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Yealink CP965

Yealink

BG Admin Guide

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Adding Yealink CP965 to the BG Admin

Accessing the CommPortal BG Admin interface

To configure BG lines, and to manage their BG's lines and services, a BG Administrator should log in to the CommPortal BG Admin interface using a separate login page to regular users. For example, a BG Administrator might log in at https://commportal.airespring.com/bg . The BG Administrator login page sends the BG Administrator to the BG Administrator section of the default web UI.

CommPortal is supported on the latest versions of all major browsers and operating systems. This includes:

Microsoft Internet Explorer version 11

Edge

Firefox version 3 or later

Google Chrome (Windows only)

Safari version 5 or later (Mac OS X only)

It is supported on the following operating systems:

- Microsoft Windows Vista
- Microsoft Windows 7
- Microsoft Windows 8
- Microsoft Windows 10
- Mac OS X 10.6
- Snow Leopard and later, although some features are only supported by later versions JavaScript must be enabled.

Logging into CommPortal BG Admin

The following shows a sample CommPortal login page.

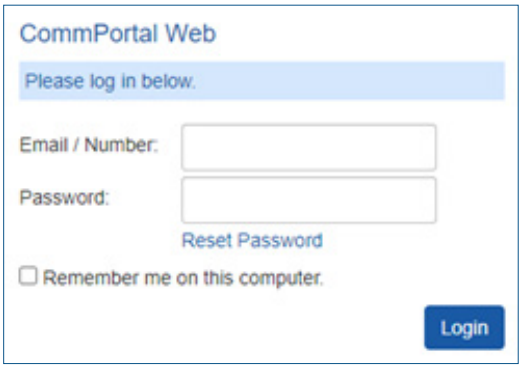


FIGURE 1: COMMPORTAL LOGIN PAGE

To log into CommPortal, follow these steps:

Enter a phone number with administrative access.

Enter the password.

Click on Login.

If this is the first time you have logged in, you will be prompted to change your password.

Using CommPortal BG Admin

Once you are logged into CommPortal you will see the Business Group Administrator's homepage.

