

One Talk CP960 IP conference phone user guide

vzw.com/support/one-talk/

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Chapter 1: About this guide

This guide provides everything you need to install and use your new phone. Verify with your system administrator that the IP network is ready for the installation of your new conference phone. Also, be sure to read the Quick Start Guide, which can be found in your phone package, before you set up and use the IP 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.

In this guide

Chapters in this guide include:

- Chapter 1: About this guide
- Chapter 2: Getting started with your phone
- Chapter 3: Customizing your phone
- Chapter 4: Audio settings
- Chapter 5: Directory
- Chapter 6: Call history
- Chapter 7: Call features
- Chapter 8: Advanced features
- Chapter 9: System applications
- Chapter 10: Using the CPW90 wireless expansion mic
- Chapter 11: Maintaining your phone
- Chapter 12: About One Talk
- Chapter 13: Appendix—Menu structure

Chapter 2: Getting started with your phone

This chapter provides an overview of phone hardware and screen layout, and explains how to navigate your phone for optimum performance.

Topics:

- Hardware overview
- Screen and icons
- Navigating menus and fields
- Entering characters

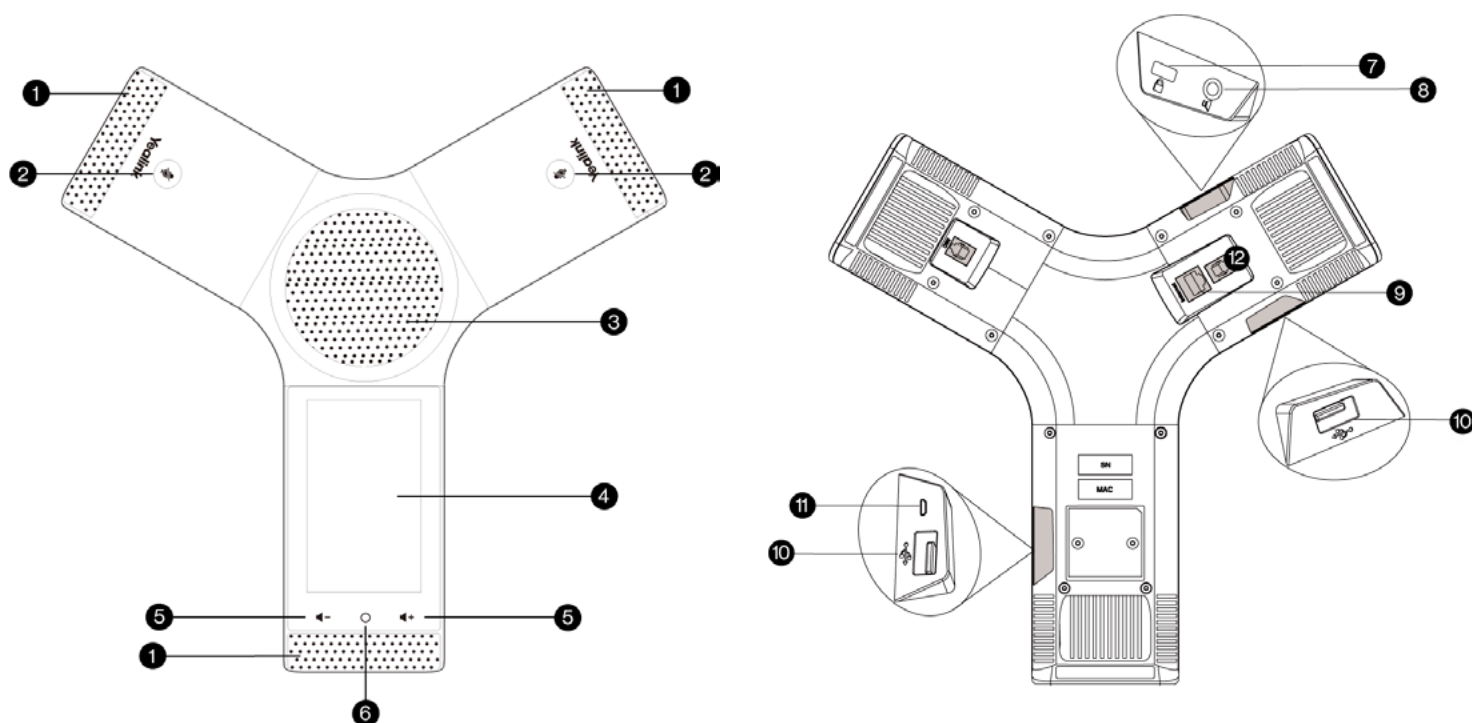
Hardware overview

Topics:

- CP960 hardware
- Mute touch key LED indicators

CP960 hardware

The following figure shows the primary hardware component of the CP960 IP phone.



Item	Description	
1	Three internal microphones	Outputs call audio through the earpiece when not using the speakerphone or a headset.
2	Mute touch keys	<ul style="list-style-type: none"> Indicate phone status Toggle mute feature
3	Speaker	Provides hands-free (speakerphone) audio output.
4	Touch screen	<p>Five-inch (720 x 1280) capacitive (five points) touch screen with two idle screens. Tap to select items and navigate menus. Shows information about calls, messages, time, date and other relevant data:</p> <ul style="list-style-type: none"> Call information – caller ID, call duration Icons (for example, ●) Missed call list or second incoming caller information Prompt text (for example, "Saved successfully!") Time and date
5	Volume touch keys	Adjust the volume of the speaker, ringer or media.
6	Home touch key	Returns to the idle screen.
7	Security slot	Allows you to connect a universal security cable to your phone so you can lock down the device. The phone will not be removed after being locked.
8	3.5-mm audio-out port	Allows you to connect an optional external speaker.
9	Network port	Allows you to connect the IP phone to the wired network.
10	USB ports	Allow you to connect an optional USB flash drive or CPW90 charging cradle.
11	Micro USB port	Allows you to connect to a PC and turn the CP960 into an external speaker and microphone for your PC.
12	Mic port	Allows you to connect the optional wired microphones (SKU: CPW90).

Mute touch key LED indicators

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.

Screens and icons

Before you use the phone, you need to be familiar with the state of your phone, including the phone screen layout and icons.

Topics:

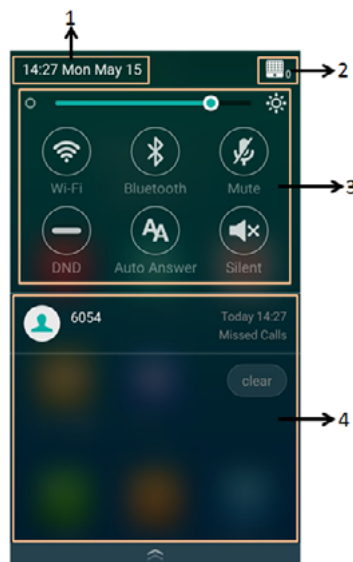
- Control center and notification center
- Idle screen
- Configuration screen
- Dialing screen
- Calls screen
- Icons in the status bar
- CP960 line key icons
- Call history icons


Control center and notification center

The control center and notification center allow you to access common features or view important notifications quickly. You cannot enter the control or notification center when calling, ringing or in a call.

Procedure:

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



Item	Description														
1 Time and date	Display the phone's time and date.														
2 	<ul style="list-style-type: none"> • Indicate the number of connected wireless microphones • Tap to enter the wireless microphone settings screen 														
3 Control center	<table border="1"> <tbody> <tr> <td>Backlight slider</td> <td>Drag the slider to adjust the screen brightness quickly.</td> </tr> <tr> <td>Wi-Fi</td> <td> <ul style="list-style-type: none"> • Tap to turn Wi-Fi on or off quickly • Long-tap to enter Wi-Fi setting screen </td> </tr> <tr> <td>Bluetooth®</td> <td> <ul style="list-style-type: none"> • Tap to turn Bluetooth on or off quickly • Long-tap to enter the Bluetooth setting screen </td> </tr> <tr> <td>Do Not Disturb (DND)</td> <td>Tap to turn DND on or off quickly.</td> </tr> <tr> <td>Auto answer</td> <td>Tap to turn auto answer on or off quickly.</td> </tr> <tr> <td>Mute</td> <td>Tap to turn mute on or off quickly.</td> </tr> <tr> <td>Silent</td> <td>Tap to turn silent mode on or off quickly.</td> </tr> </tbody> </table>	Backlight slider	Drag the slider to adjust the screen brightness quickly.	Wi-Fi	<ul style="list-style-type: none"> • Tap to turn Wi-Fi on or off quickly • Long-tap to enter Wi-Fi setting screen 	Bluetooth®	<ul style="list-style-type: none"> • Tap to turn Bluetooth on or off quickly • Long-tap to enter the Bluetooth setting screen 	Do Not Disturb (DND)	Tap to turn DND on or off quickly.	Auto answer	Tap to turn auto answer on or off quickly.	Mute	Tap to turn mute on or off quickly.	Silent	Tap to turn silent mode on or off quickly.
Backlight slider	Drag the slider to adjust the screen brightness quickly.														
Wi-Fi	<ul style="list-style-type: none"> • Tap to turn Wi-Fi on or off quickly • Long-tap to enter Wi-Fi setting screen 														
Bluetooth®	<ul style="list-style-type: none"> • Tap to turn Bluetooth on or off quickly • Long-tap to enter the Bluetooth setting screen 														
Do Not Disturb (DND)	Tap to turn DND on or off quickly.														
Auto answer	Tap to turn auto answer on or off quickly.														
Mute	Tap to turn mute on or off quickly.														
Silent	Tap to turn silent mode on or off quickly.														
4 Notification center	<ul style="list-style-type: none"> • Tap the desired notification message to view details of the message • Swipe left or right to delete a specific notification • Tap clear to delete all notifications 														

Swipe up from the bottom of the screen or tap the **Home** touch key to exit the control center and the notification center.

Idle screen

The CP960 IP phone supports two idle screens by default. You can swipe left or right to switch between the two idle screens.

Note: A third idle screen will appear if your system administrator customizes shortcut keys for you.

Topics:

- Home screen
- DSS key screen

Home screen

The Home screen displays as below:

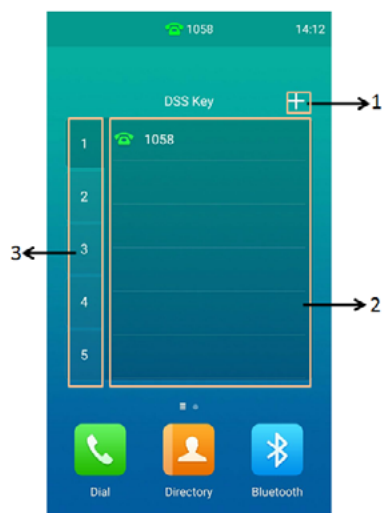


Item	Description
1 Status bar	Displays the label of the current account, icons and time.
2 Icons	Icons are displayed on the left of the status bar.
3 Current account	If there is no account registered on the IP phone, this field will display "No." Service If the phone is registered and there is a Bluetooth-enabled mobile phone connected to it, this field will display "multiple accounts."
4 Time	The phone's time is displayed on the right of the status bar.
5 Digital clock	Displays the phone's time and date.
6 Wallpaper	Shows the current wallpaper, which can be customized.

Item	Description	
7 System applications	Settings	Tap to access phone settings and features.
	Message	Tap to access voice mails or to leave a voice mail.
	History	Tap to enter the History screen and view call history.
	Recorder	Tap to record audio.
8 Screen indicator	Indicates the idle screen you are currently viewing.	
9 Programmable keys	Dial	Tap to enter the dialing screen.
	Directory	Tap to enter the Directory screen and view contacts.
	Bluetooth	Tap to enter Bluetooth settings.

DSS key screen

The DSS key screen displays the phone's line keys.




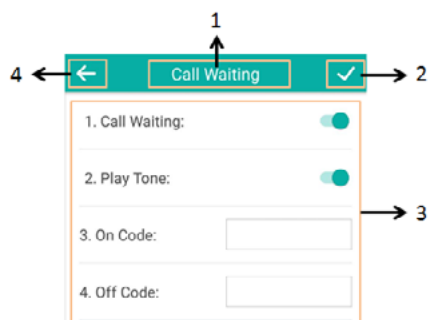
Item	Description
1	Tap to add a line key.
2 Line key list	This area shows the line key labels. You can customize the line key similarly to other functions.
3 Page keys	Tap to turn to the corresponding page.



Related topic:

Line keys


Configuration screen

You can tap  to access and configure the phone settings and features.

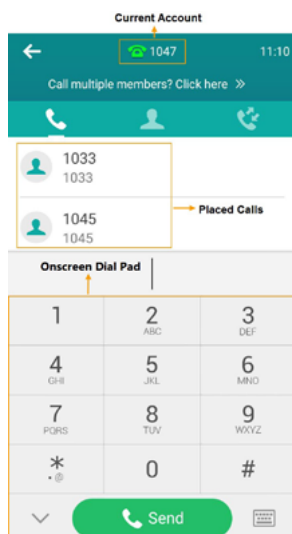


Item	Description
1 Title area	Displays the title of the current menu screen.
2 	Tap to accept the settings.
3 Configuration area	Displays configuration options for the highlighted menu item in the menu tree area. <ul style="list-style-type: none"> Tap the switch button to turn the feature on or off Enter the data using the onscreen keyboard
4 	Tap to go back to previous screen.

Dialing screen

You can tap  to access the Dialing screen.

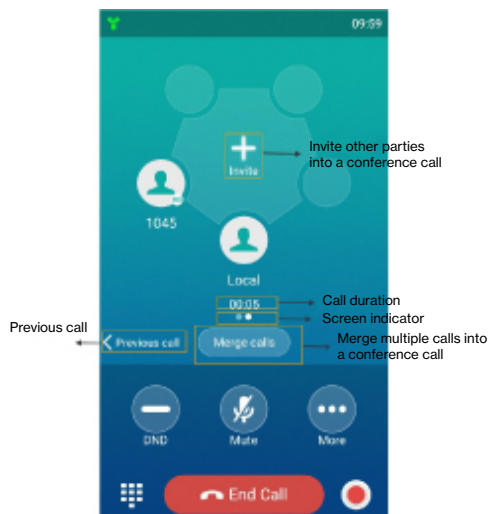
From the Dialing screen, the placed call records are displayed. You can also use the phone keypad to enter and edit data. The contacts whose names or phone numbers match the entered characters appear on the phone screen. You can then select the desired contact to place a call directly.














Calls screen





All of your active and held calls are displayed on the Calls screen. You can tap **Previous call** or **Next call**, or swipe left or right, to switch to your desired Calls screen.

