

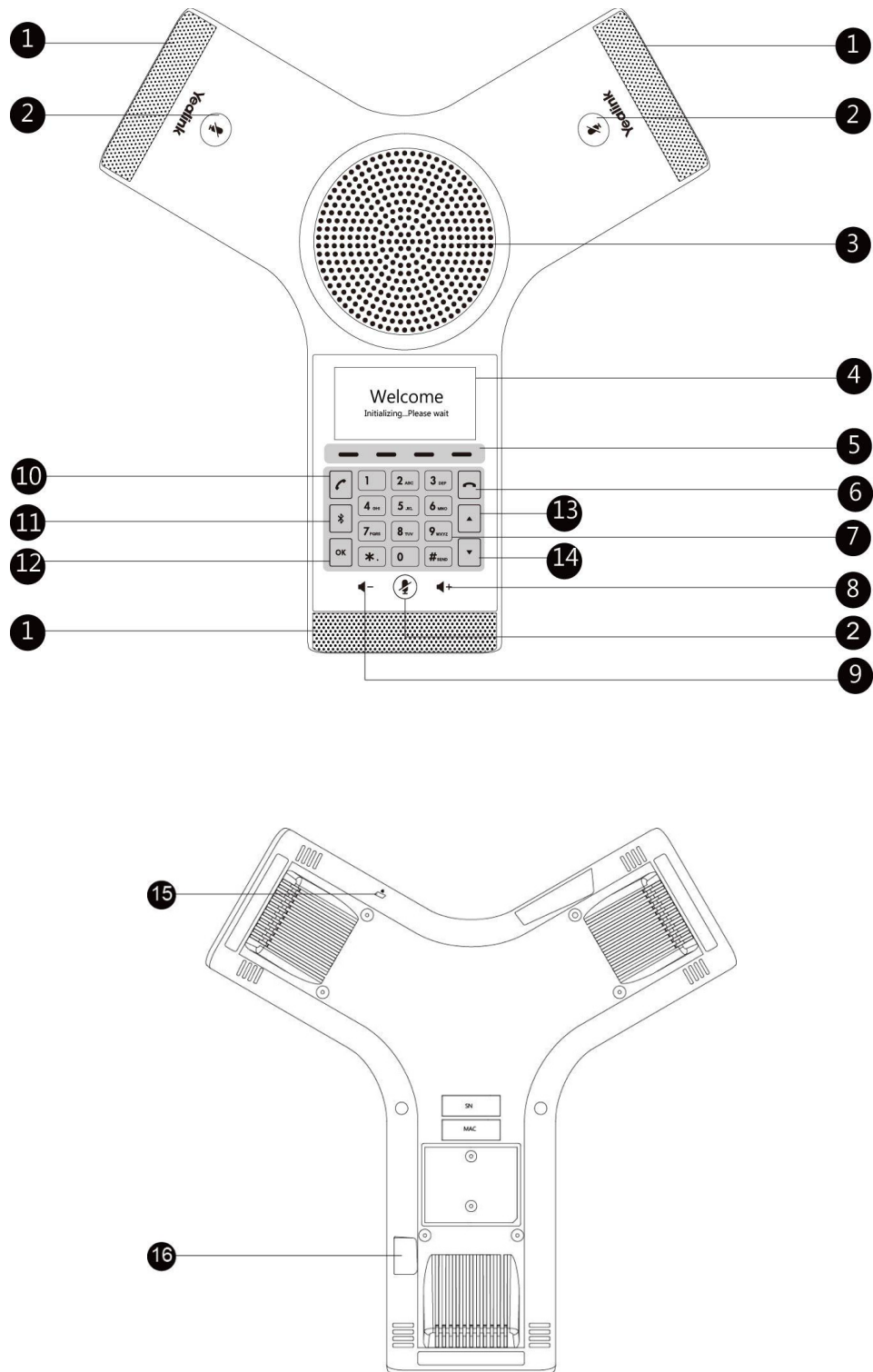






## HD IP Conference Phone CP920

**Version 81.15  
Sep. 2017**

## Hardware Component Instructions

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




























|    | Item  | Description   |
|----|---|---|
| 1  | Three Internal Microphones  | Provide 10-feet (4meters) and 360-degree coverage to transmit sound to other phones.  |
| 2  | Mute Key  | <ul style="list-style-type: none"> <li>•Toggles mute feature.</li> <li>•Indicate phone and call statuses.</li> </ul>  |
| 3  | Speaker   | Provides hands-free (speakerphone) audio output.  |
| 4  | LCD Screen  | <p>Shows information about calls, messages, soft keys, time, date and other relevant data:</p> <ul style="list-style-type: none"> <li>• Call information—caller ID, call duration</li> <li>• Icons (for example, )</li> <li>• Missed call text or second incoming caller information</li> <li>• Prompt text (for example, "Saving config file!")</li> <li>• Time and date</li> </ul> |
| 5  | Soft Keys   | Label automatically to identity their context-sensitive features.   |
| 6  | On-hook Key   | Ends a call or returns to the idle screen.  |
| 7  | Touch Keypad  | Provides the digits, letters, and special characters in context-sensitive applications.   |
| 8  | Volume Key(+)   | Increases the volume of the speaker, ringer or media.   |
| 9  | Volume Key(-)   | Reduces the volume of the speaker, ringer or media.   |
| 10 | Off-hook Key  | Enters the dialing screen, places a call or answers a call.   |
| 11 | Bluetooth Key   | Enters the Bluetooth setting screen.  |
| 12 |    | Confirms actions or answers incoming calls.   |
| 13 |   | <ul style="list-style-type: none"> <li>• Scrolls through the displayed information upwards.</li> <li>• Views call history list when the phone is idle.</li> </ul>   |
| 14 |  | <ul style="list-style-type: none"> <li>• Scrolls through the displayed information downwards.</li> <li>• Views the directory list when the phone is idle.</li> </ul>  |
| 15 | Security Slot   | Allows you to connect a universal security cable to your phone so you can lock down your phone. The phone will not be removed after locked.   |
