



# Yealink CP965 Conference Phone

## Quick Reference Guide



Blue Platform




Available features may vary. Particular feature set is based on the original order and the system administrator's requests for each deployment. Please contact your system administrator or Telesystem directly to discuss any additions to the system.

## Call Handling Basics


### Place a call

- From the **Calls** screen, tap 
- Enter the contact number
- Tap 

### Answering a Call

- Tap  on the touch screen



### Answering a Call When in a Call

- Tap  on the touch screen
- The active call is placed on hold, and the incoming call becomes active

### Placing a Call on Hold

- During a call, tap  > Place call on hold
- Tap **Resume** to continue call

### Muting and Unmuting Audio

- During a call, tap the mute key on the phone or tap  on the touch screen. The Mute key glows red.
- To unmute audio, tap the mute key on the phone or tap  on the touch screen. The Mute key turns green

### End a Call

- Tap 





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## Advanced Call Handling

### Transferring a call

You can transfer calls to other contacts immediately without consulting with them first

- During a call, tap **⋮** > Transfer > Transfer now  
The call is placed on hold
- Select the desired contact or search for a contact  
The call is then connected to the number you selected
- Tap **📞** key to end the call or when the other party picks up, it will end automatically

### Forwarding Calls

You can set up your phone to forward all incoming calls to a contact or number

- Tap the icon in the top-right corner of the screen, then go to **Settings > Calling**
- Enable **Call forwarding**
- Tap the **Forward to** field and then select **Contact or number**

### Call Merge

You can merge the active call, and the held calls on your phone

- You can merge the active call, and the held calls on your phone
- During a call, tap **⋮** > **Merge with xx** (xx refers to the contact name)
- Note: If multiple calls are on hold, you can choose one to merge

# Yealink



## CP965