One Talk CP965

conference phone user guide

verizon.com/support/one-talk/
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CP965

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Table of contents

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.

Getting started

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

Hardware Overview

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

NO.	Item	Description
1	Mute key	• Toggles mute feature • Indicate phone and call statuses
2	Touch screen	• Shows information about calls, soft keys, time, date and other relevant data
3	Volume (-) Touch key	• Lowers the volume of the speaker, ringer or media
4	Volume (+) Touch key	• Increases the volume of the speaker, ringer or media
5	Home Touch key	• Returns to the idle screen
6	USB Type-A Port	• 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 • Allows you to charge the Bluetooth Wireless Microphone CPW65 or DECT

• Wireless Microphone CPW65

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

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.
Off	The phone is powered off. The phone is idle.

Screen and icons

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

Control center

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

Procedure

On the Idle screen, swipe top-down to display the Control Center.

No.	Name		Description
1	Control center	Backlight slider	• Drag the slider to adjust the screen brightness quickly
		Bluetooth	• Tap to turn Bluetooth on or off quickly • Long tap to enter the Bluetooth setting screen
		Wi-Fi	• 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
		Silent	• Tap to turn silent mode on or off quickly
2	Menu	Settings	Tap to enter the Settings menu.
		Message	Tap to enter the Message setting menu.
		MIC (coming soon)	Tap to enter the MIC setting menu.
		Recorder	Tap to use the Recorder to record audio and manage the recording.
		Notification	Tap to view the desired notification message.

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

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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 Key	Dial	Tap to enter the dialing screen.
		DND	Tap to enter the DND 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.

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The DSSkey screen

The DSSkey screen displays phone's line keys.
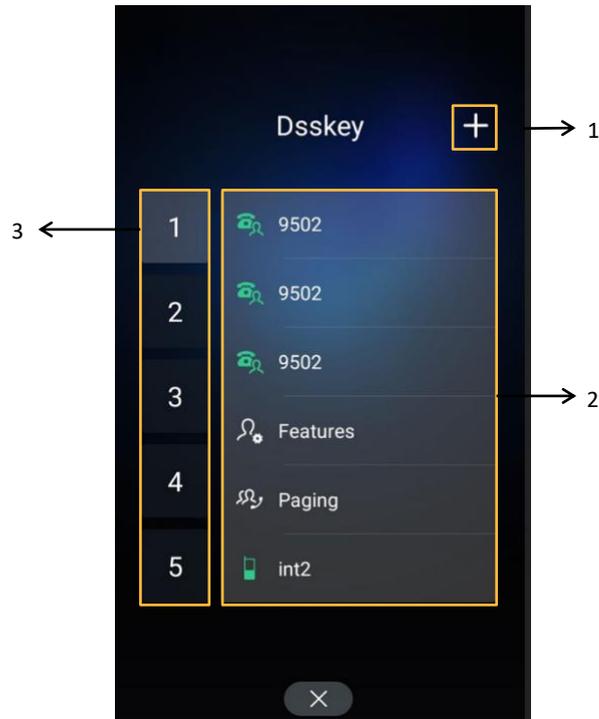
No.	Application	Description
1		Tap to add a line key.
2	Line key list	Shows the line key labels. You can customize the line keys.
3	Page keys	Tap to turn to the corresponding page.

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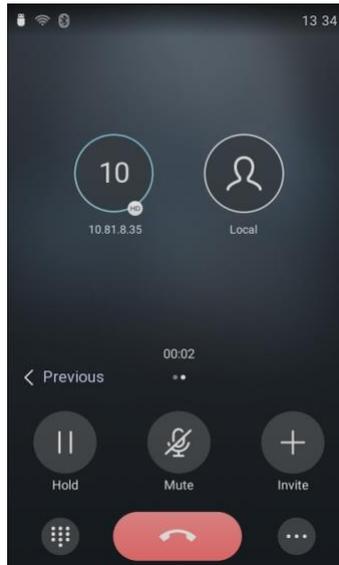
You can tap the Previous/Next to switch between multiple calls.

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
	Wired network is unavailable		Phone Warning
	Wired Network is unreachable		Keep Mute
	Auto Answer		Voice Mail
	Registered successfully		Phone Lock
	Do Not Disturb (DND)		Ringer volume is 0
	Always Forward		Busy Forward
	No Answer Forward		Missed Calls
	USB flash drive is detected		PSTN box is detected
	Wi-Fi enabled		Wi-Fi connection is unreachable
	Bluetooth enabled		Bluetooth-enabled mobile phone paired and connected

Line key icons

By viewing the line key icons, you can easily get the function of the line key.

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Icon indicator (associated with line key features):

Icons	Description	Icons	Description
	Hold		DND
	Voice Mail		Forward
	DPickup		Group Pick Up
	SpeedDial		Recall
	Record		Recording in process (Record)
	Paging List		Hot Desking
	Phone Lock		Directory

Icon indicator (associated with line)

Icons	Description	Icons	Description
	Registered private line		Register failed
	Registering (Flashing)		Registered shared line
	DND is enabled on this line		Call forward is enabled on this line

Icon indicator (associated with the mobile account)

Icons	Description	Icons	Description
	Mobile Account (Bluetooth-enabled mobile phone is both paired and connected)		Mobile Account (Bluetooth- enabled mobile phone fails to connect)
	Mobile Account (Bluetooth-enabled mobile phone is connecting) (Flashing)		

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Icon indicator (associated with Intercom)

Icons	Description	Icons	Description
	Intercom idle state		Intercom ringing state
Callout	Intercom callout state	Talking	Intercom talking state
	Intercom failed state		

Navigating menus and fields

You can use different gestures on the touch screen to perform various operations.

Procedure

To operate your phone using gestures, follow these tips:

Gesture		Action
Tap		Touch an item on the screen with your finger, and then lift your finger.
Long tap		Touch an item for about 2 seconds without lifting your finger from the screen till an action occurs.
Swipe		Touch and move. When you want to scroll quickly, swipe your finger across the screen, either up, down, left or right.
Drag		Touch and hold, then move. To stop scrolling, stop the dragging motion.

Entering information

The phone provides onscreen keyboard and dial pad to enter data. The dial pad provides a standard key layout, which enables you to use existing or familiar key positions.

Using the onscreen keyboard

The phone supports two kinds of input methods: English (UK) and Google Pinyin for the onscreen keyboard. You can enter information into text fields using the touch screen.