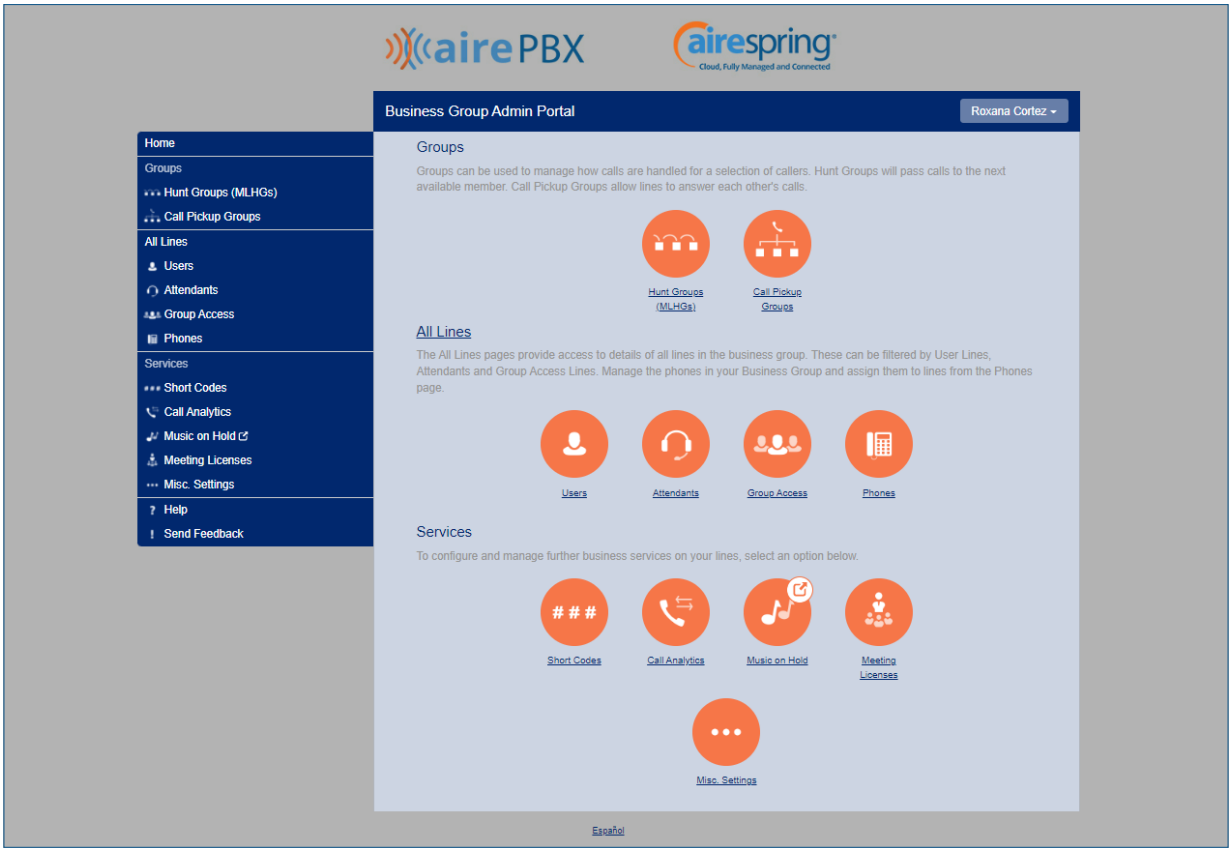
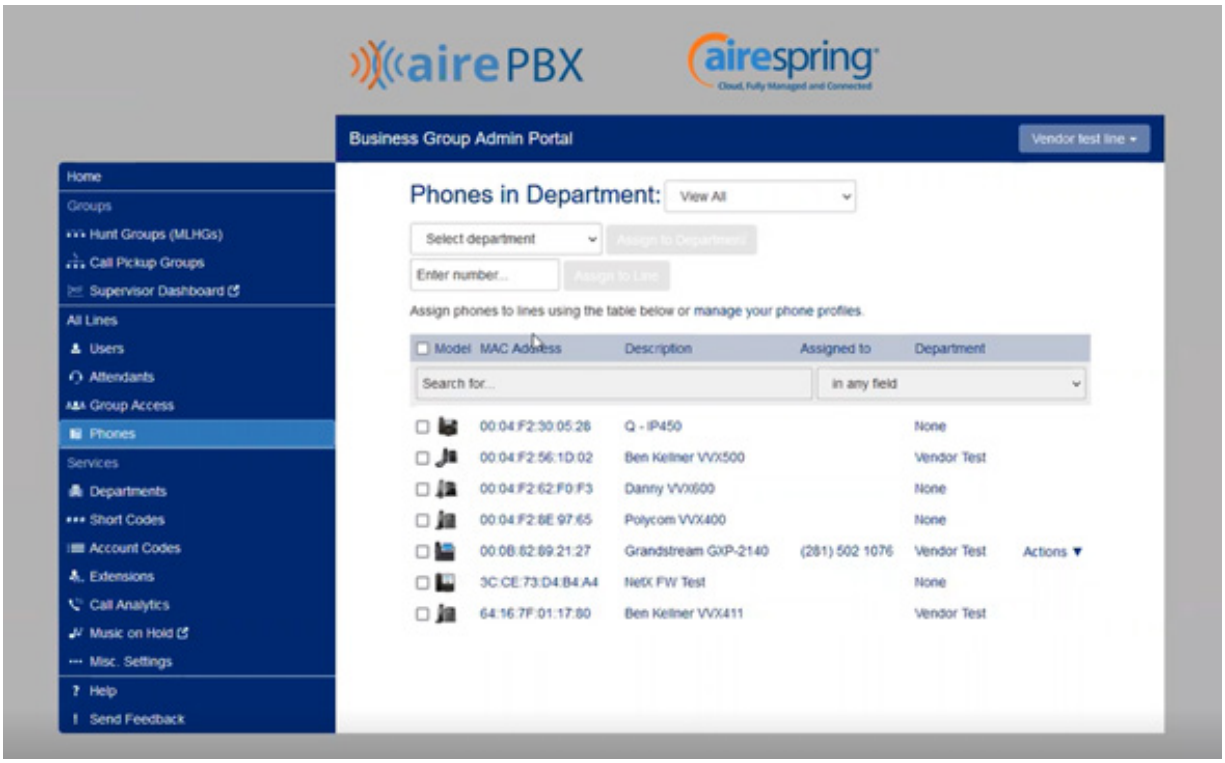


Figure 2: CommPortal Business Group Administrator homepage

Click on Phones section at the left-hand side – you can view different departments in case customer have multisite locations.

