TalkAnywhere Yealink CP935 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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TalkAnywhere | 10125 South 52nd Street | Franklin, WI 53132 | support@talkanywhere.com   1

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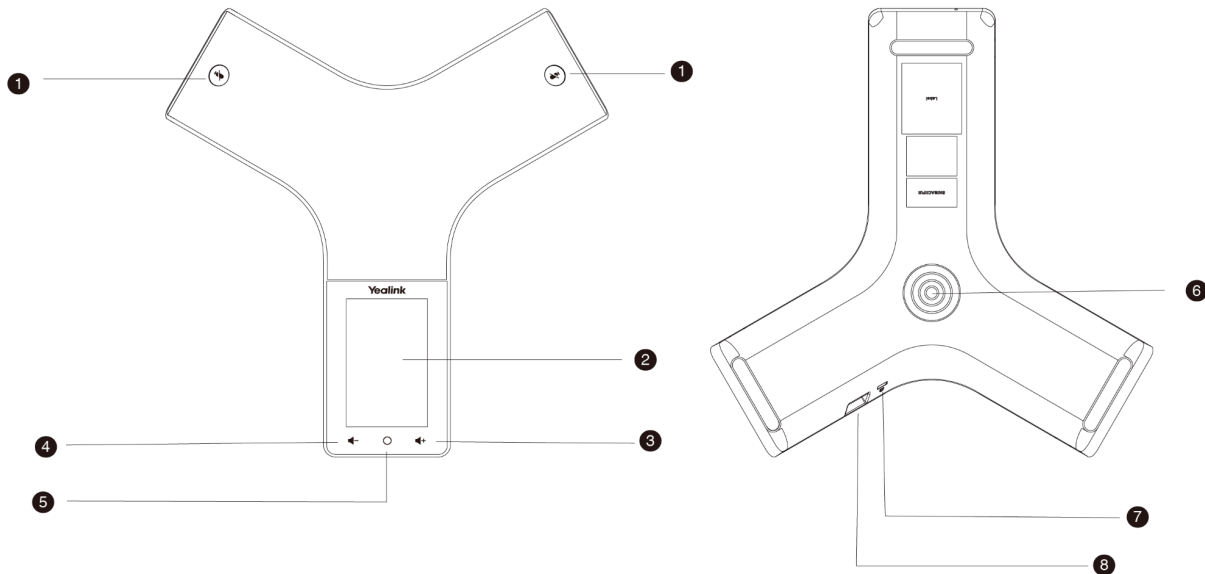
Overview

The purpose of this document is to help walk you through the features and functions of your new Yealink CP935 Phone.

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

No.	Item	Description
1	Mute Key	Turn mute on or off.
2	Touch Screen	Displays information about calls, soft keys, time, date, etc.
3	Volume (+)	Increase the volume of the speaker and ringer.
4	Volume (-)	Decrease the volume of the speaker and ringer.
5	Home Touch Key	Return to the idle screen.
6	Contact Charging Port	Contact the charging cradle to charge the phone.
7	Security Slot	Allows you to connect a universal security cable to your phone so you can lock down your phone. The phone will not be removed after locked.
8	USB Type-C Port	- Allows you to connect a USB flash drive (optional) to your phone so you can record calls/conferences and play back recorded files. - Allows you to connect expansion PSTN box(es) (optional) to experience calls in PSTN. Up to two cascaded expansion PSTN boxes can be connected, so you can experience the local five-way conference conveniently in excellent speech quality with PSTN.

Mute Touch Key LED Indicators

LED Status	Description
Solid Red	Phone is initializing. Phone is muted.
Flashing Red	Phone is ringing.
Solid Green	Phone is placing a call. An active call.
Flashing Orange	Low battery.
Off	Phone is powered off. Phone is idle.

Power On/Off

Power on: When the phone is charging, it will automatically power on. If the phone is not charging, you can press and hold the home button for 3 seconds to power on the phone.

Power Off: Press and hold the home key for 10 seconds then tap OK or tap More > Basic > Power Off > OK on the LED screen.

Home Screen

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

No.	Item	Description
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

Status Bar Icons

Below are the icons that appear in the status bar and lets you know the status of the phone.

Icons.	Description	Icons	Description
	Auto Answer		Keep Mute
	Registered successfully		Voicemail
	Do Not Disturb (DND)		Phone Lock
	Call Forward		Ringer volume is 0
	USB Flash drive is detected		Missed Calls
	Wi-Fi enabled		Wi-Fi connection is unreachable
	Bluetooth enabled		Bluetooth-enabled mobile phone paired and connected
	Phone Warning		Battery Status
	Turn off Wireless Network		

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 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 📞
- After the contact answers the call, select **Transfer** to finish the attended transfer

Conferencing

The phone supports up to five parties (including yourself) in a conference call.

Initiating a Conference by Dialing Multiple Contacts

You can initiate a conference by dialing multiple numbers at the same time.

- Tap 📞
- Select **Call multiple members? Click here >>**
- Enter the number of the first party and select **Add Members** or select a contact
    - Select the desired contact or search for a contact. You can add multiple contacts
    - Repeat the step above until you add all intended parties
- 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

You can invite one or multiple members at a time to join the conference.
- 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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