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When you use the onscreen keyboard, the following things you need to know:

If you want to	Action
Position the cursor.	Tap to the position.
Select all characters.	Long tap the entered character(s) Do one of the following: • Tap ☑ on the top of the phone screen • Drag ▮ / ▮ to select all characters
Cut/copy characters.	Long tap the entered character(s) Drag ▮ / ▮ to select the characters you want to cut/copy Tap ✂ / 🗐 on the top of the phone screen Long tap the desired field Tap Paste
Delete more characters at a time.	• Long tap the entered character(s) Drag / ▮ to select the characters you want to delete. Tap • Long tap ⌫
Replace characters.	1. Drag your finger to highlight the characters you want to replace 2. Tap the desired character

English input method

No.	Item		Description
1	26 English Letters		• Tap to enter letters • Long tap a key then slide to choose one of the options to enter an alternate character
2	Delete Key		• Tap to delete the entered characters one by one • Long tap to delete two or more characters
3	Label automatically to identify the context-sensitive features	Next Key	• Tap to go to the next field
		Done Key	• Tap to confirm the settings
		Send Key	• Tap to dial out the number
4	Two Special Characters		• Tap to enter special characters

		• Long tap point key (.) then slide to choose one of the options to enter an alternate character
5	Space Key	• Tap to enter spaces
		• Long tap to change the input method
6	?123	• Tap to switch to the numeric & symbolic input mode
7	⇧	• Tap to switch to the uppercase input mode

Tap ?123 to switch to the numeric & symbolic input mode as shown below:
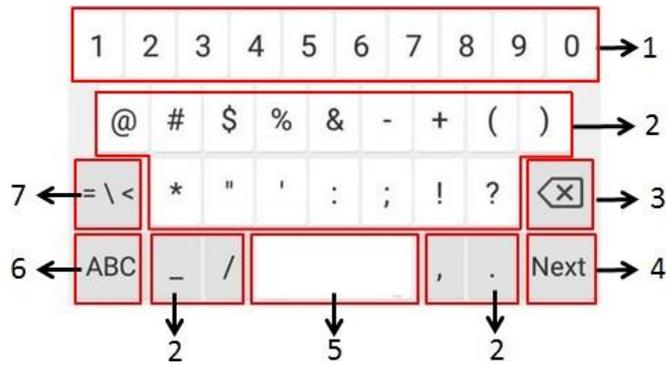
No.	Item		Description
1	Numbers		• Tap to enter numbers
			• Long tap a key then slide to choose one of the options to enter an alternate character
2	Special characters		• Tap to enter special characters
			• Long tap a key then slide to choose one of the options to enter an alternate character
3	Delete key		• Tap to delete the entered characters one by one
			• Long tap to delete two or more characters
4	Label automatically to identify the context-sensitive features	Next key	• Tap to go to the next field
		Done key	• Tap to confirm the settings
		Send key	• Tap to dial out the number
		Go key	• Tap to browse the web page
5	Space key		• Tap to enter spaces
			• Long tap to change the input method
6	ABC		• Tap to switch to the lowercase input mode
7	= \ <		• Tap to switch to the symbolic input mode

Tap ~ [< to switch to the symbolic input mode.

No.	Item		Description
1	Special characters		• Tap to enter special characters • Long tap a key then slide to choose one of the options to enter an alternate character
2	Delete key		• Tap to delete the entered characters one by one • Long tap to delete two or more characters
3	Label automatically to identify the context-sensitive features	Next key	• Tap to go to the next field
		Done key	• Tap to confirm the settings
		Send key	• Tap to dial out the number
		Go key	• Tap to browse the web page
4	Space key		• Tap to enter spaces • Long tap to change the input method
5	ABC		• Tap to switch to the lowercase input mode
6	?123		• Tap to switch to the numeric & symbolic input mode

Using the dial pad

You can use the dial pad to enter data. The dial pad only provides digit keys, # key, and * key.
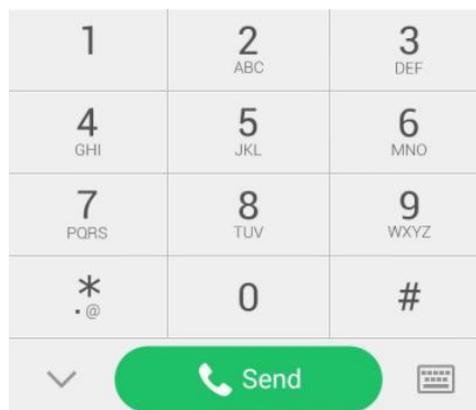
You can tap ⌨ to switch to the onscreen keyboard.

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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.

Placing calls

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

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 dial pad 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

Do one of the following:

1. Select   New Call. The active call is placed on hold.
2. Select Hold to place the original call on hold.
3. Select   New Call.
4. Enter the desired number or select a contact.
5. 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 Speed Dial 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

Redialing a number

The phone keeps a record of all the placed calls. You can recall the contact you recently called.

Procedure

1. Tap
2. The phone screen displays the placed calls list
3. Tap the desired record

Placing an international call

You can place calls to international phone numbers on your phone (make sure your line is allowed to place International calls).

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
2. The phone screen displays all call records
3. Tap All Calls and select the desired history list
4. 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

4. If the selected contact has multiple numbers, tap the desired number to dial out

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Answering calls

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

Answering a call automatically

Auto answer enables you to automatically answer an incoming call from 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 the Control Center
2. Tap on the Auto Answer

   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

Ask your Admin to Enable or Disable the Call Waiting for your line.

Silencing or rejecting incoming calls

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

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. Swipe to-down to go to Control Center

2. Tap on Silent icon

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

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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. Turn on Local Anonymous Rejection (Anonymous Rejection)

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.

Enabling DND

You need to enable DND feature first if you want the phone to reject all incoming calls automatically.

Procedure

1. Do one of the following:
    *   Swipe down from the top of the screen to enter the control center and toggle DND on
    *   Turn on DND Status

When DND is enabled, the phone prompts "DND mode is enabled" and the DND icon appears in the status bar.

Incoming calls will be rejected automatically and "n New Missed Call(s)" ("n" indicates the number of missed calls. For example, 1 New Missed Call(s)) will appear on the phone screen.

Note: When DND and busy forward are enabled, all incoming calls will be forwarded to the configured destination number. For more information on busy forward, refer to Forwarding All Incoming Calls to a Contact.

Disabling DND

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

Procedure

1. Do one of the following:
    *   Select Exit DND mode. from the idle screen
    *   Swipe down from the top of the screen to enter the control center and toggle DND off

Ending calls

You can end the current call at any time.

Procedure

1. Select

Call muting and unmuting

You can mute the microphone during an active call so that the other party cannot hear you.

Procedure

1. During a call, tap the Mute touch key or select Mute
2. Tap the Mute touch key or select Mute again to unmute the microphone

1. Swipe down on the Idle display
2. Tap on MIC
3. Turn ON/Off the Standalone mode to Enable/Disable microphone Mute

Note: When Standalone is turned Off, Pressing Mute on the phone or the microphones, mutes all speakers.
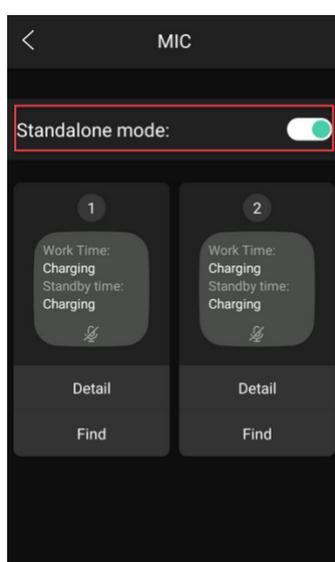
Holding and resuming calls

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 on hold from your phone system.