| 16 | USB Port  | <ul style="list-style-type: none"> <li>• Allows you to connect a USB flash drive (optional) to your phone so you can record calls/conferences and play back recorded files.</li> <li>• 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.</li> </ul>              |

## Icon Instructions

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

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

| Icon  | Description                                     | Icon  | Description   |
|---|---|---|---|
|    | Network is unavailable                          |    | Forwarded Calls                                     |
|    | Registered successfully (Yealink Cloud account) |    | Missed Calls  |
|    | Registered successfully (SIP/PSTN account)      |    | Received Calls                                      |
|    | Hands-free (speakerphone) mode                  |    | Placed Calls  |
|    | Voice Mail                                      |    | Call and Conference Recording                       |
|    | Auto Answer                                     |    | Idle Recording                                      |
|   | Do Not Disturb (DND)                            |    | USB flash drive/PSTN box is detecting               |
|  | Call Hold                                       |   | USB flash drive is detected                         |
|  | Call Mute                                       |  | PSTN box is detected                                |
|  | Ringer volume is 0                              |  | High Definition Voice                               |
|  | Phone Lock                                      |  | Wi-Fi enabled                                       |
|  | Call Forward                                    |  | Bluetooth enabled                                   |
|   |   |  | Bluetooth-enabled mobile phone paired and connected |

## LED Instructions

Mute key indicators LED on the CP920 IP phone:

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

# Customizing Your Phone

## General Settings

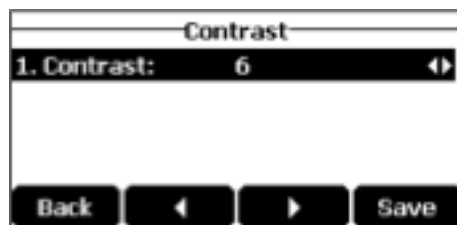
### Contrast

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

**To configure the contrast via phone user interface:**

1. Tap **Menu->Settings->Basic Settings->Display->Contrast**.
2. Tap the ◀ or ▶ soft key to decrease or increase the intensity of contrast.

The default contrast level is “6”.