Building a new phone profile for users

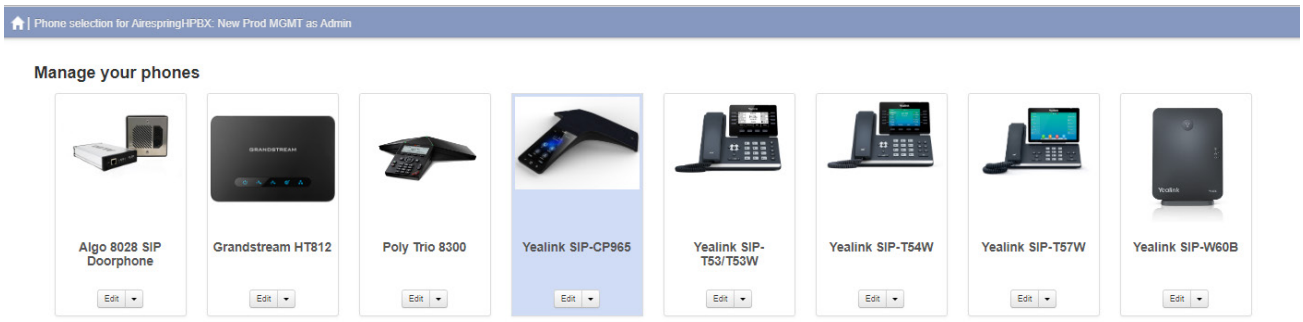
Select a department if the phone model to be added is specific to one location. If the profile is to be used for the entire business, leave blank. Click on *manage your phone profile*



On the next screen select Create a new profile at the bottom of the page

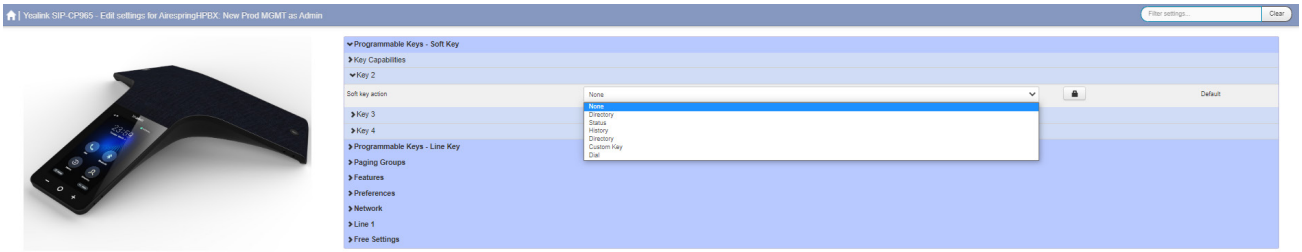
Then select Yealink CP965

The profile has been created on the BG Admin



Programmable Keys – Soft Key

In this section you will be able to enable or disable



Key Capabilities

- Directory
- History
- Status
- Custom Key
- Dial (Call)

