Yealink
EASY VoIP

HD IP Conference Phone
CP860 User Guide

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Copyright

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Warranty

Declaration of Conformity

C€ €FC Hereby, Yealink Network Technology CO., LTD. declares that this phone is in conformity with the essential requirements and other relevant provisions of the CE, FCC.

CE Mark Warning

This device is marked with the CE mark in compliance with EC Directives 2006/95/EC and 2004/108/EC.

Part 15 FCC Rules

This device is compliant with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

Class B Digital Device or Peripheral

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna.

2. Increase the separation between the equipment and receiver.

3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

4. Consult the dealer or an experienced radio/TV technician for help.

WEEE Warning

To avoid the potential effects on the environment and human health as a result of the presence of hazardous substances in electrical and electronic equipment, end users of electrical and electronic equipment should understand the meaning of the crossed-out wheeled bin symbol. Do not dispose of WEEE as unsorted municipal waste and have to collect such WEEE separately.

Customer Feedback

We are striving to improve our documentation quality and we appreciate your feedback. Email your opinions and comments to DocsFeedback@yealink.com.

GNU GPL INFORMATION

Yealink CP860 IP conference phone firmware contains third-party software under the GNU General Public License (GPL). Yealink uses software under the specific terms of the GPL. Please refer to the GPL for the exact terms and conditions of the license.

The original GPL license, source code of components licensed under GPL and used in Yealink products can be downloaded online:

http://www.yealink.com/GPLOpenSource.aspx?BaseInfoCateId=293&NewsCateId=293&CateId=293.

About This Guide

Thank you for choosing the CP860 IP conference phone, a Yealink's first IP conference phone which is exquisitely designed for small and medium-sized conference room, meeting for 10 people below. Users can also benefit from optional expansion microphones for wider reception. This conference phone provides business telephony features, such as Call Hold, Call Transfer, Call and Conference Recording, Multicast Paging and 5-way Conference over an IP network.

This guide provides everything you need to quickly use your new phone and expansion microphone. First, verify with your system administrator that the IP network is ready for phone configuration. Also be sure to read the Packaging Contents and Regulatory Notices sections in this guide before you set up and use the CP860 IP conference phone.

Note   Network Directory and Network Call Log features are hidden for IP phones in the neutral firmware, which are designed for the BroadWorks environment. Please contact your system administrator for more information.

In This Guide

Topics provided in this guide include:

- Chapter 1   Overview
- Chapter 2   Getting Started
- Chapter 3   Customizing Your Phone
- Chapter 4   Basic Call Features
- Chapter 5   Advanced Phone Features

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Overview

This chapter provides the overview of the CP860 IP conference phone. Topics include:

- Hardware Component Instructions

- Icon Instructions

- LED Instructions

- User Interfaces

- Documentations

If you require additional information or assistance with your new phone, contact your system administrator.

Hardware Component Instructions

The following figure shows the primary hardware component of CP860 IP conference phone:
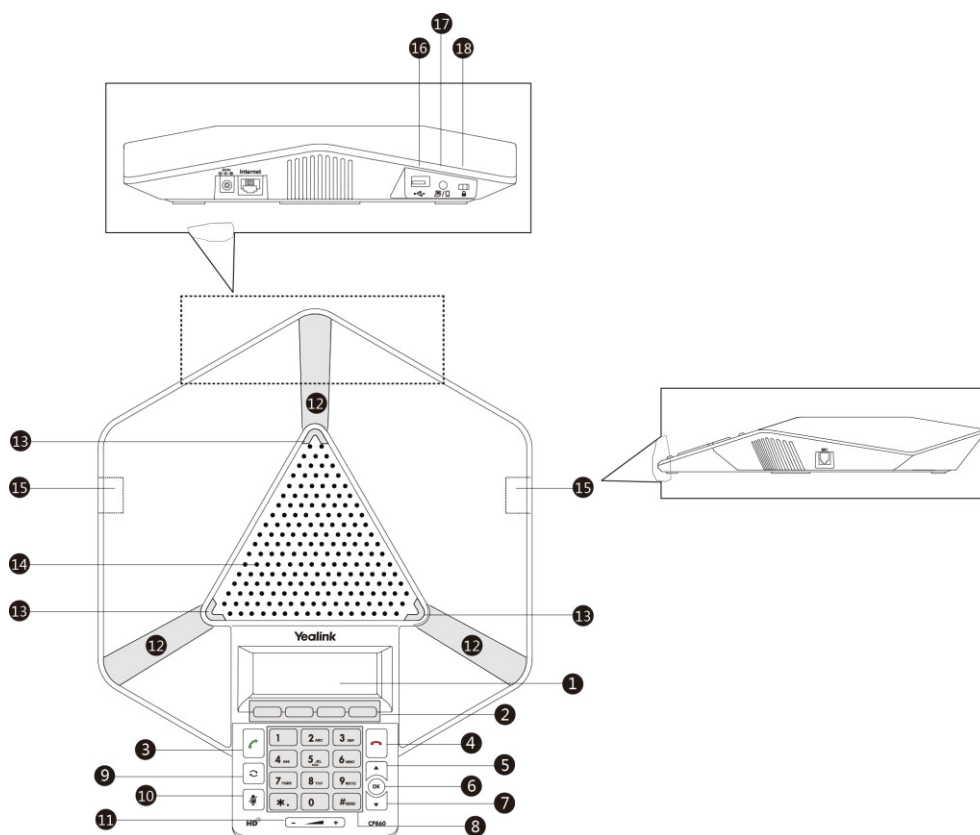
Hardware component instructions of the CP860 IP conference phone are:

	Item	Description
①	LCD Screen	Shows information about calls, messages, soft keys, time, date and other relevant data: • Call information—caller ID, call duration • Icons (for example, DND) • Missed call text or second incoming caller information • Prompt text (for example, "Saving config file!")
②	Soft Keys	Label automatically to identity their context-sensitive features.
③	Off-hook Key	Initiates a call.
④	On-hook Key	Ends a call or returns to the idle screen.
⑤		Scrolls through the displayed information upwards. Views call history list when the phone is idle.
⑥	(OK)	Confirms actions or answers incoming calls.
⑦		Scrolls through the displayed information downwards. Views the directory list when the phone is idle.
⑧	Keypad	Provides the digits, letters, and special characters in context-sensitive applications.
⑨	Redial Key	Redials a previously dialed number.
⑩	Mute Key	Toggles mute feature.
⑪	Volume Key	Adjusts the volume of the speaker and ringer.
⑫	Three Internal Microphones	Provide 10-feet (3-meters) and 360-degree coverage to transmit sound to other phones.
⑬	LED Indicators	Indicate phone and call statuses.
⑭	Speaker	Provides ringer and hands-free (speakerphone) audio output.
⑮	Two MIC Ports	Allow you to connect two optional expansion microphones to your phone.
⑯	USB Port	Allows you to connect an optional USB flash drive to your phone so you can record and play back calls.
⑰	PC/Mobile Port	Allows you to connect an optional PC or Mobile Device to your phone so you can connect the PC or mobile device audio to your phone.
⑱	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.

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The following figure shows the primary hardware component of CPE80 expansion microphone (optional):
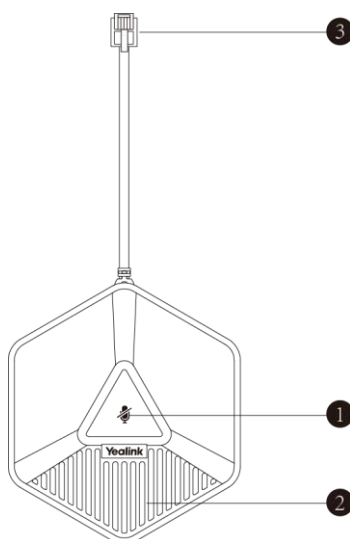
Hardware component instructions of the CPE80 expansion microphone are:

	Item	Description
①	Mute Indicator LED	Toggles and indicates mute feature.
②	Microphone	Transmits sound to other phones.
③	MIC Connector	Allows you to connect to the MIC port on the phone.

Icon Instructions

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

Icon	Description
	Network is unavailable
	Registered successfully
	Register failed
	Registering
	Hands-free speakerphone mode
○ ○	Voice Mail
A A	Auto Answer

Icon	Description
DND	Do Not Disturb
(image)	Call Hold
(image)	Call Mute
(image)	Ringer volume is 0
(image)	Keypad Lock
2aB	Alphanumeric input mode
123	Numeric input mode
abc	Multi-lingual lowercase letters input mode
ABC	Multi-lingual uppercase letters input mode
Abc	Multi-lingual uppercase and lowercase letters input mode
(image)	Call Forward/Forwarded Calls
(image)	Missed Calls
(image)	Received Calls
(image)	Placed Calls
(image)	Call and Conference Recording
(image)	USB flash drive is inserted
(image)	USB flash drive is detecting
HD	High Definition Voice

LED Instructions

LED Indicators on the CP860 IP conference phone and mute indicator LED on the CPE80 expansion microphone (optional).

LED Status	Description
Solid red	The phone is initializing. The call is muted.
Flashing red	The phone is ringing.
Solid green	The phone places a call. There is an active call on the phone.
Flashing green	The call is placed on hold or is held.
Off	The phone is powered off. The phone is idle.

User Interfaces

Two ways to customize configurations of your CP860 IP conference phone:

- The user interface on the IP phone.

- The user interface in a web browser on your PC.

The hardware components keypad and LCD screen constitute the phone user interface, which allows the user to execute all call operation tasks and basic configuration changes directly on the phone. In addition, you can use the web user interface to access all configuration settings. In many cases, it is possible to use either the phone user interface and/or the web user interface interchangeably. However, in some cases, it is only possible to use one or the other interface to operate the phone and change settings.

Phone User Interface

You can customize your phone by pressing the Menu soft key to access the phone user interface. The Advanced Settings option is only accessible to the administrator, and the default administrator password is "admin" (case-sensitive). For more information on customizing your phone with the available options from the phone user interface, refer to Customizing Your Phone on page 21.

Web User Interface

In addition to the phone user interface, you can also customize your phone via web user interface. In order to access the web user interface, you need to know the IP address of your new phone. To obtain the IP address, press the OK key on the phone when the phone is idle. Enter the IP address (e.g., http://192.168.0.10 or 192.168.0.10) in the address bar of a web browser on your PC. The default administrator user name and password are both "admin" (case-sensitive).

The options you can use to customize the IP phone via phone user interface and/or via web user interface are listed in the following table:

Options	Phone User Interface	Web User Interface
Status	√	√
--IPv4 Address		
--MAC		
--Firmware		
--Network		
--Phone		
--Account		
Basic Phone Settings		√
--Contrast	√	
--Backlight	√	
--Language	√	
--Time & Date	√	
--Administrator Password	√	
--Key as Send	√	
--Keypad Lock	√	
--Ring Tones	√	
--Contact Management		
--Directory	×	
--Local Directory	√	
--Blacklist	√	
--Remote Phone Book	×	
--Call History Management	√	
--Programmable Keys	√	
--Account Registration	√	
--Dial Plan	×	
--Emergency Number	×	
--Live Dialpad	×	
--Hotline	√	
Basic Call Features		√
--Recent Call In Dialing	×	

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Options	Phone User Interface	Web User Interface
--Auto Answer	√	
--Auto Redial	√	
--Call Return	×	
-- Do Not Disturb (DND)	√	
--Call Forward	√	
--Call Waiting	√	
--Conference		
--Call Pickup	√	
--Anonymous Call	√	
--Anonymous Call Rejection	√	
Advanced Phone Features		
--Call and Conference Recording	√	
--Intercom	√	√
--Multicast Paging	×	
--Music on Hold	×	
--Messages	√	
SIP Account		
--User Options		
--Account Status	√	
--Label	√	
--Display Name	√	
--Register Name	√	
--User Name	√	√
--Password	√	
--SIP Server1/2	√	
--Server Option		
--Registrar Port	×	
--Outbound Status	√	
--Outbound Proxy	√	
--NAT Traversal	×	
--STUN Status	√	
--STUN Server	√	

Note   The table above lists most of the feature options. Please refer to the relevant sections for more information.

Documentations

The following table shows documentations available for the CP860 IP conference phone.

Name	Contents	Where found	Language
Quick Start Guide	Basic call features and phone customizations	In the package/On the website	English
User Guide	Phone/Web user interface settings Basic call features and advanced phone features	On the website	English

Note	You can also download the latest documentations online: http://www.yealink.com/DocumentDownload.aspx?CateId=142&flag=142.

Getting Started

This chapter provides the following basic installation instructions and information for obtaining the best performance with the CP860 IP conference phone. Topics include:

- Packaging Contents

- Phone Installation

- Setup Wizard

- Phone Status

- Basic Network Settings

- Registration

- Idle Screen

If you require additional information or assistance with your new phone, contact your system administrator.

Packaging Contents

The following items are included in your CP860 IP conference phone package:

- **CP860 IP Conference Phone**

- **3.5mm Jack Cable**

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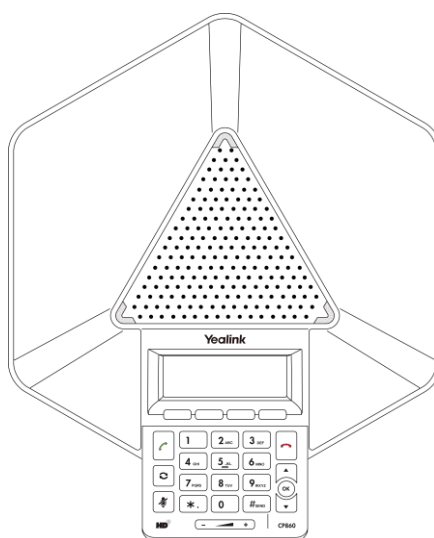
- **Ethernet Cable**

- **Power Adapter**
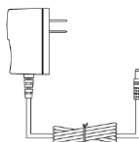
- **Quick Start Guide**

Check the list before installation. If you find anything missing, contact your system administrator.

Optional Accessories

The following item is an optional accessory for your CP860 IP conference phone. You need to purchase it separately if required.

- **Expansion Microphone CPE80**
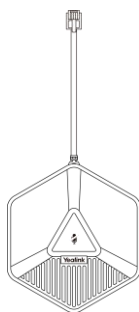
Phone Installation

If your phone has already installed, proceed to .

This section introduces how to install the phone:

1) Connecting the Network and Power

2) Connecting the Optional Expansion Microphone CPE80

3) Connecting the Optional USB Flash Drive

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4) Connecting the Optional PC or Mobile Device

Connecting the Network and Power

You have two options for power and network connections. Your system administrator will advise you which one to use.

- AC power (Optional)

- Power over Ethernet (PoE)

AC Power (Optional)

To connect the AC power:

1. Connect the DC plug on the power adapter to the DC5V port on the phone and connect the other end of the power adapter into an electrical power outlet.

2. Connect the included or a standard Ethernet cable between the Internet port on the phone and the one on the wall or switch/hub device port.

Power Adapter (DC 5V)

Internet

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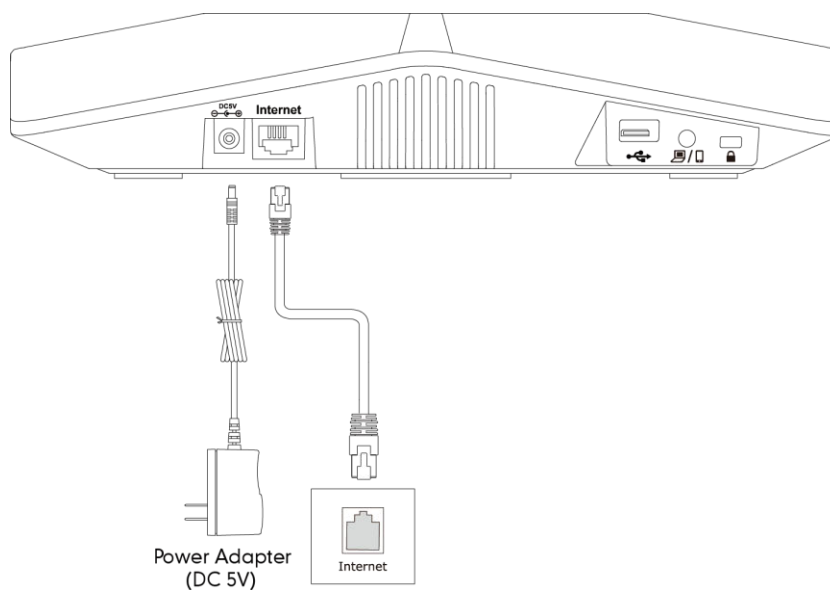
Power over Ethernet

With the included or a regular Ethernet cable, the CP860 IP conference phone can be powered from a PoE-compliant switch or hub.

To connect the PoE:

1. Connect the Ethernet cable between the Internet port on the phone and an available port on the in-line power switch/hub.
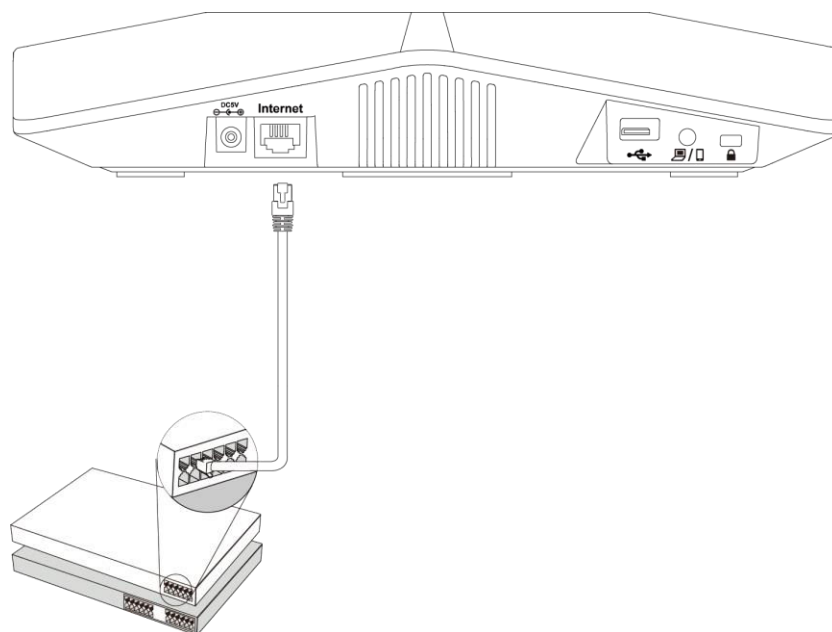
Note	If in-line power switch/hub is provided, you don't need to connect the phone to the power adapter. Make sure the switch/hub is PoE-compliant.
	Important! Do not unplug or remove power to the phone while it is updating firmware and configurations.

Connecting the Optional Expansion Microphone CPE80

You can connect optional expansion microphone to enhance the room coverage of the conference phone.

To connect the expansion microphone:

1. Connect the free end of the optional expansion microphone cable to one of the MIC ports on the phone.
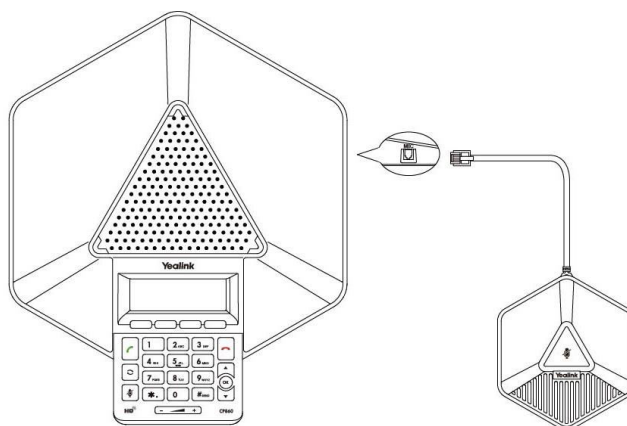
Note	Up to two expansion microphones can be connected to an IP conference phone.

Positioning the CP860 and the Expansion Microphone CPE80

The microphone reception of the CP860 conference phone is ideal when placed within 3m of any speaker. The better reception is within 2m.