When there is an active call and a held call, the Calls screen on the IP phone is shown as below:



















Icons in the status bar



Icon	Description
	Unavailable wired network
	Voice mail
	Auto answer
	Do Not Disturb
	Call forward
	Silent mode
	Keep mute
	Phone lock
	Missed calls
	Bluetooth enabled
	Bluetooth-enabled mobile phone paired and connected

Icon	Description
	Wi-Fi enabled
	Wi-Fi signal strength from weak to strong after connecting successfully
	USB flash drive detected
	Phone warning





CP960 line key icons

Icon indicator (associated with line key features):




Icon	Description
	Hold/Public hold Private hold
	Do Not Disturb (DND)
	Voice mail
	Direct pickup
	Group pickup
	DTMF Prefix
	LDAP Local group XML group
	XML browser
	Forward
	Recall
	Record URL record
	Recording starts successfully (record/URL record)
	Multicast paging Paging list
	Zero touch
	URL
	Phone lock

Icon	Description
	Directory
	Speed dial






Icon indicator (associated with line):

Icon	Description
	Registered private line
	Registration failed
	Registering
	Registered shared line





Icon indicator (associated with the mobile account):

Icon	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)

Icon indicator (associated with Intercom)

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

Call history icons







Icon	Description
	Received calls
	Placed calls
	Missed calls
	Forwarded calls

Navigating menus and fields

To navigate menus and fields, you can:

- Tap corresponding keys on the touch screen
- Tap menu items, fields and arrows on the touch screen
- Press keys on the phone keypad

To operate your phone using gestures, follow these tips:

Gesture	Description
Tap 	Touch an item on the screen with your finger, and then lift your finger.
Long-tap 	Touch an item for about two seconds without lifting your finger from the screen until 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.
Pinch open 	Touch the screen with two or more fingers, and then move the fingers away from each other (stretch).
Pinch close 	Touch the screen with two or more fingers, and then move the fingers toward each other (pinch).

Entering characters

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








Topics:

- Using the onscreen keyboard
- Using the dial pad

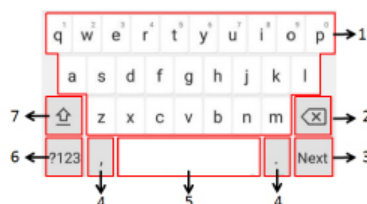
Using the onscreen keyboard



Before using the onscreen keyboard to enter data, you need to know the function of the keys on the onscreen keyboard.

Other things you need to know:

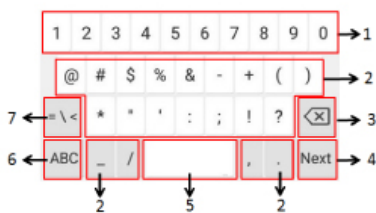
If you want to:	Action
Position the cursor.	Tap to position.
Select all characters.	<ol style="list-style-type: none"> 1. Long-tap the entered characters 2. Do one of the following: <ul style="list-style-type: none"> • Tap  at the top of the touch screen • Drag  to select all characters
Cut/copy characters.	<ol style="list-style-type: none"> 1. Long-tap the entered characters 2. Drag  to select the characters you want to cut/copy 3. Tap  on the top of the touch screen 4. Long-tap the desired field 5. Tap Paste
Delete multiple characters at one time.	<ol style="list-style-type: none"> 1. Long-tap the entered character(s) 2. Drag  to select the characters you want to delete 3. Tap , or long-tap 

English input method



Item	Description
1 26 English letters	<ul style="list-style-type: none"> • Tap to enter letters • Long-tap a key, then slide to choose one of the options to enter an alternate character
2 Delete key	<ul style="list-style-type: none"> • 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 Two special characters	<ul style="list-style-type: none"> • Tap to enter special characters • Long-tap the point key (.), then slide to choose one of the options to enter an alternate character
5 Space key	<ul style="list-style-type: none"> • Tap to enter spaces • Long-tap to change input method
6 	Tap to switch to the numeric and symbolic input mode.
7 	Tap to switch to the uppercase input mode.

Tap **123** to switch to the numeric and symbolic input mode, as shown below:



Item	Description
1 Numbers	<ul style="list-style-type: none"> Tap to enter numbers Long-tap a key, then slide to choose one of the options to enter an alternate character
2 Special characters	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Tap to enter spaces Long-tap to change input method
6 ABC	Tap to switch to the lowercase input mode.
7 ~\<	Tap to switch to the symbolic input mode.



Item	Description
1 Numbers	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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.

Item	Description
4 Space key	<ul style="list-style-type: none"> Tap to enter spaces Long-tap to change input method
5 ABC	Tap to switch to the lowercase input mode.
6 123	Tap to switch to the numeric and symbolic input mode.

Using the dial pad

You can use the dial pad on the Dialing screen to enter data. The onscreen dial pad only provides digit keys, the # key and the * key.

You can tap **123** to use the onscreen keyboard.

Related topic:

Using the onscreen keyboard

Chapter 3: Customizing your phone

You can personalize your IP phone by customizing various settings.

Topics:

- Changing the administrator password
- Wallpaper
- Screen saver
- Changing the screen backlight brightness and time
- Changing the language
- Time and date
- Phone lock
- Line keys
- Wireless network
- Connecting a mobile phone using Bluetooth

Changing the administrator password

Some features of the phone can be changed from the Advanced Settings only. By default, you require an administrator password to access the Advanced Settings. The default password is “admin.”

For security reasons, you should change the default password as soon as possible. If you do not change the default password, the phone displays a warning icon in the status bar.

Procedure:

1. Navigate to **Settings > Advanced Settings > Set Password**
2. Enter the desired value in the Old PWD, New PWD and Confirm PWD fields respectively
3. Tap ✓

Related topic:

Investigating warnings

Wallpaper

The IP phone comes with a default wallpaper picture; you can change it to another built-in picture.

Changing wallpaper on the idle screen

Procedure:

1. Navigate to **Settings > Basic Settings > Display > Wallpaper**
2. Select the desired wallpaper image
3. Tap **Set wallpaper**

Screen saver

The screen saver starts automatically when the IP phone has been idle for a preset waiting time. You can stop the screen saver at any time by touching the screen or tapping any key. By default, your screen displays a built-in picture when the screen saver starts.

Topics:

- Changing the waiting time for screen saver
- Setting the screen saver type

Changing the waiting time for screen saver

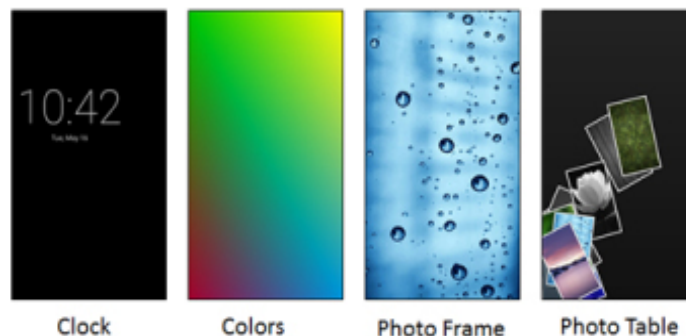
You can change the waiting time for the screen saver.

Procedure:

1. Navigate to **Settings > Basic Settings > Display > Screen Saver**
2. Select the desired waiting time from the Screensaver Waiting Time field
3. Tap ✓

Setting the screen saver type

The IP phone supports four screen-saver types: Clock, Colors, Photo Frame and Photo Table.



Procedure:

1. Navigate to **Settings > Basic Settings > Display > Screen Saver**
2. Tap the radio box after desired screen saver type
3. Tap ✓

Changing the screen backlight brightness and time

You can change the backlight brightness of the touch screen during phone activity and inactivity. The backlight brightness automatically changes when the phone is idle for a specified time.

You can change the screen backlight brightness and time in the following settings:

- **Backlight Active Level:** The intensity of the touch screen when the phone is active
- **Backlight Time:** The delay time to change the brightness of the touch screen when the phone is inactive. Backlight time includes the following settings:
 - **Always On:** Backlight is on permanently
 - **15s, 30s, 1min, 2min, 5min, 10min or 30min:** Backlight is changed when the phone is inactive after the designated time

Topics:

- Changing the backlight and time on the idle screen
- Changing the backlight on the control center

Changing the backlight and time on the idle screen

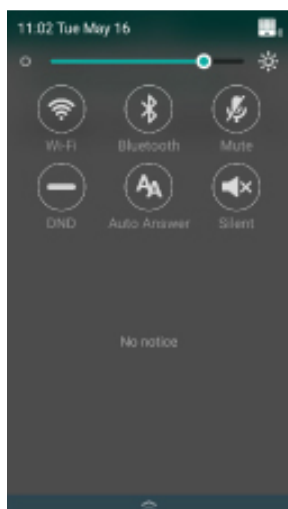
Procedure:

1. Navigate to **Settings > Basic Settings > Display > Backlight**
2. Drag the Backlight Active Level slider to change the intensity of the touch screen
3. Select the desired value from the Backlight Time field
4. Tap ✓

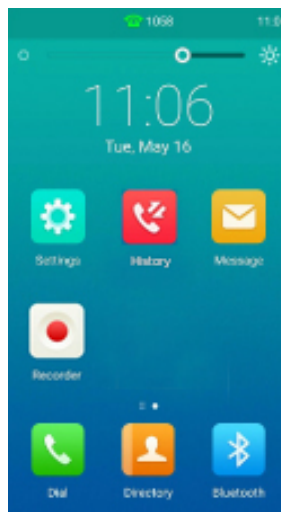
Changing the backlight on the control center

Procedure:

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



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 touch screen in real time



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

- Tap . The intensity of the touch screen is changed to the highest setting
- Tap . The intensity of the touch screen is changed to the lowest setting

Related topic:

Changing the backlight and time on the idle screen

Changing the language

The default phone language is English. You can change the phone language.

Procedure:

1. Navigate to **Settings > Basic Settings > Language & Input > Language**
2. Select the desired language
3. Tap ✓

The phone language is changed to the selected one.

Time and date

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

Topics:

- Setting the time and date manually
- Changing the time and date format

Setting the time and date manually

If your phone cannot obtain the time and date automatically, you can set it manually.

Before you begin:

Check with your system administrator to find out if the manual mode has been enabled.

Procedure:

1. Navigate to **Settings > Basic Settings > Time & Date > General**
2. Enter the date and time in the corresponding fields
3. Tap ✓

The time and date set on the phone will be changed accordingly.

Changing the time and date format

You can customize the date with various time and date formats.

The built-in date formats are listed below:

Date format	Example
WWW MMM DD	Fri Sep 02
DD-MMM-YY	02-Sep-16
YYYY-MM-DD	2016-09-02
DD/MM/YYYY	02/09/2016
MM/DD/YYYY	09/02/16
DD MMM YYYY	02 Sep 2016
WWW DD MMM	Fri 02 Sep

Note: Your system administrator can customize the data format.

Procedure:

1. Navigate to **Settings > Basic Settings > Time & Date > Time & Date Format**
2. Select the desired date format from the Date Format field
3. Select the desired time format from the Time Format field
4. Tap ✓


Phone lock

The phone lock helps you protect your phone from unauthorized use. You can lock your phone manually when you are not using it. The phone is also locked automatically after being idle for a specified time.

Topics:

- Phone lock and waiting time
- Setting the phone lock
- Setting a phone lock key
- Locking your phone manually
- Unlocking your phone
- Changing your phone unlock PIN

Phone lock and waiting time

When the phone is locked, mute touch keys and the touch screen (except ) are locked. You are only allowed to:

- Dial emergency numbers
- Reject incoming calls
- Answer incoming calls
- End the call

You can set a waiting time to lock your phone automatically. If the waiting time is set to 0, the phone will not be automatically locked. You need to lock your phone manually.

Setting the phone lock

By default, the phone lock feature is disabled. If you want to lock your phone, you need to enable this feature. You can specify the waiting time to lock your phone automatically.

Procedure:

1. Navigate to **Settings > Advanced Settings** (default password: admin) > **Phone Lock**
2. Select **Enabled** from the Lock Enable field
3. Enter the desired interval (0 to 3,600 seconds) in the Auto Lock field
4. Tap ✓

Related topic:

Phone lock and waiting time

Setting a phone lock key

Procedure:

1. Navigate to **Settings > PIN > Change PIN**
2. Tap ✓

Locking your phone manually

If you have specified a timeout to lock your phone automatically, your phone will be locked after being idle for a specified time. You can also lock your phone manually.

Before you begin:

Make sure that the phone lock is enabled and you have set a phone lock key.

Procedure:

1. Tap the phone lock key
2. When the phone is locked, the lock icon appears on the phone screen

Related topics:

- Setting the phone lock
- Setting a phone lock key

Unlocking your phone

Procedure:

1. Tap the screen or tap the **Mute** touch key; the phone screen prompts you to enter an unlock PIN
2. Enter the desired PIN (default: 123) in the Unlock PIN field
3. Tap **OK**. The lock icon disappears from the phone screen

Note: If you forget the unlock PIN, you can enter the administrator password to unlock your phone, and then change the unlock PIN.

Changing your phone unlock PIN

The default unlock PIN is 123. You can change it at any time for security reasons.

Procedure:

1. Navigate to **Settings > Basic Settings > Change PIN**
2. Enter the desired value in the Old PIN, New PIN and Confirm PIN fields respectively. The unlock PIN length must be within 15 digits
3. Tap ✓

Line keys


You can assign predefined functionalities to line keys. You can also define a label for a line key feature that will appear on the touch screen. Line keys allow you to quickly access features such as recall and voice mail. The line key can indicate a monitored status when the line keys are assigned with particular features, such as speed dial or intercom. The default key type of line key 1 is Line. The default key type of line keys 2 through 30 is N/A, which indicates that these keys provide no functionality until configuration.