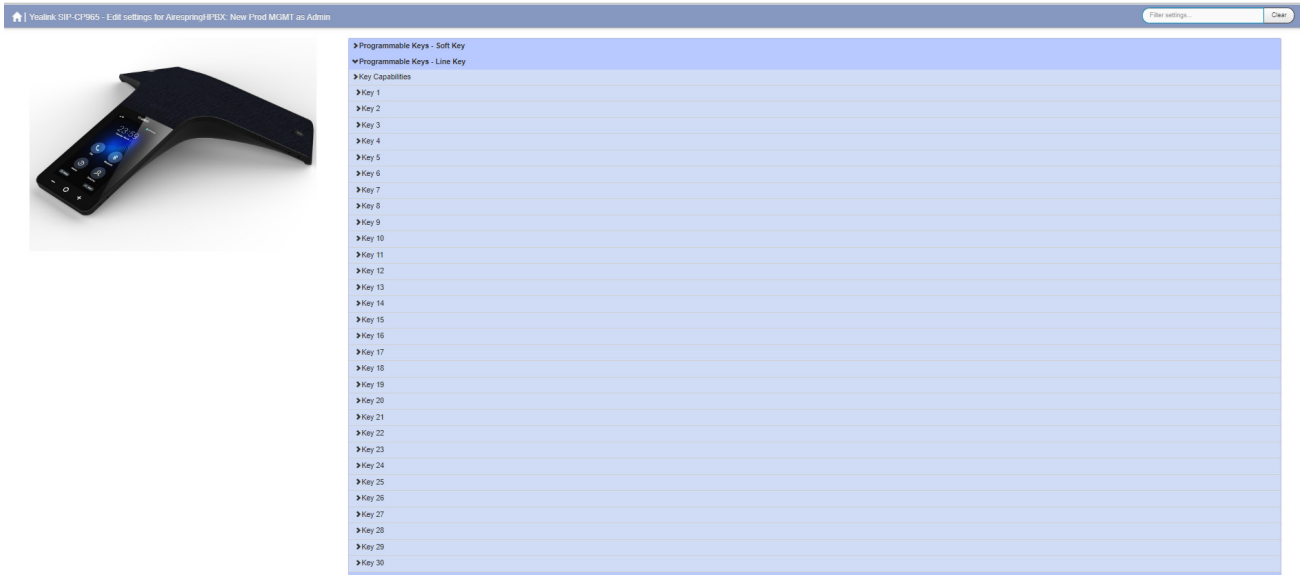
Key 2

Key 3

Key 4

Programmable Keys – Line Key

The following keys and their functions can be set on the CP965 devices. They show up in the Dss key menu across 5 pages, each up to 5 keys. Dss key page navigation is on the left side of the menu.



- ▶ Key Capabilities
  - Line
  - Directed Pickups
  - Directory
  - DND
  - Enhanced Call Park
  - Enhanced Monitor Extension
  - Forward
  - Group Pickup
  - Intercom / PTT
  - Keypad Lock
  - Last Caller ID Erasure
  - LDAP
  - Paging List
  - Private Call Hold
  - Retrieve Park Call

- Speed Dial
- Voicemail
- Log Out
- Record
- Key 1- Key 25

Paging Groups

In this section you will be able to customize:

Settings

- Outgoing Page Codec - It configures the codec for multicast paging.
- Paging Priority Enable - It enables or disables the IP phone to handle the incoming multicast paging calls when an emergency page is received.
- Priority Paging Group - Set to group and multicast channel 25 for Emergency paging.

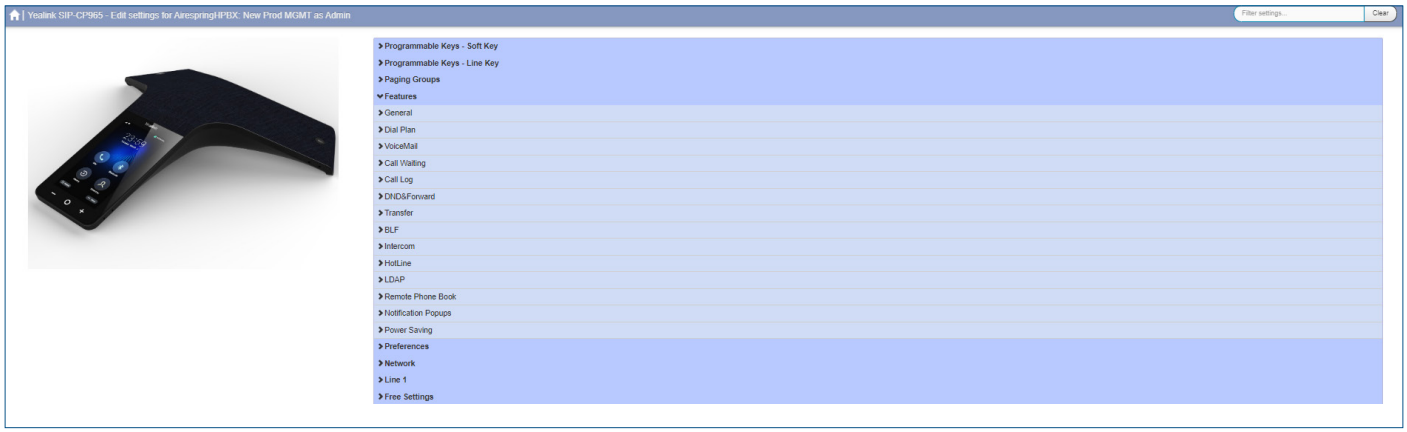
Listening Group 1 -10

- Listening Group Enable - It enables or disables the IP phone to listen multicast paging calls when receiving the multicast paging calls.
- Description - The paging group name displayed in Page List.
- IP Address - It configures the multicast address that the IP phone listens to. Preset to 224.0.0.1, this can be changed if the network utilizes a different multicast IP address.
- Port - It configures the multicast port number that the IP phone listens to. Preset to 10000.
- Listen Channel - Broadcast audio to a specific channel and recipients subscribed to that channel. Channel 0 turns off paging for the subscribed channel. Poly channels 1-25 can be mapped to the selected group.

