

User Interface

Soft Keys

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

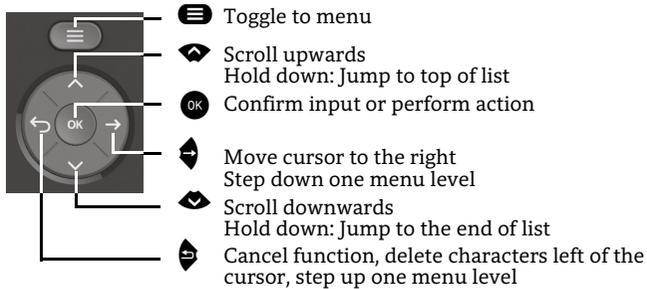


Example: Telephone menu

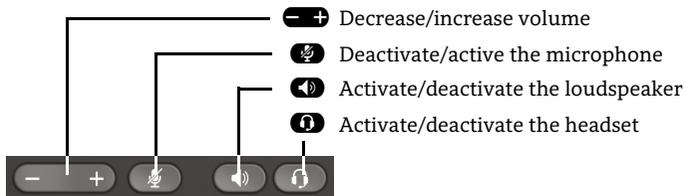
Example: Conversation list

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

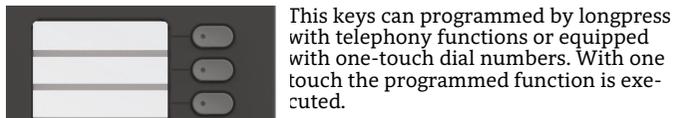
Navigation Keys



Audio Keys



Programmable Keys



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

OpenScape
Desk Phone CP400
OpenScape Business
OpenScape 4000

Quick Reference Guide

UNIFY

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Using your OpenScape Desk Phone CP400

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 **📞**.

End a call

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

Open listening

During a call with handset:

- Press **⏪**.

Switch off open listening:

- Press **⏪**.

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:

- Press „Hold“ **🔴**. Party A is put on hold.
- To retrieve a held call: press „Hold“ **🔴** again (OpenScape 4000: select retrieve from context menu).

Using your OpenScape Desk Phone CP400

Consultation

During a call with Party A:

1. Press **OK**. Party A is put on hold.
2. Call Party B.
3. If the conversation with Party B is finished, press **OK** or wait, until Party B has hang up.

You are now connected again to Party A.

Toggle

During a call with Party A:

1. Press **OK**. Party A is put on hold.
2. Call Party B.
3. If connected to Party B, press „Toggle“ **🔴**, to toggle. Pressing „Toggle“ **🔴** repeatedly toggles between Party A and B.

Make a conference call

During a call with party A:

1. Press **OK**. Party A is automatically put on hold.
2. Call party B.
3. Once connected with party B, press „Conference“ **🔴**. You are now connected in a conference with parties A and B.

Transfer a call

During a call with party A:

1. Press **OK**. Party A is automatically put on hold.
2. Call party B.
3. Once connected with party B, press „Transfer“ **🔴**. Alternatively, the call can be transferred already before announcing the call.

The party A will be transferred to party B.

Call back

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

Other useful functions of your OpenScape Desk Phone CP400

Your OpenScape Desk Phone CP400 provides much more helpful features. See below a small selection with short descriptions. Detailed information please find in the respective operating instructions.

Labeling Keys

You can label the keys of the OpenScape Desk Phone IP with the programmed phone numbers or functions either manually or by means of the "Online-Labeling Tool".

Please, find the labeling tool under: <http://wiki.unify.com/wiki/KLT>. Select the appropriate key labeling tool in your language. You can use the tool online via the browser or download it for local use.

Retrieve Voicemail Messages

Depending on your communication platform and its configuration, you can use this application to access received callbacks and messages from OpenScape Xpressions.

If your system is appropriately configured, you can call the voice mailbox directly and immediately play back the stored messages.

Leave an Advisory Message

You can leave an advisory messages on the internal caller's phone display which wish to contact you during your absence. Select a message of the set of predefined messages or define your own one. You reach the function by pressing **📞** key.

Send a Message

You can send short text messages to individual phones or groups of phones. Select a message of the set of predefined messages or define your own one. You reach the function by pressing **📞** key.