Directory.

### Procedure

1. Navigate to **Menu->Directory->Shared Directory** or tap **Directory->Shared Directory**.
2. Highlight a contact and then press **Options**.
3. Select **Delete**.  
*The phone prompts whether to delete the contact.*
4. Select **Yes** to delete.

## Deleting All Shared Contacts

You can delete all contacts from the Shared Directory.

### Procedure

1. Navigate to **Menu->Directory->Shared Directory** or tap **Directory->Shared Directory**.
2. Highlight a contact and then press **Options**.
3. Select **Delete All**.  
*The phone prompts whether to delete all contacts.*
4. Select **Yes** to delete.



## Searching for Shared Directory Contacts

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

### Procedure

1. Navigate to **Menu->Directory->Shared Directory** or tap **Directory->Shared Directory**.
2. Enter your search criteria directly.
3. Enter the name or number you are looking for in the search field.

*The contacts will be displayed in the result list.*

## Saving a Shared Contact to the Local Directory

You can move a shared contact to the Local Directory. The shared contacts added to the Local Directory will not disappear, even after your system administrator disabled the Shared Directory feature.

### Procedure

1. Navigate to **Menu->Directory->Shared Directory** or tap **Directory->Shared Directory**.
2. Highlight a contact, and select **Options->Add To Local->New Entry**.
3. (Optional.) Edit the contact's information.
4. Select **Save**.

### Tip

You can select **Add To Local->Update Existing** to update the existing contact information.

## Blacklist

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

### Topics

[Adding a Blacklist Contact](#)

[Viewing Blacklist Contacts](#)

[Editing a Blacklist Contact](#)

[Deleting Blacklist Contacts](#)

## Adding a Blacklist Contact

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

### Procedure

1. Navigate to **Menu->Settings->Basic Settings->Blacklist**.
2. Select **Add**.
3. Enter the blacklist contact's information.
4. Select **Save**.

## Viewing Blacklist Contacts

You can view the blacklist contacts from the Blacklist on your phone.

### Procedure

1. Navigate to **Menu->Settings->Basic Settings->Blacklist**.
2. Use the arrow buttons to look through the blacklists.

## Editing a Blacklist Contact

You can update your blacklist contacts' information.

### Procedure

1. Navigate to **Menu->Settings->Basic Settings->Blacklist**.
2. Highlight the desired blacklist contact, and select **Options->Detail**.
3. Edit the blacklist contact information.
4. Select **Save**.

## Deleting Blacklist Contacts

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

### Topics

Deleting a Blacklist Contact

Deleting All Blacklist Contacts

## Deleting a Blacklist Contact

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

### Procedure

1. Navigate to **Menu->Settings->Basic Settings->Blacklist**.
2. Select **Options->Delete**.

## Deleting All Blacklist Contacts

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

### Procedure

1. Navigate to **Menu->Settings->Basic Settings->Blacklist**.
2. Select **Options->Delete All**.  
*The phone screen prompts you whether to delete all contacts.*
3. Select **Yes**.

## 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

## Searching for Remote Phone Book Contacts

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

### Procedure

1. Tap **Directory->Remote Phone Book** or navigate to **Menu->Directory->Remote Phone Book**.
2. Enter your search criteria directly by tapping the keypad.

## Viewing Remote Phone Book Contacts

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

### Procedure

1. Tap **Directory->Remote Phone Book** or navigate to **Menu->Directory->Remote Phone Book**.
2. Use the arrow buttons to look through the remote phone book contacts.

## 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. Tap **Directory->Remote Phone Book** or navigate to **Menu->Directory->Remote Phone Book**.
2. Select the desired remote phone book.
3. Highlight the desired contact, and then tap **Options->Add To Local->New Entry**.
4. Edit the corresponding fields.
5. Select **Save**.

### Tip

You can select **Add To Local->Update Existing** to update the existing contact information.

