

Yealink | 亿联网络



CP935W Phones User Guide

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Before You Begin

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

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

Related Documentation

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

The following types of related documents are available on each support page on [Yealink support page](#):

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

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

Getting Started

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

Topics

- [Hardware Overview](#)
- [Power On/Off](#)
- [Screen and Icons](#)

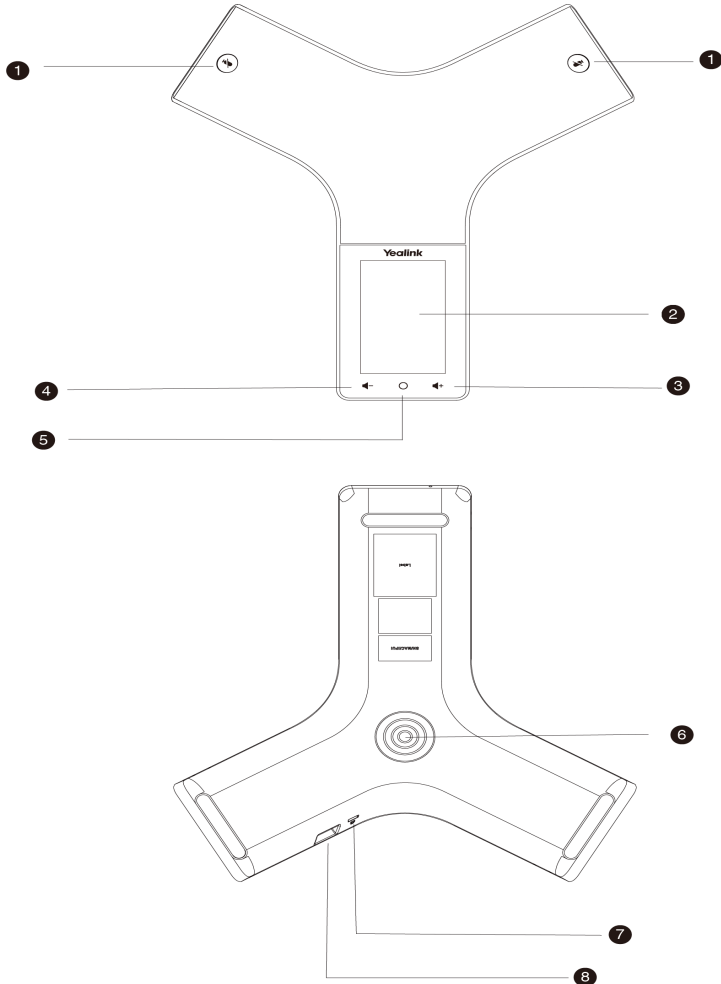
Hardware Overview

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

Topics

- [CP935W Hardware](#)
- [Mute Touch Key LED Indicators](#)

CP935W Hardware



NO.	Item	Description
1	Mute Key	•Toggles mute feature.

NO.	Item	Description
		•Indicate phone and call statuses.
2	Touch Screen	Shows information about calls, soft keys, time, date, and other relevant data.
3	Volume(+) Touch Key	Increases the volume of the speaker, ringer, or media.
4	Volume(-) Touch Key	Lowers the volume of the speaker, ringer, or media.
5	Home Touch Key	Returns to the idle screen.
6	Contact Charging Port	Contact the charging cradle to charge the phone.
7	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.
8	USB Type-C 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.

Mute Touch Key LED Indicators

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

LED Status	Description
Solid red	The phone is initializing. The phone is muted.
Flashing red	The phone is ringing.
Solid green	The phone is placing a call. There is an active call on the phone.
Flashing orange	The phone prompts low battery.
Off	The phone is powered off. The phone is idle.

Power On/Off

Power on: when the phone is charging, it will automatically power on. If the phone is not charging, you can press and hold the home button for 3 seconds to power on the phone.

Power off: press and hold the home key for 10 seconds then tap **OK** or tap **More->Basic->Power Off->OK** on the LED screen .

Screen and Icons

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

Topics

[Control Center](#)

[Idle Screen](#)

[The Dsskey Screen](#)

[Calls Screen](#)

[CP935W Icons in the Status Bar](#)

Control Center

Control center allows you to access common features quickly or enter the menu screen.

Procedure

1. Swipe down from the top of the screen or tap **More** on the idle screen.



No.	Name	Description	
1	Control Center	Backlight Slider	Drag the slider to adjust the screen brightness quickly.
		Bluetooth	<ul style="list-style-type: none"> Tap to turn Bluetooth on or off quickly. Long tap to enter the Bluetooth setting screen.
		Wi-Fi	<ul style="list-style-type: none"> Tap to turn Wi-Fi on or off quickly. Long tap to enter Wi-Fi setting screen.
		Mute	Tap to turn mute on or off quickly.
		DND	Tap to turn DND on or off quickly.
		Auto Answer	Tap to turn auto answer on or off quickly.
2	Menu	Status	Tap to enter the Status menu.
		Features	Tap to enter the Features setting menu.
		Message	Tap to enter the Message setting menu.
		Basic	Tap to enter the Basic setting menu.
		Advanced	Tap to enter the Advanced setting menu.
		USB	Tap to view the recorded audios and the available recording time.

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

Idle Screen


The idle screen mainly displays the registered account, time and date, and programmable keys. You can access the Dsskey screen and the control center.

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

The Dsskey Screen

The Dsskey screen displays phone's line keys.

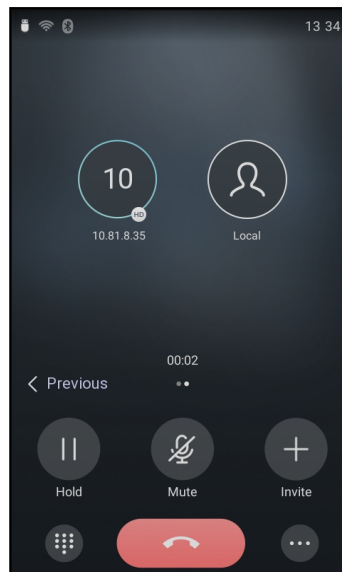


No.	Application	Description
1		Tap to add a line key.
2	Line Key List	Shows the line key labels. You can customize the line keys.
3	Page Keys	Tap to turn to the corresponding page.

Calls Screen

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

When there is an active call and a held call, the calls screen is shown below:



You can tap the **Previous/Next** to switch between multiple calls.

CP935W Icons in the Status Bar

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

Icons	Description	Icons	Description
	Auto Answer		Keep Mute
	Registered successfully		Voice Mail
	Do Not Disturb (DND)		Phone Lock
	Call Forward		Ringer volume is 0
	USB flash drive is detected		Missed Calls
	Wi-Fi enabled		Wi-Fi connection is unreachable
	Bluetooth enabled		Bluetooth-enabled mobile phone paired and connected
	Phone Warning		Battery Status
	Turn off Wireless Network		

Call Features

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

Topics

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

Placing Calls

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

Topics

- [Placing a Call from the Dialer](#)
- [Placing Multiple Calls](#)
- [Placing a Call with a Speed Dial Key](#)
- [Placing a Call Back to the Last Incoming Number](#)
- [Dialing a Hotline Number](#)
- [Placing an International Call](#)
- [Placing a Call from the Call History](#)
- [Placing a Call from the Directory](#)
- [Placing an Anonymous Call](#)
- [Placing Calls to Google Contacts](#)



Placing a Call from the Dialer

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

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

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

Procedure




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

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

Placing Multiple Calls

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



Procedure

1. Do one of the following:
 - Select  > **New Call**. The active call is placed on hold.
 - Select **Hold** to place the original call on hold.
Select  > **New Call**.
2. Enter the desired number or select a contact.
3. Select **Send** ().

Placing a Call with a Speed Dial Key

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


Procedure

1. Tap **Dsskey**.
2. Long tap the desired line key.
3. Select **SpeedDial** from the **Type** field.
4. Select the desired line from the **Account ID** field.
5. Do one of the following:
 - (Optional.) Enter the string that will appear on the phone screen in the **Label** field.
Enter the contact number you want to dial out directly in the **Value** field.
You can also enter the contact number with the DTMF sequence that you want to send in the **Value** field. The contact number and DTMF sequence are separated by commas. One comma stands for 500 milliseconds.
For example, **1234,,123#** means the phone dials out the number 1234 first, then after the call is set up for 1 second, it sends the DTMF sequence 123# to the remote party.
 - Select  and select the desired contact.
6. Select .

Placing a Call Back to the Last Incoming Number

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


Procedure


1. Tap **Dsskey**.
2. Long tap the desired line key.
3. Select **Key Event** from the **Type** field.
4. Select **Recall** from the **Key Type** field.
5. (Optional.) Enter the string that will appear on the phone screen in the **Label** field.
6. Select .

Dialing a Hotline Number

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

Procedure



1. Go to **More > Features > Hot Line**.
2. Do one of the following:
 - Enter the desired number in the **Hotline Number** field.
 - Select  and select the desired contact.

3. Enter the desired delay time (0-10 seconds) in the **Hotline Delay** field.
4. Select .

Placing an International Call

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


Procedure

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

Placing a Call from the Call History

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



Procedure

1. Tap .
The phone screen displays all call records.
2. Tap **All Calls** and select the desired history list.
3. Tap the desired entry.

Placing a Call from the Directory

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

Procedure

1. Tap .
2. If the contact was added to a specified contact group, you can tap **Local Directory** to select the desired contact group.
3. Tap .
If the selected contact has multiple numbers, tap the desired number to dial out.

Related Topic

[Searching for Contacts](#)

Placing an Anonymous Call


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

Before You Begin

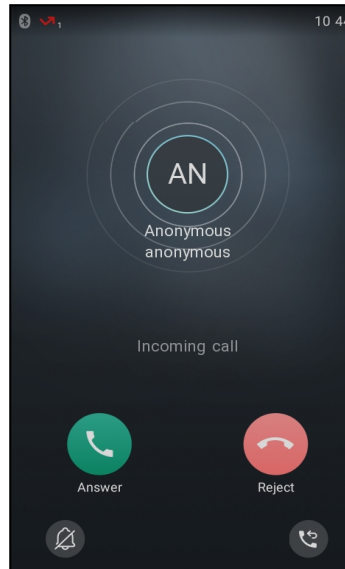
Contact your system administrator to find out if this feature is available on your phone, and to get the anonymous call on code or off code if required.

Procedure

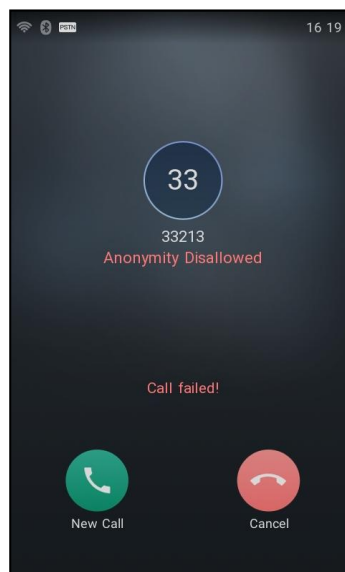
1. Go to **More > Features > Anonymous Call**.
2. Select the desired line.
3. Turn on **Local Anonymous**.

