simplifi®

CP920
USER GUIDE

Key Features of CP920 Conference Phone

CP920

Thank you for choosing the CP920 IP conference phone, which is exquisitely designed for small and medium-sized conference room, meeting for 10 people below. This conference phone provides business telephony features, such as Call Hold, Call Transfer, Call and Conference Recording, Multicast Paging and five-way Conference over an IP network. This guide provides everything you need to quickly use your new phone.
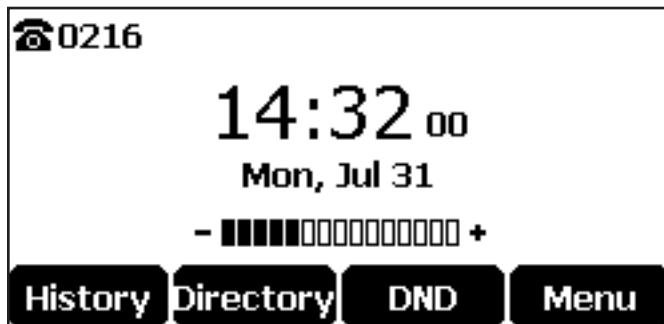
Audio Settings

VOLUME CONTROL

You can tap the volume key to adjust the ringer volume when the phone is idle or ringing. You can also tap 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. Tap ◀− or ◀+ to adjust the ringer volume.

☎0216

14:32 00

Mon, Jul 31

− ▮▮▮▮▮□□□□□□□□□□ +

History Directory DND Menu

To adjust the ringer volume when the phone is ringing:

1. Tap ◀− or ◀+ to adjust the ringer volume.

◀》Ringing   1/1

《《 🔔 》》

0215

− ▮▮▮▮□□□□□□□□□□□ +

Answer Forward Silence Reject

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

1. Tap ◀− or ◀+ to adjust the speaker volume.

◀》Talking   HD 1/1

0215

− ▮▮▮▮▮□□□□□□□□□□ +

Transfer Hold Conf End Call

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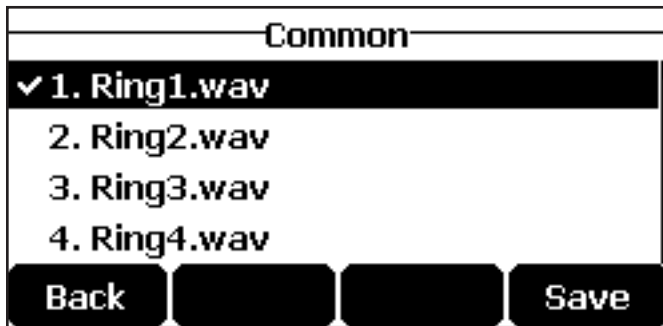
RING TONES

Ring tones are used to indicate incoming calls. You can select different ring tones to distinguish your phone from your neighbor's, you can also select ring tone for your accounts or contacts on your phone.

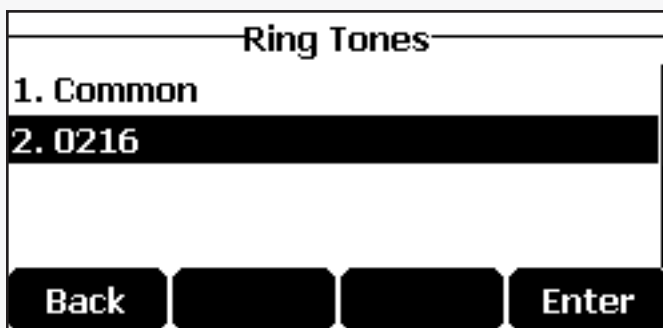### To select a ring tone for the phone via phone user interface:

1. Tap Menu->Settings->Basic Settings->Sound->Ring Tones->Common.

2. Tap ▲ or ▼ to select the desired ring tone.

```
┌─────────────Common─────────────┐
│ ✓ 1. Ring1.wav                  │
│   2. Ring2.wav                  │
│   3. Ring3.wav                  │
│   4. Ring4.wav                  │
│  Back                    Save   │
└─────────────────────────────────┘
```

3. (OPTIONAL) Tap ◀− or ◀+ to adjust the ringer volume.