Holding a call

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

Procedure

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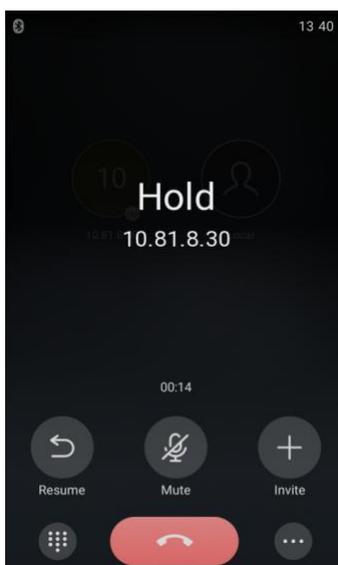
Note: When you have multiple calls on the phone and the current call is held, you can select Previous/Next to swap to the active call.

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.

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

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

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3.   Do one of the following:
     - Enter the contact number you want to forward incoming calls to in the Forward to field
     - Select �box 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

Transferring calls

During a call, you can transfer the call to another contact. You can use one of three ways:

- **Direct Transfer:** Transfer a call directly to the third party without consulting
- **Attended Transfer (Consultative Transfer):** Transfer a call with prior consulting

Performing a direct transfer

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

Procedure

1.   Select ⋯ > Transfer during a call
2.   Do the following:
     - Enter the number you want to transfer the call to, and select Transfer
     - Select Transfer to complete the transfer (The call will automatically dial out in about 5 seconds if you do not select Transfer)
     - Select 👤 (⊠), and select the desired contact to complete the transfer
     - Select 📞 (🕐), and select the desired list. Select the desired entry to complete the transfer

Performing a consultative transfer

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

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Procedure

1. Select ⋯ > Transfer during a call
2. Do one of the following:
   - Enter the number you want to transfer the call to. Select Transfer > Send to dial out
   - Select (🕐), and select the desired entry to dial out
3. Do the following:
   - After the contact answers the call, select Transfer to finish the Consultative Transfer (consultative transfer)
   - Enter the contact manually and press Transfer. Then Select Consult. After the contact answers the call, press Transfer
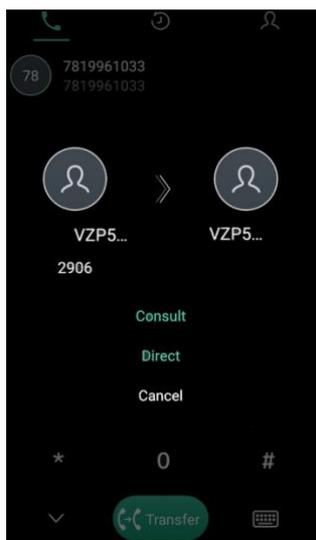
Conference calls

The phone supports creating conference calls.

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

Conference

The phone supports up to six 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

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 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 step 3 until you add all intended parties

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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.

Tip: To remove/delete any of Added members (before dialing), just tap on the avatar of that member. It will remove it from the list.

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

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

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

You can record up to 12 hours in one file. By default, the recorded files are saved in the internal SD card.

You can connect a USB flash drive to your phone, and save the recorded audio to the connected USB flash drive.

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

Recording a call

You can record the important parts during an active call.

Recording a conference

You can record conference calls in the same way as other calls. All conference participants are recorded while recording.

The following lists exceptions:
• If one of the participants holds the conference call, only that participant is recorded. When a conference call is placed on hold, recording of the conference is paused. You can place or answer other calls, which will be recorded in the same file. When the conference call is resumed, recording of the conference resumes
• If one of the participants mutes the conference call, only that participant is not recorded

Setting a mark when recording a call

You can set a mark when recording a call to mark the special moment. And there will be a red flag on this moment when playing the recorded file so that you can drag to the moment quickly.

Procedure

1.   Select ▶Mark

The icon changes to ▶+1 , the number will increase if you set more marks

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 internal SD card or the USB flash drive automatically.

Procedure

1. Do one of the following:

    • Select ⋯ Stop

       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

Checking storage space

You can check the total space or available space of the phone or connected USB flash drive.

Procedure

1. Select More > Recorder to launch the Recorder application
2. If you want to check the storage space of the USB flash drive, select USB
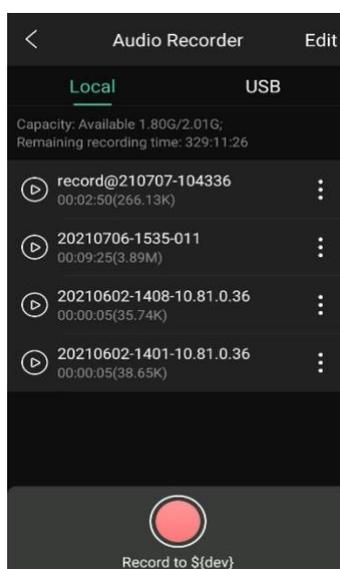
Advanced call features

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.

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.

Picking up a call directly

You can answer a call that rings on another phone.

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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

Tip: When the phone is idle, you can use a Directed Pickup or BLF/BLF List key to pick up a call to a specific contact directly.

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

Call park

You can use call park to place a call on hold, and then retrieve the call from another phone in the system (for example, a phone in another office or conference room).

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

Using call park feature

You can park an active call by tapping the pre-configured call park key on the phone, and dial the call park retrieve code to retrieve the parked call.

Before you begin

Make sure you have configured a Call Park Key. Contact your system administrator for the call park retrieve code.

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Procedure

1. During a call, select ⋯ > DSSkey
2. Select the call park key
3. If you want to retrieve the parked call, dial the call park retrieve code

If the parked call is not retrieved within a period of time assigned by the system, the phone performing call park will receive a call back.

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.

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.

Before you begin

Get the directed call pickup code from your system administrator.

Procedure

1. Tap DSSkey
2. Drag the Intercom key to the Edit field
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.

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 ✓

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.

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.

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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 count 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.

Directory

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

Local directory

You can store up to 1000 contacts and 48 groups in your local directory, you can search, add, edit and delete a contact.