4. (Optional.) Turn on **Send Anonymous Code**.
5. (Optional.) Enter the anonymous call on code and off code respectively.
6. Select .
7. Place a call.

The callee is prompted with an incoming call from anonymity.



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



Related Topic

[Rejecting Anonymous Calls](#)

Placing Calls to Google Contacts

You can call your Google Contacts from your phone.

Procedure

1. Go to  > **Local Directory** > **Google Contact**.
2. Tap .

Answering Calls

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

Topics

- [Answering a Call](#)
- [Answering a Call When in a Call](#)
- [Answering a Call Automatically](#)

Answering a Call

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

Procedure

1. Select **Answer**.

Answering a Call When in a Call

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

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

Procedure

1. Select **Answer** ().

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

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

Related Topic


[Disabling Call Waiting](#)

Answering a Call Automatically

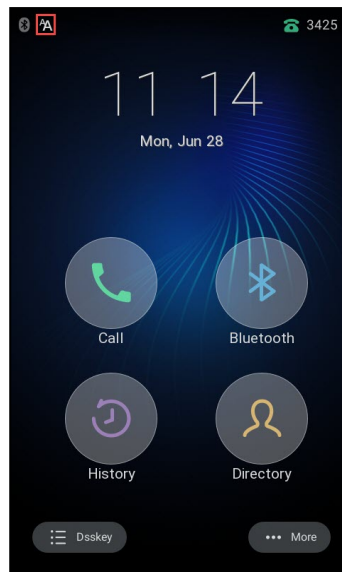
Auto answer enables you to automatically answer an incoming call in speakerphone (hands-free) mode when your phone is idle.

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

Procedure

1. Go to **More** > **Features** > **Auto Answer**.
2. Select the desired line.
3. Turn on **Auto Answer**.
4. Turn on **Auto Answer Mute**.
5. Select .

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




Disabling Call Waiting

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

Before You Begin

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

Procedure

1. Go to **More > Features > Call Waiting**.
2. Turn off **Call Waiting**.
3. Select  .

Silencing or Rejecting Incoming Calls

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


Topics

- [Silencing a Call](#)
- [Rejecting a Call Manually](#)
- [Rejecting Anonymous Calls](#)
- [Rejecting Calls with Do Not Disturb \(DND\)](#)

Silencing a Call

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

Procedure

1. Select  .

Rejecting a Call Manually

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

Procedure

1. Select **Reject**.


Rejecting Anonymous Calls

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

Before You Begin

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

Procedure

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

Related Topic

[Placing an Anonymous Call](#)

Rejecting Calls with Do Not Disturb (DND)

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


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

Activating DND

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

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

Procedure

1. Tap **More > DND** when the phone is idle.
The DND icon  appears in the status bar.

Related Topic

[Redirecting Incoming Calls](#)

Deactivating DND

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

Procedure

1. Tap **More > DND** when the phone is idle.

The DND icon  disappears from the status bar.

Ending Calls

You can end the current call at any time.


Procedure

1. Select .

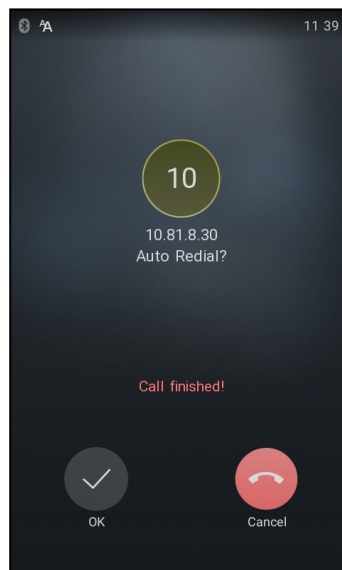
Redialing a Call Automatically

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

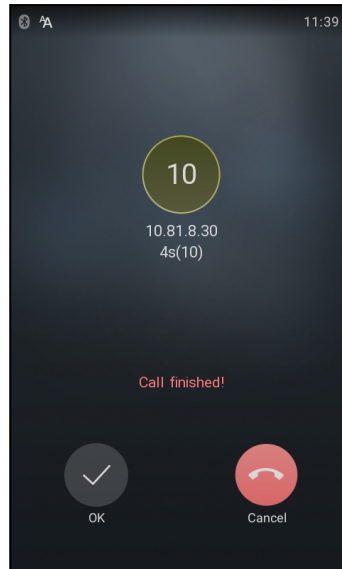
Procedure

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

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







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



Muting/Unmuting Audio

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

Procedure

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

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

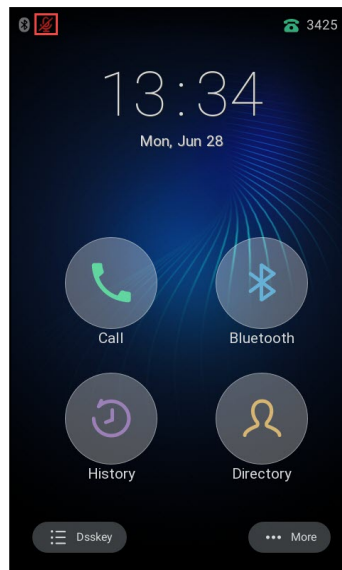
Keep Mute

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

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

Procedure

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



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

Holding and Resuming Calls

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

Topics

[Holding a Call](#)

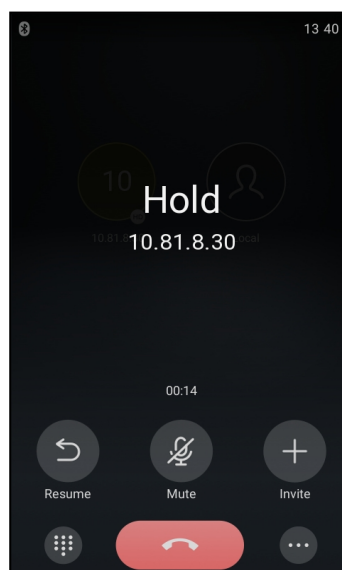
[Resuming a Held Call](#)

Holding a Call

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

Procedure

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



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

Note: When you have multiple calls on the phone and the current call is held, you can select **Previous/Next** to swap to the active call.

Resuming a Held Call

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

Procedure

1. Select **Resume**.

If multiple calls are placed on hold, select the desired call first.

Note: When you have multiple calls on the phone and the current call is active, you can select **Previous/Next** to swap to the held call.

Redirecting Incoming Calls

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

Topics

[Forwarding All Incoming Calls to a Contact](#)

[Forwarding an Incoming Call Manually](#)

[Diverting Calls to a Contact](#)

Forwarding All Incoming Calls to a Contact

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

There are three types of forwarding:

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

Topics

[Forwarding All Incoming Calls on All Lines](#)

[Deactivating Call Forward](#)


Forwarding All Incoming Calls on All Lines


You can forward all incoming calls on the phone.

Before You Begin

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

Procedure

1. Go to **More > Features > Call Forward**.
2. Select the desired forwarding type and turn on the feature.
3. Do one of the following:
 - Enter the contact number you want to forward incoming calls to in the **Forward to** field.
 - Select  and select the desired contact.
4. If you select the **No Answer Forward** option, select the desired ring time to wait before forwarding from the **After Ring Time** field.


5. (Optional.) Enter the always/busy/no answer forward on code or off code respectively in the **On Code** or **Off Code** field.
6. Tap .

The call forward icon appears in the status bar. And the phone prompts you that call forward is enabled.

Deactivating Call Forward

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


Procedure

1. Go to **More > Features > Call Forward**.
2. Select the desired forwarding type and turn off the feature.
3. Tap .

Forwarding an Incoming Call Manually

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

Procedure



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

The phone prompts a call forward message.

Diverting Calls to a Contact

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

Procedure

1. Tap .
2. Tap the desired contact and select .
3. Edit the contact information.
4. Enter a contact's number you want to divert the call to in the **Auto Divert** field.
5. Select **Done**.

Transferring Calls

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

You can use one of three ways:

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

Topics


[Performing a Blind Transfer](#)

[Performing a Semi-Attended/Attended Transfer](#)

Performing a Blind Transfer

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




Procedure

1. Select  > **Transfer**.
2. Enter the number you want to transfer to.
3. Select **Transfer** to complete the transfer.

Performing a Semi-Attended/Attended Transfer

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

Procedure

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

Conference Calls

The phone supports creating local conference and network conference.

During the conference, follow these tips:

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

Topics

[Local Conference](#)

[Network Conference](#)

Local Conference

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

There are three ways to create a conference:

- Initiating a conference by dialing multiple numbers.
- Initiating a conference by inviting participants.
- Merging multiple calls into a conference.

If you connect a mobile phone and PC to your IP phones, you can also create a hybrid UC conference.

Topics

[Initiating a Conference by Dialing Multiple Numbers](#)

[Initiating a Conference by Inviting Participants](#)

[Merging Multiple Calls into a Conference Call](#)

[Creating a Hybrid UC Conference](#)

[Holding/Resuming a Conference Call](#)

[Muting/Unmuting a Conference Call](#)

[Splitting a Conference Call](#)



[Managing the Conference Participants](#)



[Enabling/Disabling the DND Mode for a Conference Call](#)

Initiating a Conference by Dialing Multiple Numbers

You can initiate a conference by dialing multiple numbers, this is a convenient way to set up a local conference.

Procedure




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

Note: The value under the icon  indicates the number of parties you have added and the maximum number of the parties you can add. For example,  indicates you can add up to 4 parties and you have added 1 party.

Initiating a Conference by Inviting Participants

You can invite one or multiple members at a time to join the conference.


Procedure

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

Merging Multiple Calls into a Conference Call

During the multiple calls, you can merge them into a conference call.

Procedure

1. Tap  > **Merge calls**.
The calls are merged into a conference call.

Creating a Hybrid UC Conference

You can merge the calls on your IP phones, the PC and connected mobile phone into a hybrid UC conference.

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

Before You Begin

Make sure you have an active PC audio and connected a mobile phone to your phone.

Procedure

1. Select **Invite**.
2. Do the following to place a mobile call over Bluetooth on the phone.

- a. Enter the desired number and then select **Invite**.
 - b. Select the connected mobile phone in the pop-up dialog box.
3. Select **Invite**.
 4. Do the following to place an IP call.
 - a. Enter the desired number and then select **Invite**.
 - b. Select the registered account.

Holding/Resuming a Conference Call

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

Procedure

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

Muting/Unmuting a Conference Call

You can mute the local microphone during a conference call so that the other participants can hear each other except you.

Procedure

1. Select **Mute** to mute the conference call.
2. Select **Mute** again to unmute the conference.

Splitting a Conference Call

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

Procedure

1. Select  > **Split** to split the conference call into individual calls on hold.

Managing the Conference Participants

During the conference, you can manage the participants to make the conference more flexible.