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

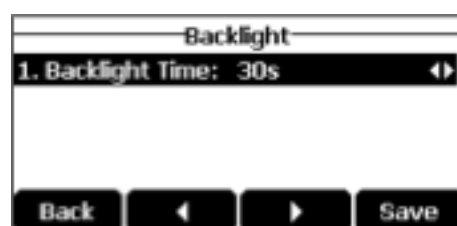
### Backlight

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

1. ☐ **Always On:** Backlight is on permanently.
2. ☐ **Always Off:** Backlight is off permanently.
3. ☐ **15s, 30s, 1min, 2min, 5min, 10min or 30min:** Backlight is turned off when the phone is inactive after the designated time (in seconds).

**To configure the backlight via phone user interface:**

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





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

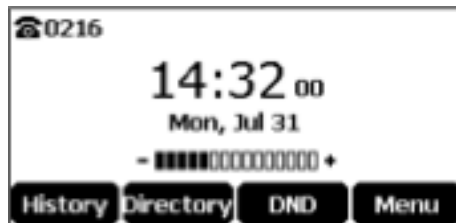
# Audio Settings

## Volume



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

**To adjust the ringer volume when the phone is idle:**



1. Tap  or  to adjust the ringer volume.




**To adjust the ringer volume when the phone is ringing:**



1. Tap  or  to adjust the ringer volume.

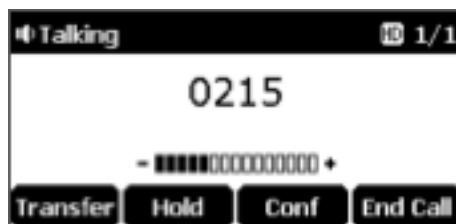


You can also tap  or  to adjust the ringer volume when selecting a ring tone.

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

**To adjust the speaker volume when the phone is during a call:**

1. Tap  or  to adjust the speaker volume.





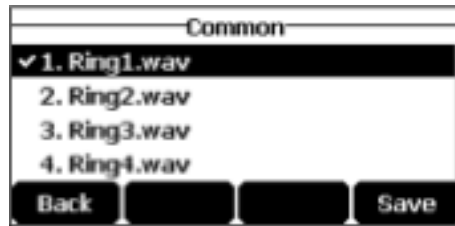
## Ring Tones



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

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

- Tap Menu->Settings->Basic Settings->Sound->Ring Tones->Common.



- Tap  or  to select the desired ring tone.

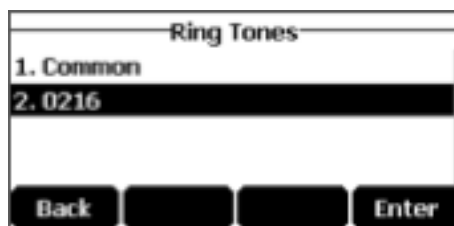




- (Optional.) Tap + or + to adjust the ringer volume.
- Tap the **Save** soft key to accept the change or the **Back** soft key to cancel.

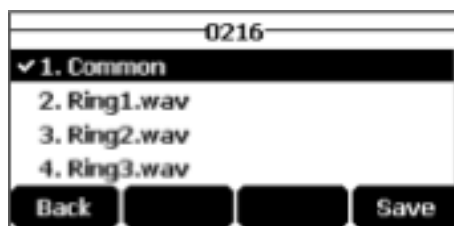
**To select a ring tone for the account via phone user interface:**



1. Tap **Menu->Settings->Basic Settings->Sound->Ring Tones**.

2. Tap  or  to select the desired account and then tap the **Enter** soft key.



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



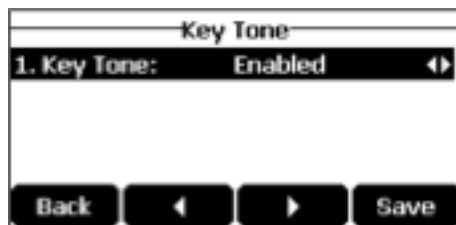
4. (Optional.) Tap - or + to adjust the ringer volume.
5. Tap the **Save** soft key to accept the change or the **Back** soft key to cancel.

## Key Tone

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

**To configure key tone via phone user interface:**

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



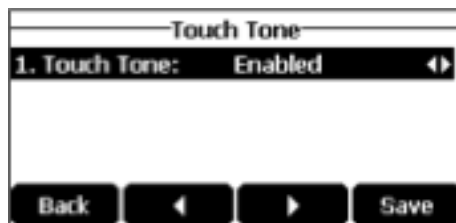
3. Tap the **Save** soft key to accept the change or the **Back** soft key to cancel.

