

YEALINK

CP965

CHEAT SHEET

ATTENDED TRANSFERS

1. While on the call, press the Transfer button.
2. Enter the extension number or outside number and press the # or Send key.
3. Announce the call.
4. Press the Transfer button to complete the transfer, or press Cancel to be reconnected to the original caller.

VOICEMAIL TRANSFERS

1. While on the call, press the Transfer button.
2. Enter * + the extension number.
3. Press the Transfer button.

HOLD

1. While on a call, press the Hold button.
2. Press Resume to continue.
3. If multiple calls are on hold, use the up and down arrows to switch between them.

PRIMARY VOICEMAIL RETRIEVAL

1. Press the Messages button (or dial ***97**).
2. Dial your password.

ACCESSING OTHER VOICEMAIL BOXES

1. Dial ***98**.
2. Dial the extension.
3. Dial the password.

DIRECTORY

1. Press the Directory button.
2. Select a contact group and press Enter to view it.
3. Select the contact you wish to call and press Send to begin the call.

VIEWING CALL HISTORY

1. Press History.

DO NOT DISTURB

1. Press DND (Do Not Disturb).

CONFERENCE CALLING

1. While on a call, press the Conference button.
2. Dial the extension or external number.
3. When the second party answers, press the Conference button again to connect both calls.

PARK A CALL

1. While on the call, press any available Park key to park the caller in that spot.

RETRIEVE A PARKED CALL

1. Press the Park key corresponding to the parked call you would like to retrieve.

CALL FORWARDING — ENABLE

1. Go to Menu > Features > Call Forward.
2. Choose Always, No Answer, or Busy.
3. Press Switch to set forwarding to enabled.
4. Enter the phone number or extension in the Forward to field.
5. Press Save.

CALL FORWARDING — DISABLE

1. Go to Menu > Features > Call Forward.
2. Choose the forwarding type you would like to disable.
3. Press Switch to set forwarding to disabled.
4. Press Save.

RING VOLUME

1. Press the - or + buttons located on the bottom of the keypad.

CALL VOLUME

1. While on a call, press the - or + buttons located on the bottom of the keypad.

NEED A HAND?
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