(CP860)

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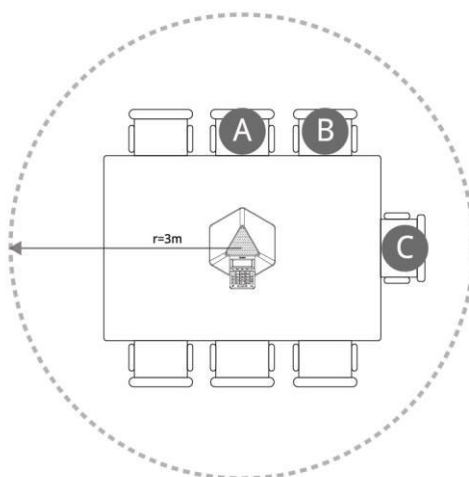
CPE80 is a directional microphone. Its coverage range is 60 degree. Ensure the microphone faces the speaker.

When the size of the conference room is more than 16 (4*4) square meters or the spacing between a speaker and CP860 IP conference phone is more than 2m, one expansion microphone should be connected to the CP860 IP conference phone.
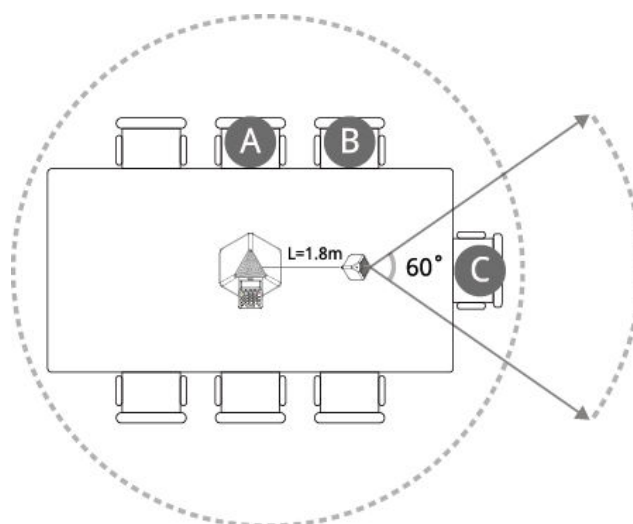
(CP860+single expansion microphone)

When the size of the conference room is more than 36 (6*6) square meters, two expansion microphones should be connected to the CP860 IP conference phone.
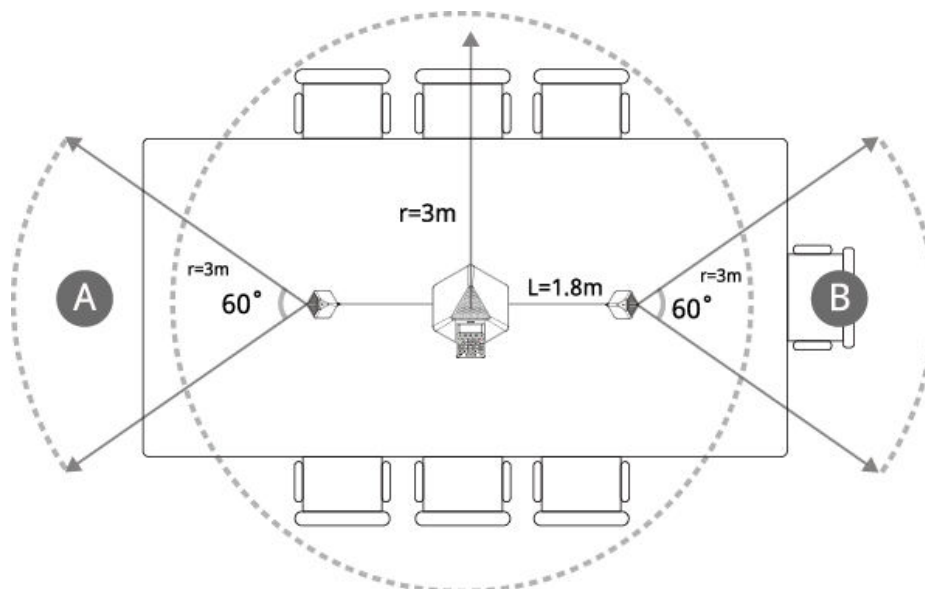
(CP860+two expansion microphones)

Following the following guidelines to ensure optimum performance with the CP860 IP conference phone and the expansion microphones:

● Do not move or handle the CP860 IP conference phone or the expansion microphones while on a call. Fix the microphone before a call and the better spacing between microphones and participants should be 0.5m to 2m.

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● Minimize background noise from air conditioning units, fans or other equipment in conference room. Keep the microphone far away from the noise source.

● Do not speak at the same time; otherwise the microphones capture the voice of all the speakers, causing people in the far site cannot hear clearly.

● Do not move around in the conference room while on a call.

Connecting the Optional USB Flash Drive

You can connect a USB flash drive to record and play back calls.

To connect a USB flash drive:

1. Insert a USB flash drive into the USB port on the phone.

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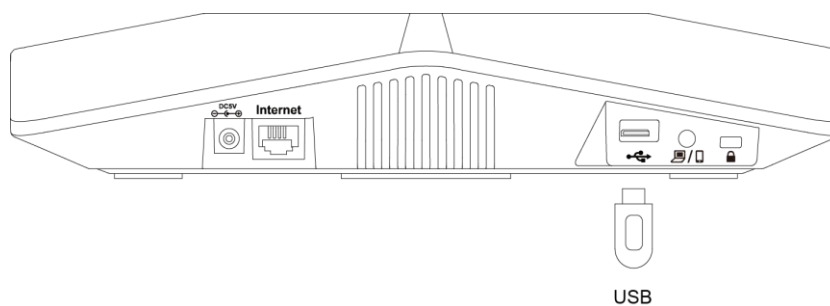
Connecting the Optional PC or Mobile Device

You can connect a PC or mobile device to listen to the PC or mobile audio using your conference phone.

To connect a PC or mobile device:

1. Connect one end of the 3.5mm jack cable to the PC/mobile port on the phone, and connect the other end to the headset jack on the mobile device or the AUX/MIC jack on the PC.

PC/Mobile
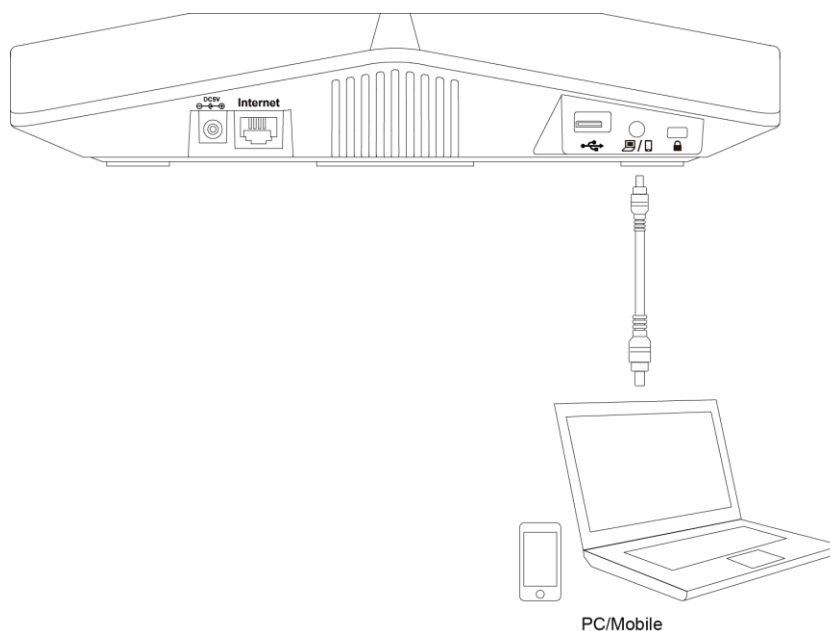
Setup Wizard

When the IP phone is first powered on or the phone settings are reset to factory defaults, the setup wizard will appear on the LCD screen after startup. The IP phone will play the startup music before the setup wizard appears.

Configure the setup wizard:

1. Configure the language for the phone user interface.

   The default language is English.

   For more information, refer to Language on page 22.

2. Press the **Next** soft key to continue.

3. Configure time and date.

   For more information, refer to Time & Date on page 23.

4. Press the **Next** soft key to continue.

5. Configure basic network settings for the WAN port.

   For more information, refer to Basic Network Settings on page 18.

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6. Press the **Next** soft key to continue.

7. Configure the account information.

   For more information, refer to Account Registration on page 49.

8. Press the **Finish** soft key to complete the setup wizard.

After you complete these steps, the LCD screen prompts the following, and then the phone goes to the idle screen.

```
            Complete the Wizard!
          Initializing...Please Wait
```
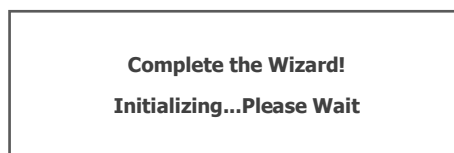
<table>
<tr><td>Note</td><td>The IP phone plays the startup music each time the phone starts up.</td></tr>
</table>

Phone Status

You can view phone status via phone user interface or web user interface.

Available information of phone status includes:

- Network status (e.g., IPv4 status, IP address mode and MAC address).

- Phone status (e.g., device model, hardware version, firmware version, product ID and device certificate status).

- Account status (e.g., register status of the SIP account).

<table>
<tr><td>Note</td><td>You can view device certificate status via phone user interface only.</td></tr>
</table>

To view the phone status via phone user interface:

1. Press (ok) , or press **Menu->Status**.

2. Press ⌃ or ⌄ to scroll through the list and view the specific information.

```
                  —Status—
1. IPv4 Address:      10.3.20.15
2. MAC:               00:15:65:65:46:77
3. Firmware:          37.72.0.2
   Back
```
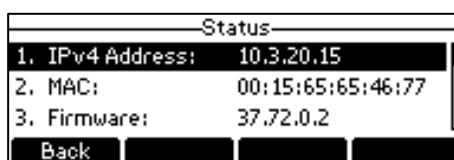
To view the phone status via web user interface:

1. Open a web browser on your computer.

2. Enter the IP address in the browser's address bar, and then press the **Enter** key.

3. Enter the user name (admin) and password (admin) in the login page.

4. Click **Confirm** to login.

The phone status is displayed on the first page of the web user interface.

Basic Network Settings

If your phone cannot contact a DHCP server for any reason, you need to configure network settings manually. The IP phone can support either or both IPv4 and IPv6 addresses.

To configure the IP address mode via phone user interface:

1. Press **Menu**->**Settings**->**Advanced Settings** (Default password: admin) ->**Network**->**WAN Port**.

2. Press the ◀ or ▶ soft key to select **IPv4**, **IPv6** or **IPv4 & IPv6** from the **IP Mode** field.

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3. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

To configure a static IPv4 address via phone user interface:

1. Press **Menu**->**Settings**->**Advanced Settings** (Default password: admin)
->**Network**->**WAN Port**.

2. Press ⌄ to select **IPv4** and press the **Enter** soft key.

3. Press ⌄ to select **Static IPv4 Client** and press the **Enter** soft key.

4. Enter the desired values in the **IPv4 Address**, **Subnet Mask**, **Default Gateway**, **Primary DNS** and **Secondary DNS** fields respectively.

```
┌──────Static IPv4 Client──────┐
│                              │
│  1. IPv4 Address:            │
│  192.168.1.10                │
│                              │
│  Back      123    Delete   Save │
└──────────────────────────────┘
```

5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

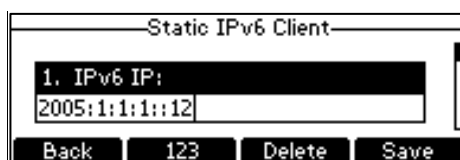**To configure a static IPv6 address via phone user interface:**

1. Press **Menu**->**Settings**->**Advanced Settings** (Default password: admin)
->**Network**->**WAN Port**.

2. Press ⌄ to select **IPv6** and press the **Enter** soft key.

3. Press ⌄ to select **Static IPv6 Client** and press the **Enter** soft key.

4. Enter the desired values in the **IPv6 IP**, **Prefix**, **Default Gateway**, **Primary DNS** and **Secondary DNS** fields respectively.

```
┌──────Static IPv6 Client──────┐
│                              │
│  1. IPv6 IP:                 │
│  2005:1:1:1::12              │
│                              │
│  Back      123    Delete   Save │
└──────────────────────────────┘
```

5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Note	Wrong network settings may result in inaccessibility of your phone and may also have an impact on your network performance. For more information on these parameters, contact your system administrator.

Registration

Generally, your phone will be deployed with multiple other phones. In this case, your system administrator will configure the phone parameters beforehand, so that after you start up your phone, the phone will be registered and ready for use. If your phone is not registered, you may have to register it. For more information on how to register your phone, refer to Account Registration on page 49.

Idle Screen

If the phone has successfully started up, the idle LCD screen will be displayed as below.

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

Customizing Your Phone

You can customize your CP860 IP conference phone by personally configuring certain settings, for example, backlight, time & date and ring tones. You can add contacts to the phone's local directory manually or from call history. You can also personalize different ring tones for different callers.

This chapter provides basic operating instructions for customizing your phone. Topics include:

- General Settings

- Audio Settings

- Contact Management

- Call History Management

- System Customizations

If you require additional information or assistance with your new phone, contact your system administrator.

General Settings

Contrast

You can configure the contrast of the LCD screen to a comfortable level.

To configure the contrast via phone user interface:

1. Press **Menu**->**Settings**->**Basic Settings**->**Display**->**Contrast**.
2. Press the ◀ or ▶ soft key to increase or decrease the intensity of contrast.
    The default contrast level is 6.
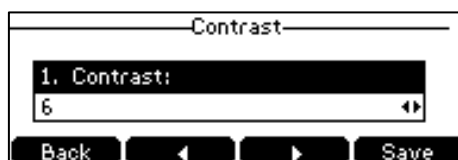
3. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Contrast is configurable via web user interface at the path **Settings**->**Preference**.

Backlight

You can configure the backlight to adjust the brightness of the LCD screen. Backlight status on the LCD screen can be configured from the following options:

- **Always On:** Backlight is on permanently.
- **15s, 30s, 60s, 120s, 300s, 600s** or **1800s:** Backlight is turned off when the phone is inactive after the designated time (in seconds).

To configure the backlight via phone user interface:

1. Press **Menu**->**Settings**->**Basic Settings**->**Display**->**Backlight Settings**.
2. Press the ◀ or ▶ soft key to select the desired value from the **Backlight Time** field.

```
┌─────Backlight Settings──────┐
│                             │
│ 1. Backlight Time:          │
│ 30s                    ◀▶  │
│                             │
│  Back        ◀        ▶    Save  │
└─────────────────────────────┘
```

3. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Backlight is configurable via web user interface at the path **Settings**->**Preference**.

Language

The default language of the phone user interface is English. If the language of your web browser is not supported by the phone, the web user interface will use English by default. You can change the language for the phone user interface and the web user interface respectively.

Note | Not all of the supported languages are available for selection. The available languages depend on the language packs currently loaded to the IP phone. Please contact your system administrator for more information on the available languages for your new phone.

To change the language for the phone user interface:

1. Press **Menu**->**Settings**->**Basic Settings**->**Language**.
2. Press [▲] or [▼] to select the desired language.

```
┌─────────Language──────────┐
│ ✓ 1. English(English)        │
│   2. 简体中文(Chinese Simplified)│
│   3. 繁体中文(Chinese Traditional)│
│  Back                  Save  │
└───────────────────────────┘
```
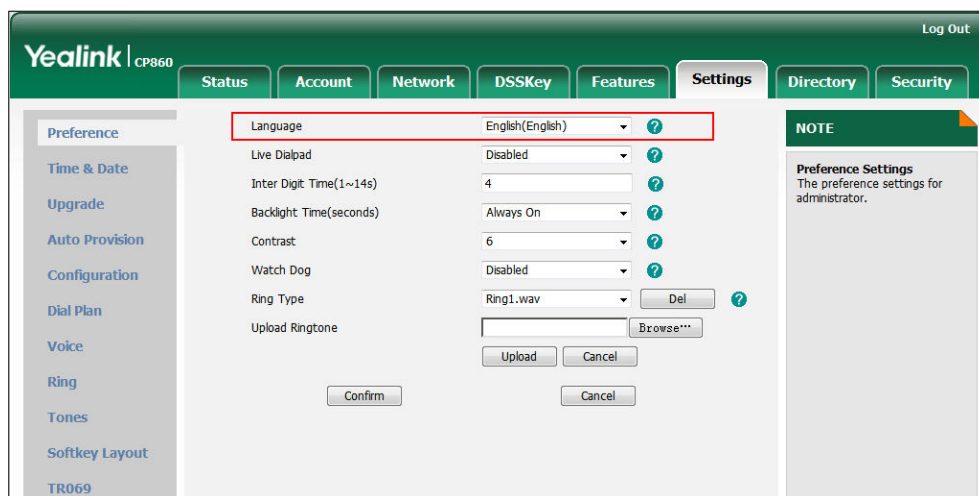
3. Press the **Save** soft key to accept the change.

   Text displayed on the phone user interface will change to the selected language.

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To change the language for the web user interface:

1. Click on **Settings**->**Preference**.

2. Select the desired language from the pull-down list of **Language**.

3. Click **Confirm** to accept the change.

   Text displayed on the web user interface will change to the selected language.

Time & Date

The time and date are displayed on the LCD screen when the phone is idle. You can configure the phone to obtain the time and date from the Simple Network Time Protocol (SNTP) server automatically, or configure the date and time manually. If the phone cannot obtain the time and date from the SNTP server, contact your system administrator for more information.

To configure the SNTP settings via phone user interface:

1. Press **Menu**->**Settings**->**Basic Settings**->**Time & Date**->**SNTP Settings**.

2. Press the ◀ or ▶ soft key to select the time zone that applies to your area from the **Time Zone** field.

   The default time zone is "+8 China(Beijing)".

3. Enter the domain names or IP addresses in the **NTP Server1** and **NTP Server2** fields respectively.

4. Press the ◀ or ▶ soft key to select the desired value from the **Daylight Saving** field.

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5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Please refer to Appendix A - Time Zones for the list of available time zones on the IP phone.

To configure the time and date manually via phone user interface:

1. Press **Menu**->**Settings**->**Basic Settings**->**Time & Date**->**Manual Settings**.

2. Enter the specific time and date.

3. Press the **Save** soft key to accept the change.

The date and time displayed on the LCD screen will change accordingly.

To configure the time and date format via phone user interface:

1. Press **Menu Settings**->**Basic Settings**->**Time & Date**->**Time & Date Format**.

2. Press the ◄ or ► soft key to select the desired time format (12 Hour or 24 Hour) from the **Time Format** field.

3. Press the ◄ or ► soft key to select the desired date format from the **Date Format** field.

4. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

There are 7 available date formats. For example, for the date format "WWW DD MMM", "WWW" represents the abbreviation of the weekday, "DD" represents the two-digit day, and "MMM" represents the first three letters of the month.

The date formats available:

Date Format	Example (2014-10-31)
WWW MMM DD	Fri Oct 31
DD-MMM-YY	31-Oct-14
YYYY-MM-DD	2014-10-31
DD/MM/YYYY	31/10/2014
MM/DD/YY	10/31/14

Date Format	Example (2014-10-31)
DD MMM YYYY	31 Oct 2014
WWW DD MMM	Fri 31 Oct

Time and date are configurable via web user interface at the path **Settings->Time & Date**.

Administrator Password

The Advanced Settings option is only accessible to the administrator. The default administrator password is "admin". For security reasons, you should change the default administrator password as soon as possible.

To change the administrator password via phone user interface:

1. Press **Menu->Settings->Advanced Settings** (Default password: admin) ->**Set Password**.
2. Enter the current password in the **Current PWD** field.
3. Enter the new password in the **New PWD** field.
4. Re-enter the new password in the **Confirm PWD** field.

5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.
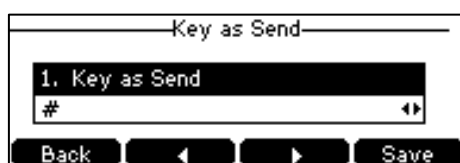
Administrator password is configurable via web user interface at the path **Security->Password**.

Key as Send

You can set the "#" or "*" to perform as a send key while dialing.

To configure key as send via phone user interface:

1. Press **Menu->Features->Key as Send**.
2. Press the ◄ or ► soft key to select **#** or ***** from the **Key as Send** field, or select **Disable** to disable this feature.

3. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

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Key as send is configurable via web user interface at the path **Features**->**General Information**.

Keypad Lock

You can lock the keypad of your phone temporarily when you are not using it. This feature helps to protect your phone from unauthorized use.

Keypad lock consists of the following:

Menu Key: The Menu soft key is locked. You cannot access the menu of the phone until unlocked.

Function Keys: The function keys are locked. You cannot use the mute key, redial key, OK, up and down navigation keys and soft keys until unlocked.

All Keys: All keys are locked, except the volume key, on-hook key, off-hook key and keypad keys. You are only allowed to dial emergency numbers, reject by pressing the Reject soft key, answer incoming calls by press the Answer soft key, and end a call by pressing the Cancel soft key.

Note | The emergency number setting, if desired, must be made before lock activation. For more information, refer to Emergency Number on page 55.

To activate the keypad lock via phone user interface:

1. Press **Menu**->**Settings**->**Advanced Settings** (Default password: admin) ->**Keypad Lock**.

2. Press the ◀ or ▶ soft key to select **Enabled** from the **Keypad Lock Enable** field.

3. Press the ◀ or ▶ soft key to select the desired type from the **Lock type** field.

4. Press the **Save** soft key to accept the change.

    Long press [#SEND] to lock the keypad immediately when the phone is idle.

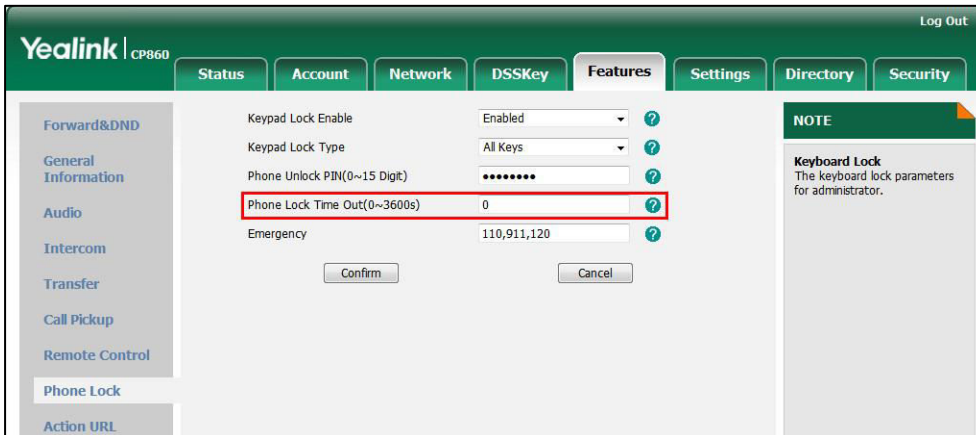   The LCD screen prompts "Keypad Locked!" and displays the icon 🔒 .

You can configure the interval (in seconds) to automatically lock the keypad instead of

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long pressing [#SEND] .

To configure the interval of automatic keypad lock via web user interface:

1. Click on **Features->Phone Lock**.
2. Enter the desired time in the **Phone Lock Time Out (0~3600s)** field.

3. Click **Confirm** to accept the change.

Note The default timeout is 0 second, that is, you need to long press [#SEND] to lock the keypad.

Interval of automatic keypad lock is configurable via web user interface only.

To unlock the keypad, you must know the keypad unlock PIN of the phone. The default keypad unlock PIN is "123".

To change the keypad unlock PIN via phone user interface:

1. Press **Menu->Settings->Basic Settings->Phone Unlock PIN**.
2. Enter the desired values in the **Current PIN**, **New PIN** and **Confirm PIN** fields respectively.

3. Press the **Save** soft key to accept the setting or the **Back** soft key to cancel.

Note The unlock PIN length must be within 15 digits.

To unlock the keypad via phone user interface:

1. Press any locked key, the LCD screen prompts "Please Enter PIN".

2. Enter the PIN in the **PIN** field.

3. Press the **Confirm** soft key to unlock the keypad.

   The 🔒 icon disappears from the LCD screen.

   You can long press [#SEND] or wait for a period of time (if configured) to lock the keypad again.

Note   You can also unlock the keypad by entering administrator password. When you enter the administrator password to unlock the keypad, the phone will turn to the **Reset Phone PIN** screen.

To deactivate the keypad lock via phone user interface:

1. Press **Menu**->**Settings**->**Advanced Settings** (Default password: admin) ->**Keypad Lock**.

2. Press the ◀ or ▶ soft key to select **Disabled** from the **Keypad Lock Enable** field.
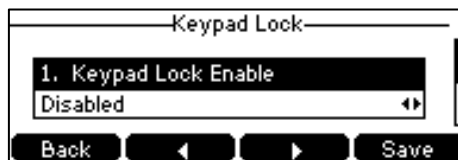
3. Press the **Save** soft key to accept the change.

   Keypad lock is configurable via web user interface at the path **Features->Phone Lock**.

Audio Settings

Volume

You can press the volume key to adjust the ringer volume when the phone is idle. You can also press the volume key to adjust the speaker volume when the phone is during a call.

To adjust the ringer volume when the phone is idle:

1. Press ⌐ - ◢ + ⌐ to adjust the ringer volume.

```
☎ 8600

     13:57 00
- ▪▪▪▪□□□□□□□□□□ +
History  Directory   DND     Menu
```

Note   If the ringer volume is adjusted to minimum, the 🔇x icon will appear on the LCD screen.

To adjust the speaker volume when the phone is during a call:

1. Press ⌐ - ◢ + ⌐ to adjust the speaker volume.

```
◀)) Talking                    1 / 1
            2100
- ▪▪▪▪▪▪▪▪▪▪□□□□ +
  Tran      Hold     Conf    Cancel
```

Ring Tones

Ring tones are used to indicate incoming calls. You can select different ring tones to distinguish your phone from your neighbor's.

To select a ring tone for the phone via phone user interface:

1. Press **Menu**->**Settings**->**Basic Settings**->**Ring Tones**.
2. Press ⌃ or ⌄ to select the desired ring tone.

```
────────Ring Tones────────
✔ 1. Ring1.wav
  2. Ring2.wav
  3. Ring3.wav
  Back                       Save
```
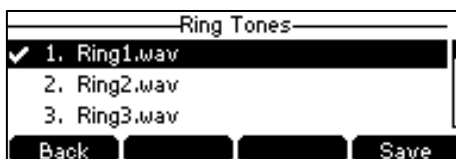
3. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

To select a ring tone for the account via web user interface:

1. Click on **Account**->**Basic**.

2. Select the desired ring tone from the pull-down list of **Ring Type**.

If **Common** is selected, this account will use the ring tone selected for the phone. Refer to the above instruction.

3. Click **Confirm** to accept the change.

Note	A ring tone for the account is configurable via web user interface only.

To upload a custom ring tone for your phone via web user interface:

1. Click on **Settings**->**Preference**.
2. Click **Browse** to locate a ring tone file (the file format must be *.wav) from your local system.

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3. Click **Upload** to upload the file.

The ring tone for an incoming call on the phone may be different. For example, when the phone receives an incoming call from a contact stored in the local directory, it will play the ring tone assigned to the contact in the local directory (refer to Adding Contacts). If no ring tone is assigned to the contact, the phone will play the ring tone assigned to the associated group (refer to Adding Groups). Otherwise, the phone will play the ring tone assigned to the account. If no ring tone is assigned to the contact, the associated group or account, the phone will play the ring tone assigned to the phone.

All custom ring tone files must be no greater than 100KB. Uploading custom ring tones for your phone is configurable via web user interface only.

Contact Management

This section provides the operating instructions for managing contacts. Topics include:

- Directory

- Local Directory

- Blacklist

- Remote Phone Book

Directory

Directory provides easy access to frequently used lists. The lists may contain Local Directory, History, Remote Phone Book and LDAP.

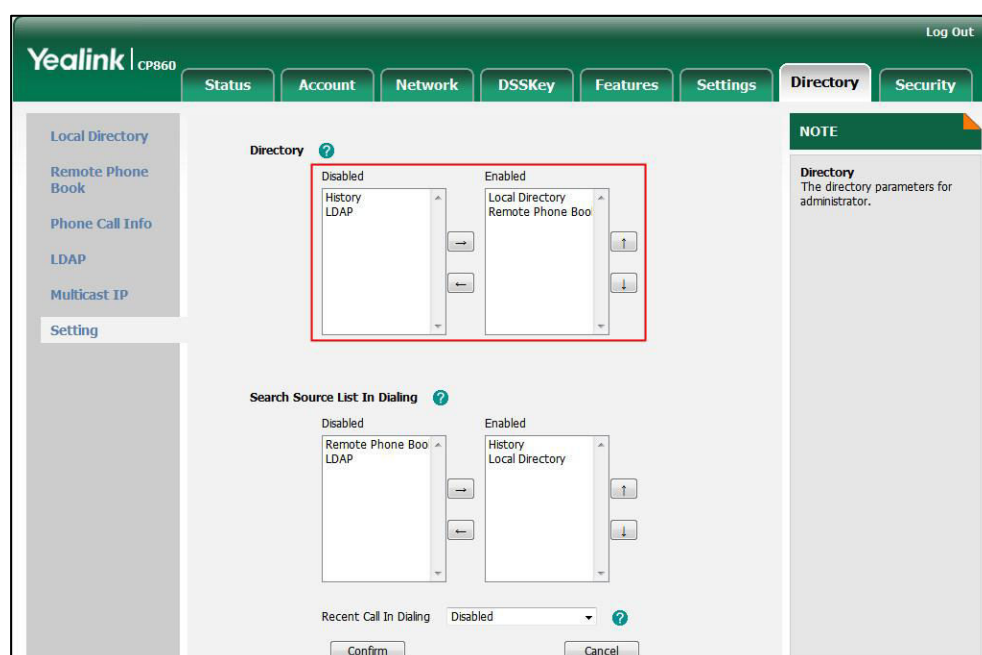**To configure the directory via web user interface:**

1. Click on **Directory**->**Setting**.

2. In the **Directory** block, select the desired list from the **Disabled** column and then click → .

The selected list appears in the **Enabled** column.

3. Repeat step 2 to add more lists to the **Enabled** column.

4. To remove a list from the **Enabled** column, select the desired list and click ← .

5. To adjust the display order of enabled lists, select the desired list and click [↑] or [↓] .

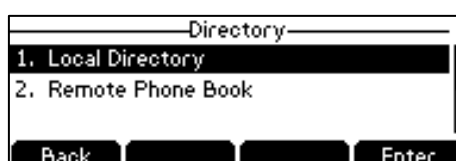The LCD screen will display the list(s) in the adjusted order.

6. Click **Confirm** to accept the change.

Note | Directory is configurable via web user interface only.

To view the directory via phone user interface:

1. Press the **Directory** soft key when the phone is idle.

The LCD screen displays the enabled list(s) in the directory.

If there is only one list in the directory, press the **Directory** soft key to enter this list directly.

Local Directory

The built-in phone directory can store the names and phone numbers of your contacts. You can store up to 1000 contacts and 48 groups in your phone's local directory. There are three default groups in the local directory: Company, Family and Friend. You can add new groups and contacts, edit, delete or search for a contact, or simply dial a contact number from the local directory.

Adding Groups

To add a group to the local directory:

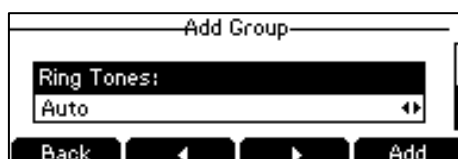1. Press the **Directory** soft key.

   The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

   If the Local Directory is removed from the directory, press **Menu**->**Directory**->**Local Directory** to enter the local directory.

2. Press the **AddGrp** soft key.

3. Enter the desired group name in the **Name** field.

4. Press the ◀ or ▶ soft key to select the desired ring tone from the **Ring Tones** field.

   If **Auto** is selected, this group will use the ring tone specified for the contact. If no ring tone is specified for the contact, it will then play the ring tone specified for the account. For more information on the ring tone for the account, refer to Ring Tones on page 29.

5. Press the **Add** soft key to accept the change or the **Back** soft key to cancel.

You can also edit or delete the Company, Family, Friend and any newly added contact groups.

Editing Groups

To edit a group in the local directory:

1. Press the **Directory** soft key.

   The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.
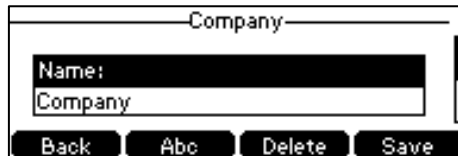

   If Local Directory is removed from the directory, press **Menu**->**Directory**->**Local Directory** to enter the local directory.

2. Press ⌃ or ⌄ to highlight the desired contact group.

3. Press the **Option** soft key and then select **Detail** from the prompt list.

```
┌─────────Local Group─────────┐
│Detail                       ▌│
│Delete                        │
│Delete All                    │
├──────┬──────┬──────┬──────┤
│Cancel│      │      │  OK  │
└──────┴──────┴──────┴──────┘
```

4. Press ⌃ or ⌄ to highlight the group information and then edit.

```
┌─────────Company─────────┐
│                          │
│Name:                    ▌│
│Company                   │
├──────┬─────┬──────┬─────┤
│Back │ Abc │Delete│Save │
└──────┴─────┴──────┴─────┘
```

5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Deleting Groups

To delete a group from the local directory:

1. Press the **Directory** soft key.

The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

If Local Directory is removed from the directory, press **Menu**->**Directory**->**Local Directory** to enter the local directory.

2. Press ⌃ or ⌄ to highlight the desired contact group.

3. Press the **Option** soft key and then select **Delete** from the prompt list.

The LCD screen prompts the following warning:

```
┌─────────Local Group─────────┐
│Detail ┌─────Warning─────┐    │
│Delete │ Delete Selected │  ▌ │
│Delete │     Group?      │    │
├───────└─────────────────┘────┤
│Cancel│      │      │  OK   │
└──────┴──────┴──────┴───────┘
```

4. Press the **OK** soft key to confirm the deletion or the **Cancel** soft key to cancel.

You can also delete all groups by pressing the **Option** soft key, and then select **Delete All**.

Adding Contacts

You can add contacts to the local directory in one of the following ways:

- Manually

- From call history

- From a remote phone book

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Adding Contacts Manually

To add a contact to the local directory manually:

1. Press the **Directory** soft key.

    The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

    If Local Directory is removed from the directory, press **Menu**->**Directory**->**Local Directory** to enter the local directory.

2. Select the desired contact group.

3. Press the **Add** soft key.

4. Enter the name and the office, mobile or other numbers in the corresponding fields.

5. Press the ◀ or ▶ soft key to select the desired ring tone from the **Ring Tones** field.

    If **Auto** is selected, the phone will play the ring tone assigned to the group when receiving incoming calls from this contact.

6. Press the **Add** soft key to accept the change or the **Back** soft key to cancel.

Note   If the contact already exists in the directory, the LCD screen will prompt "Contact name existed!".

Adding Contacts from Call History

To add a contact to the local directory from call history:

1. Press the **History** soft key.

2. Select the desired call history list and press the **Enter** soft key.

3. Press ▲ or ▼ to highlight the desired entry.

4. Press the **Option** soft key, and then select **Add to Contacts** from the prompt list.

5. Enter the contact name.

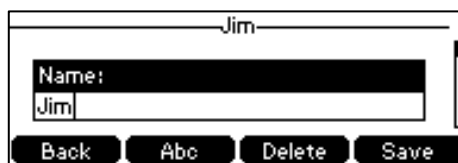6. Press the **Save** soft key to accept the change.

    The entry is successfully saved to the local directory.

Adding Contacts from Remote Phone Book

To add a contact to the local directory from the remote phone book:

1. Press **Menu**->**Directory**->**Remote Phonebook**.

    If Remote Phone Book is added to the directory, press **Directory**->**Remote Phone Book** to enter the remote phone book.

2. Select the desired remote group and press the **Enter** soft key.

3. Press ⌃ or ⌄ to highlight the desired entry.

4. Press the **Option** soft key, and then select **Add to Contacts** from the prompt list.

5. Press the **Save** soft key to save the contact to the local directory.

    If the contact already exists in the local directory, the LCD screen will prompt "Overwrite the original contact?". Press the **OK** soft key to overwrite the original contact in the local directory or the **Cancel** soft key to cancel.

For more information on remote phone book operating, refer to Remote Phone Book on page 42.

Editing Contacts

To edit a contact in the local directory:

1. Press the **Directory** soft key.

    The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

    If Local Directory is removed from the directory, press **Menu**->**Directory**->**Local Directory** to enter the local directory.

2. Select the desired contact group.

3. Press ⌃ or ⌄ to highlight the desired contact.

4. Press the **Option** soft key, and then select **Detail** from the prompt list.

5. Press ⌃ or ⌄ to highlight the contact information and then edit.

6. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Deleting Contacts

To delete a contact from the local directory:

1. Press the **Directory** soft key.

    The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

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If Local Directory is removed from the directory, press **Menu->Directory->Local Directory** to enter the local directory.

2. Select the desired contact group.

3. Press ⌃ or ⌄ to highlight the desired contact.

4. Press the **Option** soft key, and then select **Delete** from the prompt list.

The LCD screen prompts the following warning:

```
Detail
Delete        Warning
Delete    Delete Selected Item?
Add to
 Cancel                        OK
```

5. Press the **OK** soft key to confirm the deletion or the **Cancel** soft key to cancel.

You can also delete all contacts by pressing the **Option** soft key, and then select **Delete All**.

Placing Calls to Contacts

To place a call to a contact from the local directory:

1. Press the **Directory** soft key.

The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

If Local Directory is removed from the directory, press **Menu->Directory->Local Directory** to enter the local directory.

2. Select the desired contact group.

3. Press ⌃ or ⌄ to highlight the desired contact.

4. Do one of the following:

   – If only one number for the contact is stored in the local directory, press the **Send** soft key to dial out the number.

   – If multiple numbers for the contact are stored in the local directory, press the **Send** soft key to display a list of numbers.

   Press ⌃ or ⌄ to highlight the desired number.

   Press the **Send** soft key to dial out the number.

Searching for Contacts

To search for a contact in the local directory:

1. Press the **Directory** soft key.

The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

If Local Directory is removed from the directory, press **Menu->Directory->Local**

Directory to enter the local directory.

2. Press the **Search** soft key.

3. Enter a few continuous characters of the contact name or continuous numbers of the contact number (office, mobile or other number) using the keypad.

```
Q |J                            |0/1
 👤 Jim              1234

   Back    Abc     Delete
```

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

Search Source List in Dialing

You can search for a contact from the desired lists when the phone is in the dialing screen. The lists can be Local Directory, History, Remote Phone Book and LDAP.

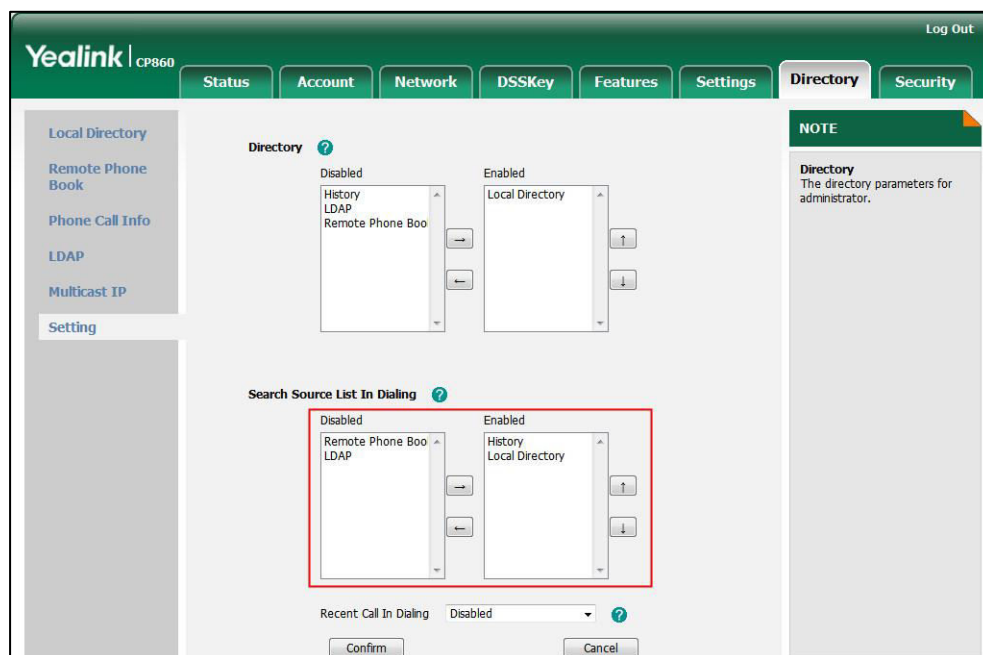**To configure search source list in dialing via web user interface:**

1. Click on **Directory**->**Setting**.

2. In the **Search Source List In Dialing** block, select the desired list from the **Disabled** column and click → .
   The selected list appears in the **Enabled** column.