# Call History

The call history list includes Missed Calls, Placed Calls and Received 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 Blacklist

Deleting History Records

## Call History Icons

The call history icon in the Call History indicates the corresponding call history types.

Icon	Description
	Received Calls
	Missed Calls
	Placed Calls

## 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 navigate to **Menu->History**.
2. Select the desired list.
3. Select the desired entry.
4. Select **Options->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 navigate to **Menu->History**.
2. Select the desired list.
3. Highlight the desired entry, and select **Options->Add To Local->New Entry**.
4. Edit the contact information.
5. Select **Save**.

### Tip

You can select **Add To Local->Update Existing** to update the existing contact information.

## Saving a History Record to Blacklist

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

## Procedure

1. Select **History** or **Menu->History**.  
*The phone displays all call records.*
2. Select the desired list.
3. Highlight the desired entry, and then select **Options**.
4. Select **Add To Blacklist**.  
*The phone prompts whether to add it or not.*
5. Select **Yes**.

## 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 **Menu->History**.
2. Select the desired list.
3. Highlight the desired entry, and select **Options->Delete**.

## Deleting All Call Records

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

### Procedure

1. Tap **History** or **Menu->History**.
2. Select the desired list.
3. Select **Options->Delete All**.  
*The phone screen prompts you whether to delete all the records.*

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# Customizing Your Phone

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

## Topics

- Turning the Phone On
- Turning the Phone Off
- Changing the Base PIN
- Changing the Screen Brightness
- Changing the Language
- Setting the Input Modes
- Time & Date
- Locating Phones
- Renaming the Phone
- Setting the Eco Mode
- Setting the Repeater Mode
- Customizing the Soft Keys
- Connecting a Mobile Phone via Bluetooth

## Turning the Phone On

The phone will be turned on automatically when the phone is placed in the charging cradle. You can also turn the phone on manually.

### Procedure

1. Do one of the following:
  - Long tap the On-hook key. The mute touch key glows red and then the phone screen lights up.
  - Place the phone to the charging cradle.

## Turning the Phone Off

The phone will be turned off automatically when the battery runs out. You can also turn the phone off manually.

### Procedure

1. Long tap the On-hook key when the phone is idle.  
*A message prompts whether to power off the phone.*
2. Select **Yes**.

### Note

You can not turn the phone off when the phone is charging.

## Changing the Base PIN

To avoid unauthorized registration or access to some features on the phone, you should keep the base PIN secret. The default base PIN is "0000", you can change it.

### Procedure

1. Navigate to **Menu->Settings->Advanced Settings** (default PIN: 0000)->**Change PIN**.
2. Enter the new PIN in the **New PWD** and **Confirm PWD** field respectively.
3. Select **Save**.

#### Note

We recommend that you set a new random 4-digit PIN that may not be easily guessed.

## Changing the Screen Brightness

The backlight automatically turns off, when the phone is charging and inactive for a specified time.

#### Note

When the phone is not in charging, its backlight will be turned off after the phone is inactive for about 30 seconds.

#### Procedure

1. Navigate to **OK->Settings->Display->Display Backlight**.
2. Select the desired value from the **Time in Charger** 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. Navigate to **Menu->Settings->Basic Settings->Language**.
2. Select the desired language.  
*The phone screen prompts you whether to change the language.*
3. Select **Yes**.

*The phone language is changed to the selected one.*

## Setting the Input Modes

The handset provides you with 12 input modes, and different input mode provides different characters.

The default input modes are Abc, 123, ABC and abc. You can enable the input modes used frequently and switch among them if needed.

#### Procedure

1. Navigate to **Menu->Settings->Basic Settings->Display->Input Method**.
2. Select a desired input mode, and then tap **Change**.

## 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.

### Before You Begin

Check with your system administrator to find out if the manual mode has been enabled.

### Procedure

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

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

## 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. Navigate to **Menu->Settings->Basic Settings->Display->Time Format** or **Date Format**.
2. Select the desired time format and date format.