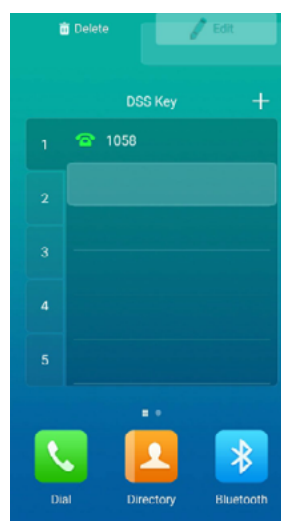
Topics:

- Assigning functionality to a line key
- Changing the location of the line keys
- Deleting a line key

Assigning functionality to a line key

Procedure:

1. Do one of the following:
 - Tap  on the top-right of the line key line



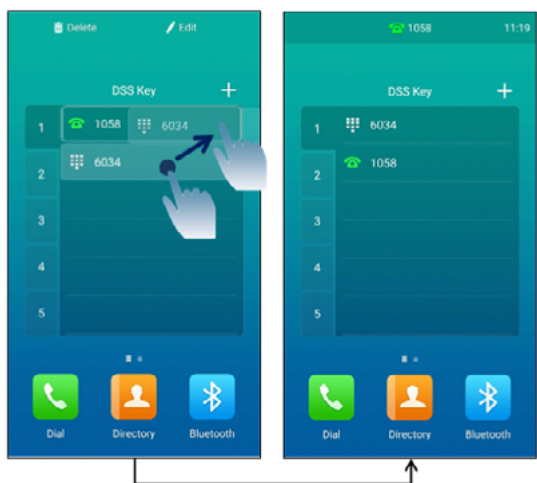
- From the Home screen, navigate to **Settings > Features > Dsskey**. Tap the desired line key
- 2. Select the desired key type from the Type field
- 3. Configure the settings for the corresponding key type. For example, if you want a line key for intercom, configure the Account ID, Label, Value and Extension for the line key
- 4. Tap ✓

Changing the location of the line keys

You can change the line key's location to a blank area on the Line Keys field. You can also change the location of two line keys. The operating instructions are almost the same. The following explains how to change the location of two line keys as an example.

Procedure:

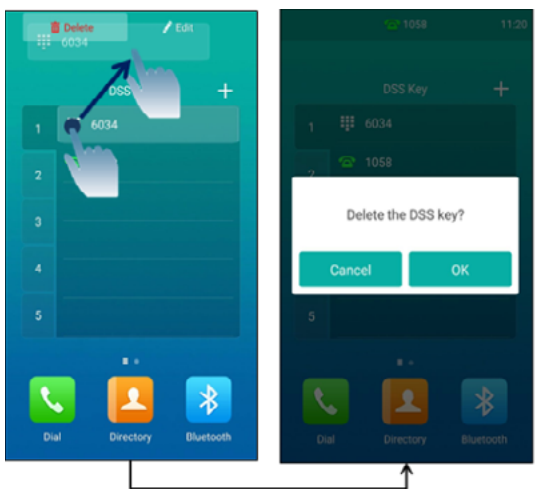
1. Tap the desired page key if required
2. Drag a line key to the desired location at which another line key is located. For example, exchange the locations of line key 1 and line key 2:



Deleting a line key

Procedure:

1. Drag the desired line key to the Delete field. The phone screen prompts you to delete the DSS key



2. Tap **OK**

Wireless network

The IP phone can be connected to your wireless network if Wi-Fi is available within the area. For more information, contact your system administrator.

Note: Enabling Bluetooth may degrade your wireless network connection. For improved wireless network performance, you should disable Bluetooth when it is not in use.

Related topic:

Deactivating Bluetooth mode

Topics:

- Activating Wi-Fi mode
- Deactivating Wi-Fi mode
- Connecting to your wireless network
- Viewing wireless network information
- Disconnecting a wireless network connection

Activating Wi-Fi mode

Procedure:

1. Do one of the following:
 - Swipe down from the top of the screen to enter the control center
 - From the Home screen, navigate to **Settings > Basic Settings > Wi-Fi**
2. Turn on the Wi-Fi. The IP phone scans the available wireless networks in your area. The touch screen displays the Wi-Fi icon

Deactivating Wi-Fi mode

You should deactivate 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 to enter the control center
 - From the home screen, navigate to **Settings > Basic Settings > Wi-Fi**
2. Turn off Wi-Fi. The Wi-Fi icon disappears from the status bar

Connecting to your wireless network

There are three ways to connect your phone to your wireless network:

- Manually connect to an available wireless network
- Wi-Fi Protected Setup (WPS)
- Manually add a wireless network

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


Topics:

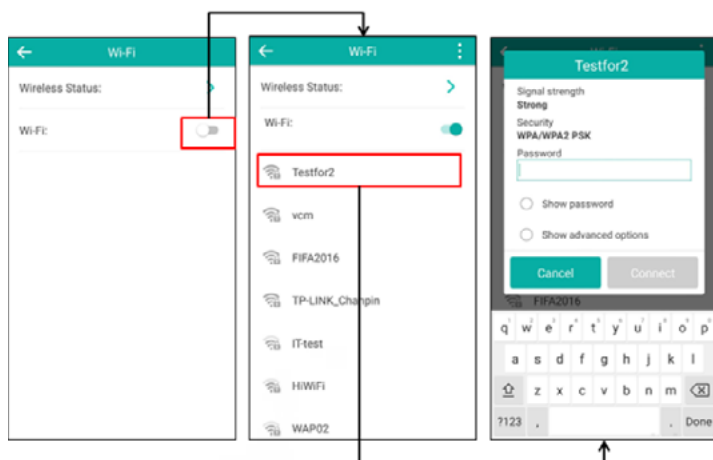
- Connecting to an available wireless network manually
- Connecting to the wireless network using Wi-Fi Protected Setup (WPS)
- Adding a wireless network manually

Connecting to an available wireless network manually**Before you begin:**

Get the password of the wireless network from your system administrator. Make sure that Wi-Fi mode is activated.

Procedure:

1. Navigate to **Settings > Basic Settings > Wi-Fi**. The phone will automatically search for available wireless networks in your area
2. Optional: To search available networks again, tap  and then tap **Scan**
3. Tap the desired wireless network (SSID) to connect to it
4. If the network is secure, enter its password in the Password field. Then, do the following:
 - Tap the **Show password** radio box to make the password visible
 - Tap the **Show advanced options** radio box to configure the HTTP proxy for the Browser application



5. Tap **Connect** to connect to the wireless network

Once the connection has completed successfully, the prompt “Connected” appears under the corresponding SSID.

Related topic:

Activating Wi-Fi mode

Connecting to a wireless network using Wi-Fi Protected Setup (WPS)

Wi-Fi Protected Setup (WPS) provides simplified mechanisms to configure secure wireless networks. WPS can automatically configure a wireless network with a network name (SSID) and strong Wi-Fi Protected Access (WPA) data encryption and authentication.


Two methods are supported by IP phones in the Wi-Fi protected setup:

- **Push Button Configuration (PBC):** The user simply has to push the WPS key on both the IP phone and gateway/router to connect
- **Personal Identification Number (PIN):** The user has to enter a WPS PIN generated randomly by the IP phone on the gateway/router to connect

Before you begin:


Make sure that Wi-Fi mode is activated.

Push Button Configuration (PBC)**Procedure:**

1. Navigate to **Settings > Basic Settings > Wi-Fi**
2. Tap  and then tap **WPS**. The touch screen prompts “Press the Wi-Fi Protected Setup button on your router. It may be called “WPS” or contain this symbol: ”
3. Long-press the **WPS** key on your gateway/router

Once WPS setup has been completed, the touch screen will prompt “Connected.”

Personal Identification Number (PIN)**Procedure:**

1. Navigate to **Settings > Basic Settings > Wi-Fi**
2. Tap  and then tap **WPS-PIN**. The touch screen prompts “Enter PIN XXX on your Wi-Fi router. The setup can take up to two minutes to complete.”
3. Note the PIN code
4. Log into your gateway/router’s web interface and configure it to search the clients. For more information, refer to the documentation from the gateway/router manufacturer

Once the WPS-PIN setup has been completed, the gateway/router’s web interface will prompt success.

Adding a wireless network manually

If your gateway/router has SSID broadcast disabled, it might not appear in the scanning results. In that case, you must manually add a wireless network.

Before you begin:

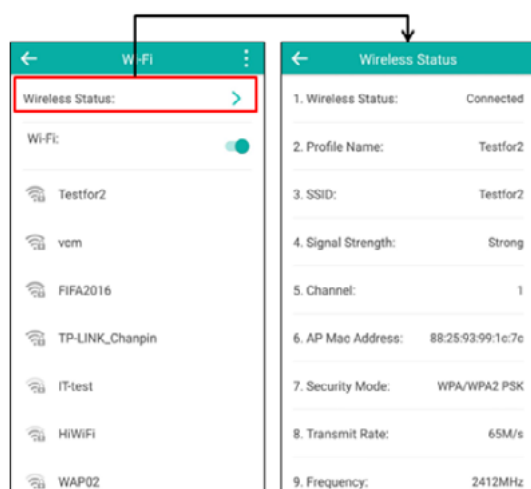
Get the available wireless network information from your system administrator. Make sure that Wi-Fi mode is activated.

Procedure:

1. Navigate to **Settings > Basic Settings > Wi-Fi**
2. Tap **> Add**
3. Enter the desired value in the Network SSID field
4. Tap the **Security** field
5. Tap the desired value
 - If you select WEP or WPA/WPA2 PSK, enter the password in the Password field
 - If you select 802.1x EAP, tap the EAP method field, select the desired EAP method and then enter the desired values in the corresponding fields
6. Do the following:
 - Tap the **Show password** radio box to make the password visible
 - Tap the **Show advanced options** radio box to configure the HTTP proxy for the Browser application
7. Tap **Save**

Viewing wireless network information**Procedure:**

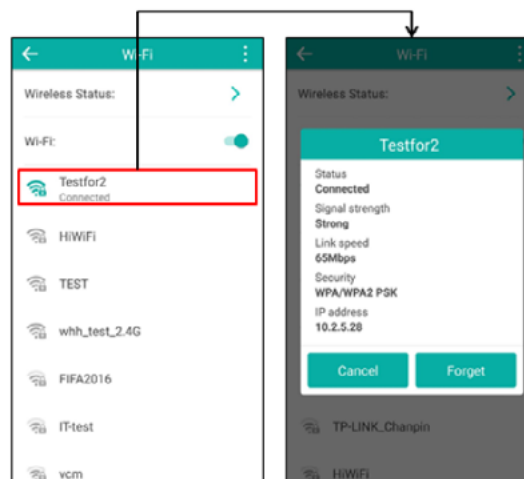
1. Navigate to **Settings > Basic Settings > Wi-Fi**
2. Tap **Wireless Status** to view detailed wireless network information (e.g., Profile Name, SSID or Signal Strength)

**Disconnecting a wireless network connection**

You can disconnect a wireless network connection from your phone.

Procedure:

1. Navigate to **Settings > Basic Settings > Wi-Fi**
2. Tap the connected SSID (the top one)



3. Tap **Forget**

You can also disconnect the wireless network by deactivating Wi-Fi mode.

Related topic:

Deactivating Wi-Fi mode

Connecting a mobile phone using Bluetooth

Bluetooth enables low-bandwidth wireless connections within a range of 32 feet (10 meters). The best performance is in the 3-to-6-feet (1 to 2 meters) range.

You can pair and connect a Bluetooth-enabled mobile phone with your IP phone. After connection, you can do the following:

- Make and receive mobile calls on the IP phone
- Use the IP phone as a Bluetooth speaker for music on your mobile phone
- Merge calls on your IP phone, computer and connected mobile phone into a hybrid UC conference


Note: Not all mobile phones support this feature. Contact your system administrator for more information.

You can also connect a computer (operating system: macOS® and Windows® 10) via Bluetooth. After connection, you can place or answer a call via a softphone installed on your computer using the IP phone.

Topics:

- Activating Bluetooth mode
- Deactivating Bluetooth mode
- Pairing and connecting a Bluetooth-enabled mobile phone
- Configuring the phone audio feature
- Handling a mobile phone call on the IP phone
- Configuring the media audio feature
- Renaming the paired Bluetooth-enabled mobile phone
- Making the IP phone discoverable
- Editing the device name of your phone for recognition
- Unpairing the mobile phone
- Disconnecting a Bluetooth-enabled mobile phone


Activating Bluetooth mode**Procedure:**

1. Do one of the following:
 - Swipe down from the top of the screen to enter the control center
 - Tap 
 - From the Home screen, navigate to **Settings > Basic Settings > Bluetooth**
2. Turn on Bluetooth
3. The IP phone scans the available Bluetooth devices automatically
4. The touch screen displays the Bluetooth icon

Deactivating Bluetooth mode

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

Procedure:

1. Do one of the following:
 - Swipe down from the top of the screen to enter the control center
 - Tap 
 - From the Home screen, navigate to **Settings > Basic Settings > Bluetooth**
2. Turn off Bluetooth
3. The Bluetooth icon disappears from the status bar


Pairing and connecting a Bluetooth-enabled mobile phone

You can pair countless mobile phones with your IP phone but only one mobile phone can be connected at a time. After connection, the IP phone will automatically find an available line key and assign the line key for Mobile Account. The Mobile Account key's default label is "My Mobile." If there is no available line key, you can assign it manually.

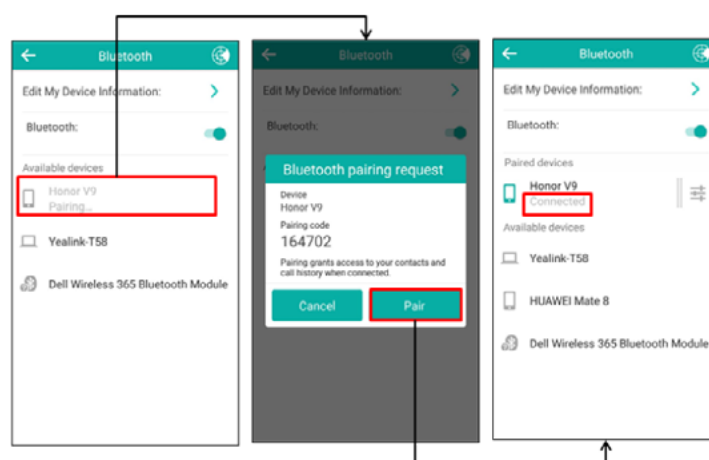
Before you begin:

Make sure that the Bluetooth-enabled mobile phone is discoverable.

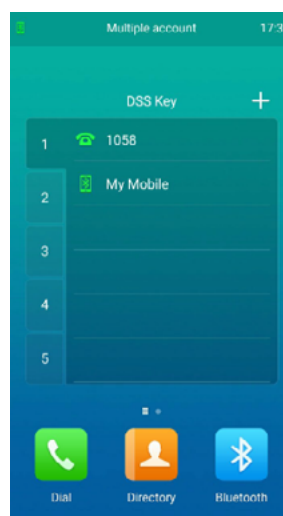
Procedure:

1. Navigate to **Settings > Basic Settings > Bluetooth**
2. Tap  to search for the mobile phone
3. Tap the desired Bluetooth-enabled mobile phone to connect to the mobile phone
4. Tap **Pair** on both mobile phone and IP phone

The connection will be completed successfully with a prompt appearing under the Bluetooth-enabled mobile phone's name.



And the IP phone will automatically assign a Mobile Account key.