3. Repeat step 2 to add more lists to the **Enabled** column.

4. To remove a list from the **Enabled** column, select the desired list and click ← .

5. To adjust the display order of the enabled lists, select the desired list and click ⬛↑ or ⬛↓ .

The LCD screen will display search results in the adjusted order.

6. Click **Confirm** to accept the change.

Note   Search source list in dialing is configurable via web user interface only.

To search for an entry in the enabled search source lists:

1. Press ⬛ .

2. Enter a few continuous characters of the entry's name or continuous numbers of the entry's phone number (office, mobile or other number) using the keypad.

The entries in the enabled search source lists whose name or phone number matches the characters entered will appear on the LCD screen. You can press ⬛ or ⬛ to scroll to the desired entry, and then place a call to the entry.

Importing/Exporting Contact Lists

You can manage your phone's local directory via phone user interface or web user interface. But you can only import or export the contact list via web user interface.

To import an XML contact list file via web user interface:

1. Click on **Directory**->**Local Directory**.

2. Click **Browse** to locate a contact list file (the file format must be *.xml) from your local system.

3. Click **Import XML** to import the contact list.

The web user interface prompts "The original contact will be covered, Continue?".

4. Click **OK** to complete importing the contact list.

To import a CSV contact list file via web user interface:

1. Click on **Directory**->**Local Directory**.

2. Click **Browse** to locate a contact list file (the file format must be *.csv) from your local system.

3. (Optional.) Check the **Show Title** checkbox.

   It will prevent importing the title of the contact information which is located in the first line of the CSV file.

4. Click **Import CSV** to import the contact list.

5. (Optional.) Mark the **On** radio box in the **Delete Old Contacts** field.

   It will delete all existing contacts while importing the contact list.

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6. (Optional.) Select the contact information you want to import into the local directory from the pull down list of **Index**.

7. Click **Import** to complete importing the contact list.

To export a contact list via web user interface:

1. Click on **Directory**->**Local Directory**.

2. Click **Export XML** (or **Export CSV**).

3. Click **Save** to save the contact list to your local system.

Note	Importing/exporting contact lists is available via web user interface only.

Blacklist

The built-in phone directory can store names and phone numbers for a blacklist. You can store up to 30 contacts, add, edit, delete or search for a contact in the blacklist directory, and even call a contact from the blacklist directory. Incoming calls from blacklist directory contacts will be rejected automatically.

To add a contact to the blacklist directory manually:

1. Press **Menu**->**Directory**->**Blacklist**.

2. Press the **Add** soft key.

3. Enter the name and the office, mobile or other numbers in the corresponding fields.

4. Press the **Add** soft key to accept the change or the **Back** soft key to cancel.

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To add a contact to the blacklist directory from the local directory:

1. Press **Directory** soft key.

    The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

    If Local Directory is removed from the directory, press **Menu**->**Directory**->**Local Directory** to enter the local directory.

2. Select the desired contact group.

3. Press ⌃ or ⌄ to highlight the desired contact.

4. Press the **Option** soft key and then select **Add to Blacklist** from the prompt list.

    The LCD screen prompts "Move selected to blacklist?".

5. Press the **OK** soft key to confirm the setting.

For operating instructions on editing, deleting, placing calls to and/or searching for contacts in the blacklist, refer to the operating instructions of Local Directory on page 32.
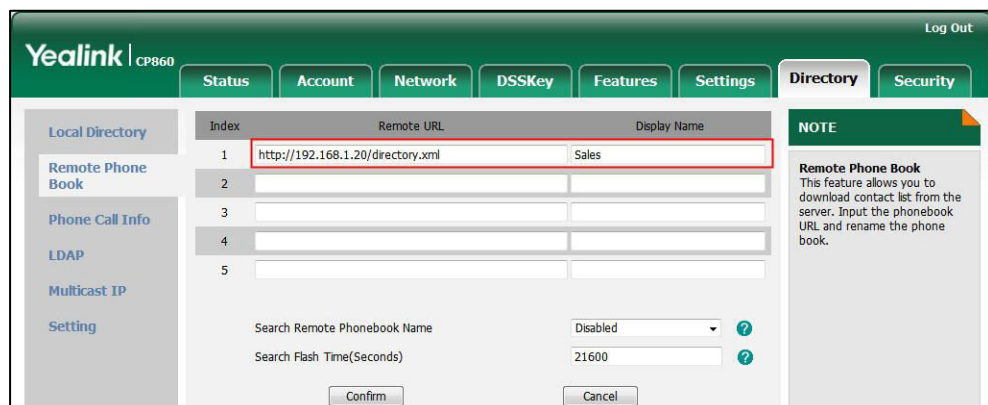
Remote Phone Book

You can add new contacts to the local directory, search for a contact, or simply dial a contact number from the remote phone book.

You can configure your new phone to access up to 5 remote phone books. The phone supports up to 5000 remote phone book entries. For the access URL of the remote phone book, contact your system administrator.

To configure an access URL for a remote phone book via web user interface:

1. Click on **Directory**->**Remote Phone Book**.

2. Enter the access URL in the **Remote URL** field.

3. Enter the name in the **Display Name** field.

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4. Click **Confirm** to accept the change.

Note   An access URL for a remote phone book is configurable via web user interface only.

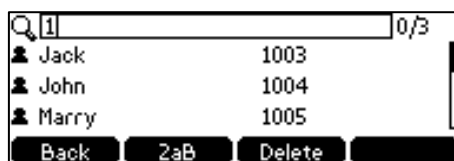**To access your remote phone book via phone user interface:**

1. Press **Menu**->**Directory**->**Remote Phonebook**.

   If Remote Phone Book is added to the directory, press **Directory**->**Remote Phone Book** to enter the remote phone book.

2. Select the desired remote group, and then press the **Enter** soft key.

   The phone then connects to the remote phone book and proceeds to load it. The contacts in the remote phone book are displayed on the LCD screen.

3. Press the **Back** soft key to back to the previous screen.

To search for a contact in the remote phone book:

1. Press **Menu**->**Directory**->**Remote Phonebook**.

   If Remote Phone Book is added to the directory, press **Directory**->**Remote Phone Book** to enter the remote phone book.

2. Select the desired remote group, and then press the **Enter** soft key to load the remote phone book.

3. Press the **Search** soft key.

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.

To place a call from the remote phone book:

1. Press **Menu**->**Directory**->**Remote Phonebook**.

   If Remote Phone Book is added to the directory, press **Directory**->**Remote Phone Book** to enter the remote phone book.

2. Select the desired remote group, and then press the **Enter** soft key to load the remote phone book.

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3. Select the desired contact in the remote phone book.

4. Press the **Send** soft key.

In addition, you can enable the phone to present the caller identity stored in the remote phone book when receiving a call.

To enable the presentation of a caller identity stored in remote phone book via web user interface:

1. Click on **Directory**->**Remote Phone Book**.

2. Select **Enabled** from the pull-down list of **Search Remote Phonebook Name**.

3. Enter the desired refresh period in the **Search Flash Time (Seconds)** field.
   The default value is 21600 seconds.

4. Click **Confirm** to accept the change.

Call History Management

The CP860 IP conference phone maintains call history lists of Placed Calls, Received Calls, Missed Calls and Forwarded Calls. Call history lists support 400 entries in all. You can view call history, place a call, add a contact or delete an entry from the call history list. History record feature enables the phone to save the call history. If you don't want to save the call history, you can disable the feature. History record feature is enabled by default.

To disable history record feature via phone user interface:

1. Press **Menu**->**Features**->**History Setting**.

2. Press the ◀ or ▶ soft key to select **Disable** from the **History Record** field.

3. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

To view call history:

1. Press the **History** soft key.

   The LCD screen displays all call history lists.

2. Select the desired call history list and press the **Enter** soft key.

3. Press ⌃ or ⌄ to select the desired entry.

4. Press the **Option** soft key, and then select **Detail** from the prompt list.

   The detailed information of the entry appears on the LCD screen.

To place a call from the call history list:

1. Press the **History** soft key.

2. Select the desired call history list and press the **Enter** soft key.

3. Press ⌃ or ⌄ to select the desired entry.

4. Press the **Send** soft key.

To add a contact to the local directory (or blacklist directory) from the call history list:

1. Press the **History** soft key.

2. Select the desired call history list and press the **Enter** soft key.

3. Press ⌃ or ⌄ to select the desired entry.

4. Press the **Option** soft key, and then select **Add to Contacts** (or **Add to Blacklist**) from the prompt list.

5. Enter the desired values in the corresponding fields.

6. Press the **Save** soft key to accept the change.

For more information, refer to Contact Management on page 31.

To delete an entry from the call history list:

1. Press the **History** soft key.

2. Select the desired call history list and press the **Enter** soft key.

3. Press ⌃ or ⌄ to select the desired entry.

4. Press the **Delete** soft key.

To delete all entries from the call history list:

1. Press the **History** soft key.

2. Select the desired call history list and press the **Enter** soft key.

3. Press the **Option** soft key, and then select **Delete All** from the prompt list.

4. Press the **OK** soft key.

The LCD screen prompts "Delete all records?".

5. Press the **OK** soft key to confirm the deletion or the **Cancel** soft key to cancel.

System Customizations

Programmable Keys

The CP860 IP conference phone supports 8 programmable keys. You can assign predefined functionalities to programmable keys. Programmable keys allow you to quickly access features such as call return and voice mail. The key type N/A indicates that this programmable key provides no functionality until configuration. Details will be introduced in the following.

To customize programmable keys via web user interface:

1. Click on **DSSKey**->**Programmable Key**.
2. Customize specific features for these keys.

3. (Optional.) Enter a string that will appear on the LCD screen in the **Label** field. Label is configurable only when customizing four soft keys.
4. Click **Confirm** to accept the change.

You can click **Reset to default** to reset custom settings to defaults.

Note   Programmable keys are configurable via web user interface only.

Programmable key features are explained in the following subchapters in detail:

- Prefix

- Local Group

- XML Group

- History

- Menu

- LDAP

- Forward

- DND

- Call Return

- XML Directory

- Status

- Intercom

- Multicast Paging

- Local Directory

- Keypad Lock

- Directory

For more information, contact your system administrator.

Prefix

You can use this key feature to add a specified prefix number before the dialed number.

Dependencies: *Type (Prefix)*

 Value (the prefix number)

Value

Usage: Press the programmable key when the phone is idle, the phone will then enter the dialing screen and display the prefix number that you specified in the **Value** field. You can enter the remaining digits and then dial out.

Local Group

You can use this key feature to quickly access a contact group in the local directory. For more information, refer to Local Directory on page 32.

Dependencies: *Type (Local Group)*

 Line (the group you want to access)

Usage: Press the programmable key to access the contact group specified in the **Local Group** field.

XML Group

You can use this key feature to quickly access a remote group in your remote phone

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book. You should configure remote phone book in advance. For more information, refer to Remote Phone Book on page 42.

Dependencies: *Type (XML Group)*

> *Line (the remote group you want to access if the remote phone book is configured)*

Usage: Press the programmable key to access the remote group specified in the **Line** field.

LDAP

You can use this key feature to quickly access a LDAP search screen.

Dependencies: *Type (LDAP)*

Usage:

1. Press the programmable key to access the LDAP search screen.
2. 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.

Forward

You can use this key feature to forward an incoming call to someone else. For more information, refer to Call Forward on page 69.

Dependencies: *Type (Forward)*

Usage: Press the programmable key to enter the forward configuration screen.

DND

You can use this key feature to activate or deactivate the DND mode. For more information, refer to Do Not Disturb (DND) on page 67.

Dependencies: *Type (DND)*

Usage:

1. Press the programmable key to activate DND.
2. Press the programmable key again to deactivate DND.

Note When DND is activated, the incoming calls will be rejected automatically.

Keypad Lock

You can use this key feature to immediately lock the keypad of your phone instead of long pressing ⌗SEND . For more information, refer to Keypad Lock on page 26.

Dependencies: *Type (Keypad Lock)*

Usage: Press the programmable key to immediately lock the keypad of your phone

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instead of long pressing ⌗ .

Directory

You can use this key feature to easily access frequently used lists. For more information, refer to Directory on page 31.

Dependencies: *Type (Directory)*

**Usage:** Press the programmable key to immediately access frequently used lists.

Note   The programmable key performs the same function as the **Directory** soft key when the phone is idle.

Account Registration

You can register one account on the CP860 IP conference phone.

To register an account via phone user interface:

1. Press **Menu**->**Settings**->**Advanced Settings** (Default password: admin) ->**Account**
2. Press the **Enter** soft key.
3. Press the ◄ or ► soft key to select **Enable** from the **Account Status** field.
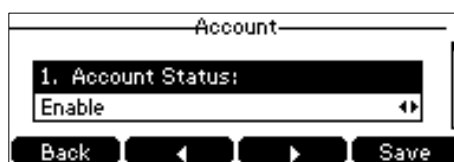
4. Enter the desired values in **Label, Display Name, Register Name, User Name, Password** and **SIP Server1/2** fields respectively. Contact your system administrator for more information.
5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

To disable an account via phone user interface:

1. Press **Menu**->**Settings**->**Advanced Settings** (Default password: admin) ->**Account**
2. Press the **Enter** soft key.
3. Press the ◄ or ► soft key to select **Disable** from the **Account Status** field.
4. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Registering an account is configurable via web user interface at the path **Account**->**Register**.

Dial Plan

Dial plan is a string of characters that governs the way your CP860 IP conference phone processes the inputs received from your phone keypad. The CP860 IP conference phone supports the following dial plan features:

- Replace Rule

- Dial-now

- Area Code

- Block Out

Basic expression syntaxes you need to know:

Syntax	Description
.	The dot "." can be used as a placeholder or multiple placeholders for any character. Example: "12." would match "123", "1234", "12345", "12abc", etc.
x	An "x" can be used as a placeholder for any character. Example: "12x" would match "121", "122", "123", "12a", etc.
[]	The square brackets "[]" can be used as a placeholder for a single character which matches any of a set of characters. Example: "91[5-7]1234" would match "9151234", "9161234", "9171234", etc.
()	The parentheses "( )" can be used to group together patterns, for instance, to logically combine two or more patterns. Example: "([1-9])([2-7])3" would match "923", "153", "773",etc.
$	The "$" should be followed by the sequence number of a parenthesis. The "$" plus the sequence number means the whole character or characters placed in the parenthesis. The number directs to the right parenthesis when there are more than one. Example: A replace rule configuration: Prefix: "9([5-7])(.)", Replace: "5$2". When you enter "96123" to dial out on your phone, the number will be replaced as "5123" and then dialed out. "$2" means the characters in the second parenthesis, that is, "123".

Replace Rule

You can configure one or more replace rules (up to 100) to remove the specified string and replace it with another string. You can configure a pattern with wildcards (expression syntax refer to the table above), so that any string that matches the pattern will be replaced. This feature is convenient for you to dial out a long number. For example, a replace rule is configured as "Prefix: 1" and "Replace: 1234567", when you try to dial out the number "1234567", you just need to enter "1" on the phone and then press the Send soft key.

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To add a replace rule via web user interface:

1. Click on **Settings**->**Dial Plan**->**Replace Rule**.

2. Enter the string (e.g., 2xx) in the **Prefix** field.

3. Enter the string (e.g., 1234) in the **Replace** field.

4. Click **Add** to add the replace rule.

   When you enter the number "234" using the keypad and then press the **Send** soft key, the phone will dial out "1234" instead.

To edit a replace rule via web user interface:

1. Click on **Settings**->**Dial Plan**->**Replace Rule**.

2. Select the desired replace rule by checking the checkbox.

3. Edit values in the **Prefix** and **Replace** fields.

4. Click **Edit** to accept the change.

To delete one or more replace rules via web user interface:

1. Click on **Settings**->**Dial Plan**->**Replace Rule**.

2. Select the one or more replace rules by checking the checkbox(es).

3. Click **Del** to delete the replace rule(s).

Note   Replace rule is configurable via web user interface only.

Dial-now

You can configure one or more dial-now rules (up 100) on your phone. When the dialed number matches the dial-now string, the number will be dialed out automatically. For example, a dial-now rule is configured as "2xx", any entered three-digit string beginning with 2 will then be dialed out automatically on the phone.

To add a dial-now rule via web user interface:

1. Click on **Settings**->**Dial Plan**->**Dial-now**.

2. Enter the desired value (e.g., 1001) in the **Rule** field.

3. Click **Add** to add the dial-now rule.

   When you enter the number "1001" using the keypad, the phone will dial out "1001" automatically without the pressing of any key.

Note	You can also edit or delete the dial-now rule, refer to Replace Rule on page 50 for more information.
	Dial-now rule is configurable via web user interface only.

Delay Time for Dial-Now Rule

You can configure the interval for dial-now rules. That is, you can configure your phone to automatically dial out the phone number which matches a dial-now rule, after the designated period of time.

To configure the delay time for dial-now rule via web user interface:

1. Click on **Features**->**General Information**.

2. Enter the time between 1 and 14 (seconds) in the **Time-Out for Dial-Now Rule** field.

3. Click **Confirm** to accept the change.

Delay time for dial-now rule is configurable via web user interface only.

Area Code

Area codes are also known as Numbering Plan Areas (NPAs). They usually indicate geographical areas in a country. This feature is necessary when dialing a phone number outside the code area. For example, an area code is configured as "Code: 011, Min Length: 4, Max Length: 11". When you dial out the number "56789" (the length of the number is between 4 and 11), the phone will add the area code and dial out the number "01156789". You can only configure one area code rule on your phone.

To configure the area code and lengths via web user interface:

1. Click on **Settings**->**Dial Plan**->**Area Code**.

3. Enter the desired values in the **Code**, **Min Length (1-15)** and **Max Length (1-15)** fields.

4. Click **Confirm** to accept the change.

Note	The default values of minimum and maximum length are 1 and 15 respectively.
	Area code is configurable via web user interface only.

Block Out

You can block specific numbers (up 10) from being dialed on your phone. When you dial a block out number on your phone, the dialing will fail and the LCD screen will prompt "Forbidden Number".

To add a block out number via web user interface:

1. Click on **Settings**->**Dial Plan**->**Block Out**.

2. Enter the desired value in the **BlockOut Number** field.

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3.   Click **Confirm** to add the block out number.

Block out number is configurable via web user interface only.

Emergency Number

Public telephone networks in countries around the world have a single emergency telephone number (emergency services number), that allows a caller to contact local emergency services for assistance when necessary. The emergency telephone number may differ from country to country. It is typically a three-digit number so that it can be easily remembered and dialed quickly. Some countries have a different emergency number for each of the different emergency services.

You can specify the emergency telephone numbers on the IP phone for contacting the emergency services in an emergency situation. You can dial emergency calls on the IP phone even when the phone keyboard is locked.

Note   Contact your local phone service provider for available emergency numbers in your area.

To specify emergency numbers via web user interface:

1.   Click on **Features**->**Phone Lock**.
2.   Enter the emergency number in the **Emergency** field.

   For multiple emergency numbers, enter a comma between every two numbers. The default emergency numbers are 110, 911 and 120.