## Locating Phones

You can locate a misplaced registered phone using the base station.

### Procedure

1. Press  on the base station.

*All the phones that registered to this base station will ring simultaneously and the screen will display the IP address of the base station.*

You can tap the , , OK key and the **End Call** soft key on phone to stop ringing, or press  again on the base station to stop all phones ringing.

### Note

When the phones are not in the idle status, they will not ring simultaneously.

## Renaming the Phone

The phone will be named automatically if successfully registered to the base station. You can personalize the phone name.

### Procedure

1. Navigate to **Menu->Settings->Basic Settings->Phone Name**.
2. Edit the current name in the **Phone Name** field.
3. Select **Save**.



## Setting the Eco Mode

Using the eco mode can greatly reduce the transmission power and signal output when the phone is during a call.

The attenuation range is 20m. When the distance between the base station and the phone is over 20m, the eco mode is disabled automatically. If the eco mode is enabled, the radio coverage of the base station will be reduced.

### Procedure

1. Navigate to **Menu->Settings->Basic Settings->Eco Mode**.
2. Select **Change**.

## Setting the Repeater Mode

Using the repeater mode can extend the radio coverage of the base station. This feature gives you more mobility in large dwelling.

If the repeater mode is enabled, and a repeater is registered to this base station, the phone registered to the base station can be used either within the range of the base station or the repeater. It provides users with greater freedom of mobility.

For more information on how to use DECT repeater with the base station, refer to Yealink DECT Repeater User Guide.

### Procedure

1. Navigate to **Menu->Settings->Advanced Settings** (default PIN: 0000)->**Repeater Mode**.
2. Select a desired repeater and tap **OK**.

*The phone prompts whether to reboot this base station.*

3. Select **Yes**.

*The base station reboots to make the change take effect. The change is applied to all the phones registered to the base station.*

## 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.

### Procedure

1. Navigate to **Menu->Settings->Advanced Settings** (default PIN: 0000)->**Softkey Label**.
2. Select the desired soft key.
3. Select the desired key type from the **Type** field.
4. Select **Save**.

### Note

If you replace another key of the **Menu** soft key, you can access the phone settings by tapping the **OK** key.

## 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 PC and connected mobile phone into to a hybrid UC conference (refer to Creating a Hybrid UC Meeting with Mobile Phone and PC).

## Topics

Activating the Bluetooth Mode

Pairing and Connecting the Bluetooth-enabled Mobile 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 navigate to **Menu->Settings->Basic Settings->Bluetooth**.
2. Select **On** from the **Bluetooth** field.
3. Select **Save**.

## Pairing and Connecting the Bluetooth-enabled Mobile Phone

The phone cannot scan the Bluetooth devices, so you have to pair and connect the phone from your Bluetooth-enabled mobile phone.

### Before You Begin

Make sure you have activated the Bluetooth mode and made the phone discoverable.

### Procedure

1. Scan and pair the phone from the Bluetooth-enabled mobile phone (the default device name of your phone is "Yealink-CP930W").
2. Select **OK** when the phone prompts the connection passkey.

### Related Topics

Activating the Bluetooth Mode


Making the Phone Discoverable

## 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 navigate to **Menu->Settings->Basic Settings->Bluetooth->Paired Bluetooth Device**.
2. Tap **Options->Detail->Channel Control**.
3. Select **Enabled** from the **Phone Audio** field.
4. Tap **Save**.

**Related Topic**

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 navigate to **Menu->Settings->Basic Settings->Bluetooth->Paired Bluetooth Device**.
2. Tap **Options->Detail->Channel Control**.
3. Select **Enabled** from the **Media Audio** field.
4. Tap **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.
- 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 navigate 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 navigate 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 **Options->Delete** or **Delete All**.  
*The phone screen prompts you whether to delete the device.*
3. Select **Yes**.