**Related topic:**

Activating Bluetooth mode

Configuring the phone audio feature

After connecting your Bluetooth-enabled mobile phone, you can enable the phone audio feature to make or receive a mobile call using the IP phone. Then the IP phone acts as a hands-free device for your mobile phone. The call is made through your mobile phone, but the audio is present on and the call control is done by the IP phone.

Procedure:

1. Navigate to **Settings > Basic Settings > Bluetooth**
2. Tap  after the desired Bluetooth-enabled mobile phone's name
3. Turn on **Phone audio**
4. Tap 



Related topics:

- Pairing and connecting a Bluetooth-enabled Mobile Phone
- Handling a mobile phone call on the IP phone

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 an SIP phone. The SIP phone acts as the Bluetooth-enabled mobile phone player.

Procedure:

1. Navigate to **Settings > Basic Settings > Bluetooth**
2. Tap  after the connected Bluetooth-enabled mobile phone's name
3. Turn on **Media audio**
4. Tap 

Related topic:

Pairing and connecting a Bluetooth-enabled mobile phone

Handling a mobile phone call on the IP phone

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

The call information appears on both your IP phone and mobile phone screen. You can control the call's audio to go through the mobile phone or IP phone on your mobile phone. If you choose Bluetooth, the audio will go through the IP 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 IP phone, and the phone audio feature is enabled.

Procedure:

Do the following on the phone:

- Place a call. Tap the **My Mobile** line key first, and then place a call or multiple calls to the mobile contact
- Answer a call. An incoming call to your mobile phone is also shown on the IP phone; you can answer the call on the IP phone. The phone will first match the contacts in the mobile contacts directory to present the caller/callee identity when receiving/placing a mobile phone call
- During the call, you can hold/resume, mute/unmute or end the call on the IP phone

Related topics:


- Pairing and connecting a Bluetooth-enabled mobile phone
- Configuring the phone audio feature
- Placing calls
- Answering calls
- Ending calls
- Call mute
- Call hold

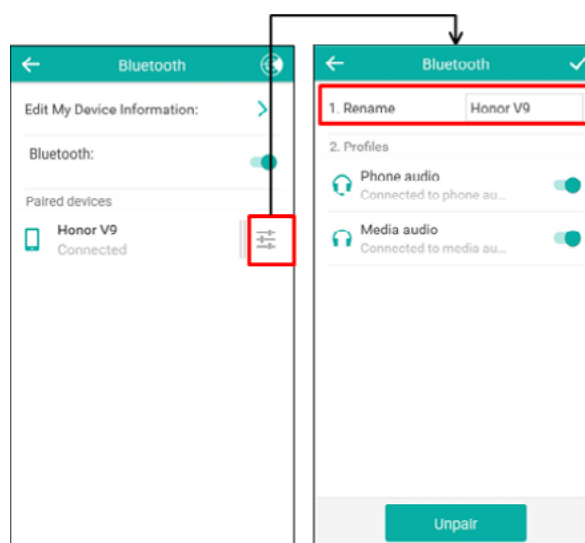
Renaming a paired Bluetooth-enabled mobile phone

Before you begin:

Make sure you have paired and connected a Bluetooth-enabled mobile phone.

Procedure:

1. Navigate to **Settings > Basic Settings > Bluetooth**
2. Tap  after the connected mobile phone's name
3. Enter the desired device name in the Rename field



4. Tap 

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

Related topic:

Pairing and connecting a Bluetooth-enabled mobile phone

Making the IP phone discoverable

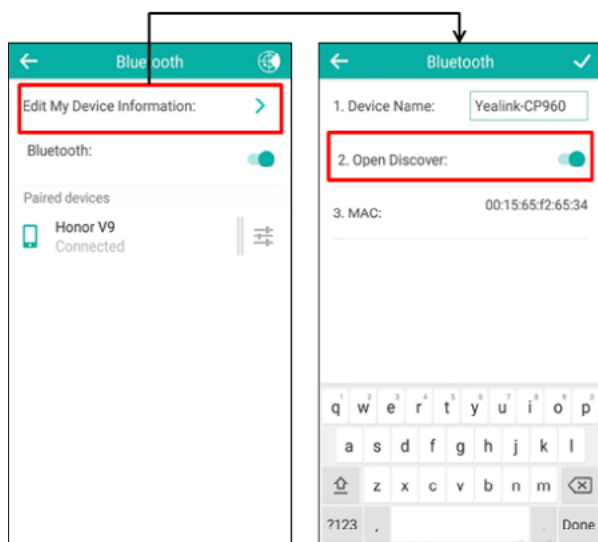
If you make your IP phone discoverable to other Bluetooth devices, other Bluetooth devices can scan and find your IP phone.

Before you begin:

Make sure you have activated the Bluetooth mode.

Procedure:

1. Navigate to **Settings > Basic Settings > Bluetooth > Edit My Device Information**
2. Turn on **Open Discover**



3. Tap ✓

Related topic:

Activating Wi-Fi mode

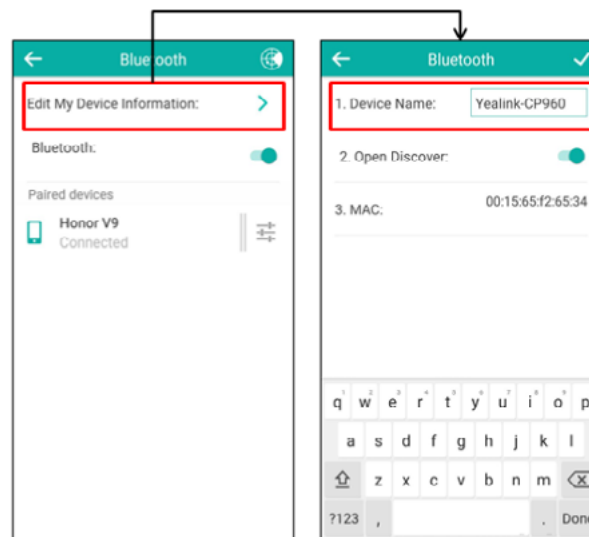
Editing the device name of your phone for recognition

Before you begin:

Make sure you have activated the Bluetooth mode.

Procedure:

1. Navigate to **Settings > Basic Settings > Bluetooth > Edit Device information**
2. Enter the desired name in the Device Name field



3. Tap ✓

You should make your IP phone discoverable first, and then the preconfigured Bluetooth device name will display in the scanning list of another device.



Related topics:

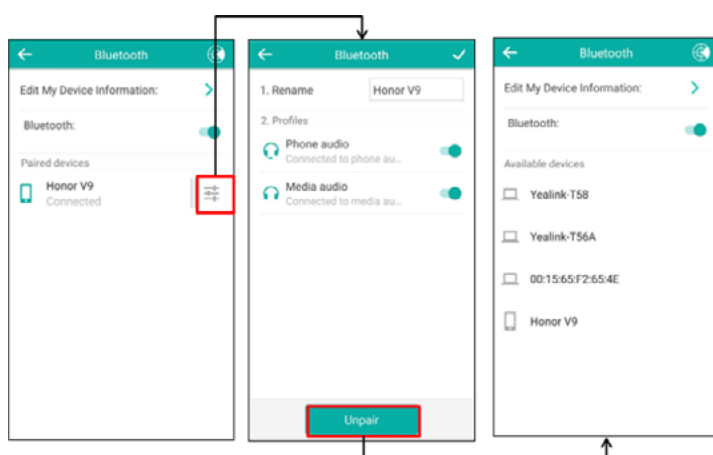
- Activating Wi-Fi mode
- Making the IP phone discoverable

Unpairing the mobile phone

You can unpair your mobile phone with your IP phone. When you unpair the mobile phone, the mobile phone information disappears from the paired devices list. To connect the mobile phone to your IP phone again, tap the desired mobile phone in the available devices list.

Procedure:

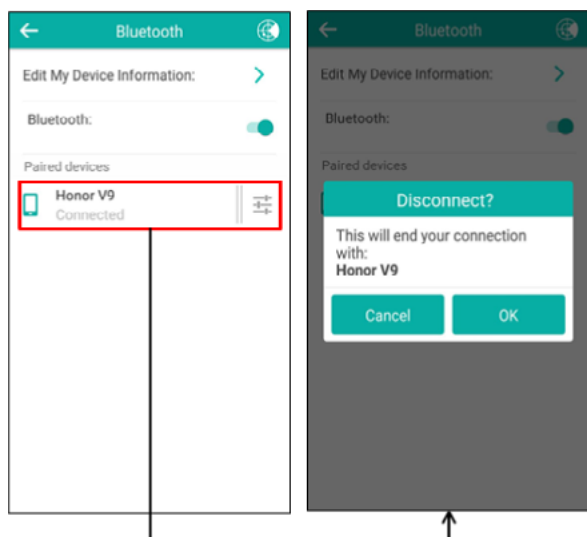
1. Do one of the following:
 - Tap 
 - Swipe down from the top of the screen to enter the control center. Long-tap **Bluetooth**
 - Navigate to **Settings > Basic Settings > Bluetooth**. The touch screen shows the paired and connected Bluetooth device
2. Tap  after the connected mobile phone's name
3. Tap **Unpair**



Disconnecting a Bluetooth-enabled mobile phone

Procedure:

- Do one of the following:
 - Tap
 - Swipe down from the top of the screen to enter the control center
 - Long-tap **Bluetooth**
 - Navigate to **Settings > Basic Settings > Bluetooth**
- Tap the connected mobile phone



- Tap **OK**

Chapter 4: Audio settings

The audio settings contain the volume settings, and the available ring tone and key tone settings. You can also enable touch sounds and silent mode or configure notification sounds on the phone.

Topics:

- Adjusting the volume
- Setting the ring tone
- Setting the key tone
- Enabling touch sounds
- Configuring notification sound
- Enabling silent mode

Adjusting the volume

You can adjust the audio volume and the ringer volume.

Topics:

- Adjusting the audio volume
- Adjusting the ringer volume
- Adjusting the media volume

Adjusting the audio volume

When you are playing an audio file (for example, call recording), choosing a ring tone or during a call, you can increase or lower the volume of the currently engaged audio devices (speakerphone).

Procedure:

Tap the **Volume** touch key to increase or lower the audio volume.

Related topics:

- Setting a ring tone for the phone
- Setting a ring tone for an account
- Setting a ring tone for a group
- Setting a ring tone for a contact
- Playing a recorded call

Adjusting the ringer volume

When the phone is idle or ringing, you can increase or decrease the ringer volume. If the ringer volume is adjusted to the minimum, the minimum volume icon will appear on the phone screen.

Procedure:

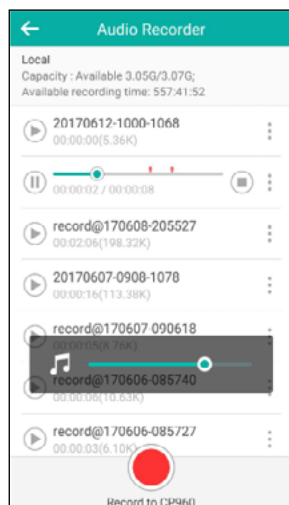
Tap the **Volume** touch key to increase or decrease the ringer volume.

Adjusting the media volume

You can adjust the media volume in multiple scenarios. For example, when playing audio files in the Recorder application.

Procedure:

Tap the **Volume** touch key to adjust the media volume. When the volume slider appears, you can also drag the volume slider to adjust the media volume.



Setting the ring tone

You can choose from a variety of ring tones to distinguish your phone from your neighbor's. You can set distinctive ring tones for groups or contacts in your local directory, so you can identify the caller when your phone rings.

You can also choose a unique ring tone for different accounts on your phone.

The ring tones are used according to this priority: Contact ring tone > Group ring tone > Account ring tone > Phone ring tone.

Topics:

- Setting a ring tone for the phone
- Setting a ring tone for an account
- Setting a ring tone for a group
- Setting a ring tone for a contact

Setting a ring tone for the phone

You can choose a ring tone for all incoming calls.

Procedure:

1. Navigate to **Settings > Basic Settings > Sound > Ring Tones > Common**
2. Select the desired ring tone. The ring tone is played automatically. You can tap the **Volume** key to adjust the ring-tone volume
3. Tap ✓

Related topic:

Adjusting the audio volume

Setting a ring tone for an account

You can select a unique ring tone for an individual account.

Procedure:

1. Navigate to **Settings > Basic Settings > Sound > Ring Tones**
2. Select the desired account
3. Select the desired ring tone. The ring tone is played automatically. You can tap the **Volume** key to adjust the ring-tone volume. If Common is selected, this account will use the ring tone selected for the phone
4. Tap ✓

Related topic:

Adjusting the audio volume



Setting a ring tone for a group

You can select a unique ring tone for various groups in your local directory. This helps you quickly identify callers according to the ring tones.

By default, Auto is selected. This means that the group uses the ring tone according to this priority: Contact ring tone > Account ring tone > Phone ring tone. If a specific ring tone is selected, this group will use the ring tone according to this priority: Contact ring tone > Group ring tone.

Note: You can only set a ring tone for a group that is added manually.

Procedure:




1. Tap  > **Local Directory**
2. Tap  after the desired group, and then tap **Ring**
3. Tap the desired ring tone in the pop-up dialog box. The ring tone is played automatically. You can tap the Volume key to adjust the ring-tone volume
4. Tap **OK**

Setting a ring tone for a contact

You can select a unique ring tone for various contacts in your directory. This helps you quickly identify callers according to the ring tones.

By default, Auto is selected. This means that the contact uses the ring tone according to this priority: Group ring tone > Account ring tone > Phone ring tone.

Procedure:

1. Tap .
2. Tap **Local Directory** to select the desired contact group.
3. Tap  after the desired contact.
4. Select the desired ring tone from the Ring Tone field. The ring tone is played automatically. You can tap the **Volume** key to adjust the ring-tone volume.
5. Tap .


Related topic:

Adjusting the audio volume

Setting the key tone

You can set the phone to produce a sound when pressing the keypad keys. The key tone is enabled by default.


Procedure:

1. Navigate to **Settings > Basic Settings > Sound > Key Tone**
2. Turn on **Key Tone**
3. Tap .

Enabling touch sounds

If you enable touch sounds, the phone will produce a sound when you tap an option on the touch screen.

Procedure:

1. Navigate to **Settings > Basic Settings > Sound > Touch Sounds**
2. Turn on **Touch Sounds**
3. Tap .

Configuring a notification sound

The phone will produce a notification sound when receiving a notification (e.g., incoming email notification).

Procedure:


1. Navigate to **Settings > Basic Settings > Sound**
2. Select the desired notification sound from the Notification Sound field. The notification sound is played automatically. You can tap the **Volume** key to adjust the notification sound.
3. Tap **OK**

Enabling silent mode

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

Procedure:

Do one of the following:

- From the Home screen, navigate to **Settings > Basic Settings > Sound**. Turn on **Silent Mode** and then tap .
- Long-tap the left **Volume** touch key to decrease the ringer volume to the minimum
- Swipe down from the top of the screen to enter the control center and toggle **Silent** on

Chapter 5: Directory

The IP phone provides several types of phone directories and what the system administrator has set for you.