Paging Group 1 -10

- Paging Group Enable - It enables or disables the IP phone to Paging multicast paging calls.
- Description The paging group name displayed in Page List.
- IP Address - It configures the IP address of the multicast paging group that the IP phone sends. Preset to 224.0.0.1, this can be changed if the network utilizes a different multicast IP address.
- Port - It configures the port of the multicast paging group that the IP phone sends. Preset to 10000.
- Paging Channel - Broadcast audio to a specific channel and recipients subscribed to that channel. Channel 0 turns off paging for the subscribed channel. Poly channels 1-25 can be mapped to the selected group.

Features



General

- Allow Mute - It enables or disables the IP phone to mute an active call.
- Auto answer Delay - It configures the delay time (in seconds) before the IP phone automatically answers an incoming call if auto-answer is enabled.
- Keep Mute Enable - It enables or disables the keep mute feature for the IP phone. If a call is on mute and then disconnected a subsequent call will stay on mute. If a call is disconnected when not muted a subsequent call will be unmuted.
- Recent Call in Dialing - It enables or disables the recent call-in dialing feature. If it is set to enabled, you can view the placed calls list when the IP phone is in the pre-dialing screen.

- Play Hold Tone - It enables or disables the IP phone to play a tone reminder when there is a call on hold.
- Play Hold Tone Delay - It configures the interval (in seconds) at which the IP phone plays a hold tone reminder. Integer from 3 to 3600.
- IP Call Auto Answer Enable -It enables or disables the auto answer feature for IP call.

Dial Plan

- Automatically Outgoing Delay - It configures the time (in seconds) for the IP phone to automatically dial out the entered digits without pressing a send key.
- Digimap Enable (on Hook Dial)- It enables or disables the entered number to match the predefined string of the digit map after pressing a send key when dialing on-hook or pressing the DSS key (e.g., speed dial, BLF or prefix key).
- Digitmap Enable (Directory Dial) - It enables or disables the digit map to be applied to the numbers dialed from the directory.
- Digitmap Enable (History Dial) - It enables or disables the digit map to be applied to the numbers dialed from the history.
- Digitmap Enable (Forward) - It enables or disables the digit map to be applied to the numbers that you want to forward to when performing call forward.
- Digitmap Enable (Press Send) - It enables or disables the entered number to match the predefined string of the digit map after pressing a send key. It is only applicable to the off-hook dialing.
- Digitmap Enable - It enables or disables the digit map feature for the IP phone.
- Digitmap String -It configures digit map pattern used for the dial plan. The default string is [2-9]11 | 0T | 011xxx.T | [0-1] [2-9] xx xxxxxxx | [2-9] xx xxxxxxx | [2-9] xxxT | **x.T | +x.T| 00x.T . This may be altered to match the business's dialing requirements. See https://123dok.net/article/digit-maps-model-and-naming-conventions.y8g87wm2
- Digitmap No Match Action -It configures the behavior when an impossible digit map match occurs.

Voicemail

- Play Warning Tone for VM - It enables or disables the IP phone to play a warning tone when it receives a new voice mail.

Call Waiting

- Call Waiting - It enables or disables call waiting feature.
- Call Waiting Tone - It enables or disables the IP phone to play the call waiting tone when the IP phone receives an incoming call during a call.

Call Log

- Save Call Log - It enables or disables the IP phone to save local call log.

DND & Forward

- Always Forward Target - It configures the destination number of the always forward.

Transfer

- Ring for Transfailed - It configures the ring tone when the IP phone fails to perform a semi-attended transfer.