Managing the local directory groups

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

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 ⟨icon⟩ Local Directory
2. Tap the Local Directory drop-down
3. Add a new group
4. Edit the group name
5. 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 ⟨icon⟩ Local Directory
2. Tap the Local Directory drop-down
3. Select ⋯ on the right side of the group name and then select Delete
4. The phone prompts you to delete the group or not
5. Select OK

Managing the local directory contacts

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

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 ⟨icon⟩
2. If you want to add a contact to the specified contact group, select Local Directory to select the desired contact group
3. Select ⟨+ icon⟩
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 ⟨✓ icon⟩

Viewing contacts

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

Procedure

1. Select ⟨icon⟩
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

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

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 Blacklist

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

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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 Blacklist

    The phone prompts you to move this contact to the Blacklist 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 👤

    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
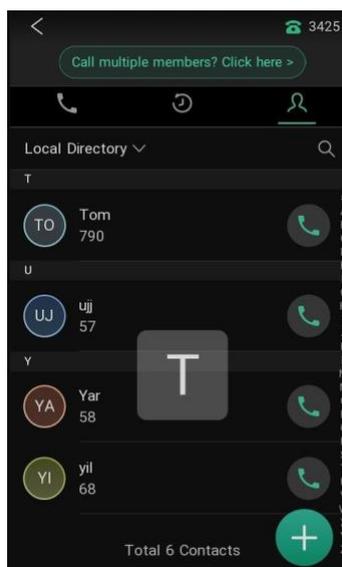
Blacklist

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

Adding a Blacklist contact

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

Procedure

1. Go to 👤 Local Directory > Blacklist

2. Select ➕

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3. Enter the Blacklist contact's information
4. Select Done

Viewing Blacklist contacts

You can view the Blacklist contacts from the Blacklist on your phone.

Procedure

1. Go to ⛉ > Local Directory > Blacklist

Editing a Blacklist contact

You can update your Blacklist contacts' information.
Procedure

1. Go to ⛉ > Local Directory > Blacklist
2. Tap the desired Blacklist contact and select ▱
3. Edit the Blacklist contact information
4. Select Done

Deleting Blacklist contacts

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

Deleting a Blacklist contact

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

Procedure

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

Deleting all Blacklist contacts

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

Procedure

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

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Moving a Blacklist contact to the local directory

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

Procedure

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

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.

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 　⋯　 at the right corner of the screen
4. Select Add
5. Select Local Directory from the Group field
6. Select Done

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Saving a remote phone book contact to the Blacklist

You can save any remote phone book contact to the Blacklist 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 ••• at the right corner of the screen
4. Select Add
5. Select Blacklist 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.

Call history icons

Each icon in the call history.

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 (i) after the desired entry

Saving a history record to local directory

To identify a 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 (i) > ••• > Add at the top right corner of the screen
4. Edit the contact information
5. Select Done

Saving a history record to Blacklist

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

Procedure

1. Tap 🕐

2. Tap All Calls to select the desired list

3. Select ⓘ > Blacklist

4. Edit the contact information

5. Select Done

Deleting history records

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

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

4. The phone prompts you to delete the record or not

5. 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

System applications

The system applications are pre-installed on your phone and they cannot be uninstalled.

Recorder

You can use the Recorder to record audio and manage the recording.

During recording, you can mark specific moments so that you can quickly find and listen to them later. You can record up to 12 hours in one file. The recording is saved in "*.amr" format with the name consisting of a prefix "record@" and date & time stamp.

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Recording audio

By default, the recorded audio is saved in the internal SD card. You can connect a USB flash drive to your phone, and save the recorded audio to it.

Note: For more information on how to attach a USB flash drive, please refer to the Quick Start Guide for your phone.

Procedure

1. Go to More > Recorder
2. If you have inserted a USB flash drive, tap USB to save the recorded audio to USB flash drive
3. Tap 🔴 to start recording
4. Do one of the following:

   • Tap ⏸ to pause the recording

   • Tap 🚩Mark to set a mark

   • The icon changes to 🚩Mark+1 the number will increase if you set more marks
     And there is a red flag on this moment when playing
5. Tap ✓ to end the recording and save the recording
   The recorded audio will be displayed on the right list automatically

Playing a recorded call

You can browse and play back the recordings on your phone.

The recorded calls saved in "*.aac" format and include a date & time stamp and the other party's number/IP address/name (or the first person's number/IP address/name you called), for example, 20170515-1452-Tom was created on May 15, 2017, at 14:52 and you have a call with Tom.

Tip: You can also play back the recorded calls on the phone or on a computer using an application compatible of playing ".aac" files.

Procedure

1. Go to More > Recorder
2. If you want to play the recorded audio saved in USB flash drive, tap USB
3. Tap ▶ before the desired recorded call to play the recorded call
   The length of the recording and a progress bar are displayed as the recording plays

You can tap the Volume key to adjust the volume of audio output.

Pause/resuming a playback

When you receive an incoming call while playing a recording, the recording is paused automatically. You can resume the playback after handling the call. You can also pause the recording manually at any time.

Procedure

1. Tap ⏸ to pause playing the recording. The icon ▶ appears on the phone screen
2. Tap ▶ to resume the playback

Fast forwarding/rewinding a playback

While a recorded file plays, you can fast forward or rewind the playback at any time.

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Procedure

1. Drag the slider to skip forward the playing or rewind the playing

   If you have set marks for the recorded audio, you can drag the slider to the position with a red flag to listen to the marked moments

Stopping a playback

While a recording plays, you can stop playing it at any time.

Procedure

1. Tap ⏹ to stop the playing

Copying recorded audio to USB flash drive

You can copy any recorded audio stored in Recorder application to your USB flash drive, as a result, you can view it on PC or other devices.

Before you begin

Before copying recorded audio to USB flash drive, you should connect a USB flash drive first.

Procedure

1. Go to More > Recorder
2. Tap ⋮ after the desired recorded audio
3. Tap Copy to USB

   If the recorded audio is copied successfully, the phone screen will prompt "Copy successfully"

   The prompt "XX Copied" (XX indicates the date when the recorded audio is copied to the USB flash drive) appears under the corresponding recorded audio

Copying all recorded audio to USB flash drive

You can copy all recorded audio to your USB flash drive, as a result, you can view them on PC or other devices.

Before you begin

Before copying recorded audio to USB flash drive, you should connect a USB flash drive first.

Procedure

1. Go to More > Recorder
2. Tap Edit
3. Check the radio box on the top-left of the screen to select all recordings
4. Tap Copy to USB

   The prompt "XX Copied" (XX indicates the date when the recorded audio is copied to the USB flash drive) appears under the corresponding recorded audio

Renaming the recording

You can rename the recording for better recognition.

Procedure

1. Go to More > Recorder
2. If you want to rename the recorded audio saved in USB flash drive, tap USB
3. Tap ⋮ after the desired recording
4. Tap Rename
5. Enter the desired file name
6. Tap OK

Uploading a recording to the server

You can upload the local recording file to the server designated by the administrator.

Before you begin

Your system administrator has enabled the recording upload feature for you.

Procedure

1. Go to More > Recorder
2. If you want to delete the recorded audio saved in USB flash drive, tap USB
3. Tap ⋮ after the desired recorded audio
4. Tap Upload

   The file is uploaded to the server successfully with a prompt

Deleting a recording

You can delete local recordings or call recordings from Recorder. The local recording is named with the prefix "record@" and date & time stamp, while the call recordings are named with the date & time stamp.