The phones provide the following types of directories:

- Local directory
- Blacklist
- Remote phone book

Local directory

You can store up to 1,000 contacts and 48 groups in your local directory, allowing you to edit, delete, search or simply dial a contact from the local directory.

Topics:

- Managing local directory groups
- Managing local directory contacts
- Moving a local directory contact to the blacklist
- Searching for contacts

Managing local directory groups

You can add, edit and delete contact groups in the local directory.

Topics:




- Adding contact groups
- Editing contact groups
- Deleting contact groups

Adding contact groups

To organize your contacts and make them easier to find, you can add additional groups in the local directory.

When you add a group in the local directory, you can specify a ring tone for this group.



Procedure:

1. Navigate to **Directory**
2. Tap  > **Local Directory**
3. Tap  after Custom Grouping
4. Enter the desired group name
5. Tap **OK**
6. Tap  after the group name and then tap **Ring** to specify a ring tone for the group
7. Tap the desired ring tone in the pop-up dialog box
8. Tap **OK**

Editing contact groups

You can change the group name at any time.



Procedure:

1. Navigate to **Directory**
2. Tap  > **Local Directory**
3. Tap  after the desired group and then tap **Rename**
4. Enter the group name in the highlighted field
5. Tap **OK**

Deleting contact groups

You can delete a group from the local directory at any time.

Procedure:

1. Navigate to **Directory**
2. Tap  > **Local Directory**
3. Tap  after the desired group and then tap **Delete**. The phone screen prompts you whether to delete the group
4. Tap **OK**

Managing local directory contacts

You can add, edit and delete contacts in the local directory. You can delete a contact or all contacts from the local directory.

Topics:




- Adding contacts
- Editing contacts
- Deleting a contact
- Deleting all contacts

Adding contacts

You can add 100 contacts to your local directory. You can set other information for your contact, including:

- Specify an account to use when calling this contact
- Specify a ring tone for this contact
- Specify a contact photo for this contact

Procedure:




1. Navigate to **Directory**
2. Tap 
3. If you want to add a contact to the specified contact group, tap **Local Directory** to select the desired contact group
4. Tap 
5. Enter the name and the office, mobile or other numbers in the corresponding fields
6. Select the desired account from the Account field
7. Select the desired ring tone from the Ring Tone field
8. Select the desired photo from the Photo field
9. Tap 

If the contact already exists in the local directory, the phone will prompt "Contact name exists!"

Editing contacts



You can change or add more information to your contacts at any time.

Procedure:

1. Navigate to **Directory**
2. Tap 
3. If you want to edit a contact from the specified contact group, tap **Local Directory** to select the desired contact group
4. Tap  after the desired contact
5. Tap the desired field to edit the contact information
6. Tap 



Deleting a contact

Procedure:

1. Navigate to **Directory**
2. Tap 
3. If you want to delete a contact from the specified contact group, tap **Local Directory** to select the desired contact group
4. Tap  after the desired contact
5. Tap **Delete**. The phone screen prompts you whether to delete the contact
6. Tap **OK**

Deleting all contacts



Procedure:

1. Navigate to **Directory**
2. Tap 
3. Long-tap a contact
4. Tap the radio box in the top right of the screen
5. Tap  > **Delete contacts**. The phone screen prompts you whether to delete all contacts
6. Tap **OK**



Moving a local directory contact to the blacklist

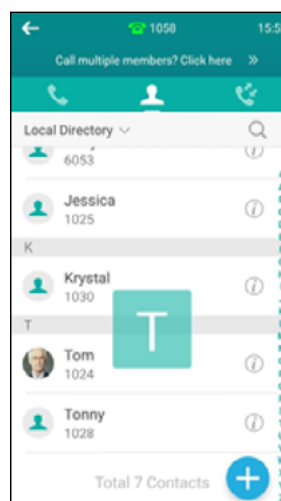
You can move a contact in the local directory to the blacklist. Incoming calls from this contact will be rejected automatically.

Procedure:

1. Navigate to **Directory**
2. Tap 
3. If you want to select a contact in a specific contact group, tap **Local Directory** to select the desired contact group
4. Tap  after the desired contact
5. Tap **Blacklist**. The phone screen prompts you whether to move this contact to the blacklist
6. Tap **OK**

Searching for contacts

1. Navigate to **Directory**
2. Tap 
3. Do one of the following:
 - Tap . Enter a few continuous characters of the contact name or continuous numbers of the contact number (office, mobile or other number). The contacts whose names or phone numbers match the entered characters will display in the result list
 - Tap the desired letter (e.g., T) along the right side to jump to contacts whose names start with that letter



Blacklist




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

Topics:

- Adding a blacklist contact
- Editing a blacklist contact
- Deleting blacklist contacts
- Moving a blacklist contact to the local directory

Adding a blacklist contact




Procedure:

1. Navigate to **Directory**
2. Navigate to  > **Local Directory** > **Blacklist**
3. Tap 
4. Edit the blacklist contact's information
5. Tap the **Account** field and select the desired account in the pop-up dialog box
6. Tap 

Editing a blacklist contact

You can edit your blacklist contacts at any time.

Procedure:

1. Navigate to **Directory**
2. Navigate to  > **Local Directory** > **Blacklist**
3. Tap  after the desired contact
4. Tap the desired field to edit the contact information
5. Tap 

Deleting blacklist contacts



You can delete one or all blacklist contacts.

Topics:

- Deleting a blacklist contact
- Deleting all blacklist contacts



Deleting a blacklist contact

Procedure:

1. Navigate to **Directory**
2. Navigate to  > **Local Directory** > **Blacklist**
3. Tap  after the desired contact
4. Tap **Delete**. The phone screen prompts you whether to delete the contact
5. Tap **OK**

Deleting all blacklist contacts




Procedure:

1. Navigate to **Directory**
2. Navigate to  > **Local Directory** > **Blacklist**
3. Long-tap a contact
4. Tap the radio box on the top right of the screen
5. Tap  > **Delete contacts**. The phone prompts whether to delete all contacts
6. Tap **OK**

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. Navigate to **Directory**
2. Navigate to  > **Local Directory** > **Blacklist**
3. Tap  after the desired contact
4. Tap the **Group** field and then select **Local Directory**
5. Tap 

Chapter 6: Call history

The IP phones maintain call history lists of missed calls, placed calls, received calls and forwarded calls.


Topics:

- Viewing history records
- Adding a history record to local directory or blacklist
- Deleting history records

Viewing history records

You can view a list of up to 100 missed calls, placed calls, received calls and forwarded calls.

Procedure:




1. Tap . The phone screen displays all call records
2. Tap **Local Calls** to select the desired list
3. Tap after the desired entry

The detailed information of the entry appears on the phone screen.

Adding a history record to local directory or blacklist

You can add a history record to the local directory or to the blacklist.

Procedure:

1. Tap . The phone screen displays all call records
2. Tap **Local Calls** to select the desired list
3. Tap  after the desired entry
4. Tap **Add** or **Blacklist**
5. Edit the corresponding fields
6. Tap 

Deleting history records



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

Topics:

- Deleting a call record
- Deleting all call records



Deleting a call record

Procedure:

1. Tap . The phone screen displays all call records
2. Tap **Local Calls** to select the desired list
3. Tap  after the desired entry, and then tap **Delete**. The phone prompts whether to delete the record
4. Tap **OK**

Deleting all call records

Procedure:

1. Tap 
2. Tap **Local Calls** to select the desired list
3. Long-tap a contact
4. Tap the radio box on the top right of the screen
5. Tap  > **Delete calls**. The phone prompts whether to delete all the records
6. Tap **OK**

Chapter 7: Call features

You can place a call, answer a call, transfer a call, etc., on One Talk IP phone.

Topics:

- Placing calls
- Answering calls
- Silencing or rejecting incoming calls
- Ending calls
- Auto redial
- Call mute
- Call hold
- Do Not Disturb (DND)
- Redirecting incoming calls
- Transferring calls
- Conference calls
- Call recording

Placing calls

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

Topics:


- Placing a call from the dialer
- Placing multiple calls
- Placing a call with a Speed Dial key
- Placing a call back to the last incoming number
- Redialing a number
- Placing a call from the call history
- Placing a call from a directory

Placing a call from the dialer

The dialer enables you to enter a number to place a call and display a list of previously placed calls or similar numbers in your directory. You can also select the desired contact from the search list, or select a contact from the placed call list or directory before you enter the number.

Use your phone just like any other phone to make a call.

Procedure:

1. Tap 
2. Enter a number. You can directly select a contact to call out

Note: Your system administrator can enable the live dial pad feature, which enables your phone to automatically dial out the phone number after a period of time without tapping the Send soft key. Check with your system administrator to find out if this feature is available on your phone.

Placing multiple calls

When you are in a call, you can hold your current call and place a new call.

Procedure:

1. Tap **More > New Call**
2. Enter the desired number or select a contact
3. Tap **Send**

Related topic:

Call hold

Placing a call with a Speed Dial key

You can quickly dial a number that is used frequently or hard to remember by using a Speed Dial key.


Topics:

- Setting a Speed Dial key manually
- Speed dialing a contact using a Speed Dial key

Setting a Speed Dial key manually

You can set a line key as a Speed Dial key for a contact number.

Procedure:

1. On the main display, swipe right to go to the second main display page
2. Select the desired line key
3. Select **Speed Dial** from the Type field
4. Select the desired line from the Account ID field
5. Optional: Enter the string that will appear on the touch screen in the Label field
6. Enter the contact number that you want to dial out directly in the Value field
7. Enter the key sequence that you want to send via DTMF in the Extension field
8. Tap 

Tip: You can drag the line key to the Edit field to set it as a Speed Dial key.

Speed dialing a contact using a Speed Dial key

Before you begin:

You need to set a line key as a Speed Dial key.

Procedure:

Tap a **Speed Dial** key when the phone is idle.


Related topic:

Setting a Speed Dial key manually

Redialing a number

The phone keeps a record of all the placed calls. You can call a recently dialed phone number.


Procedure:

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

Placing a call from the call history

You can place calls to a contact from the Call History list. The Call History list contains missed calls, placed calls, received calls and forwarded calls.


Procedure

1. Tap . The phone screen displays all call records
2. Tap **Local Calls** and select the desired call list
3. Tap the desired entry

Placing a call from a directory

You can call contacts from your phone directories.

Procedure:

1. Tap the **Dial** icon to go to the directory display
1. Tap 
2. Select the desired directory
3. If the contact was added to a specified contact group, you can tap **Local Directory** to select the desired contact group
4. Tap the desired contact. If the selected contact has multiple numbers, tap the desired number to dial out

Related topic:

Searching for contacts

Answering calls

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

Topics:

- Answering a call
- Answering a call when in a call
- Answering a call automatically

Answering a call

Procedure:

Tap **Answer**.


Answering a call when in a call

When you are in an active call and an incoming call arrives on the phone, the call waiting tone beeps, and the incoming call information is displayed.

Before you begin:

Enable the call waiting feature on the phone.


Procedure:

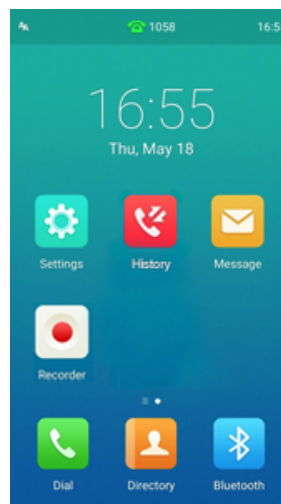
Tap . The active call is placed on hold, and the incoming call becomes active.

Answering a call automatically

Auto answer enables you to automatically answer an incoming call in 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. Navigate to **Settings > Features > Auto Answer**
2. Turn on **Auto Answer**
3. Turn on **Auto Answer Mute**
4. Tap . If the auto answer feature is enabled, the auto answer icon appears on the phone screen



Silencing or rejecting incoming calls

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

Topics:

- Silencing a call
- Rejecting a call manually
- Rejecting anonymous calls automatically

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 display on your phone.

Procedure:

Tap .

Rejecting a call manually

Procedure:

Tap **Reject** to reject an incoming call.


Rejecting anonymous calls automatically

You can set your phone to automatically reject incoming calls from callers who have withheld their caller ID information (including the name or phone number). 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 to determine whether the anonymous call rejection on code or off code is required. If a code is required, get it from your system administrator.

Procedure:

1. On the main display, swipe right to go the second main display page. Tap **Features**
2. Turn on **Anonymous Call Rejection**
3. Optional: Turn on **Send Rejection Code**
4. Enter the anonymous call rejection on code and off code respectively in the On Code and Off Code fields beneath the Send Rejection Code field
5. Tap 

When the caller has the anonymous call feature enabled and places a call to your IP phones, the call is automatically rejected.

Ending calls

Procedure:

Tap **End Call**.

Call mute

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

Procedure:

1. To mute the microphone, do one of the following:
 - Tap the **Mute** touch key in any status
 - When in a call, tap **Mute**
2. To unmute the microphone, do one of the following:
 - Tap the **Mute** touch key again in any status
 - When in a call, tap **Mute** again

Call hold

You can place an active call on hold and resume the call when you are ready.

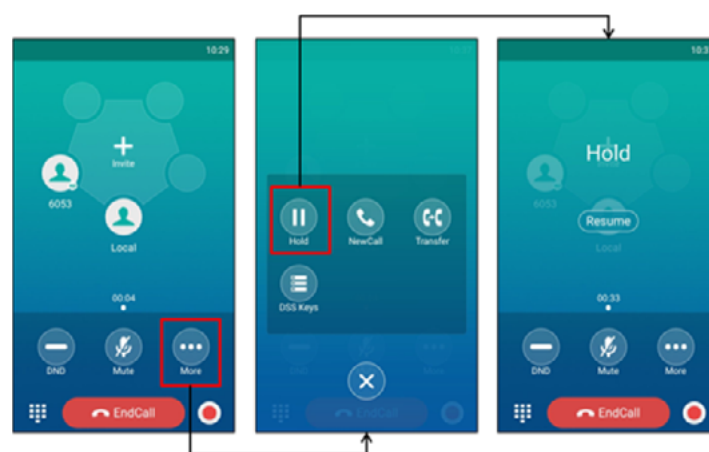
Topics:

- Holding a call
- Resuming a held call
- Swapping between active and held calls

Holding a call

Procedure:

Tap **More > Hold** during a call. The phone screen indicates that the call is on hold.