3.   Click **Confirm** to accept the change.

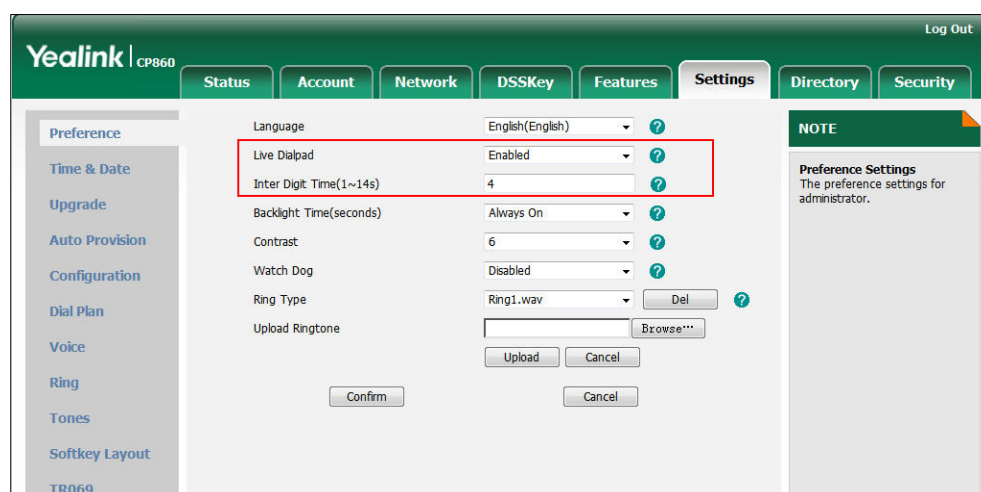Note   Emergency number is configurable via web user interface only.

Live Dialpad

You can enable live dialpad on the CP860 IP conference phone, which enables the IP phone to automatically dial out a phone number without the pressing of the send key. You can also configure a delay, where the phone will dial out the phone number automatically after the designated period of time.

To enable live dialpad via web user interface:

1. Click on **Settings**->**Preference**.
2. Select **Enabled** from the pull-down list of **Live Dialpad**.
3. Enter the desired delay time in the **Inter Digit Time (1~14s)** field.

   The default delay time is 4s.

4. Click **Confirm** to accept the change.

Note	Live dialpad is configurable via web user interface only.

Hotline
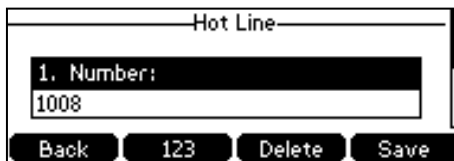
You can dial a hotline number immediately upon pressing the off-hook key. You can also configure a delay, where the phone will dial out the hotline number automatically after the designated period of time.

To configure the hotline number via phone user interface:

1. Press **Menu**->**Features**->**Hot Line**.
2. Enter the desired number in the **Number** field.

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4. Enter the delay time (in seconds) in the **Hotline Delay** field.

    The valid values range from 0 to 10.

5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Hotline is configurable via web user interface at the path **Features**->**General Information**.

Basic Call Features

The CP860 IP conference phone is designed to be easily used like a regular phone on a public switched telephone network (PSTN). You can place calls, answer calls, transfer a call to someone else, or conduct a conference call.

This chapter provides basic operating instructions for the CP860 IP conference phone. Topics include:

- Placing Calls
- Answering Calls
- Ending Calls
- Redialing Numbers
- Recent Call In Dialing
- Auto Answer
- Auto Redial
- Call Return
- Call Mute
- Call Hold/Resume
- Do Not Disturb (DND)
- Call Forward
- Call Transfer
- Call Waiting
- Conference
- Call Pickup
- Anonymous Call
- Anonymous Call Rejection

If you require additional information or assistance with your new phone, contact your system administrator.

Placing Calls

You can press the on-hook key either before or after entering the number to place a call. You can also dial an entry from call history, local directory or remote phone book. For more information, refer to Contact Management on page 31 and Call History Management on page 44.

The call duration of the active call is visible on the LCD screen. In the figure below, the call to Jim has lasted 6 seconds.

To place a call:

Do one of the following:

-   Press [ ] to obtain a dial tone.

    Enter the desired number using the keypad.

    Press [ ], (OK), [#SEND] or the **Send** soft key.

-   Enter the desired number using the keypad.

    Press [ ], (OK), [#SEND] or the **Send** soft key.

The # key is configured as a send key by default. You can also set the * key as the send key, or set neither. For more information, refer to the Key as Send on page 25.

Note   You can also dial using the SIP URI or IP address. To obtain the IP address of a phone, press the **OK** key when the phone is idle. The maximum length of SIP URI or IP address length is 32 characters. For example, SIP URI: 3606@sip.com, IP: 192.168.1.15.

Your phone may not support direct IP dialing. Contact your system administrator for more information.

The CP860 IP conference phone can handle multiple calls at a time. However, only one active call (the call that has audio associated with it) can be in progress at any given time.

To place multiple calls:

You can have more than one call on your CP860 IP conference phone. To place a new call during an active call, do one of the following:

-   Press [ ] . The active call is placed on hold.

    Enter the desired number using the keypad.

    Press [ ], (OK), [#SEND] or the **Send** soft key.

- Press the **Hold** soft key to place the original call on hold.

  Press the **New Call** soft key.

  Enter the desired number using the keypad.

  Press ⌒ , (ok), #SEND or the **Send** soft key.

You can press ⌃ or ⌄ to switch between calls, and then press the **Resume** soft key to retrieve the desired call.

Answering Calls

You can answer a call no matter whether you are in another call or not. If you want to answer a new incoming call when in another call, ensure that call waiting has been enabled. For more information on call waiting, refer to Call Waiting on page 73.

Note	You can ignore incoming calls by pressing the **Reject** soft key or the **Silence** soft key. You can also activate Do Not Disturb mode to ignore the incoming calls without ringing on your phone. For more information, refer to Do Not Disturb (DND) on page 67.
	You can forward incoming calls to someone else by pressing the **Fwd** soft key. For more information, refer to Call Forward on page 69.

Answering When Not in Another Call

Call duration and destination will always appear on the LCD screen for the active call.

To answer a call:

Do one of the following:

- Press ⌒ .

- Press the **Answer** soft key.

- Press (ok).

Answering When in Another Call

If you have an active call, and an incoming call arrives on the phone, do one of the following:

- Press the **Answer** soft key.

  The incoming call is answered and the original call is placed on hold.

- Press ⌄ to access the new call.

  Press ⌒ , (ok) or the **Answer** soft key.

  The incoming call is answered and the original call is placed on hold.

Ending Calls

To end a call:

Do one of the following:

- Press the **Cancel** soft key.

- Press ⌐ .

Note | To end a call placed on hold, you can press the **Cancel** soft key to end the call directly, or press the **Resume** soft key to resume the call before ending it.

Redialing Numbers

To redial the last dialed number from your phone:

1. Press ↺ twice.

   A call to your last dialed number is attempted.

To redial a previously dialed number from your phone:

1. Press ↺ when the phone is idle.

2. Press ▲ or ▼ to select the desired entry from the placed calls list, and then press ↺ , 📞 , #SEND or the **Send** soft key.
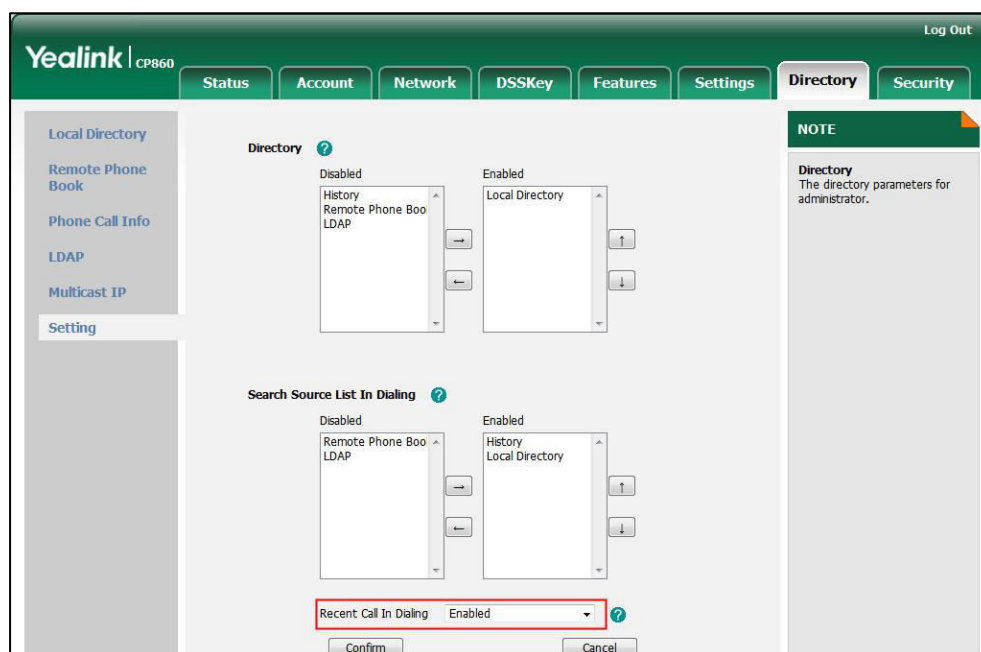
Recent Call In Dialing

To view the placed calls list when the phone is in the pre-dialing screen, you should enable recent call in dialing in advance.

To enable recent call in dialing via web user interface:

1. Click on **Directory**->**Setting**.

2. Select **Enabled** from the pull-down list of **Recent Call In Dialing**.

3. Click **Confirm** to accept the change.

Note   Recent call in dialing is configurable via web user interface only.

To view placed calls list when the phone is in the pre-dialing screen:

1. Press [ ] .

   The LCD screen displays the placed calls list.

Auto Answer

You can enable auto answer to automatically answer an incoming call. You can also enable auto answer mute to mute the local microphone when an incoming call is answered automatically. You can automatically answer multiple incoming calls. You can also mute multiple automatically answered calls.

To configure auto answer and auto answer mute via phone user interface:

1. Press **Menu**->**Features**->**Auto Answer**.

2. Press the ◄ or ► soft key to select **Enable** from the **Auto Answer** field.
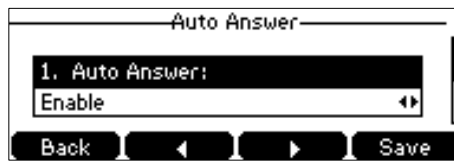
3. Press the ◄ or ► soft key to select **Enable** from the **Auto Answer Mute** field.

4. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

   The AA icon appears on the LCD screen.

Auto answer is configurable via web user interface at the path **Account->Basic**.

Auto Redial

You can enable auto redial to automatically redial a phone number when the called party is busy. You can also configure the number of auto redial attempts and the time to wait between redial attempts.

To configure auto redial via phone user interface:

1. Press **Menu->Features->Auto Redial.**

2. Press the ◄ or ► soft key to select **Enable** from the **Auto Redial** field.
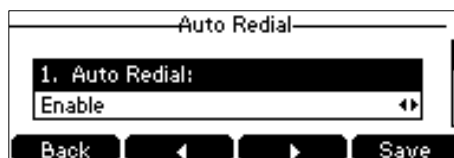
3. Enter the desired time (in seconds) in the **Redial Interval** field.

   The default time interval is 10 seconds.

4. Enter the desired number of redial attempts in the **Redial Times** field.

   The default value is 10.

5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Auto redial is configurable via web user interface at the path **Features->General Information**.

To use auto redial:

When the called party is busy, the LCD screen prompts the following:

1. Press the **OK** soft key to activate auto redial.

   The LCD screen prompts the following:

2. Wait for the designated period of time or press the **OK** soft key to redial the phone number.
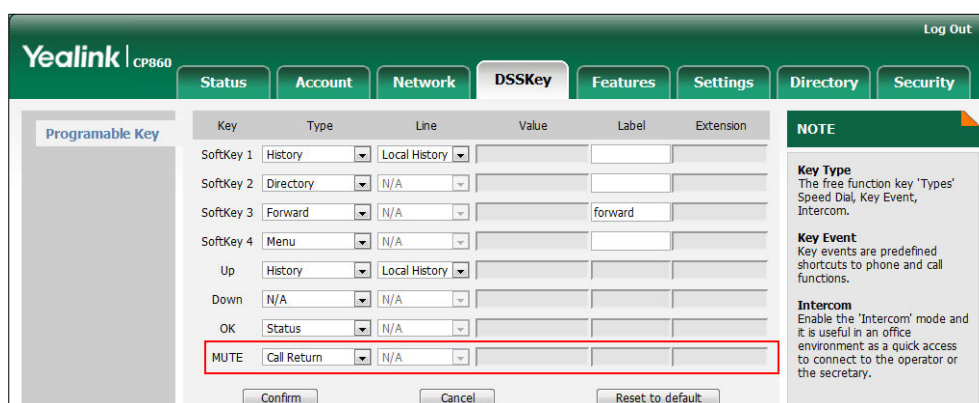
   The phone will retry as many times as configured until the called party is idle.

Call Return

You can press a call return key to place a call back to the last incoming call.

To configure a call return key via web user interface:

1. Click on **DSSKey**->**Programmable Key**.

2. Select the desired programmable key.

3. Select **Call Return** from the pull-down list of **Type**.

4. Click **Confirm** to accept the change.

Note   A call return key is configurable via web user interface only.

Call Mute

You can mute the local microphone during an active call so that the other party cannot hear you, but you can still hear the other party.

To mute a call:

1. Press [🎤] during an active call.

   LED Indicators illuminate solid red. The LCD screen indicates that the call is now muted.

To un-mute a call:

1. Press [🎤] again to un-mute the call.

To mute a call if you use expansion microphones:

1. Press [🎤] on the phone or tap 🎤 on the top of the expansion microphone during an active call.

   LED Indicators on the phone and the mute indicator LED on the expansion microphone illuminate solid red.

To un-mute a call:

1. Press [🎤] on the phone or tap 🎤 on the top of the expansion microphone again to un-mute the call.

Call Hold/Resume

You can place an active call on hold. Only one active call can be in progress at any time. Other calls can be made and received while placing the original call on hold. When you place a call on hold, your IP PBX may play music on hold to the other party while waiting.

To place a call on hold:

1. Press the **Hold** soft key during a call.

    LED Indicators flash green. The LCD screen indicates that the call is on hold.

Note | The phone will beep softly every 30 seconds to remind you that you still have a call on hold.

To resume a held call:

1. Press the **Resume** soft key.

Multiple Calls on Hold:

If multiple calls are placed on hold:

1. Press [▲] or [▼] to switch between the calls, and then press the **Resume** soft key to retrieve the desired call.

If more than one call is placed on hold, a numbered prompt appears on the LCD screen, for example "2/3", indicating that this is the second call out of three calls.

Do Not Disturb (DND)

You can use DND to reject incoming calls automatically on the phone. The prompt message **"n Missed Call(s)"** ("n" indicates the number of missed calls) will appear on the LCD screen, and callers will receive a busy message. All calls you receive while DND is enabled are logged to your missed calls list.

Note | The prompt message will display only if Missed Call Log is enabled. Missed call log is configurable via web user interface at the path **Account->Basic**.

Do not disturb is local to the phone, and may be overridden by the server settings. For more information, contact your system administrator.

To enable DND via phone user interface:

1. Press the **DND** soft key to enable DND when the phone is idle.

    The [DND] icon on the idle screen indicates that DND is enabled.

Incoming calls will be rejected automatically and "**n Missed Call(s)**" ("n" indicates the number of missed calls) will prompt on the LCD screen.

DND is configurable via web user interface at the path **Features**-> **Forward & DND**.

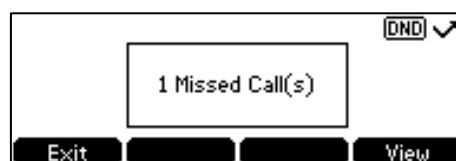| Note	When DND and busy forward are enabled, calls will be sent to the configured destination number. For more information on busy forward, refer to Call Forward on page 69.

You can receive incoming calls from authorized numbers when DND is enabled.

To configure the DND authorized numbers via web user interface:

1. Click on **Features**->**Forward & DND**.

2. Select **Enable** from the pull-down list of **DND Emergency**.

3. Enter the numbers in the **DND Authorized Numbers** field.

   For multiple numbers, enter a comma between every two numbers.
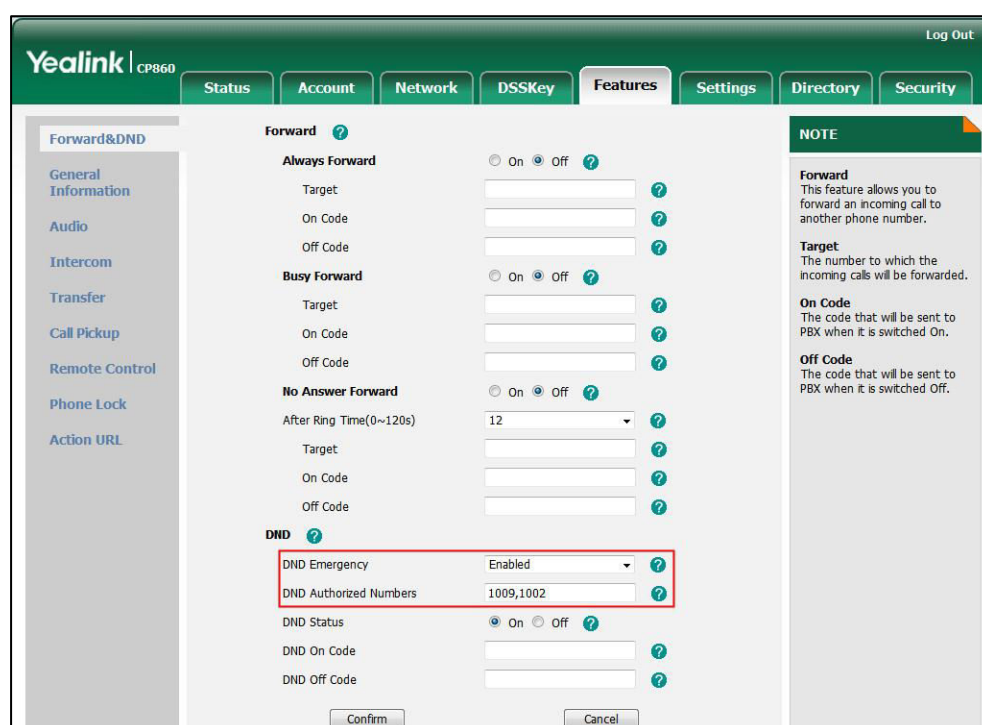
4. Click **Confirm** to accept the change.

When DND is enabled on the phone, the phone can still receive incoming calls from the numbers specified in the **DND Authorized Numbers** field.

Note   DND authorized number is configurable via web user interface only.

Call Forward

You can configure your phone to forward incoming calls to another party through static forwarding. You can also forward incoming calls while your phone is ringing; refer to the dynamic forwarding.

Static Forwarding

Three types of static forwarding:

- **Always Forward**: Incoming calls are immediately forwarded.
- **Busy Forward**: Incoming calls are immediately forwarded if the phone is busy.
- **No Answer Forward**: Incoming calls are forwarded if not answered after a period of time.

To enable call forward via phone user interface:

1. Press **Menu**->**Features**->**Call Forward**.
2. Press ⌃ or ⌄ to select the desired forwarding type, and then press the **Enter** soft key.
3. Depending on your selection:

   a.) If you select **Always Forward**:

   1) Press the ◀ or ▶ soft key to select **Enable** from the **Always Forward** field.

   2) Enter the destination number you want to forward all incoming calls to in the **Forward to** field.

   3) (Optional.) Enter the always forward on code or off code respectively in the **On Code** or **Off Code** field.

        b.)   If you select **Busy Forward:**

           1)   Press the ◀ or ▶ soft key to select **Enable** from the **Busy Forward** field.
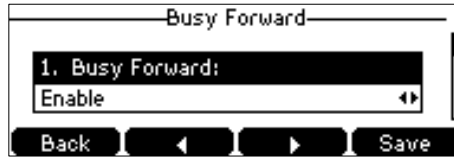
           2)   Enter the destination number you want to forward all incoming calls to when the phone is busy in the **Forward to** field.

           3)   (Optional.) Enter the busy forward on code or off code respectively in the **On Code** or **Off Code** field.

        c.)   If you select **No Answer Forward:**

           1)   Press the ◀ or ▶ soft key to select **Enable** from the **No Answer Forward** field.
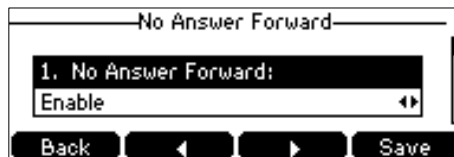
           2)   Enter the destination number you want to forward all unanswered incoming calls to in the **Forward to** field.