BLF

- BLF Active Backlight Enable - It enables or disables the IP phone to turn on the backlight or stop the screen saver when the BLF/BLF list status changes. Also known as Enhanced Monitored Extension

Intercom

- Accept Intercom - It enables or disables the IP phone to automatically answer an incoming intercom call.
- Intercom Mute - It enables or disables the IP phone to mute the microphone when automatically answering an intercom call.
- Intercom Tone - It enables or disables the IP phone to play a warning tone when automatically answering an intercom call.
- Intercom Barge - It enables or disables the IP phone to automatically answer an incoming intercom call while there is already an active call on the IP phone. If it is set to (Disabled), the IP phone will handle an incoming intercom call like a waiting call while there is already an active call on the IP phone. If it is set

to (Enabled), the IP phone will automatically answer the intercom call while there is already an active call on the IP phone and place the active call on hold.

Hotline

- Hotline Number - It configures the hotline number that the IP phone automatically dials out when, pressing the speakerphone Line key. Leaving it blank disables hotline feature.
- Hotline Delay - It configures the waiting time (in seconds) for the IP phone to automatically dial out the hotline number. If a digit is entered during the delay period, the hot line call is cancelled and normal dialing proceeds.

LDAP

- LDAP Enable - It enables or disables LDAP feature on the IP phone.

Remote Phone Book

- Remote phone books .xml files can be placed on the customers http server and be shared across all CP965 devices via the BG admin phone profile or on individual devices. An example format is:

remote_phonebook.data.1.url = http://192.168.10.25/Menu.xml

remote_phonebook.data.1.name = Business Group

remote_phonebook.data.2.url = http://192.168.10.25/Market.xml

remote_phonebook.data.2.name = Market

- Display Name - It configures the name of the remote phone book group displayed on the LCD screen.
- Search Remote Phonebook Name - It enables or disables the IP phone to perform a remote phone book search for an incoming or outgoing call and display the matched call on the LCD screen.
- Search Flash Time (Seconds) It configures how often to refresh the local cache of the remote phone book. Integer from 3600 to 1296000.
- Refresh When Accessing Remote Phonebook - It enables or disables the IP phone to refresh the local cache of the remote phone book every time the phone accesses the remote phone book.
- Remote Phonebook URL 1 -5 - It configures the access URL of the remote phone book 1- 5.
- Display Item Name 1- 5 - It configures name of the remote phone book 1 - 5 displayed on the LCD screen.

Notification Popups

- Display Voice Mail Popup - It enables or disables the IP phone to display the pop-up message when the phone receives a new voice mail (Note: If the voice mail pop-up message box disappears, it won't pop up again unless the user receives a new voice mail or the user re-registers the account that has unread voice mails).
- Display Missed Call Popup - It enables or disables the IP phone to display the pop-up message when the phone misses a call.
- Display Forward Call Popup - It enables or disables the IP phone to display the pop-up message when the phone forwards an incoming call to other party.

Power Saving

- Office Hour Idle Timeout - It configures the time (in seconds) to wait in the idle state before IP phone enter power-saving mode during the office hours. [1-240].
- Off Hour Idle Timeout - It configures the time (in seconds) to wait in the idle state before IP phone enter power-saving mode during the non-office hours.
- User Input Idle Timeout- It configures the minimum time (in minutes) to wait in the idle state - after using the phone - before the IP phone enters power-saving mode.
- Monday – Sunday Office Hours - It configures the starting time and ending time of the day's office hour on Monday - Friday

Preferences

General - It enables or disables the IP phone to display page icons on LCD screen and flash page switch key LED to indicate different states of line keys.