Resuming a held call

Procedure:

Tap **More > Resume** or . If multiple calls are placed on hold, select the desired call first.

Swapping between active and held calls

You can easily switch between active and held calls.

Procedure:

Do one of the following to swap the active and held calls:

- Tap **Previous call** or **Next call** to switch to the desired call screen
- Swipe left or right to switch to the desired call screen

Do Not Disturb (DND)

DND enables your phone to reject all incoming calls automatically when you do not want to be interrupted.

If you want to receive specific numbers when DND is enabled, you can ask your system administrator to set DND Authorized Numbers.

Topics:


- Enabling DND
- Disabling DND

Enabling DND

Procedure:

Do one of the following:

- Swipe down from the top of the screen to enter the control center and toggle DND on
- Tap **DND** during a call

When DND is enabled, the IP phone prompts “DND mode is enabled” and the DND icon  appears on the status bar.

Incoming calls will be rejected automatically and “n New Missed Call(s)” [“n” indicates the number of missed calls; e.g., 1 New Missed Call(s)] will appear on the touch 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

Procedure:

Do one of the following:

- Tap **Exit DND mode** from **More > DND** when on an active call
- Swipe down from the top of the screen to enter the control center
- Tap the **DND** icon to toggle it on or off

Redirecting incoming calls

You can redirect incoming calls by forwarding all incoming calls to a contact, forwarding an incoming call manually or forwarding incoming calls with a Forward key.


Topics:


- Forwarding all incoming calls to a contact
- Forwarding an incoming call manually

Forwarding all incoming calls to a contact

You can set up the IP phone to forward all incoming calls to a contact.

Procedure:


1. On the main display, swipe right to go to the second main display page. Tap **Features > Call Forward**
2. Tap the desired forwarding type:
 - **Always Forward:** Forwards all incoming calls
 - **Busy Forward:** Forwards incoming calls when you're in a call
 - **No Answer Forward:** Forwards all unanswered incoming calls
3. Turn on the desired forwarding type
4. Enter the number you want to forward to in the Forward To field
5. If you select No Answer Forward, tap the **After Ring Time** field to select the desired ring time to wait before forwarding
6. Tap 

The icon  in the status bar indicates that call forward is enabled.

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. Tap **Forward**. The phone screen prompts a call forward message

Forwarding incoming calls with a Forward key

By default, when the phone receives an incoming call, you can easily use the Forward key to forward the incoming call to a specific contact.

Topics:

- Setting a Forward key
- Forwarding incoming calls using a Forward key

Setting a Forward key

You can set a line key as a Forward key, and specify a contact to which you want to forward the incoming calls for this key.

Procedure:

1. On the main display, swipe right to go to the second main display page
2. Select the desired line key
3. Select **Key Event** from the Type field
4. Select **Forward** from the Key Type field
5. Optional: Enter the string that will display on the phone screen in the Label field
6. Enter the contact number you want to forward the incoming calls to in the Value field
7. Tap ✓

Tip: You can drag the line key to the Edit field to set a Forward key.

Transferring calls

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

- **Blind transfer:** Transfer a call directly to the third party without consulting
- **Semi-attended transfer:** Transfer a call when receiving a ringback
- **Attended transfer (consultative transfer):** Transfer a call with prior consulting

Topics:

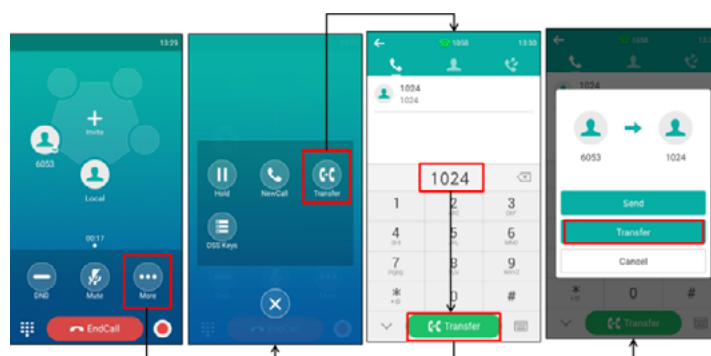
- Performing a blind transfer
- Performing a semi-attended/attended transfer



Performing a blind transfer

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

Procedure:

1. Tap **More > Transfer** during a call
2. Do one of the following:
 - Enter the number to which you want to transfer the call, and then tap **Transfer**. Tap **Transfer** to complete the transfer. (The call will automatically dial out in about five seconds if you do not tap Transfer)





- Tap , and then select the desired contact to complete the transfer
- Tap , and then select the desired list. Tap the desired entry to complete the transfer

Performing a semi-attended/attended transfer

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

Procedure:

1. Tap **More > Transfer** during a call
2. Do one of the following:
 - Enter the number to which you want to transfer the call. Tap **Transfer > Send** to dial out
 - Tap , and then select the desired contact group and tap the desired contact to dial out
 - Tap , and then select the desired list. Tap the desired entry to dial out
3. Do one of the following:
 - When you hear the ringback tone, tap **Transfer** to finish a semi-attended transfer
 - After the contact answers the call, tap **Transfer** to finish an attended transfer (consultative transfer)

Related topic:

Setting a Speed Dial key manually

Conference calls

The CP960 IP phones support up to six parties in a conference call.

Topics:

- Local conference
- N-way conference

Local conference

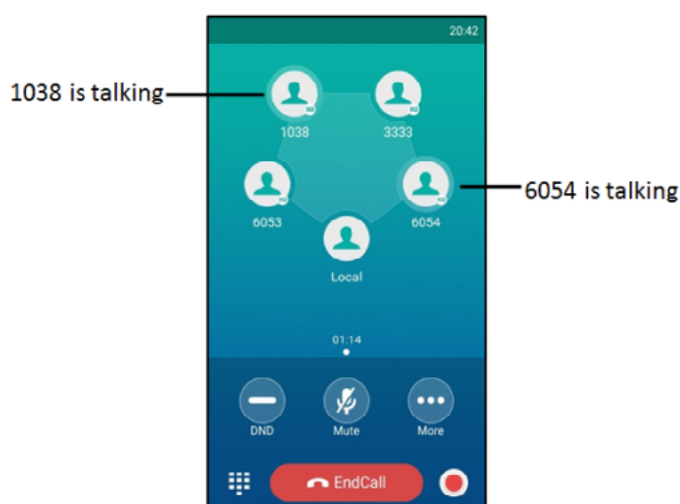
The CP960 IP phone supports up to six parties (including yourself) in a conference call.

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

The following figure shows what the phone screen looks like in a five-way conference call:

The avatar of the talking party shows water ripples



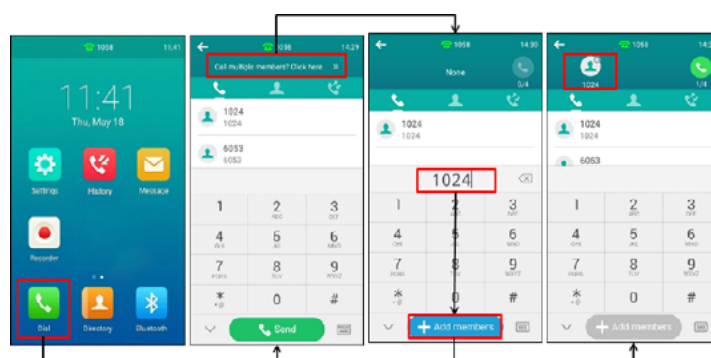
Topics:

- Initiating a conference by dialing multiple numbers
- Initiating a conference by inviting participants
- Merging multiple calls into a conference call
- Holding/resuming a conference call
- Muting/unmuting a conference call
- Managing conference participants
- Enabling/disabling the DND mode for a conference call

Initiating a conference by dialing multiple numbers

Procedure:

1. Tap
2. Tap **Call multiple members? Click here >>**
3. Enter the number of the first party, then tap **Add members** or select a contact from the directory or history. The avatar of the first party appears on the top of touch screen. You can tap the avatar to cancel the addition



4. Repeat step 3 until you add all intended parties
5. Tap

The conference is set up after the intended parties answer the call.

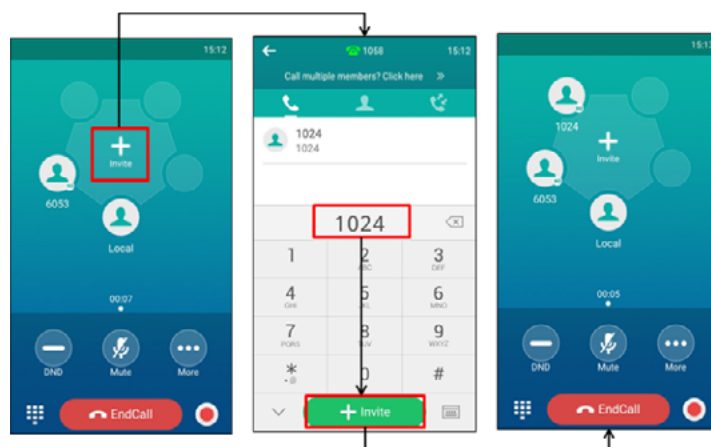
Note: The value under the icon indicates the number of parties you have added and the maximum number of the parties you can add.




Initiating a conference by inviting participants

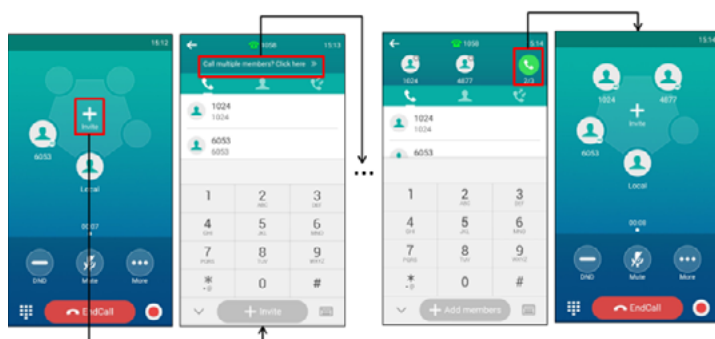
You can invite one or multiple members at a time to join the conference.

Procedure:

1. Place a call to the first party
2. After the first party answers the call, tap **Invite** or tap one of the empty round spaces
3. Do one of the following:
 - Enter the number of the second party, and then tap **Invite**
 - Repeat the step above until you add all intended parties



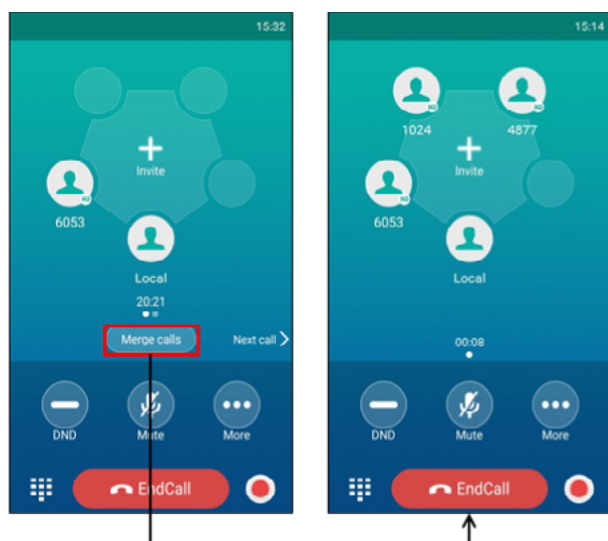
- Tap , then tap the desired contact to dial out
- Tap , then tap the desired history record to dial out
- Tap **Call multiple members? Click here >>**. Enter the number or select the contact, and then tap **Add members** to add multiple members. Tap  to call all intended parties at the same time



Merging multiple calls into a conference call

Procedure:

1. Tap **Merge calls**. The calls are merged into a conference call




Related topic:

Managing conference participants

Holding/resuming a conference call

When you place a conference call on hold, all of the other participants are placed on hold. Other participants cannot hear each other until you resume the held conference call.

Procedure:

1. Tap **More > Hold** to place the conference call on hold
2. Tap **More > Resume** or tap  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 but not hear you.

Procedure:

1. Tap **Mute** to mute the conference call
2. Tap **Mute** again to unmute the conference

Splitting a conference call

You can split the conference call into individual calls. After you split a conference call, the conference call ends, and other parties are held. You can resume the held calls.

Procedure:

Tap **More > Split** to split the conference call into individual calls on hold.


Managing conference participants

You can manage conference participants in the following ways:

- Mute a participant
- Hold a participant
- Remove a participant from the conference
- Split the participant from the conference
- View the participant information

Procedure:

Tap the avatar of the desired participant. You can then do the following:

- Tap **Far Mute** to mute the participant. The muted participant can hear everyone, but no one can hear the muted participant
- Tap **Remove** to remove the participant from the conference
- Tap **Split** to split the participant from the conference
- Tap **Hold** to hold the participant
- Tap **Detail** to view the participant information
- Tap  to return to the conference screen

Enabling/disabling DND mode for a conference call

Procedure:

1. Tap **DND** to enable the DND mode
2. Tap **DND** again to disable the DND mode

Network conference


You can invite up to five additional participants to a conference call to host a 6-way conference call.

Topic:

Setting up an N-way conference

Setting up an N-way conference

Procedure:

1. Place a call to the first party
2. When the first party answers the call, tap **Invite** or tap one of the empty round spaces
3. Do one of the following:
 - Enter the number of the second party, and then tap **Invite**
 - Tap **Call multiple members? Click here >>**, enter the number of the new party and then tap **Add members**. Repeat until you add all intended parties
4. Tap  to call all intended parties at the same time

The conference is set up after the intended parties answer the call.

Call recording

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 audios to the connected USB flash drive.


Topics:

- Recording a call
- Recording a conference
- Managing a call while recording
- Playing a recorded call
- Pausing and resuming a playback
- Fast forwarding and rewinding a playback
- Stopping a playback
- Deleting a recorded file
- Checking storage space

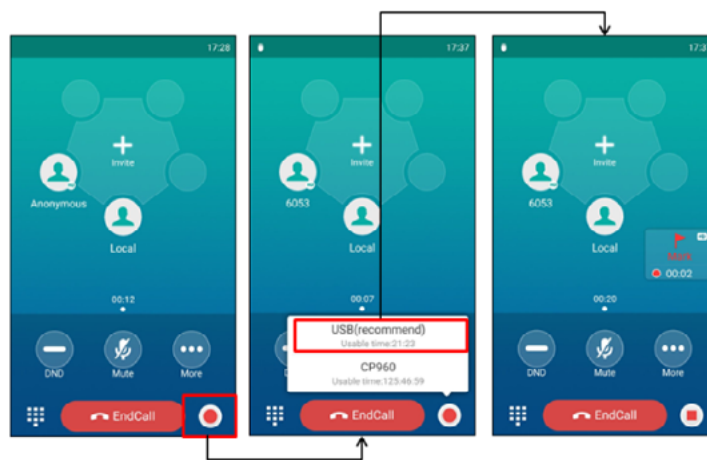
Recording a call

You can record active calls on the phone. You cannot record calls when there are no connected calls, when you place a new call, when you transfer a call or initiate a conference, or when you have an incoming call.

