Key Operation

Soft keys

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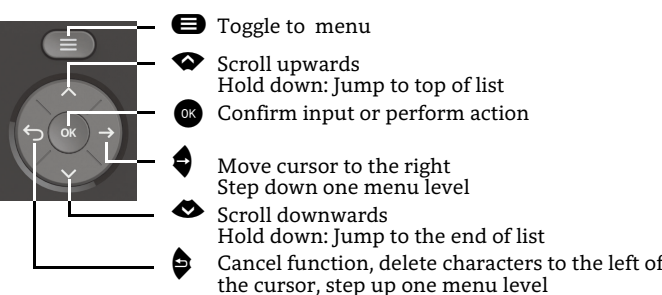

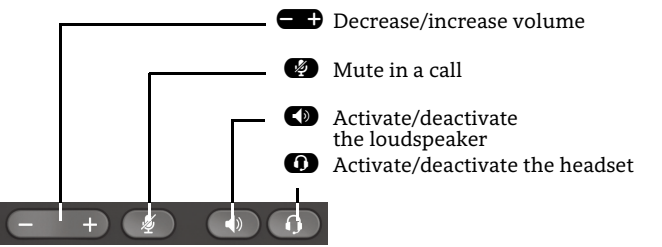Example: Telephone menu   Example: Conversation list

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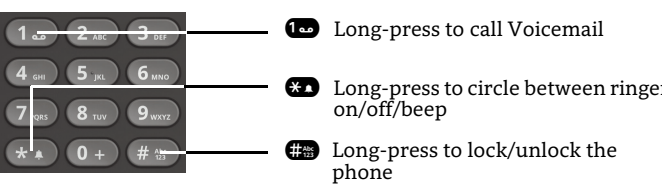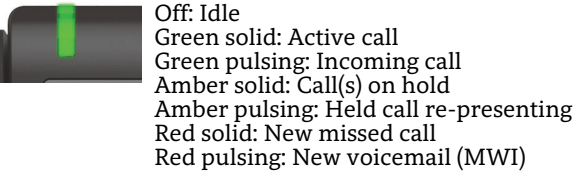
Navigation keys

- 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 to the left of the cursor, step up one menu level

Audio keys

- Decrease/increase volume
- Mute in a call
- Activate/deactivate the loudspeaker
- Activate/deactivate the headset

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)

Action Icons (selection)

Icon	Explanation
	Accept call and Make 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 CP600

SIP

Quick Reference Card

A31003-C1000-U105-4-7619

09/2024

mitel.com   Mitel

Using your Unify OpenScape Desk Phone CP600

Dial 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 connected: press 🎧.

End a Call

- Hang up, or
- For handsfree mode: press 🔊 or
- If headset connected: press 🎧 or
- Press Soft Key 🔻.

Dial from Conversation List

1. Press Soft Key "Conversations" from Menu screen.
2. Press ⬇ and ⬆ to select the desired conversation or type in start of name.
3. Press 🆗 and lift handset.

Deflecting an Incoming Call while ringing

1. Press Soft Key 🔀.
2. Enter a destination phone number or select/search station from Conversation List 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 or select/search 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.

Transfer a Call

1. During a call with party A, press Soft Key 🔀.
2. Enter the phone number of party B or select/search for 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 your Unify OpenScape Desk Phone CP600

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 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. Select "Forward all calls" with ⬍.
3. Press Soft Key 🖊 .
4. Enter the destination number and press 🆗 .
5. Press ↪.

Turn Call Forwarding on/off for all Calls

- Press ↪.
- Press Soft Key "Forward all calls" to toggle between on/off.

Program Favourites

1. Press 📧.
2. Press Soft Key "Favourites".
3. Press Soft Key 🖊 to enter edit mode.
4. Press Soft Key 🖊 to enter desired Soft Key.
5. Press Soft Key 🖊 to enter normal key function.
6. Press ⬇ and ⬆ to select the desired function.
7. Press Soft Key ✔ to confirm.
8. If required, edit the label and/or settings.
9. Press Soft Key ✔ to save the changes.
10. Press Soft Key ✔ to to leave Favourites edit mode.

Programmable Functions (Examples)

Using the Functions on your Phone

The functions are available on your phone either on the phone's display called **Favourites** 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 external 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 all pending callback requests
CF busy	Forwards incoming calls to the programmed destination when the primary line is busy
CF no reply	Forwards incoming calls to the programmed destination if they are not answered
CF unconditional	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	Starts ringing/alerting for a delayed ringing call
Redial	Calls the last dialed number
Release	Ends a call
Repertory dial	Dials pre-defined numbers and control sequences
Ringer off	Switches the ringer off/on
Selected dialing	Dials a pre-defined number
Transfer call	Transfers a call with consultation