

Yealink CP925 IP Phone

A guide to using your phone with BT Cloud Voice

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Yealink CP925

IP Phone User guide



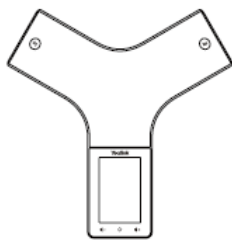
This user guide provides you with all the information you need to get the most from your phone. You must first set up your phone before you can use it. This doesn't take long as it is easy to do. Just follow the simple instructions in this guide.

Got everything?

- IP Conference Phone
- Ethernet cable
- Quick start guide
- Power adapter
- Screwdriver and Screw
- Wireless Expansion Mic (Optional)

Need help?

If you have any problems setting up or using your Yealink IP Phone, please contact us on 0800 389 0537



IP Conference Phone



Ethernet Cable
(7.5m CAT5E UTP cable)



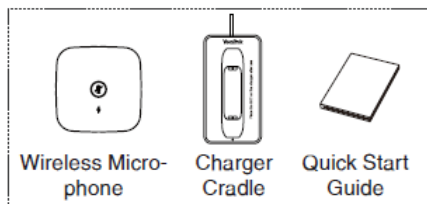
Power Adapter



Screwdriver and Screw



Quick Start Guide



Wireless Micro-
phone

Charger
Cradle

Quick Start
Guide

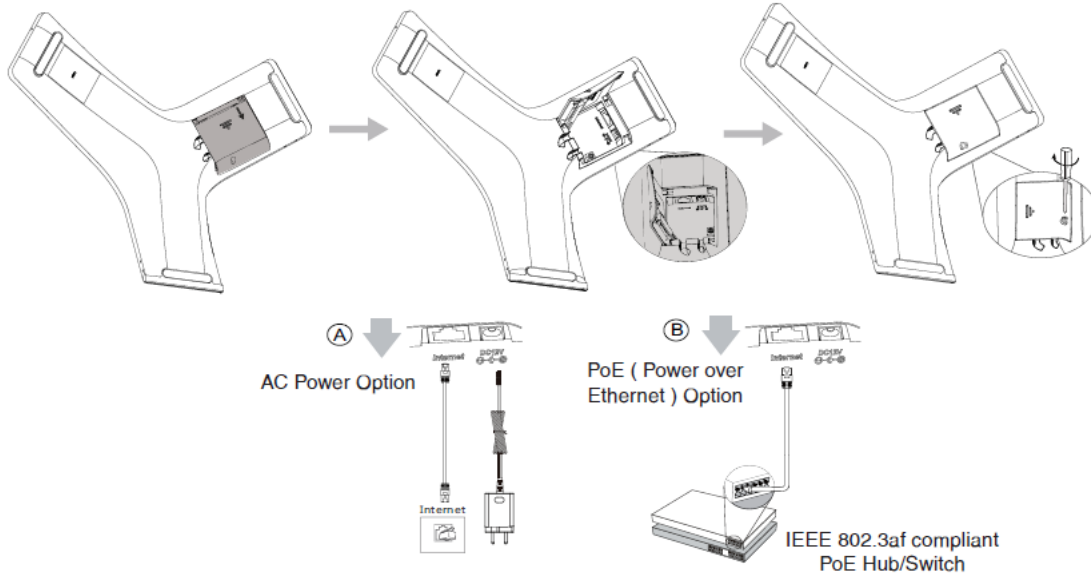
Bluetooth Wireless Microphone
CPW25-BT-Single (Optional)

Note: We recommend that you use the accessories provided or approved by Yealink. The unapproved third-party accessories may result in reduced performance.

Phone Installation

1. Connect the power and wired network.

Your Yealink CP925 can use AC power or Power over Ethernet (PoE).



To connect AC power:

Take the Ethernet cable and plug it into your Yealink CP925. Plug the other end of the Ethernet cable into your hub or switch. Connect the power adapter to your Yealink CP925 and switch on.

Power over Ethernet:

Connect the Ethernet cable between the internet port on the Yealink CP925 and an available port on the in-line power switch/hub.

