Yealink CP935W Wireless Conference Unit

Phone + Voicemail

USER MANUAL

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GENERAL INFORMATION

The CP935W is a Wireless DECT Conference Phone. The CP935W frees users from the limitations of power outlets and internet ports and meets the mobility requirement of any organization. By associating with the Yealink DECT base, it is completely wireless for users to hold a meeting anywhere within the DECT base coverage area.
The built-in rechargeable battery supports 24 hours of talk time and requires less than 4 hours to be fully charged. It ensures a full weekday's frequent usage of the phone without recharging.

Maintenance

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

Rechargeable Battery

The phone comes with a charged battery, but it may need recharging to full capacity depending on how long it has been in storage.
A fully charged battery provides talk time of about 24 hours, or 15 days of standby time.
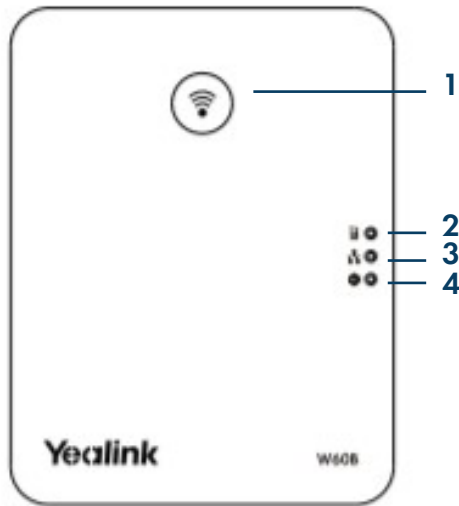
Viewing the Power Status

When the phone is idle, you can check the battery's remaining capacity.
Navigate to MORE>STATUS>POWER PERCENT

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PHYSICAL LAYOUT

W70B BASE STATION HARDWARE

After the base station starts up successfully and the conference unit is registered to the base station, all of the LEDs on the base station glow green in sequence.

1	Paging Key	Locates a misplaced handset
		Toggles to registration mode
		Resets the base station to factory settings
2	Registration LED	Indicates the handset registration status or the base station is in the paging mode
3	Network Status LED	Indicates the network status
4	Power LED indicator	Indicates the power status of the base station

CP935W CONFERENCE UNIT HARDWARE
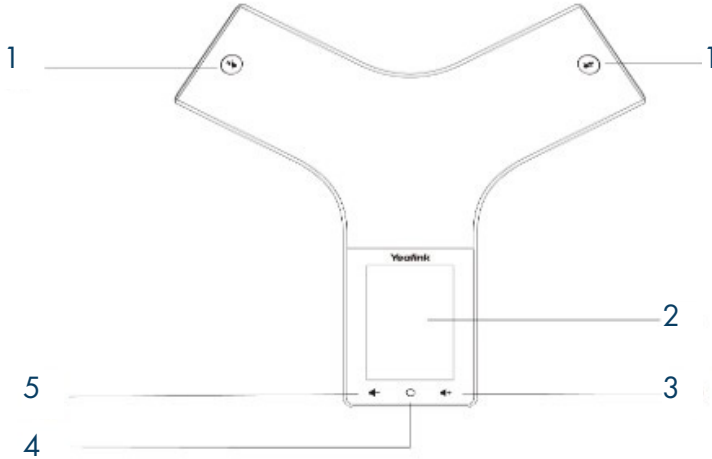
Front/Top of Unit   **Back/Bottom of Unit**
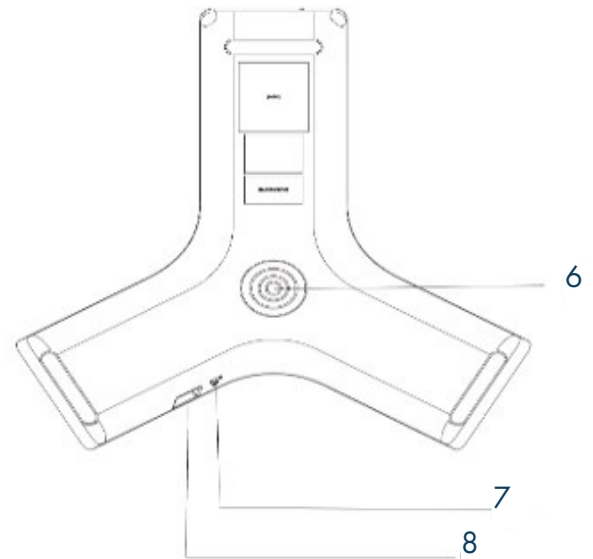
NO.	ITEM	DESCRIPTION
1	Mute Key	**+** Toggles MUTE function on/off. **+** Indicates phone and call status.
2	Touch Screen	Shows information about calls, Softkeys, time, date and other relevant data.
3	Volume (+) Touch Key	Increases the volume of the speaker, ringer or media.
4	Volume (-) Touch Key	Decreases the volume of the speaker, ringer or media
5	Home Touch Key	Returns to the idle screen.
6	Contact Charging Port	Connect 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. This will not be removed after it is locked.
8	USB Type-C Port	**+** Allows you to connect a USB Flash drive (Optional) to your phone so you can record calls/conferences and play bak recorded files. **+** Allows you to charge the optional Bluetooth Wireless Microphone, CPW25.

