



# YEALINK CP920

## CONFERENCE UNIT

### PHONE + VOICEMAIL USER MANUAL



# TABLE OF CONTENTS

CLICK ON ANY PAGE NUMBER TO RETURN TO THE TABLE OF CONTENTS

<a href="#">GENERAL INFORMATION</a> .....	1
MAINTENANCE, BATTERY + POWER STATUS.	
<a href="#">HARDWARE - BASE STATION FEATURES</a> .....	2
UNDERSTANDING LIGHTS AND KEYS OF BASE.	
<a href="#">HARDWARE - CONFERENCE UNIT FEATURES</a> .....	3
UNDERSTANDING LIGHTS, KEYS + INDICATORS.	
<a href="#">SCREENS + ICONS</a> .....	5
A QUICK REFERENCE GUIDE DEFINING SPECIFIC KEYS + FEATURES.	
<a href="#">CALL PROCESSING</a> .....	6
ANSWERING, PLACING CALLS, NAVIGATING CONNECTED CALLS, DO NOT DISTURB + CALL PARK.	
<a href="#">ESTABLISH A MULTI-PARTY CONFERENCE</a> .....	7
STEPS TO CREATE AN ADHOC CONFERENCE	
<a href="#">CALL HISTORY</a> .....	8
INBOUND, OUTBOUND + MISSED CALL LOG	
<a href="#">DIRECTORY</a> .....	9
LOCAL + NETWORK DIRECTORIES.	
<a href="#">CONNECT A MOBILE DEVICE</a> .....	10
PAIR + CONNECT BLUETOOTH-ENABLED MOBILE PHONE.	
<a href="#">USE WITH A PC</a> .....	12
USE THE YEALINK CONFERENCE PHONE WITH PC SOFTPHONE.	
<a href="#">MENU STRUCTURE</a> .....	13
MENU COMMANDS + FLOW.	
<a href="#">YOUR VOICEMAIL</a> .....	14
LOGGING IN AND UNDERSTANDING COMMON VOICEMAIL COMMANDS.	

# GENERAL INFORMATION

The CP920 is an HD IP Conference Phone. It is designed for the small to medium size conference room with crystal-clear audio quality. It can be paired with your smartphone or PC/tablet via Bluetooth. It combines ease of use with powerful features. The CP920 does require a CAT-5E cable and power.

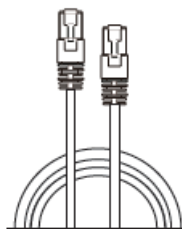
## Maintenance

Clean the equipment with a soft, dry cloth. Never use liquids.

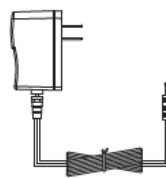
## PACKAGE CONTENTS



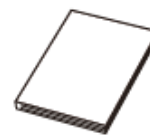
IP CONFERENCE PHONE



ETHERNET CABLE  
(7.5 CAT5E UTP CABLE)



POWER ADAPTER



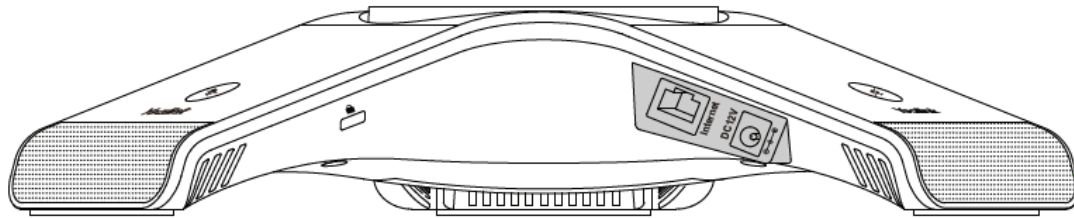
QUICK START GUIDE

**IMPORTANT NOTE:** It is recommended that you use only accessories provided or approved by Yealink. The use of unapproved third-party accessories may result in reduced performance or damage.