           3)   Press the ◀ or ▶ soft key to select the ring time to wait before forwarding from the **After Ring Time** field.

              The default ring time is 12 seconds.

           4)   (Optional.) Enter the no answer forward on code or off code respectively in the **On Code** or **Off Code** field.

4.   Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

    The ⮕ icon on the idle screen indicates that the call forward is enabled.

    Call forward is configurable via web user interface at the path **Features->Forward & DND.**

|	
Note	You can also enter the SIP URL or IP address in the **Forward to** field. For more information on using the SIP URL or IP address, refer to Placing Calls on page 60. Call forward is local to the phone, and may be overridden by the server settings. Call forward on code or off code may be different between servers. For more information, contact your system administrator.

To disable call forward via phone user interface:

1. Press **Menu**->**Features**->**Call Forward**.

2. Press ⬆ or ⬇ to select the desired forwarding type, and then press the **Enter** soft key.

3. Press the ◀ or ▶ soft key to select **Disable** to disable the call forward.

4. Press the **Save** soft key to accept the change.

Dynamic Forwarding

To forward an incoming call to another party:

1. When the phone is ringing, press the **Fwd** soft key.

2. Enter the number you want to forward the incoming call to.

3. Press 📞 , OK , or #SEND the **Send** soft key.

   The LCD screen prompts a call forward message.
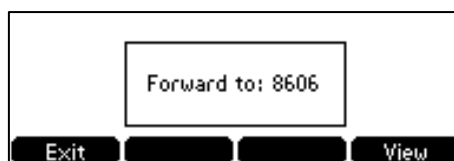
Call Transfer

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

- **Blind Transfer**: Transfer a call directly to another party without consulting.

- **Semi-Attended Transfer**: Transfer a call when the target phone is ringing.

- **Attended Transfer**: Transfer a call with prior consulting.

To perform a blind transfer:

1. Press the **Tran** soft key during a call.

2. Enter the number you want to transfer the call to.

3. Press the **Tran** soft key to complete the transfer.

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Then the call is connected to the number to which you are transferring.

To perform a semi-attended transfer:

1. Press the **Tran** soft key during a call.

2. Do one of the following:

   - Enter the number you want to transfer the call to.

   - Press the **Directory** soft key, and then select **Local Directory**. Select the desired group and search for the contact (Directory should be configured in advance. Refer to Directory on page 31 for more information).

   - Press the **Directory** soft key, and then select **History**. Select the desired list and press ⌃ or ⌄ to select the entry (Directory should be configured in advance. Refer to Directory on page 31 for more information).

   - Press the **Directory** soft key, and then select **Remote Phone Book**. Select the desired group and search for the contact (Directory and Remote Phone Book should be configured in advance. Refer to Directory on page 31 and Remote Phone Book on page 42 for more information).

3. Press 📞 , OK or #SEND to dial out.

4. Press the **Tran** soft key to complete the transfer when receiving ringback.

To perform an attended transfer:

1. Press the **Tran** soft key during a call.

2. Do one of the following:

   - Enter the number you want to transfer the call to.

   - Press the **Directory** soft key, and then select **Local Directory**. Select the desired group and search for the contact (Directory and Remote Phone Book should be configured in advance. Refer to Directory on page 31 for more information).

   - Press the **Directory** soft key, and then select **History**. Select the desired list and press ⌃ or ⌄ to select the entry (Directory should be configured in advance. Refer to Directory on page 31 for more information).

   - Press the **Directory** soft key, and then select **Remote Phone Book**. Select the desired group and search for the contact (Directory and Remote Phone Book should be configured in advance. Refer to Directory on page 31 and Remote Phone Book on page 42 for more information).

3. Enter the number you want to transfer the call to.

4. Press 📞 , OK or #SEND to dial out.

5. After the party answers the call, press the **Tran** soft key to complete the transfer.

You can cancel the transfer before the call is connected by pressing the **Cancel** soft key.

Call Waiting

You can enable or disable call waiting on the phone. If call waiting is enabled, you can receive another call while there is already an active call on the phone. Otherwise, another incoming call is automatically rejected by the phone with a busy message when there is an active call on the phone. You can also enable or disable the phone to play a warning tone when receiving another call.

To configure call waiting via phone user interface:

1. Press **Menu**->**Features**->**Call Waiting**.
2. Press the ◀ or ▶ soft key to select **Enable** from the **Call Waiting** field.
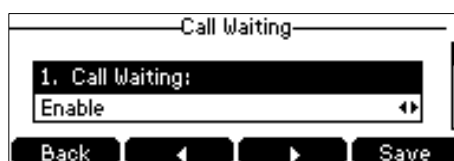
3. Press the ◀ or ▶ soft key to select **Enable** from the **Play Tone** field.
4. (Optional.) Enter the call waiting on code or off code respectively in the **On Code** or **Off Code** field.
5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Call waiting is configurable via web user interface at the path **Features->General Information**.

Conference

You can create a conference with other four parties using the phone's local conference. You can view and manage each participant in the conference call. The CP860 IP conference phone also supports network conference. The network conference URI should be predefined, contact your system administrator for more information.

Note   Network conference is not available on all servers. For more information, contact your system administrator.

Local Conference

The CP860 IP conference phone supports up to five parties (including yourself) in a conference call. The default conference type is Local Conference.

To set up a three-way local conference call:

1. Place a call to the first party.
2. When the first party answers the call, press the **Conf** soft key to place a new call.

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The active call is placed on hold.

3. Enter the number of the second party and press [↗] , (OK) , [#SEND] or the **Send** soft key.

4. When the second party answers the call, press the **Conf** soft key again to join all parties in the conference.

You can create a conference between an active call and a call on hold by pressing the the Conf soft key.

To set up a conference call with an active call and a call on hold:

1. Establish two calls on the phone.

2. Press [▲] or [▼] to select an active call.

3. Press the **Conf** soft key to join the two calls in the conference.

To join more parties in an established conference call:

1. Press the **Manage** soft key after the conference call is established.

2. Press the **New Call** soft key to place a new call.

3. Enter the number of the new party and press [↗] , (OK) , [#SEND] or the **Send** soft key.

4. Press the **Conf** soft key when the party answers.

5. Repeat the steps 1 to 4 to join more parties in the established conference call.

During the conference call, you can do the following:

–   Press the **Hold** soft key to place the conference on hold.

–   Press the **Split** soft key to split the conference call into individual calls on hold.

–   Press the **Manage** soft key, and then press [▲] or [▼] to select the desired party:

    ●   Press the **Far Mute** soft key to forbid the selected party from speaking. The muted party can hear everyone, but no one can hear the muted party.

    ●   Press the **Remove** soft key to remove the selected party from the conference call.

    ●   Press the **New Call** soft key to place a new call.

    ●   Press the **Back** soft key to return to the previous screen.

–   Press [🎤] to mute the conference call.

–   Press the **Cancel** soft key to drop the conference call.

Network Conference

You can use network conference on the CP860 IP conference phone to conduct a conference with multiple participants.

This feature allows you to perform the following:

- Join two calls together into a conference call.

- Invite another party into an active conference call.

- Remove a specific conference party.

To use this feature, contact your system administrator for the network conference URI in advance.

To configure network conference via web user interface:

1. Click on **Account**->**Advanced**.
2. Select **Network Conference** from the pull-down list of **Conference Type**.
3. Enter the conference URI (e.g., conference@example.com) in the **Conference URI** field.

4. Click **Confirm** to accept the change.

Note   Network conference is configurable via web user interface only.

To set up a network conference call:

1. Place a call to the first party.

2. Press the **Conf** soft key to place a new call.

   The active call is placed on hold.

3. Enter the number of the second party and press [☎] , [OK] , [#SEND] or the **Send** soft key.

4. When the second party answers the call, press the **Conf** soft key to add the second party to the conference.

5. Press the **Conf** soft key to place a new call.

   The conference is placed on hold.

6. Enter the number of the new party and then press [☎] , [OK] , [#SEND] or the **Send** soft key.

7. When the new party answers the call, press the **Conf** soft key to add the new party to the conference.

8. Repeat steps 5 to 7 until you have added all intended parties.

The procedures to set up a network conference call on specific servers may be different from that introduced above. Contact your system administrator for more information.

Call Pickup

You can use call pickup to answer someone else's incoming call on your phone. The CP860 IP conference phone supports directed call pickup and group call pickup. Directed call pickup is used for picking up a call that is ringing at a target phone number. Group call pickup is used for picking up a call that is ringing at any phone number in a certain group. The pickup group should be predefined, contact your system administrator for more information.

You can pick up an incoming call by using the DPickup/GPickup soft key. To use call pickup, you need to configure the call pickup code beforehand via web user interface.

Note   If there are many incoming calls at the same time, pressing the **GPickup** soft key on the phone will pick up the call that rings first.

Directed Call Pickup

To enable directed call pickup and configure the directed call pickup code via web user interface:

1. Click on **Features**->**Call Pickup**.

2. Select **Enabled** from the pull-down list of **Directed Call Pickup**.

3. Enter the directed call pickup code in the **Directed Call Pickup Code** field.

4. Click **Confirm** to accept the change.

You can also configure the directed call pickup code on a per-line basis via web user interface at the path **Account**->**Advanced**->**Directed Call Pickup Code**.

To pick up a call directly:

1. Press ⌒ .
   The **DPickup** soft key appears on the LCD screen.

2. Press the **DPickup** soft key on your phone when the target phone receives an incoming call.

3. Enter the phone number which is receiving an incoming call.

4. Press the **DPickup** soft key again.

   The call is answered on your phone.

Group Call Pickup

To enable group call pickup and configure the group call pickup code via web user interface:

1. Click on **Features**->**Call Pickup**.

2. Select **Enabled** from the pull-down list of **Group Call Pickup**.

3. Enter the group call pickup code in the **Group Call Pickup Code** field.

4. Click **Confirm** to accept the change.

You can also configure the group call pickup code on a per-line basis via web user interface at the path **Account**->**Advanced**->**Group Call Pickup Code**.

To pick up a call in the group:

1. Press [ ] .

The **GPickup** soft key appears on the LCD screen.

2. Press the **GPickup** soft key on your phone when a phone in the group receives an incoming call.

The call is answered on your phone.

Note | The directed call pickup code and group call pickup code are predefined on the system server. Contact your system administrator for more information.

The call pickup code configured on a per-line basis takes precedence over that configured on a global basis.

Anonymous Call

You can use anonymous call to block your identify and phone number from appearing to the called party when you call someone. For example, you want to call to consult some services, but don't want to be harassed. You can also configure the phone to send anonymous on/off code to the server to activate/deactivate anonymous call on the server side.

Note	Anonymous call is not available on all servers. Contact your system administrator for the anonymous call on code and off code.

To configure anonymous call via phone user interface:

1. Press **Menu**->**Features**->**Anonymous Call**.

2. Press the ◄ or ► soft key to select **Enable** from the **Local Anonymous** field.

3. (Optional.) Press the ◄ or ► soft key to select the desired value from the **Anonymous Code** field.

4. (Optional.) Enter the anonymous call on code in the **On Code** field.

5. (Optional.) Enter the anonymous call off code in the **Off Code** field.

6. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Anonymous call is configurable via web user interface at the path **Account**->**Basic**.

To place an anonymous call:

1. Use the specific phone to place a call to phone B.

   The LCD screen of phone B prompts an incoming call from anonymity.

Anonymous Call Rejection

You can use anonymous call rejection to reject incoming calls from anonymous callers. Anonymous call rejection automatically rejects incoming calls from callers who deliberately block their identities and numbers from being displayed.

To configure anonymous call rejection via phone user interface:

1. Press **Menu**->**Features**->**Anonymous Call**.

2. Press ⌃ or ⌄ to scroll to the **Anonymous Rejection** field.

3. Press the ◀ or ▶ soft key to select **Enable** from the **Anonymous Rejection** field.
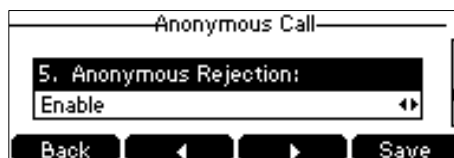
4. (Optional.) Enter the anonymous call rejection on code in the **Reject On Code** field.

5. (Optional.) Enter the anonymous call rejection off code in the **Reject Off Code** field.

6. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Anonymous call rejection is configurable via web user interface at the path **Account**->**Basic**.

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Advanced Phone Features

This chapter provides operating instructions for the advanced features of the CP860 IP conference phone. Topics include:

- Call and Conference Recording
- Recorded Calls Playback
- Intercom
- Multicast Paging
- Music on Hold
- Messages
- Using PC or Mobile Device with the Conference Phone

If you require additional information or assistance with your new phone, contact your system administrator.

Call and Conference Recording

If you insert a USB flash drive into the USB port on your phone, you can record active calls and conferences on your phone. Recordings are stored as .wav files on the USB flash drive.

When your phone is idle, and you insert a USB flash drive into the USB port on your phone, the phone will detect the USB flash drive and display the prompt message "USB Inserted" and the ⬅ icon. If the phone recognizes the drive, the ⬅ icon will display on the idle screen.
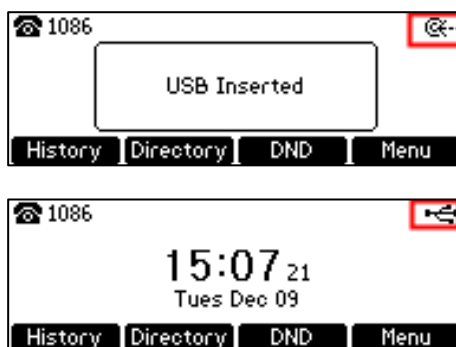
Note	Before recording any call, especially those involving PSTN, it is necessary to know about the rules and restrictions of any governing call-recording in the place you are in. It is also very important to have the consent of the person you are calling before recording the conversation.

The Start REC soft key controls the recording function, and is available:

- When there are one or more calls connected to your phone

- During an active call

- When calls are on hold or mute

- During an attended transfer

- During a conference call

The Start REC soft key is not available when:

- There are no connected calls on your phone

- You place a new call

- The phone prompts you to answer an incoming call

The recording is not be paused when the following occurs:

- You place a call on hold.

- You mute a call.

- You set up a conference call

- You transfer a call

- An incoming calls arrives on your phone

Call Recording

To record a call:

1. Press the **More** soft key, and then press the **Start REC** soft key during a call.

    The LCD screen prompts the approximate time remaining (depending on the free space of the USB flash drive), and displays the ● icon and recording duration.

    If you press the **Hold** soft key while recording, only you are recorded. If you press while recording, only the callee is recorded.

    If there is insufficient free space (less than 1 hour) on the USB flash drive during recording, the LCD screen prompts the following:
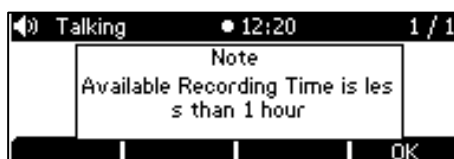
    Press the **OK** soft key to return to the previous screen.

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If there is insufficient free space (less than 2 minutes) on the USB flash drive when you press the **Start REC** soft key, recording is not started, and the LCD screen prompts the following:
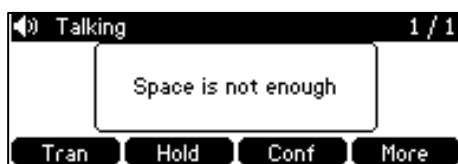
If there is insufficient free space (less than 2 minutes) on the USB flash drive during recording, recording is automatically stopped, and the LCD screen prompts the following:

Note	You can hold, transfer or set up a conference call while you record.

When you end a call while recording, the recording will be stopped automatically.

To stop recording while the phone records, do one of the following:

- Press the **More** soft key, and then press the **Stop REC** soft key.

  The LCD screen prompts "Record file saved", and the recording icon and recording duration disappear.

- When there is only a call on the phone, press the **More** soft key and then press the **Cancel** soft key, or press ☎ directly.

  The LCD screen prompts "Record file saved", the recording icon and recording duration disappear, and the phone returns to the idle screen.

The recording will be stored as a new .wav file on the USB flash drive when the phone starts recording again.

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Conference Recording

You can record conference calls in the same way as other calls with the following exceptions:

All conference participants are recorded while recording. If one of the participants presses the **Hold** soft key, only that participant is recorded. If one of the participants presses ⬚ , only that participant is not recorded.

Recorded Calls Playback

If you insert a USB flash drive into the USB port on your phone, you can play back recorded calls on your phone.

You can also browse and delete the recorded files on the USB flash drive.

Note | Playback can occur on either the phone itself or on a computer using an application capable of playing .wav files.

To browse the recorded files:

1. Press **Menu**->**USB Record**->**Playback Recording**.

   The LCD screen shows all recorded files on the USB flash drive. The filename consists of the recording time and date, the callee name (or the first person's name you called), the recording duration and the size of the recorded file.

2. Press ⬚ or ⬚ to scroll through the recorded files.

To play back a recording:

1. Press **Menu**->**USB Record**->**Playback Recording**.
2. Press ⬚ or ⬚ to highlight the recording you want to play back.
3. Press the **Play** soft key.

During the recording playback, you can do the following:

- To pause the playback, press the **Pause** soft key. The **Play** soft key appears on the LCD screen.

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To continue the playback, press the **Play** soft key.

- To skip forward the playback, press ▶▶ . Press once to skip forward 8 seconds.

- To rewind the playback, press ◀◀ . Press once to rewind 8 seconds.

- To adjust the volume of the speakerphone, press ⎡ - ⎯ + ⎤ .

- To stop the playback, press the **Back** soft key. The phone returns to the Playback Recording screen.

If you are playing back a recorded call and an incoming call arrives on your phone, the playback pauses and the phone rings. The playback will not continue until you press the Play soft key.

To delete a recorded file:

1. Press **Menu**->**USB Record**->**Playback Recording**.
2. Press ⬆ or ⬇ to highlight the recording you want to delete.
3. Press the **Delete** soft key.

   The LCD screen prompts the following warning:

4. Press the **OK** soft key to confirm the deletion or the **Cancel** soft key to cancel.

You can also delete all recorded files by pressing the **Clear** soft key.

Intercom

Intercom is a useful feature in an office environment to quickly connect with the operator or the secretary. You can press the intercom key to automatically connect with a remote extension for outgoing intercom calls, and the remote extension will automatically answer incoming intercom calls.

Note | Intercom is not available on all servers. Contact your system administrator for more information.

Outgoing Intercom Calls

To configure an intercom key via web user interface:

1. Click on **DSSKey**->**Programmable Key**.
2. Select the desired programmable key.
3. Select **Intercom** from the pull-down list of **Type**.

4. Enter the remote extension number in the **Value** field.

5. Click **Confirm** to accept the change.

To place an intercom call:

1. Press the intercom key when the phone is idle.

The phone is automatically connected to the extension specified in the **Value** field.

2. Press the intercom key again or the **Cancel** soft key to end the intercom call.

Incoming Intercom Calls

The CP860 IP conference phone supports automatically to answer an incoming intercom call by default. The phone automatically plays a warning tone when it receives an incoming intercom call. In addition, you can enable the phone to mute the microphone when it automatically answers an incoming intercom call. You can also enable the phone to automatically answer an incoming intercom call while there is already an active call on the phone. The active call is then placed on hold.

Intercom features you need to know:

Intercom Feature	Description
Accept Intercom	Enable or disable the IP phone to automatically answer an incoming intercom call.
Intercom Mute	Enable or disable the IP phone's microphone for intercom calls.
Warning Tone	Enable or disable the IP phone to play a warning tone when it receives an incoming intercom call.
Intercom Barge	Enable or disable the IP phone to automatically answer an incoming intercom call while there is already an active call on the phone.

To configure intercom features via phone user interface:

1. Press **Menu**->**Features**->**Intercom**.

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2. Make the desired changes.

3. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

These specific parameters are configurable via web user interface at the path **Features**->**Intercom**.

Accept Intercom

You can enable or disable the phone to automatically answer an incoming intercom call. If Accept Intercom is enabled, the phone will automatically answer an incoming intercom call. If Accept Intercom is disabled, the phone will reject incoming intercom calls and send a busy message to the caller. Accept Intercom is enabled by default.

Note   Your administrator can set a period of delay time before the phone automatically answers intercom calls. Contact your system administrator for more information.

