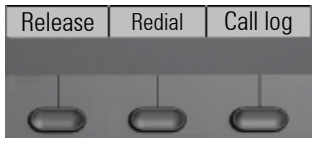
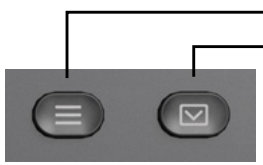
User Interface

Programmable Keys



Your phone has three programmable function keys, shown on the left with default configuration.

Fixed Function Keys



Settings
Messages

4-Way-Navigator

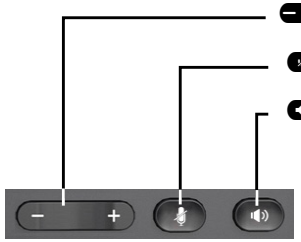
Cancel function, delete characters left of the cursor, step up one menu level

Scroll upwards
Hold down: Jump to top of list

Confirm input, perform action or step down one menu level

Scroll downwards
Hold down: Jump to the end of list

Audio keys



Decrease/increase volume

Deactivate/activate the microphone

Activate/deactivate the loudspeaker

Key Pad Shortcuts

Long press to call Voicemail

Long press to circle between ringer on/off/beep

Long press to lock/unlock the phone

Notification LED

With the Notification LED different phone status can be identified:

Off: Idle
Red solid: Active call
Red quick pulsing: Incoming call
Red quick pulsing: Call(s) on hold

Notification on the display

The display of the status label will be controlled by the state of the key.
Line or function key can be pulsing or inverted similar to a LED.

Unify OpenScape Desk Phone CP100

Unify OpenScape Business HFA

Quick Reference Card

A31003-C1000-U121-3-7619
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Using your OpenScape Desk Phone CP100

Place a Call

- Lift handset, dial number or
- Dial number and lift handset or
- For handsfree mode: dial number.

Answer a Call

- Lift handset or
- for handsfree mode: press .

End a Call

- Hang up, or
- For handsfree mode: press .

Open listening

During a call with handset:

- Press .

Switch off open listening:

- Press .

Switch between Handset and Handsfree Mode

Swith to handsfree mode during a Call:

- Hold down until you hang up handset.

Switch to handset:

- Lift handset.

Hold and Retrieve a Call

During a call with Party A:

- Press Hold key (if configured). Party A is put on hold.
- To retrieve a held call: press Retrieve line (if configured).

Using your OpenScape Desk Phone CP100

Consultation

During a call with Party A:

1. Press OK. Party A is put on hold.
2. Call Party B.
3. If the conversation with Party B is finished, press OK or wait, until Party B has hang up.

You are now connected again to Party A.

Toggle

During a call with Party A:

1. Press OK. Party A is put on hold.
2. Call Party B.
3. If connected to Party B, press and OK to toggle.

Pressing OK repeatedly toggles between Party A and B.

Make a Conference Call

During a call with Party A:

1. Press OK. Party A is put on hold.
2. Call Party B.
3. If connected to Party B, choose option Start conference on the display.

You are now in a conference call with Party A and B.

Transfer a Call

During a call with Party A:

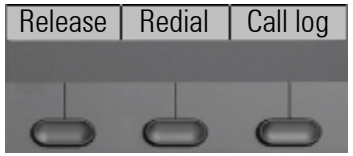
1. Press OK. Party A is put on hold.
2. Call Party B.
3. If connected to Party B, choose option Start transfer on the display. Alternatively, the call can be transferred without consultation (blind transfer).

The party A will be transfered to Party B.

Call back

1. Call an internal Party. The Party does not lift the handset or is busy.
2. Press Callback on the Programmable key (if configured).
3. As soon as the not reached Party has hung up, the callback is triggered and your telephone rings.
4. Answer the call back. The not reached Party is called.

Programmable keys



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Examples of Programmable keys

Function	Explanation
Call waiting	Allows a second incoming call while in an active call
Callback	Requests an automatic call back (busy/no answer)
Caller list	List of placed, answered and missed calls
Call forwarding	Forwards all incoming calls to the programmed destination when the line is busy
Call forward. no reply	Forwards all incoming calls to the programmed destination if they are not answered
Consult	Puts an active call on hold and provides a prompt for dialing
Pickup - directed	Picks up another ringing phone
Phonebook	Phonebook
Do not disturb	Incoming calls do not ring; callers hear the busy signal
Toggle/connect	Toggles OpenScape Voice services
Redial	Calls the last dialed number
Release	Ends a call
Repdial key	Dials pre-defined numbers and control sequences