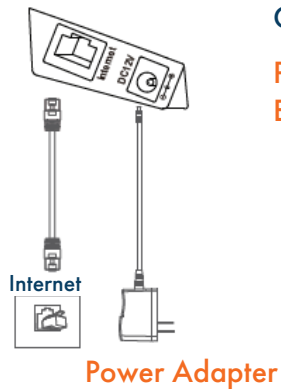
# ASSEMBLE THE PHONE

## CONNECT THE POWER AND WIRED NETWORK

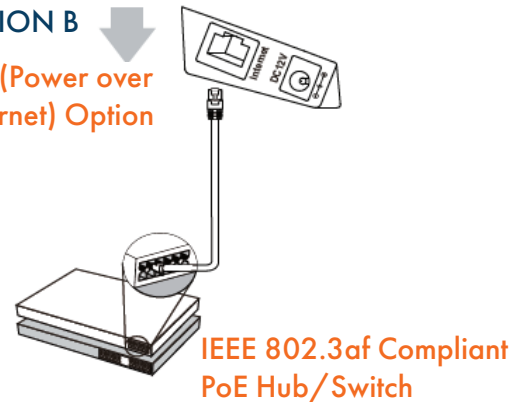
There are two options for network and power connections. Your system administrator will advise you which one to use.



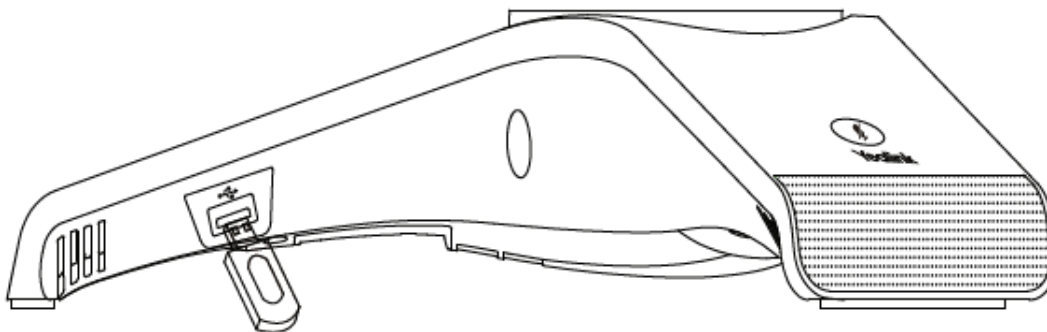
OPTION A  
AC Power Option

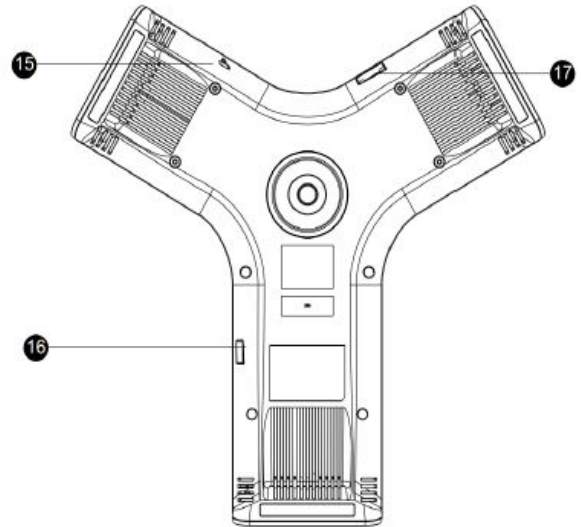
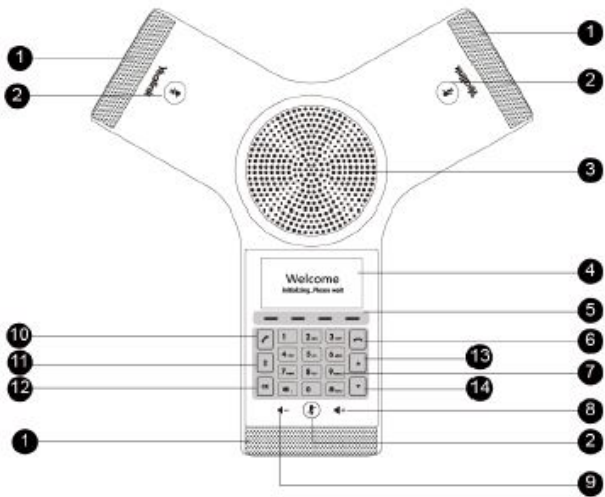


