



Hosted Extension
Quick Start Guide with

Yealink HD IP Conference Phone CP920





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1 Product Overview



Unleash your potential

Your decision to move to a Catalytic Hosted Extension will free your business from premise-based hardware and you'll reap the rewards by of having all your PBX features and intelligence in the cloud.



Flexibility to suit your business

Catalytic offers two versions of the hosted extension, each differentiated by the number of features available. This allows you to choose the most suitable features for different user types within your budget.

Office Extension

Designed for an office-based workforce with a full range of telephony features. Paired with a basic function handset, this option provides a cost-effective end-point solution.

Executive Extension

Best suited to the power users that require advanced features and mobility capabilities to ensure that they never miss a call. Paired with an advanced function handset this option ensures maximum productivity for power users.

In addition to these two license subscriptions Catalytic offers a suite of additional services which can be added to your subscription to enhance your telephony environment. Please discuss these options with your service provider

How your Business will benefit from a Hosted Extension:

Expand your opportunities by freeing your business from the constraints of a physical location and a fixed workforce

Work smarter, anywhere, ensuring that you never miss a call and stay productive

Reduce your risks with built-in resilience and the security you require



Ensure seamless experiences by using one number for all your business communications, across multiple devices

The latest technology helps you stay ahead of the competition

Free up time to focus on your business while your service provider manages your cloud communications





2 Using this Guide

Your phone will be delivered to you fully configured, tested and packed with all the features that are offered in your particular license pack.

This quick reference guide will help you gain the most out of your Hosted Extension using a Yealink Handset.

We'll cover basics to help you get started right away and we'll give you tips to leverage the range of features and benefits to your business advantage.

For further assistance contact email support@catalytic.co.za or call 087 945 0006

3 Handset overview:

Familiarize yourself with your new Yealink CP920 HD IP conference phone





4 Basic Call Features

4A Placing Calls

Placing a Call

Using the handset:

Enter the number, and then tap , ,  or the **Send** soft key

To place a call from the corporate directory:

1. Tap the Dir softkey
2. Select the Network Directory and press the OK key
3. Navigate to the Named directory and press the OK key
4. Enter the first few letters of the contact you are searching for using the dial pad keys or use the  or  arrows to scroll

Time Saving Tip: Your phone is automatically populated with all users on your hosted PBX platform. Use the corporate directory to find their numbers directly.

4B Answering Calls

Tap , ,  or the **Answer** soft key.

4C Call Waiting

While you are busy on a call, the call waiting notification can alert you of a new incoming call

To check the status of the call waiting service Dial *53* and listen to the prompt

To enable call waiting dial *43 from the dial pad

To disable call waiting dial #43 from the dial pad

4D Call Pickup

Executive extensions have the ability to answer the incoming call of another user within the organization.

To answer the call dial *98# from the keypad

To answer a specific extension dial *97 and the number of the extensions that you wish to answer.

4E Ending a Call

Tap  or the **End Call** soft key.

4F Call Mute and Un-mute

Tap  to mute the microphone during a call.

Tap  again to un-mute the call.

4G Call Hold and Resume

To place a call on hold:

Press the **Hold** soft key during an active call. To resume the call, press the **Resume** soft key.

Productivity Tip: Call Hold will automatically invoke Music on Hold, giving the caller comfort that the call is still connected.

4H Four Way Conference Call

1. Press the Conf soft key during an active call. The call is placed on hold.
2. Enter the number of the second party, and then press the Send soft key.
3. Press the Conf soft key again when the second party answers. All parties are now joined in the conference.
4. Repeat the steps above until 3 members are connected.
5. Press the End Call soft key to disconnect all parties.

Note: You can split the conference call into individual calls by pressing the **Split** soft key.

Productivity Tip: A three way conference call is an excellent collaboration tool to share ideas between various stakeholders.

Tip: Call costs for conference calls will be allocated to your account. Please ensure that all parties are off the call before leaving the conference.

Conference Bridge facilities: Should you require conference bridge facilities which allow more than 4 participants on a call please contact your service provider to enquire about our Unified communications solution with meet-me conferencing .



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Basic Call Features (continued)

4I Call Recording

You can insert a USB flash drive into the USB port on your phone to record active calls.

To record audio calls:

1. Tap the More soft key, and then tap the StartREC soft key during a call.
2. Tap the PauseREC soft key to pause recording, tap the Re REC soft key to resume recording.
3. Tap the StopREC soft key to stop recording. The record file will be saved. If you end a call during recording, the record file will be saved automatically.

Call Recording Service: To ensure that all conference calls are recorded and fully compliant please contact your service provider to enquire about our hosted call recording service that ensures that calls are always recorded and securely stored.

4J Call Transfer

You can transfer a call in the following ways:

4J.1 Blind Transfer

1. Press **Transfer** soft key during a call. The call is placed on hold.
2. Enter the number you want to transfer to.
3. Press **Transfer** soft key.

4J.2 Attended Transfer

1. Press **Transfer** soft key during a call. The call is placed on hold.
2. Enter the number you want to transfer to, and Tap   
3. Press **Transfer** soft key when the second party answers.

Productivity Tip: To avoid unanswered calls in your business it is always preferable to use the Attended Transfer method to ensure that the receiving party is prepared to accept the call.

4K Call Forward

To enable call forward:

1. Press the **Menu** soft key when the phone is idle, and then select **Call Control -> Call Forward**.
2. Select the desired forward type:

Always Forward----Incoming calls are forwarded unconditionally.

Busy Forward----Incoming calls are forwarded if the phone is busy.

No Answer Forward----Incoming calls are forwarded if not answered after a period of time.

3. Enter the number you want to forward to.

For **No Answer Forward**, press  or  to select the desired ring time to wait before forwarding.

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

Productivity Tip: Managing your call forward options ensures that you never miss a business call. Calls can be forwarded to any number that is most

Tip: Calls forwarded to external numbers will attract an outbound calling charge to your business account.

Executive Feature: Broadworks Anywhere allows you to automatically receive incoming business calls on your mobile phone.

4L Volume Adjustment

- Tap  or  during a call to adjust the receiver volume.
- Tap  or  when the phone is idle or ringing to adjust the ringer volume.

4M Ring Tones

1. Press the **Menu** soft key when the phone is idle, and then select **Settings->Basic Settings->Ring Tones**.
2. Press  or  to select the desired ring tone.
3. Press the **Save** soft key to accept the change.

4N Call History

1. Press the **History** soft key when the phone is idle, press  or  to scroll through the list.
2. Select an entry from the list, you can do the following:

- Press the **Send** soft key to place a call.
- Press the **Delete** soft key to delete the entry from the list.

ATOM Analytics: If you require detailed calling reports within your organization please enquire about our online ATOM Analytics system



catalytic

it's the *connection* that matters



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