



CP920 IP Conference Phone

User Guide

Table of Contents

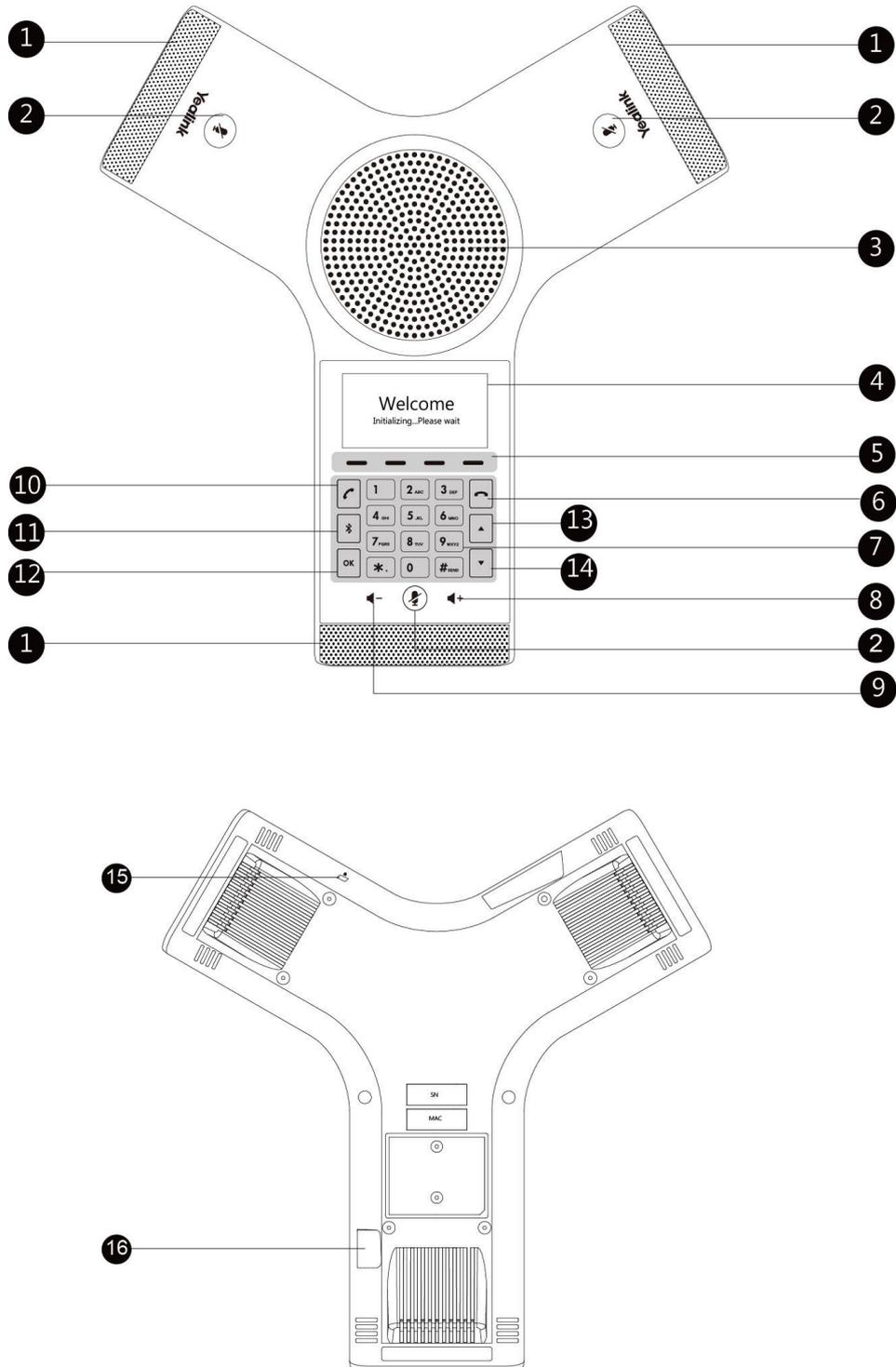
CP920 IP Conference Phone	i
User Guide	i
Table of Contents	v
Hardware Component Instructions	8
Icon Instructions	10
LED Instructions	11
User Interfaces	12
Phone User Interface	12
Getting Started	13
Packaging Contents	13
Optional Accessories	14
Phone Installation	14
Connecting the Network and Power	14
Connecting the Optional USB Flash Drive	16
Customizing Your Phone	17
General Settings	17
Contrast	17
Backlight	17
Language	18
Time & Date	18
Audio Settings	20
Volume	20
Ring Tones	21
Key Tone	22
Touch Tone	22
Contact Management	23
Directory	23
Local Directory	23
Blacklist	30
Favorite Directory	31
Call History Management	33
Viewing History Records	33

Placing a Call from History Records	33
Adding a Contact to the Local Directory/Blacklist	34
Deleting History Records	34
Disabling History Record.....	35
Search Source List in Dialing	35
Dial Plan	35
Hotline	36
Basic Call Features	37
Answering Calls	37
Ending Calls	38
Recent Call In Dialing.....	38
Auto Answer	39
Auto Redial.....	40
Call Completion	41
ReCall.....	42
Call Mute	42
Call Hold/Resume	43
Do Not Disturb (DND)	44
Call Forward	45
Call Transfer	47
Call Waiting	48
Conference.....	48
Call Park.....	51
Anonymous Call	52
Anonymous Call Rejection	53
Advanced Phone Features.....	54
Recording Using a USB Flash Drive.....	54
Intercom	58
Multicast Paging.....	60
Music on Hold	62
Messages.....	65
Using Your Phone with Bluetooth Devices.....	68
Activating/Deactivating the Bluetooth Mode.....	68
Pairing and Connecting the Bluetooth-Enabled Mobile Phone	69
Making/Receiving a Mobile Call on the IP Phone	70
Using Your IP Phone/PC as Bluetooth Speaker.....	70
Making the IP Phone Discoverable	71
Editing Device Information	71
Disconnecting the Bluetooth Device.....	72
Advanced Phone Features.....	73
Recording Using a USB Flash Drive.....	73

Note: Not all features mentioned in this User Guide are available on BizPhone services.

Hardware Component Instructions

The following figure shows the primary hardware component of CP920 IP conference phone:



Hardware component instructions of the CP920 IP conference phone are:

	Item	Description
①	Three Internal Microphones	Provide 10-feet (4meters) and 360-degree coverage to transmit sound to other phones.
②	Mute Key	<ul style="list-style-type: none"> •Toggles mute feature. •Indicate phone and call statuses.
③	Speaker	Provides hands-free (speakerphone) audio output.
④	LCD Screen	Shows information about calls, messages, soft keys, time, date and other relevant data: <ul style="list-style-type: none"> • Call information–caller ID, call duration • Icons (for example, ) • Missed call text or second incoming caller information • Prompt text (for example, "Saving config file!") • Time and date
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(-)	Reduces 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"> • Scrolls through the displayed information upwards. • Views call history list when the phone is idle.
⑭		<ul style="list-style-type: none"> • Scrolls through the displayed information downwards. • Views the directory list when the phone is idle.
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.

	Item	Description
⑩	USB Port	<ul style="list-style-type: none"> 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.

Icon Instructions

Certain features and icons do not apply to PSTN. Therefore, not all icons listed in the table below will display when using PSTN only. Please refer to the relevant sections for more information.

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

Icon	Description
	Network is unavailable
	Registered successfully (SIP/PSTN account)
	Hands-free (speakerphone) mode
	Voice Mail
	Auto Answer
	Do Not Disturb (DND)
	Call Hold
	Call Mute
	Ringer volume is 0
	Phone Lock
	Call Forward
	Forwarded Calls

Icon	Description
	Missed Calls
	Received Calls
	Placed Calls
	Call and Conference Recording
	Idle Recording
	USB flash drive/PSTN box is detecting
	USB flash drive is detected
	PSTN box is detected
	High Definition Voice
	Wi-Fi enabled
	Bluetooth enabled
	Bluetooth-enabled mobile phone paired and connected

LED Instructions

Mute key indicators LED on the CP920 IP phone:

LED Status	Description
Solid red	The phone is initializing. The call 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.

User Interfaces

To customize configurations of your CP920 IP conference phone:

- The user interface on the IP phone.

The hardware components keypad and LCD screen constitute the phone user interface, which allows the user to execute all call operation tasks and basic configuration changes directly on the phone.

Phone User Interface

You can customize your phone by tapping the **Menu** soft key to access the phone user interface.

Getting Started

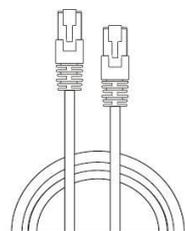
Packaging Contents

The following items are included in your CP920 IP conference phone package:

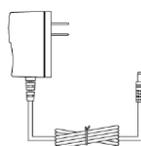
- **CP920 IP Conference Phone**



- **Ethernet Cable (7.5m CAT5E UTP cable)**



- **Power Adapter**



- **Quick Start Guide**



Check the list before installation. If you find anything missing, contact your system administrator.

Optional Accessories

The following items are optional accessories for your CP920 IP conference phone. You need to purchase them separately if required.

• Expansion PSTN Box CPN10



PSTN Box CPN10



3m PSTN Cable



Double-side Tape



Quick Start Guide

Note

We recommend that you use the accessories provided or approved by Yealink. The use of unapproved third-party accessories may result in reduced performance.

Phone Installation

Connecting the Network and Power

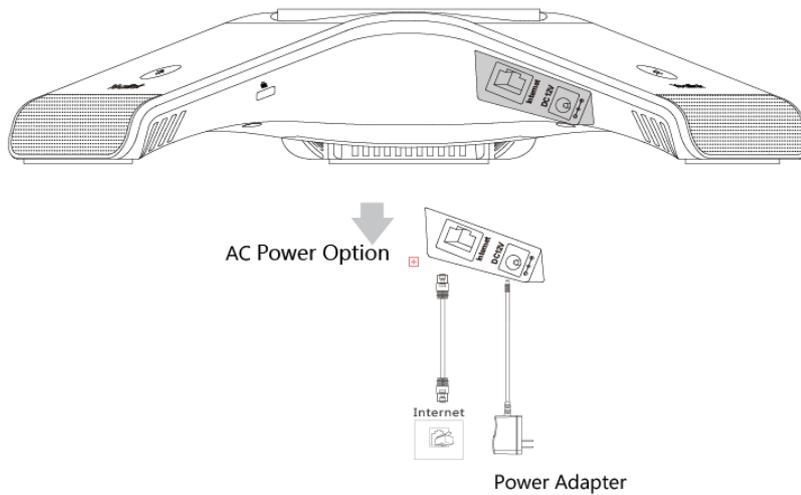
You have two options for power and network connections.

- AC power (Optional)
- Power over Ethernet (PoE)

AC Power (Optional)

To connect the AC power:

1. Connect the DC plug on the power adapter to the DC12V port on the phone and connect the other end of the power adapter into an electrical power outlet.
2. Connect the included or a standard Ethernet cable between the Internet port on the phone and the one on the wall or switch/hub device port.