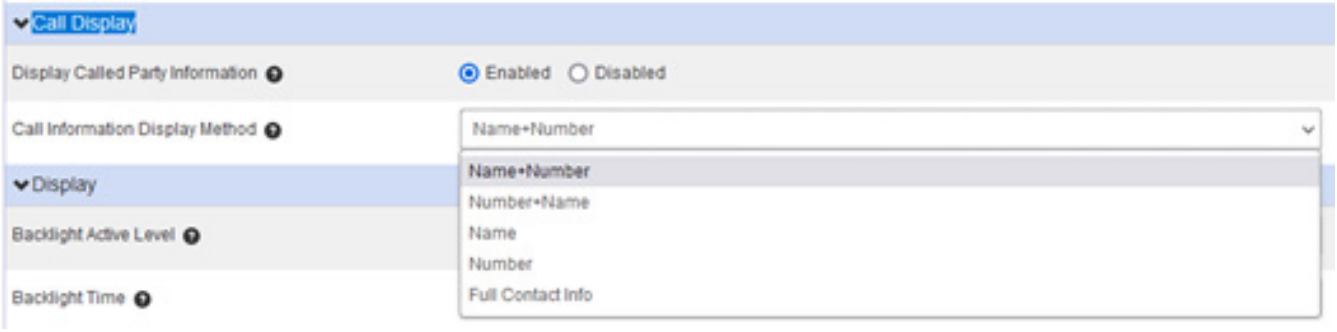
Time & Date

- Time Format -It configures the time format 12h/24h.
- Date Format - It configures the date format.
- Primary NTP Server - NTP server 1 (preset).
- Secondary NTP Server NTP server 2 (preset).
- Fixed Type - It configures the DST time type.

- Start Date - It configures the start time of the DST. Value formats are Month/Day/Hour (for DST By Date); Month/ Day of Week/ Day of Week Last in Month/ Hour of Day (for DST By Week).
- End Date - It configures the end time of the DST. Value formats are Month/Day/Hour (for DST By Date); Month/ Day of Week/ Day of Week Last in Month/ Hour of Day (for DST By Week).

Call Display

- Display Called Party Information - It enables or disables the IP phone to display the called contact information when receiving an incoming call.
- Call Information Display Method - It configures the call information display method when the IP phone receives an incoming call.



Display

- Backlight Active Level - It configures the intensity of the LCD screen when the phone is active. 10 is the highest intensity.
- Backlight Time - It configures the delay time (in seconds) to change the intensity of the LCD screen when the IP phone is inactive.
- Background Image Type - It configures system or custom wallpaper displayed on the IP phone. "Use System Image "- You can select one Image of system resource. "Use Custom Image" - You can select one Image of uploaded resource.
- System Background Image - It configures which wallpaper of system resource displayed on the IP phone.
- Upload Background Image - It configures the access URL of the custom wallpaper image. Note: The image you want to upload must be in .jpg, .png, or. der format.

Ring Tone

- Ring Type - It configures system or custom ring tone for the IP phone. "Use System Ringtone" - You can select one ringtone of system resource. "Use Custom Ringtone"- You can select one ringtone of uploaded resource.
- System Ringtone - It configures which ring tone of system resource for the IP phone

Note: Airespring provides Bellcore compliant ring tones for calls within the business group, for long distance calls, and local calls and will overwrite the setting here for those incoming call types.

KeyPad Lock

- • Keypad Lock Enable - It enables or disables phone lock feature. Only if it is enabled, Softkey Action- "Keypad Lock" could be useful.

Network

Vlan

BG admins may set the network VLAN and priorities based on their network design. VLANs may be pushed by DHCP.

- WAN Vlan Enable - It enables or disables VLAN for the Internet (WAN) port.
- WAN Vlan ID - It configures VLAN ID for the Internet (WAN) port.
- WAN Vlan Priority - It configures VLAN priority for the Internet (WAN) port. 7 is the highest priority, 0 is the lowest priority.
- DHCP Vlan Enable - It enables or disables DHCP VLAN discovery feature on the IP phone
- DHCP Vlan Option - It configures the DHCP option from which the IP phone will obtain the VLAN settings. You can configure at most five DHCP options and separate them by commas. Integer from 128 to 254.
- Switch or Close VLAN - It enables or disables the IP phone to obtain IP address with lower preference of VLAN assignment method or disable VLAN feature when the IP phone cannot obtain IP address with the current VLAN assignment method.
- LLDP Enable - It enables or disables LLDP feature on the IP phone.

Port Link - It configures the transmission method and speed of the Internet (WAN) port.

QoS

- Audio QoS - It configures the DSCP for Audio packets. Integer from 0 to 63. Default is 46.
- SIP QoS- It configures the DSCP for SIP packets. Integer from 0 to 63. Default is 46.

Line 1

User

- Display Name - It configures the display name for account X.
- Description - It configures which description type displayed on the phone for this line.
- Custom Description - The custom description displayed on the phone for this line.

Auto Answer - It enables or disables the auto answer feature for account X.

Ring Tone - It configures a ring tone for account X.

Free Settings

Free Setting 4 -20

Free settings are a mechanism of customization for your phone. They control the parameters of features that are not previously been mentioned above. Please contact your Airespring service department for any customization needs you have for your business deployment.

Ready to find out more? Contact us at 888-389-2899,
email sales@airespring.com, or visit our website at www.airespring.com