Procedure

1. Go to More > Recorder
2. If you want to delete the recorded audio saved on USB flash drive, tap USB
3. Tap ⋮ after the desired recorded audio
4. Tap Delete

   The phone prompts you whether to delete the audio
5. Tap OK

Deleting all recordings

You can delete all the recording when you need additional space.

Procedure

1. Go to More > Recorder
2. If you want to delete the recorded audio saved in USB flash drive, tap USB
3. Tap Edit
4. Check the radio box on the top-left of the screen to select all recordings
5. Tap 🗑

   The phone prompts you whether to delete all the audio files
6. Tap OK

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Checking storage space

You can check the total space or available space of the phone or connected USB flash drive.

Procedure

1. Select More > Recorder to launch the Recorder application
2. If you want to check the storage space of the USB flash drive, select USB
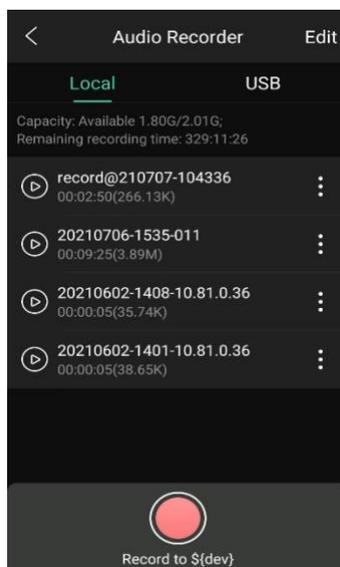
Customizing your phone

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

Changing the administrator password

By default, you require an administrator password to access the Advanced/Advanced Settings menu. The default password is @N3ta!k2@2*. 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 ✓

Wallpaper

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

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

Changing wallpaper on idle screen

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

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Procedure

1. Go to More > Basic > Display > Wallpaper
2. Select the desired image
3. 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.

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 ✔

Setting the screen saver type

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

Your phone supports four screen saver types: Clock, Colors, Photo Frame and Photo Table.

Clock   Colors   Photo Frame   Photo Table
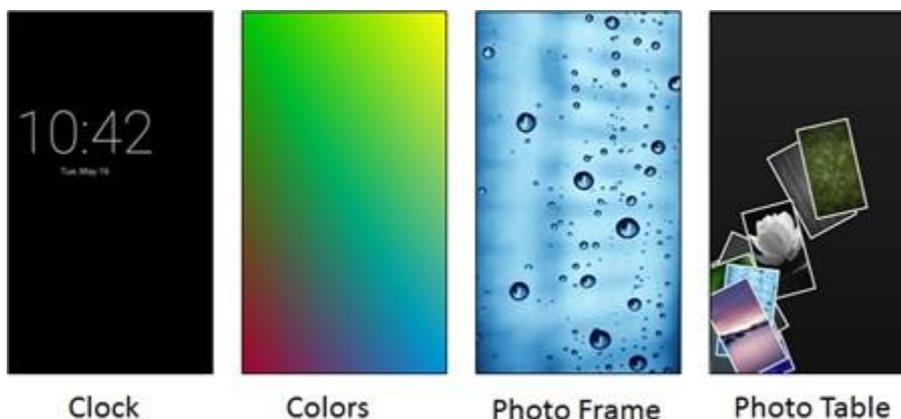
Procedure

1. Go to More > Basic > Display > Screensaver
2. Select the desired screen saver type from the Screensaver Type field
3. Select ✔

Changing the screen backlight and time

You can change the brightness of the phone screen during phone activity and inactivity.

- **Active Level:** The brightness level of the phone screen when the phone is active
- **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

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    —   30min, 1h, 2h, 4h, 6h, 8h or 12h: Backlight is changed when the phone is inactive after the designated time

Procedure

1. Swipe down from the top of the screen
2. Do one of the following:
   Drag the backlight slider
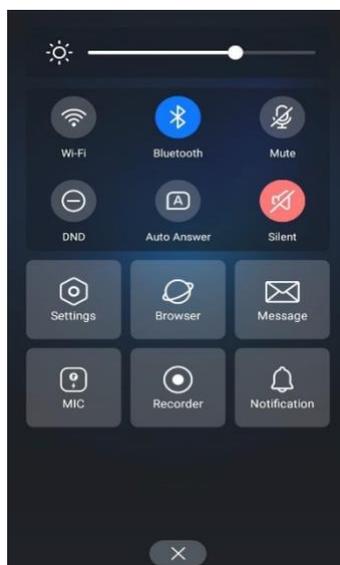
When dragging the slider, the control center (except the backlight slider) and notification center will be hidden. You can view the intensity changes of the phone screen in real-time.

If you lift your finger, the control center and notification center will be shown again

Tip: You can only change the screen intensity during phone activity on the control center. To change the backlight time, go to More > Settings > Basic > Display > Backlight.

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 > Settings > Basic > Language & Input > Language
2. Select the desired language

3. Select
   The phone language is changed to the selected one

Changing the input method

The phone supports two kinds of input methods: English (UK) and 谷歌拼音输入法. The default input method is English (UK). You can change the currently used input method.

Procedure

1. Go to More > Settings > Basic > Language & Input > Current Input
2. Select the desired input method

   You can also long tap the space key on the onscreen keyboard to change the input method

Time & date

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

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 > Settings > Basic > Time & Date > General
2. Edit the date and time
3. 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.

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 > Settings > Advanced (default password: @N3ta!k2@2*) > 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 ✓

Note: Ask your system administrator for the password if you cannot access Advanced/Advanced Settings menu.

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

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 > Settings > Basic > Change PIN

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2. Enter your old and new unlock PIN respectively. The unlock PIN length must be within 15 digits

3. Select ✔

Line keys

Line keys allow you to quickly access features such as recall and speed dial. The line key can indicate the monitored status when the line keys are assigned with particular features, such as BLF.

You can assign predefined functions to line keys. You can also define a label for a line key feature which will appear on the phone screen.

Assigning functionality to a line key

You can assign functions to a line key, as a result, you can access this function quickly by tapping this line key.

Procedure

1. Do one of the following:

Tap ✚ on the top-right of the line key list
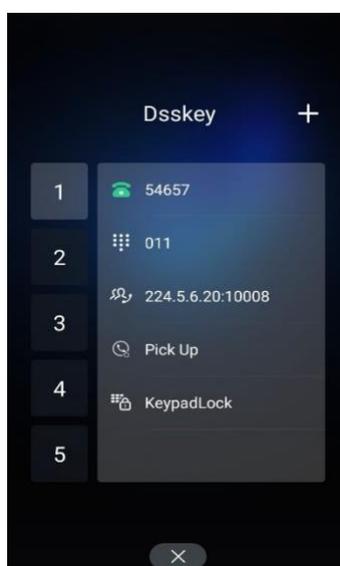
Go to More > Settings > Features > DSSkey. Tap the desired line key
2. Select the desired key type from the Type field
3. Configure the settings for the corresponding key type
4. Select ✔

Changing the locations of the line keys

You can change the order in which your line keys display on the phone screen.