## 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**.

# Audio Settings

You can change the basic audio settings on your phone.

## Topics

Adjusting the Volume  
Setting the Ring Tone  
Setting the Advisory Tone

## Adjusting the Volume

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

### Procedure

1. Tap the Volume touch key to increase or decrease the volume.

## Setting the Ring Tone

Ring tones are used to indicate the incoming calls. You can set ring tone for internal call and external call respectively.

### Topics

Setting the Ring Tone for the Internal Calls  
Setting the Ring Tone for the External Calls

## Setting the Ring Tone for the Internal Calls

You can select a unique ring tone for the internal calls, so that you can identify callers when the phone rings.

### Procedure

1. Navigate to **Menu->Settings->Basic Settings->Sound->Ring Tones->Intercom Call**.
2. Select a desired ring tone.  
*The ring tone is played automatically.*
3. Select **Save**.

## Setting the Ring Tone for the External Calls

You can select a unique ring tone for the external calls, so that you can identify callers when the phone rings.

### Procedure

1. Navigate to **Menu->Settings->Basic Settings->Sound->Ring Tones->Melodies**.
2. Select your line, then tap **OK**.
3. Select the desired ring tone.  
*The ring tone is played automatically.*
4. Select **Save**.

## Setting the Advisory Tone

Advisory tones are the acoustic signals of your phone, which inform you of different actions and states.

You can configure the following advisory tones independently:

- **Keypad Tone:** plays when you tap any key on the keypad.
- **Touch Tone:** plays when you tap the keys (except the touch keypad).
- **Confirmation:** plays when a setting is changed or the phone is placed in the charging cradle.
- **Low Battery:** plays when the battery's remaining capacity is low and the phone needs charging.

#### **Procedure**

1. Navigate to **Menu->Settings->Basic Settings->Sound->Advisory Tones.**
2. Select the desired value from the **Keypad Tone** field.
3. Select the desired value from the **Touch Tone** field.
4. Select the desired value from the **Confirmation** field.
5. Select the desired value from the **Low Battery** field.
6. Select **Save.**

# Using Your Phone with PC

When connected to the PC, the phone acts as a speaker and microphone during calls.

From your phone, you can do the following:

- Manage the audio from calls or media played on your PC.
- Merge phone calls, the PC and connected mobile phone into a hybrid UC conference. For more information, refer to [Creating a Hybrid UC Meeting with Mobile Phone and PC](#).
- Answer calls from the softphone.

## Tip

You can install a softphone (e.g., Yealink VC Desktop) on PC to make calls.

## Topics

[Connecting the PC to the Phone](#)

[Setting the Phone as PC Audio Device](#)

[Placing Calls via PC](#)

[Holding/Resuming the PC Audio](#)

[Muting or Unmuting the Microphone](#)

## Connecting the PC to the Phone

You can connect the PC to the phone for playing the PC audio.

### Procedure

1. Connect the phone to a PC using a micro USB cable.
  - When your phone is idle, the phone screen is shown as below:



- When there is a call or conference call on your phone, the original call or conference call is placed on hold.
- When you are placing a call, the dialing is cancelled.

## Note

When you connect the PC to the phone, the phone is also charged at the same time.

## Setting the Phone as PC Audio Device

By default, the PC automatically selects the connected phone as the audio device. If not, you may have to set the phone as PC audio device via softphone or PC.



## Topics

Setting the Phone as PC Audio Device via Softphone

Setting the Phone as PC Audio Device via PC

## Setting the Phone as PC Audio Device via Softphone

When your PC is connected to the phone, you can set the phone as PC audio input and output device via the softphone, for example, Yealink VC Desktop.

### Procedure

1. In the top-left corner of the window, click the avatar icon to enter the settings window.
2. Click **Device**.
3. Select your phone from the drop-down menu of **Speaker**.
4. Select your phone from the drop-down menu of **Microphone**.
5. (Optional) Click **Test** to test the microphone or the speaker.