Intercom Mute

You can mute or un-mute the phone's microphone for intercom calls automatically. If Intercom Mute is enabled, the microphone will be muted for intercom calls. If Intercom Mute is disabled, the microphone will work for intercom calls. Intercom Mute is disabled by default.

Warning Tone

You can enable or disable the phone to play a warning tone when receiving an intercom call. If Warning Tone is enabled, the phone will play a warning tone before answering the intercom call. If Warning Tone is disabled, the phone will automatically answer the intercom call without warning. Warning Tone is enabled by default.

Intercom Barge

You can enable or disable the phone to automatically answer an incoming intercom call while there is already an active call on the phone. If Intercom Barge is enabled, the phone will automatically answer the intercom call and place the active call on hold. If Intercom Barge is disabled, the phone will handle an incoming intercom call like a waiting call. Intercom Barge is disabled by default.

Multicast Paging

You can use multicast paging to quickly and easily forward out time sensitive announcements to people within the multicast group. You can configure a multicast

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paging key on the phone, which allows you to send a Real Time Transport Protocol (RTP) stream to the pre-configured multicast address(es) without involving SIP signaling. You can configure the phone to receive an RTP stream from pre-configured multicast listening address(es) without involving SIP signaling. You can specify up to 10 multicast listening addresses.

Sending RTP Stream

To configure a multicast paging key via web user interface:

1. Click on **DSSKey**->**Programmable Key**.

2. Select the desired programmable key.

3. Select **Multicast Paging** from the pull-down list of **Type**.

4. Enter the multicast IP address and port number (e.g., 224.5.6.20:10008) in the **Value** field.

   The valid multicast IP addresses range from 224.0.0.0 to 239.255.255.255.

5. Click **Confirm** to accept the change.

You can also configure the phone to use a default codec for sending multicast RTP stream via web user interface.

To configure a default codec for multicast paging via web user interface:

1. Click on **Features**->**General Information**.

2. Select the desired codec from the pull-down list of **Multicast Codec**.

The default codec is G722.

3. Click **Confirm** to accept the change.

Note   If G722 codec is used for multicast paging, the LCD screen will display the ![HD] icon to indicate that it is providing high definition voice.

Default codec for multicast paging is configurable via web user interface only.

To send RTP stream:

1. Press the multicast paging key when the phone is idle.

The phone sends RTP to a preconfigured multicast address (IP: Port). Any phone in the local network then listens to the RTP on the preconfigured multicast address (IP: Port). For both sending and receiving of the multicast RTP, there is no SIP signaling involved.

LED Indicators illuminate solid green.

The following figure shows a multicast RTP session on the phone:

2. Press the **Hold** soft key to place the current multicast RTP session on hold.

3. Press the **Cancel** soft key to cancel the multicast RTP session.

Note Multicast RTP is one way only from the sender to the multicast address(es) (receiver). For outgoing RTP multicasts, all other existing calls on the phone will be placed on hold.

Receiving RTP Stream

You can configure the phone to receive a Real Time Transport Protocol (RTP) stream from the pre-configured multicast address(es) without involving SIP signaling. You can specify up to 10 multicast addresses that the phone listens to on the network.

How the phone handles incoming multicast paging calls depends on Paging Barge and Paging Priority Active parameters configured via web user interface.

Paging Barge

The paging barge parameter defines the priority of the voice call in progress. If the priority of an incoming multicast paging call is lower than that of the active call, it will be ignored automatically. If Disabled is selected from the pull-down list of Paging Barge, the voice call in progress will take precedence over all incoming multicast paging calls. Valid values in the Paging Barge field:

- **1 to 10**: Define the priority of the active call, 1 with the highest priority, 10 with the lowest.

- **Disabled**: The voice call in progress will take precedence over all incoming paging calls.

Paging Priority Active

The paging priority active parameter decides how the phone handles incoming multicast paging calls when there is already a multicast paging call on the phone. If enabled, the phone will ignore incoming multicast paging calls with lower priorities, otherwise, the phone will answer incoming multicast paging calls automatically and place the previous multicast paging call on hold. If disabled, the phone will automatically ignore all incoming multicast paging calls.

To configure multicast listening addresses via web user interface:

1. Click on **Directory**->**Multicast IP**.
2. Select the desired value from the pull-down list of **Paging Barge**.
3. Select the desired value from the pull-down list of **Paging Priority Active**.
4. Enter the multicast IP address(es) and port number (e.g., 224.5.6.20:10008) which the phone listens to for incoming RTP multicast in the **Listening Address** field.

5. Enter the label in the **Label** field.

Label will appear on the LCD screen when receiving the multicast RTP stream.

6. Click **Confirm** to accept the change.

Note	The priorities of listening addresses are predefined: 1 with the highest priority, 10 with the lowest.
	Both the multicast paging sender and receiver's phones play a warning tone when establishing a multicast paging call.
	Multicast listening addresses are configurable via web user interface only.

Music on Hold

Music on hold (MoH) is the business practice of playing recorded music to fill the silence that would be heard by the party placed on hold. To use this feature, you should specify a SIP URI pointing to a Music on Hold Server account. When a call is placed on hold, the phone will send a SIP INVITE message to the Music on Hold Server account. The Music on Hold Server account automatically answers the SIP INVITE messages and immediately plays audio from some source located anywhere (LAN, Internet) to the held party. Contact your system administrator for the SIP URI.

To configure music on hold server via web user interface:

1. Click on **Account-> Advanced**.

2. Enter the SIP URI (e.g., sip:moh@sip.com) in the **Music Server URI** field.

3. Click **Confirm** to accept the change.

When you have placed a call on hold, the held party can hear the music.

Note For this feature to function, all involved parties cannot use encrypted RTP (SRTP).

Music on hold server is configurable via web user interface only.

Messages

Voice Mail

You can leave voice mails for someone else using the CP860 IP conference phone. You can also listen to voice mails that are stored in a centralized location. When receiving a new voice mail, the LCD screen will prompt that the phone receives a new message and display an icon.
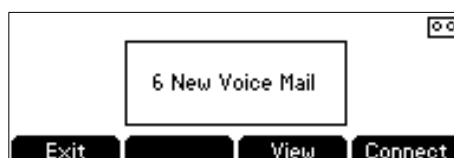
Note Voice mail is not available on all servers. Contact your system administrator for more information.

To leave a voice mail:

You can leave a voice mail for someone else when he/she is busy or inconvenient to answer the call. Follow the voice prompt from the system server to leave a voice mail, and then hang up.

To configure voice mail access codes via phone user interface:

1. Press **Menu**->**Message**->**Voice Mail**->**Set Voice Mail**.

2. Press the **123** soft key to select the proper input mode and then enter the voice mail access code (e.g., *88).

```
          ──────Set Voice Mail──────
         ┌──────────────────────────┐
         │ 1. Account No.           │
         │ *88                      │
         └──────────────────────────┘
         ┌─Back──┐┌─123──┐┌─Delete─┐┌─Save─┐
```
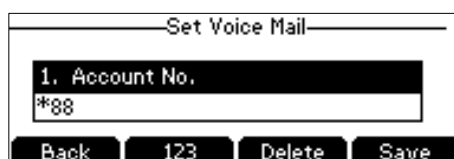
3. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Note   Voice mail access codes must be predefined on the system server. Contact your system administrator for the more information.

To listen to voice mails:

1. When the LCD screen prompts that the phone receives a new voice mail, you can press the **Connect** soft key to dial out the voice mail access code.

2. Follow the voice prompt to listen to your voice mails.

Note   Before listening to voice mails, make sure the voice mail access code has been configured.

To view the voice mail via phone user interface:

1. Press **Menu**->**Message**->**Voice Mail**->**View Voice Mail**.

   The LCD screen displays the amount of new and old voice mails.

```
          ──────View Voice Mail──────
         ┌──────────────────────────┐
         │ 1. 6010        7 New 9 Old Mail │
         │                          │
         └──────────────────────────┘
         ┌─Back──┐┌─────┐┌──────┐┌─Connect─┐
```
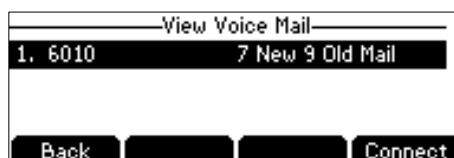
2. Press the **Connect** soft key to listen to voice mails.

Message Waiting Indicator (MWI)

The CP860 IP conference phone supports MWI feature when receiving a new voice message. If someone leaves you a voice mail, you will receive a message waiting

indicator. MWI will be indicated via an indicator message (including a voice mail icon) on the LCD screen. This will be cleared when you retrieve all voice mails or delete them.

The MWI service is unsolicited for some servers, so the CP860 IP conference phone only handles the MWI messages sent from the server. But for other servers, the MWI service is solicited, so the CP860 IP conference phone must enable subscription for MWI.

Note   MWI service is not available on all servers. Contact your system administrator for more information.

The MWI subscription parameters you need to know:

Options	Description
Subscribe for MWI	Enable or disable a subscription for MWI service.
MWI Subscription Period	Period of MWI subscription. The IP phone sends a refresh SUBSCRIBE request before initial SUBSCRIBE expiration.
Subscribe MWI To Voice Mail	Enable or disable a subscription to the voice mail number for MWI service. To use this feature, you should also configure the voice mail number.
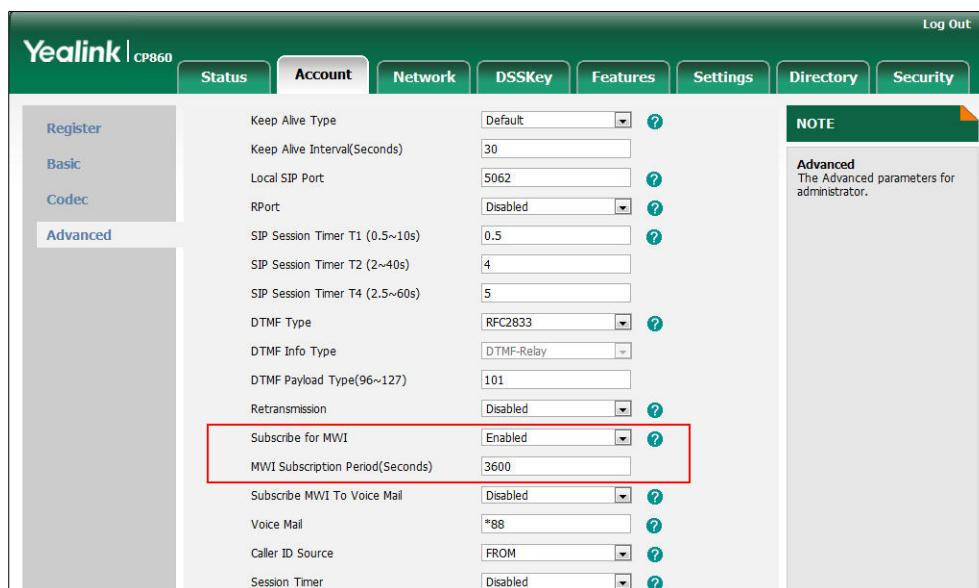
Note   The phone will send SUBSCRIBE messages for the MWI service to the account or the voice number MWI service depending on the server. Contact your system administrator for more information.

To configure subscribe for MWI via web user interface:

1. Click on **Account->Advanced**.

2. Select **Enabled** from the pull-down list of **Subscribe for MWI**.

4. Enter the period time in the **MWI Subscription Period (Seconds)** field.

5. Click **Confirm** to accept the change.

The IP phone will subscribe to the account number for MWI service by default.

To enable Subscribe MWI to Voice Mail via web user interface:

1. Click on **Account-> Advanced**.

2. Select **Enabled** from the pull-down list of **Subscribe MWI To Voice Mail**.

3. Enter the desired voice mail number in the **Voice Mail** field.

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4. Click **Confirm** to accept the change.

The IP phone will subscribe to the voice mail number for MWI service using Subscribe MWI to Voice Mail.

Note | MWI subscription is configurable via web user interface only.

Using PC or Mobile Device with the Conference Phone

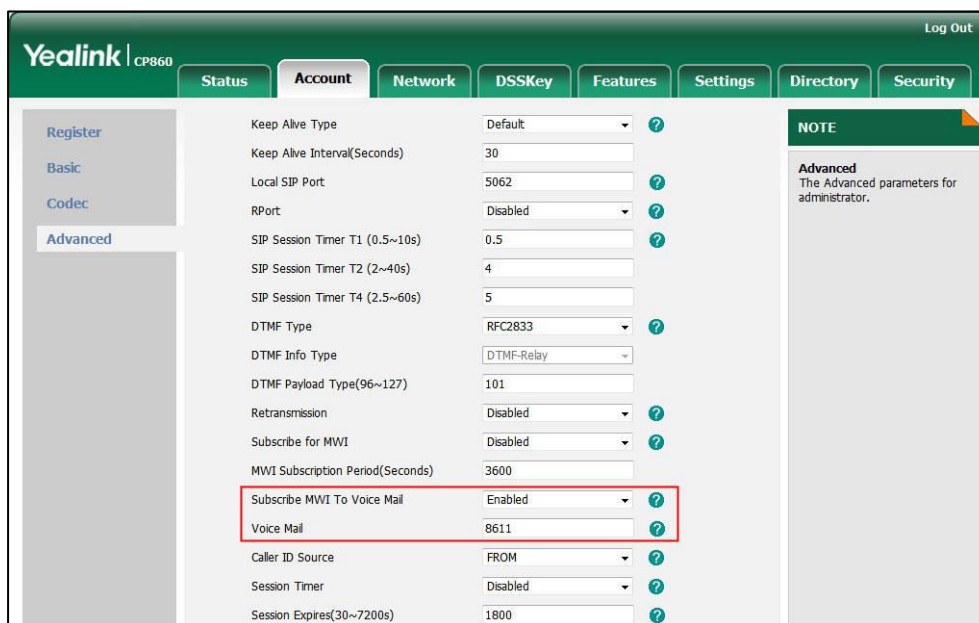You connect a PC or mobile device to your IP conference phone so you can use the conference phone's speaker to stream two-way audio from the PC or mobile device for hands-free conversations. For more information on how to connect the PC or mobile device, refer to Connecting the Optional PC or Mobile Device on page 16.

From your conference phone, you can do the following:

- Place a PC or mobile audio on hold.
- Set up a conference between the calls on your conference phone and the PC or mobile device.
- Answer calls from other phones while you connect the PC or mobile device to the conference phone.

Connecting the PC or Mobile Device to the Conference Phone

You can connect the PC or mobile audio when your conference phone is idle, when you have a call or conference call, or when you are placing a call.

To connect the PC or mobile audio when your conference phone is idle:

1. Connect the PC or mobile device to the conference phone.

The PC or mobile audio plays through your conference phone's speaker. For example, if the PC or mobile device plays a video or music, you can listen to the audio on your conference phone. If an incoming call arrives on the PC or mobile device and the PC or mobile device answers it, you can listen and speak to the caller on your conference phone.

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To connect the PC or mobile audio when there is a call or conference call on your conference phone:

1. Connect the PC or mobile device to the conference phone.

   The original call or conference call is placed on hold. The PC or mobile audio plays through your conference phone's speaker.

To connect the PC or mobile audio when you are placing a call:

1. Connect the PC or mobile device to the conference phone.

   The dialing is canceled. The PC or mobile audio plays through your conference phone's speaker.

Placing the PC or Mobile Audio on Hold

You can place an active PC or mobile audio on hold. When you place the PC or mobile audio on hold, you cannot hear any audio associated with the PC or mobile device on your conference phone.

To place the PC or mobile audio on hold:

1. Press the **Hold** soft key.

   LED Indicators flash green. The LCD screen indicates that the audio is on hold.

To resume the PC or mobile audio:

1. Press the **Resume** soft key.

Muting or Un-muting the PC or Mobile Audio

You can mute the PC or mobile audio so that the other party cannot hear you, but you can still hear the other party.

To mute the PC or mobile audio:

1. Press [🎤] .

    LED Indicators illuminate solid red. The LCD screen indicates that the audio is on mute.

To un-mute the PC or mobile audio:

1. Press [🎤] again.

Creating Conference Calls with the PC or Mobile Audio

To create a conference call with the PC or mobile audio, do one of the following:

-   If you have an active PC or mobile audio, press the **Conf** soft key, and then place a new call to the other party. Press the **Conf** soft key again when the party answers the call.

-   If you have an active PC or mobile audio and a call or conference call on hold, press the **Conf** soft key.

Note   The conference phone can set up 5-way conference call with the PC or mobile audio. For more information on how to set up a conference call, refer to Local Conference on page 73.

Adjusting the Volume of the PC or Mobile Audio

You can adjust the volume of the PC or mobile audio on your conference phone or on the PC or mobile device.

To adjust the volume of the PC or mobile audio:

1. When you connect the PC or mobile audio, press [- ◀ +] to adjust the volume of the conference phone's speaker.

Removing the PC or Mobile Audio

To remove the PC or mobile audio, disconnect the 3.5mm jack cable from the conference phone.

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Troubleshooting

This chapter provides general troubleshooting information to help you solve the problems you might encounter when using your CP860 IP conference phone.

If you require additional information or assistance with your new phone, contact your system administrator.

Why is the LCD screen blank?

- Ensure that the phone is properly plugged into a functional AC outlet.
- Ensure that the phone is plugged into a socket controlled by a switch that is on.
- If the phone is plugged into a power strip, try to plug it directly into a wall outlet instead.
- If your CP860 IP conference phone is powered from PoE, ensure that you use a PoE-compliant switch or hub.

Why does the phone display "Network Unavailable"?

- Ensure that the Ethernet cable is plugged into the Internet port on the phone and the Ethernet cable is not loose.
- Ensure that the switch or hub in your network is operational.

Why doesn't the phone display time and date correctly?

Check if you have configured the phone to obtain the time and date from the SNTP server automatically. If the phone fails to connect to the SNTP server, you need to configure the time and date manually.

How do I find the basic information of the IP phone?

Press the OK key when the IP phone is idle to check the basic information of the IP phone, such as IP address and firmware version. For more basic information, refer to Note Phone Status on page 17.

How to obtain the MAC address of a phone when the phone is not powered on?

Three ways to obtain the MAC address of a phone:

- You can ask your supplier for the shipping information sheet which includes MAC addresses according to the corresponding PO (Purchase Order).
- You can find the MAC address on the label of the carton box.

- You can also find the MAC address from the phone's bar code on the back of the phone.

Why can't I get a dial tone?

Check for any loose connections and that the phone has been installed properly. For the installation instructions, refer to Phone Installation on page 10.

Why doesn't the phone ring?

Check the ringer volume on the phone. To adjust the ringer volume setting, press the Volume key when the phone is on-hook and idle. For more information, refer to Volume on page 28.

Why can't I receive calls?

- Check the SIP registration with your system administrator.

- Check that DND (Do Not Disturb) mode is deactivated on your phone. Refer to Do Not Disturb (DND) on page 67.

- Check that call forward is disabled on the phone. Refer to Call Forward on page 69.

- Check whether the caller number is stored in the blacklist directory. Refer to Blacklist on page 41.

Why can't I record calls?

- Ensure that the USB flash diver is inserted to the USB port on the phone.

- Ensure that the USB flash diver inserted is compatible with the phone. For more information, contact your reseller.

- Check if there is enough free space (greater than 2 minutes) on the USB flash diver. Press **Menu**->**USB Record**->**Storage Information**.

What is the difference between user name, register name and display name?

Both user name and register name are defined by the server. A user name is used to identify the account, while a register name matched with a password is used for authentication if the server requires. Display name is the caller ID that will be displayed on the callee's LCD screen. Server configuration may override the local configuration.

Why does the phone play a tone when hold? How to disable it?

When there is a call is on hold, the phone will play a hold tone every 30 seconds. Play hold tone is enabled by default. Play hold tone and the interval of playing a hold tone are configurable via web user interface only.

To configure the call hold tone and call hold tone delay via web user interface:

1. Click on **Features**->**General Information**.
2. Select the desired value from the pull-down list of **Play Hold Tone**.
3. Enter the desired time in the **Play Hold Tone Delay** field.

4. Click **Confirm** to accept the change.

How to change the user password?

To change the user password via web user interface:

1. Click on **Security**->**Password**.
2. Select **user** from the pull-down list of **User Type**.
3. Enter the new user password in the **New Password** field and **Confirm Password** field.