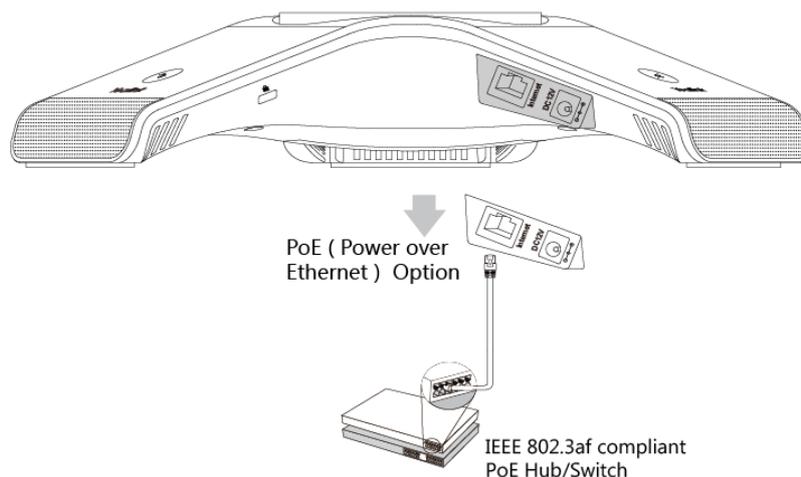
Note The IP phone should be used with Yealink original power adapter (12V/1A) only.

Power over Ethernet

With the included or a regular Ethernet cable, the CP920 IP conference phone can be powered from a PoE-compliant switch or hub.

To connect the PoE:

1. Connect the Ethernet cable between the Internet port on the phone and an available port on the in-line power switch/hub.



Note If in-line power switch/hub is provided, you don't need to connect the phone to the power adapter. Make sure the switch/hub is PoE-compliant.

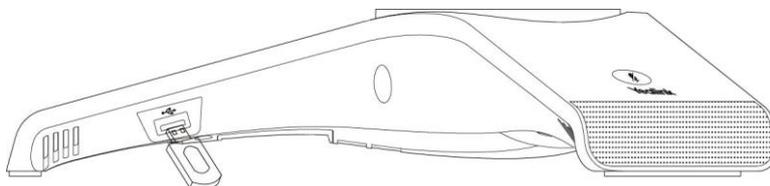
Important! Do not unplug or remove power to the phone while it is updating firmware and configurations.

Connecting the Optional USB Flash Drive

You can connect a USB flash drive to record calls/conferences and play back recorded files.

To connect a USB flash drive:

1. Insert a USB flash drive into the USB port on the phone.



Customizing Your Phone

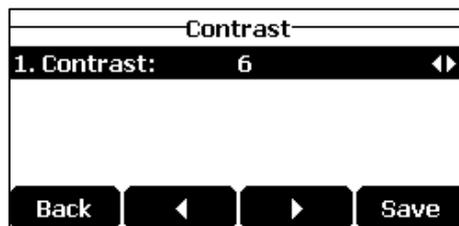
General Settings

Contrast

You can configure the contrast of the LCD screen to a comfortable level. The intensity of contrast ranges from 1 to 10 and the highest intensity is 10.

To configure the contrast via phone user interface:

1. Tap Menu->Settings->Basic Settings->Display->Contrast.
 2. Tap the ◀ or ▶ soft key to decrease or increase the intensity of contrast.
- The default contrast level is "6".



3. Tap the **Save** soft key to accept the change or the **Back** soft key to cancel.

Backlight

You can configure the backlight to adjust the brightness of the LCD screen. Backlight status on the LCD screen can be configured from the following options:

- **Always On:** Backlight is on permanently.
- **Always Off:** Backlight is off permanently.
- **15s, 30s, 1min, 2min, 5min, 10min or 30min:** Backlight is turned off when the phone is inactive after the designated time (in seconds).

To configure the backlight via phone user interface:

1. Tap Menu->Settings->Basic Settings->Display->Backlight.
2. Tap the ◀ or ▶ soft key to select the desired value from the **Backlight Time** field.



3. Tap the **Save** soft key to accept the change or the **Back** soft key to cancel.

Language

The default language of the phone user interface is English.

To change the language for the phone user interface:

1. Tap Menu->Settings->Basic Settings->Language.
2. Tap  or  to select the desired language.



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

Text displayed on the phone user interface will change to the selected language.

Time & Date

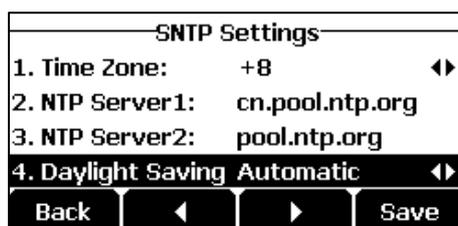
The time and date are displayed on the LCD screen when the phone is idle. You can configure the phone to obtain the time and date from the Simple Network Time Protocol (SNTP) server automatically, or configure the date and time manually. If the phone cannot obtain the time and date from the SNTP server, contact your system administrator for more information.

To configure the SNTP settings via phone user interface:

1. Tap Menu->Settings->Basic Settings->Time & Date->SNTP Settings.
2. Tap the  or  soft key to select the time zone that applies to your area from the **Time Zone** field.

The default time zone is "+8".

3. Enter the domain name or IP address in the **NTP Server1** and **NTP Server2** field respectively.
4. Tap the  or  soft key to select the desired value from the **Daylight Saving** field.

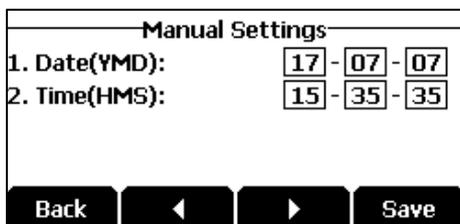


5. Tap the  or  soft key to select the desired time zone name from the **Location** field.
- This field appears only if **Daylight Saving** field is selected to **Automatic**.

- The default time zone name is “China (Beijing)”.
6. Tap the **Save** soft key to accept the change or the **Back** soft key to cancel.

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

1. Tap Menu->Settings->Basic Settings->Time & Date->Manual Settings.
2. Enter the specific time and date.



3. Tap the **Save** soft key to accept the change.
The date and time displayed on the LCD screen will change accordingly.

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

1. Tap Menu->Settings->Basic Settings->Time & Date->Time & Date Format.
2. Tap the ◀ or ▶ soft key to select the desired time format (**12 Hour** or **24 Hour**) from the **Time Format** field.



3. Tap the ◀ or ▶ soft key to select the desired date format from the **Date Format** field.
4. Tap the **Save** soft key to accept the change or the **Back** soft key to cancel.

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

The date formats available:

Date Format	Example (2017-07-13)
WWW MMM DD	Thu, Jul 13
DD-MMM-YY	13-Jul-17
YYYY-MM-DD	2017-07-13
DD/MM/YYYY	13/07/2017
MM/DD/YY	07/13/17

Date Format	Example (2017-07-13)
DD MMM YYYY	13 Jul, 2017
WWW DD MMM	Thu, 13 Jul

Audio Settings

Volume

You can tap the volume key to adjust the ringer volume when the phone is idle or ringing. You can also tap the volume key to adjust the speaker volume when the phone is during a call.

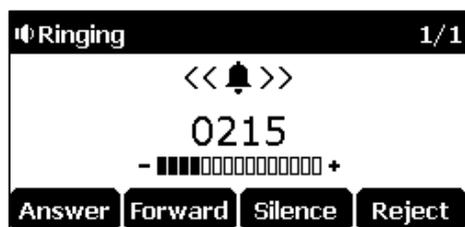
To adjust the ringer volume when the phone is idle:

1. Tap or to adjust the ringer volume.



To adjust the ringer volume when the phone is ringing:

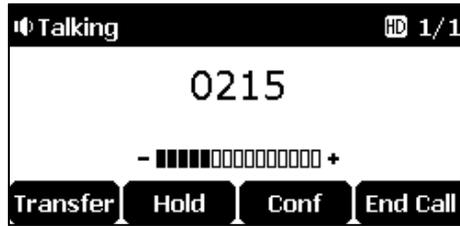
1. Tap or to adjust the ringer volume.



You can also tap or to adjust the ringer volume when selecting a ring tone. For more information, refer to [Ring Tones](#).

Note If the ringer volume is adjusted to minimum, the icon will appear on the LCD screen.

- To adjust the speaker volume when the phone is during a call:
 1. Tap or to adjust the speaker volume.



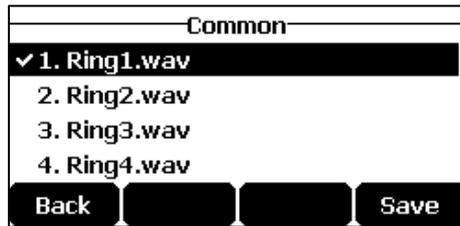
Note You can also tap or to adjust the volume when playing back the recording calls. For more information, refer to [Recorded Files Playback](#).

Ring Tones

Ring tones are used to indicate incoming calls. You can select different ring tones to distinguish your phone from your neighbor's; you can also select ring tone for your accounts or contacts on your phone.

To select a ring tone for the phone via phone user interface:

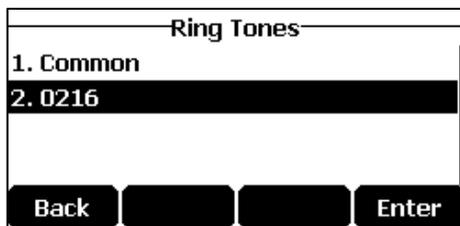
1. Tap Menu->Settings->Basic Settings->Sound->Ring Tones->Common.
2. Tap or to select the desired ring tone.



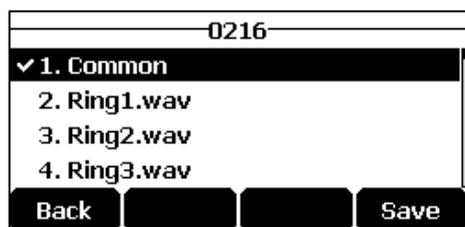
3. (Optional.) Tap or to adjust the ringer volume.
4. Tap the **Save** soft key to accept the change or the **Back** soft key to cancel.

To select a ring tone for the account via phone user interface:

1. Tap Menu->Settings->Basic Settings->Sound->Ring Tones.
2. Tap or to select the desired account and then tap the **Enter** soft key.



- 3. Tap or to select the desired ring tone.
- If **Common** is selected, this account will use the ring tone selected for the phone.



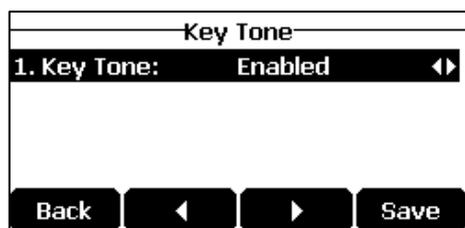
4. (Optional.) Tap or to adjust the ringer volume.
5. Tap the **Save** soft key to accept the change or the **Back** soft key to cancel.

Key Tone

If you enable key tone, the phone will produce a sound when you tap the keypad on pre-dialing or dialing screen.

To configure key tone via phone user interface:

1. Tap Menu->Settings->Basic Settings->Sound->Key Tone.
2. Tap the or soft key to select the desired value from the **Key Tone** field.



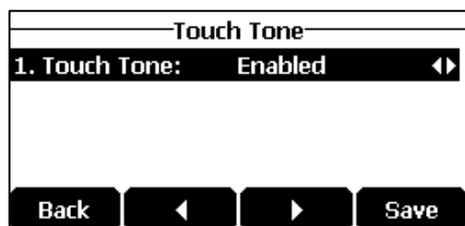
3. Tap the **Save** soft key to accept the change or the **Back** soft key to cancel.

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.

To configure touch tone via phone user interface:

1. Tap Menu->Settings->Basic Settings->Sound->Touch Tone.
2. Tap the or to select the desired value from the **Touch Tone** field.



3. Tap the **Save** soft key to accept the change or the **Back** soft key to cancel.

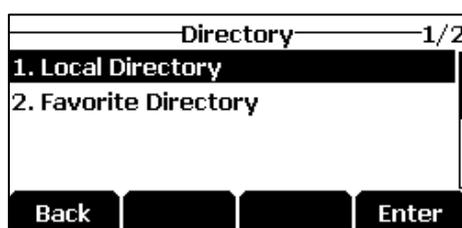
Contact Management

Directory

Directory provides an easy access to frequently used lists. The lists may contain Local Directory, Favorite Directory, History, Remote Phone Book and LDAP. You can configure the list(s) to be accessed for the **Directory** soft key.