OPTION B  
PoE (Power over Ethernet) Option



## CONNECT THE OPTIONAL USB FLASH DRIVE





- |         |                            |  |
|---------|----------------------------|--|
| 1       | Three internal microphones | Provide 360 degree of sound pickup for up to 20 feet   |
| 2       | Mute Touch Key             | Toggles mute feature/indicates phone and call status.  |
| 3       | Speaker                    | Provides speakerphone audio output.  |
| 4       | LCD Screen                 | Display information about calls, messages, softkeys, time date, etc.   |
| 5       | Softkeys                   | Context sensitive keys that change based on the state of the phone. See Softkey section on next page.                        |
| 6       | On hook key                | Ends a call, returns to idle screen or turns off the phone.  |
| 7       | Touch keypad               | Provides digits, letters and characters. Opens a menu option by tapping the number that corresponds with option in the menu. |
| 8 – 9   | Volume Keys                | Increases or decreases the volume of speaker, ringer or media.   |
| 10      | Off hook key               | Enters the dialing screen, places or answers a call  |
| 11      | Bluetooth Key              | Enters the Bluetooth setting screen  |
| 12      | OK                         | Confirms actions or answers incoming calls   |
| 13 – 14 | ▲ ▼                        | Scrolls up and down through information on display.<br>In Idle State: Up accesses intercom list/Down accesses directory.     |
| 15      | Security Slot              | Allows you to connect a universal security cable to the phone and lock the phone.  |
| 16      | Micro USB Port             | Allows you to connect a PC and turn phone into an external speaker.  |
| 17      | Micro SD Slot              | Allows you to connect an SD card to record calls and play recordings on the phone.   |

# SOFTKEYS AND SOFTKEY LABELS

**SOFTKEY LABELS:** appear on the display to indicate features that can be activated by pressing the keys directly below.

**SOFTKEYS:** Appear below the Softkey labels on display and access features displayed on the label above them. These features change based on the current state of the phone. IE: ringing, on an active call, idle, etc.

**IDLE STATE:** The following Softkeys appear when your phone is idle:

- + History: Displays a list of all calls; Missed, Placed and Received.
- + Directory: Displays available directories in the system.
- + Menu: Displays a list of features and settings that you can customize.

**RINGING STATE:** The following Softkeys appear when your phone is ringing.

- + Answer: Answers ringing call.
- + Silence: Quiets ringer. Call will continue to flash until answered or it goes to Voicemail.
- + Reject: Sends the caller directly to voicemail.

**PLACING A CALL:** The following Softkeys appear when you are placing a call.

- + Send: Places a call to the entered number.
- + 123: Toggles between numbers, uppercase and lowercase letters.
- + Delete: Deletes entered characters.
- + Cancel: Cancels the call in progress (disconnects).

**CONNECTED TO A CALL:** The following Softkeys appear when you are connected to a call.

- + Transfer: Puts current call on hold and presents dial tone so you can transfer the call to another extension.
- + Hold: Places a call on an exclusive hold to your phone.
- + Conference: Puts your current call on hold and presents dial tone to add another party to a conference.
- + End Call: Disconnects the call in progress.

## MUTE TOUCH KEY LED INDICATORS

The Mute touch key LED indicates the call and phone status.

LED Status	Description
Solid Red	The phone is initializing or the phone is muted.
Flashing Red	The phone is ringing.
Sold Green	The phone is placing a call. There is an active call on the phone.
Flashing Green	The call is place on hold or is held.

# SCREENS AND ICONS

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

## Idle Screen



The idle screen is made up of the signal strength, battery status, status bar, phone name and Softkeys.

**Default Account:** indicates the local name or number

### Signal Strength Indicators:

Weak to Strong:

No reception:

### Battery Status:

Low to Full:

Needs Charge:

**Status Bar:** Displays the feature status icons. Icons are displayed when features are activated.

**Phone Name:** Displays the internal phone number and registered phone name. (2 is the phone number, indicating the phone is Handset 2 of the base station).

**Softkeys and Softkey labels:** the Softkey labels on the screen correspond with the Softkeys directly below them and show the functions available based on the status of the telephone.

