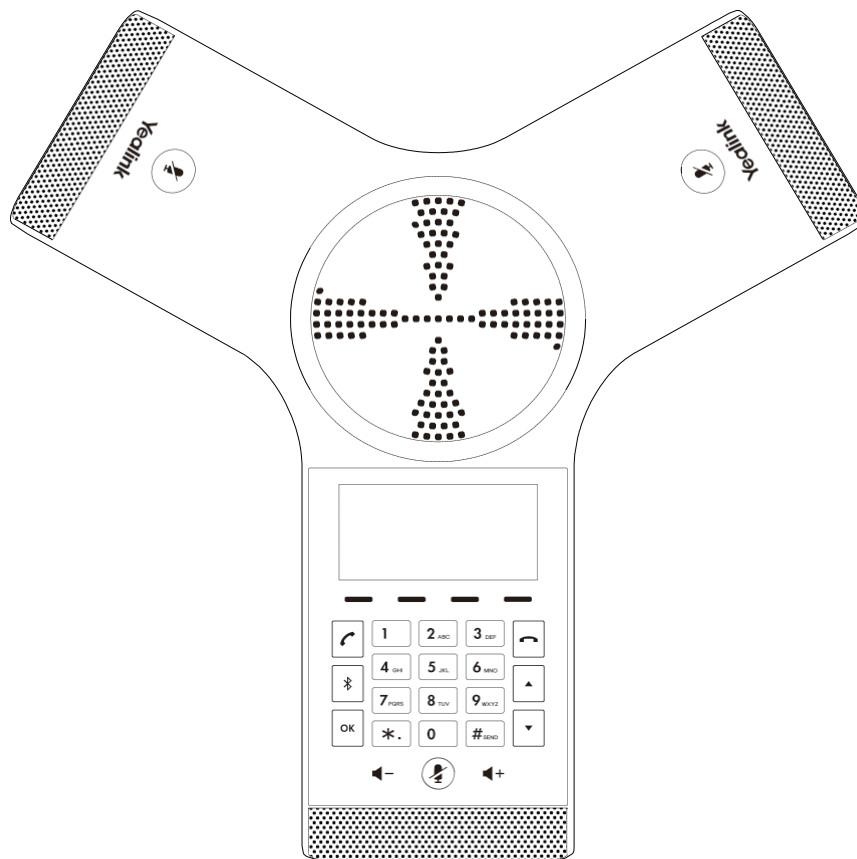


# HD IP Conference Phone

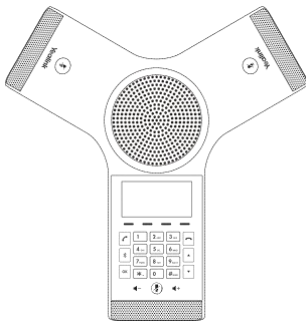
## CP920



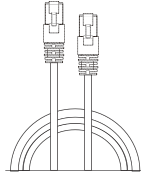
## Quick Start Guide

**Note:** Not all features mentioned in this Yealink User Guide are available on BizPhone services.

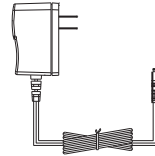
# Packaging Contents



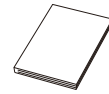
IP Conference Phone



Ethernet Cable  
(7.5m CAT5E UTP cable)