## Setting the Phone as PC Audio Device via PC

When your PC is connected to the phone, you can set the phone as the PC default audio device via PC.

### Procedure

1. Click **Start->Control Panel->Sound**.
2. Click **Echo Cancelling Speakerphone (Yealink CP930W Speakerphone)** and click **Set as Default Device**.
3. Click **Microphone (Yealink CP930W Speakerphone)** and click **Set as Default Device**.
4. Click **OK**.

## Placing Calls via PC

If you have installed a softphone (for example, Yealink VC Desktop) on PC, you can place calls and the phone acts as a microphone and a speaker.

### Before You Begin

Make sure you have set your phone as the PC audio device.

### Procedure

1. Make the call (or answer an incoming call) using the installed softphone on PC.  
*The microphone is automatically activated on your phone.*
2. End the call on the softphone.  
*The phone now only functions as a speaker for the PC.*

### Related Topic

Setting the Phone as PC Audio Device

## Holding/Resuming the PC Audio

When you place the PC audio on hold, you cannot hear any audio on your phone.

### Procedure

1. Tap **Hold**.
2. Tap **Resume**.

## Muting or Unmuting the Microphone

When you mute the microphone during a call, the other party cannot hear you but you can hear other parties.

### Procedure

1. Tap the Mute touch key.

*The mute touch key LED indicators glow red. The phone screen indicates that the audio is muted.*

2. Tap the Mute touch key again to unmute the microphone.

# Maintaining Your Phone

When your phone cannot operate properly, you need to investigate or troubleshoot issues along with other tasks that your administrator may ask you to perform.

## Topics

Restarting the Base Station  
Resetting the Base Station  
Resetting the Phone  
Triggering the Auto Provisioning

## Restarting the Base Station

The improper operation may cause malfunction. If a malfunction occurs, your system administrator may ask you to restart the base station to refresh the settings.

### Procedure

1. Navigate to **Menu->Settings->Advanced Settings** (default PIN: 0000)->**Reboot Config->Base Reboot**.

*A message prompts whether to reboot the base.*

2. Tap **Yes**.

*After the above steps, the registration LED and network status LED on the base station go out simultaneously. After a period of time, the LED indicators will glow green again when the base station restarts successfully.*

## Resetting the Base Station

Your system administrator may ask you to reset your phone to factory after you have tried all troubleshooting suggestions but still do not solve the problem.

Except the phone registrations, the phone will reset all settings to the factory defaults after the resetting. Check with your system administrator if the personalized settings are kept before resetting your phone to factory.

### Procedure

1. Navigate to **Menu->Settings->Advanced Settings** (default PIN: 0000)->**Reset Config->Reset Base Settings**.

*A message prompts whether to reset the base.*

2. Select **Yes**.

*All individual settings of the base station will be reset to factory defaults. The power LED indicator and network LED indicator on the base station slowly flash in sequence during the resetting. LEDs on the base station glow green after startup.*

### Important

Base station reset may take a few minutes. Do not power off until the base station starts up successfully.

## Resetting the Phone

You can reset individual settings that you have configured on the phone.

Except the settings of directory, call history, voice mail and the phone registration, the phone will reset all customized settings to factory after the resetting.

### Procedure

1. Navigate to **Menu->Settings->Advanced Settings** (default PIN: 0000)->**Reset Config->Reset Handset Settings**.  
*The phone prompts whether to reset the phone.*
2. Select **Yes**.

## Triggering the Auto Provisioning

Your system administrator may ask you to update your phone configurations. You can trigger the auto provisioning using the wizard.

### Procedure

1. Navigate to **Menu->Settings->Advanced Settings** (default PIN: 0000)->**Auto Provision**.
2. Enter the user name, select **OK**.
3. Enter the password, select **OK**.  
*The phone prompts whether to update immediately.*
4. Select **Yes**.