You can manage conference participants in the following ways:

- Mute a participant.
- Hold a participant
- Remove a participant from the conference
- Split the participant from the conference
- View the participant information



Procedure

1. Tap the avatar of desired participant, you can do the following:
 - Select **Far Mute** to mute the participant. The muted participant can hear everyone, but no one can hear the muted participant.
 - Select **Remove** to remove the participant from the conference.
 - Select **Split** to split the participant from the conference.
 - Select **Far Hold** to hold the participant.
 - Select **Cancel** to return to the conference screen.

Enabling/Disabling the DND Mode for a Conference Call

You can enable the DND mode for a conference call, as a result, the conference call will not be disturbed by the incoming calls.

Procedure

1. Select  > **DND** to enable the DND mode.
2. Select  > **DND** again to disable the DND mode.

Network Conference

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

Topic

[Setting Up a Network Conference](#)


Setting Up a Network Conference

You can set up a network conference with multiple parties.

Procedure

1. Place a call to the first party.
2. When the first party answers the call, select **Invite**.
3. Do one of the following:
 - Enter the number of the second party, and then select **Invite**.
 - Select **Call multiple members? Click here >>**, enter the number of the new party, and then select **Add Members**.

Repeat the step above until you add all intended parties.

Select  to call all intended parties at the same time.

The conference is set up after the intended parties answer the call.

Note: The Procedures for setting up a network conference call on specific servers may be different from the introduction above. Contact your system administrator for more information.

Recording Using a USB Flash Drive

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

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

Note: Yealink CP935W phones support USB flash drive in FAT32 only.

Topics

[Recording a Call](#)

[Pausing/Resuming a Recording](#)

[Stopping a Recording](#)

[Viewing the Available Recording Time](#)

Recording a Call

You can record the important parts during an active call.

Important: Before call recording, especially those involving PSTN, it is necessary to know about the rules and restrictions of

call recording in the country where you are.

It is also very important to inform all the call parties that you are recording and ask for their consent before recording the conversation.

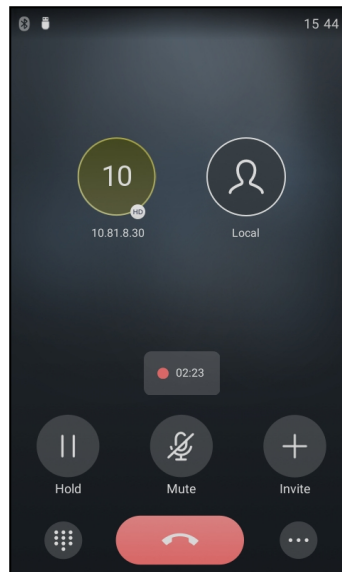
Before You Begin

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

Procedure

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

The phone screen displays a recording icon and recording duration.



Pausing/Resuming a Recording

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

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

Procedure

1. Select **...** > **Pause REC** to pause a recording.

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

2. Select **...** > **Resume REC** to resume a recording.

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

Stopping a Recording

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

Procedure

1. Do one of the following:
 - Select **...** > **Stop REC**.

The recording icon and recording duration disappears. The screen prompts a message that the call is recorded successfully.

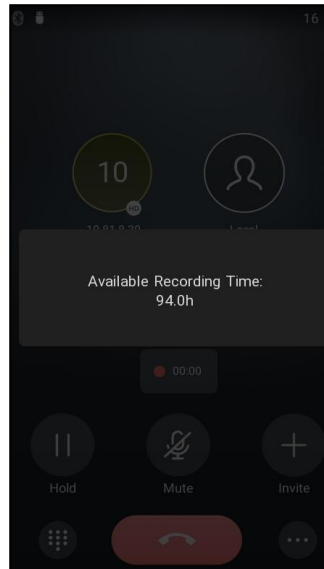
- Select .

The recording icon and recording duration disappears, and the phone returns to the idle screen. The screen prompts a message that the call is recorded successfully.

Viewing the Available Recording Time

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

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



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

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

Procedure

1. Go to **More > USB**.

Multicast Paging

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

The phone supports the following 31 channels:

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

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

Topics

[Sending Multicast Paging](#)
[Receiving Multicast Paging](#)
[Managing a Paging Call](#)

Sending Multicast Paging

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

Note: Multicast RTP is one way only from the sender to the multicast address(es) (receiver). For outgoing RTP multicasts, all other existing calls on the phone will be placed on hold.

Topics

[Setting a Multicast Paging Key](#)
[Sending a Paging by a Multicast Paging Key](#)
[Setting a Paging List Key](#)
[Setting a Paging Group](#)
[Sending Pages by a Paging List Key](#)
[Deleting a Paging Group](#)


Setting a Multicast Paging Key

You can set a Multicast Paging key for a paging group, which allows you to send announcements quickly on the idle screen.

Before You Begin

Get the multicast IP address and port number from your system administrator.

Procedure

1. Tap **Dsskey**.
2. Long tap the desired line key.
3. Select **Key Event** from the **Type** field.
4. Select **Multicast Paging (Paging)** from the **Key Type** field.
5. (Optional.) Enter the paging group name in the **Label** field.
6. Enter the multicast IP address and port number (for example, 224.5.6.20:10008) in the **Value** field.
7. Enter the desired channel between 0 and 30 in the **Channel** field.
8. Select .

Sending a Paging by a Multicast Paging Key

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

Before You Begin

You need to set a Multicast Paging key in advance.

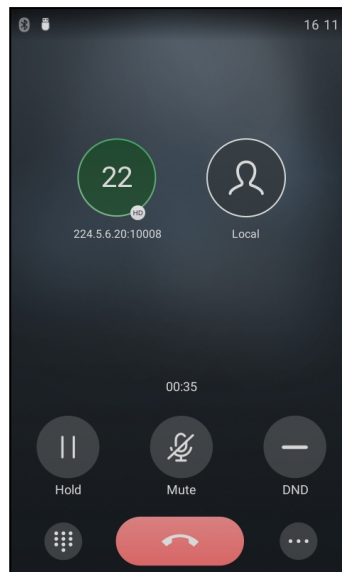
Procedure

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

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

Mute key LED indicators glow green.

The following figure shows a multicast RTP session on the phone:



Related Topic

[Setting a Multicast Paging Key](#)

Setting a Paging List Key

You can set a Paging List key to easily access the paging groups on the idle screen.

Procedure

1. Tap **Dsskey**.
2. Long tap the desired line key.
3. Select **Key Event** from the **Type** field.
4. Select **Paging List** from the **Key Type** field.
5. (Optional.) Enter the string that will display on the phone screen in the **Label** field.
6. Select .

Setting a Paging Group

You can edit the information of the paging group.

Before You Begin

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

Procedure

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

Sending Pages by a Paging List Key

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

Before You Begin

You need to set a Paging List key in advance.

Procedure

1. Tap the Paging List key when the phone is idle.
2. Select the desired paging group.

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

Related Topic


[Setting a Paging List Key](#)

Deleting a Paging Group

You can delete any group from the paging group list.

Procedure


1. Tap the Paging List key when the phone is idle.
If the Paging List key is not set, you can also go to **More > Features > Paging List**.

2. Select  after the desired paging group.

3. Select **Delete**.

The phone prompts you to delete the paging group or not.

4. Select **OK**.

If you want to delete all paging groups, you can tap  on the top-right of the phone screen.

Receiving Multicast Paging

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

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

Managing a Paging Call

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

Procedure

- Select **Hold** to place the current paging call on hold.
The paging call is placed on hold and the receiver releases the session.
- Select **Resume** to resume the held paging call.
The multicast RTP session is re-established.
- Select **DND** to enable or disable DND mode.
- Select **Mute** to mute the multicast RTP session.

Advanced Call Features

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

Topics

[Using Call Completion](#)
[Call Pickup](#)
[Call Park and Call Retrieve](#)
[Busy Lamp Field \(BLF\)](#)
[BLF List](#)
[Shared Line](#)
[Intercom](#)
[Voice Mail](#)
[Using the Hot Desking](#)

Using Call Completion

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

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

Procedure

1. Go to **More > Features > Call Completion**.
2. Turn on **Call Completion**.
3. Select .

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

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

Call Pickup

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

The phone supports the following two call pickup features:

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

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

Topics

[Picking up a Call Directly](#)
[Picking up a Group Call Directly](#)
[Picking up a Call with a Pick Up Key](#)
[Picking up a Call with a Group Pickup Key](#)


Picking up a Call Directly

You can answer a call that rings on another phone.

Before You Begin

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

Procedure

1. Select .
*The **DPickup (Pick Up)** appears on the phone screen.*
2. Select **DPickup (Pick Up)** on your phone.
3. Enter the phone number which is receiving an incoming call.
4. Select **DPickup (Pick Up)** again.
The call is answered on your phone.


Picking up a Group Call Directly

When any phone within a predefined group receives an incoming call, you can pick up that call on your phone. If there are multiple incoming calls on the group at the same time, you can only pick up the first incoming call.

Before You Begin

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

Procedure

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



Picking up a Call with a Pick Up Key

You can easily use a Pick Up key to pick up a call to a specific contact's phone.

Before You Begin

Ask your system administrator for the directed call pickup code.

Procedure

1. Tap **Dsskey**.
2. Long tap the desired line key.
3. Select **Key Event** from the **Type** field.
4. Select **Pick Up** from the **Key Type** field.
5. Select the desired line from the **Account ID** field.
6. Do one of the following:
 - (Optional.) Enter the string that will display on the phone screen in the **Label** field.
Enter the directed call pickup code followed by the specific extension in the **Value** field.
 - Select  and select the desired contact.
7. Select .

When the target phone receives an incoming call, you can press the Pick Up key, and the call is answered on your phone.



Picking up a Call with a Group Pickup Key

You can easily select a Group Pickup key to pick up a group call.

Before You Begin

Check with your system administrator if the group call pickup code is required for this key. If required, get the group call pickup code from your system administrator.

Procedure

1. Tap **Dsskey**.
2. Long tap the desired line key.
3. Select **Key Event** from the **Type** field.
4. Select **Group Pick Up** from the **Key Type** field.
5. Select the desired line from the **Account ID** field.
6. Do one of the following:
 - (Optional.) Enter the string that will appear on the phone screen in the **Label** field.
Enter group call pickup code in the **Value** field.
 - Select  and select the desired contact.
7. Select .

When any phone within a predefined group of phones receives an incoming call, you can the Group Pickup key, and the call is answered on your phone.

Call Park and Call Retrieve

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

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

Topics

[Parking or Retrieving a Call in the FAC Mode](#)
[Parking or Retrieving a Call in the Transfer Mode](#)

Parking or Retrieving a Call in the FAC Mode

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

Topics

[Parking a Call in the FAC Mode](#)
[Retrieving a Parked Call in the FAC Mode](#)

Parking a Call in the FAC Mode

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

Before You Begin

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

Procedure

1. During a call, select  > **Park**.
The phone will dial the call park code which is pre-configured.

2. Do one of the following:

- If you want to park the call against the local extension, press the # key.
- If you want to park the call against the desired extension, enter the extension (for example, 4606) where you want to park the call and press the # key.