Power Adapter



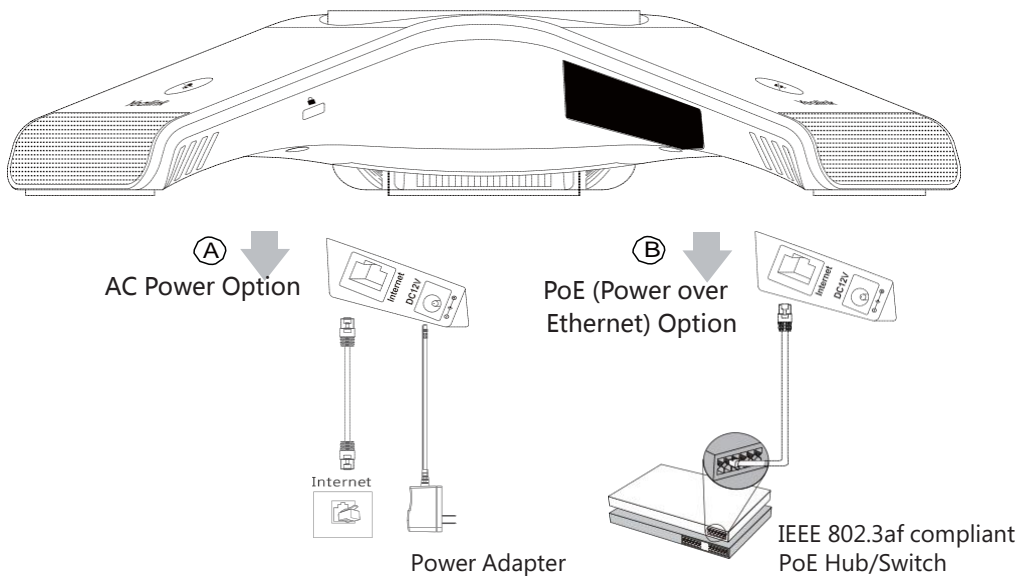
Quick Start Guide

Note: We recommend that you use the accessories provided or approved by Yealink. The use of unapproved third-party accessories may result in reduced performance.

# Assembling the Phone

## 1. Connect the power and wired network.

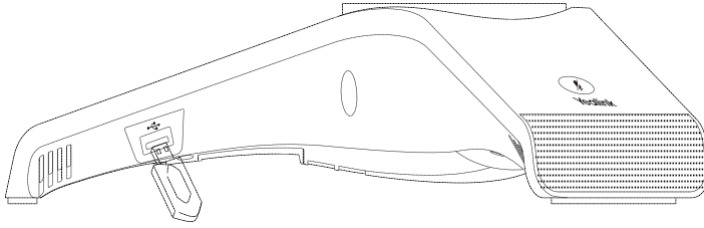
You have two options for network and power connections. Your system administrator will advise you which one to use.



You can also connect to the wireless network after startup. Refer to Wireless Network Connection mentioned below in Configuring Your Phone for more information.

Note: The IP phone should be used with Yealink original power adapter (12V/1A) only. If inline power (PoE) is provided, you don't need to connect the power adapter. Make sure the hub/switch is PoE-compliant.

