

### 1 Model & Operating



The Yealink CP965 can be used from SwyxWare 13.27.

To use the extended functionality, your administrator must activate the "Feature Pack for Certified SIP Phones" license for you. Each device has to be set up initially via Swyx Control Center before operation, see [help.swyx.com/controlcenter/latest.version/web/Swyx/en-US/index.html#context/help/certified\\_phones\\_\\$](https://help.swyx.com/controlcenter/latest.version/web/Swyx/en-US/index.html#context/help/certified_phones_$).

For information on the characteristics and operation of the Yealink CP965, see the manufacturer's documentation ([support.yealink.com](https://support.yealink.com)).

- The operation is carried out by using the touch display. You can wake up your phone from standby mode by tapping on the display.
- You can call up further functions and settings via **More** or by swiping your finger from the top of the screen downwards.
- If applicable, you have to change the mode of input, in order to type in digits or letters.

### 2 Activate terminal device

It is required to activate the terminal device on first connection if your administrator has selected the "Activation required on certified phones" option in the server configuration.



Yealink desk phones are configured in English by factory default. After connection to the SwyxServer, the language is automatically changed to the standard server language.

1. Connect the phone to the network and power supply using the **Internet** port via PoE (Power over Ethernet) standard IEEE 802.3at class 4. If necessary, make sure that you have a compatible PoE adapter or PoE switch available. The Yealink PoE Adapter YLPOE30 is not part of the package.



If you connect the terminal device to the network before your administrator has entered the MAC address of the terminal device in Swyx Control Center, the login prompt may not appear. The device will then not be recognized by SwyxServer.

After the required configuration has been made, you can restart the device and the logon prompt via "Reboot", or by disconnecting the device from the network for a short time.

2. Wait for the login prompt. Enter your internal telephone number as **User-name**. You can correct your entries using the delete key



Note that you leave the activation menu by pressing the circle button. If you have left the login menu without entering your login information, restart the phone by disconnecting it from the power supply for 10 seconds.

3. Tap on the field **Password**.
4. In the "Password" field, enter the 8-digit activation key you received from your administrator. To enter numbers, switch the current input mode by tapping on

5. Tap on **Done** to confirm your entries.
  - ✓ The telephone connects to the SwyxServer and restarts. If your administrator has already assigned the phone to you, your user name is shown at the top of the display when the configuration is complete. If you are not yet signed in, continue with **3 Logging on and logging off from a terminal device**.



### 3 Logging on and logging off from a terminal device

You can log on to any certified SIP terminal activated in the network (hot desking).



A Yealink desk telephone can also be logged on and off for you by the administrator.

#### Logging on

1. If necessary, press the  button or swipe to the right to display the home screen. Select .
2. Enter your **Internal number**. If necessary, switch the current input mode to numbers (?123).
3. Tap on the **PIN** field and enter your 'User PIN on Desk Phone'. The 'User PIN on Desk Phone' can be found in your welcome email or in Swyx Control Center under **User | [User name] | Desk phones | SwyxPhones**. If necessary, switch the current input mode to numbers (?123).
4. Confirm with **Done**.
  - ✓ The confirmation **Successfully logged in!** appears for approx. 5 seconds. After successful login, your user name is shown at the top of the display.




A Swyx user remains logged on to a Yealink phone even if he reboots or disconnects it from the network. You must therefore log off your user on the phone by yourself.

#### Sign Out



You can only log out if your administrator has assigned you a 'User PIN on Desk Phone'. Contact your administrator if necessary.

- Select  and confirm with **OK**.
- ✓ The confirmation **Logout successful** appears for approx. 5 seconds.

### 4 Using function keys


1. On the home screen, select **Dsskey**.
  - ✓ The list with your function keys opens. You can assign up to 30 function keys.
2. By tapping on the number fields **1-5** you scroll through the list. Tap the desired function key to use it.

→ If you wish to customize the function keys on your telephone individually, use **Swyx Control Center** (menu item **Desk Phones**). The terminal device must be activated in order to be configured. Details regarding this are available from your administrator.




Assign function keys only in Swyx Control Center. The configuration of the device itself cannot be corrected by SwyxServer in case of an update.