Note:



- If using Power over Ethernet, make sure the switch/hub is PoE-compliant.
- Do not unplug or remove power to the phone while it is updating firmware and configurations.
- The IP phone should be used with Yealink original power adapter (12V/1.25A) only. If inline power (PoE) is provided, you don't need to connect the power adapter.

You can also connect to the wireless network after start-up. Refer to Wireless Network Connection mentioned below in Configuring Your Phone for more information.

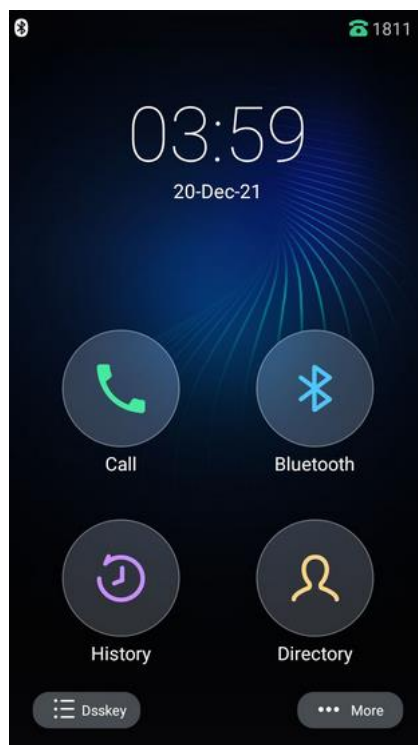
Provisioning

Your Yealink CP925 IP Phone will be pre-loaded with all the information it needs to automatically provision the BT Cloud Voice service once all the connections have been made.

1. Once connected to the network port that is providing network access the phone will do a series of firmware updates (please allow the phone time to complete).

- Your phone has provisioned correctly if this symbol  is showing against the phones home screen
- Your phone has not provisioned correctly if this  symbol is showing against the phones home screen

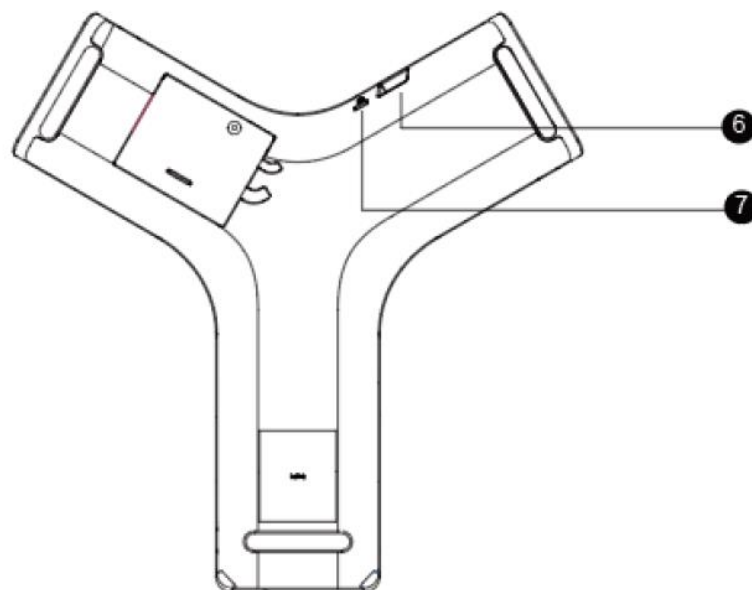
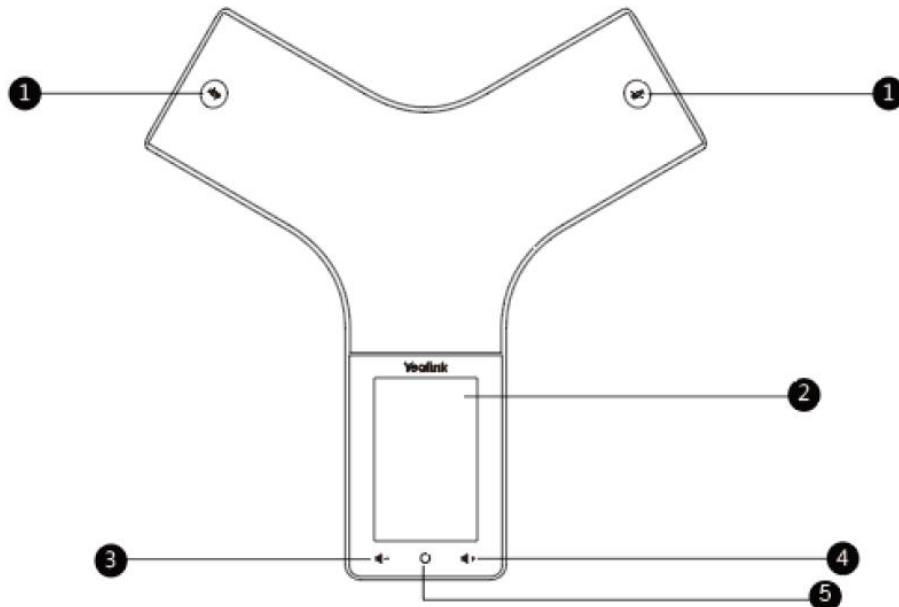
2. Once complete the phone will now show the line number on the top of screen.



