

Yealink CP965

Mute LED Key

- **Solid Red**- initializing or muted
- **Flashing Red Fast (.3 s)** - incoming call ringing
- **Flashing Red Slowly (1 s)** - voicemail or text received
- **Flashing Red On (.5 s) / Off (3 s)** - power saving mode
- **Solid Green**- placing or active call
- **Off**- powered off or idle

Answer, Silence, Reject

Answer a Call

Select **Answer** .

Rejecting a Call Manually

Select **Reject**.

Ending a Call

Select **End** .

Placing Calls

From the Dialer

- 1 Select **Call** .
- 2 Enter your contact's number.
- 3 Select **Send** .

XBert Tip: Your system administrator can enable the live dial pad feature, which automatically dials a number after a brief delay without selecting **Send**.

From Call History

- 1 Select **History** . All call records will display.
- 2 Select **Local** or **Network**.
- 3 Select the **desired history list**.
- 4 Select the **desired entry**.

Redial Last Number

- 1 Select **Call** . Placed Calls List will display.
- 2 Select the **desired record**.



Answer a Second Call

- 1 Hear the call-waiting beep.
- 2 Select **Answer**.

Silencing the Ringer

Select **Silent** .

From the Directory

- 1 Select **Directory** .
- 2 Select **Local** or **Network**.
- 3 Select the **contact**. If they have multiple numbers, select the desired number.
- 4 Select **Send** .

Place a Second Call

- 1 Do one of the following:
 - Select **...** then **New Call**.
 - Select **Hold** then **New Call**.
- 2 Enter the **desired number**.
- 3 Select **Send** .

Hold & Resume

Hold a Call

Select **Hold** during the call.

Transfer

Warm Transferring Calls

A **Warm Transfer** involves speaking with the person whom you are transferring the call.

- 1 During a call, select **More ...**
- 2 Select **Transfer** to hold the call.
- 3 Enter the number to transfer to.
- 4 Select **Call**  and wait for the third party to answer.
- 5 Select **Transfer** to finish the transfer.

Resuming a Held Call

Do one of the following to resume a held call:

- Select **Resume**.
- Select the **desired call** if on multiple, then select **Resume**.

Blind Transferring Calls

A **Blind Transfer** involves transferring the call to another number without speaking to the receiving party first.

- 1 During a call, select **More ...**
- 2 Select **Transfer** to hold the call.
- 3 Enter the number to transfer to.
- 4 Select **Transfer**. Call transfers immediately.

Call Park

Park a call

Call Park lets you place a call on hold at a specific extension so it can be picked up from any other phone.

- 1 During the call, select **...** then the **Dsskey**.
- 2 Select **call park**.

Retrieve a Parked Call

From your phone:

- 1 Dial ***88**.
- 2 Press **#**.

From another phone:

- 1 Dial ***88 + the destination extension**.
- 2 Press **#**.

Control Center

Procedure

Do one of the following to access the Control Center:

- Swipe down from the top of the screen
- Tap **More** on the idle screen