MUTE TOUCH KEY LED INDICATORS

The Mute touch key LED indicators show 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's battery is low.

POWER ON/OFF

POWER ON: When the phone is charging, it will automatically power on. If the phone is not charging, tap and hold the HOME key for 3 seconds to power on the phone.

POWER OFF: Tap and hold the HOME key for 10 seconds then tap OK or tap MORE > BASIC > PHONE MODE on the LED screen.

IDLE SCREEN

The idle screen displays the registered account, time and date and programmable keys. You can access the Dsskey screen and the Control Center from the idle screen.

No.	Name		Description
1	Status Bar		Display 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 registered account. If no account is registered on the phone, **No Service** is displayed.
4	Digital Clock		Displays the time and date
5	Programmable Keys	Call	Tap to use the dialer.
		Bluetooth	Tap to use the Bluetooth settings.
		History	Tap to view call history.
		Directory	Tap to view the Directory/Contacts.
6	Dsskey		Tap to display the phones line keys.
7	More		Tap to enter the Control Center.

CONTROL CENTER

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

To access the Control Center, 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 brightness.
		Bluetooth	+ Tap to turn Bluetooth on/off. + Long for the Bluetooth Setting screen.
		Mute	Tap to turn Mute on/off.
		DND	Tap to turn DND on/off.
		Auto Answer	Tap to Turn Auto Answer on/off.
2	Menu	Status	Tap for the Status menu.
		Features	Tap for the features setting menu.
		MIC/Intercom	Tap for the microphone/intercom settings (coming soon)
		Basic	Tap for the Basic setting menu.
		Advanced	Tap for the Advanced setting menu (restricted to Admin)
		USB	Tap to view the recorded audios and available recording time.

CALLS SCREEN

All active and held calls are displayed on the Calls Screen.

When there is an active call and a held call, the Calls Screen displays the word Previous on the left, or Next on the right to allow you to scroll between calls.
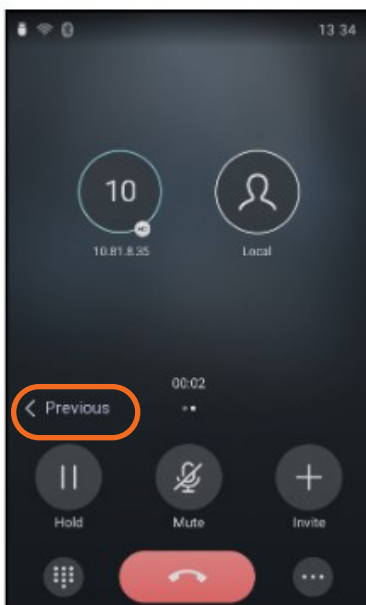
CALL PROCESSING

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

PLACING AND ANSWERING CALLS

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

Announced

+ Tap **MORE** Softkey
  Tap **TRANSFER** Softkey(call holds).
+ Enter extension number and tap **TRANSFER** Softkey.
  (You can also use the HISTORY or CONTACTS Softkeys).
+ Tap **CALL** Softkey.
  Wait for party to answer and announce call.
+ Tap **TRANSFER** Softkey.

Blind

+ Tap **MORE** Softkey
  Tap **TRANSFER** Softkey(call holds).
+ Enter extension number and tap **TRANSFER** Softkey.
  (You can also use the HISTORY or CONTACTS Softkeys).
+ Tap **TRANSFER** Softkey.
+ **TO RETURN TO HELD CALL:** Tap **CANCEL** Softkey.