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

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

1. Tap Menu->Settings->Basic Settings->Sound->Ring Tones.

2. Tap ▲ or ▼ to select the desired account and then tap the Enter soft key.

```
┌────────────Ring Tones────────────┐
│ 1. Common                         │
│ 2. 0216                           │
│                                   │
│  Back                    Enter    │
└───────────────────────────────────┘
```

3. Tap ▲ or ▼ to select the desired ring tone. If Common is selected, this account will use the ring tone selected for the phone.

4. (OPTIONAL) Tap ◀− or ◀+ to adjust the ringer volume.

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

Placing and Answering Phone Calls

PLACING PHONE CALLS

You can tap the off-hook key either before or after entering the number to place a call. You can also dial an entry from local directory, favorite directory, remote phone book or call history. The call duration and far-site's information (name and phone number) are visible on the LCD screen. In the figure below, the call to "Bob" (the phone number: 0217) has lasted 6 seconds.
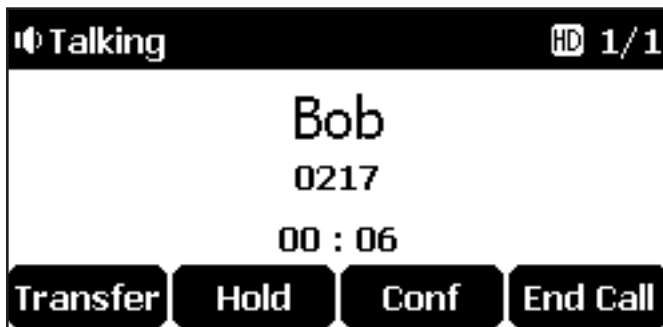
To place a call do one of the following:

A. Tap [📞] to obtain a dial tone.

Enter the desired number using the keypad.

Tap [📞], [OK], [#SEND] or the Send soft key.

B. Enter the desired number using the keypad.

Tap [📞], [OK], [#SEND] or the Send soft key.

To place multiple calls:

You can have more than one call on your CP920 IP conference phone. To place a new call during an active call, do one of the following:

A. Tap [📞]. The active call is placed on hold.

Enter the desired number using the keypad.

Tap [📞], [OK], [#SEND] or the Send soft key.

B. Tap the Hold soft key to place the original call on hold.

Tap the NewCall soft key.

Enter the desired number using the keypad.

Tap [📞], [OK], [#SEND] or the Send soft key.

You can tap [▲] or [▼] to switch between calls, and then tap the Resume soft key to retrieve the desired call.

PLACING A CALL OVER BLUETOOTH

If you connect a Bluetooth-Enabled mobile phone with your IP phone, you can place a mobile call on your mobile phone or IP phone. The IP phone screen and mobile phone screen both shows the connected call. You can use the IP phone as a hands free device for the call. You can use the IP phone to place both the mobile call and IP call, and two types of calls will not affect each other.

To place a mobile call over Bluetooth on your IP phone:

1. Connect a Bluetooth-Enabled mobile phone with your phone.

2. Tap [icon].

3. Tap the Switch soft key to select Mobile Account.

4. Enter the desired number.

5. Tap [icon], [OK], [#SEND] or the Send soft key.

To place a mobile call over Bluetooth on your mobile phone:

1. Connect a Bluetooth-Enabled mobile phone with your phone.

2. On your mobile phone, place a call to a desired contact. The outgoing call information appears on both your IP phone and mobile phone screen.

3. On your mobile phone, select CP920 as your audio source.

Bluetooth: the audio goes through the IP phone.

Handset earpiece or Speaker: the audio goes through the mobile phone.

The audio goes through the IP phone although the mobile phone screen also shows a connected call. You can hold, mute or end the call on the IP phone, and after you hold the call you can resume the call or place a new call.

PLACING A CALL FROM HISTORY

To place a call from the call history list:

1. Tap the History soft key.

2. Select the desired call history list and then tap the Enter soft key.

3. Tap [▲] or [▼] to select the desired entry.

4. Tap the Send soft key.

Placing and Answering Phone Calls

ANSWERING PHONE 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.

To answer when not in another call do one of the following:

A. Tap [📞].

B. Tap the Answer soft key.

C. Tap [OK].

To answer when on an active call, and an incoming call arrives on the phone, do one of the following:

A. Tap the Answer soft key.

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

B. Tap [▾] to access the new call.

Tap [📞], [OK] or the Answer soft key.