Note: If the phone fails to provision correctly, please contact us on 0800 389 0537.

Getting to know your phone



















Hardware Component Instructions



NO	Item	Description
1	Mute Key	Toggles mute feature. Indicate phone and call statuses.
2	Touch Screen	Shows information about calls, soft keys, time, date, and other relevant data.
3	Volume(-) Touch Key	Lowers the volume of the speaker, ringer, or media.
4	Volume(+) Touch Key	Increases the volume of the speaker, ringer, or media.
5	Home Touch Key	Returns to the idle screen.
6	USB Type-C Port	<ul style="list-style-type: none"> 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. Allows you to charge the Bluetooth Wireless Microphone CPW25.
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.

Icon Instructions

Icons appearing on the LCD screen are described in the following table:

Icons	Description	Icons	Description
	Wired network is unavailable		Phone Warning
	Wired Network is unreachable		Keep Mute
	Auto Answer		Voice Mail
	Registered successfully		Phone Lock
	Do Not Disturb (DND)		Ringer volume is 0
	Call Forward		Missed Calls
	USB flash drive is detected		PSTN box is detected
	Wi-Fi enabled		Wi-Fi connection is unreachable
	Bluetooth enabled		Bluetooth-enabled mobile phone paired and connected

Phone Display (Views)

Idle Status



The idle screen displays the label of current account, time and date, system applications and touch soft keys.

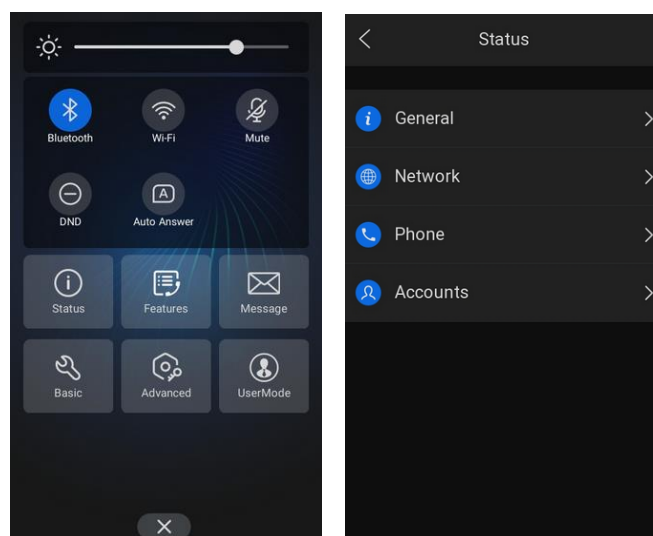
Phone Status

You can view phone status via the phone user interface. Available information of phone status includes:

- Network status (e.g., IPv4 status, IP address mode, MAC address, LAN type, LAN IP and LAN mask).
- Phone status (e.g., device model, hardware version, firmware version and product ID).
- Account status (e.g., register status of SIP accounts).

