# Yealink CP965 Conference Phone

**Call screen**

Mute button/indicator

Mute button/indicator

WiFi Status bar indicator

Status bar indicator

Touch screen

Call soft key

Enable Bluetooth

Call history soft key

Contact directory

DssKey screen soft key

Volume controls

Home button
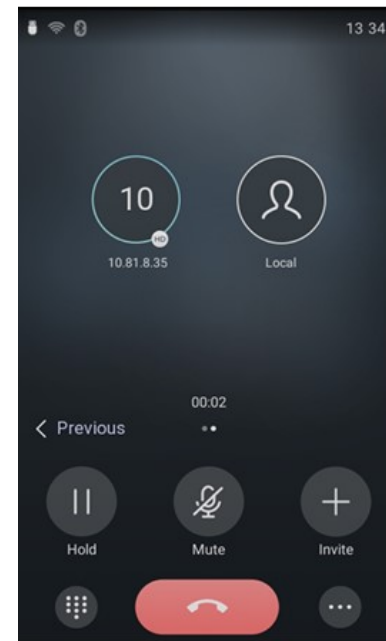
Ziply Fiber Confidential

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## Answering a Call

Select the ☎ button.

## Placing a call

Press the ☎ soft key, then dial the intended number.

Press the ☎ soft key again to send the call.

## Ending a call

Select the ☎ button.

## Placing a call on hold

**While on a call**

1. Press the **hold** soft key. The caller will hear hold music.
2. Press the **resume** soft key to resume the call.

## Warm transfer

**While on a call**

1. Press the ⋯ soft key to place the call on hold.
2. Enter the extension or 10-digit telephone number you want to transfer to, then press the **transfer** soft key.
3. When the other party answers, press the **transfer** soft key again.

## Blind transfer

**While on a call**

1. Press the ⋯ soft key to place the call on hold.
2. Enter the extension or 10-digit telephone number you want to transfer to.
3. Press the **transfer** soft key again.

## Placing a conference call

1. Press the ☎ soft key.
2. Select *call multiple members*.
3. Dial the extension or 10-digit telephone number of the first party member, then select **add members.**
   - *The avatar of the first party appears at the top of the phone screen. You can tap the avatar to cancel the addition.*
4. Repeat step 3 until you add all intended parties.
5. Press ☎ to call intended parties at the same time. The conference is set up after the intended parties answer the call.

## Viewing call history

1. Press the 🕐 soft key.
2. The screen will display all call records. Select **local calls,** then select the desired history list:
   - All calls
   - Missed calls
   - Placed calls
   - Received calls

## Call recording

- You can record up to 12 hours in one file. By default, the recorded files are saved in the internal SD card.

**During a call**
1. Press the ⋯ soft key, then select r**ecord**.
2. Select where to save the recording.

End call recording
Select the ⋯ then select **stop**.

Locating recorded calls
1. Select **more** then **recorder** to launch the recorder application.
2. Select the necessary recording from the repository.