Procedure

1. Tap the desired page key if required
2. Drag a line key to the desired location at which another line key locates
   For example, exchange the locations of line key 1 and line key 2

Deleting a line key

You can delete a line key when you no longer need the corresponding function.

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Procedure

1. Drag the desired line key to the Delete field
2. The phone prompts you to delete the DSS key or not
3. Select OK

Audio settings

You can change the basic audio settings on your phone.

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.

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 > Settings > Basic > Sound > Ring Tones > Common
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.

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Procedure

1. Select ![icon] > 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 ![icon]

2. Select Local Directory to select the desired contact group

3. Tap the desired contact and select ![icon]

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 ![icon]

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 ![icon]

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 ![icon]

Configuring notification sound

The phone will produce a notification sound when receiving a notification (for example, incoming email notification).

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Procedure

1. Go to More > Settings > Basic > Sound
2. Tap the desired notification sound from the Notification Sound field
3. Select OK
4. Select ✓

Enabling silent mode

If you turn on the silent mode, your phone won't produce a ring tone/key tone/touch sound/notification sound from phone's speaker.

Procedure

1. Do one of the following:
2. Go to More > Settings > Basic > Sound
3. Turn on Silent Mode and then select ✓
4. Long tap the left Volume touch key to decrease the ringer volume to the minimum
5. Swipe down from the top of the screen and toggle Silent on

Note: You may have no permission to turn on the silent mode. Contact your system administrator for more information.

Using the CP Wireless Microphone CPW65 (optional accessories)

The Yealink CPW65 is a CP Wireless Expansion Mic which works as an audio input device for CP965 phone. It features superior audio technology and supports 360-degree voice pickup range at a radius of up to 10 feet (3 meters) without any wiring troubles.

CPW65 LED instructions

The CPW65 LED indicator indicates the call, register, and battery's system status. Mute button LED indicator on the wireless expansion microphone CPW65:

LED Status	Description
Solid green	The phone enters the dialing screen. The phone is in a call and unmuted.
Fast flashing red	The phone is receiving an incoming call.
Solid red	The phone is muted.
Fast flashing yellow	The CPW65 is in the registration mode.
Slowly flashing yellow	The CPW65 has registered with the phone, but the CPW65 is out of range. The CPW65 has registered with the phone, but the phone is turned off.
Flashing red and green alternately	The phone is searching for the CPW65 which has registered with it.
Off	The CPW65 is in the idle mode.

Battery LED indicator on the wireless expansion microphone CPW65:

LED Status	Description
Solid green for one second and then off	The CPW65 is turned on.
Solid green for 3 seconds and then off	The CPW65 is in the idle mode.
Solid green	The CPW65 is fully charged.

Solid red	The CPW65 is being charged.
Fast flashing red 3 times and then off	The battery capacity is too low to turn on the CPW65.
Slowly flashing red	The battery capacity is less than 10%.
Off	If you tap the mute button, the battery LED indicator on the CPW65 is still off, it means the CPW65 is turned off.

Charging the CPW65

The phone can power to the USB port, so you can directly charge the CPW65 on the phone.

If it is the first time you use the CPW65, you need to fully charge the CPW65 for normal use. If the CPW65 is not in use, we recommend you charge the CPW65 even when the battery is full.

Procedure

1. Put the CPW65 on the charging cradle
2. Connect the charging cradle to the USB port on the phone using a USB cable

During charging, the battery LED indicator on the CPW65 glows solid red. When the battery capacity reaches 100%, the battery LED indicator on the CPW65 will glow solid green.

Note: If your system administrator disables the USB port of the phone, the phone cannot power to the USB port.

Turning the CPW65 on or off

To use the CPW65 as the external audio input device, you need to turn the CPW65 on first.

Procedure

1. You can do the following to turn on the CPW65:
   • Put the CPW65 on a charging cradle or connect to the charging cable, the CPW65 starts up automatically
   • If you do not charge the CPW65, long tap on the CPW65 for 3 seconds
     The battery LED indicator glows green for one second and then goes out

2. To turn off the CPW65, long tap on the CPW65 until the battery LED indicator glows red for 3 seconds and then goes out

Note: When the battery is below 10%, the battery LED indicator flashes red, and it will automatically shut down after 10 minutes of standby; when the low battery reaches 0%, it will automatically shut down.

Registering the CPW65

To ensure good voice quality of the calls on the phones, you can register CPW65 with the phone to use the CPW65 as the external audio input device.

Procedure

1. Go to More > MIC
2. Select OK when the phone prompts you that turning on the Bluetooth microphone will turn off Bluetooth
3. Select ┼ to search for CPW65
4. Turn on the CPW65
   The CPW65 will enter the registration mode automatically. And the mute LED indicator on the CPW65 fast flashes yellow
   The CPW65 registers with the phone automatically. If the registration is successful, the mute LED indicator on the CPW65 goes out and

phone screen prompts the CPW65 information: battery, work time and standby time
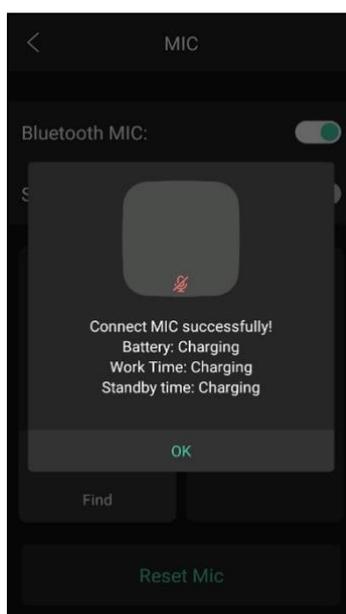
Registering the CPW65 with another phone

When you no longer want to register with the current phone, you can register the CPW65 with another phone.

CPW65 can only be registered with one phone at a time, if you register the CP65 to another phone, the CPW65 will deregister from the previous phone automatically.

Procedure

1. Go to More > MIC
2. Turn on Bluetooth MIC
3. Select OK when the phone prompts you that turning on the Bluetooth microphone will turn off Bluetooth
4. Select ＋ to search for CPW65
5. Put the CPW65 on the charging cradle or connect to the charging cable and make sure it is charging
6. Long tap the 🎤 on the CPW65 for 5 seconds

   The CPW65 enters the registration mode. And the mute LED indicator on the CPW65 fast flashes yellow. The CPW65 registers with the phone automatically

Unregistering the CPW65

When you no longer need the CPW65 as the external audio input device, you can unregister it.

Procedure

1. Go to More > MIC
2. Select the desired microphone and then select Detail
3. Select Unbind

Muting or unmuting the CPW65

During the call, you can mute or unmute the CPW65 at any time.