To view the directory list(s) via phone user interface:

1. Tap the **Directory** soft key when the phone is idle.
- The LCD screen displays the enabled list(s) in the directory.



- If there is only one list in the directory, tap the **Directory** soft key to enter this list directly.

Local Directory

The built-in phone directory can store the names and phone numbers of your contacts. You can store up to 1000 contacts and 47 groups in your phone's local directory. You can add new groups and contacts, edit, delete or search for a contact, or simply dial a contact number from the local directory.

Adding Groups

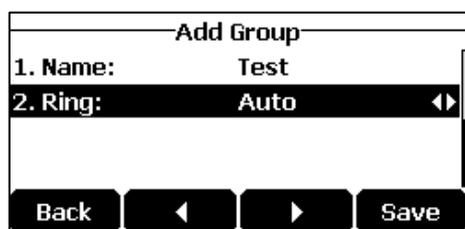
To add a group to the local directory:

1. Tap **Directory** from the idle screen.
2. Select Local Directory.



- If the Local Directory is removed from the directory (refer to [Directory](#)), tap **Menu->Directory->Local Directory** to enter the local directory.
3. Tap the **AddGroup** soft key.
 4. Enter the desired group name in the **Name** field.

5. Tap the ◀ or ▶ soft key to select the desired ring tone from the **Ring** field.
- If **Auto** is selected, this group will use the ring tone according to the priority: Contact ring tone (refer to [Adding Contacts](#)) >Account ring tone (refer to [Ring Tones](#)) >Phone ring tone (refer to [Ring Tones](#)). If a specific ring tone is selected, this group will use the ring tone according to the priority: Contact ring tone (refer to [Adding Contacts](#)) >Group ring tone.



6. Tap the **Save** soft key to accept the change or the **Back** soft key to cancel.

Editing Groups

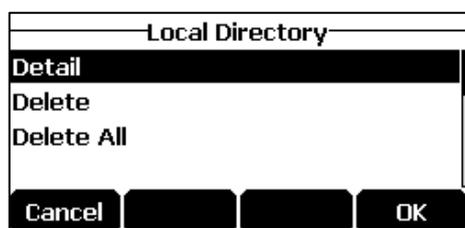
To edit a group in the local directory:

1. Tap **Directory** from the idle screen.
2. Select Local Directory.

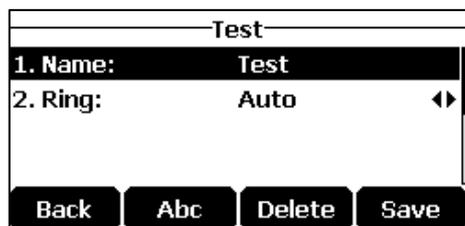


- If Local Directory is removed from the directory (refer to [Directory](#)), tap **Menu->Directory->Local Directory** to enter the local directory.

3. Tap ▲ or ▼ to highlight the desired contact group.
4. Tap the **Option** soft key, and then select **Detail**.



5. Tap ▲ or ▼ to highlight the group information and then edit.



6. Tap the **Save** soft key to accept the change or the **Back** soft key to cancel.

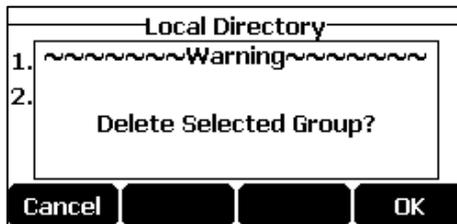
Deleting Groups

To delete a group from the local directory:

1. Tap **Directory** from the idle screen.
2. Select Local Directory.



- If Local Directory is removed from the directory (refer to [Directory](#)), tap **Menu->Directory->Local Directory** to enter the local directory.
- 3. Tap or to highlight the desired contact group.
- 4. Tap the **Option** soft key, and then select **Delete**.
- The LCD screen prompts the following warning:



5. Tap the **OK** soft key to confirm the deletion or the **Cancel** soft key to cancel.

You can also delete all groups by tapping the **Option** soft key, and then select **Del All**.

Adding Contacts

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

- Manually
- From call history
- From a remote phone book

Adding Contacts Manually

To add a contact to the local directory manually:

1. Tap **Directory** from the idle screen.
2. Select Local Directory.



- If Local Directory is removed from the directory (refer to [Directory](#)), tap **Menu->Directory->Local Directory** to enter the local directory.
 3. Select the desired contact group and then tap the **Enter** soft key.
- If the contact is not in any group, select **All Contacts** and then tap the **Enter** soft key.
 4. Tap the **Add** soft key.
 5. Enter the name and the office, mobile or other numbers in the corresponding fields.



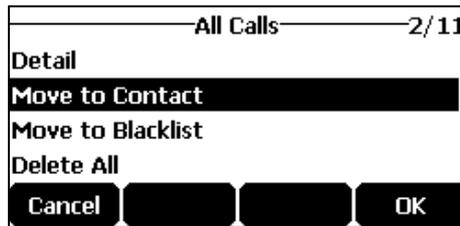
6. Tap the ◀ or ▶ soft key to select the desired ring tone from the **Ring** field.
- If **Auto** is selected, this contact will use the ring tone according to the priority: Group ring tone (refer to [Adding Groups](#)) >Account ring tone (refer to [Ring Tones](#))>Phone ring tone (refer to [Ring Tones](#)).
7. Tap the ◀ or ▶ soft key to select the desired group from the **Group** field.
 8. Tap the **Add** soft key to accept the change or the **Back** soft key to cancel.

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

Adding Contacts from Call History

To add a contact to the local directory from call history:

1. Tap the **History** soft key.
2. Select the desired call history list and then tap the **Enter** soft key.
3. Tap or to highlight the desired entry.
4. Tap the **Option** soft key, and then select **Move to Contact**.



5. Enter the contact name.
 6. Tap the **Save** soft key to save the entry to the local directory.
- If the contact already exists in the local directory, the LCD screen will prompt "Overwrite the original contact?". Tap the **OK** soft key to overwrite the original contact in the local directory or the **Cancel** soft key to cancel.

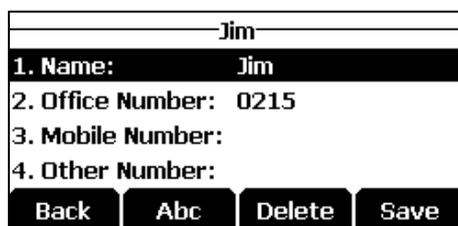
Editing Contacts

To edit a contact in the local directory:

1. Tap **Directory** from the idle screen.
2. Select Local Directory.



- If Local Directory is removed from the directory, tap **Menu->Directory->Local Directory** to enter the local directory.
3. Select the desired contact group and then tap the **Enter** soft key.
If the contact is not in any group, select **All Contacts** and then tap the **Enter** soft key.
 4. Tap or to highlight the desired contact.
 5. Tap the **Option** soft key, and then select **Detail**.



6. Tap or to highlight the contact information and then edit.
7. Tap the **Save** soft key to accept the change or the **Back** soft key to cancel.

Deleting Contacts

To delete a contact from the local directory:

1. Tap **Directory** from the idle screen.
2. Select Local Directory.



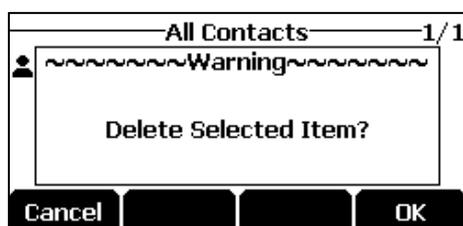
- If Local Directory is removed from the directory, tap **Menu->Directory->Local Directory** to enter the local directory.

3. Select the desired contact group and then tap the **Enter** soft key.

If the contact is not in any group, select **All Contacts** and then tap the **Enter** soft key.

4. Tap or to highlight the desired contact.
5. Tap the **Option** soft key, and then select **Delete**.

- The LCD screen prompts the following warning:



6. Tap the **OK** soft key to confirm the deletion or the **Cancel** soft key to cancel.

You can also delete all contacts by tapping the **Option** soft key, and then select **Delete All**.

Placing Calls to Contacts

To place a call to a contact from the local directory:

1. Tap **Directory** from the idle screen.
2. Select Local Directory.



- If Local Directory is removed from the directory, tap **Menu->Directory->Local Directory** to enter the local directory.
- 3. Select the desired contact group and then tap the **Enter** soft key.
- If the contact is not in any group, select **All Contacts** and then tap the **Enter** soft key.
- 4. Tap  or  to highlight the desired contact.
- 5. Do one of the following:
 - If only one number for the contact is stored in the local directory, tap the **Send** soft key to dial out the number.
 - If multiple numbers for the contact are stored in the local directory, tap the **Send** soft key to display a list of numbers.
- Tap  or  to highlight the desired number.
- Tap the **Send** soft key to dial out the number.

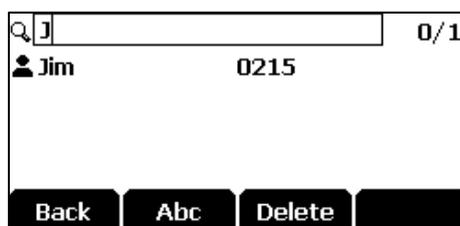
Searching for Contacts

To search for a contact in the local directory:

1. Tap **Directory** from the idle screen.
2. Select Local Directory.



- If Local Directory is removed from the directory, tap **Menu->Directory->Local Directory** to enter the local directory.
- 3. Tap the **Search** soft key.
- 4. Enter a few continuous characters of the contact name or continuous numbers of the contact number (office, mobile or other number) using the keypad.



The contacts whose name or phone number matches the characters entered will appear on the LCD screen. You can dial from the result list.

Blacklist

The built-in phone directory can store names and phone numbers for a blacklist. You can store up to 30 contacts, add, edit, delete or search for a contact in the blacklist directory, and even call a contact from the blacklist directory. Incoming calls from blacklist directory contacts will be rejected automatically.

To add a contact to the blacklist directory manually:

1. Tap Menu->Directory->Blacklist.
2. Tap the **Add** soft key.
3. Enter the name and the office, mobile or other numbers in the corresponding fields.

4. Tap the **Save** soft key to accept the change or the **Back** soft key to cancel.

To add a contact to the blacklist directory from the local directory:

1. Tap **Directory** from the idle screen.
2. Select Local Directory.

- If Local Directory is removed from the directory, tap **Menu->Directory->Local Directory** to enter the local directory.
- 3. Select the desired contact group and then tap the **Enter** soft key.
- If the contact is not in any group, select **All Contacts** and then tap the **Enter** soft key.
- 4. Tap or to highlight the desired contact.
- 5. Tap the **Option** soft key, and then select **Move to Blacklist**.
- The LCD screen prompts following warning:



6. Tap the **OK** soft key to confirm the setting.

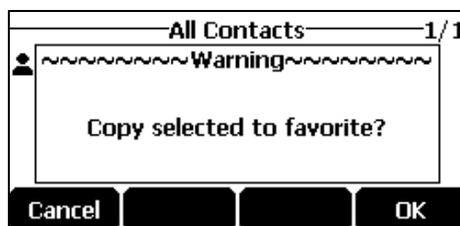
For operating instructions on editing, deleting, placing calls to and/or searching for contacts in the blacklist, refer to the operating instructions of [Editing Contacts](#), [Deleting Contacts](#), [Placing Calls to Contacts](#) and/or [Searching for Contacts](#).

Favorite Directory

Favorites are the contacts in your local directory that you call most often. You can add up to 1000 contacts as favorites from the local directory. You can view the favorites in the favorite directory. You can also remove contacts or search for a contact, or simply dial a contact number from the favorite directory.

