



MIDCO  
BUSINESS™

# Flexible. Functional. User-friendly.

Yealink CP930W & CP935W Phones

[Midco.com/Business/GettingStarted](http://Midco.com/Business/GettingStarted)

# Table of Contents

Getting Started.....	2
Place a Call.....	3
Answer a Call.....	4
Hold and Resume a Call.....	5
Conference Call.....	6
Transfers.....	7
Do Not Disturb (DND).....	8
Volume and Ringtones.....	9
Company Directory.....	10

# Getting Started


If your phone is plugged in and connected to the network, it's time to configure the functions and features to meet your needs. This guide will help you understand the basics. Ready, set, call!






See the full guide at:  
[Midco.com/Business/GettingStarted](https://Midco.com/Business/GettingStarted)

## Place a Call




### To place a call directly:

1. Tap  and dial the phone number.

### From the local directory:


1. Tap the **Directory** softkey from the idle screen.
2. Tap  or  to select the desired directory type.
3. Highlight the desired entry, and then tap  or the **OK** key to dial out.

### From the call history:

1. Tap the **History** softkey from the idle screen, and then select the desired call history list.
2. Tap  or  to highlight the desired entry, and then tap  or the **OK** key to dial out.

## Answer a Call

### Do one of the following:

- Tap the **Answer** softkey.
- Tap .

### To end a call:

Tap  or the **End Call** softkey.

**Pro Tip:** Tap the  softkey to ignore an incoming call.

## Hold and Resume a Call

### To hold:

- Tap the **Hold** softkey during a call.


### To resume:

- Tap the **Resume** softkey during a call.

### To mute a call:

- Tap .  
The mute key LED will turn **solid red**.

### To unmute a call:

- Tap  again to unmute the call.  
The mute key LED will turn **solid green**.

## Three-Way Call

### To initiate a three-way call:

1. Press **Conference** during an active call.  
The call is placed on hold.
2. Dial the number of the second party, and then press **Call**.
3. Press **Conference** again when the second party answers. Three parties are now joined in the conference.

**Pro Tip:** You may split the conference call into two individual calls by pressing **Split**.

## Transfers

### Blind Transfer

To perform a blind transfer:

1. Tap the **More Options** button (⋮), and then select the **Transfer** softkey during a call.  
The call is placed on hold.
2. Enter the number you want to transfer the call to. Or, select a contact you want to transfer to from **Directory**.
3. Tap the **Transfer** softkey.

### Semi-Attended & Attended Transfer

To perform a semi-attended or attended transfer:

1. Tap the **More Options** button (⋮), and then select the **Transfer** softkey during a call.  
The call is placed on hold.
2. Dial the number you want to transfer the call to.
3. Tap (↻), **#SEND** or the **OK** key to dial out.
4. Tap the **Transfer** softkey when you hear the ringback tone or the second party answers.



## Do Not Disturb (DND)

### To send incoming calls to voicemail:

1. Press the **More Options** icon. Then, tap the **DND** softkey.
2. The **DND** icon on the home screen will turn red to indicate unavailability.

To disable DND mode, press **Exit DND** mode on the home screen.





**Note:** During DND mode, callers will hear a busy signal or be sent to voicemail depending on your settings. Calls cannot be received until you disable DND mode.

## Volume and Ringtones

### To adjust speaker, ringer or media volume:

Press  to adjust the volume.

### To set a ringtone:

1. Tap **More Options > Basic Settings > Sound > Ring Tones**.
2. Tap  to  select **Common** or **Intercom Call**.
3. Tap  to  select the desired ringtone.
4. Tap the **Checkmark** softkey to accept the change.

**Pro Tip:** You can adjust the speaker volume while on a call, and then adjust the ringer volume when you're off the phone.

## Company Directory

### To add a contact:

1. Tap the **Directory** softkey from the idle screen.
2. Tap the **Add** softkey to add a contact.
3. Enter a contact name in the **Name** field and contact number(s) in the corresponding fields.  
Tap the **Done** softkey.

### To edit a contact:

1. Tap the **Directory** softkey from the idle screen.
2. Select the desired contact and then tap the **Edit** softkey.
3. Edit the contact information.  
Tap the **Save** softkey.

### To delete a contact:

1. Tap the **Directory** softkey from the idle screen.
2. Select the desired contact, and then select **Delete**. The screen will prompt you to delete the selected item.
3. Tap **Yes** to continue.



MIDCO  
BUSINESS™

# Online Resources

We have online resources for all-things phone:

- Phone video tutorials
- CommPortal training videos
- More quick start guides



Access it all at:

[Midco.com/Business/GettingStarted](https://Midco.com/Business/GettingStarted)