Key Operation

Soft keys

The phone has four softkeys with status LEDs, which provide several functions dependent on a particular situation.
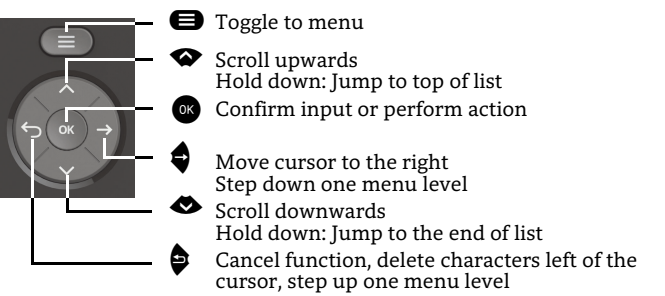

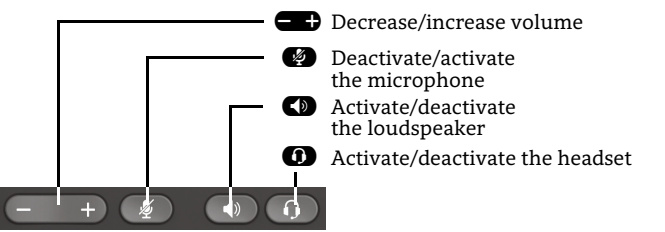Example: Telephone menu   Example: Conversation list

By pressing the key Out-of-Office/Call Forwarding you can configure Call Forwarding and activate Do Not Disturb.
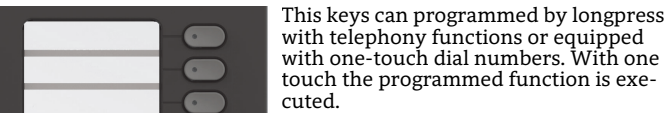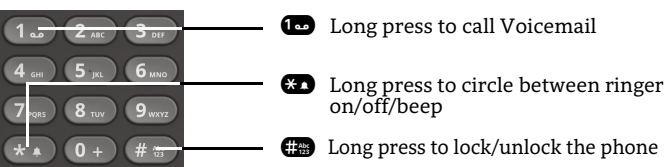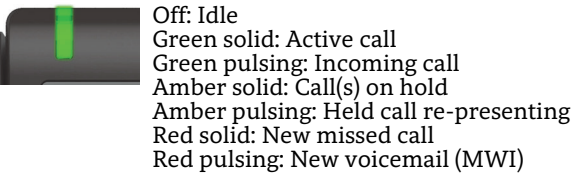
Navigation keys

Toggle to menu

Scroll upwards
Hold down: Jump to top of list

Confirm input or perform action

Move cursor to the right
Step down one menu level

Scroll downwards
Hold down: Jump to the end of list

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

Audio keys

Decrease/increase volume

Deactivate/activate the microphone

Activate/deactivate the loudspeaker

Activate/deactivate the headset

Programmable Keys

This keys can programmed by longpress with telephony functions or equipped with one-touch dial numbers. With one touch the programmed function is executed.

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
Green solid: Active call
Green pulsing: Incoming call
Amber solid: Call(s) on hold
Amber pulsing: Held call re-presenting
Red solid: New missed call
Red pulsing: New voicemail (MWI)

Function Icons (selection)

Icon	Explanation
	Accept call
	Reject call
	Deflect call
	Place call on hold
	Transfer call without consultation
	Transfer call with consultation
	Alternate
	Resume held call
	Request callback
	Add participant
	Show participant details
	Show all participants

Status Icons (selection)

Icon	Explanation
	Incoming call
	Outgoing call
	Active call
	You have placed the call on hold
	Your call partner has placed the call on hold
	Secure/unsecure call
	Missed call new/seen
	Voicemail message new/listened

Unify OpenScape Desk Phone CP400

SIP

Quick Reference Card

mitel.com

Mitel

Using your Unify OpenScape Desk Phone CP400

Place a Call
- Lift handset, dial number and press 🆗 or
- Dial number and lift handset or
- For handsfree mode or if headset is connected: dial number and press 🆗 .