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

Retrieving a Parked Call in the FAC Mode

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

Before You Begin

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

Procedure

1. Select **Retrieve** on the dialing screen.

The phone will dial the park retrieve code which is configured in advance.

2. Follow the voice prompt to retrieve:

- Press the # key on the phone where the call is parked.
- Enter the desired extension followed by # (for example, 4606#) on any phone.

Parking or Retrieving a Call in the Transfer Mode

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

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

Topics

[Parking a Call in the Transfer Mode](#)

[Retrieving a Parked Call in the Transfer Mode](#)


Parking a Call in the Transfer Mode

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

Before You Begin

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

Procedure

1. During a call, select  > **Park**.

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

Retrieving a Parked Call in the Transfer Mode

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

Before You Begin

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

Procedure

1. Select **Retrieve** on the dialing screen.

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

Parking or Retrieving a Call with a Park or Retrieve Key

You can easily use a Park key to park a call to a specific extension (if the FAC mode is set) or shared parking lot (if the Transfer mode is set), and quickly retrieve this parked call using a retrieve key.

Topics





[State Indicator of the Park/Retrieve key](#)

[Parking a Call using a Park Key](#)

[Retrieving a Parked Call using a Retrieve Key](#)

State Indicator of the Park/Retrieve key

can get the call park/retrieve status by viewing the icon indicator of the Park/Retrieve key.

Icons	Description	Icons	Description
	Park successfully/Idle state.		Park failed.
	Ringing state.		Retrieve parked call.



Parking a Call using a Park Key

You can set a line key as a Park key, and specify an extension or a shared parking lot you want to park a call to for this key. By using the Park key, you can park a call quickly.

Before You Begin

Check with your system administrator if the FAC or Transfer mode is set on your phone, and if **Account ID** is necessary for this key.

Procedure

1. Tap **Dsskey**.
2. Long tap the desired line key.
3. Select **Key Event** from the **Type** field.
4. Select **Call Park** from the **Key Type** field.
5. (Optional.) Select the desired line from the **Account ID** field.
6. Do one of the following:
 - (Optional.) Enter the string that will appear on the phone screen in the **Label** field.
Enter the park extension number or the shared parking lot you want to park the call to in the **Value** field.
 - Select  and select the desired contact.
7. Select .

During a call, you can the Call Park key, and the call is parked to the desired extension or the shared parking lot directly.



Retrieving a Parked Call using a Retrieve Key

You can set a line key as a Retrieve key, and specify a parked extension or retrieve lot you want to retrieve a parked call from for this key. By using the Retrieve key, you can retrieve a parked call quickly.

Before You Begin

Check with your system administrator if the FAC or Transfer mode is set on your phone, and if **Account ID** is necessary for this key.

Procedure

1. Tap **Dsskey**.
2. Long tap the desired line key.
3. Select **Retrieve Park** from the **Type** field.
4. (Optional.) Select the desired line from the **Account ID** field.
5. Do one of the following:
 - (Optional.) Enter the string that will appear on the phone screen in the **Label** field.
Enter the parked extension or the retrieve lot in the **Value** field.
 - Select  and select the desired contact.
6. Tap .

When there is a call parked on the extension or the shared parking lot, you can the Retrieve key on the idle screen, and the call is retrieved from the parked extension or shared parking lot directly.

Busy Lamp Field (BLF)

You can monitor a specific remote line using a BLF key for status changes on the phone.

Topics

[State Indicator of Remote Line by BLF Key](#)

[Audio Alert for BLF Pickup](#)

[Visual Alert for BLF Pickup](#)

[Setting a BLF Key](#)








[Picking up a Remote Call by BLF Key](#)

[Transferring a Call by BLF Key](#)

[Parking or Retrieving a Call by BLF Key](#)

State Indicator of Remote Line by BLF Key

You can get the monitored line's status by viewing the icon indicator of the BLF key.

Icons	Description	Icons	Description
	The monitored line is idle		The monitored line is ringing.
	The monitored line is dialing		The monitored line is busy or in a call.
	The monitored line places a call on hold		A call is parked to the monitored line.
	The monitored line fails to register or does not exist.		

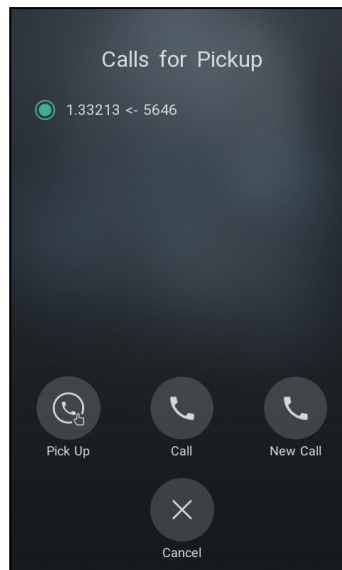
Audio Alert for BLF Pickup

The Audio Alert for BLF Pickup feature allows your phone to play a tone when the specified monitored line receives an incoming call.

Visual Alert for BLF Pickup

Your system administrator can configure your phone to display the call information when the specified monitored line receives an incoming call.



You can select to pick up the call to the monitored line, place a call to the monitored line, place a new call or go back to the idle screen.



Setting a BLF Key

You can set a BLF key to monitor a specific line for status changes on the phone.

Procedure

1. Tap **Dsskey**.
2. Long tap the desired line key.
3. Select **BLF** from the **Type** field.
4. Select the desired line from the **Account ID** field.
5. Do one of the following:
 - (Optional.) Enter the string that will appear on the phone screen in the **Label** field.
Enter the phone number or the extension you want to monitor in the **Value** field.
 - Select  and select the desired contact.
6. (Optional.) Enter the directed call pickup code in the **Extension** field.
7. Select .

Picking up a Remote Call by BLF Key

When the monitored users are not at their desks and someone rings their lines, you can pick up the desired call simply by tapping the flashing BLF key.

If your system administrator sets the directed call pickup code in advance, you can use the BLF key to pick up the call directly. If not or if you want to set a pickup code for a specific BLF line, you can set a pickup code for the BLF key manually.

Before You Begin

You have edited the BLF key's **Extension** field with the directed call pickup code from your system administrator.

Procedure

1. When the monitored line receives an incoming call, you can tap the BLF key to pick up the call for the monitored line directly.

Related Topic

[Setting a BLF Key](#)

Transferring a Call by BLF Key

When there is already an active call on the IP phones, you can transfer the active call to the monitored line by the BLF key.

The phone transfers the active call differently depending on the Transfer Mode via Dsskey feature configured by your system administrator.

Topics

[Performing a Blind Transfer](#)

[Performing a Semi-attended/Attended Transfer](#)


Performing a Blind Transfer

During a call, you can transfer the call to the monitored contact in a blind-transfer way.

Before You Begin

Check with your system administrator if the Transfer Mode via Dsskey is set to **Blind Transfer**.

Procedure

1. During a call, select  > **Dsskey**.
2. Tap the BLF key of the monitored user which you want to transfer this call to.


Performing a Semi-attended/Attended Transfer

During a call, you can transfer the call to the monitored contact in the semi-attended/attended-transfer way.

Before You Begin

Check with your system administrator if the Transfer Mode via Dsskey is set to **Attended Transfer**.

Procedure

1. During a call, select  > **Dsskey**.
2. Tap the BLF key of the monitored user which you want to transfer this call to. The phone will dial out the number of the monitored line.
3. Tap the BLF key of the monitored user again to complete the transfer when the monitored user receives ring-back or after the monitored user answers the call.

Parking or Retrieving a Call by BLF Key

You can use the BLF key to park a call or retrieve a parked call directly.

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

Topics

[Parking a Call to a Monitored Line](#)

[Retrieving a Parked Call](#)


Parking a Call to a Monitored Line

During the call, you can use the BLF key to park the current call to a monitored line directly.

Before You Begin

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

Procedure

1. During a call, select  > **Park**.
2. Tap the desired BLF key to park the call to the monitored line.

Retrieving a Parked Call

You can use the BLF key to retrieve a call that is parked to the monitored line.

Before You Begin

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

Procedure

1. Select **Retrieve** on the dialing screen.
2. Press the desired BLF key to retrieve a call that is parked to the monitored line.

BLF List

BLF List feature enables you to monitor a list of users defined by your system administrator, and the respective icons will either flash or glow depending on the status of monitored lines.

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

Topics

[State Indicator of Remote Line by BLF List Key](#)

[Audio Alert for BLF Pickup](#)

[Visual Alert for BLF Pickup](#)

[Picking up a Remote Call by BLF List Key](#)

[Transferring a Call by BLF List Key](#)








[Parking a Call by a BLF List Key](#)

[Retrieving a Call by a BLF List Key](#)

[Barging in an Active Call by BLF List Key](#)

State Indicator of Remote Line by BLF List Key

You can get the monitored line's status by viewing the icon indicator of the BLF List key.

Icons	Description	Icons	Description
	The monitored line is idle		The monitored line is ringing.
	The monitored line is dialing		The monitored line is busy or in a call.
	The monitored line places a call on hold		A call is parked to the monitored line.
	The monitored line fails to register or does not exist.		

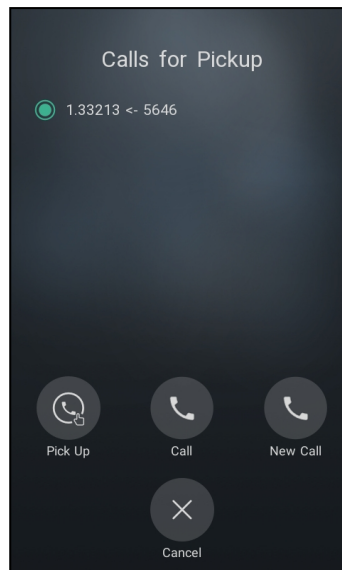
Audio Alert for BLF Pickup

The Audio Alert for BLF Pickup feature allows your phone to play a tone when the specified monitored line receives an incoming call.

Visual Alert for BLF Pickup

Your system administrator can configure your phone to display the call information when the specified monitored line receives an incoming call.

You can select to pick up the call to the monitored line, place a call to the monitored line, place a new call or go back to the idle screen.



Picking up a Remote Call by BLF List Key

When the monitor user is not at his/her desk and someone rings his/her line, you can pick up the call simply by tapping the flashing BLF List key.

Before You Begin

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

Procedure

1. Tap the BLF List key to pick up the call for the monitored line directly.

Transferring a Call by BLF List Key

When there is already an active call on the IP phones, you can transfer the active call to the monitored user by the BLF List key.

The phone transfers (Blind Transfer or Attended Transfer) the active call differently depending on the Transfer Mode via Dsskey feature configured by your system administrator.

Topics

[Performing a Blind Transfer](#)

[Performing a Semi-attended/Attended Transfer](#)

Performing a Blind Transfer

During a call, you can use the BLF List key to perform a blind transfer to the monitored line.