# CALL PROCESSING

All active and held calls are displayed on the **CALLS** Screen.

## PLACING AND ANSWERING CALLS

- TO PLACE CALL:** Enter Number.  
Press **SEND** Softkey or green **OFF HOOK** Key, number is called, LEDs are steady green.
- OR** Enter Number.  
Press **SEND** Softkey, number is called and the LEDs show a steady green light.
- TO PLACE SECOND CALL:** Press **HOLD** Softkey to place active call on hold.  
Press **NEW CALL** Softkey to place second call.
- TO ANSWER CALL:** Hear Ringtone and Press **ANSWER** Softkey or green **OFF HOOK** Key.
- TO SILENCE RINGING CALL:** Press **SILENCE** Softkey.
- TO SEND TO VOICEMAIL:** Press **REJECT** Softkey.
- TO ANSWER SECOND CALL:** Hear Call Waiting alert tone.  
Press **ANSWER** Softkey, first call is place on hold and second call is connected.
- TO SWITCH BETWEEN CALLS:** Press **SWAP** Softkey.
- TO END CALL:** Press **END CALL** Softkey or red **ON HOOK** Key.
- HOLD:** Press **HOLD** Softkey, LED changes from solid green to flashing green.
- TO RECONNECT:** Press **RESUME** Softkey.
- MUTE:** Press any **MUTE** Key LED changes from green to red  
Press any **MUTE** Key again
- TRANSFER:** Connect your call to someone else (with call on line)

### Announced

- + Press **TRANSFER** Softkey(call holds).
- + Enter extension number and press OK key.
- + Press **SEND** Softkey.  
Wait for party to answer and announce call.
- + Press **TRANSFER** Softkey.
- + **TO RETURN TO HELD CALL:** Press **CANCEL** Softkey.
- + Press **RESUME** Softkey.

### Blind

- + Press **TRANSFER** (call holds).
- + Enter number.
- + Press **BTRANS** Softkey to send call.



## DO NOT DISTURB

Sends all calls to voicemail or provides a busy tone if there is no voicemail.



**TO ACTIVATE:** Press DND Softkey, screen confirms success, DND appears in upper right display

**TO DEACTIVATE:** Press DND Softkey, screen confirms success

## CALL PARK

Places an active call on a "system hold" so it can be retrieved from any telephone

**TO PARK A CALL:** Press TRANSFER Softkey

Press \* 13

Press SEND Softkey

Press TRANSFER Softkey System announces orbit code number

**TO UNPARK A CALL:** Press \* 14 and Orbit Code Number (i.e.: \* 14101)

Press SEND Softkey Call is connected

## MULTI-PARTY CONFERENCE (Maximum of 4)

You can establish a multi-party conference from the Yealink Conference unit.

**CONFERENCE FROM EXISTING CALL:** Allows Conferencing (while on an established call).

Press CONF Key, automatically places first call on hold.

Enter Second Number.

Press SEND Softkey.

When 2nd person answers, announce conference. You have total privacy.

Press CONF Softkey, all participants are connected.

Begin Speaking.

Repeat to add additional conferees (all conference participants are placed on hold while you add).

**IF CALLED PARTY DOESN'T ANSWER/BUSY:** Press CANCEL Softkey, remaining parties stay on hold.

**TO RECONNECT REMAINING PARTIES:** Press RESUME Softkey.



# CALL HISTORY

Call History displays all of the phones recent calls.

**VIEW CALLS:** Press the **HISTORY** Softkey

Choose to view **ALL CALLS**, **MISSED CALLS**, **PLACED CALLS** or **RECEIVED CALLS**.

**NOTE:** if you choose to view all calls the following Icons appear to indicate type of call.

## History Icons

-  Received calls
-  Missed Calls
-  Placed Calls

## VIEW CALL DETAILS

- + Press the **HISTORY** Softkey.
- + Choose the list to view.
- + Choose the phone number entry and press the **OK** Softkey.
- + Press **OPTION** Softkey.
- + Select **Detail** from the list and press the **OK** Softkey.

## SAVE HISTORY RECORD TO YOUR LOCAL DIRECTORY

- + Press the **HISTORY** Softkey.
- + Choose the list to view.
- + Choose the phone number entry and press the **OK** Softkey.
- + Press **OPTION** Softkey.
- + Select **Add to Local** from the list and Press the **OK** Softkey.