To add a contact to the favorite directory from the local directory:

1. Tap **Directory** from the idle screen.
 2. Select Local Directory.
- If Local Directory is removed from the directory, tap **Menu->Directory->Local Directory** to enter the local directory.
 - 3. Select the desired contact group and then tap the **Enter** soft key.
 - If the contact is not in any group, select **All Contacts** and then tap the **Enter** soft key.
 - 4. Tap or to highlight the desired contact.
 - 5. Tap the **Option** soft key, and then select **Copy to Favorite**.
 - The LCD screen prompts following warning:



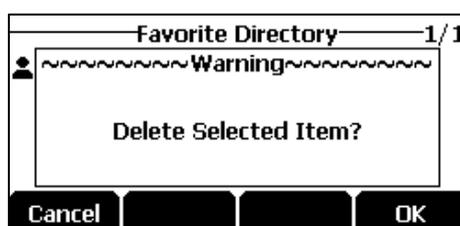
6. Tap the **OK** soft key to confirm the setting.

The contact added to the favorite directory from the local directory also exists in the local directory.

You can delete favorites to make room for new favorites.

To remove a contact from the favorite directory:

1. Tap Directory->Favorite Directory.
- If Favorite Directory is removed from the directory, tap **Menu->Directory->Favorite Directory** to enter the favorite directory.
2. Tap  or  to highlight the desired contact.
3. Tap the **Remove** soft key.
- The LCD screen prompts following warning:



4. Tap the **OK** soft key to confirm the deletion.

If the contact added to the favorite directory is deleted in the local directory, it will be automatically deleted from the favorite directory.

For operating instructions on placing a call to a contact from the favorite directory, refer to the operating instructions of [Placing Calls to Contacts](#).

To search for a contact in the favorite directory:

1. Tap Directory->Favorite Directory.
- If Favorite Directory is removed from the directory, tap **Menu->Directory->Favorite Directory** to enter the favorite directory.
2. Enter a few continuous numbers of the contact number (office, mobile or other number) using the keypad.



The contacts whose phone number matches the characters entered will appear on the LCD screen. You can dial from the result list.

Accessing the Remote Phone Book

To access your remote phone book via phone user interface:

1. Tap Menu->Directory->Remote Phonebook.
- If Remote Phone Book is added to the directory, tap **Directory->Remote Phone Book** to enter the remote phone book.
2. Select the desired remote group, and then tap the **Enter** soft key.

The phone then connects to the remote phone book and proceeds to load it. The contacts in the remote phone book are displayed on the LCD screen.

Product		1/37
102	102	102
102	102	102
103	103	103
103	103	103

Back Search Option Send

3. Tap the **Back** soft key to back to the previous screen.

Incoming/Outgoing Call Lookup

- You can enable the phone to present the caller/caller identity stored in the remote phone book when receiving/placing a call.

Call History Management

The CP920 IP conference phone maintains call history lists of Missed Calls, Placed Calls, Received Calls and Forwarded Calls. Call history lists support 400 entries in all. You can view call history, place a call, add a contact or delete an entry from the call history list.

History record feature enables the phone to save the call history. If you don't want to save the call history, you can disable the feature. History record feature is enabled by default.

Viewing History Records

To view call history:

1. Tap the **History** soft key.
The LCD screen displays all call history lists.
2. Select the desired call history list and then tap the **Enter** soft key.
3. Tap or to select the desired entry.
4. Tap the **Option** soft key, and then select **Detail**.

The detailed information of the entry appears on the LCD screen.

Placing a Call from History Records

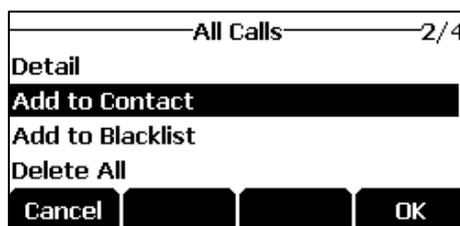
To place a call from the call history list:

1. Tap the **History** soft key.
2. Select the desired call history list and then tap the **Enter** soft key.
3. Tap or to select the desired entry.
4. Tap the **Send** soft key.

Adding a Contact to the Local Directory/Blacklist

To add a contact to the local directory (or blacklist directory) from the call history list:

1. Tap the **History** soft key.
2. Select the desired call history list and then tap the **Enter** soft key.
3. Tap or to select the desired entry.
4. Tap the **Option** soft key, and then select **Add to Contact** (or **Add to Blacklist**).



5. Enter the desired values in the corresponding fields.
6. Tap the **Save** soft key to accept the change.

For more information on local directory and/or blacklist, refer to [Local Directory](#) and/or [Blacklist](#).

Deleting History Records

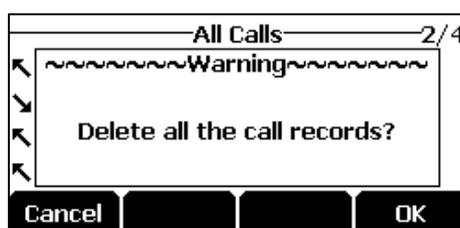
To delete an entry from the call history list:

1. Tap the **History** soft key.
2. Select the desired call history list and then tap the **Enter** soft key.
3. Tap or to select the desired entry.
4. Tap the **Delete** soft key.

To delete all entries from the call history list:

1. Tap the **History** soft key.
2. Select the desired call history list and then tap the **Enter** soft key.
3. Tap the **Option** soft key, and then select **Delete All**.
4. Tap the **OK** soft key.

The LCD screen prompts "Delete all the call records?".



5. Tap the **OK** soft key to confirm the deletion or the **Cancel** soft key to cancel.

Disabling History Record

To disable history record feature via phone user interface:

1. Tap Menu->Features->History Setting.
2. Tap the ◀ or ▶ soft key to select **Disabled** from the **History Record** field.



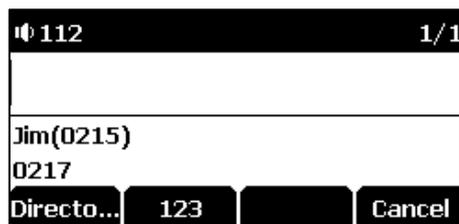
3. Tap the **Save** soft key to accept the change or the **Back** soft key to cancel.

Search Source List in Dialing

You can search for a contact from the desired lists when the phone is on the dialing screen. The lists can be Local Directory, History, Remote Phone Book and LDAP.

To search for an entry in the enabled search source lists:

1. Tap .
 2. Enter a few continuous characters of the entry's name or continuous numbers of the entry's phone number (office, mobile or other number) using the keypad.
- The entries in the enabled search source lists whose name or phone number matches the characters entered will appear on the LCD screen. You can tap  or  to scroll to the desired entry, and then place a call to the entry.



Dial Plan

The basic expression syntaxes you need to know:

.	The dot "." can be used as a placeholder or multiple placeholders for any character. Example: "12." would match "123", "1234", "12345", "12abc", etc.
x	An "x" can be used as a placeholder for any character. Example: "12x" would match "121", "122", "123", "12a", etc.
-	Numeric ranges are allowed within the brackets: Digit "-" Digit. Example:

	"[5-7]" would match the number "5", "6" or "7".
[]	The square brackets "[]" can be used as a placeholder for a single character which matches any of a set of characters. Example: "91[5-7]1234" would match "9151234", "9161234", "9171234".
()	The parentheses "()" can be used to group together patterns, for instance, to logically combine two or more patterns. Example: "([1-9])([2-7])3" would match "923", "153", "773", etc.
\$	The "\$" should be followed by the sequence number of a parenthesis. The "\$" plus the sequence number means the whole character or characters placed in the parenthesis. The number directs to the right parenthesis when there are more than one. Example: A replace rule configuration: Prefix: "9([5-7])(.)", Replace: "5\$2". When you enter "96123" to dial out on your phone, the number will be replaced as "5123" and then dialed out. "\$2" means the characters in the second parenthesis, that is, "123".

Dial Now

You can configure one or more dial now rules (up 100) on your phone. When the dialed number matches the dial now string, the number will be dialed out automatically. For example, a dial now rule is configured as "2xx", any entered three-digit string beginning with 2 will then be dialed out automatically on the phone.

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

Hotline

You can dial a hotline number immediately upon tapping the off-hook key. You can also configure a delay, where the phone will dial out the hotline number automatically after the designated period of time.

To configure the hotline number via phone user interface:

1. Tap Menu->Features->Hot Line.
2. Enter the desired number in the **Hotline Number** field.

3. Enter the delay time (in seconds) in the **Hotline Delay** field.
- The valid values range from 0 to 10 (seconds) and the default value is "4".
4. Tap the **Save** soft key to accept the change or the **Back** soft key to cancel.

Basic Call Features

Placing a Call

To place a call:

Do one of the following:

- Tap  to obtain a dial tone.
Enter the desired number using the keypad.
Tap , ,  or the **Send** soft key.
- Enter the desired number using the keypad.
Tap , ,  or the **Send** soft key.

The # key is configured as a send key by default. You can also set the * key as the send key, or set neither. For more information, refer to the **Error! Reference source not found.**

Placing multiple calls

The CP920 IP conference phone can handle multiple calls at a time. However, only one active call (the call that has audio associated with it) can be in progress at any given time.

To place multiple calls:

You can have more than one call on your CP920 IP conference phone. To place a new call during an active call, do one of the following:

- Tap . The active call is placed on hold.
Enter the desired number using the keypad.
Tap , ,  or the **Send** soft key.
- Tap the **Hold** soft key to place the original call on hold.
Tap the **NewCall** soft key.
Enter the desired number using the keypad.
Tap , ,  or the **Send** soft key.

You can tap  or  to switch between calls, and then tap the **Resume** soft key to retrieve

Answering Calls

You can answer a call no matter whether you are in another call or not. If you want to answer a new incoming call when in another call, ensure that call waiting has been enabled. For more information on call waiting, refer to [Call Waiting](#).

Note

You can ignore incoming calls by tapping the **Reject** soft key or on-hook key. You can also activate Do Not Disturb mode to ignore the incoming calls without ringing on your phone. For more information, refer to [Do Not Disturb \(DND\)](#).

You can forward incoming calls to someone else by tapping the **Forward** soft key. For more information, refer to [Call Forward](#).

Answering When Not in A

Another Call

To answer a call:

Do one of the following:

- Tap  .
- Tap the **Answer** soft key.
- Tap  .

Answering When in Another Call

If you have an active call, and an incoming call arrives on the phone, do one of the following:

- Tap the **Answer** soft key.
The incoming call is answered and the original call is placed on hold.
- Tap  to access the new call.
Tap  ,  or the **Answer** soft key.
The incoming call is answered and the original call is placed on hold.

Ending Calls

To end a call:

Do one of the following:

- Tap the **End Call** soft key.
- Tap  .

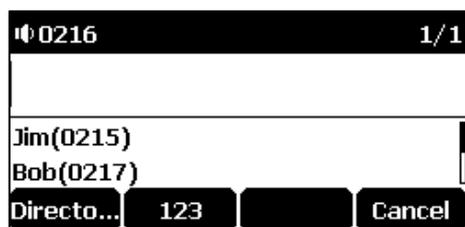
Note To end a call placed on hold, you can tap the **End Call** soft key to end the call directly, or tap the **Resume** soft key to resume the call before ending it.

Recent Call In Dialing

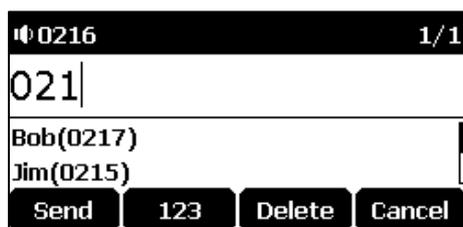
To view the placed calls list when the phone is on the dialing screen, you should enable recent call in dialing in advance.