Before You Begin

Check with your system administrator to make sure that the Transfer Mode via Dsskey is set to **Blind Transfer**.

Procedure

1. During a call, select **...** > **Dsskey**.
2. Tap the BLF List key of the monitored user which you want to transfer this call to.

Performing a Semi-attended/Attended Transfer

During a call, you can use the BLF List key to perform a semi-attended/attended transfer to the monitored line.

Before You Begin

Check with your system administrator if the Transfer Mode via Dsskey is set to **Attended Transfer**.

Procedure

1. During a call, select **...** > **Dsskey**.
2. Tap the BLF List key of the monitored user which you want to transfer this call to. The phone will dial out the number of the monitored line.
3. Tap the BLF List key of the monitored user again to complete the transfer when the monitored user receives ring-back or after the monitored user answers the call.

Parking a Call by a BLF List Key

You can use the BLF List key to park a call to the monitored user who is idle.

Before You Begin

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

Procedure

1. During a call, press the desired BLF List key.

Retrieving a Call by a BLF List Key

You can use the BLF List key to retrieve a call that is parked to the monitored line.

Before You Begin

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

Procedure

1. Tap the desired BLF List key to retrieve a call that is parked to the monitored line.

Barging in an Active Call by BLF List Key

You can use the BLF List key to barge in a conversation and set up a conference call.

Before You Begin

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

Procedure

1. Tap the BLF List key.

The phone dials out the barge-in code followed by the monitored line, and then you can join the call. Each of the three parties can hear the other two parties.

Shared Line

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

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

Topics

[State Indicator of Shared Line](#)

[Placing Calls on a Shared Line](#)

[Answering Calls on a Shared Line](#)

[Placing a Call on Public Hold](#)

[Placing a Call on Private Hold](#)











[Retrieving a Held Call on a Shared Line](#)

[Barging in an Active Call on a Shared Line](#)

[Pulling a Shared Call on a Shared Line](#)

State Indicator of Shared Line

You can get the shared line's status by viewing the icon indicator of the shared line key.

Icons	Description	Icons	Description
	The shared line is idle.	 (Monitoring SCA Phone)	The shared line is seized.
 (Flashing)	The shared line receives an incoming call.	 (Flashing)	The shared line is dialing.
	The shared line is busy or is in a call.		The call on the shared line is placed on public hold.
	The call on the shared line is barged in by the other shared line user.	 (Local SCA Phone)  (Other Phone)	The call on the shared line is placed on private hold.
	In a multi-party call, place the call on hold locally.		

Placing Calls on a Shared Line

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

The phone places a call on the first shared line key automatically. You can select the desired shared line key first and place a call using this key.

Related Topic

[Placing Calls](#)

Answering Calls on a Shared Line

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

When an incoming call arrives on the shared line, all the registered phones will ring simultaneously, and the call can be answered on any one of the phones. Incoming calls will be distributed evenly among the available shared line keys.

Related Topic

[Answering Calls](#)

Placing a Call on Public Hold

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

Procedure

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


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


Placing a Call on Private Hold

In the SCA scenario, you can place a call on private hold that only you can retrieve the held call.

You need to configure a private hold key before you place the call on private hold.

Procedure

1. Tap **Dsskey**.
2. Long tap the desired line key.
3. Select **Key Event** from the **Type** field.
4. Select **Private Hold** from the **Key Type** field.
5. (Optional.) Enter the string that will display on the phone screen in the **Label** field.
6. Select .

During an SCA call, select  > **Dsskey**, and then tap private hold key on the phone. Then the call is held on your phone, and the other phones registered with a shared line show the call is in the busy state on the shared line key. Other users on the shared line cannot resume your held call.

Retrieving a Held Call on a Shared Line

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

Before You Begin

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

Procedure

1. Select **Resume**.

Barging in an Active Call on a Shared Line


In the SCA scenario, you can barge into an active call on the shared line. After you barge into a call, the call turns into a three-party conference.

Note: Only one user can barge into an active call on the shared line at a time.

Before You Begin

There is at least one active call on the shared line.

Procedure

1. Long tap the desired line key.
2. Select  > **Barge In** to interrupt the active call.

Pulling a Shared Call on a Shared Line

In SCA scenario, both you and other users can pull an existing call from another shared phone that is an active or hold state.

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

Before You Begin

There is an active or held call on the shared line.

Procedure

1. Long tap the shared line key.
2. Select **CallPull** to pull the call.

Intercom

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

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






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

Topics

- [State Indicator of the Intercom key](#)
- [Placing an Intercom Call](#)
- [Picking up an Incoming Call of the Target Extension](#)
- [Answering an Intercom Call](#)

State Indicator of the Intercom key

can get the intercom status by viewing the icon indicator of the Intercom key.



Icons	Description	Icons	Description
	Target extension is available.		Target extension is ringing.
 Callout	Target extension is dialing.	 Talking	Target extension is busy or is in a call.
	Target extension fails to register.		

Placing an Intercom Call

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

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

Procedure

1. Tap **Dsskey**.
2. Long tap the desired line key.
3. Select **Intercom** from the **Type** field.
4. Select the desired line from the **Account ID** field.
5. Do one of the following:
 - (Optional.) Enter the string that will appear on the phone screen in the **Label** field.
Enter the target extension number in the **Value** field.
 - Select  and select the desired contact.
6. Select .
7. Tap the Intercom key to place an intercom call.

Picking up an Incoming Call of the Target Extension


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


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

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

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

Procedure

1. Tap **Dsskey**.
2. Long press the Intercom key.
3. Enter the directed call pickup code in the **Extension** field.
4. Select .

When the target extension receives an incoming call, the Intercom key icon of the target extension will change to . Tap the Intercom key to pick up the incoming call directly.

Answering an Intercom Call

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

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

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

Intercom Allow

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

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

Intercom Mute

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

Intercom Tone


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

Intercom Barge

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

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

Procedure

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

Related Topics

[Muting/Unmuting Audio](#)

[Answering a Call When in a Call](#)

Voice Mail

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

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

Topics

[Setting the Voice Mail Code](#)

[Leaving Voice Mails](#)

[Listening to Voice Mails](#)


Setting the Voice Mail Code

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

Before You Begin

Get the voice mail code from your system administrator.

Procedure

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

Leaving Voice Mails

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

Procedure

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

Listening to Voice Mails

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

Before You Begin

You need to set the voice mail code in advance.

Procedure

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

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

Related Topic

[Setting the Voice Mail Code](#)

Using the Hot Desking

You can use hot desking to log out from the current account and then log in to a new account. So many users can share one phone resource at different times.

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

Before You Begin

Your system administrator has set a Hot Desking key for you to use this feature. Get the login account information from your system administrator.

Procedure

1. Tap the hot desking key from the Dsskey screen.


The phone prompts you to clear the account configuration or not.

2. Select **OK**.

Registration configurations of all accounts on the phone will be cleared immediately.

The login wizard will be displayed.

3. Enter the login information.

4. Select .

Directory

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

Topics

[Local Directory](#)
[Favorites](#)
[Blocklist](#)
[Mobile Contacts](#)
[Google Contacts](#)
[Remote Phone Book](#)

Local Directory

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

Topics

[Managing the Local Directory Groups](#)
[Managing the Local Directory Contacts](#)
[Moving a Local Directory Contact to Blocklist](#)
[Searching for Contacts](#)

Managing the Local Directory Groups

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



Topics

[Adding Contact Groups](#)
[Editing Contact Groups](#)
[Deleting Contact Groups](#)

Adding Contact Groups

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



Procedure

1. Go to  > **Local Directory**.
2. Select  after **Custom Group**.
3. Enter the desired group name.
4. Select **OK**.

Editing Contact Groups

You can change or add the group's information.



Procedure

1. Go to  > **Local Directory**.
2. Select  after the desired group and then select **Rename**.
3. Edit the group name.
4. Select **OK**.

Deleting Contact Groups

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

Procedure

1. Go to  > **Local Directory**.
2. Select  after the desired group and then select **Delete**.

The phone prompts you to delete the group or not.

3. Select **OK**.

Managing the Local Directory Contacts

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

Topics

[Adding Contacts](#)

[Viewing Contacts](#)

[Editing Contacts](#)



[Deleting a Contact](#)

[Deleting All Contacts](#)

Adding Contacts

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


Procedure

1. Select .
2. If you want to add a contact to the specified contact group, select **Local Directory** to select the desired contact group.
3. Select .
4. Enter your contact's information.
5. Select the desired account from the **Account** field.
6. Select the desired photo from the **Photo** field.
7. Select **Done**.

Viewing Contacts

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

Procedure



1. Select .
2. If you want to view a contact to the specified contact group, select **Local Directory** to select the desired contact group.

The contact names are displayed in alphabetical order.

Editing Contacts

You can update your contacts' information.


Procedure

1. Select .
2. If you want to view a contact to the specified contact group, select **Local Directory** to select the desired contact group.
3. Tap the desired contact and select .
4. Edit the contact information.
5. Select **Done**.

Deleting a Contact

You can delete any contact from the Local Directory.

Procedure


1. Select .
2. If you want to delete a contact from the specified contact group, select **Local Directory** to select the desired contact group.
3. Tap the desired contact.
4. Select **Delete**.
The phone prompts you to delete the contact or not.
5. Select **OK**.

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

Deleting All Contacts

You can delete all contacts from the Local Directory.

Procedure


1. Select .
2. Long tap a contact.
3. Tap the radio box in the top right of the screen.
4. Select **...** > **Delete**.
The phone prompts you to delete all contacts or not.
5. Select **OK**.

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

Moving a Local Directory Contact to Blocklist

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



Procedure

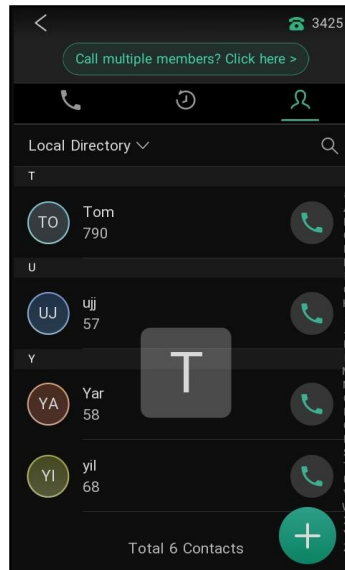
1. Select .
2. If you want to select a contact to the specified contact group, select **Local Directory** to select the desired contact group.
3. Tap the desired contact.
4. Select **Blocklist**.
The phone prompts you to move this contact to the blocklist or not.
5. Select **OK**.

Searching for Contacts

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

Procedure

1. Select .
2. Do one of the following:
 - Select . Enter your search criteria in the search field.
 - Select the desired letter (for example, T) along the right side to jump to contacts whose names start with T or t.



