

User Interface

Soft Keys

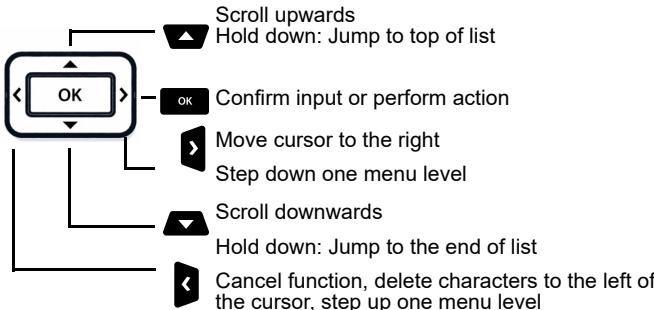
The phone has:

- 5 Soft Keys with status LED which provide several functions dependent on a particular situation

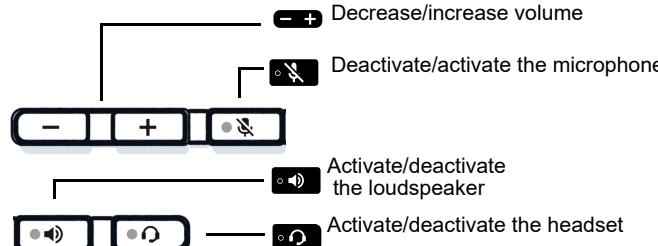


By pressing the key you can activate e.g. Call Forwarding.

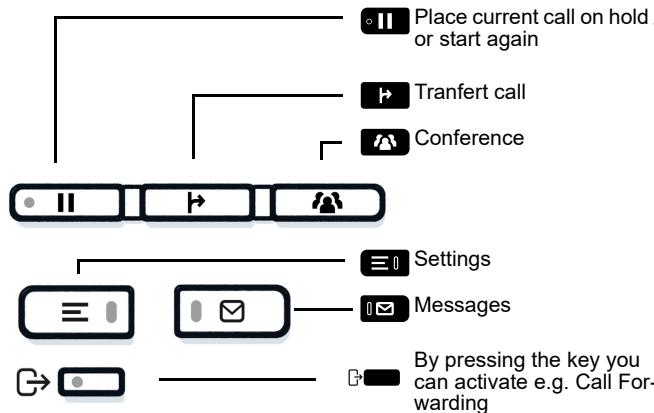
Navigation keys



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

OpenScape Desk Phone CP410

HFA

Quick Reference Guide

mitel.com



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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

Switch between Handset and Handsfree Mode

Switch to handsfree mode during a Call:

- Hold down

Switch to handset:

- Lift handset.

Hold and Retrieve a Call

During a call with Party A:

- Hold down

Retrieve a held call:

- Press

[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

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

The party A will be transferred 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.