To view placed calls list when the phone is on the dialing screen:

1. Tap  .
 - The LCD screen displays the placed calls list.



- You can also enter a few continuous characters of the contact name or continuous numbers of the contact number (office, mobile or other number) to search from placed calls list.

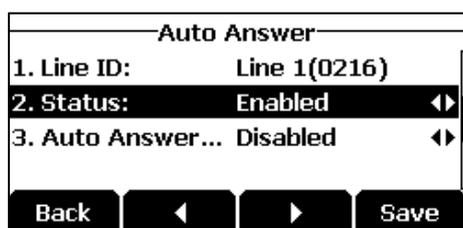


Auto Answer

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

To configure auto answer and auto answer mute via phone user interface:

- Tap Menu->Features->Auto Answer.
- Tap to select **Status**, and then tap the ◀ or ▶ soft key to select **Enabled** from the **Status** field.



- Tap the ◀ or ▶ soft key to select **Enabled** from the **Auto Answer Mute** field.
 - Tap the **Save** soft key to accept the change or the **Back** soft key to cancel.
- The icon appears on the LCD screen.



Note

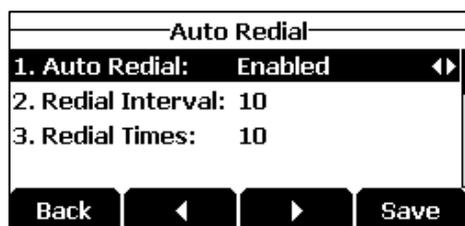
Auto answer is only applicable when there is no other call in progress on the phone.

Auto Redial

You can enable auto redial to automatically redial a phone number when the called party is busy. You can also configure the number of auto redial attempts and the time to wait between redial attempts.

To configure auto redial via phone user interface:

1. Tap Menu->Features->Auto Redial.
- Tap the ◀ or ▶ soft key to select **Enabled** from the **Auto Redial** field.



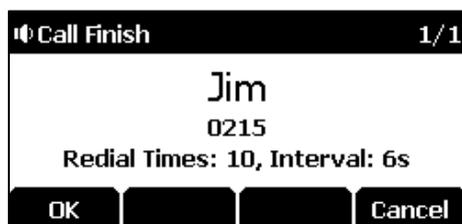
-
2. Enter the desired time (in seconds) in the **Redial Interval** field.
- The default time interval is “10”.
3. Enter the desired number of redial attempts in the **Redial Times** field.
- The default value is “10”.
4. Tap the **Save** soft key to accept the change or the **Back** soft key to cancel.

To use auto redial:

When the called party is busy, the LCD screen prompts the following:



1. Tap the **OK** soft key to activate auto redial.
- The LCD screen prompts the following:



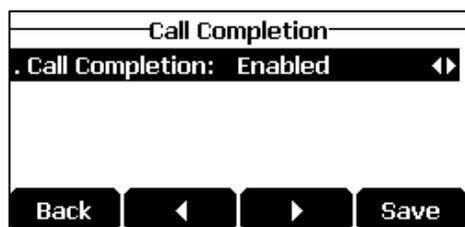
2. Wait for the designated period of time or tap the **OK** soft key to redial the phone number. The phone will retry as many times as configured until the called party is idle.

Call Completion

You can use call completion to notify the caller who failed to reach a desired party when the party becomes available to receive a call.

To configure call completion via phone user interface:

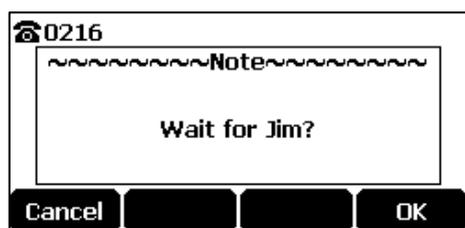
1. Tap Menu->Features->Call Completion.
2. Tap the ◀ or ▶ soft key to select **Enabled** from the **Call Completion** field.



3. Tap the **Save** soft key to accept the change or the **Back** soft key to cancel.

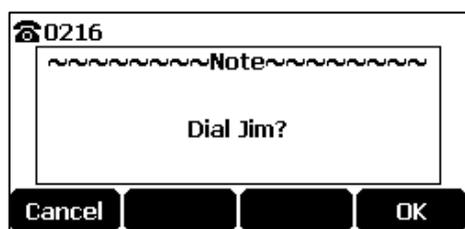
To use call completion:

When the called party is busy, the following prompt will appear on the LCD screen of the phone:



1. Tap the **OK** soft key, the phone returns to the idle screen and call completion is activated.

When the called party becomes idle, the following prompt will appear on the LCD screen of the phone:



1. Tap the **OK** soft key to redial the number.

Note

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

ReCall

You can tap a recall key to place a call back to the last incoming call.

Call Mute

You can mute the local microphone during an active call so that the other party cannot hear you, but you can still hear the other party. You can also mute the microphone while dialing so that the other party cannot hear you when the call is set up. It helps prevent the other party from hearing the informal discussion when auto answer is enabled on his/her phone.

Keep Mute

Normally, the mute feature is deactivated when the active call ends. Keep mute feature enables you to make the mute state of your phone persist across calls. When keep mute is enabled and you tap the MUTE key, the phone stays in the mute state until you un-mute the microphone or until the phone restarts. It helps prevent the other party from hearing the noise coming from your room when auto answer is enabled on your phone. When you mute the phone in an idle state or any other states, the icon  appears on the status bar.



Note

Keep mute feature should be pre-configured by your system administrator.

Mute a Call

To mute a call:

1. Tap  during an active call.

The Mute key LED indicators illuminate solid red. The LCD screen indicates that the call is now muted.



To un-mute a call:

1. Tap  again to un-mute the call.

Mute While Dialing

To mute the microphone while dialing:

1. Tap  on the pre-dialing or dialing screen.
- The Mute key LED indicators illuminate solid red. The call is muted automatically when set up successfully.

To un-mute the microphone while dialing:

1. Tap  again on the pre-dialing or dialing screen.

Note You can also mute the microphone when the IP phone is ringing.

Call Hold/Resume

You can place an active call on hold. Only one active call can be in progress at any time. Other calls can be made and received while placing the original call on hold. When you place a call on hold, your IP PBX may play music on hold to the other party while waiting.

To place a call on hold:

1. Tap the **Hold** soft key during a call.

LED indicators flash green. The LCD screen indicates that the call is on hold.



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

To resume a held call:

1. Tap the **Resume** soft key.

Multiple Calls on Hold:

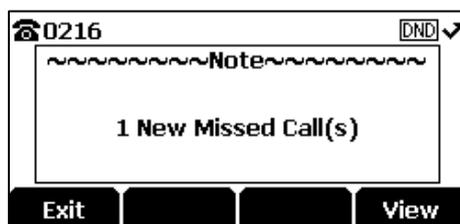
If multiple calls are placed on hold:

1. Tap  or  to switch between the calls, and then tap the **Resume** soft key to retrieve the desired call.

If more than one call is placed on hold, a numbered prompt appears on the LCD screen, for example "2/3", indicating that this is the second call out of three calls.

Do Not Disturb (DND)

You can use DND to reject incoming calls automatically on the phone. The prompt message "**n New Missed Call(s)**" ("n" indicates the number of missed calls, e.g., 1 New Missed Call(s)) will appear on the LCD screen, and callers will receive a busy message. All calls you receive while DND is activated are logged to your missed calls list.



Note Do not disturb is local to the phone, and may be overridden by the server settings. For more information, contact your system administrator.

When DND feature is activated, the IP phone supports displaying a large DND icon on the idle screen. For more information, contact your system administrator.



To activate DND via phone user interface:

1. Tap the **DND** soft key when the phone is idle.

The icon  appears on the status bar.



Note When DND and busy forward are activated, calls will be sent to the configured destination number. For more information on busy forward, refer to [Call Forward](#).

To deactivate DND via phone user interface:

1. Tap the **DND** soft key when the phone is idle.

Call Forward

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

Note

When the phone forwards a call, a prompt window will pop up by default. If you want to disable the feature, contact your system administrator for more information.

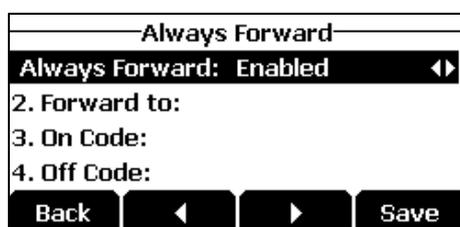
Static Forwarding

Three types of static forwarding are:

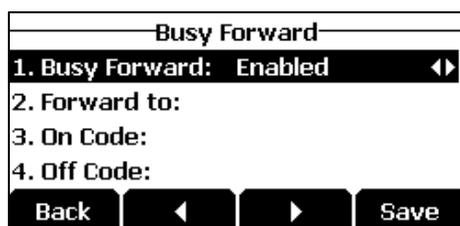
- **Always Forward:** Incoming calls are immediately forwarded.
- **Busy Forward:** Incoming calls are immediately forwarded if the phone is busy.
- **No Answer Forward:** Incoming calls are forwarded if not answered after a period of time.

To activate call forward via phone user interface:

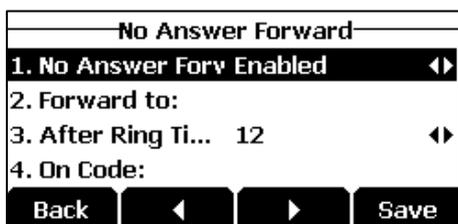
1. Tap Menu->Features->Call Forward.
2. Tap or to select the desired forwarding type, and then tap the **Enter** soft key.
3. Depending on your selection:
 - a) If you select **Always Forward:**
 - 1) Tap the ◀ or ▶ soft key to select **Enabled** from the **Always Forward** field.



- 2) Enter the destination number you want to forward all incoming calls to in the **Forward to** field.
 - 3) (Optional.) Enter the always forward on code or off code respectively in the **On Code** or **Off Code** field.
- b) If you select **Busy Forward:**
 - 1) Tap the ◀ or ▶ soft key to select **Enabled** from the **Busy Forward** field.



- 2) Enter the destination number you want to forward all incoming calls to when the phone is busy in the **Forward to** field.
 - 3) (Optional.) Enter the busy forward on code or off code respectively in the **On Code** or **Off Code** field.
- c) If you select No Answer Forward:
- 1) Tap the ◀ or ▶ soft key to select **Enabled** from the **No Answer Forward** field.



- 2) Enter the destination number you want to forward all unanswered incoming calls to in the **Forward to** field.
 - 3) Tap the ◀ or ▶ soft key to select the ring time to wait before forwarding from the **After Ring Time** field.
 - The default ring time is 12 seconds.
 - 4) (Optional.) Enter the no answer forward on code or off code respectively in the **On Code** or **Off Code** field.
4. Tap the **Save** soft key to accept the change or the **Back** soft key to cancel.
- The icon  on the idle screen indicates that the call forward is activated.



To deactivate call forward via phone user interface:

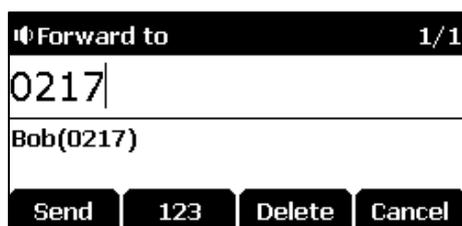
1. Tap Menu->Features->Call Forward.
2. Tap  or  to select the desired forwarding type, and then tap the **Enter** soft key.
3. Tap the ◀ or ▶ soft key to select **Disabled** to deactivate the call forward.
4. Tap the **Save** soft key to accept the change.