Favorites

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

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

Topics

- [Adding Favorites](#)
- [Viewing Favorites](#)
- [Reordering Favorites](#)
- [Deleting Favorites](#)

Adding Favorites

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



Topics

- [Adding an Existing Contact to Your Favorites](#)
- [Adding a New Contact to Your Favorites](#)

Adding an Existing Contact to Your Favorites

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



Procedure

1. Select .
2. If you want to edit a contact from the specified contact group, select **Local Directory** to select the desired contact group.
3. Tap the desired contact and select .
4. Select **Copy to Favorites**.
The phone prompts you to automatically accept the next available index number or manually enter your own.
5. Select **OK** to automatically accept an index number or select **Edit** to enter an index number (1-999999999).

Adding a New Contact to Your Favorites

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

Procedure

1. Select .
2. If you want to add a contact to the specified contact group, select **Local Directory** to select the desired contact group.
3. Select .
4. Enter the contact information.
5. Enter the desired index number (1-999999999) in the **Favorite Index** field.
6. Select **Done**.

Viewing Favorites

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



Procedure

1. Select .
2. Tap **Local Directory** to select **Favorites**.

Reordering Favorites

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

Procedure

1. Select .
2. Tap **Local Directory** to select **Favorites**.
3. Tap the desired contact and select  > **Edit**.
4. Enter a new index number in the **Favorites Index** field.
5. Select **Done**.

Deleting Favorites

You can delete favorites to make room for new favorites.

Procedure

1. Select .
2. Tap **Local Directory** to select **Favorites**.

3. Tap the desired contact and select **...** > **Edit**.
4. Delete the favorite index number in the **Favorites Index** field.
5. Select **Done**.

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

Blocklist

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



Topics

- [Adding a Blocklist Contact](#)
- [Viewing Blocklist Contacts](#)
- [Editing a Blocklist Contact](#)
- [Deleting a Blocklist Contact](#)
- [Moving a Blocklist Contact to the Local Directory](#)

Adding a Blocklist Contact

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

Procedure

1. Go to  > **Local Directory** > **Blocklist**.
2. Select .
3. Enter the blocklist contact's information.
4. Select **Done**.

Viewing Blocklist Contacts

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



Procedure

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

Editing a Blocklist Contact

You can update your blocklist contacts' information.

Procedure

1. Go to  > **Local Directory** > **Blocklist**.
2. Tap the desired blocklist contact and select .
3. Edit the blocklist contact information.
4. Select **Done**.

Deleting Blocklist Contacts

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


Topics

- [Deleting a Blocklist Contact](#)
- [Deleting All Blocklist Contacts](#)

Deleting a Blocklist Contact

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



Procedure

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

Deleting All Blocklist Contacts

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



Procedure

1. Go to  > **Local Directory** > **Blocklist**.
2. Long tap a contact.
3. Tap the radio box on the top-right of the screen.
4. Select  > **Delete**.
The phone prompts you to delete all contacts or not.
5. Select **OK**.

Moving a Blocklist Contact to the Local Directory

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

Procedure

1. Go to  > **Local Directory** > **Blocklist**.
2. Tap the desired blocklist contact and select .
3. Select **Local Directory** from the **Group** field.
4. Select **Done**.

Mobile Contacts

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

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

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

Topics

[Saving a Mobile Contact to the Local Directory](#)

[Searching for Mobile Contacts](#)

[Updating the Mobile Contacts](#)



Saving a Mobile Contact to the Local Directory

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

Before You Begin

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

Procedure

1. Go to  > **Local Directory** > **Mobile Contacts**.
2. Tap the desired contact and select  > **Add**.
3. Select **Local Directory** from the **Group** field.
4. Edit the contact information.
5. Select **Done**.

Related Topics

[Pairing and Connecting the Bluetooth-enabled Mobile Phone](#)
[Syncing the Mobile Contacts to the Phone](#)



Searching for Mobile Contacts

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

Before You Begin

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

Procedure

1. Go to  > **Local Directory** > **Mobile Contacts**.
2. Do one of the following:
 - Select  .
Enter your search criteria.
The contacts whose name or phone number matches the search string will be displayed in the result list.
 - Select the desired letter (for example, T) along the right side to jump to the contacts whose names start with T or t.

Related Topics

[Pairing and Connecting the Bluetooth-enabled Mobile Phone](#)
[Syncing the Mobile Contacts to the Phone](#)


Updating the Mobile Contacts

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

Before You Begin

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

Procedure

1. Go to  > **Local Directory** > **Mobile Contacts**.
2. Select .

The phone prompts "Updating, please wait..."

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

Related Topics

[Pairing and Connecting the Bluetooth-enabled Mobile Phone](#)
[Syncing the Mobile Contacts to the Phone](#)

Google Contacts

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

Topics

[Viewing Google Contacts](#)
[Updating Google Contacts](#)
[Searching for Google Contacts](#)

Viewing Google Contacts

You can view Google contacts on your phone.

Procedure

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

Updating Google Contacts

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



Procedure

1. Go to  > **Local Directory** > **Google Contact**.
2. Select .

Searching for Google Contacts

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

Procedure

1. Go to  > **Local Directory** > **Google Contact**.
2. Do one of the following:
 - Select  .
Enter your search criteria.
The contacts whose name or phone number matches the search string will be displayed in the result list.
 - Select the desired letter (for example, T) along the right side to jump to the contacts whose names start with T or t.

Remote Phone Book

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

Topics

[Searching for Remote Phone Book Contacts](#)

[Viewing Remote Phone Book Contacts](#)



[Saving a Remote Phone Book Contact to the Local Directory](#)

[Saving a Remote Phone Book Contact to the Blocklist](#)

Searching for Remote Phone Book Contacts

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

Procedure

1. Select  > **Local Directory** > **Remote Phone Book**.
2. Select the desired remote phone book.
3. Do one of the following:
 - Select  .
Enter your search criteria in the search field.
 - Select the desired letter (for example, T) along the right side to jump to contacts whose names start with T or t.

Viewing Remote Phone Book Contacts

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



Procedure

1. Select  > **Local Directory** > **Remote Phone Book**.

Saving a Remote Phone Book Contact to the Local Directory

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


Procedure

1. Select  > **Local Directory** > **Remote Phone Book**.
2. Select the desired remote phone book.
3. Tap the desired contact and select  .
4. Select **Add**.
5. Select **Local Directory** from the **Group** field.
6. Select **Done**.

Saving a Remote Phone Book Contact to the Blocklist

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

Procedure

1. Select  > **Local Directory** > **Remote Phone Book**.
2. Select the desired remote phone book.

3. Tap the desired contact and select **...**.
4. Select **Add**.
5. Select **Blocklist** from the **Group** field.
6. Select **Done**.

Call History

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

Topics

[Call History Icons](#)

[Viewing History Records](#)

[Saving a History Record to Local Directory](#)





[Saving a History Record to Blocklist](#)

[Deleting History Records](#)

[Disabling History Record](#)

Call History Icons



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

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

Viewing History Records

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



Procedure

1. Tap .
2. Tap **All Calls** to select the desired list.
3. Select  after the desired entry.

Saving a History Record to Local Directory

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


Procedure


1. Select .
2. Tap **All Calls** to select the desired list.
3. Select  > ... > **Add**.
4. Edit the contact information.
5. Select **Done**.

Saving a History Record to Blocklist

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

Procedure

1. Tap .
2. Tap **All Calls** to select the desired list.

3. Select  > **Blocklist**.
4. Edit the contact information.
5. Select **Done**.

Deleting History Records

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



Topics

- [Deleting a Call Record](#)
- [Deleting All Call Records](#)

Deleting a Call Record

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


Procedure

1. Tap .
2. Tap **All Calls** to select the desired list.
3. Select  after the desired entry, and then tap **Delete**.
The phone prompts you to delete the record or not.
4. Select **OK**.

Deleting All Call Records

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


Procedure

1. Select .
2. Tap **All Calls** to select the desired list.
3. Long tap a contact.
4. Tap the radio box on the top-right of the screen.
5. Select **...** > **Delete**.
The phone prompts you to delete all the records or not.
6. Select **OK**.

Disabling History Record

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

Procedure

1. Go to **More > Features > History Settings**.
2. Turn off **History Record**.
3. Select .

Customizing Your Phone

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

Topics


[Changing the Administrator Password](#)
[Wallpaper](#)
[Screen Saver](#)
[Changing the Backlight and Time](#)
[Changing the Language](#)
[Time & Date](#)
[Phone Lock](#)

Changing the Administrator Password

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

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

Procedure

1. Go to **More > Advanced > Set Password**.
2. Enter your old and new password information.
3. Select .

Related Topic

[Warnings](#)

Wallpaper

You can change the background picture that is displayed on your phone.

The phone comes with a default background picture, you can change it to another built-in picture. You can also use a custom picture uploaded by your system administrator as the wallpaper.

Topic

[Changing Wallpaper on Idle Screen](#)

Changing Wallpaper on Idle Screen

You can set one of your pictures as the background image on your phone's idle screen.

Procedure

1. Go to **More > Basic > Display > Wallpaper**.
2. Select **Set wallpaper**.

Screen Saver

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


Topic

Changing the Waiting Time for Screen Saver

Changing the Waiting Time for Screen Saver

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

Procedure


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

Disabling Time & Date and Status Icons Display

You can disable your phone to display time, date and status icons on the screen saver.

Note: You cannot configure Time & Date and status icons display if your system administrator has set your phone to display custom information on the screen saver.

Procedure

1. Go to **More > Basic > Display > Screensaver**.
2. Select **Disabled** from the **Display Clock** field.
3. Select .

Setting the Screen Saver Type

The screen saver can start with different types and you can set it manually.

You can choose one of the following screen saver types:


- System
- Custom
- Server XML (shows custom information on the screen saver)

Before You Begin

If you want to set a custom picture as the screen saver, make sure that the custom picture has been uploaded by your system administrator.

If you want to show custom information on the screen saver, make sure that the custom information has set by your system administrator.

Procedure

1. Go to **More > Basic > Display > Screensaver**.
2. Select the desired screen saver type from the **Screensaver Type** field.
 - If you select **System**.
The phone automatically sets the built-in picture as the screen saver.
 - If you select **Custom**.
The phone automatically set the custom pictures as the screen saver, and display these pictures alternately.
 - If you select **Server XML**.
The phone automatically displays the custom information (for example, notifications or company logo) on the screen saver.
3. Select .

Changing the Backlight and Time

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

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


Active Level: The brightness level of the phone screen when the phone is active. Digits 1 to 10 represent different brightness levels. 10 is the brightest level.

Inactive Level: The brightness of the phone screen when the phone is inactive. You can select a low brightness or turn off the backlight. When the phone talks for 2 minutes, when there is no operation, the backlight is reduced to 10% brightness, and you can click anywhere to restore the brightness.

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

- **Always On:** Backlight is on permanently.
- **5min, 30min, 1h, 2h, 4h, 6h, 8h or 12h:** Backlight is changed when the phone is inactive after the designated time.

Procedure


1. Go to **More > Basic > Display > Backlight**.
2. Select the desired level from the **Active Level** field.
3. Select the desired level from the **Inactive Level** field.
4. Select the desired time from the **Backlight Time** field.
5. Select .