To view the phone status via phone user interface:

1. Swipe down from the top of the screen or tap **More** on the idle screen.
2. Tap **Status**.



Time and Date

The time and date is set by the Cloud Voice Service however you can change the format within the phone preferences within basic settings.

Basic Call Features

Placing Calls

You can use your phone like a regular phone to place calls in many ways easily:

- Placing a Call from the Dialler
- Placing Multiple Calls
- Redialling a Number
- Placing a Call from the Call History
- Placing a Call from the Directory

Pacing a Call from the Dialler:

The Dialler enables you to enter a number to place a call, and it displays a list of previously placed calls or contacts in your directory.

You can also select the desired contact from the search list, the placed call list or Directory.

1. Tap .
2. Enter a number.
3. Select **Send** .

The phone supports to match the number to show the contact in Directory no matter local format or international format is dialled.

Placing Multiple Calls:

When you are in a call, you can hold your current call and place a new call.

1. Select **More > New Call**.
2. Enter the desired number or select a contact.
3. Select **Send**.


Redialling a Number:

The phone keeps a record of all the placed calls. You can recall the contact you recently called.

1. Tap .
2. The phone screen displays the placed calls list.
3. Tap the desired record.


Placing a Call from the Call History:

You can place calls to contacts from the History list, which contains the calls that were recently placed, answered, missed, or forwarded.

1. Tap .
2. The phone screen displays all call records.
3. Tap Local Calls and select the desired history list.
4. Tap the desired entry.

Placing a Call from the Directory:

You can place a call to a contact directly from your directory.

1. Tap .
2. Select the desired directory.
3. If the contact was added to a specified contact group, you can tap Local Directory to select the desired contact group.
4. Tap the desired contact.
5. If the selected contact has multiple numbers, tap the desired number to dial out.

Answering Calls

1. Tap **Answer**.

Transferring Calls

You can transfer a call to another party in one of the three ways:

- Blind Transfer: Transfer a call directly to another party without consulting.
- Semi-Attended Transfer: Transfer a call when receiving ringback.
- Attended Transfer: Transfer a call with prior consulting.

To perform a blind transfer:

1. Tap **More->Transfer** during a call. The call is placed on hold.
2. Enter the number you want to transfer to. You can also select a contact you want to transfer to from **Directory** or **History**.
3. Tap **Transfer**.
4. Tap **Transfer** from the prompt box.

To perform a semi-attended transfer:

1. Tap **More->Transfer** during a call. The call is placed on hold. 2. Enter the number you want to transfer to.
2. Tap **Transfer**.
3. Tap **Send** from the prompt box.
4. Tap **Transfer** when you hear the ring-back tone.

To perform an attended transfer:


1. Tap **More->Transfer** during a call. The call is placed on hold. 2. Enter the number you want to transfer to.
2. Tap **Transfer**.
3. Tap **Send** from the prompt box.
4. Tap **Transfer** when the second party answers.


Ending Calls

1. Tap **End Call**.

Conference Calls

To initiate a conference:

1. Tap  **Invite** during a call.
2. Tap **Call multiple members? Click here>>**.
3. Enter a phone number, and then tap **Add** members.
4. You can also select a contact from **Directory** or **History** to join into a conference.

5. Repeat the step 3 to join more members.
6. Tap  to call the added members.
The members are added to the conference after answering.

To join two calls into conference:

1. Tap **More** > **Merge calls** on the Calls screen.


To manage the individual participant:

Tap the avatar of 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.
- 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.

Do Not Disturb (DND)

To enable DND:

- Swipe down from the top of the screen to enter the control center and toggle **DND** on.
- Navigate to **Features** > **DND**. Turn on **DND Status**.
- Select .
- Select **DND** during a call.

When DND is enabled, the phone prompts "DND mode is enabled" and the DND icon  appears in the status bar.



Incoming calls will be rejected automatically and "n New Missed Call(s)" ("n" indicates the number of missed calls. For example, 1 New Missed Call(s)) will appear on the phone screen.