Answer a Call
- Lift handset or
- for handsfree mode: press 🔊 or Soft Key ♪ or
- if headset is connected: press 🎧 .

End a Call
- Hang up, or
- For handsfree mode: press 🔊 or
- If headset is connected: press 🔇 or
- Press Soft Key ⌢ .

Redial the Last Dialed Number
- Lift handset and press 🆗 .

Dial from the Call Log
1. Press ⌄ and ⌃ to select the desired conversation.
2. Press 🆗 and lift handset.

Deflecting an Incoming Call while ringing
1. Press Soft Key ⤵ .
2. Enter a destination phone number and press 🆗 .

Hold or Retrieve a Call
- In an active call press Soft Key ⏸ .
- To retrieve a held call: press Soft Key ↻ .

Make a Conference Call
1. During a call with party A, press Soft Key 👤. Hear dial tone. Party A is automatically put on hold.
2. Enter the phone number for party B and press 🆗 .
3. Once connected with party B, press Soft Key 👥 .

You are now connected in a conference with parties A and B.

Switch to Handsfree Mode during a Call
- Hold down 🔊 until you hang up handset.

Switch to Handset Mode during a Call
- Lift handset.

Switch to Headset Mode during a Call
- Press 🎧 .

Using your Unify OpenScape Desk Phone CP400

Transfer a Call
1. During a call with party A, press Soft Key ⤴ .
2. Enter the phone number of party B and press 🆗 .
3. You may then either:
   press Soft Key ↱ while party B is ringing, or
   wait for party B to answer, announce the call and then press Soft Key ↱ .

The party A will be transfered to party B.

Using Mute during a Call
- Press 🔇 to mute.
- Press 🔇 again to un-mute.

Call Voicemail
1. Press ☰ .
2. Press Soft Key "Voicemail".

Change Forwarding Destination for all Calls
1. Press ↪ .
2. Press Soft Key "Forward all calls".
3. Press ↕ .
4. Press Soft Key ✎ .
5. Enter the destination number and press 🆗 .
6. Press ↪ .

Turn Call Forwarding on/off for All Calls
- Press ↪ .
- Press Soft Key "Forward all calls" to toggle between on/off.

Programmable Functions (Examples)

Using the Functions on your Phone
The functions are available on your phone either on the phone's display called **Team** or at least one **Key Module** is connected to the phone.

Function	Explanation
Alternate	Switches between two calls
Blind transfer	Transfers a call without consultation
Call recording	Records the call on a central Call Recorder
Call waiting	Allows a second incoming call while in an active call
Callback	Requests an automatic call back (busy/no answer)
Cancel callbacks	Cancels a callback request
CF busy	Forwards all incoming calls to the programmed destination when the line is busy
CF no reply	Forwards all incoming calls to the programmed destination if they are not answered
Forward all calls	Forwards all incoming calls to the programmed destination
Conference	Initiates a conference call
Consultation	Puts an active call on hold and provides a prompt for dialing
Deflecting	Deflects a call to another destination
Directed pickup	Picks up another ringing phone
Do not disturb	Incoming calls do not ring; callers hear the busy signal
Feature toggle	Toggles OpenScape Voice services
Group pickup	Picks up a group call
Hold	Places a call on hold
Immediate ring	Ringing keyset line without delay (Executive/Assistant configuration)
Pause callbacks	Pauses automatic callbacks
PreView	Preview line details for shared lines
Redial	Calls the last dialed number
Repertory dial	Dials pre-defined numbers and control sequences
Resume callbacks	Resumes automatic callbacks
Ringer off	Switches the ringer off/on
Selected dialing	Dials a pre-defined number
Shift	Switches to the shifted key level
Transfer call	Transfers a call with consultation