Changing the Language

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

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

Procedure

1. Go to **More > Basic > Language**.
2. Select the desired language.
3. Select .

The phone language is changed to the selected one.

Time & Date

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

Topics


[Setting the Time and Date Manually](#)
[Changing the Time and Date Format](#)

Setting the Time and Date Manually

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

Procedure

1. Go to **More > Basic > Time & Date > General**.

2. Select **Manual Setting** from the **Type** drop-down menu.
3. Edit the date and time.
4. Select .

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


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

Changing the Time and Date Format

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

Note: Your system administrator can customize the date format.

Procedure

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

Phone Lock

Phone lock helps you protect your phone from unauthorized use.

Topics

[Setting the Phone Lock](#)

[Setting a Phone Lock Key](#)

[Locking Your Phone Manually](#)

[Unlocking Your Phone](#)

[Changing Your Phone Unlock PIN](#)



Setting the Phone Lock

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

When your phone is locked, you can:

- Dial emergency numbers.
- Reject incoming calls.
- Answer incoming calls.
- End the call.


Procedure

1. Go to **More > Advanced** (default password: admin) > **Phone Lock**.
2. Enter the desired PIN (default PIN: 123) in the **Unlock PIN** field.
3. Select .
4. Select **Enabled** from the **Lock Enable** field.
5. Enter the desired interval (0 - 3600 seconds) in the **Auto Lock** field.
6. Select .

Setting a Phone Lock Key

You have to set a phone lock key manually to lock your phone.

Procedure

1. Tap **Dsskey**.
2. Long tap the desired line key.
3. Select **Key Event** from the **Type** field.
4. Select **Phone Lock** from the **Key Type** field.
5. (Optional.) Enter the string that will display on the phone screen in the **Label** field.
6. Select .

Locking Your Phone Manually

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

Before You Begin

Make sure that the phone lock is set and you have set a phone lock key.

Procedure

1. Tap the phone lock key.
The lock icon appears on the phone screen.

Related Topics

[Setting the Phone Lock](#)
[Setting a Phone Lock Key](#)

Unlocking Your Phone

You can use an unlock PIN to unlock the phone.

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


Procedure

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

Changing Your Phone Unlock PIN

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

Procedure

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

Audio Settings

You can change the basic audio settings on your phone.

Topics

[Adjusting the Volume](#)
[Setting the Ring Tone](#)
[Disabling the Key Tone](#)
[Enabling Touch Tone](#)

Adjusting the Volume

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

Procedure

1. Press the Volume touch key.

Setting the Ring Tone

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

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


Topics

[Setting a Ring Tone for the Phone](#)
[Setting a Ring Tone for an Account](#)
[Setting a Ring Tone for a Group](#)
[Setting a Ring Tone for a Contact](#)

Setting a Ring Tone for the Phone

You can choose a ring tone for all incoming calls.


Procedure

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

Setting a Ring Tone for an Account

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

Procedure

1. Go to **More > Basic > Sound > Ring Tones**.
2. Select the desired account.
3. Select the desired ring tone.
*If **Common** is selected, this account will use the ring tone selected for the phone.*
4. Select .


Setting a Ring Tone for a Group

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

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

Procedure

1. Select  > **Local Directory**.

2. Select  after the desired group, and then select **Ring**.

3. Select the desired ring tone.

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

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

4. Select **OK**.


Setting a Ring Tone for a Contact

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

Procedure

1. Select .

2. Select **Local Directory** to select the desired contact group.

3. Tap the desired contact and select .

4. Select the desired ring tone from the **Ring** field.

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

5. Select **Done**.

Disabling the Key Tone

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

Procedure

1. Go to **More > Basic > Sound > Key Tone**.

2. Turn off **Key Tone**.

3. Select .

Enabling Touch Tone

If you enable touch tone, the phone will produce a sound when you tap an option on the phone screen.

Procedure

1. Go to **More > Basic > Sound > Touch Tone**.

2. Turn on **Touch Tone**.

3. Select .

Connecting a Mobile Phone via Bluetooth

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

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

- Make and receive mobile calls on the phone
- Use the phone as a Bluetooth speaker for your mobile phone to play music.

Topics

[Activating the Bluetooth Mode](#)

[Pairing and Connecting the Bluetooth-enabled Mobile Phone](#)

[Syncing the Mobile Contacts to the Phone](#)

[Enabling the Phone Audio](#)

[Enabling the Phone Media](#)

[Handling a Mobile Phone Call on the Phone](#)

[Editing Device Name of Your Phone](#)

[Making the Phone Discoverable](#)

[Deleting the Paired Bluetooth Device](#)

[Disconnecting the Bluetooth Device](#)

[Deactivating the Bluetooth Mode](#)

Activating the Bluetooth Mode

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

Procedure

1. Tap .

2. Turn on **Bluetooth**.

The phone scans the available Bluetooth devices automatically.

Pairing and Connecting the Bluetooth-enabled Mobile Phone

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

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

Before You Begin

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

Procedure

1. Tap .

2. Select  to search for the Bluetooth-enabled mobile phone.

3. Tap your Bluetooth-enabled mobile phone.

The phone will prompt the connection passkey on the phone screen.

4. Make sure your mobile phone is showing the same passkey, and then select **OK** on both mobile phone and phone.

5. (Optional.) Select **OK** to enable the mobile contacts sync feature, or select **Cancel** to disable mobile contacts sync feature.

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

Related Topics

[Activating the Bluetooth Mode](#)
[Syncing the Mobile Contacts to the Phone](#)

Syncing the Mobile Contacts to the Phone

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

Topics

[Enabling the Mobile Contacts Sync Feature](#)
[Viewing Your Mobile Contacts on the Phones](#)
[Disabling the Mobile Contacts Sync Feature](#)



Enabling the Mobile Contacts Sync Feature

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

Before You Begin

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

Procedure

1. Tap .
2. Tap  after the connected Bluetooth-enabled mobile phone name.
3. Turn on **Mobile Contacts Sync**.

You need to authorize the phone to synchronize the contacts temporarily on the mobile phone first, and then the mobile contacts directory will appear in the phone directory list.

Related Topic

[Pairing and Connecting the Bluetooth-enabled Mobile Phone](#)

Viewing Your Mobile Contacts on the Phones

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

Before You Begin

Make sure that the mobile contact sync feature is enabled.

Procedure

1. Go to  > **Local Directory** > **Mobile Contacts**.

*The contacts stored in your mobile phone will display in the **Mobile Contacts** list.*



Related Topic

[Enabling the Mobile Contacts Sync Feature](#)

Disabling the Mobile Contacts Sync Feature

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

Procedure

1. Tap .
2. Tap  after the connected Bluetooth-enabled mobile phone name.
3. Turn off **Mobile Contacts Sync**.

The mobile contacts directory disappears from the phone directory list.

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

Related Topic



[Deactivating the Bluetooth Mode](#)

Enabling the Phone Audio

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

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

Procedure

1. Tap .
2. Tap  after the connected device.
3. Turn on **Phone Audio**.



Related Topics

[Pairing and Connecting the Bluetooth-enabled Mobile Phone](#)
[Handling a Mobile Phone Call on the Phone](#)

Enabling the Phone Media

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

Procedure

1. Tap .
2. Tap  after the connected device.
3. Turn on **Media Audio**.

Handling a Mobile Phone Call on the Phone

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

Before You Begin

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

Procedure

Do the following on the phone:

- Place a call.
- Answer a call. An incoming call to your mobile phone is also shown on the phone, you can answer the call on the phone. The contacts will be firstly matched with those in the mobile contacts directory to present the caller identity when receiving a mobile phone call.
- During the call, you can hold/resume, mute/unmute or end the call on the phone.

Related Topics

[Pairing and Connecting the Bluetooth-enabled Mobile Phone](#)
[Enabling the Phone Audio](#)



Editing Device Name of Your Phone

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

Before You Begin

Make sure that the Bluetooth mode is activated.

Procedure

1. Tap  > **Edit My Device Information**.
The phone screen displays the device name.
2. Enter the desired name in the **Device Name** field.
3. Select  .

Related Topic

[Activating the Bluetooth Mode](#)



Making the Phone Discoverable

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

Before You Begin

Make sure that the Bluetooth mode is activated.

Procedure

1. Tap  > **Edit My Device Information**.
2. Turn on **Open Discover**.
3. Select  .



Related Topic

[Activating the Bluetooth Mode](#)

Deleting the Paired Bluetooth Device

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


Procedure

1. Tap .
2. Tap  after the connected device and select **Unpair**.

Disconnecting the Bluetooth Device

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

Procedure

1. Tap .
2. Tap the connected Bluetooth device.

Deactivating the Bluetooth Mode

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

Procedure

1. Tap .
2. Turn off **Bluetooth**.

Wireless Network

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

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

Topics

[Activating the Wi-Fi Mode](#)
[Connecting to the Wireless Network](#)
[Viewing the Wireless Network Information](#)
[Disconnecting the Wireless Network Connection](#)
[Deactivating the Wi-Fi Mode](#)

Related Topic

[Deactivating the Bluetooth Mode](#)

Activating the Wi-Fi Mode

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

Procedure

1. Go to **More > Basic > Wi-Fi**.
2. Turn on **Wi-Fi**.

The phone scans the available wireless networks in your area.

Connecting to the Wireless Network

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

Topics

[Connecting to an Available Wireless Network Manually](#)
[Connecting to the Wireless Network Using WPS](#)
[Adding a Wireless Network Manually](#)

Connecting to an Available Wireless Network Manually

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

Before You Begin

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

Procedure

1. Go to **More > Basic > Wi-Fi**.
2. Tap the desired wireless network to connect.
3. Enter the password in the **Password** field.
4. Select **Save**.

Related Topic

[Activating the Wi-Fi Mode](#)

Connecting to the Wireless Network Using WPS

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



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

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

Before You Begin

Make sure that the Wi-Fi mode is activated.

Procedure

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

Related Topic

[Activating the Wi-Fi Mode](#)

Adding a Wireless Network Manually


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

The phone can store up to 5 connected wireless networks.

Before You Begin

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

Procedure

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

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

Related Topic[Activating the Wi-Fi Mode](#)

Viewing the Wireless Network Information

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

You can view the connected wireless network information (for example, Frequency, Security Mode or Signal Strength) when the Wi-Fi mode is activated.

Procedure

1. Go to **More > Basic > Wi-Fi**.

Disconnecting the Wireless Network Connection

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

Procedure

1. Go to **More > Basic > Wi-Fi**.
2. Tap the connected wireless network.

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

Related Topic[Deactivating the Wi-Fi Mode](#)

Deactivating the Wi-Fi Mode

You should deactivate the Wi-Fi mode when you do not need to connect your phone to the network.

Procedure

1. Go to **More > Basic > Wi-Fi**.
2. Turn off **Wi-Fi**.

Using Your Phone with PSTN Account

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

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

Topics

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

Connecting the Expansion PSTN Box CPN10

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

Before You Begin

You need to prepare a Type C to USB cable.