Procedure

1. Tap [icon] to mute the call

2. The mute LED indicator glows red. And the icon [icon] appears in the status bar of the phone

3. Tap [icon] again to unmute the call

4. The mute LED indicator glows green. And the icon [icon] disappears from the status bar of the phone

Viewing CPW65 information

When the CPW65 is registered with the phones, you can view CPW65 status on the phone. Available information of CPW65 includes:

1. Register status
2. MIC Model
3. MICPOD MAC
4. Battery
5. Standby Time
6. Work Time

Procedure

1. Go to More > MIC
2. Select Detail from the desired microphone block

Finding the CPW65

You can find the CPW65 which has registered with the phone.

Procedure

1. Go to More > MIC
2. Select Find from the desired microphone block
3. The mute key LED indicator on the registered CPW65 flashes red and green alternately

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

Activating the Bluetooth mode

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

Procedure

1. Do one of the following:
    •   Swipe down from the top of the screen

    •   Select [icon]
    Go to More > Settings > Basic > Bluetooth
2. Turn on the Bluetooth
    The phone automatically scans the available Bluetooth devices in your area. The Bluetooth icon appears in the status bar

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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. Go to More > Settings > Basic > Bluetooth

2. Select to search for the Bluetooth-enabled mobile phone
3. Tap your Bluetooth-enabled mobile phone
4. Select Pair on both mobile phone and phone
   The connection will be completed successfully with a prompt appears under the Bluetooth-enabled mobile phone name
   And the phone automatically assigns a Mobile Account key

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.

Note: Not all mobile phones support syncing the mobile contacts to phone. For more information, contact your system administrator.

Enabling the mobile contacts sync feature

You can choose to enable the phone to sync the mobile contacts.

Before you begin

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

Procedure

1. Go to More > Settings > Basic > Bluetooth

2. Tap after the desired Bluetooth-enabled mobile phone name
3. Select 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

Viewing your mobile contacts

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

Handling a mobile phone call on the phone

You can handle a mobile phone call on your phone, the phone acts as a hands-free device for your mobile phone.

The call information appears on both your phone and mobile phone screen. You can control the call's audio to go through the mobile phone or phone on your mobile phone. If you choose Bluetooth, the audio will go through the phone; if you choose Handset earpiece or Speaker, the audio will go through the mobile phone.

Before you begin

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

Procedure

1. 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

Configuring the phone audio feature

After connecting your Bluetooth-enabled mobile phone, the phone acts as a hands-free device for your mobile phone. The call is made through your mobile phone, but the audio is present and the call control is done by the phone.

Procedure

1. Go to More > Settings > Basic > Bluetooth
2. Select ⚞ after the desired Bluetooth-enabled mobile phone name
3. Turn on Phone audio
4. Select ✔

Configuring the media audio feature

After connecting your Bluetooth-enabled mobile phone, you can enable the media audio feature to stream Bluetooth-enabled mobile phone audio to SIP phone. Then the SIP phone acts as the Bluetooth-enabled mobile phone player.

Procedure

1. Go to More > Settings > Basic > Bluetooth
2. Select ⚞ after the connected Bluetooth-enabled mobile phone name
3. Turn on Media audio
4. Select ✔

Renaming the paired Bluetooth-enabled mobile phone

You can rename the paired Bluetooth-enabled mobile phone, so that you can easily recognize it.

Procedure

1. Go to More > Settings > Basic > Bluetooth

2. Select ⯐ after the connected mobile phone name

3. Enter the desired device name in the Rename field

4. Select ✓

   The configured mobile phone name will display in the Paired devices list on your phone. The mobile phone name displayed in the scanning list of other devices will not be changed

Disabling Bluetooth device discovery

After the Bluetooth is activated, the phone is automatically placed in Open Discover mode to make it visible to other Bluetooth devices.

You can choose to disable this feature to not allow your phone to show as an available device on other Bluetooth devices.

Procedure

1. Go to More > Settings > Basic > Bluetooth > Edit My Device Information

2. Turn on Open Discover

3. Select ✓

You can change the Bluetooth name for your phone to identify your phone to other Bluetooth devices. By default, the phone is identified as Yealink-CP965 by other Bluetooth devices.

Before you begin

Make sure that the Bluetooth mode is activated.

Procedure

1. Go to More > Settings > Basic > Bluetooth > Edit My Device Information

2. Enter the desired name in the Device Name field

3. Select ✓

Unpairing the mobile phone

When you unpair the mobile phone, the mobile phone information disappears from the Paired devices list. To con- nect the mobile phone to your phone again, tap the desired mobile phone in the Available devices list.

Procedure

1. Do one of the following:

   • Select ❋

   • Swipe down from the top of the screen, then long tap Bluetooth

   • Go to More > Settings > Basic > Bluetooth

     – The phone screen shows the paired and connected Bluetooth device

2. Select ⯐ after the connected mobile phone name

3. Select Unpair

Disconnecting the Bluetooth-enabled mobile phone

You can disconnect your Bluetooth-enabled mobile Phone from your phone and still keep it paired. When you disconnect a Bluetooth device, it remains paired so that you can reconnect it to your phone.

Procedure

1. Do one of the following:

    •   Select

    •   Swipe down from the top of the screen, and long tap Bluetooth

    •   Go to More > Settings > Basic > Bluetooth

2. Tap the connected mobile phone

3. Select OK

Deactivating the Bluetooth mode

You can deactivate the Bluetooth mode when you no longer use a Bluetooth device.

Procedure

1. Do one of the following:

2. Swipe down from the top of the screen

3. Select

4. From the home screen, go to More > Settings > Basic > Bluetooth

5. Turn off the Bluetooth

6. The Bluetooth icon disappears from the status bar

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.

Activating the Wi-Fi mode

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

Procedure

1. Do one of the following:

    •   Swipe down from the top of the screen

    •   Go to More > Settings > Basic > Wi-Fi

2. Turn on the Wi-Fi

    The phone automatically scans the available wireless networks in your area. The Wi-Fi icon appears in the status bar

Connecting to the wireless network

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

When the phone is connected to a wireless network, the Wi-Fi icon   will display in the status bar.

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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 > Settings > Basic > Wi-Fi

    The phone will automatically search for available wireless networks in your area

2. (Optional) To research the available network, select ⋮ > Scan

3. Tap the desired wireless network (SSID) to connect to it

4. Enter the desired password in the Password field

5. (Optional) Tap 👁 to make the password visible

6. Select Show advanced options to configure the HTTP proxy for the Browser

7. Select Connect

    Once the connection has completed successfully, the prompt "Connected" appears under the corresponding SSID

Adding a wireless network manually

If your gateway/router has SSID broadcast disabled, it doesn't appear in the scanning results. Then you must manually add a wireless network.