Procedure:

1. During a call, tap 
2. If a USB flash drive is connected, select where to save your recording

In this example, the recording will be saved to a USB flash drive:



Recording a conference

You can record conference calls in the same way as other calls, with the following exceptions:

- All conference participants are recorded while recording. 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
- All conference participants are recorded while recording. If one of the participants mutes the conference call, only that participant is not recorded

Managing a call while recording

You can hold, resume, mute or transfer a call; place a new call; or set up a conference call during recording. All calls you handle during a recording are recorded in the same file.

If your call is placed on hold, the recording is paused. It means that both you and the remote party are not recorded. If you mute the call, the muted party is not recorded.

Setting a mark when recording a call

You can set a mark when recording a call to indicate an important moment. There will be a red flag placed on this moment when playing the recorded file so that you can drag to the moment quickly.

Procedure:


Tap . The icon changes to . The number will increase if you set more marks.

Stopping a recording

You can stop recording during a call. When you end a call during recording, the recording will also be stopped and saved as an *.aac file in the internal SD card or the USB flash drive automatically.

Procedure:

Do one of the following:

- Tap . The recording icon and recording duration disappears. A message is displayed, prompting that the call is recorded successfully
- Tap **End Call**. The recording icon and recording duration disappears, and the phone returns to the idle screen. A prompt message is displayed, prompting that the call is recorded successfully



Playing a recorded call

You can browse and play back recorded files on your phone.

The recorded calls saved in *.aac format include a date and 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 the call was with Tom.

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

Procedure:

1. Tap  to launch the Recorder application
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.




Related topic:

Adjusting the audio volume

Pausing and resuming 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 the recording. The  appears on the touch screen
2. Tap  to resume playback

Fast forwarding and rewinding playback

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

Procedure:

Drag the slider to fast forward or rewind playback. 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



Procedure:

Tap  to stop playback.

Deleting a recorded file

You can delete local recordings or call recordings in the Recorder application. The local recorded audios are named with the prefix "record@" and a date and time stamp, while the call recordings are named with a date and time stamp.


Procedure:

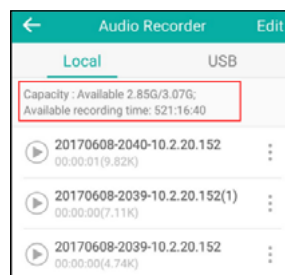
1. Tap  to launch the Recorder application. The phone screen shows all recorded files in the Audio Recorder list
2. If you want to delete the recorded audio saved in the USB flash drive, tap **USB**
3. Tap  after the desired recorded audio
4. Tap **Delete**. The phone screen prompts you whether to delete the audio
5. Tap **OK**

Checking storage space

You can check the storage space (e.g., total space, available space) of the IP phone or connected USB flash drive.

Procedure:

1. Tap  to launch the Recorder application
2. If you want to check the storage space of the USB flash drive, tap **USB**



Chapter 8: Advanced features

This chapter explains how to use the advanced features on the IP phone.

Topics:

- Call pickup
- Call park
- Shared line
- Intercom
- Voice mail

Call pickup

You can use call pickup to answer someone else's incoming call on your phone. Check with your system administrator to find out if this feature is available on your phone.

The IP phone supports directed call pickup and group call pickup.

- Directed call pickup allows you to pick up incoming calls from another phone
- Group call pickup allows you to pick up incoming calls to any phone within a predefined group of phones, without dialing the extension of another phone

Topics:

- Picking up a call directly
- Picking up a group call directly
- Picking up a call with a Directed Pickup key
- Picking up a call with a Group Pickup key


Picking up a call directly

You can answer a call that rings on another phone.

Before you begin:

Make sure your system administrator has enabled the directed call pickup and set the directed call pickup code.

Procedure:

1. Tap . The DPickup soft key appears on the phone screen
2. Tap **DPickup** on your phone
3. Enter the phone number that is receiving an incoming call
4. Tap **DPickup** again. The call is answered on your phone

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

Related topic:

Picking up a call with a Directed Pickup key


Picking up a group call directly

When any phone within a predefined group of phones receives an incoming call, you can pick up that call easily 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:

Make sure your system administrator has enabled the group call pickup and set the group call pickup code.

Procedure:

1. Tap . The GPickup soft key appears on the phone screen
2. Tap **GPickup** on your phone when any phone in the group receives an incoming call. The call is answered on your phone

Related topic:

Picking up a call with a Group Pickup key

Picking up a call with a Directed Pickup key

You can easily use a Directed Pickup key to pick up a call to a specific contact's phone.

Before you begin:

You need to set a Directed Pickup key. The target phone receives an incoming call.

Procedure:

Tap the **Directed Pickup** key. 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). You can park an active call by tapping the preconfigured Call Park key on the phone. If the call is parked successfully, the response is either a voice prompt confirming that the call was parked, or a visible prompt on the touch screen.

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

Using the call park feature

Procedure:

1. During a call, tap **More > Park**
2. Tap the call **Park Key**
3. If you want to retrieve the call, dial the call park retrieve code to retrieve the parked call. 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 useful in an office environment to quickly connect with the operator or the secretary. This feature 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.

Topics:

- Placing an intercom call
- Picking up an incoming call of the target extension
- Answering an intercom call

Placing an intercom call

To use the intercom feature, you should set a line key as an Intercom key in advance.

Topics:

- Setting an Intercom key
- Placing an intercom call to the target extension

Setting an Intercom key

Procedure:

1. Swipe to the right to navigate to the DSS key screen
2. Select the desired line key
3. Select **Intercom** from the Type field
4. Select the desired line from the Account ID field
5. Optional: Enter the string that will display on the touch screen in the Label field
6. Enter the phone number or the extension you want to monitor in the Value field
7. Tap ✓

Tip: You can drag the line key to the Edit field to set an Intercom key.

Placing an intercom call to the target extension

You can place an intercom call when the phone is idle or during a call. 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.

Before you begin:

You need to set an Intercom key in advance.

Procedure:

1. Tap the **Intercom** key
2. To end the intercom call, tap the **Intercom** key again or tap **End Call**

Related topic:

Setting an Intercom key

Picking up an incoming call of the target extension

When a target extension receives an incoming call, you can pick up the incoming call by pressing the Intercom key. Check with your system administrator to find out if this feature is available on your phone.

Before picking up an incoming call, make sure that the directed call pickup code has been configured either for an Intercom key or for the call pickup feature in advance.

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.

Topics:

- Setting the directed call pickup code for the Intercom key
- Picking up a remote call by Intercom key

Setting the directed call pickup code for the Intercom key

The directed call pickup code can be configured for the Intercom key.

Before you begin:

Get the directed call pickup code from your system administrator.


Procedure:

1. Drag the intercom key to the Edit field
2. Enter the directed call pickup code in the Extension field
3. Tap ✓

Related topic:

Setting an Intercom key

Picking up a remote call by Intercom key

When the target extension receives an incoming call, the intercom key icon of the target extension will change to .

Before you begin:

Make sure that the directed pickup code has been set for the call pickup feature by your system administrator or that you have assigned the directed pickup code for an Intercom key in advance.

Procedure:

Tap the **Intercom** key to pick up the incoming call directly.

Related topic:

Setting the directed call pickup code for the Intercom key

Answering an intercom call

By default, when there is an incoming intercom call, the phone plays a warning tone and this incoming call will be answered automatically. You can configure the behavior when receiving an intercom call.

Topics:

- Setting intercom
- Answering an intercom call

Setting intercom

You can configure the following behavior when receiving an intercom call:

- **Intercom allow**—The intercom allow feature allows the IP phones to automatically answer an incoming intercom call. If you disable this feature, the phone will reject incoming intercom calls and send a busy message to the caller. The intercom allow feature is enabled by default
- **Intercom mute**—The intercom mute feature allows the IP phones to mute the microphone when incoming intercom calls are answered automatically. Intercom mute is disabled by default
- **Intercom tone**—The intercom tone feature allows the IP phones to play a warning tone before answering an intercom call automatically. Intercom tone is enabled by default
- **Intercom barge**—The intercom barge feature allows the IP phones to automatically answer an incoming intercom call while an active call is in progress. The active call will be placed on hold. If you disable this feature, the IP phone will handle an incoming intercom call like a normal incoming call while there is already an active call on the IP phone. Intercom barge is disabled by default

Procedure:

1. Navigate to **Settings > Features > Intercom**
2. Make the desired changes
3. Tap ✓

Related topic:

Enabling call waiting

Answering an intercom call

By default, the intercom call is automatically answered on your phone.

If your phone is set to answer intercom calls with your microphone muted, you need to tap the **Mute** key to unmute your microphone before responding to the call.

Voice mail

The voice mail feature allows you to leave voice mails for someone or listen to your voice mail messages on your IP phone. This feature is set up on the server side and not all servers support this feature.

Topics:

- Setting the voice mail code
- Receiving a voice message
- Leaving voice mails
- Listening to voice mails


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:

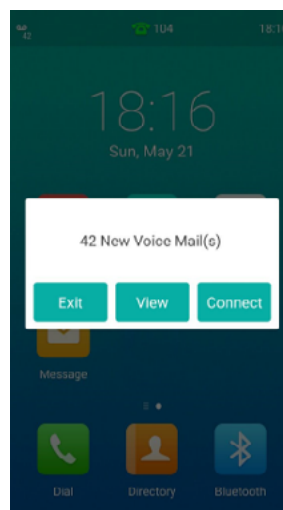
Get the voice mail code from your system administrator.

Procedure:

1. Tap  to launch the Message application
2. Tap **Set Voice Mail**
3. Enter the voice mail code (for example, *4) in the desired account field
4. Tap ✓

Receiving a voice message

When receiving a new voice mail, the phone plays a warning tone and the power LED indicator slowly flashes red. A message of “n New Voice Mail(s)” (“n” indicates the number of unread voice messages) is displayed on the phone screen.



If the voice mail prompt box disappears, it will not pop up again unless the user receives a new voice mail or the user re-registers the account that has unread voice mail(s).

Note: Your system administrator can disable the prompt box for new message(s).

Leaving voice mails

You can leave a voice mail for other people when they are busy or can't answer the call. Follow the voice prompt from the system server to leave a voice mail, and then hang up.

Listening to voice mails


When the phone screen prompts that the phone receives a new voice mail, you can tap **Connect** to dial out the voice mail access code directly, or tap **Exit** to close the prompt box when you are not ready to listen to your voice mail.

You can also listen to your voice mails after the voice mail pop-up message box disappears.

Before you begin:

You need to set the voice mail code in advance.

Procedure:

1. Tap  to launch the Message application
2. Tap **View Voice Mail**. The phone screen displays the amount of new and old voice mails

You can tap the account to listen to voice mails.

Related topic:

Setting the voice mail code

Chapter 9: System applications

The system applications are pre-installed on your phone and they cannot be uninstalled. This chapter provides basic operating instructions for using the system applications.

Topics:

- Recorder
- Clock

Recorder

You can use the Recorder application to record audios and manage the recorded audios.

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 recorded audios are saved in *.amr format with the name consisting of the prefix "record@" as well as the date and time stamp.

Topics:







- Recording audios
- Pausing and resuming playback
- Fast forwarding and rewinding playback
- Stopping playback
- Copying recorded audios to a USB flash drive
- Recording audios
- Renaming the recorded audios
- Deleting a recorded file
- Deleting all recorded audios
- Checking storage space

Recording audios

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

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

Procedure:

1. Tap  to launch the Recorder application
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. You can do one of the following:
 - Tap  to pause the recording
 - Tap  to set a mark. The icon changes to ; the number will increase if you set more marks. Plus, a red flag will appear on this moment when you play the recorded audio
5. Tap  to end the recording and save the recorded audio

The recorded audio will be displayed on the right list automatically.



Playing recorded audios

You can browse and play back recorded audio files on your phone. Recorded audio files are saved with a name consisting of the prefix "record@" followed by the date and time stamp. For example, record@20170517-092310 was created on May 17, 2017, at 09:23:10.

When you receive an incoming call while playing a recording, the recording is paused automatically. If you reject the incoming call or end the handling call, the recording will continue to play automatically.

Tip: You can also play back the recorded audio files on the phone or on a computer using an application capable of playing .amr files.

Procedure:




1. Tap  to launch the Recorder application
2. If you want to play the recorded audio saved in a USB flash drive, tap **USB**
3. Tap  before the desired recorded audio to play the recorded audio

The length of the recording and a progress bar are displayed as the recording plays.

Pausing and resuming playback

When you receive an incoming call while playing a recording, the recording is paused automatically. You can resume 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 touch screen
2. Tap  to resume the playback

Fast forwarding and rewinding playback

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

Procedure:

Drag the slider to fast forward or rewind playback. 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 playback**Procedure:**

Tap  to stop the playing.

Copying recorded audios to a USB flash drive**Before you begin:**

To copy recorded audios to a USB flash drive, you should first connect a USB flash drive.

Procedure:

1. Tap  to launch the Recorder application
2. Tap  after the desired recorded audios
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) will appear under the corresponding recorded audio.

Copying all recorded audios to a USB flash drive**Before you begin:**



To copy recorded audios to a USB flash drive, you should first connect a USB flash drive.

Procedure:

1. Tap  to launch the Recorder application
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) will appear under the corresponding recorded audio.



Renaming the recorded audios**Procedure:**

1. Tap  to launch the Recorder application
2. If you want to rename the recorded audio saved in USB flash drive, tap **USB**
3. Tap  after the desired recorded audio
4. Tap **Rename**
5. Enter the desired file name
6. Tap **OK**

Deleting a recorded file

You can delete local recordings or call recordings in Recorder application. The local recorded audios are named with the prefix "record@" indicating the date and time stamp, while the call recordings are named with the date and time stamp only.


Procedure:

1. Tap  to launch the Recorder application. The phone screen shows all recorded files in the Audio Recorder list
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 **Delete**. The phone screen prompts you whether to delete the audio
5. Tap **OK**

Deleting all recorded audios

You can delete all the recorded audios when you need additional storage space.


