TalkAnywhere Yealink CP925 Guide v2.2

If you need further assistance, please reach out to us at support@talkanywhere.com. Once we receive your request one of our representatives will get back to you as soon as possible to help you with any of your phone system needs.

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Overview

The purpose of this document is to help walk you through the features and functions of your new Yealink CP925 Phone.

We're here to help! If you have any questions about the new functionality please reach out to us at support@talkanywhere.com

Home Screen

The home screen displays the account information, time and date plus the system applications.

1	Status Bar	Displays icons, current account and times
2	Icons	Displays icons in the upper left hand corner
3	Current Account	+ If there is no account registered on the phone No Service appears. + If the phone is registered and there is a Bluetooth-enabled
4	Time/Date	Displays time and date
5	Programmable Keys	Call - Select for dialpad Bluetooth - Select for the Bluetooth Settings History - Select to see call history Directory - Select to view contacts
6	Dsskey	Select for Dsskey
7	More	Select for the control center screen

Answering and Placing a Call

Answering a Call

Below are the steps on how to answer a call plus how to answer a call when already on a call

Answer a call

- Select Answer

Answer a call when on a call

- Select 📞 when the new call comes in
    - The call you were on previously is placed on hold

Merge the active call and the inactive call on hold

- During the call, tap ⋯ (More) and then select Merge with XXX
    - If there are multiple calls on hold, you can choose one to merge

Placing a Call

There are multiple ways to place a call

- Dialing the phone number
- Call through Contacts
- Placing a call from Call History

Dialing the phone number

- Select the Calls screen and then select the 📞 icon
- Dial the phone number and then select 📞

Call through Contacts

- Select 👤
- If the contact was added to a specific contact group, tap Local Directory for the contact groups
- Locate your contact and select 📞 next to the contact

Call through Call History

- Select the Calls History icon 🕐 and then select All Calls
- Select desired history list
- Tap the desired entry

Hold or Transfer a call

Placing a Call on Hold

It is best practice to put a call on hold if you do not need to transfer the call to anyone else. If you need to transfer the call to someone else, follow the steps below for either parking a call or transferring a call.

Put call on hold

- When on the live call select the Hold icon ⏸

Resume a call that is on hold

- If only one call is on hold, tap the Resume icon ↩
- If multiple call are place on hold, select **Previous/Next** to locate the desired held call

Transferring a Call

While on a live call you can transfer a call several ways:

- Blind Transfer - Transfer a call directly
- Attended Transfer - Introduce a call before transferring

Blind Transfer

- During a live call select ⋯ (More) > **Transfer**
  - The call is placed on Hold
- Enter the number you want to transfer to.
- Select **Transfer** to complete the transfer

Attended Transfer

- During a live call select ⋯ (More) > **Transfer**
  - The call is placed on Hold
- Enter the number you want to transfer to.
  - You can also select a contact you want to transfer to from Directory or History.
- Dial # or Tap 📞
- Do one of the following:
  - When you hear the ringback tone, select **Transfer** to finish the semi-attended transfer
  - After the contact answers the call, select **Transfer** to finish the attended transfer

Conferencing

Initiating a Conference by Calling Multiple Contacts

- Tap 📞
- Select **Call multiple members? Click here >>**
- Enter the number of the first party and select **Add Members** or select a contact
- Repeat the step above until you add all intended parties
- Select the desired contact or search for a contact. You can add multiple contacts
- Tap 📞 to call all intended parties at the same time
  - The value under the icon indicates the number of parties you have added and the maximum number of the parties you can add.

Initiating a Conference by Inviting Participants
- Place a call to the first party
- After the first party answers the call, select **Invite** and do one of the following
  - Enter the number of the second party, and select **Invite**
    - Repeat the step above until you add all intended parties.
  - Select 👤, select the desired contact to dial out.
  - Select 🕐, select the desired history record to dial out.

Manage the individual participants

Tap the avatar of the desired participant, do the following:
- Tap **Far Mute** to mute the participant. The muted participant can hear everyone, but no one can hear the muted participant.
- Select **Far Hold** to hold the participant.
- Tap **Hold/Resume** to hold/resume the participant.
- Tap **Split** to split the participant from the conference.
- Tap **Remove** to remove the participant from the conference. Tap Detail to view the participant information.
- Select **Cancel** to return to the conference screen.

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