



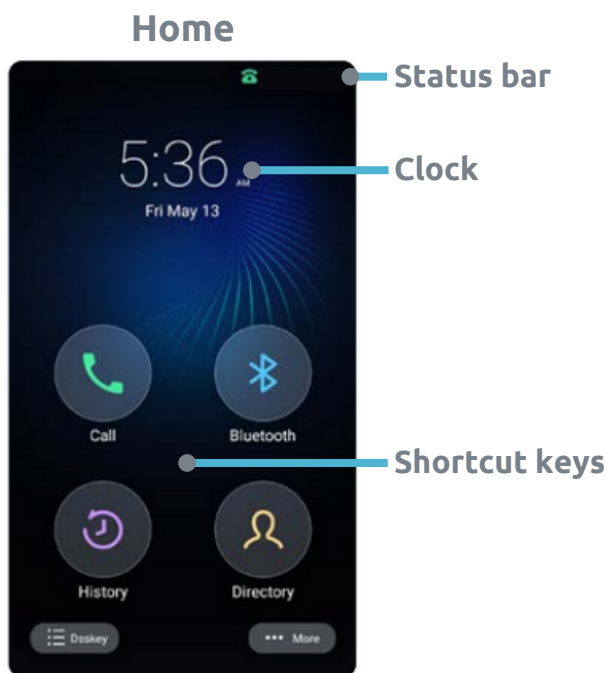
SignalVoice

USER GUIDE

YEALINK CP965



Getting familiar with your conference phone



Yealink CP965

User Guide

Answer calls

1. To answer a call, tap **Answer**.
2. To end a call, tap the red **End Call** button.

Hold calls

1. To put a call on hold, tap **Hold**.
2. To resume the call, tap **Resume**.

Mute calls

1. When in a call, tap the **Mute** button.

Blind transfer

1. When in a call, tap **...**, then **Transfer** and dial the extension/number.
2. Tap **Transfer**, then **B Transfer**.
3. The call will then end and be transferred.

Warm transfer

1. When in a call, tap **...**, then **Transfer** and dial the extension/number and tap **Transfer** again.
2. Tap **Call**.
3. When through to the other participant you can let them know.
4. Tap **Transfer** again to complete transfer.

Changing volume

1. To change call volume, use the volume buttons during the call.
2. To change the volume of the ringer, use the volume keys when phone is ringing or not in use.

Create a conference

1. Make a call or receive a call from the first participant.
2. Tap **Invite**, in the lower right side of the screen.
3. Dial the phone number or extension of the new user then tap **+Invite**.

Do not disturb

1. When in an active call, tap **...More**, then **DND**.
2. Tap the **Home** key to return to the home screen.
3. Disable DND, by tapping the **Exit DND** button on the top of the screen.

Here for you

Don't struggle, we are here to help! If you have a question, no matter how big or small, please get in touch. Call our expert team on 01642 713667.



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