Procedure:

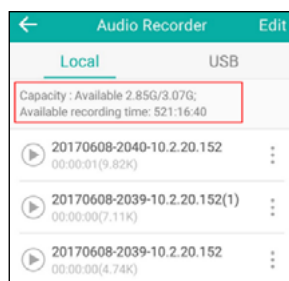
1. Tap  to launch the Recorder application. The touch screen shows all recorded files in the Audio Recorder list
2. If you want to delete the recorded audio saved in USB flash drive, tap **USB**
3. Tap **Edit**
4. Check the radio box on the top left of the screen to select all recordings. The phone screen prompts you whether to delete all the audio files
5. Tap **OK**

Checking storage space

You can check the storage space (e.g., total space, available space) of the IP phone or connected USB flash drive.

Procedure:



1. Tap  to launch the Recorder application
2. If you want to check the storage space of the USB flash drive, tap **USB**



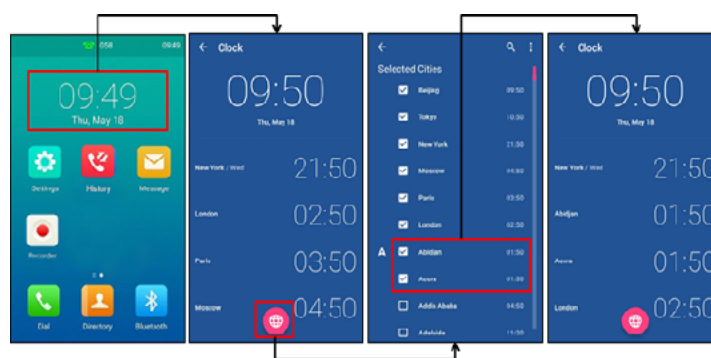
Clock

You can use the Clock application to check the time of other cities in the world.

Procedure:

1. Tap the digital clock on the Home screen. All preconfigured clocks will be shown in a list
2. Tap 
3. Drag up and down to scroll through the cities
4. Check the checkbox(s) before the desired city
5. Tap  to return to the clock screen

The added clock of the desired city displays on the touch screen.



Chapter 10: Using the CPW90 wireless expansion mic

This chapter provides basic operating instructions for the CPW90 wireless expansion microphone, an optional accessory for the One Talk CP960 IP conference phone.

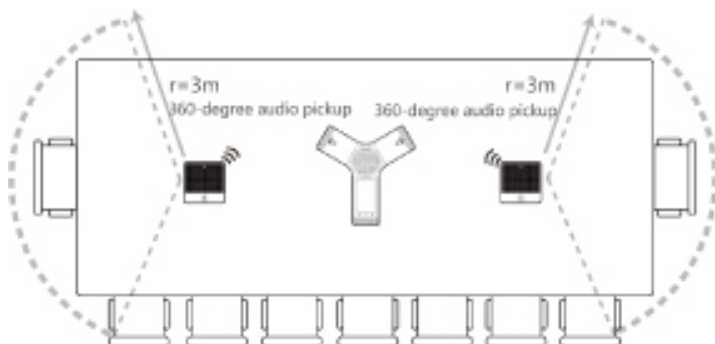
Topics:

- Placing the CPW90
- Turning the CPW90 on or off
- Registering the CPW90
- Registering the CPW90 with another IP phone
- Unregistering the CPW90
- Muting or unmuting the CPW90
- Idle mode
- Viewing CPW90 information
- Finding the CPW90
- Charging the CPW90
- CPW90 LED instructions
- CPW90 working frequency

Placing the CPW90



The CPW90 has rubber pads on its base to prevent it from sliding. You can place the CPW90 on a conference table. Do the following to ensure optimal voice quality:

- The CPW90 should be placed less than 20 meters from the IP phones and any obstacles
- Place the CPW90 on a stable surface and keep it away from obstacles so that it can effectively pick up sounds



Turning the CPW90 on or off

Procedure:

1. You can do the following to turn on the CPW90:
 - Put the CPW90 on a charging cradle; the CPW90 starts up automatically
 - If you do not charge the CPW90, long-tap  on the CPW90 for three seconds. The battery LED indicator glows solid green for one second and then goes out
2. To turn off the CPW90, long-tap  on the CPW90 until the battery LED indicator on the CPW90 glows solid red for three seconds and then goes out


Registering the CPW90

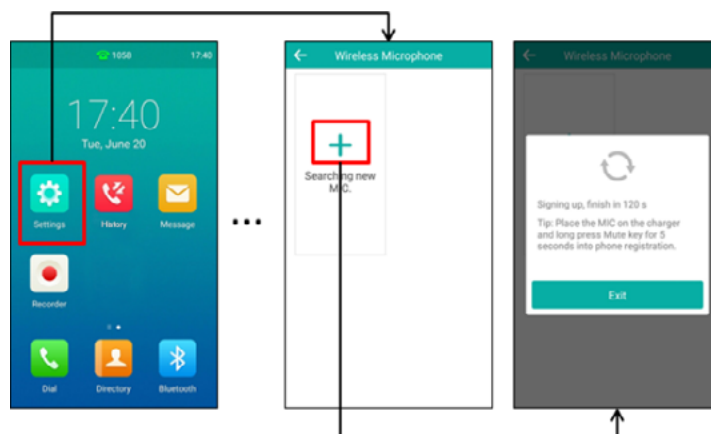
The CPW90 is a wireless expansion mic that works as an audio input device for the CP960 IP phone. It features superior audio technology and supports 360-degree voice pickup range at a radius of up to 10 feet (3 meters) without any wiring troubles. To ensure good voice quality of the calls on the IP phones, you can register the CPW90 with the IP phone to use the CPW90 as the external audio input device.

The CPW90 can only be registered with one IP phone at a time. If you register the CPW90 to another IP phone, the CPW90 will deregister from the previous IP phone automatically.

Note: If you buy the CP960 wireless mic, the CPW90 is registered with the IP phone by default.

Procedure:

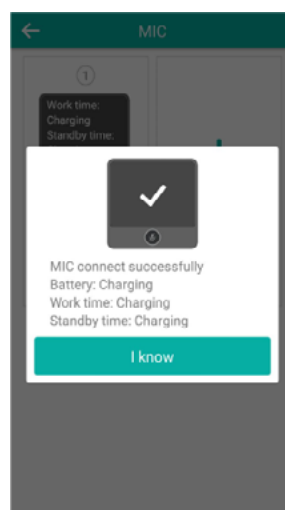
1. Navigate to **Settings > Basic Settings > MIC**
2. Tap  to search for the CPW90



3. Turn on the CPW90


The CPW90 will enter the registration mode automatically. The mute LED indicator on the CPW90 will fast-flash yellow.

The CPW90 registers with the IP phone automatically. If the registration is successful, the mute LED indicator on the CPW90 will go out and the touch screen of the IP phone will prompt the CPW90 information: battery, work time and standby time.



Registering the CPW90 with another IP phone

Procedure:

1. Navigate to **Settings > Basic Settings > MIC**
2. Tap  to search for the CPW90
3. Put the CPW90 on the charging cradle and make sure it is charging
4. Long-tap the **Mute** key on the CPW90 for five seconds. The CPW90 will enter registration mode. The mute LED indicator on the CPW90 will fast-flash yellow

The CPW90 registers with the IP phone automatically.



Unregistering the CPW90

Procedure:

1. Navigate to **Settings > Wireless Microphone**
2. Select the desired microphone and then tap **Detail**
3. Tap **Unbind** to deregister the CPW90

Muting or unmuting the CPW90

Procedure:

1. Tap the **Mute** key to mute the call. The mute LED indicator will glow solid red. The  icon will appear on the status bar of the IP phone
2. Tap the **Mute** key again to unmute the call. The mute LED indicator will glow solid green. The  icon will disappear from the status bar of the IP phone
3. On the MIC screen, tap the dropdown list “Synchronous mode” or “Standalone mode”.
 - **Standalone mode** – Will mute or unmute speakers interdependently
 - **Synchronous mode** – Will mute or unmute all speakers

Idle mode

When the CPW90 registers with the IP phone successfully, the CPW90 enters the idle mode. You can tap the **Mute** key on the CPW90; the battery LED indicator on the CPW90 glows solid green for three seconds and then goes out.

Viewing CPW90 information

When the CPW90 is registered with the IP phone, you can view CPW90 status on the IP phone.

Available information for the CPW90 includes:

- Registration status
- Mic model
- MICPOD IPEI
- Battery level (in percent)
- Standby time (estimated standby time)
- Work time (estimated working time)

Procedure:

1. Navigate to **Settings > Basic Settings > MIC**
2. Tap **Detail** on the desired microphone block

Finding the CPW90

You can find the CPW90 that has registered with the IP phone.

Procedure:

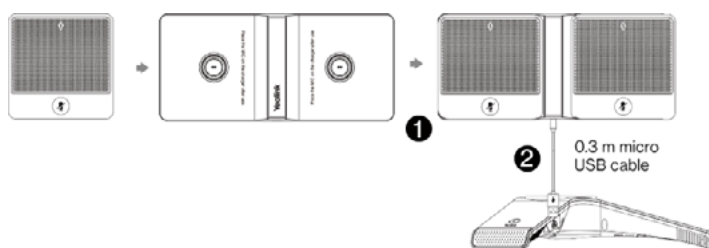
1. Navigate to **Settings > Basic Settings > MIC**
2. Tap **Find** on the desired microphone block

The mute key LED indicator on the registered CPW90 will flash red and green alternately.

Charging the CPW90

Procedure:

1. Put the CPW90 on the charging cradle
2. Connect the micro USB port on the charging cradle to the USB port on the phone using a 0.3 m micro USB cable



Note: If it is your first time using the CPW90, you need to fully charge the battery before use. If the CPW90 is not in use, we recommend you leave the device on charge, even if the battery is full.

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

CPW90 LED instructions

The following table shows the status indicated by the Mute button indicator LED on the CPW90 wireless expansion microphone.

LED status	Description
Solid green	The phone enters the predialing screen. The phone is in a call and unmuted.
Slowly flashing red	The phone is receiving an incoming call.
Solid red	The phone is muted.
Fast flashing yellow	The CPW90 has registered with the phone, but the CPW90 is out of range. The CPW90 has registered with the phone, but the CP960 is turned off.
Flashing red and green alternately	The phone is searching for the CPW90 that has registered with it.
Off	The CPW90 is in the idle mode.

The following table shows the status indicated by the battery indicator LED on the CPW90 wireless expansion microphone.

LED status	Description
Solid green for one second and then off	The CPW90 is turned on.
Solid green for 3 seconds and then off	The CPW90 is in the idle mode.
Solid green	The CPW90 is fully charged.
Solid red	The CPW90 is being charged.
Fast flashing red 3 times and then off	The battery capacity is too low to turn on the CPW90.
Slowly flashing red	The battery capacity is less than 10%.
Off	If you tap the Mute button and the battery indicator LED on the CPW90 is still off, it means the CPW90 is turned off.

CPW90 working frequency

For reference, the frequencies/channels used by the CPW90 in each region are tabulated below:

Freq (MHz)	RF carrier index (DECT tester numbering)						
	EU	Taiwan	U.S.	LA	Korea	Brazil	Japan
1881.792	9	9					
1883.520	8	8					
1885.248	7	7					
1886.976	6	6					
1888.704	5	5					
1890.432	4	4					
1892.160	3	3					
1893.888	2	2					
1895.616	1						4(F1)
1897.344	0						3(F2)
1899.072							2(F3)
1900.800							1(F4)
1902.528							0(F5)
1904.256							
1095.984							
1907.712							
1909.440							
1911.168						4	
1912.896				9		3	
1914.624				8		2	
1916.352				7		1	
1918.080				6		0	
1919.808				5			

Freq (MHz)	RF carrier index (DECT tester numbering)						
	EU	Taiwan	U.S.	LA	Korea	Brazil	Japan
1921.536			4	4			
1923.264			3	3			
1924.992			2	2			
1926.720			1	1			
1928.448			0	0			
1787.616					8		
1789.344					7		
1791.072				6			


Chapter 11: Maintaining your phone

When your phone is unable to operate properly, you need to investigate or troubleshoot issues, among other tasks your system administrator may ask you to perform.

Topics:

- Investigating warnings
- Clearing warnings
- Rebooting your phone
- Resetting to factory settings
- Updating the phone configuration

Investigating warnings

A warning icon  is displayed in the status bar when the default password is used. The warning icon is used to remind you to change the default password as soon as possible. You can view details about the issue from the Status screen.

Procedure:

Swipe up to down to display the notification center, then tap the issue notification to see the details.

Related topics:

- Clearing warnings
- Changing the administrator password


Clearing warnings

You can temporarily remove the warning icon from the status bar. However, the warning message is still 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.

Procedure:

1. Swipe up to down to display the notification center, then tap the notification to see the details
2. Tap the **Warning** field. The phone screen prompts you whether to clear the warning icon
3. Tap **OK**

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

Tip: You can swipe left or right to temporarily remove the warning icon via notification center.

Related topics:

- Investigating warnings
- Control center and notification center

Rebooting your phone

Improper operation may cause malfunction. If a malfunction occurs, your system administrator may ask you to reboot your phone.

Procedure:

1. Navigate to **Settings > Advanced Settings (default password: admin) > Reboot > Reboot**. The phone screen prompts you whether to reboot the phone
2. Tap **OK** to reboot the phone

Resetting to factory settings

Your system administrator may ask you to reset your phone to factory configurations after you have tried all troubleshooting suggestions but still have not solved the problem. This operation will delete all your personal configuration settings, and reset all settings to the factory defaults.

Procedure:

1. Navigate to **Settings > Advanced Settings (default password: admin) > Reset Config**
2. Tap **Reset to Factory Settings**. The phone screen prompts you whether to reset the setting
3. Tap **OK**

The phone begins resetting.

Tip: Long-tap (five seconds) the **Mute** button on the device. Then tap **OK** on the “Reset to Factory Setting” prompt.


After reset, the screen will display “Initializing...” 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.

Updating the phone configuration

Your system administrator may ask you to update your phone configurations.

Procedure:

1. Navigate to **Settings > Advanced Settings (default password: admin) > Auto Provision**
2. Enter the provision information in the corresponding field
3. Tap . The phone screen prompts you whether to provision now
4. Tap **OK**

Chapter 12: About One Talk

One Talk, together with its related devices, software and applications (“Service” or “One Talk”), is a business telephone solution that brings together the functions of desk phones and mobile devices (smartphones and tablets) into a unified system, with all devices sharing the same communication features (see verizonwireless.com/support/one-talk-features/ for a listing of features available with the Service).

Technical support

For additional information, please visit the One Talk support website (verizonwireless.com/support/one-talk/), where you can find additional documentation and answers to the most frequently asked questions.

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.

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.

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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 us if your registered location is not accurate.

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

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

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

Chapter 13: Appendix – Menu structure

