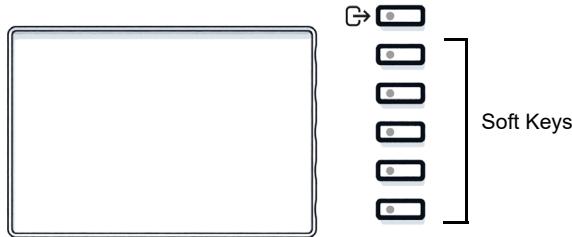


User Interface

Soft Keys

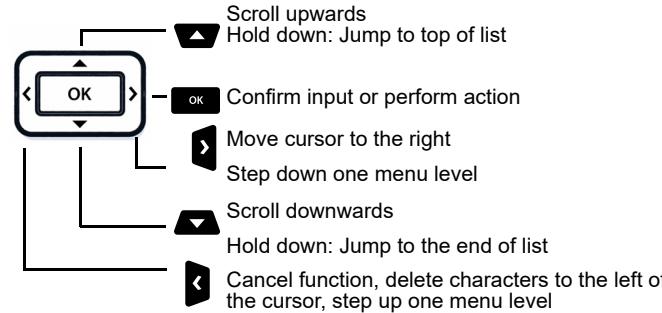
The phone has:

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

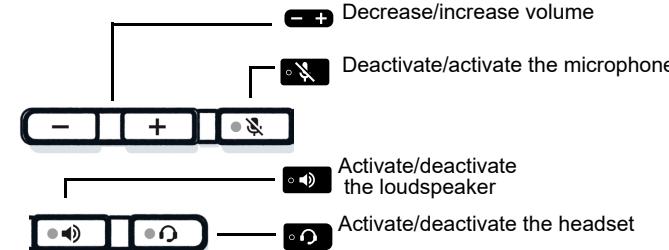


- By pressing the key you can activate e.g. Call Forwarding.

Navigation keys



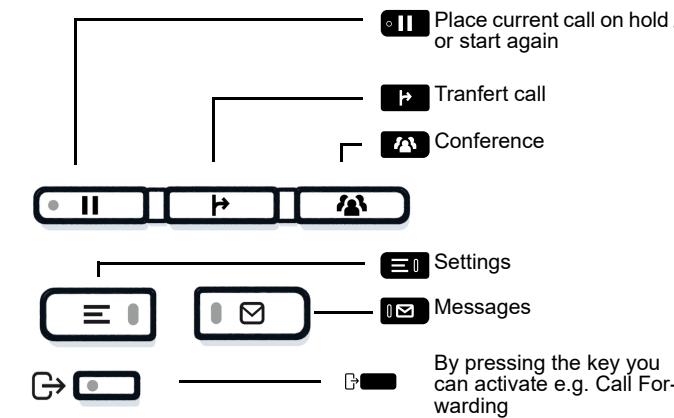
Audio keys



Key Pad Shortcuts



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
⏸	Place call on hold
▶	Transfer call without consultation
▶	Transfer call with consultation
⟳	Alternate
📞	Request call back
👤	Add participant

Unify

OpenScape Desk Phone CP410

SIP

Quick Reference Guide

mitel.com

 Mitel

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Status Icons (selection)

Icon	Explanation
	Active call
	Ringing call
	Call on hold
	Call Forwarding enabled
	Wi-Fi connection with excellent signal strength

Using Unify OpenScape Desk Phone CP410

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
- if headset is connected: press

End a Call

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

Dial from Conversation List

- Press Soft Key "Conversations" from Menu screen.
- Press and to select the desired conversation or type in start of name.
- Press and lift handset.

Deflecting an Incoming Call while ringing

- Press Soft Key .
- Enter a destination phone number or select/search station from Conversation List and press .

Hold or Retrieve a Call

- In an active call press fixed function key .
- To retrieve a held call: press Soft Key .

Make a Conference Call

- During a call with party A, press Soft Key . Hear dial tone. Party A is automatically put on hold.
- Enter the phone number for party B or select/search for party B and press .
- Once connected with party B, press fixed function key .

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

Transfer a Call

- During a call with party A, press fixed function key .
- Enter the phone number of party B or select/search for party B and press .
- 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 transferred to party B.

Using Unify OpenScape Desk Phone CP410

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

- Press .

Change Forwarding Destination for all Calls

- Press .
- Select "CF unconditional" with .
- Press Soft Key .
- Enter the destination number and press .
- Press .

Turn Call Forwarding on/off for all Calls

- Press .
- Press Soft Key "CF unconditional" to toggle between on/off.

Program Favourites

- Press .
- Press Soft Key "Favourites".
- Press Soft Key to enter edit mode.
- Press Soft Key to enter desired Soft Key.
- Press Soft Key to enter normal key function.
- Press and to select the desired function.
- Press Soft Key to confirm.
- If required, edit the label and/or settings.
- Press Soft Key to save your changes.
- Press Soft Key to leave Favourites edit mode.



ENERGY STAR
PARTNER

ENERGY STAR is a U.S. Environmental Protection Agency voluntary program that helps businesses and individuals save money and protect our climate through superior energy efficiency. Products that earn the ENERGY STAR prevent greenhouse gas emissions by meeting strict energy efficiency criteria or requirements set by the U.S. Environmental Protection Agency. Learn more at energystar.gov. Unify is an ENERGY STAR partner participating in the ENERGY STAR program for Enterprise Servers and Telephony. The Unify product OpenScape Desk Phone CP410 has earned the ENERGY STAR.

Programmable Functions (Examples)

Using the Functions on your Phone

The functions are available on your phone on the permanently displayed programmable keys or on the phone's display called **Favorites** or when at least one **Key Module** is connected to the phone.

Function	Explanation
Selected dialing	Dials a pre-defined number
Repeat dialing	Calls the last dialed number
CF unconditional	Forwards all incoming calls to the programmed destination
CF no reply	Forwards incoming calls to the programmed destination if they are not answered
CF busy	Forwards incoming calls to the programmed destination when the primary line is busy
Ringer off	Switches the ringer off/on
Hold	Places a call on hold
Alternate	Switches between two calls
Blind transfer call	Transfers a call without consultation
Transfer call	Transfers a call with consultation
Deflecting	Deflects a call to another destination
Conference	Initiates a conference call
Do not disturb	Incoming calls do not ring; callers hear the busy signal
Group pickup	Picks up a group call
Repertory dial	Dials pre-defined numbers and control sequences
Feature toggle	Toggles OpenScape Voice services
Directed pickup	Picks up another ringing phone
Release	Ends a call
Callback	Requests an automatic call back (busy/no answer)
Cancel callbacks	Cancels all pending callback requests
Consultation	Puts an active call on hold and provides a prompt for dialing
Call Waiting toggle	Allows a second incoming call while in an active call
Immediate ring	Starts ringing/alerting for a delayed ringing call
Call recording	Records the call on a external Call Recorder