## 2. Connect the optional USB flash drive.

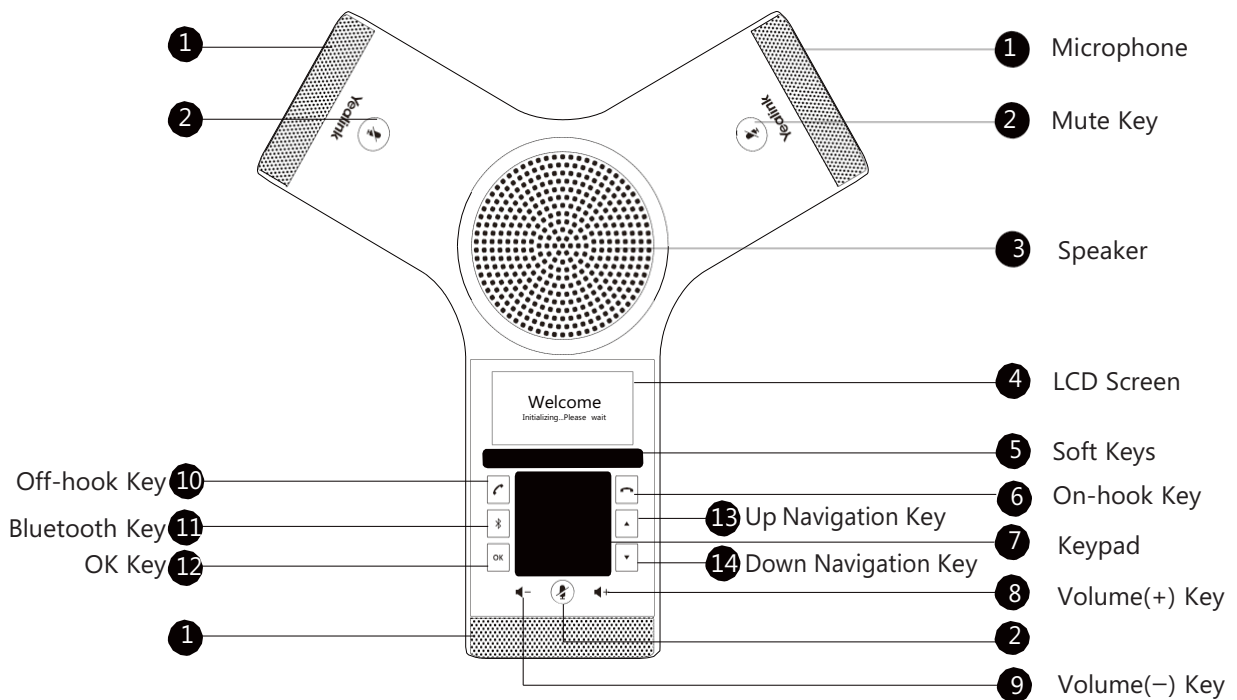


## Startup

After the IP phone is connected to the network and supplied with power, it automatically begins the initialization process. After startup, the phone is ready for use. You can configure the phone via web user interface or phone user interface.

**Welcome**  
Initializing...Please wait








## Hardware Component Instructions



# Basic Call Features

## Placing a Call

### Do one of the following:

- Tap  .  
Enter the phone number, and then tap , ,  or the **Send** soft key.
- Enter the phone number.  
Tap , ,  or the **Send** soft key.

## Answering a Call

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

## Ending a Call


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

## Call Mute and Unmute

### To mute a call:

Tap , the mute key LED illuminates solid red.

### To unmute a call:

Tap  again to unmute the call. The mute key LED illuminates solid green.

## Call Hold and Resume

### To hold a call:

Tap the **Hold** soft key during a call.

### To resume a call:

Tap the **Resume** soft key during a call.



## Local Conference

You can host a five-way conference with up to four parties.

### To create a five-way local conference:

1. Tap the **Conf** soft key during an active call. The call is placed on hold.
2. Enter the number of the second party, and then tap the **Send** soft key.  
You can also select a contact from **Directory** to join into a conference.
3. Tap the **Conf** soft key again when the second party answers.
4. Repeat steps 2 to 3 to join more parties in the conference.

### To manage the individual participant:

1. Tap the **Manage** soft key during the conference.
2. Tap  or  to select desired participant, do the following:
  - Tap the **Far Mute** soft key to mute the participant. The muted participant can hear everyone, but no one can hear the muted participant.
  - Tap the **Remove** soft key to remove the participant from the conference.
  - Tap the **Split All** soft key to split the conference call into individual calls on hold.

---

## Call Recording

You can insert a USB flash drive into the USB port on your phone to record active calls.

### To record audio calls:

1. Tap the **More** soft key, and then tap the **StartREC** soft key during a call.
2. Tap the **PauseREC** soft key to pause recording, tap the **Re REC** soft key to resume recording.
3. Tap the **StopREC** soft key to stop recording. The record file will be saved.

If you end a call during recording, the record file will be saved automatically.

## Call Forward

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 the **Forward** soft key from the Incoming Call screen.
2. Enter the number you want to forward to.  
You can also select a contact from **Directory**. The call is forwarded to the contact directly.
3. Tap the **Send** soft key.

### To forward all incoming calls to a contact:

1. Tap the **Menu** soft key.
2. Select **Features->Call Forward**.
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. For **No Answer Forward**, select a desired ring time to wait before forwarding from the **After Ring Time** field.
7. Tap the **Save** soft key to accept the change.




## Call Transfer

You can transfer a call in the following ways:




### Blind Transfer

1. Tap the **Transfer** soft key 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 **Directory**.
3. Tap the **Transfer** soft key.

### Semi-Attended Transfer

1. Tap the **Transfer** soft key during a call. The call is placed on hold.
2. Enter the number you want to transfer to.
3. Tap ,  or .
4. Tap the **Transfer** soft key when you hear the ring-back tone.