Dynamic Forwarding

To forward an incoming call to another party:

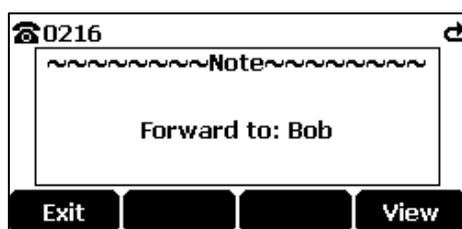
1. When the phone is ringing, tap the **Forward** soft key.

- Enter the number you want to forward the incoming call to.



- Tap , ,  or the **Send** soft key.

The LCD screen prompts a call forward message.



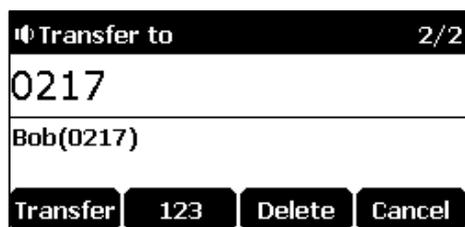
Call Transfer

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

- **Blind Transfer:** Transfer a call directly to another party without consulting.
- **Semi-Attended Transfer:** Transfer a call when the target phone is ringing.
- **Attended Transfer (Consultative Transfer):** Transfer a call with prior consulting.

To perform a blind transfer:

- Tap the **Transfer** soft key during a call.
- Enter the number you want to transfer the call to.



- Tap the **Transfer** soft key to complete the transfer.

Then the call is connected to the number to which you are transferring.

To perform a semi-attended transfer:

- Tap the **Transfer** soft key during a call.
- Enter the number you want to transfer the call to.
- Tap ,  or  to dial out.
- Tap the **Transfer** soft key to complete the transfer when receiving ringback.

To perform an attended transfer:

1. Tap the **Transfer** soft key during a call.
2. Enter the number you want to transfer the call to.
3. Tap  , **OK** or **#SEND** to dial out.
4. After the party answers the call, tap the **Transfer** soft key to complete the transfer.

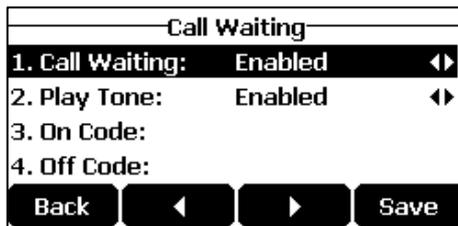
You can cancel the transfer before the call is connected by tapping the **Cancel** soft key.

Call Waiting

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

To configure call waiting via phone user interface:

1. Tap Menu->Features->Call Waiting.
2. Tap the ◀ or ▶ soft key to select **Enabled** from the **Call Waiting** field.



3. Tap the ◀ or ▶ soft key to select **Enabled** from the **Play Tone** field.
4. (Optional.) Enter the call waiting on code or off code respectively in the **On Code** or **Off Code** field.
5. Tap the **Save** soft key to accept the change or the **Back** soft key to cancel.

Conference

You can create a conference with other four parties using the phone's local conference. You can view and manage each participant in the conference call. The CP920 IP conference phone also supports network conference. The network conference URI should be predefined, contact your system administrator for more information.

Local Conference

The CP920 IP conference phone supports up to five parties (including yourself) in a conference call. The default conference type is Local Conference.

Initiating a Conference by Inviting Participants

To initiate a conference by inviting Participants:

1. Place a call to the first party.
2. When the first party answers the call, tap the **Conf** soft key to place a new call.

The active call is placed on hold.

3. Enter the number of the second party and then tap , ,  or the **Send** soft key.
4. When the second party answers the call, tap the **Conf** soft key again to join all parties in the conference.



5. Repeat steps 2 to 4 to join more parties in the established conference call.

Merging Multiple Calls into a Conference Call

You can create a conference among an active call and the call(s) on hold by tapping the **Conf** soft key.

To merge multiple calls into a conference:

1. Tap  or  to select an active call.
2. Tap the **Conf** soft key to merge the calls into a conference call.

Joining 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.

To join an incoming call to a conference:

1. Tap the **Join** soft key 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.

Creating a Hybrid UC Meeting

You can merge the calls on you IP phone, the PSTN and connected mobile phone into to a hybrid UC meeting. There are many ways to create a hybrid UC meeting, the following shows

an example.

To create a hybrid UC conference:

1. Make sure you have connected a mobile phone to your IP phone (refer to Pairing and Connecting the Bluetooth-Enabled Mobile Phone).
2. Make sure you have an active PSTN account (refer to **Error! Reference source not found.**).
3. Do the following to place a mobile call over Bluetooth on the IP phone.

Tap .

Tap the **Switch** soft key to choose the Mobile Account.

Enter the desired number.

Tap , ,  or the **Send** soft key.

4. Placing an IP call.
5. Placing a PSTN call.
6. Tap the **Conf** soft key.

The hybrid UC conference is created.



Managing the Conference

During the conference call, you can do the following:

- Tap the **Hold** soft key to place the conference on hold.
- Tap the **Conf** soft key to join more parties in an established conference call.
- Tap the **Manage** soft key, and then   to select the desired party:
- Tap the **Far Mute** soft key to mute the party. The muted party can hear everyone, but no one can hear the muted party.
- Tap the **Remove** soft key to remove the selected party from the conference call.
- Tap the **Split All** soft key to split the conference call into individual calls on hold.
- Tap the **Back** soft key to return to the previous screen.
- Tap  to mute the conference call, all other participants can hear each other, but they cannot hear you.
- Tap  or the **End Call** soft key to drop the conference call.

Call Park

You can use call park feature to place a call on hold, and then retrieve the call from another phone in the system (for example, a phone in another office or conference room). You can park an active call by tapping the **Park** soft key on the phone. If the call is parked successfully, there is a voice prompt confirming that the call was parked. You can retrieve the parked call by tapping the **Retrieve** soft key. If the parked call is not retrieved within a period of time defined by the system, the phone performing Call Park will receive the call back.

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

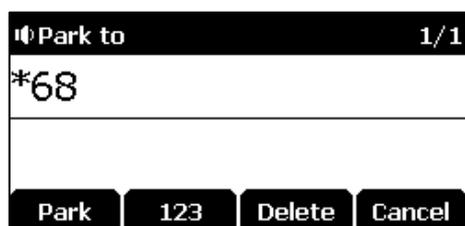
The IP phone supports call park feature under the following modes:

- **FAC mode:** park the call to the local extension or a desired extension through dialing the park code.
- **Transfer mode:** park the call to shared parking lot through performing a blind transfer to a call park number (call park code).

FAC Mode

To park a call in FAC mode:

1. During a call, tap the **Park** soft key (You may need to tap the **More** soft key to see the **Park** soft key).
 - If the call park code is not configured, you need to enter the call park code.



- Tap , or the **Park** soft key.
 - If the call park code is configured, the phone will dial the configured call park code shown as below:



2. Do one of the following:
 - a) If you want to park the call against the local extension.
 - 1) Tap .

- If the call is parked successfully, you will hear a voice prompt confirming that the call is parked.
 - b) If you want to park the call against desired extension.
 - 1) Enter an extension (e.g., 4605) where you want to park the call.
 - 2) Tap or .
- If the call is parked successfully, you will hear a voice prompt confirming that the call is parked. The call is parked against the extension you entered.

To retrieve a parked call in FAC mode:

1. Do one of the following:
 - If the park retrieve code is not configured, dial the park retrieve code (e.g., *88).
 - If the park retrieve code is configured, tap the **Retrieve** soft key on the dialing screen.

The phone will dial the configured park retrieve code and the Retrieve screen appears as below:



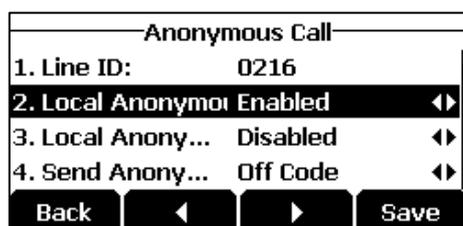
2. Follow the voice prompt, do one of the following:
 - Tap on the phone where the call is parked.
 - Enter the desired extension followed by # (e.g., 4605#) on any phone.

Anonymous Call

You can use anonymous call to block your identify and phone number from appearing to the called party when you call someone. For example, you want to call to consult some services, but don't want to be harassed. You can also configure the phone to send anonymous on/off code to the server to activate/deactivate anonymous call on the server side.

To configure anonymous call via phone user interface:

1. Tap Menu->Features->Anonymous Call.
2. Tap to select **Local Anonymous** and then tap the ◀ or ▶ soft key to select **Enabled** from the **Local Anonymous** field.



3. (Optional.) Tap the ◀ or ▶ soft key to select the desired value from the **Send Anonymous Code** field.
- The phone will send the configured on code or off code depending on your selection when you enable or disable anonymous call feature on the phone.
4. (Optional.) Enter the anonymous call on code in the **On Code** field.
5. (Optional.) Enter the anonymous call off code in the **Off Code** field.
6. Tap the **Save** soft key to accept the change or the **Back** soft key to cancel.

To place an anonymous call:

1. Use the specific phone to place a call to phone B.

The LCD screen of phone B prompts an incoming call from anonymity.

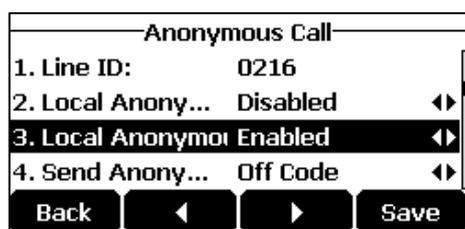


Anonymous Call Rejection

You can use anonymous call rejection to reject incoming calls from anonymous callers.

To configure anonymous call rejection via phone user interface:

1. Tap Menu->Features->Anonymous Call.
2. Tap ▲ or ▼ to scroll to the **Anonymous Rejection** field.
3. Tap the ◀ or ▶ soft key to select **Enabled** from the **Anonymous Rejection** field.



4. (Optional.) Tap ▲ or ▼ to select the desired value from the **Send Rejection Code** field.
- The phone will send the configured reject on code or reject off code depending on your selection when you enable or disable anonymous call rejection feature on the phone.
5. (Optional.) Enter the anonymous call rejection on code in the **On Code** field.
6. (Optional.) Enter the anonymous call rejection off code in the **Off Code** field.
7. Tap the **Save** soft key to accept the change or the **Back** soft key to cancel.

Advanced Phone Features

Recording Using a USB Flash Drive

Call and Conference Recording

You can insert a USB flash drive into the USB port on your phone to manually record active calls and conferences, or automatically record once the call is set up. Recordings are stored in *.wav format. The filenames include a date & time stamp and the other party's number/IP address/name (or the first person's number/IP address/name you called), for example, 20170707-1630-111 was created on July07, 2017, at 16:30 and you have a call with 111.

When your phone is idle, and you insert a USB flash drive into the USB port on your phone, the phone will detect the USB flash drive and display the icon  and then the prompt message "USB device is connected".



If the phone detects the USB flash drive successfully, the icon  will display on the idle screen.



Note

Before recording any call, especially those involving PSTN, it is necessary to know about the rules and restrictions of any governing call-recording in the place where you are. It is also very important to have the consent of the person you are calling before recording the conversation.

The Start REC soft key controls the recording function, and is available:

- When there are one or more calls connected to your phone
- During an active call
- When calls are on hold or muted
- During an attended transfer
- During a conference call

The Start REC soft key is not available when:

- There are no connected calls on your phone
- You place a new call
- The phone prompts you to answer an incoming call

The recording is not be paused when the following occurs:

- The call is held by other party
- You mute a call
- You set up a conference call
- An incoming calls arrives on your phone

Call Recording**To record a call:**

1. Tap the **More** soft key and then tap the **StartREC** soft key during a call.

If automatic recording feature is enabled, the call will be automatically recorded once it is set up.