DO NOT DISTURB

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

TO ACTIVATE: Scroll down from the top of the Idle Screen
                      Tap DND Softkey, screen confirms success, DND appears in upper left of the display
TO DEACTIVATE: Tap EXIT DND mode.

CALL PARK

Places an active call on a "system hold" so it can be retrieved from any telephone
TO PARK A CALL: Tap **MORE** Softkey
                      Tap TRANSFER Softkey
                      Dial * 13
                      Tap **TRANSFER** Softkey
                      Tap **CALL** Softkey, System announces orbit code number
                      Tap **TRANSFER** Softkey

TO UNPARK A CALL: Tap * 14 and Orbit Code Number (i.e.: * 14101)
                      Tap **CALL** 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).
                      Tap **CONFERENCE** Softkey, automatically places first call on hold.
                      Enter Second Number.
                      Tap **CONFERENCE** Softkey.
                      When 2nd person answers, announce conference. You have total privacy.
                      Tap **CONFERENCE** Softkey, all participants are connected.
                      Begin Speaking.
                      Repeat to add additional conferees (all conference participants are placed on hold while you add another party).

CALL HISTORY

Call History displays all of the phones recent calls.

VIEW CALLS: Tap the **HISTORY** Softkey 🕐 .
Tap **ALL CALLS** to choose to view **ALL CALLS, MISSED CALLS, PLACED CALLS** or **RECEIVED CALLS.**

NOTE: If you choose to view all calls the standard Icons appear to indicate type of call Received, Missed or Placed.
History Icons

VIEW CALL DETAILS
+ Tap the **HISTORY** Softkey.
+ Choose the list to view.
+ Choose the phone number entry and tap the **INFORMATION** icon. ⓘ

SAVE CALL RECORD TO YOUR LOCAL DIRECTORY
+ Tap the **HISTORY** Softkey.
+ Choose the list to view.
+ Tap ⓘ > ... > **ADD**.
+ Edit the contact information
+ Tap **DONE**.

DELETE A CALL RECORD
+ Tap the **HISTORY** Softkey.
+ Choose the list to view.
+ Tap ⓘ > **DELETE**. *The phone will prompt you to delete the record.*
+ Tap **OK**.

DELETE ALL CALL RECORDS
+ Tap the **HISTORY** Softkey.
+ Choose the list to view.
+ Long tap (press and hold) a contact.
+ Tap the radio button next to the list name at the top.
+ Tap ... > **DELETE**.

PLACE A CALL FROM HISTORY
+ Tap the **HISTORY** Softkey.
+ Tap the call record you wish to call.
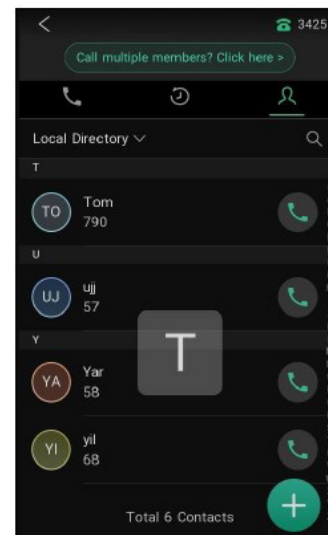
DIRECTORY

ADD ENTRIES TO LOCAL DIRECTORY

When you add a contact to your Local Directory, you can choose how much information you would like to enter for the contact. You are required to enter a name.

+ Tap 👤 .

+ Tap ➕ . A "Contact form" is displayed.

+ Enter the contact's information using the displayed keypad.

+ Enter all applicable phone numbers exactly as they are dialed (include 1 for out of area numbers).

+ Tap the **DONE**.
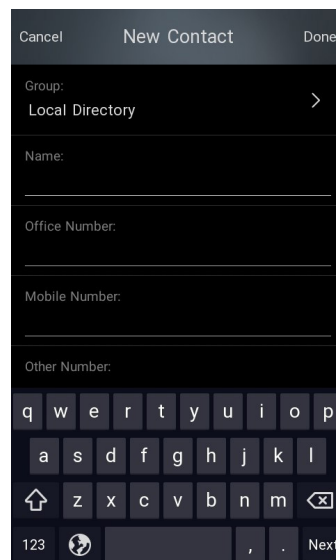
SEARCH FOR CONTACTS

+ Tap 👤 .

+ Tap 🔍 .