## DELETE HISTORY RECORDS

- + Press the **HISTORY** Softkey.
- + Choose the list to view.
- + Highlight the phone number entry.
- + Press the **DELETE** Softkey.

## DELETE ALL CALL RECORDS

- + Press the **HISTORY** Softkey.
- + Choose the list to view and press the **OK** Softkey.
- + Press the **OPTIONS** Softkey.
- + Highlight **DELETE ALL** and press the **OK** Softkey.

## PLACE A CALL FROM HISTORY

- + Press the **HISTORY** Softkey.
- + Choose the list to view and press the **OK** Softkey.
- + Highlight the phone number entry.
- + Press the **SEND** Softkey.



# DIRECTORY



There are two types of directories included in the **PHONE BOOK**:

- + **LOCAL:** Numbers you can program into your telephone
- + **NETWORK:** Entries stored by the system administrator to be used by all users, including internal extensions

## ADD ENTRIES TO LOCAL DIRECTORY

- + Press the **DIRECTORY** Softkey.
- + Press the **ADD** Softkey.
- + Enter the name using the letters on the dial pad.
- + Enter all applicable phone numbers exactly as they are dialed (include 1 for out of area numbers).
- + Press the **SAVE** Softkey.

## SEARCH FOR NUMBERS

- + Press the down arrow.
- + Select Local or Network Directory by pressing option number next to directory name.
- + Use the dial pad to spell the first or last name (press the number key the appropriate number of times for each letter i.e.: press the 7 four times for "S").
- + If multiple names appear, scroll to the applicable name and press **SEND** Softkey

## PLACE A CALL FROM THE DIRECTORY

- + Press the **DIRECTORY** Softkey,
- + Use the dial pad to spell the first or last name (press the number key the appropriate number of times for each letter)
- + Press the **SEND** Softkey or the green **OFF HOOK** Key. The contact you select is dialed.

**NOTE:** You can also add numbers to your local directory through the CommPortal Web interface. See the CommPortal User Guide at [www.northland.net](http://www.northland.net) for how to.

# PAIR AND CONNECT A BLUETOOTH-ENABLED MOBILE PHONE

The Yealink phone cannot scan the Bluetooth devices, so you will need to pair and connect the phone from your Bluetooth enabled mobile phone.

Before you begin, make sure you have activated the Bluetooth mode and made the phone “discoverable”.

## TO ACTIVATE

- + Tap the Bluetooth icon.
- + Select On from the Bluetooth field.
- + Select **SAVE**.

## TO PAIR

- + Follow the procedure to scan and pair the phone for your Bluetooth-enabled phone.
- + The default device name of your phone is “Yealink- CP930W”.

## ENABLE 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 Yealink phone and the call is controlled by the Yealink phone.

## TO ENABLE

- + Tap the Bluetooth icon.
- + Go to Options > Detail > Channel Control.
- + Select Enabled from the Media Audio field.
- + Select **SAVE**.

## HANDLE A MOBILE CALL ON YEALINK

You can handle a mobile call on the Yealink phone. The Yealink will act as a speaker and microphone for your mobile device.

## TO PLACE A CALL

- + Press the **DIAL** key.
- + Press **SWITCH** Softkey.
- + Select **MOBILE ACCOUNT**.

## TO ANSWER A CALL

An incoming call to your mobile phone will also display on the Yealink phone

- + Press the **ANSWER** key,

During the call you can hold/resume, mute/unmute or end the call from the Yealink phone.

## MAKE THE PHONE DISCOVERABLE

If you make the YeaLink phone discoverable to other Bluetooth devices, they can scan and find the IP phone. Before you begin, make sure that the Bluetooth mode is activated.

- + Tap the Bluetooth Icon.
- + Select **ON** from the **OPEN DISCOVER** field.
- + Press **SAVE**.

## DELETE THE PAIRED BLUETOOTH DEVICE

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

- + Tap the Bluetooth Icon.
- + Select Paired Bluetooth Device
- + Select **OPTIONS > DELETE** or **DELETE ALL**. The phone screen will prompt you whether to delete paired device.
- + Select **YES**.