## Touch Tone

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

**To configure touch tone via phone user interface:**

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

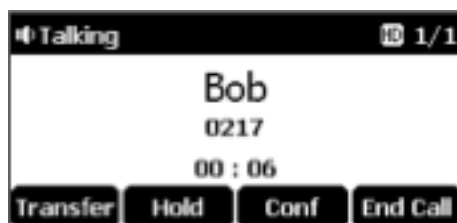


3. Tap the **Save** soft key to accept the change or the **Back** soft key to cancel.

## Placing Calls

You can tap the off-hook key either before or after entering the number to place a call. You can also dial an entry from local directory, favorite directory, remote phone book or call history.








The call duration and far-site's information (name and phone number) are visible on the LCD screen. In the figure below, the call to "Bob" (the phone number: 0217) has lasted 6 seconds.



## Placing a Call

### To place a call:

Do one of the following:

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





The # key is configured as a send key by default. You can also set the \* key as the send key, or set neither.

## Placing multiple calls

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

### To place multiple calls:

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



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

- Tap the **Hold** soft key to place the original call on hold.

Tap the **NewCall** soft key.

Enter the desired number using the keypad.

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

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

## Answering Calls



You can answer a call no matter whether you are in another call or not. If you want to answer a new incoming call when in another call, ensure that call waiting has been enabled.

**Note** You can ignore incoming calls by tapping the **Reject** soft key or on-hook key. You can also activate Do Not Disturb mode to ignore the incoming calls without ringing on your phone.

### Answering When Not in Another Call




**To answer a call:**

Do one of the following:

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

### Answering When in Another Call

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

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

## Ending Calls

**To end a call:**

Do one of the following:

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


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

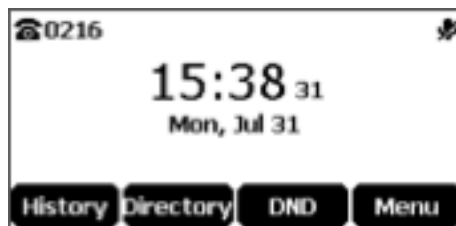
## Call Mute

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

### Keep Mute


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

When you mute the phone in an idle state or any other states, the icon  appears on the status bar.



## Mute a Call


**To mute a call:**

1. Tap  during an active call.

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



**To un-mute a call:**

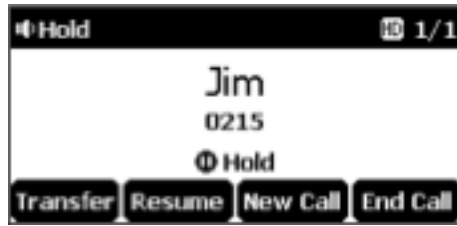
1. Tap  again to un-mute the call.

## Call Hold/Resume

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

**To place a call on hold:**

1. Tap the **Hold** soft key during a call.  
LED indicators flash green. The LCD screen indicates that the call is on hold.





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

#### To resume a held call:

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

#### Multiple Calls on Hold:

If multiple calls are placed on hold:

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

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

## Conference




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

### Local Conference

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

#### Initiating a Conference by Inviting Participants



##### To initiate a conference by inviting Participants:

1. Place a call to the first party.
2. When the first party answers the call, tap the **Conf** soft key to place a new call. The active call is placed on hold.
3. Enter the number of the second party and then tap , ,  or the **Send** soft key.
4. When the second party answers the call, tap the **Conf** soft key again to join all parties in the conference.
5. Repeat steps 2 to 4 to join more parties in the established conference call.

#### Merging Multiple Calls into a Conference Call

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

##### To merge multiple calls into a conference:

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

### Joining an Incoming Call to a Conference

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





#### To join an incoming call to a conference:

1. Tap the **Join** soft key when the phone receives a new call.

The conference among the original call(s) and the incoming call is set up. If you are in a conference, the new party will join to the conference.

### Managing the Conference

#### During the conference call, you can do the following:

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