4. Click **Confirm** to accept the change.

You can also contact your system administrator for help.

How to make a call using SRTP?

You can enable SRTP to encrypt the audio stream(s) of phone calls. The parties participating in the call should enable SRTP.

To enable SRTP via web user interface:

1. Click on **Account-> Advanced**.

2. Select the desired type from the pull-down list of **RTP Encryption (SRTP)**.

3. Click **Confirm** to accept the change.

How to reboot the phone?

To reboot the phone via web user interface:

1. Click on **Settings->Upgrade**.
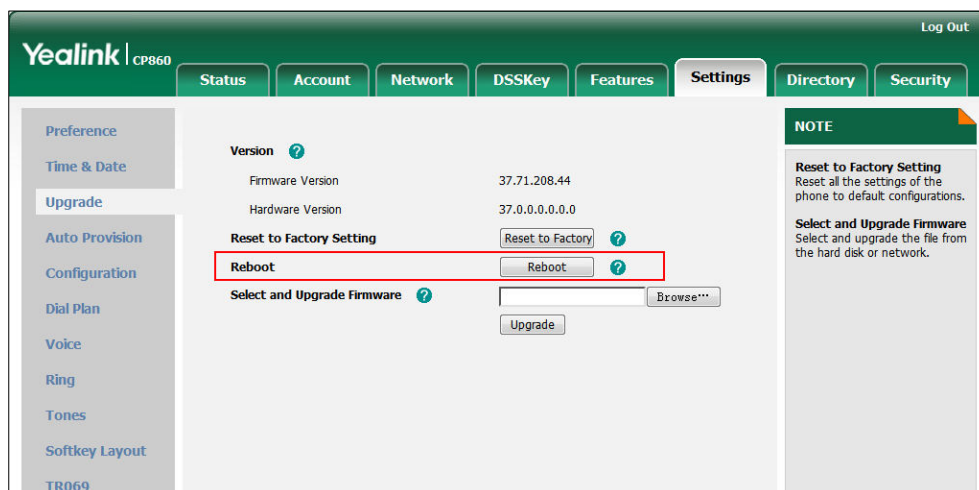
2. Click **Reboot** to reboot the IP phone.

Note   Any reboot of the phone may take a few minutes.

How to export PCAP trace?

We may need you to provide a PCAP trace to help analyze your problem.

To export a PCAP trace via web user interface:

1. Click on **Settings->Configuration**.
2. Click **Start** to begin capturing signal traffic.
3. Recreate the error to be documented in the trace.
4. Click **Stop** to stop the capture.
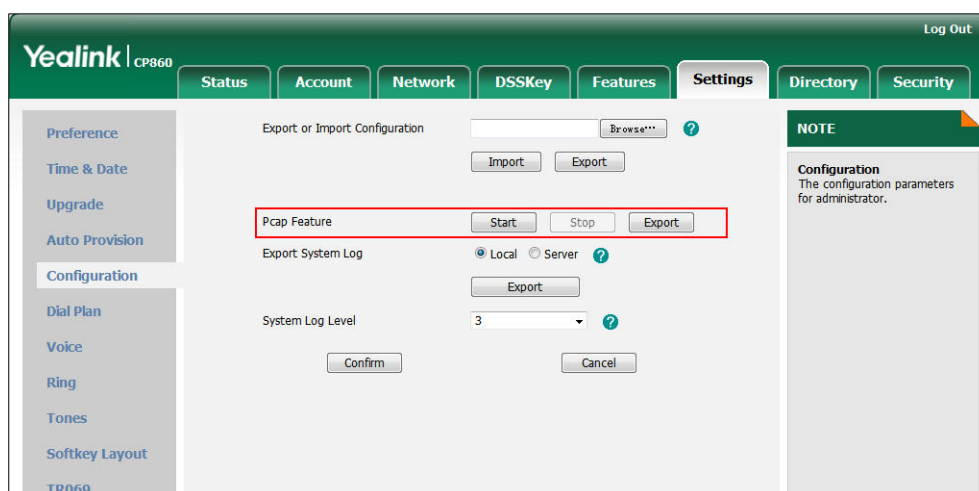
5. Click **Export** to open file download window, and then save the file to your local

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system.

How to export system log?

We may need you to provide the phone configurations to help analyze your problem. In some instance, you may need to import configurations to your phone.

To export the system log to a local PC via web user interface:

1.   Click on **Settings**->**Configuration**.

2.   Select **6** from the pull-down list of **System Log Level**.

The default system log level is 3.

3.   Click **Confirm** to accept the change.

The web user interface prompts "Do you want to restart your machine?". The configuration will take effect after a reboot.

4.   Click **OK** to reboot the phone.

After the IP phone finishes a reboot, the system log level is set as 6, the debug level.

5.   Mark the **Local** radio box in the **Export System Log** field.
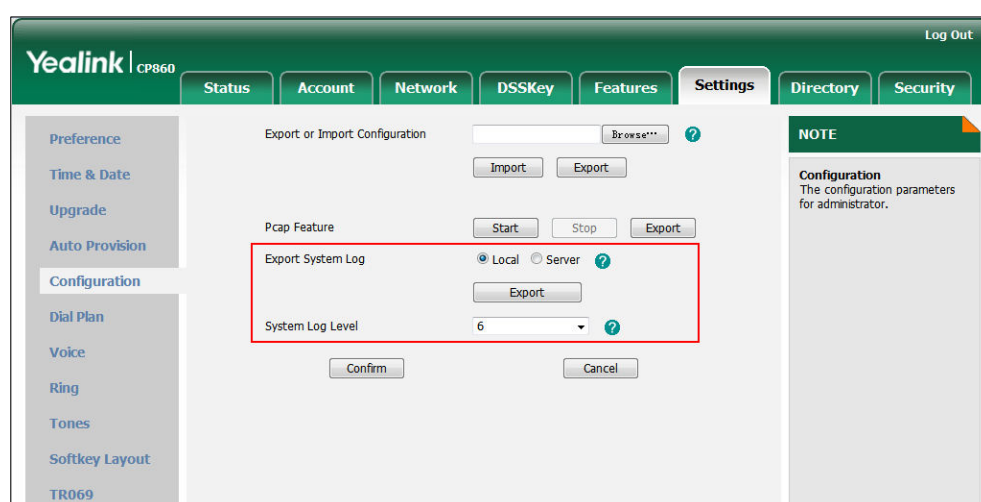
6.   Click **Export** to open file download window, and then save the system log file to your local system.

You can also export the system log to a syslog server. Contact your system administrator for more information.

Note	It is recommended to reset the syslog level to 3 after exporting the system syslog.

How to export/import the phone configurations?

We may need you to provide the phone configurations to help analyze your problem. In some instance, you may need to import configurations to your phone.

To export the phone configurations via web user interface:

1. Click on **Settings->Configuration**.

2. Click **Export** to open file download window, and then save the file to your local system.
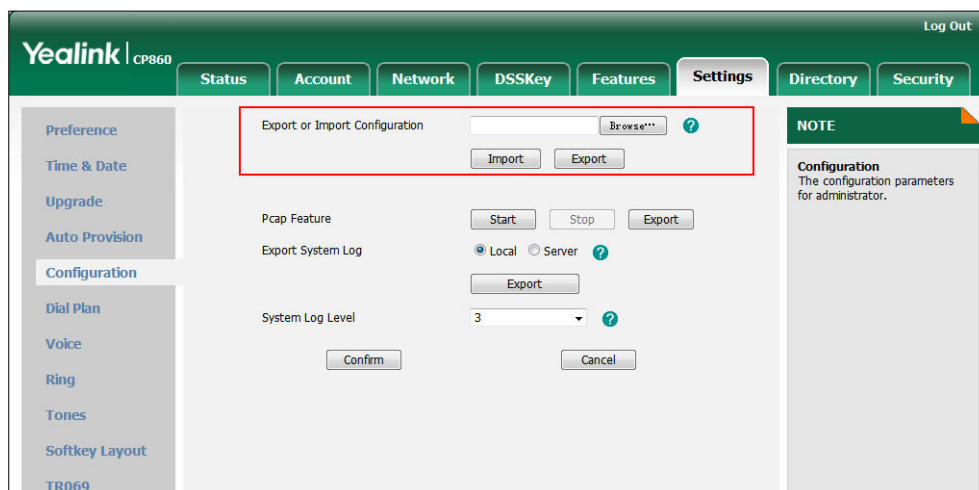
To import the phone configurations via web user interface:

1. Click on **Settings->Configuration**.

2. Click **Browse** to locate a configuration file from your local system.

3. Click **Import** to import the configuration file.

Note	The file format of configuration file must be *.bin.

How to upgrade firmware?

To upgrade firmware via web user interface:

1. Click on **Settings->Upgrade**.

2. Click **Browse** to locate the required firmware from your local system.
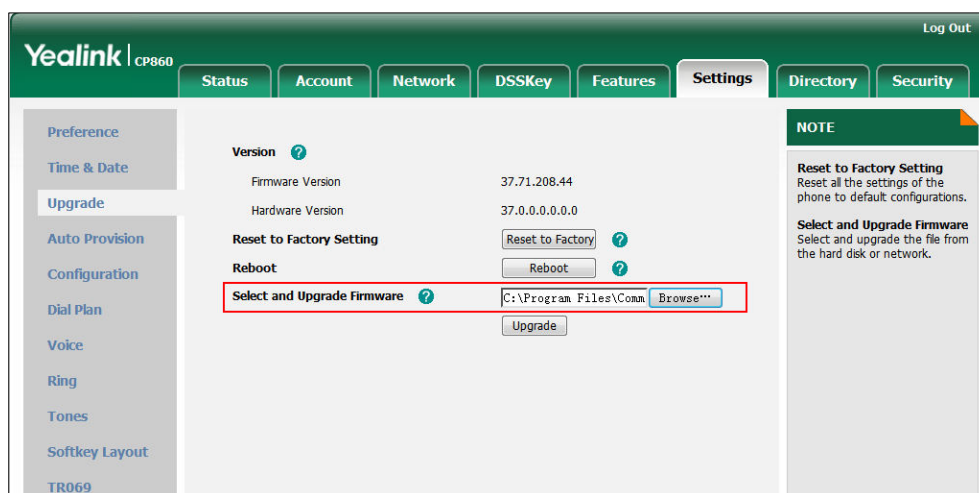
3. Click **Upgrade** to upgrade the firmware.

   The web user interface prompts "Firmware of the SIP Phone will be updated. It will take 5 minutes to complete. Please don't power off!".

4. Click **OK** to confirm upgrading.

How to reset the phone?

Reset the phone to factory configurations after you have tried all troubleshooting suggestions but do not solve the problem. You need to note that all customized settings will be overwritten after a reset.

To reset the phone via phone user interface:

1. Press **Menu**->**Settings**->**Advanced Settings** (Default password: admin) ->**Reset to Factory**.

2. Press the **Enter** soft key.

   The LCD screen prompts the following warning:
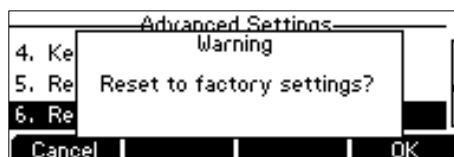
3. Press the **OK** soft key.

   The LCD screen prompts the following:
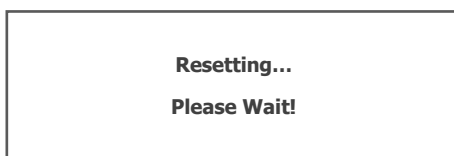
   The LCD screen prompts the following:

   The phone will be reset to factory settings sucessfully after startup.

Note   Reset of your phone may take a few minutes. Do not power off until the phone has started up successfully.

Regulatory Notices
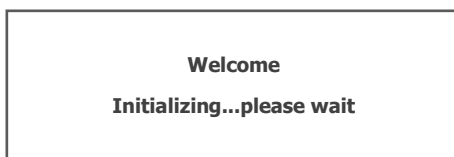
Service Agreements

Contact your Yealink Authorized Reseller for information on service agreements applicable to your product.

Limitations of Liability

TO THE FULL EXTENT ALLOWED BY LAW, YEALINK EXCLUDES FOR ITSELF AND ITS SUPPLIERS ANY LIABILITY, WHETHER BASED IN CONTRACT OR TORT (INCLUDING NEGLIGENCE), FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY KIND, OR FOR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA, OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE, USE, PERFORMANCE, FAILURE, OR INTERRUPTION OF ITS PRODUCTS, EVEN IF YEALINK OR ITS AUTHORIZED RESELLER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND LIMITS ITS LIABILITY TO REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE RICE PAID, AT YEALINK'S OPTION. THIS DISCLAIMER OF LIABILITY FOR DAMAGES WILL NOT BE AFFECTED IF ANY REMEDY PROVIDED HEREIN SHALL FAIL OF ITS ESSENTIAL PURPOSE.

Safety Instructions

Save these instructions. Read these safety instructions before use!

The following basic safety precautions should always be followed to reduce the risk of fire, electrical shock, and other personal injury.

⚠ **General Requirements**

- Before you install and use the device, read the safety instructions carefully and observe the situation during operation.
- During the process of storage, transportation, and operation, please always keep the device dry and clean.
- During the process of storage, transportation, and operation, please avoid collision and crash of the device.
- Please do not attempt to dismantle the device by yourself. In case of any discrepancy, please contact the appointed maintenance center for repair.
- Without prior written consent, no organization or individual is permitted to make any change to the structure or the safety design of the device. Yealink is under no circumstances liable to consequences or legal issues caused by such changes.
- Please refer to the relevant laws and statutes while using the device. Legal rights of others should also be respected as well.

⚠ Environmental Requirements

- Place the device at a well-ventilated place. Do not expose the device under direct sunlight.
- Keep the device dry and free of dust.
- Place the device on a stable and level platform.
- Please do not place heavy objects on the device in case of damageand deformation caused by the heavy load.
- Keep at least 10 cm between the device and the closest object for heat dissipation.
- Do not place the device on or near any inflammable or fire-vulnerable object, such as rubber-made materials.
- Keep the device away from any heat source or bare fire, such as a candle or an electric heater.
- Keep the device away from any household appliance with a strong magnetic field or electromagnetic field, such as a microwave oven or a refrigerator.

⚠ Operating Requirements

- Do not let a child operate the device without guidance.
- Do not let a child play with the device or any accessory in case of accidental swallowing.
- Please only use the accessories provided or authorized by the manufacturer.
- The power supply of the device must meet the requirements of the input voltage of the device. Please use the provided surge protection power socket only.
- Before plugging or unplugging any cable, make sure that your hands are completely dry.
- Do not spill liquid of any kind on the product or use the equipment near water, for example, near a bathtub, washbowl, kitchen sink, wet basement or near a swimming pool.
- Do not tread on, pull, or over-bend any cable in case of malfunction of the device.
- During a thunderstorm, stop using the device and disconnect it from the power supply. Unplug the power plug and the Asymmetric Digital Subscriber Line (ADSL) twisted pair (the radio frequency cable) to avoid lightning strike.
- If the device is left unused for a rather long time, disconnect it from the power supply and unplug the power plug.
- When there is smoke emitted from the device, or some abnormal noise or smell, disconnect the device from the power supply, and unplug the power plug immediately. Contact the specified maintenance center for repair.
- Do not insert any object into equipment slots that is not part of the product or auxiliary product.
- Before connecting a cable, connect the grounding cable of the device first. Do not disconnect the grounding cable until you have disconnected all other cables.

Cleaning Requirements

⚠

- Before cleaning the device, stop using it and disconnect it from the power supply.
- Use a piece of soft, dry and anti-static cloth to clean the device.
- Keep the power plug clean and dry. Using a dirty or wet power plug may lead to electric shock or other perils.

Appendix A – Time Zones

Time Zone	Time Zone Name
−11:00	Samoa
−10:00	United States-Hawaii-Aleutian
−10:00	United States-Alaska-Aleutian
−09:00	United States-Alaska Time
−08:00	Canada(Vancouver, Whitehorse)
−08:00	Mexico(Tijuana, Mexicali)
−08:00	United States-Pacific Time
−07:00	Canada(Edmonton, Calgary)
−07:00	Mexico(Mazatlan, Chihuahua)
−07:00	United States-Mountain Time
−07:00	United States-MST no DST
−06:00	Canada-Manitoba(Winnipeg)
−06:00	Chile(Easter Islands)
−06:00	Mexico(Mexico City, Acapulco)
−06:00	United States-Central Time
−05:00	Bahamas(Nassau)
−05:00	Canada(Montreal, Ottawa, Quebec)
−05:00	Cuba(Havana)
−05:00	United States-Eastern Time
−04:30	Venezuela(Caracas)
−04:00	Canada(Halifax, Saint John)
−04:00	Chile(Santiago)
−04:00	Paraguay(Asuncion)
−04:00	United Kingdom-Bermuda(Bermuda)
−04:00	United Kingdom(Falkland Islands)
−04:00	Trinidad&Tobago
−03:30	Canada-New Foundland(St.Johns)
−03:00	Denmark-Greenland(Nuuk)
−03:00	Argentina(Buenos Aires)
−03:00	Brazil(no DST)
−03:00	Brazil(DST)
−02:00	Brazil(no DST)
−01:00	Portugal(Azores)
0	GMT
0	Greenland
0	Denmark-Faroe Islands(Torshavn)
0	Ireland(Dublin)
0	Portugal(Lisboa, Porto, Funchal)
0	Spain-Canary Islands(Las Palmas)
0	United Kingdom(London)
0	Morocco
+01:00	Albania(Tirane)
+01:00	Austria(Vienna)
+01:00	Belgium(Brussels)
+01:00	Caicos
+01:00	Chad
+01:00	Spain(Madrid)
+01:00	Croatia(Zagreb)
+01:00	Czech Republic(Prague)
+01:00	Denmark(Kopenhagen)
+01:00	France(Paris)

Time Zone	Time Zone Name
+01:00	Germany(Berlin)
+01:00	Hungary(Budapest)
+01:00	Italy(Rome)
+01:00	Luxembourg(Luxembourg)
+01:00	Macedonia(Skopje)
+01:00	Netherlands(Amsterdam)
+01:00	Namibia(Windhoek)
+02:00	Estonia(Tallinn)
+02:00	Finland(Helsinki)
+02:00	Gaza Strip(Gaza)
+02:00	Greece(Athens)
+02:00	Israel(Tel Aviv)
+02:00	Jordan(Amman)
+02:00	Latvia(Riga)
+02:00	Lebanon(Beirut)
+02:00	Moldova(Kishinev)
+02:00	Russia(Kaliningrad)
+02:00	Romania(Bucharest)
+02:00	Syria(Damascus)
+02:00	Turkey(Ankara)
+02:00	Ukraine(Kyiv, Odessa)
+03:00	East Africa Time
+03:00	Iraq(Baghdad)
+03:00	Russia(Moscow)
+03:30	Iran(Teheran)
+04:00	Armenia(Yerevan)
+04:00	Azerbaijan(Baku)
+04:00	Georgia(Tbilisi)
+04:00	Kazakhstan(Aktau)
+04:00	Russia(Samara)
+04:30	Afghanistan
+05:00	Kazakhstan(Aqtobe)
+05:00	Kyrgyzstan(Bishkek)
+05:00	Pakistan(Islamabad)
+05:00	Russia(Chelyabinsk)
+05:30	India(Calcutta)
+06:00	Kazakhstan(Astana, Almaty)
+06:00	Russia(Novosibirsk, Omsk)
+07:00	Russia(Krasnoyarsk)
+07:00	Thailand(Bangkok)
+08:00	China(Beijing)
+08:00	Singapore(Singapore)
+08:00	Australia(Perth)
+09:00	Korea(Seoul)
+09:00	Japan(Tokyo)
+09:30	Australia(Adelaide)
+09:30	Australia(Darwin)
+10:00	Australia(Sydney, Melbourne, Canberra)
+10:00	Australia(Brisbane)
+10:00	Australia(Hobart)
+10:00	Russia(Vladivostok)
+10:30	Australia(Lord Howe Islands)
+11:00	New Caledonia(Noumea)
+12:00	New Zealand(Wellington, Auckland)
+12:45	New Zealand(Chatham Islands)
+13:00	Tonga(Nukualofa)

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