Procedure

1. Connect the Type C to USB cable to the USB port on the phone and then insert the USB plug on the expansion PSTN box into the USB port.
For the information on how to connect expansion PSTN box CPN10, refer to PSTN Box CPN10 quick start guide on [Yealink Technical Support](#) page.


Configuring the PSTN Account

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

Before You Begin

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

Procedure

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

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


Related Topic

[Connecting the Expansion PSTN Box CPN10](#)

Selecting the Country for PSTN Use

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

Procedure

1. Go to **More > Basic > Country**.
2. Select the desired country.
3. Select .

Configuring the Flash Time

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


Flash time can be configured from the following options:

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

Before You Begin

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

Procedure

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

Related Topic

[Selecting the Country for PSTN Use](#)

Basic Call Features

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

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

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

Related Topics

[Placing Calls](#)

[Answering Calls](#)

[Ending Calls](#)

[Answering a Call Automatically](#)

[Redialing a Call Automatically](#)

[Placing a Call Back to the Last Incoming Number](#)

[Muting/Unmuting Audio](#)
[Holding and Resuming Calls](#)

Conference

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

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

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

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

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

Procedure

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

Recording Using a USB Flash Drive

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

Related Topics

[Recording Using a USB Flash Drive](#)
[Connecting the Expansion PSTN Box CPN10](#)

Unavailable Features for PSTN

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

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

- Shared Line
- Messages

Data Protection Mechanism

Yealink provides a data protection mechanism, allowing you to decide whether to connect the phone to the Yealink Device Management (YDMP)/Yealink Management Cloud Service (YMCS) and what private data you permit to report.

Topics

If you enable this feature, you allow connecting your phone to the Yealink Device Management (YDMP)/Yealink Management Cloud Service (YMCS) provided by your resellers or distributors, and they secure your phone.

Rejecting Call Quality Statistics Uploads

If you enable this feature and your phone is connected to the YDMP/YMCS, your IT administrators, resellers, distributors, or other remote parties can capture packets via the YDMP/YMCS. Turn off this feature if you do not want them to capture packets.

Rejecting Screenshot Taking

If you enable this feature, you allow connecting your phone to the Yealink Device Management (YDMP)/Yealink Management Cloud Service (YMCS) provided by your resellers or distributors, and they secure your phone.

Also, you allow reporting the phone's low- and medium-sensitive data to the YDMP/YMCS.

If you disable this feature, you cannot use the auto-provision feature to connect the phone to the YDMP/YMCS.

The phone's low-, medium-, and high-sensitive data includes:

Data Sensitivity Level	What YDMP/YMCS Can Do	Data Details
Low	View basic device information	Phone: MAC, SN, public IP, model, firmware, log level, enterprise ID, site ID, device status, and so on. Accessories: MAC, SN, public IP, private IP, model, firmware, connection type, and so on.
	View alarm information	<ul style="list-style-type: none"> • Critical register failure • Critical Upgrade firmware failure • Critical Update configuration failure • Minor Call failed • Minor Hold failure • Minor Resume failure • Minor RTP violate RTP • Minor RTP address change RTP • Minor RTP dead RTP • Minor SRTP failure SRTP • Minor Contact download failed
	Test network connectivity	/
Medium	View detailed information	1. Device information 2. Account capability 3. Account types 4. Network information 5. Bluetooth information 6. License information 7. Skype for Business object 8. Information when the device disconnected from the YDMP/YMCS
	View account information	Account information:

		Line ID, server type, account display name, extension, alias, and so on. Server information: Server address, server port, transport type, proxy, and so on.
	Sign out of account	/
	Restart device	/
	Reset device	/
	Send message to phone	/
	Obtain log files	/
	Obtain configuration files	/
	Set DND	/
High	Obtain QoE (Quality of Experience) information	Local URI, remote URI, audio information, video information, and so on
	Take screenshots	/
	Capture packets	/

Procedure

1. Go to **Menu > Security**.
2. Turn on/off **Connect DM Service**.
 - **Enabled:** You allow connecting your device to the YDMP/YMCS and report the low- and medium-sentivitive data.
 - **Disabled:** Your phone will not be connected to the YDMP/YMCS and the low- and medium-sentivitive data are not reported. You cannot use the auto-provision feature to connect the phone to the YDMP/YMCS.
3. Select **Save**.

Rejecting Call Quality Statistics Uploads

If you enable this feature and your phone is connected to the YDMP/YMCS, your call statistics will be uploaded. Turn off this feature if you do not want to upload call statistics.

Procedure

1. Go to **Menu > Security**.
2. Turn on/off **Call Quality Statistics**.
 - **Enabled:** You allow uploading your call statistics to the YDMP/YMCS.
 - **Disabled:** Your call statistics will not be uploaded to the YDMP/YMCS.
3. Select **Save**.

If you enable this feature and your phone is connected to the YDMP/YMCS, your IT administrators, resellers, distributors, or other remote parties can capture packets via the YDMP/YMCS. Turn off this feature if you do not want them to capture packets.

Procedure

1. Go to **Menu > Security**.
2. Set the value for **Packet Capture**.
 - **Allowed:** You allow remote parties to capture packets via the YDMP/YMCS.
 - **Blocked:** You reject remote parties to capture packets via the YDMP/YMCS.
 - **Unauthorized:** When remote parties capture packets via the YDMP/YMCS, your phone screen will pop up a window, prompting you to allow or reject their requests.

- If you allow the requests, the value changes to **Allowed**, and the window will not pop up again.
- If you reject the requests, the value will not change, and the window will pop up again when they capture packets next time.

3. Select **Save**.

Rejecting Screenshot Taking

If you enable this feature and your phone is connected to the YDMP/YMCS, your IT administrators, resellers, distributors, or other remote parties can take the device screenshots via the YDMP/YMCS. Turn off this feature if you do not want them to take screenshots.

Procedure

1. Go to **Menu > Security**.
2. Set the value for **Screenshot**.
 - **Allowed**: You allow remote parties to take screenshots via the YDMP/YMCS.
 - **Blocked**: You reject remote parties to take screenshots via the YDMP/YMCS.
 - **Unauthorized**: When remote parties take screenshots via the YDMP/YMCS, your phone screen will pop up a window, prompting you to allow or reject their requests.
 - If you allow the requests, the value changes to **Allowed**, and the window will not pop up again.
 - If you reject the requests, the value will not change, and the window will pop up again when they take screenshots next time.
3. Select **Save**.

Maintaining Your Phone

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

Topics

Warnings

[Diagnosing the Network](#)

[Rebooting Your Phone](#)

[Resetting to Factory Settings](#)

[Updating the Phone Configuration](#)

[Clearing User's Personalized Configuration Settings](#)

Warnings

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

The following lists the detailed situations:

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

Topics

[Investigating Warnings](#)

[Clearing Warnings](#)

Related Topic

[Changing the Administrator Password](#)

Investigating Warnings

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

Procedure

1. Go to **More > Status > General**.

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

Clearing Warnings

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

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

Procedure

1. Go to **More > Status > General**.
2. Tap the **Warning** field.
3. Tap **OK**.

Diagnosing the Network

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

Procedure

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

The screen displays the network status information.

Rebooting Your Phone

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

Procedure

1. Go to **More > Basic > Reboot > Reboot**.

The phone prompts you to reboot the phone or not.

2. Select **OK**.

Resetting to Factory Settings

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

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

Procedure

1. Go to **More > Advanced** (default password: admin) > **Reset Config**, or press and hold the mute key for 10 seconds.
2. Select **Reset to Factory Settings**.
3. Select **OK**.

The phone begins resetting.

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

The phone will be reset successfully after startup.

Tip: You can long press the Mute Key about 10 seconds to reset to factory setting.

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

Updating the Phone Configuration

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

Procedure

1. Go to **More > Basic > Update Configuration > Auto Provision**.

2. Select **OK**.

Clearing User's Personalized Configuration Settings

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

Before You Begin

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

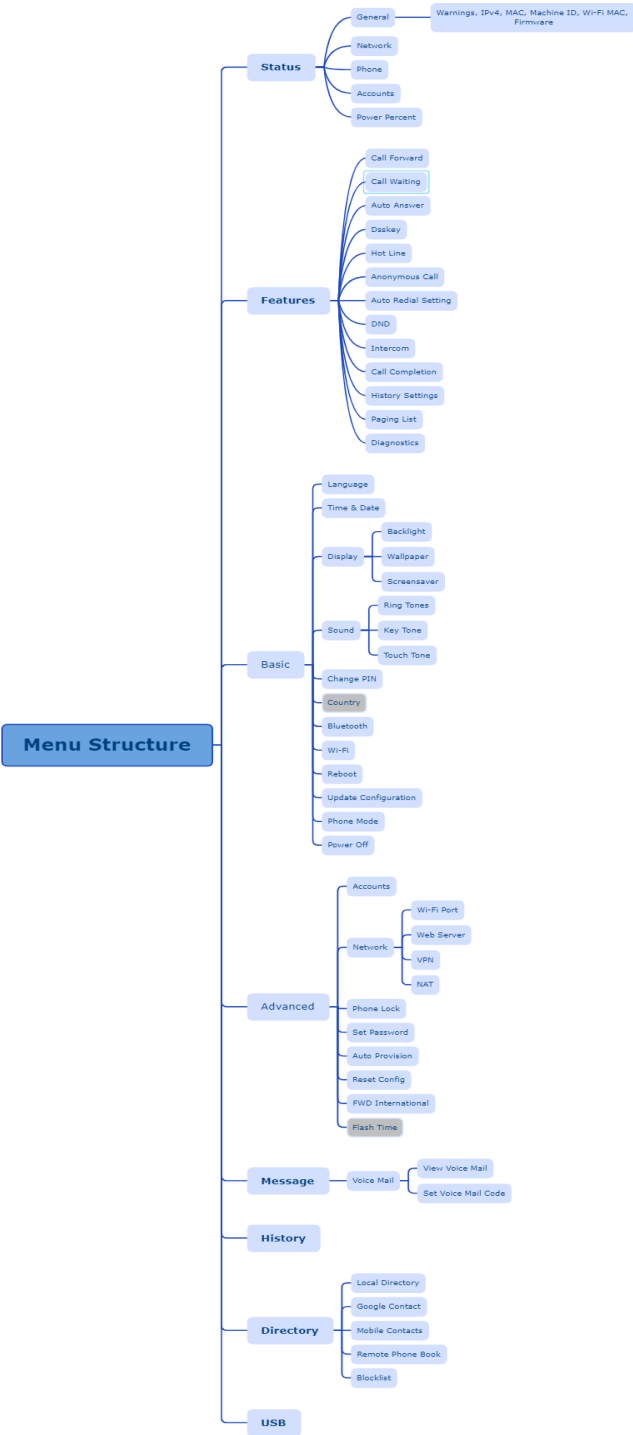
Procedure

1. Go to **More > Basic > Reset local settings> Reset local settings**.

The phone prompts you to reset the local settings or not.

2. Select **OK**.

Appendix - Menu Structure



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