

User Interface

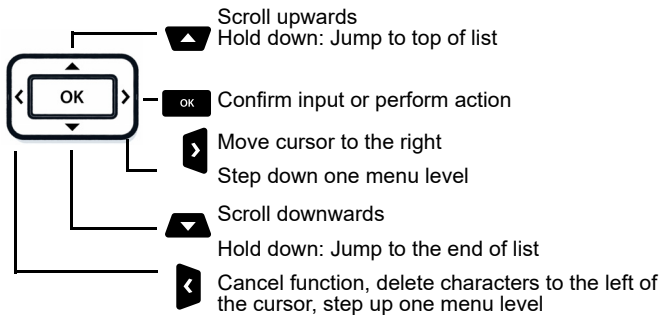
Soft Keys

The phone has:  
5 Soft Keys with status LED which provide several functions dependent on a particular situation

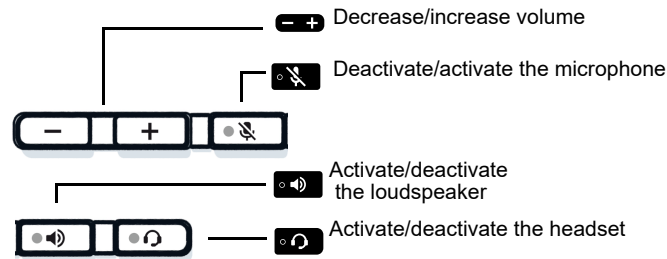


By pressing the key you can activate e.g. Call Forwarding.

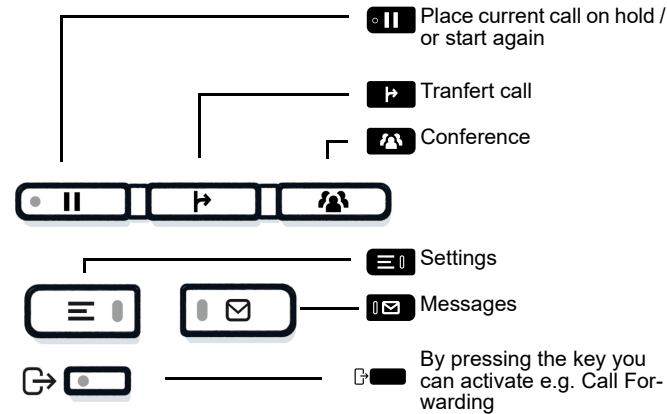
Navigation keys



Audio keys

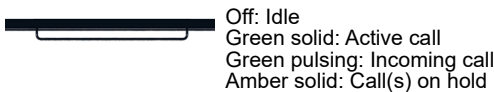


Fixed Function keys



Notification LED

With the Notification LED different phone status can be identified:



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 call back
	Add participant
	Show participant details
	Show all participants

Unify  
OpenScope Desk Phone  
CP410

HFA

Quick Reference Guide









mitel.com



© 2024 Mitel Networks Corporation. All Rights Reserved. Mitel and the Mitel logo are trademark(s) of Mitel Networks Corporation. Unify and associated marks are trademarks of Unify Software and Solutions GmbH & Co. KG. All other trademarks herein are the property of their respective owners.

09/2024  
Reference No.: A31003-C1000-U151-3-7619

Status Icons (selection)



Icon	Explanation
	Active call
	Ringing call
	Call on hold
	Ringer off
	Short ringer (beep)
	Phone lock activated
	Call Forwarding enabled
	Wi-Fi connection with excellent signal strength

Using Unify OpenScape Desk Phone CP410



Place a call

- Lift handset, dial number or
- Dial number and lift handset or
- For handsfree mode or if headset is connected: dial number.




Answer a Call

- Lift handset or
- for handsfree mode: press  or
- if headset is connected: press .

En a Call



- Hang up, or
- For handsfree mode: press  or
- If headset is connected: press .

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.

Open listening


During a call with handset:

- Press .
- Switch off open listening:
- Press .

Using Unify OpenScape Desk Phone CP410

Switch between Handset and Handsfree Mode

Switch 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:



- Hold down  until you hang up handset.

Retrieve a held call:

- Press  again or




[OpenScape 4000: Press Soft key ()].

Consultation



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

You are now connected again to Party A.

Toggle



1. Press Soft Key  "Call back".  
Party A is put on hold.
  2. Call Party B.
  3. If connected to Party B, press Soft Key „Toggle" , to toggle.
- Pressing Soft Key „Toggle"  repeatedly toggles between Party A and B.

Make a Conference Call

1. Press Soft Key  "Call back".  
Party A is put on hold.
2. Call party B.
3. Once connected with party B, press fixed function key  or Soft Key „Conference".

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


Transfer a Call

1. Press Soft Key  "Call back".  
Party A is put on hold.
2. Call party B.
3. Once connected with party B, press fixed function key  or Soft Key „Transfer". Alternatively, the call can be transferred already before announcing the call




The party A will be transfered to party B.

Using Unify OpenScape Desk Phone CP410


Call back

1. Call an internal Party. The Party does not lift the handset or is busy.
2. Navigate to "Call back".
3. Press , the call back is activated.
4. As soon as the not reached Party has hung up, the callback is triggered and your telephone rings.
5. Answer the call back. The not reached Party is called.










Program Call Forwarding for all Calls

1. Press .
2. Press Soft key „Variable: all calls".
3. Enter the destination number and press .
4. Press Soft Key  to save your changes.

Turn Call Forwarding on/off for all Calls

1. Press .
2. Press Soft key „Variable: 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 your changes.  
Press Soft Key  to leave Favourites edit mode.