### 5 Dialing from the Phonebook


1. Tap on **Directory** .
  - ✓ Your Swyx phonebook is displayed. You can initiate calls and look for users here.

→ To search or filter for an entry, enter a name or phone number.
2. Tap on the desired entry from the list.
  - ✓ The  selected  contact  is  called.  
Or
3. If multiple phone numbers are specified for the contact, tap the info icon in the user's column and then select the desired phone number.

## 6 Opening the Call Journal


1. Tap **History** .
  - ✓ Your Swyx Call Journal appears. Your network call protocol is synchronized with SwyxServer.
2. Tap on **Network Calls** at the top and choose between **All Calls**, **Missed Calls**, **Placed Calls** and **Received Calls** to filter the entries according to the corresponding category.


 The local call logs receive no data from the server. Therefore only use the network call protocol.

 If you open your call log on a device or in SwyxIt!, the notification will also disappear on all devices except DECT devices you are logged in with. The entries are then marked as “read”.



## 7 Forwarding calls


### Forwarding incoming calls

1. When you are called, select .
2. Enter the phone number to which you want to forward the incoming call and select **Forward**.
  - ✓ The call is deflected before it is connected to you.







 If problems occur with subsequent forwarding, check whether second calls are permitted. For this purpose, click on **Settings** in SwyxIt! and deactivate the control box next to **Deactivate secondary call**.

### Forwarding active calls (with consultation)



1. You are already having a call with a subscriber.
2. Select  and then  **Transfer**.
  - ✓ The call is put on hold and the caller hears music on hold.

3. Enter the phone number to which you want to forward the call partner to and select **Transfer**. If no entry is made after 15 seconds, the phone returns to the **Hold** screen. In this case, repeat the previous step.
  - ✓ A pop-up window with call options is opened.
4. Select **Call**.
5. When the call is answered, select  **Transfer**.
  - ✓ The active call is connected to the previous call. The home screen is displayed again on your telephone.

### Forwarding calls on hold

1. You are already having a call with a subscriber.
2. Select  **Hold**.
  - ✓ The call is put on hold and the caller hears music on hold.
3. Select  and then  **New call** to call a second party.
4. Enter the call number of the second conversation partner and confirm with . If no entry is made after 15 seconds, the phone returns to the **Hold** screen. In this case, repeat the previous step.
5. When the call has been answered, select  and then  **Transfer**.
6. Tap to select the call partner to whom you want to forward the now active call. If no entry is made after 15 seconds, the phone returns to the **Hold** screen. In this case, repeat the previous step.
  - ✓ The active call is then connected to the previously held call. The home screen is displayed again on your telephone.

### Transferring active calls (without consultation)

1. You are already having a call with a subscriber.
2. Select  and then  **Transfer**.
  - ✓ The call is put on hold and the caller hears music on hold.
3. Enter the phone number to which you want to transfer the call to and select **Transfer**. If no entry is made after 15 seconds, the phone returns to the **Hold** screen. In this case, repeat the previous step.
  - ✓ A pop-up window with call options is opened.

#### 4. Select **Transfer**.

- ✓ As soon as the call is accepted, you have transferred the call. The home screen is displayed again on your telephone. If the forwarded call is rejected, you will be called back. There will be no call back to you if the call is not answered.

## 8 Starting conferences

The Yealink desk phone supports conferences with up to ten participants.

1. Call a subscriber.
  2. Select **Invite**.
  3. Enter the call number of another subscriber and confirm with **+ Invite**. If no entry is made after 15 seconds, the phone returns to the call overview display. In this case, repeat the previous step.
    - ✓ Once the call is answered, you are connected to the parties in a conference.
- To mute, put on hold or remove a participant from the conference, tap on the desired participant in the overview and then the respective option.
- ✓ The selected action takes place immediately, no further confirmation is necessary.

## 9 Determining status information

You can set your Swyx presence status via the phone.

1. Swipe from the top of the screen to the bottom with your finger to access the Android notification panel with the quick settings buttons.
2. Tap on **Do not Disturb**.
  - ✓ Your presence status is set to **DND**. The button turns red and the phone displays a **DND** symbol in the top information bar.
3. To set your presence status back to **Available**, repeat the procedure.