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

ENDING PHONE CALLS

To end a phone call do one of the following:

A. Tap the End Call soft key.

B. Tap [☎].

NOTE: To end a call placed on hold, you can tap the End Call soft key to end the call directly, or tap the Resume soft key to resume the call before ending it.

MUTING PHONE CALLS

To mute a phone call:

1. Tap (icon) during an active call.

The Mute key LED indicators illuminate solid red.

The LCD screen indicates that the call is now muted.
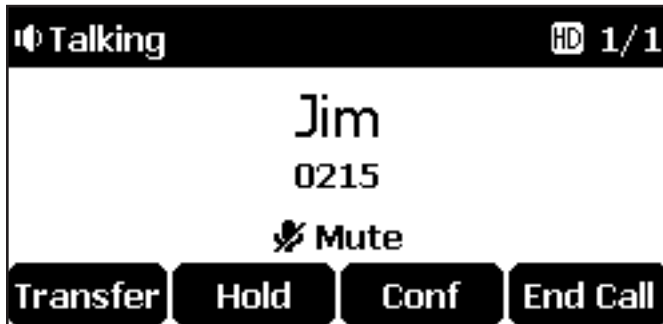
To unmute a phone call:

1. Tap (icon) again to un-mute the call.

To mute the microphone while dialing:

1. Tap (icon) on the pre-dialing or dialing screen.

The Mute key LED indicators illuminate solid red.

The call is muted automatically when set up successfully.

To unmute the microphone while dialing:

1. Tap (icon) again on the pre-dialing or dialing screen.

Managing Phone Calls (continued)

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. Tap 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. Tap the Resume soft key.

If multiple calls are placed on hold:

1. Tap ▲ or ▼ to switch between the calls, and then tap the Resume soft key to retrieve the desired call.
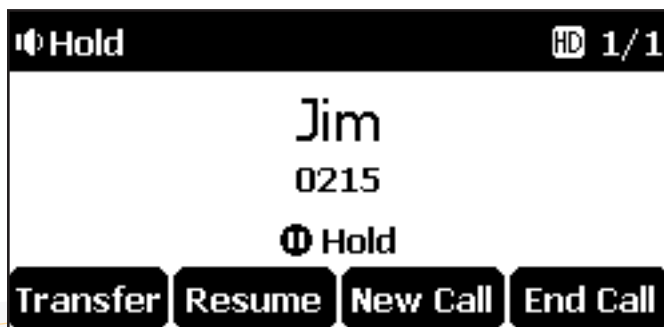
NOTE: If more than one call is placed on hold, a numbered prompt appears on the LCD screen, for example "2/3", indicating that this is the second call out of three calls.

DO NOT DISTURB (DND)

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

NOTE: The prompt message will display only if Missed Call Log is enabled.

To activate DND via phone user interface:

1. Tap the DND soft key when the phone is idle.

The icon DND appears on the status bar.

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Managing Phone Calls (continued)

To deactivate DND via phone user interface:

1. Tap the DND soft key when the phone is idle.

STATIC CALL FORWARDING

Three types of static forwarding are:

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 activate call forward via phone user interface:

1. Tap Menu->Features->Call Forward.

2. Tap ▲ or ▼ to select the desired forwarding type, and then tap the Enter soft key.

3. Depending on your selection:

A. If you select Always Forward:

1. Tap the ◀ or ▶ soft key to select Enabled from the Always Forward field.
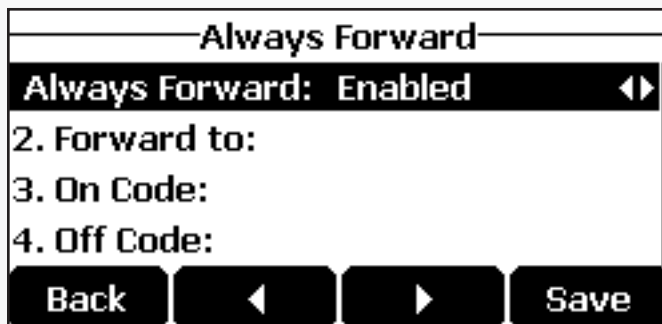
2. Enter the destination number you want to forward all incoming calls to in the Forward to field.