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 > Settings > Basic > Wi-Fi

2. Select ⋮ > Add

3. Enter the desired value in the Network SSID field

4. Tap the desired value from the Security field

    If you select WEP or WPA/WPA2 PSK, enter the password

    If you select 802.1x EAP, tap the desired value from the EAP method field, and enter additional information

5. (Optional) Tap 👁 to make the password visible

6. Select Show advanced options to configure the HTTP proxy for the Browser

7. Select Save

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.

Procedure

1. Go to More > Settings > Basic > Wi-Fi > Wi-Fi Status

2. (Optional) Drag up and down to scroll through the list of wireless network information

Disconnect from a wireless network

You can disconnect the wireless network connection from your phone.

Procedure

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1. Go to More > Settings > Basic > Wi-Fi
2. Tap the connected SSID (the top one)
3. Select Forget

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

Deactivating the Wi-Fi mode

You should deactivate the Wi-Fi mode when you need to connect your phone to the wired network.

Procedure

1. Do one of the following:
   - Swipe down from the top of the screen
   - From the home screen, go to More > Settings > Basic > Wi-Fi
2. Turn off the Wi-Fi

   The Wi-Fi icon disappears from the status bar

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.

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

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 > Settings > 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 message still is displayed on the General screen until the issue is fixed.

The warning icon appears in the status bar again after reboot if the issue is not fixed. 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. Swipe top-down to go to the Control Center
2. Tap on the Notification
3. To delete, tap on delete icon (wastebasket) top-right corner

   The warning icon is removed from the status bar. And it is also removed from the Warning field

Tip: You can also swipe left or right to temporarily remove the warning icon via Notification Center.

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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 > Settings > 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 set- tings.

Procedure

1. Go to More > Settings > Advanced (default password: @N3ta!k2@2*) > Reset Config

2. Select Reset to Factory Settings

    The phone prompts you to reset the setting or not

3. Select OK

    The phone begins resetting

    After reset, the screen prompts "Welcome Initializing…Please wait". The phone will be reset successfully after startup

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

Notices

The specifications and information regarding the products in this guide are subject to change without notice. All statements, information and recommendations in this guide are believed to be accurate and presented without warranty of any kind, express or implied. Users must take full responsibility for their application of products.

Technical support

For additional support information please visit the One Talk support site (verizonwireless.com/support/one-talk/) for the latest guides, FAQs, product documents and more.

Important customer information

To avoid electric shock, use caution when connecting cables. For example, do not connect safety extra-low voltage (SELV) circuits to telephone-network voltage (TNV) circuits. LAN ports contain SELV circuits, and WAN ports contain TNV circuits.

Some LAN and WAN ports both use RJ-45 connectors.

To avoid electric shock, do not operate the product or connect or disconnect cables during electrical storms. To avoid electric shock, do not use this product in or near water.

To reduce the risk of fire or overheating, keep this product in well-ventilated areas, away from radiators or other heat sources. Do not block cooling vents.

The plug-socket combination must be accessible at all times because it serves as the main power-disconnecting device.

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Use only the manufacturer-provided AC adaptor approved for use with this product. Use of another AC adaptor may cause a fire or explosion.

This product relies on short-circuit (overcurrent) protection installed in your home or office. Ensure that a fuse or circuit breaker no larger than 120 VAC, 15 A U.S. is used on the phase conductors (all current carrying conductors).

Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:

1. When the power cord or plug is damaged or frayed
2. If liquid has been spilled into the product
3. If the product has been exposed to rain or water
4. If the product does not operate normally when the operating instructions are followed. Adjust only those controls that are covered by the operating instructions, since improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal condition

WEEE warning

To avoid the potential effects on the environment and human health as a result of the presence of hazardous substances in electrical and electronic equipment, end users of electrical and electronic equipment should understand the meaning of the crossed-out wheeled bin symbol. Do not dispose of waste electrical and electronic equipment (WEEE) as unsorted municipal waste and collect such WEEE separately.

Disclaimer

The specifications and information regarding the products in this guide are subject to change without notice. All statements, information, and recommendations in this guide are believed to be accurate and presented without warranty of any kind, express or implied. Users must take full responsibility for their application of products.

Yealink Network Technology CO., LTD., makes no warranty of any kind with regard to this guide, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. Yealink Network Technology CO., LTD., shall not be liable for errors contained herein nor for incidental or consequential damages in connection with the furnishing, performance or use of this guide.

Important 911 emergency response information

If you call 911, emergency service responders will be sent to the registered location you provided when you provisioned this phone. An incorrect address could result in incorrect routing of 911 calls and dispatch of emergency personnel to the wrong location, so please contact your administrator if your registered location is not accurate.

Once a 911 call is placed, the device will enter for a period of five minutes Emergency call back mode and on the LCD screen of the device the message displayed will say **"Emergency Call Activated: features restored after 5 minutes".** What this means is that for a period of five minutes all of the advanced One Talk calling features will not work to allow the 911 operator to contact the number placing the 911 call during those five minutes. Once the five minutes have passed, the phone will resume normal operation.

Data and voice functionality (including the ability to make and receive 911 calls) will not be available during a power outage, broadband connection failure or other service disruption. Neither Verizon Wireless nor any of its affiliates shall be liable for any service outage and/or inability to access emergency service personnel, nor shall Verizon Wireless or any of its affiliates be responsible for the acts or omissions of emergency response center personnel.

Declaration of conformity

CE

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Hereby, Yealink Network Technology CO., LTD., declares that this phone is in conformity with the essential requirements and other relevant provisions of the Conformité Européene (CE) and the Federal Communications Commission (FCC). You can find the CE and FCC information from the label on the back of the IP phone.

CE mark warning

This device is marked with the CE mark in compliance with Radio equipment and Telecommunications Terminal Equipment (R&TTE Directive 1999/5/EC).

Part 15 FCC rules

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device is compliant with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference
2. This device must accept any interference received, including interference that may cause undesired operation

Class B digital device or peripheral

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna
2. Increase the separation between the equipment and receiver
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
4. Consult the dealer or an experienced radio/TV technician for help

Important safety precautions

Please read the following important safety notices and instructions before installing or using the product.

A DANGER warning refers to situations that could cause bodily injury

A CAUTION warning refers to situations that could result in equipment malfunction or damage

1. Follow all warnings and instructions marked on the product
2. Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use an antistatic cleaning pad for cleaning
3. Do not use this product near water
4. Do not place this product on an unstable cart, stand or table. If the product falls, it could be seriously damaged
5. This product should be operated using the type of power indicated on the marking label. If you are not sure of the type of power available, consult your dealer or local power company
6. Do not allow anything to rest on the power cord. Do not locate this product where people will walk on the cord
7. Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short out parts that could result in a fire or electric shock
8. Never spill liquid of any kind into or onto the product
9. Do not attempt to service this product yourself, as opening or removing covers may expose you to dangerous voltage points or other risks
10. Refer all questions regarding servicing of this product to qualified service personnel

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Danger–electric shock and fire

Electric current from power, telephone and communication cables is hazardous and could result in electric shock and/or fire.

Learn more

For more information, visit www.onetalk.com.