+ Enter the contact search criteria in the search field.

OR

+ Tap 👤 .

+ Tap 🔍 .

+ Select the desired letter along the right side to jump to contacts whose name begin with that letter. (For example: T)

PLACE A CALL FROM THE DIRECTORY

+ Using one of the search methods, find the contact to call.

+ If the selected contact has multiple numbers, tap the desired number.

+ Tap 📞 . The contact number you select is dialed.

BLUETOOTH

PAIR AND CONNECT A 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.
+ Turn on Bluetooth. *The phone scans available Bluetooth devices automatically.*

TO PAIR
Before you begin, be sure the Bluetooth-enabled mobile phone is discoverable.
+ Tap .
+ Tap the spinning icon in the upper right of the display.
+ Tap your Bluetooth-enabled mobile phone. *The phone will prompt the connection passkey on the phone screen.*
+ Make sure your mobile phone is showing the same passkey then select **OK** on both phones.
+ Select **OK** to enable mobile contacts sync feature, or select **CANCEL** to disable mobile contacts sync feature.

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 .
+ Tap
+ Turn on **PHONE AUDIO**.

HANDLE A MOBILE CALL ON THE YEALINK CP935W
You can handle a mobile call on the Yealink conference phone. The Yealink will act as a speaker and microphone for your mobile device.
Before you begin:

Make sure that the Bluetooth-enabled mobile phone is paired and connected to the CP935W.
Make sure you have enabled the phone audio.

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 ✳ > **Edit My Device Information**.
+ Turn on **OPEN DISCOVER**.
+ Select ✔

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 ✳.
+ Tap ☰

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 ✳
+ Tap the connected Bluetooth device.

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 ✳.
+ Turn off Bluetooth.

MENU STRUCTURE

Status	General	Warnings, IPv4, MAC, Machine ID WiFi MAC, Firmware
	Network	
	Phone	
	Accounts	
	Power Percent	
Features	Call Forward	
	Call Waiting	
	Auto Answer	
	Dsskey	
	Hot Line	
	Anonymous Call	
	Auto Redial Setting	
	DND	
	Intercom	
	Call Completion	
	History Settings	
	Paging Lost	
	Diagnostics	
Basic	Language	
	Time & Date	
	Display	Backlight
		Wallpaper
		Screen Saver
	Sound	Ringtones
		Key Tone
		Touch Tone
	Change Pin	
	Bluetooth	
	Wi-Fi	
	Reboot	
	Update Configuration	
	Phone Mode	
	Power Off	
Advanced	Accounts	
	Network	Wi-Fi Port
		Web Server
		VPN
		NAT
	Phone Lock	
	Set Password	
	Auto Provision	
	Reset Config	
	FWD International	
Message		
History		
Directory	Local Directory	
	Google Contacts	
	Mobile Contacts	
	Remote Phone Book	
	Blocklist	
USB		

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** Softkey.
+ 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:

PERSONAL	Plays to everyone that calls you.
EXTENDED ABSENCE	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.
SYSTEM GENERATED	A synthesized greeting. This can be set up to include your telephone number or recorded name.
BUSY	Plays when you have active calls on all available lines.
OUT OF HOURS	Can be set to play outside of your normal business hours, weekends and holidays.
FORWARDED TO VM	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:
+ Tap *99 and Tap SEND Softkey
+ Enter your 10 digit telephone number and tap the # key
+ Enter your password and tap the # key

From any external telephone:
+ Dial: 315-671-0031
+ Enter your 10 digit telephone number and tap the # key
+ Enter your password and tap 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
6	Set message type (voicemail/email/fax)
7	Switch Account (log into another account)

Listening to Messages

1	Repeat
2	Save
3	Erase
4	Reply
5	Send a copy
22	Save as new
#	Next Message

NOTES: Star (*) will always back you up to the previous menu
Pound (#) will bypass a user's personal greeting
You can check your voicemail and record and manage greetings through your Subscriber CommPortal.

TO LEAVE A MESSAGE FOR ANOTHER USER WITHOUT RINGING THE PHONE:
+ Tap ***99.**
+ Enter extension number and tap **DIAL** Softkey.

TRANSFER TO VOICEMAIL: Sends a caller directly to voicemail without ringing the phone
+ Tap **TRANSFER** Softkey, call automatically held.
+ Tap ***99** and enter extension number.
+ Tap **BTRANS** Softkey.