Packaging contents

- IP phone
- Ethernet cable (7.5 m CAT5E UTP cable)
- Quick start guide
- Power over Ethernet (PoE) adaptor YLPOE30 (must be used if your network does not support PoE)

Note: There are two types of expansion microphones available for the CP960, at extra cost: 1) A set of two wireless microphones (SKU: CPW90) and 2) a set of two wired microphones (SKU: CPE90).

Assembling the phone

1a. If your network does not support PoE, you must purchase the PoE adaptor (SKU: YLPOE30) and connect the devices as shown (using Ethernet)

1b. If your network does not support PoE, you must purchase the PoE adaptor (SKU: YLPOE30) and connect the devices as shown (using Wi-Fi)

Refer to “Wireless network connection” in the “Configuring your phone” section for more information.

Note: If your network supports PoE, you can simply connect the Ethernet cable to the CP960. The IP phone should be used with Yealink original PoE adapter (54 V/0.56 A) only (SKU: YLPOE30). The use of a third-party PoE adaptor may cause the damage to the phone. The cable should be replaced at once if its jacketing is damaged.
2. Connect an external speaker (optional)

3. Connect a USB flash drive (optional)

Startup

After the CP960 phone is connected to the network and supplied with power, it automatically begins the initialization process. The phone will take between 5 and 10 minutes to go through the first-time installation process; you will know the phone is ready to be used when the 911 address screen appears in the front panel.

The desk phone will be ready to be used once the address provided during the ordering of the desk phone appears on the screen. This is known as the 911 address screen, which you must acknowledge by pressing OK before you can start using the phone.
Hardware components

- Microphone
- Mute indicator LED
- Speaker
- Touch screen
- Volume(+) touch key
- Home touch key
- Security slot
- 3.5 mm audio-out port
- Microphone port
- Network port
- USB port
- Micro USB port
Using the touch screen

Control center and notification center

Swipe down from the top of the screen to enter the control center and the notification center.

Entering and updating data

To use the onscreen keyboard:

1. Tap the input field so the onscreen keyboard displays on the touch screen.

   Tap to access uppercase letters.

   Tap to access numbers and symbols.

   Tap to backspace.

   Action button (varies):
   - Tap Send to dial out the number
   - Tap Done to confirm the settings
   - Tap Next to go to next field
   - Tap Go to browse the web page
Configuring your phone when there’s no web setup

**Network settings:**
Tap Settings > Advanced Settings (default password: admin) > Network > WAN Port/VLAN/WebserverType/802.1x/VPN/LLDP/CDP/NAT to configure the network.

**Wireless network connection:**
1. Tap **Settings** on the Home screen
2. Tap **Wi-Fi** on the Basic Settings block
3. Turn Wi-Fi on. The button turns to green, and the phone will automatically search for available wireless networks in your area
4. Tap an available wireless network from the list of networks
5. If the network is secure, enter its password in the Password field
6. Tap **Connect** to connect to the wireless network

**Account settings:**
Tap Settings > Advanced Settings (default password: admin) > Accounts to configure the account

Making calls with your phone

**Placing a call**
You can place a call by manually entering a phone number, or selecting a contact from the Directory or History. From the Home screen, do one of the following:

- Tap **Dial**, enter the phone number and then tap **Send**.
- Tap **Directory/History** and then tap a desired entry to dial out.

**Answering a call**
Tap **Answer**.

**Ending a call**
Tap **End Call**.

**Muting and unmuting a call**

**To mute a call:**
Tap **Mute** on the touch screen or tap 🗤 during a call. The mute key LED illuminates solid red.

**To unmute a call:**
Tap **Mute** on the touch screen or tap 🗤 again to unmute the call. The mute key LED illuminates solid green.

**Holding and resuming a call**

**To hold a call:**
Tap **More** > **Hold** during a call.

**To resume a call:**
Tap **More** > **Resume** or tap Resume during a call.

**Conference calling**

**To initiate a conference:**
7. Tap invite during a call
8. Tap **Call multiple members? Click here**
9. Enter a phone number and then tap **Add members**. You can also select a contact from the Directory or History to join into a conference
10. Repeat step 3 to add more members
11. Tap 📞 to call the added members. The members are added to the conference after they answer

**To join two calls into a conference call:**
Tap Merge calls on the Calls screen.
To manage an individual conference-call participant:
Tap the avatar of the desired participant and do one of the following:

- Tap **Far Mute** to mute the participant. The muted participant can hear everyone, but no one can hear the muted participant
- Tap **Hold/Resume** to place the participant on hold or resume the call with them
- Tap **Split** to split the participant from the conference
- Tap **Remove** to remove the participant from the conference
- Tap **Detail** to view the participant information

**Call recording**
You can record audio calls in the phone itself or onto a USB flash drive (if connected).

**To record audio calls:**
1. Tap ✮ during a call or conference
2. If a USB flash drive is connected, select where to save your recordings. The record icon ✮ changes to ✭, and the record duration and a mark flag appear on the touch screen
3. If you want to make a mark during the recording, tap **Mark** once; the LCD screen will show Mark+1, meaning that there is one mark in this recording
4. Tap ✭. The recording is saved automatically

If you end a call or conference during recording, the recordings will be saved automatically.