The LCD screen prompts the approximate time remaining (depending on the free space of the USB flash drive), and displays the icon  and recording duration.

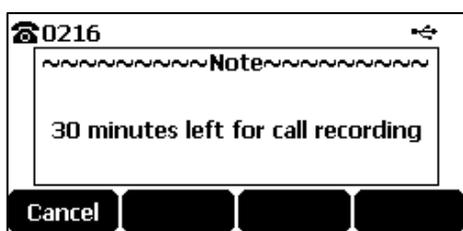
**During the recording, you can do the following:**

- To pause the recording, tap the **PauseREC** soft key. The **Re REC** soft key appears on the LCD screen. The LCD screen displays the icon  and the duration stops counting. To continue the recording, tap the **Re REC** soft key.
- To stop the recording, tap the **StopREC** soft key. The **StartREC** soft key appears on the LCD screen.

Recording stops and the LCD screen prompts "Record file saved".



If there is insufficient free space (30 or 10 minutes left) on the USB flash drive during recording, recording will not be stopped. When there is 30 minutes left, LCD screen prompts the following:



Tap the **Cancel** soft key to return to the previous screen.

If there is no free space on the USB flash drive during recording, recording is stopped and recorded file is saved automatically. The LCD screen prompts the following:



Note

You can hold, transfer or set up a conference call while recording.

When you end a call while recording, the recording will be stopped and saved to USB flash drive automatically.

To stop recording while the phone records, do one of the following:

- Tap the **StopREC** soft key.

The LCD screen prompts "Record file saved", and the recording icon and recording duration disappear.



- When there is **only** a call on the phone, tap the **More** soft key and then tap the **End Call** soft key, or tap  directly.

The LCD screen prompts "Record file saved", the recording icon and recording duration disappear, and the phone returns to the idle screen.



The recording will be stored as a new .wav file on the USB flash drive when the phone starts recording again.

Conference Recording

You can record conference calls in the same way as other calls with the following exceptions:

All conference participants are recorded while recording. If one of the participants taps the **Hold** soft key, only that participant is recorded. If one of the participants taps , only that participant is not recorded.

Recorded Files Playback

If you insert a USB flash drive into the USB port on your phone, you can play back recorded files on your phone.

You can also browse and delete the recorded files on the USB flash drive.

Note Playback can occur on either the phone itself or a computer using an application capable of playing .wav files.

To browse the recorded files:

1. Tap Menu->USB->Browse Audio.
- The LCD screen shows all recorded files on the USB flash drive. The recording duration and the size of the recorded file display after the filename.

Browse Audio	
0801-1021-4603 Yealink	15.9KB
20170801-1021-4603...	19.1KB
20170801-1014-4603...	1.2MB
201708~8.AAC	35.6KB

Back Clear Delete Play

2. Tap  or  to scroll through the recorded files.

To play back a recording:

1. Tap Menu->USB->Browse Audio.
2. Tap  or  to highlight the recording you want to play back.
3. Tap the **Play** soft key.



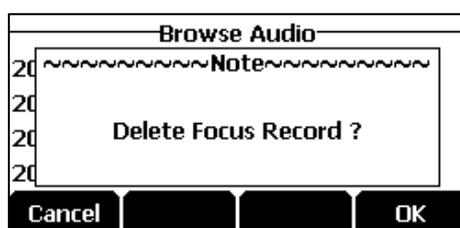
During the recording playback, you can do the following:

- To pause the playback, tap the **Pause** soft key. The **Play** soft key appears on the LCD screen.
To continue the playback, tap the **Play** soft key.
- To skip forward the playback, tap the ►► soft key. Tap once to skip forward 8 seconds.
- To rewind the playback, tap the ◀◀ soft key. Tap once to rewind 8 seconds.
- To adjust the volume of the speakerphone, tap ◀- or ◀+.
- To stop the playback, tap the **Back** soft key. The phone returns to the Browse Audio screen.

If you are playing back a recorded call and an incoming call arrives on your phone, the playback pauses and the phone rings. The playback will not continue until you tap the **Play** soft key.

To delete a recorded file:

1. Tap Menu->USB->Browse Audio.
 2. Tap ▲ or ▼ to highlight the recording you want to delete.
 3. Tap the **Delete** soft key.
- The LCD screen prompts the following warning:



4. Tap the **OK** soft key to confirm the deletion or the **Cancel** soft key to cancel.

You can also delete all recorded files by tapping the **Clear** soft key.

Intercom

Intercom is a useful feature in an office environment to quickly connect with the operator or the secretary. You can tap the intercom key to automatically connect with a remote extension for outgoing intercom calls, and the remote extension will automatically answer incoming intercom calls.

Note

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

Incoming Intercom Calls

The CP920 IP conference phone supports automatically to answer an incoming intercom call by default. The phone automatically plays a warning tone when it receives an incoming intercom call. In addition, you can enable the phone to mute the microphone when it automatically answers an incoming intercom call. You can also enable the phone to automatically answer an incoming intercom call while there is already an active call on the phone. The active call is then placed on hold.

Intercom features you need to know:

Intercom Feature	Description
Intercom Allow	Enable or disable the IP phone to answer an incoming intercom call.
Intercom Mute	Enable or disable the IP phone's microphone for intercom calls.
Intercom Tone	Enable or disable the IP phone to play a warning tone when it receives an incoming intercom call.
Intercom Barge	Enable or disable the IP phone to automatically answer an incoming intercom call while there is already an active call on the phone.

Intercom Allow

You can enable or disable the phone to answer an incoming intercom call. If Intercom Allow is enabled, the phone will automatically answer an incoming intercom call. If Intercom Allow is disabled, the phone will handle an incoming intercom call like a normal call instead of directly rejecting it. Intercom Allow is enabled by default.

Note

Your administrator can set a period of delay time before the phone automatically answers intercom calls. Contact your system administrator for more information.

Intercom Mute

You can mute or un-mute the phone's microphone for intercom calls automatically. If Intercom Mute is enabled, the microphone will be muted for intercom calls. If Intercom Mute is disabled, the microphone will work for intercom calls. Intercom Mute is disabled by default.

Intercom Tone

You can enable or disable the phone to play a warning tone when receiving an intercom call. If Intercom Tone is enabled, the phone will play a warning tone before answering the intercom call. If Intercom Tone is disabled, the phone will automatically answer the intercom call without warning. Intercom Tone is enabled by default.

Intercom Barge

You can enable or disable the phone to automatically answer an incoming intercom call while there is already an active call on the phone. If Intercom Barge is enabled, the phone will automatically answer the intercom call and place the active call on hold. If Intercom Barge is disabled, the phone will handle an incoming intercom call like a waiting call. Intercom Barge is disabled by default.

Note

To enable the phone to receive a new incoming call when it has an active call, make sure that call waiting feature is enabled on the phone in advance. For more information, refer to [Call Waiting](#).

To configure intercom features via phone user interface:

1. Tap Menu->Features->Intercom.
2. Make the desired changes.



3. Tap the **Save** soft key to accept the change or the **Back** soft key to cancel.

Using Intercom

To place an intercom call when the target phone is idle:

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

The called destination plays a warning tone and automatically answers the call in the hands-free (speakerphone) mode by default.

2. Tap  or the **End Call** soft key, to end the intercom call.

Multicast Paging

You can use multicast paging to quickly and easily broadcast time sensitive announcements to people who are listening to a specific multicast group and a specific channel. You can configure a paging key or paging list key on the phone, which allows you to send a Real Time Transport Protocol (RTP) stream to the pre-configured multicast address(es) and channel(s) without involving SIP signaling. You can configure the phone to receive an RTP stream from pre-configured multicast listening address(es) and channel(s) without involving SIP signaling. You can specify up to 31 multicast listening addresses and channels.

Yealink IP phone supports the following 31 channels:

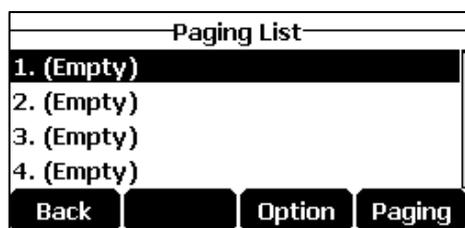
- **0:** You can broadcast audio to channel 0. Note that the Yealink IP phones running old firmware version (old paging mechanism) can be regarded as listening to channel 0. It is the default channel.
- **1 to 25:** You can broadcast audio to a specific channel. We recommend that you specify these channels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

The IP phones will automatically ignore all incoming multicast paging calls on the different channel.

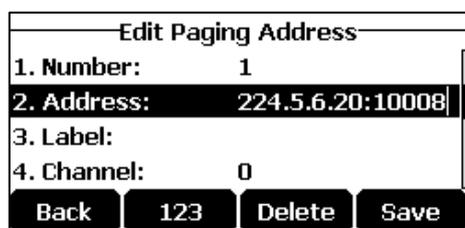
Sending RTP Stream

To configure paging list via phone user interface:

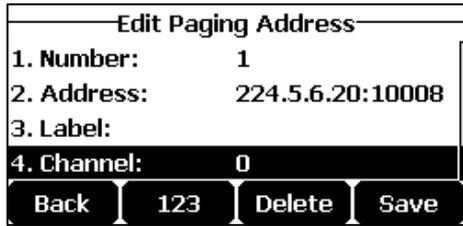
1. Tap the paging list key when the phone is idle.
 2. If the paging list key is not configured, you can also tap **Menu->Features->Paging List** to configure the paging list.
 3. Tap or to select a desired paging group.
- The default tag is Empty if it is not configured before.



4. Tap the **Option** soft key, and then tap the **Edit** soft key.
 5. Enter the multicast IP address and port number (e.g., 224.5.6.20:10008) in the **Address** field.
- The valid multicast IP addresses range from 224.0.0.0 to 239.255.255.255.



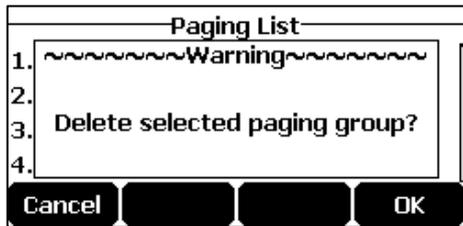
6. Enter the group name in the **Label** field.
 7. Enter the desired channel in the **Channel** field.
- The valid channel ranges from 0 to 30.



8. Tap the **Save** soft key to accept the change.
9. Repeat steps 2 to 7, you can add more paging groups..

To delete a paging group via phone user interface:

1. Tap the paging list key when the phone is idle.
2. Tap or to select a desired group.
3. Tap the **Option** soft key, and then select **Delete** soft key. The LCD screen prompts "Delete selected paging group?".



4. Tap the **OK** soft key to accept the change or the **Cancel** soft key to cancel.

If you want to delete all paging groups, you can tap the **Del All** soft key.

Music on Hold

Music on hold (MoH) is the business practice of playing recorded music to fill the silence that would be heard by the party placed on hold. To use this feature, you should specify a SIP URI pointing to a Music on Hold Server account. When a call is placed on hold, the phone will send a SIP INVITE message to the Music on Hold Server account. The Music on Hold Server account automatically answers the SIP INVITE messages and immediately plays audio from some source located anywhere (LAN, Internet) to the held party. Contact your system administrator for the SIP URI.

Placing Calls

You can have one call or multiple calls on the shared line.

To place a call on the shared line:

1. Enter the desired number using the keypad when the phone is idle.
2. Tap , , or the **Send** soft key.

To place multiple calls on the shared line:

You can have more than one call on the shared line. To place a new call when there is an active call on phone A, do one of the following on phone A:

1. Tap the **Hold** soft key. The original call is placed on hold.
 2. Tap the **NewCall** soft key to enter the dialing screen.
 3. Enter the desired number using the keypad.
 4. Tap  ,  ,  or the **Send** soft key.
- Phone A will dial the entered number.