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

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simplifi.

B. If you select Busy Forward:

    1. Tap the ◀ or ▶ soft key to select Enabled from the Busy Forward field.

```
┌─────────Busy Forward─────────┐
│1. Busy Forward:   Enabled  ◀▶│
│2. Forward to:                │
│3. On Code:                   │
│4. Off Code:                  │
├──────┬──────┬──────┬─────────┤
│ Back │  ◀   │  ▶   │  Save   │
└──────┴──────┴──────┴─────────┘
```

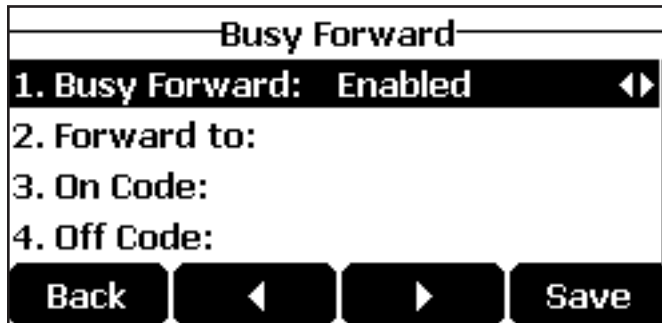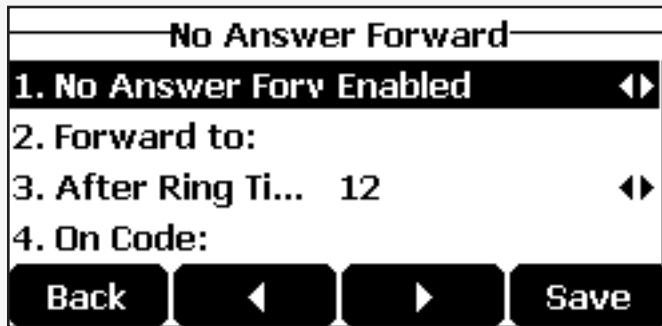   **2.** Enter the destination number you want to forward all incoming calls to when the phone is busy in the Forward to field.

    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. Tap the ◀ or ▶ soft key to select Enabled from the No Answer Forward field.

```
┌───────No Answer Forward──────┐
│1. No Answer Forv Enabled   ◀▶│
│2. Forward to:                │
│3. After Ring Ti...   12    ◀▶│
│4. On Code:                   │
├──────┬──────┬──────┬─────────┤
│ Back │  ◀   │  ▶   │  Save   │
└──────┴──────┴──────┴─────────┘
```

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

    3. Tap 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.

3. Tap 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 activated.

☎0216   ↪

15:43 30
Mon, Jul 31

History | **Directory** | **DND** | **Menu**

To deactivate call forward via phone user interface:

1. Tap Menu->Features->Call Forward.

2. Tap ▲ or ▼ to select the desired forwarding type, and then tap the Enter soft key.

3. Tap the ◄ or ► soft key to select Disabled to deactivate the call forward.

4. Tap the Save soft key to accept the change.

DYNAMIC CALL FORWARDING

To forward an incoming call to another party:

1. When the phone is ringing, tap the Forward soft key.

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

◀● Forward to   1/1

0217|
Bob(0217)

Send | **123** | **Delete** | **Cancel**
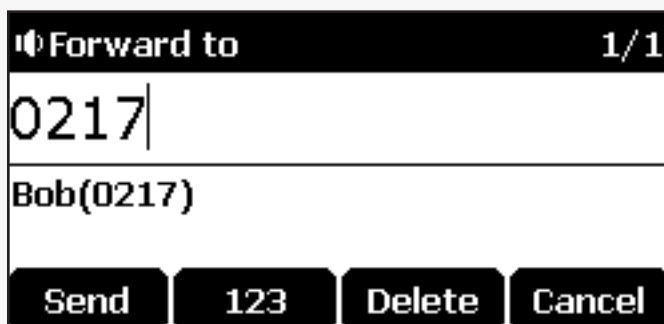
3. Tap 📞 , OK , #SEND or the Send soft key.

The LCD screen prompts a call forward message.