## DISCONNECT THE BLUETOOTH DEVICE

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

- + Tap the Bluetooth Icon.
- + Select Paired Bluetooth Device.
- + Highlight the connected Bluetooth device and select **DISCONNECT**.

## DEACTIVATE BLUETOOTH MODE

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

- + Tap the Bluetooth Icon.
- + Select **OFF** from the Bluetooth field.
- + Select **SAVE**.

# USE YOUR YEALINK PHONE WITH A PC

When connected to the PC, the phone acts as a speaker and microphone during calls. From your phone, you can manage the audio from calls or media played on your PC.

## CONNECTING THE PC TO THE PHONE

+ Connect the phone to a PC using a micro USB cable. (not included)

When the phone is idle the phone screen will look like this:



## SET THE PHONE AS PC AUDIO DEVICE VIA PC

- + On your PC: Click **START > CONTROL PANEL > SOUND**.
- + Click **ECHO CANCELLING SPEAKERPHONE** (Yealink CP930W Speakerphone) and click **SET AS DEFAULT DEVICE**.
- + Click **MICROPHONE** (Yealink CP930W Speakerphone) and click **SET AS DEFAULT DEVICE**.
- + Click **OK**.

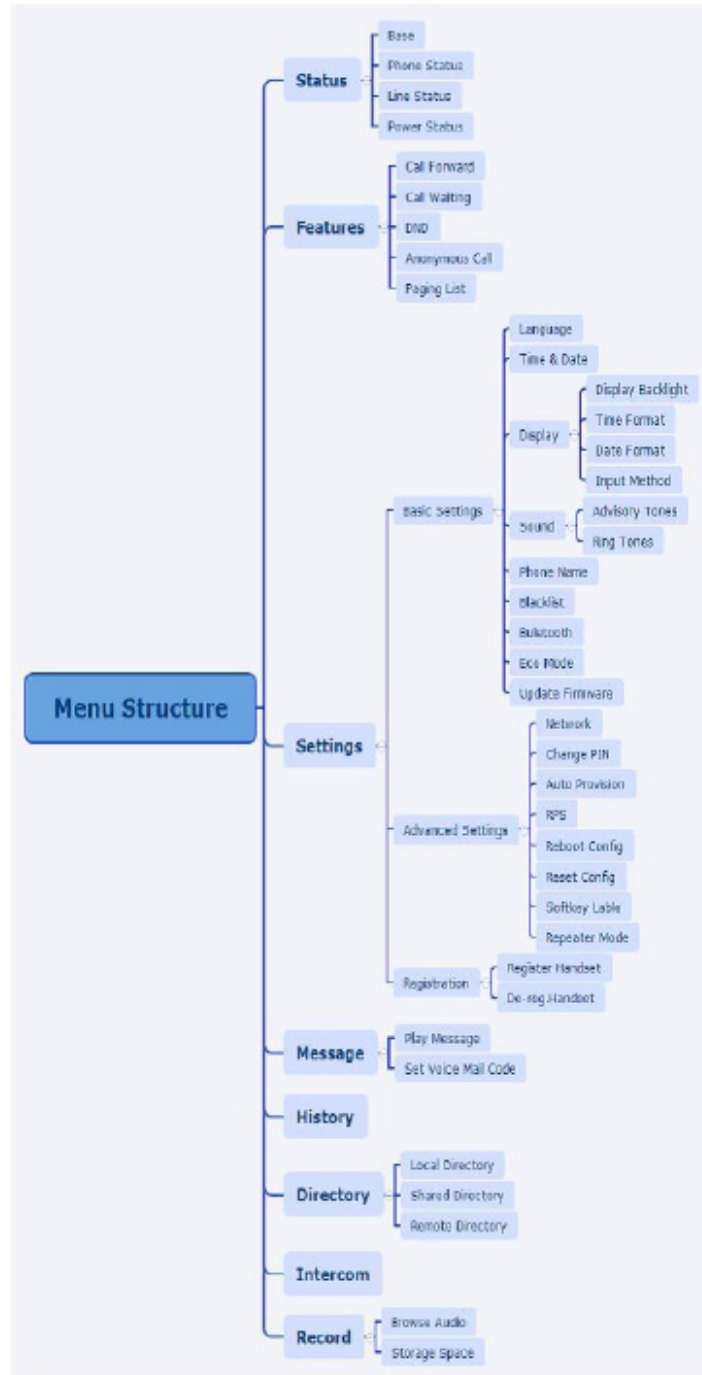
## PLACE CALLS VIA PC

If you have the MaX UC Desktop application, you can place calls and the phone acts as a microphone and speaker.