Answering Calls

You can have one call or multiple calls on the shared line. Incoming calls will be distributed evenly among the available shared line.

To answer a call on the shared line:

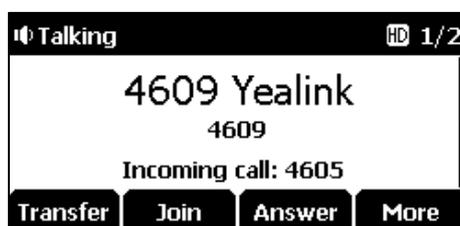
When an incoming call arrives on the shared line, the phone A and phone B will ring simultaneously. You can answer the incoming call on either phone A or phone B but not both.

Do one of the following on phone A or phone B:

- Tap  ,  or the **Answer** soft key on phone A.
Phone B stops ringing.
- Tap  ,  or the **Answer** soft key on phone B.
Phone A stops ringing.

To answer multiple calls on the shared line:

An incoming call arrives on the shared line when there is an active call on phone A. You can answer the incoming call on either phone A or phone B. The LCD screen of phone A displays the information of the incoming call (e.g., "Incoming call: 4605 Yealink").



Note Make sure call waiting feature is enabled on phone A. For more information, refer to [Call Waiting](#).

Do one of the following on phone A:

- Tap the **Answer** soft key. Phone B stops ringing.

- Tap  to access the new call.
 - Tap ,  or the **Answer** soft key. Phone B stops ringing.
- The incoming call is answered and the original call is placed on hold.

You can also answer the call on phone B:

1. Tap ,  or the **Answer** soft key. Phone A stops ringing.

Placing a Call on Hold

To place a call on hold:

1. Tap the **Hold** soft key on phone A when party A and party C are talking.
- The shared line call is placed on hold.

Retrieving a Held Call

If there is a held call between phone A and phone C, you can retrieve a held call on phone A.

To retrieve the held call on phone A:

1. Tap the **Resume** soft key on phone A.
- The conversation between phone A and phone C is retrieved.

In the following figure, the registered account is shared:

Placing Calls

You can have one call or multiple calls on the shared line.

To place a call on the shared line:

1. Enter the desired number using the keypad when the phone is idle.
2. Tap , ,  or the **Send** soft key.

To place multiple calls on the shared line:

You can have more than one call on the shared line. To place a new call when there is an active call on phone A, do one of the following on phone A:

1. Tap the **Hold** soft key. The original call is placed on hold.
 2. Tap the **NewCall** soft key to enter the dialing screen.
 3. Enter the desired number using the keypad.
 4. Tap , ,  or the **Send** soft key.
- Phone A will dial the entered number.

Answering Calls

When the phone C dials the BLA number "14084588327", an incoming call will arrive on the bridged line. The phone A and phone B ring simultaneously. You can answer the incoming call on either phone A or phone B but not both.

Do one of the following on phone A or phone B:

- Tap  ,  or the **Answer** soft key on phone A.
Phone B stops ringing.
- Tap  ,  or the **Answer** soft key on phone B
Phone A stops ringing.

Placing a Call on Hold

To place a call on hold:

1. Tap the **Hold** soft key on phone A when party A and party C are talking.
The bridged line call is placed on hold.

Retrieving a Held Call

If there is a held call between phone A and phone C, you can retrieve a held call on phone A.

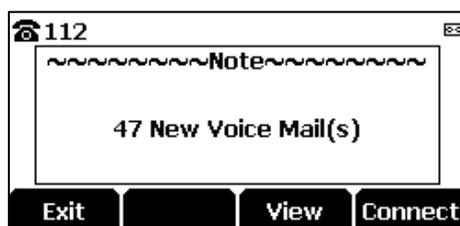
To retrieve the held call on phone A:

1. Tap the **Resume** soft key on phone A.
The conversation between phone A and phone C is retrieved.

Messages

Voice Mail

You can leave voice mails for someone else using the CP920 IP conference phone. You can also listen to voice mails that are stored in voice mailbox. When receiving a new voice mail, the phone will play a warning tone. The LCD screen will prompt "n New Voice Mail(s)" ("n" indicates the number of unread voice messages, e.g., 47 New Voice Mail(s)) and display an icon  .



If the voice mail pop-up message box disappears, it won't pop up again unless the user receives a new voice mail or the user re-registers the account that has unread voice mail(s).

Note

Voice Mail is not available on all servers. You can configure the phone not to display the pop-up prompt, contact your system administrator for more information.

To leave a voice mail:

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

To configure voice mail access codes via phone user interface:

1. Tap Menu->Message->Voice Mail->Set Voice Mail Code.
2. Tap the **123** soft key to select the proper input mode and then enter the voice mail access code (e.g., *88).



3. Tap the **Save** soft key to accept the change or the **Back** soft key to cancel.

Note

Voice mail access codes must be predefined on the system server. Contact your system administrator for the more information.

To listen to voice mails:

1. When the LCD screen prompts that the phone receives a new voice mail, you can tap the **Connect** soft key to dial out the voice mail access code.
2. Follow the voice prompt to listen to your voice mails.

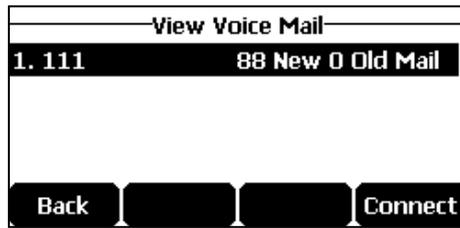
Note

Before listening to voice mails, make sure the voice mail access code has been configured.

To view the voice mail via phone user interface:

1. Tap Menu->Message->Voice Mail->View Voice Mail.

The LCD screen displays the amount of new and old voice mails.



2. Tap the **Connect** soft key to listen to voice mails.

Using Your Phone with Bluetooth Devices

The CP920 IP phone supports Bluetooth. Bluetooth enables low-bandwidth wireless connections within a range of 10 meters (32 feet). The best performance is in the 1 to 2 meters (3 to 6 feet) range.

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

- Make and receive mobile calls on the IP phone
- Use the IP phone as a Bluetooth speaker for music played on your mobile phone or PC.
- Merge the calls on you IP phone, the PSTN and connected mobile phone into to a hybrid UC conference (refer to [Creating a Hybrid UC Meeting](#)).

Note

Not all mobile phones support this function. Contact your system administrator for more information.

Activating/Deactivating the Bluetooth Mode

To activate the Bluetooth mode via phone user interface:

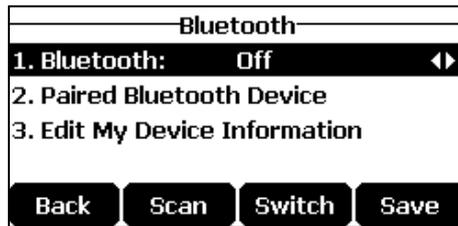
1. Do one of the following:
 - Tap .
 - Tap Menu->Setting->Basic Settings->Bluetooth.
2. Tap **Switch** soft key to select **On** from the **Bluetooth** field.
3. Tap the **Save** soft key.

The Bluetooth icon appears on the status bar.



To deactivate the Bluetooth mode via phone user interface:

1. Do one of the following:
 - Tap .
 - Tap Menu->Setting->Basic Settings->Bluetooth.
2. Tap **Switch** soft key to select **Off** from the **Bluetooth** field.



3. Tap the **Save** soft key.

The Bluetooth icon disappears from the status bar.

Pairing and Connecting the Bluetooth-Enabled Mobile Phone

You can pair up to countless mobile phones with your IP phone; however, only one mobile phone can be connected at a time.

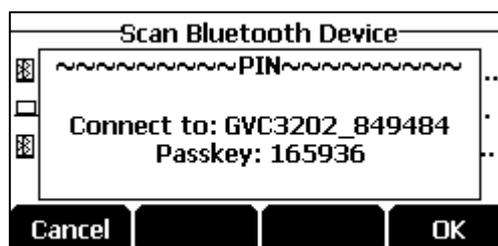
Before you pair a mobile phone, check the Bluetooth mode on the mobile phone to make sure that the mobile phone is discoverable.

To pair and connect the Bluetooth-Enabled Mobile Phone with your IP phone:

1. Activate the Bluetooth mode.
2. Tap the **Scan** soft key to scan the available Bluetooth device automatically.
3. Select the desired mobile phone.
4. Tap **Connect** soft key to connect the mobile phone to your IP phone..
 - The prompt “Connecting...” appears the screen.



- The IP phone will prompt the connect passkey on the LCD screen, as shown below:
5. Make sure your mobile phone is showing the same passkey, and then tap the **OK** soft key on both mobile phone and IP phone.



The Bluetooth icon  will display on the status bar.



Making/Receiving a Mobile Call on the IP Phone

You can enable the phone audio feature to make/receive a mobile call using the IP phone. Then the IP phone acts as a hands free device for your mobile phone. The call is made through your mobile phone, but the audio is present on and the call control is done by the IP phone.

To configure the phone audio feature:

1. Pair and connect the Bluetooth-Enabled mobile phone.
2. Select the Paired Bluetooth Device from the Bluetooth field.
3. Select the connected mobile phone, tap the **Option** soft key.
4. Select Detail-> Channel Control.
5. Tap the ◀ or ▶ soft key to select **Enabled** from the **Phone audio** field.



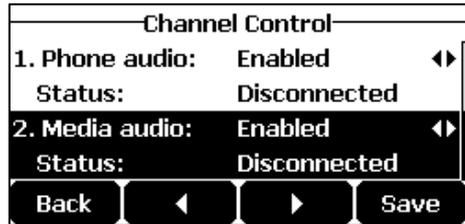
6. Tap the **Save** soft key.

Using Your IP Phone/PC as Bluetooth Speaker

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

To configure the media audio feature:

1. Pair and connect the Bluetooth-Enabled mobile phone/PC.
2. Tap the **Paired Bluetooth Device** soft key from the **Bluetooth** field.
3. Select the connected mobile phone, then tap the **Option** soft key.
4. Select Detail, then enter Channel Control.
5. Tap the ◀ or ▶ soft key to select **Enabled** from the **Media audio** field.



6. Tap the **Save** soft key.

Making the IP Phone Discoverable

If you make your IP phone visible to other Bluetooth devices, other Bluetooth devices can scan and find your IP phone. But if not, your IP phone' device name will not display in scanning list of other devices.

To make the IP phone discoverable:

1. Activate the Bluetooth mode.
2. Tap Edit My Device Information.
3. Turn on Open Discover.



4. Tap the **Save** soft key to accept the change or **Back** to cancel.

The IP phone will be visible to all Bluetooth devices nearby.

Editing Device Information

To edit device information via phone user interface:

1. Activate the Bluetooth mode.
2. Tap the Edit My Device Information from the Bluetooth field.
3. Enter the desired name in the **Device Name** field.
 - The default device name is "Yealink CP920".



4. Tap the **Save** soft key to accept the change or the **Back** key to cancel.

You should make your IP phone discoverable first, and then the pre-configured Bluetooth device name will display in scanning list of other device.

Disconnecting the Bluetooth Device

To disconnect your Bluetooth device from your IP phone:

1. Do one of the following:
 - Tap  .
 - Tap Menu->Setting->Basic Settings->Bluetooth ->Paired Bluetooth Device.
2. Select the connected mobile phone, tap the **Disconnected** soft key.

Then the IP phone will prompt as following:



Advanced Phone Features

Recording Using a USB Flash Drive

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

For more information on how to use recording feature, refer to [Call and Conference Recording](#)