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CALL TRANSFER

You can transfer a call to another party in one of three ways:
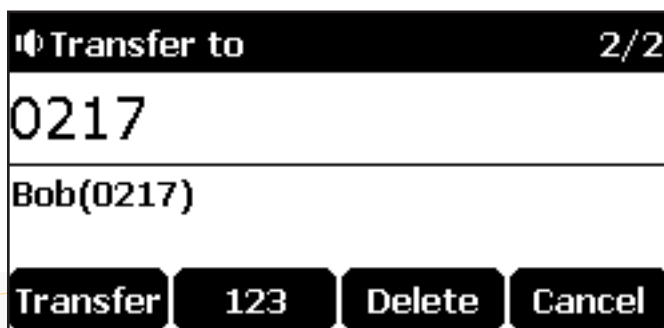
Blind Transfer: Transfer a call directly to another party without consulting.

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

Attended Transfer (Consultative Transfer): Transfer a call with prior consulting.

To perform a blind transfer:

1. Tap the Transfer soft key during a call.

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

3. Tap the Transfer soft key to complete the transfer.

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

To perform a semi-attended transfer:

1. Tap the Transfer soft key during a call.

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

3. Tap 📞, OK or #SEND to dial out.

4. Tap the Transfer soft key to complete the transfer when receiving ringback.

To perform an attended transfer:

1. Tap the Transfer soft key during a call.

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

3. Tap 📞, OK or #SEND to dial out.

4. After the party answers the call, tap the Transfer soft key to complete the transfer.

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

CALL WAITING

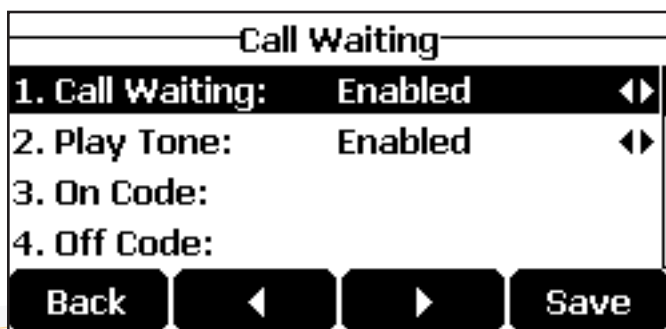You can enable or disable call waiting on the phone. If call waiting is enabled, you can receive another call while there is already an active call on the phone. Otherwise, another incoming call is automatically rejected by the phone with a busy message when there is an active call on the phone. You 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. Tap Menu->Features->Call Waiting.

2. Tap the ◀ or ▶ soft key to select Enabled from the Call Waiting field.

```
┌──────────Call Waiting──────────┐
│ 1. Call Waiting:    Enabled  ◀▶│
│ 2. Play Tone:       Enabled  ◀▶│
│ 3. On Code:                    │
│ 4. Off Code:                   │
│   Back      ◀        ▶    Save │
└────────────────────────────────┘
```

3. Tap the ◀ or ▶ soft key to select Enabled 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. Tap the Save soft key to accept the change or the Back soft key to cancel.

CONFERENCE CALL

The CP920 IP conference phone supports up to five parties (including yourself) in a conference call.

To initiate a conference by inviting Participants:

1. Place a call to the first party.

2. When the first party answers the call, tap 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 then tap [☎], [OK], [#SEND] or the Send soft key.

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

5. Repeat steps 2 to 4 to join more parties in the established conference call.

To merge multiple calls into a conference:

1. Tap [▲] or [▼] to select an active call.

2. Tap the Conf soft key to merge the calls into a conference call.

To join an incoming call to a conference:

1. Tap the Join soft key when the phone receives a new call.

The conference among the original call(s) and the incoming call is set up. If you are in a conference, the new party will join to the conference.

To create a hybrid UC conference:

1. Make sure you have connected a mobile phone to your IP phone.

2. Make sure you have an active PSTN account (refer to Using Your Phone with PSTN Account).

3. Do the following to place a mobile call over Bluetooth on the IP phone.

Tap [ ].

Tap the Switch soft key to choose the Mobile Account.

Enter the desired number.

Tap [ ], [OK], [#SEND] or the Send soft key.

4. Placing an IP call.

5. Placing a PSTN call.

6. Tap the Conf soft key.

The hybrid UC conference is created.