Before you begin, make sure you have set your phone as the PC audio device.

## PROCEDURE

- + Make or answer a call on the installed softphone on your PC.
- + The microphone is automatically activated on your Yealink Speakerphone.
- + End the call on the Softphone.
- + The phone will continue to function as a speaker for the PC.



# VOICEMAIL

The voicemail system is voice prompted with easy to follow instructions and commands. You must initialize your mailbox for the first time by creating a password, recording your name and recording a greeting.

## FIRST TIME VOICEMAIL SET UP

To set up your voicemail for the first time:

- + Dial \*99 and select **DIAL**
- + Enter the EAS Pin provided by the System Administrator.
- + Follow the audio instructions to create a password, record your name and record your personal greeting

## MAILBOX GREETINGS

There are multiple greeting types available for you to choose from:

<b>PERSONAL</b>	Plays to everyone that calls you.
<b>EXTENDED ABSENCE</b>	Plays when you will be away from your office or phone for meetings/vacation, etc. You can turn off message acceptance when using the extended absence greeting. System will remind you Extended Absence Greeting is playing.
<b>SYSTEM GENERATED</b>	A synthesized greeting. This can be set up to include your telephone number or recorded name.
<b>BUSY</b>	Plays when you have active calls on all available lines.
<b>OUT OF HOURS</b>	Can be set to play outside of your normal business hours, weekends and holidays.
<b>FORWARDED TO VM</b>	Plays when you have your phone set to forward to voicemail.

Through the Self Service CommPortal, you are able to:

- + Record and change greetings.
- + Choose your voicemail to email options.
- + Change your login for voicemail so you are not required to enter your mailbox and pin each time you log in from your own telephone.
- + Change other voicemail and telephone settings.

Please refer to the Self Service CommPortal User Guide on the Northland Communications website for full details.



## LOG IN TO VOICEMAIL

From any internal extension:

- Press \*99 and Press **SEND** Softkey or green **OFF HOOK** Key
- Enter your 10 digit telephone number and press the # key
- Enter your password and press the # key

From any external telephone:

- Dial: 315-671-0031
- Enter your 10 digit telephone number and press the # key
- Enter your password and press the # key

## COMMON VOICEMAIL COMMANDS

### Main Menu

- 1 Listen to messages
- 2 Send a message to another user
- 3 Work with personal greetings
- 4 Mailbox settings
- 5 Work with Reminder Messages
- 6 Access deleted messages
- 7 Switch Account (log into another account)
- 0 Access Help
- \* Exit Voicemail or return to previous menu

**NOTES:** Star (\*) will always back you up to the previous menu  
Pound (#) will bypass a user's personal greeting

### Listening to Messages

- 1 Repeat
- 2 Save
- 3 Erase
- 4 Reply
- 5 Send a copy
- 6 Increases the message volume
- 7 Slows the message playback down
- 8 Pause / Resume
- 9 Speeds the message playback up
- # Next Message
- 11 Previous Message
- 77 Skip backward 5 seconds
- 99 Skip forward 5 seconds

## ADDITIONAL VOICEMAIL SETTINGS

There are additional voicemail settings available in the main menu. Some settings are only available when you log in through a telephone. See the CommPortal User Guide for settings that are available through CommPortal.

### TO LEAVE A MESSAGE FOR ANOTHER USER WITHOUT RINGING THE PHONE:

- + Press \*99 and enter Extension Number.
- + Press **SEND** Softkey or green **OFF HOOK** Key.

**TRANSFER TO VOICEMAIL:** Sends a caller directly to voicemail without ringing the phone

- + Press **TRANSFER**, call automatically held.
- + Press \*99 and enter extension number.
- + Press **TRANSFER**