### Attended Transfer

1. Tap the **Transfer** soft key during a call. The call is placed on hold.
2. Enter the number you want to transfer to.
3. Tap ,  or .
4. Tap the **Transfer** soft key when the second party answers.

# Customizing Your Phone

## Local Directory

### To add a contact:

1. Tap the **Directory** soft key from the Idle screen.
2. Select **Local Directory->All Contacts**.
3. Tap the **Add** soft key to add a contact.
4. Enter a unique contact name in the **Name** field and contact numbers in the corresponding fields.
5. Tap the **Save** soft key to accept the change.

### To edit a contact:

1. Tap the **Directory** soft key from the Idle screen.
2. Select **Local Directory->All Contacts**.
3. Select the desired contact, tap the **Option** soft key and then select **Detail**.
4. Edit the contact information.
5. Tap the **Save** soft key to accept the change.

### To delete a contact:

1. Tap the **Directory** soft key from the Idle screen.
2. Select **Local Directory->All Contacts**.
3. Select the desired contact, tap the **Option** soft key and then select **Delete**.
4. Tap **OK** when the LCD screen prompts "Delete Selected Item?".

Note: You can add contacts from call history easily. For more information, refer to **Call History**.

## Call History

1. Tap the **History** soft key from the Idle screen.
2. Select **All Calls**.
3. Select an entry from the list, you can do the following:
  - Tap the **Send** soft key to call the entry.
  - Tap the **Delete** soft key to delete the entry from the list.If you tap the **Option** soft key, you can also do the following:
  - Select **Detail** to view detailed information about the entry.
  - Select **Move to Contact** to add the entry to the local directory.
  - Select **Move to Blacklist** to add the entry to the blacklist.
  - Select **Delete All** to delete all entries from the list.

## Volume Adjustment

- Tap **◀-** or **◀+** during a call to adjust the receiver volume.
- Tap **◀-** or **◀+** when the phone is idle or ringing to adjust the ringer volume.
- Tap **◀-** or **◀+** to adjust the media volume in the corresponding screen.

## Ring Tones

1. Tap the **Menu** soft key from the Idle screen, and then select **Settings->Basic Settings->Sound->Ring Tones**.
2. Tap **▲** or **▼** to select **Common** or the desired account.
3. Tap **▲** or **▼** to select the desired ring tone.
4. Tap the **Save** soft key to accept the change.

# Safety Instructions

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

The following basic safety precautions should always be followed to reduce risk of fire, electrical shock, and other personal injury.



### 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.
- During the process of storage, transportation, and operation, please avoid collision and crash of the device.
- Please attempt not to dismantle the device by yourself. In case of any discrepancy, please contact the appointed maintenance center for repair.
- Without prior written consent, no organization or individual is permitted to make any change to the structure or the safety design of the device. Yealink is under no circumstance liable to consequences or legal issues caused by such changes.
- 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 at a well-ventilated place. Do not expose the device under direct sunlight.
- Keep the device dry and free of dusts.
- Place the device on a stable and level platform.
- Please place no heavy objects on the device in case of damage and deformation caused by the heavy load.
- Keep at least 10 cm between the device and the closest object for heat dissipation.
- Do not place the device on or near any inflammable or fire-vulnerable object, such as rubber-made materials.
- Keep the device away from any heat source or bare fire, such as a candle or an electric heater.
- Keep the device away from any household appliance with strong magnetic field or electromagnetic field, such as a microwave oven or a refrigerator.



### Operating Requirements

- Do not let a child operate the device without guidance.
- Do not let a child play with the device or any accessory in case of 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 near a swimming pool.
- Do not tread on, pull, or over-bend any cable in case of malfunction of the device.
- During a thunderstorm, stop using the device and disconnect it from the power supply. Unplug the power plug and the Asymmetric Digital Subscriber Line (ADSL) twisted pair (the radio frequency cable) to avoid lightning strike.
- If the device is left unused for a rather long time, disconnect it from the power supply and unplug the power plug.
- When there is smoke emitted from the device, or some 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, stop using it and 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. Using a dirty or wet power plug may lead to electric shock or other perils.