Managing the conference call:

A. Tap the Hold soft key to place the conference on hold.

B. Tap the Conf soft key to join more parties in an established conference call.

C. Tap the Manage soft key, and then tap [▲] or [▼] to select the desired party:

1. Tap the Far Mute soft key to mute the party. The muted party can hear everyone, but no one can hear the muted party.

2. Tap the Remove soft key to remove the selected party from the conference call.

CONTINUED ON NEXT PAGE

**3.** Tap the Split All soft key to split the conference call into individual calls on hold.

4. Tap the Back soft key to return to the previous screen.

D. Tap 🎤 to mute the conference call, all other participants can hear each other, but they cannot hear you.

**E.** Tap ☎ or the End Call soft key to drop the conference call.

CALL PARK

You can use call park feature to place a call on hold, and then retrieve the call from another phone in the system (for example, a phone in another office or conference room). You can park an active call by tapping the Park soft key on the phone. If the call is parked successfully, there is a voice prompt confirming that the call was parked. You can retrieve the parked call by tapping the Retrieve soft key. If the parked call is not retrieved within a period of time defined by the system, the phone performing call park will receive the call back.

To park a call in transfer mode:

1. During a call, tap the Park soft key (You may need to tap the More soft key to see the Park soft key).

2. If the call park code is not configured, you need to enter the call park code (e.g., *01).
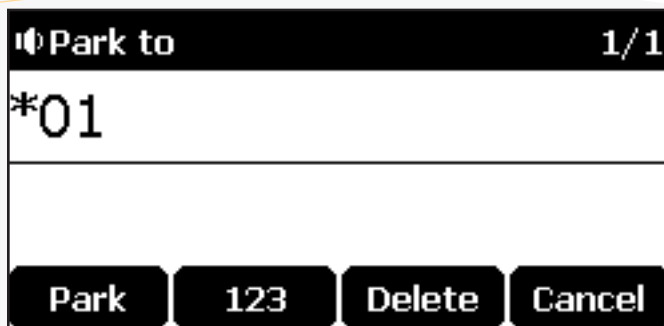
3. Tap OK, #SEND or the Park soft key. The call will be transferred to the shared parking lot.

4. If the call park code is configured, the call will be directly transferred to the shared parking lot.

To retrieve a parked call in Transfer mode do one of the following:

A. If the park retrieve code is not configured, dial the park retrieve code (e.g., *10).

B. If the park retrieve code is configured, tap the Retrieve soft key on the dialing screen.

The phone will retrieve the parked call from the shared parking lot.
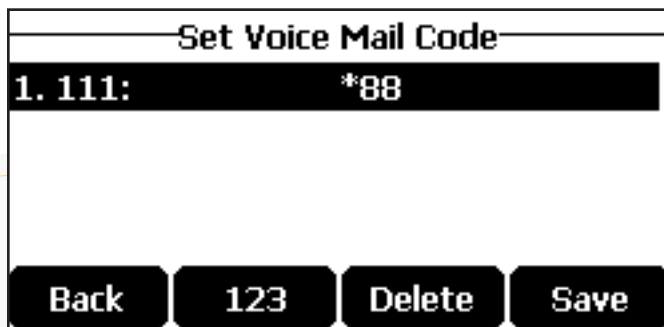
Accessing Voicemail

VOICEMAIL

You can leave voice mails for someone else using the CP920 IP conference phone. You can also listen to voice mails that are stored in voice mailbox. When receiving a new voice mail, the phone will play a warning tone.

To leave a voice mail:

1. 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. Tap Menu->Message->Voice Mail->Set Voice Mail Code.

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

3. Tap the Save soft key to accept the change or the Back soft key to cancel.
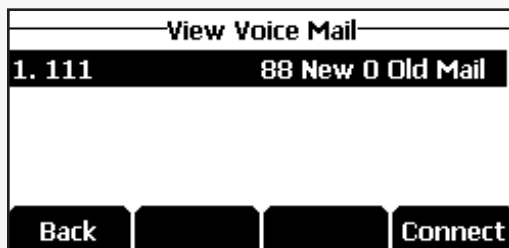
To listen to voice mails:

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

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

To view the voice mail via phone user interface:

1. Tap Menu->Message->Voice Mail->View Voice Mail.

The LCD screen displays the amount of new and old voice mails.

2. Tap the Connect soft key to listen to voice mails.