To disable DND:




- Select **Exit DND** mode. from the idle screen.
- Swipe down from the top of the screen to enter the control center and toggle **DND** off.
- Navigate to **Settings** > **Features** > **DND**, turn off **DND Status** and then select .

History

Viewing History Records:

1. Tap  or navigate to **Menu** > **History**.
2. Tap **Local Calls** to select the desired list.
3. Select  after the desired entry.


Saving a History Record to Local Directory:

1. Select .
2. Tap **Local Calls** to select the desired list.
3. Select  > **Add**.
4. Edit the contact information.
5. Select .



Contact Directory

You can search for a contact, or simply dial a contact number from the corporate directory.

To access your corporate directory:

1. Select .
2. Select the desired remote group to enter.
3. The phone connects to load the corporate directory, and then the corporate contact list appears on the LCD screen.
4. Rrectory and tap the contact. From the contact's information screen, tap the contact's phone number.

To search for a contact in the corporate directory:

1. Select .
2. Select the desired remote group to enter.
3. Select .
4. Enter a few continuous characters of the contact name or continuous numbers of the contact number using the keypad.

The contacts whose name or phone number matches the characters entered will appear on the LCD screen. You can place a call from the result list.

Voicemail

1. Go to **More > Message > View Voice Mail**.
2. Select View Voice Mail.

The phone screen displays the amount of new and old voice mails. You can tap the account to listen to voice mails.

When the phone prompts that the phone receives a new voice mail, you can select Connect to dial out the voice mail access code directly.

Additional Features

The phone supports wireless expansion microphone, built-in Bluetooth, built-in Wi-Fi.

Wireless Expansion Microphone

The phone supports 1 Bluetooth wireless expansion microphone CPW25 to expand the audio range.

To use wireless expansion microphone

1. Charge the CPW25
2. Register the CPW25

Bluetooth

The phone supports Bluetooth feature to connect mobile phone.

To use Bluetooth

1. Mobile phone: Enable Bluetooth feature of your phone, pair your phone with your mobile phone. You can sync mobile contacts to your phone and handle mobile calls from your phone.

Wi-Fi

The phone supports Wi-Fi feature to connect wireless network.

To use Wi-Fi

Enable Wi-Fi feature of your phone. Scan and select the desired wireless network to connect.

General information

Important – 999 or 112 emergency calls

- Your Cloud Voice number is registered to a specific address, so when you make a 999 or 112 call from your phone number, that's the address the emergency services will see.
- If you use Cloud Voice at a different address, the registered address won't automatically change. So if your work location changes, please let your administrator know so they can update your registered address.
- You might not be able to make 999 or 112 calls if there's a power or network failure, or you're using the service from an app or mobile phone.

Safety information

- Do not open the handset or the base. This could expose you to high voltages or other risks. If your phone needs to be repaired, call us on 0800 389 0537.

Cleaning

- Clean the phone with a damp (not wet) cloth, or an anti-static wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

Environmental

- Do not expose to direct sunlight
- Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surfaces
- Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms
- Do not expose your product to fire, explosive or other hazardous conditions
- There is a slight chance your phone could be damaged by an electrical storm.

Product disposal instructions

- The symbol shown here and on the product means that the product is classed as Electrical or Electronic Equipment and should not be disposed with other household or commercial waste at the end of its working life.
- The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to minimize the impact on the environment, treat any hazardous substances and avoid the increasing landfill.
- Business users should contact their suppliers and check the terms and conditions of the purchase contract and ensure that this product is not mixed with other commercial waste for disposal.



Guarantee

- Your IP Phone is guaranteed for a period of 12 months from the date of purchase.
- Subject to the terms listed below, the guarantee will provide for the repair of, or at the Service Provider or its agent's discretion, the option to replace the Phone or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12-month guarantee period
- Proof of purchase is provided
- The equipment is returned to your Service Provider or its agent as instructed
- This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents
- This guarantee does not affect your statutory rights.

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Offices worldwide

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