

1 Phone model



In order to use extended functionality, the "Feature Pack for Certified SIP Phones" license is required from the administrator. Each device has to be set up initially via Swyx Control Center before operation, see also [help.swyx.com/controlcenter/latest.version/web/Swyx/en-US/index.html#context/help/certified_phones_\\$](http://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 CP920, see the manufacturer's documentation (support.yealink.com).



Please note the following particularities of the CP920:

It is operated using four menu buttons. It may be necessary to scroll using the arrow keys. Please note that the input is done via the digit keys. If applicable, you have to change the mode of input, in order to type in digits or letters.



As of SwyxWare 12.20 different ringtones for incoming internal and external calls are supported.

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 power supply and to the network via the "Internet" port using a LAN cable. Alternatively, the phone also supports connection via PoE (Power over Ethernet) according to the IEEE 802.3af class 3 standard.



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 the "Username". You can correct your entries using the "Delete" menu button.
3. Press the arrow key .
4. In the "Password" field, enter the 8-digit activation key you received from your administrator. For this purpose, switch the current input mode to numbers (123) using the function key (e. g. abc, ABC, 2aB).
5. Press the "OK" button to confirm your inputs.
 - ✓ 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**.



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 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. Select "Login" on the Yealink desk phone.
2. Enter your internal call number under "Internal Number".
3. Press the arrow key .

4. Enter your 'User PIN on Desk Phone' in the "PIN" field. For this purpose, change the current input mode (e. g. abc, ABC, 2aB) to numerals (123) if required. 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".
5. Confirm your entries with the "OK" button.
 - ✓ The confirmation "Login successful" appears for approx. 5 seconds. After successful login, your user name is shown in the upper left corner 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.

Logging off





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

- Select "  (More) | Logout" and confirm with the "OK" button.
- ✓ The confirmation "Logout successful" appears for approx. 5 seconds.

4 Dialing from the Phonebook

1. Select "PhoneBook".
 - ✓ 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. For this purpose, change the current input mode (e. g. abc, ABC, 2ab, 123) if required.
2. Use the arrow keys to navigate in the list to the desired entry and confirm with the "OK" key.
 - ✓ The selected contact is called.
3. If multiple phone numbers are specified for the contact, press "Option" and confirm the selection of "Detail" with "OK". Use the arrow keys to select the desired number and press "OK" to confirm.

5 Opening the Call Journal

1. Select "History".
 - ✓ Your Swyx Call Journal appears. It is synchronized with SwyxServer.
2. In the menu, use the arrow keys  and  to switch between the call lists "All Calls", "Missed Calls", "Placed Calls" and "Received Calls" and confirm your selection by pressing "OK".



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

6 Forwarding calls

Forwarding incoming calls

1. When you are called, select "Forward".
2. Enter the phone number to which you want to forward the incoming call and confirm with the "OK" or "Send" button.
 - ✓ 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

1. You are already making a call to a subscriber.
2. Select "Transfer".
 - ✓ The call is put on hold and the caller hears music on hold.
3. Enter the number to which you wish to forward the call to and confirm with the "OK" or "Send" button. After a few seconds the call will also be initiated without confirmation.
4. 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 making a call to a subscriber.
2. Select "Hold".
 - ✓ The call is put on hold and the caller hears music on hold.
3. Select "New Call" to call a second person.
4. Enter the number of the second caller and confirm with the "OK" or "Send" button. After a few seconds the call will also be initiated without confirmation.
5. When the call is answered, select "Transfer".
6. Use the arrow key  or  to select the caller to whom you want to forward the now active call.
7. Press the "OK" button.
 - ✓ 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 making a call to a subscriber.
2. Select "Transfer".
 - ✓ The call is put on hold and the caller hears music on hold.





If you wait longer than 3 seconds after entering the telephone number in the following operating step, a second call to the subscriber will be initiated. A forwarding is then only possible using the method Forwarding active calls.

3. Enter the phone number to which you want to transfer the call to and select "B 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 not answered or rejected, you will be called back by the forwarded caller.


7 Starting conferences

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

1. Call a subscriber.
2. When the call is answered, select "Hold".
 - ✓ The call is put on hold and the caller hears music on hold.
3. Select "New call".
4. Enter the telephone number of the third participant and confirm with the "OK" or "Send" button. After a few seconds the call will also be initiated without confirmation.
5. When the call is answered, select "Conference".
6. Use the arrow keys to select  or  to select the participant on hold from the list and confirm with the "OK" or "Send" button.
 - ✓ You are now connected to both conversation partners in a conference.

8 Determining status information

You can set your Swyx presence status via the phone.

1. Select "DND" (Do Not Disturb) .
 - ✓ Your presence status is set to "DND" and the telephone displays "DND" in the upper information bar.
2. To change your presence status back to "Available", select "DND" again.