**Call forwarding**
You can forward an incoming call to a contact, or forward all incoming calls to a contact.

**To forward an incoming call to a contact:**
1. Tap ✮ on the Incoming Call screen
2. Enter the number you want to forward to. You can also select a contact you want to transfer to from the Directory or History. The call is forwarded to the contact directly
3. Tap **Forward**

**To forward all incoming calls to a contact:**
1. Tap **Settings** on the Home screen
2. Select **Call Forward** from the Features block
3. Select the desired forwarding type:
   - **Always Forward** – Incoming calls are forwarded unconditionally.
   - **Busy Forward** – Incoming calls are forwarded when the phone is busy.
   - **No Answer Forward** – Incoming calls are forwarded if not answered after a period of time.
4. Turn on the desired forwarding type
5. Enter the number you want to forward to in the **Forward To** field
6. If you selected No Answer Forward, tap the **After Ring Time** field to select a desired ring time to wait before forwarding
7. Tap ✔ to accept the change

**Call transfer**
You can transfer a call in the following ways:

**Performing a blind transfer:**
1. Tap **More > Transfer** during a call. The call is placed on hold
2. Enter the number you want to transfer to. You can also select a contact you want to transfer to from the Directory or History
3. Tap **Transfer**
4. Tap **Transfer** from the prompt box
Performing a semi-attended transfer:
1. Tap More > Transfer during a call. The call is placed on hold
2. Enter the number you want to transfer to
3. Tap Transfer
4. Tap Send in the prompt box
5. Tap Transfer when you hear the ring-back tone

Performing an attended transfer:
1. Tap More > Transfer during a call. The call is placed on hold
2. Enter the number you want to transfer to
3. Tap Transfer
4. Tap Send in the prompt box
5. Tap Transfer when the second party answers

Customizing your phone
Local directory
To add a contact:
1. Tap Directory on the Home screen
2. Tap +
3. Enter a unique contact name in the Name field and contact numbers in the corresponding fields
4. Tap ✔️ to accept the change

To edit a contact:
1. Tap Directory on the Home screen
2. Tap 📞 after the desired contact
3. Edit the contact information
4. Tap ✔️ to accept the change

To delete a contact:
1. Tap Directory on the Home screen
2. Tap 📞 after the desired contact and then tap Delete
3. Edit the contact information
4. Tap OK when the touch screen prompts “Delete selected item?”

Note: You can add contacts from the call history easily. For more information, refer to the “Call history” section.

Call history
1. Tap History on the Home screen
2. Tap All Local Calls and then select the desired call history list
3. Drag up and down to scroll
4. Tap 📞 after the desired entry, and then do one of the following:
   • Tap Send to place a call
   • Tap Place on dsskey to assign a speed-dial DSS key for the entry
   • Tap Add to add the entry to the local directory
   • Tap Edit before calling to edit the phone number of the entry before placing a call
   • Tap Blacklist to block calls from this contact
   • Tap Delete to delete the entry from the list
Volume adjustment
- Tap ➡️ or ➢ on the IP phone during a call to adjust the receiver volume
- Tap ➡️ or ➢ on the IP phone when the phone is idle or ringing to adjust the ringer volume
- Tap ➡️ or ➢ to adjust the media volume in the corresponding screen

Regulatory notices
Operating ambient temperatures
- Operating temperature: +32° to 104° F (0° to 40° C)
- Relative humidity: 5% to 90%, noncondensing
- Storage temperature: -22° to +160° F (-30° to +70° C)

Warranty
Our product warranty is limited only to the unit itself, when used normally in accordance with the operating instructions and the system environment.

Explanation of the symbols
DC symbol
--- is the DC voltage symbol.

WEEE Warning symbol
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.

Restriction of Hazardous Substances Directive (RoHS)
This device complies with the requirements of the EU RoHS Directive. Statements of compliance can be obtained by contacting support@yealink.com.

Safety instructions
Save these instructions. Read these safety instructions before use!

General requirements
- Before you install and use the device, read the safety instructions carefully and observe the situation during operation
- During the process of storage, transportation and operation, please always keep the device dry and clean, and avoid collision
- Please do not attempt to dismantle the device by yourself. In case of any discrepancy, please contact the appointed maintenance center for repair
- Please refer to the relevant laws and statutes while using the device. Legal rights of others should be respected as well

Environmental requirements
- Place the device in a well-ventilated place. Do not expose the device to direct sunlight
- Keep the device dry and free of dust
- Do not place the device on or near any inflammable or fire-vulnerable object, such as rubber materials
- Keep the device away from any heat source or open flame, such as a candle or an electric heater

Operating requirements
- Do not let a child operate the device without guidance
- Do not let a child play with the device or any accessory to avoid accidental swallowing
- Please use the accessories provided or authorized by the manufacturer only
- The power supply of the device shall meet the requirements of the input voltage of the device. Please use the provided surge-protection power socket only
- Before plugging or unplugging any cable, make sure that your hands are completely dry
- Do not spill liquid of any kind on the product or use the equipment near water, for example, near a bathtub, washbowl, kitchen sink, wet basement or swimming pool
- During a thunderstorm, stop using the device and disconnect it from the power supply
- If the device is left unused for a long time, disconnect it from the power supply and unplug the power plug
- When there is smoke emitting from the device, or an abnormal noise or smell, disconnect the device from the power supply, and unplug the power plug immediately
- Contact the specified maintenance center for repair
- Do not insert any object into equipment slots that is not part of the product or auxiliary product
- Before connecting a cable, connect the grounding cable of the device first. Do not disconnect the grounding cable until you disconnect all other cables

Cleaning requirements
- Before cleaning the device, disconnect it from the power supply
- Use a piece of soft, dry and anti-static cloth to clean the device
- Keep the power plug clean and dry
FCC statement
This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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

Radiation exposure statement
This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20 cm between the radiator and your body.

Technical support
For additional information about One Talk℠ from Verizon, please refer to the Administrator Guide on the One Talk support website or visit verizonwireless.com/support/one-talk