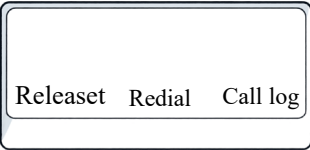


## Key Operation

### Programmable Keys



Your phone has three program-mable function keys, shown on the left with default configuration.

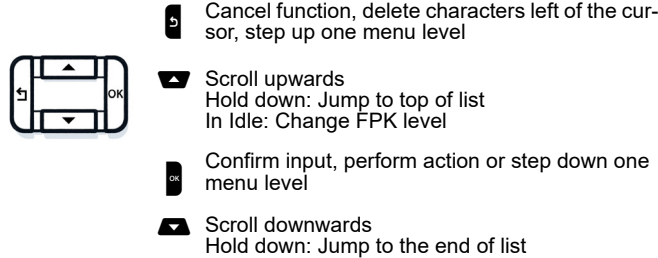
In addition, functions are also available on a second level accessable via long press on the function keys.



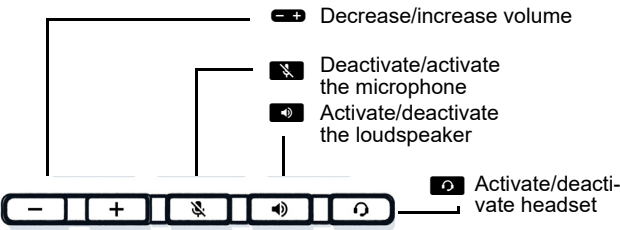
### Fixed Function Keys



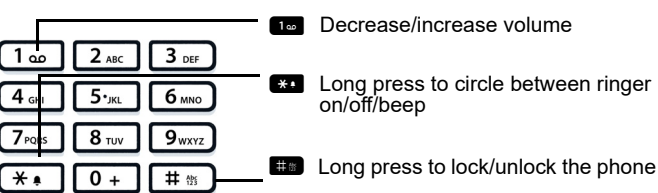
### 4-Way-Navigator



### Audio keys

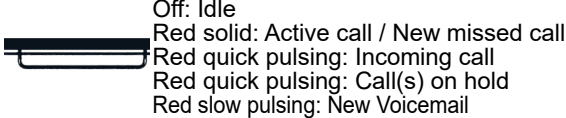


### Key Pad Shortcuts



## Notification LED

With the Notification LED different phone status can be identified:



### Notification on the display

The display of the status label will be controlled by the state of the key.  
Line or function key can be pulsing or inverted similar to a LED.



### Display Icon in Idle State (Examples)

Icon	Explanation
	You have received one or more new messages
	You have one or more new missed calls
	Call Forwarding is activated for all calls
	Ringer is off
	Remote maintenance has been activated
	Do not disturb is activated
	Phone lock is activated
	A mobile user is logged on to the telephone

### Display Icons during a Call (Examples)

Icon	Explanation
	Call is active
	Call has been disconnected
	You have placed the call on hold
	Your call partner has placed the call on hold
	Secure voice connection
	Not secure voice connection

# Unify OpenScape Desk Phone CP110

## SIP

## Quick Reference Card

mitel.com





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# Using your Unify OpenScape Desk Phone CP110


## Place a Call

- Lift handset, dial number and press  or
- Dial number and lift handset or
- For handsfree mode: dial number and press .


## Answer a Call

- Lift handset or
- for handsfree mode: press  or .




## End a Call

- Hang up, or
- For handsfree mode: press .



## Redial the Last Dialed Number

- Lift handset and press .


## Dial from the Call Log

1. Press  and  to select the desired conversation.
2. Press  and lift handset.






## Deflecting an Incoming Call while ringing

1. Select "Deflect" in menu and press .
2. Enter a destination phone number and press .

## Hold or Retrieve a Call

- Choose **Hold** in the displayed menu and press .
- To retrieve a held call: choose the option **Reconnect** in the displayed menu.


## Make a Conference Call

1. During a call with party A, press function key  **Conferen** if programmed or choose **Start conference** from the displayed menu and press . Hear dial tone. Party A is automatically put on hold.
2. Enter the phone number for party B and press .
3. Once connected with party B, press function key  **Conferen** if programmed or choose **Start conference** from the displayed menu and press .

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

# Using your Unify OpenScape Desk Phone CP110



## Switch to Handsfree Mode during a Call

- Hold down  until you hang up handset.






## Switch to Handset Mode during a Call

- Lift handset.

## Using Mute during a Call



- Press  to mute.
- Press  again to un-mute.

## Transfer a Call




1. During a call with party A, you may either: press function key  **Call Fwd** if programmed or choose **Transfer** from the displayed menu and press .
2. Enter the phone number of party B and press .
3. You may then either: press function key  **Call Fwd** while party B is ringing, or wait for party B to answer, announce the call and then press function key  **Call Fwd**.

The party A will be transfered to party B.

## Call Voicemail

- Press  and confirm with .

## Change Forwarding Destination

1. Press function key  **FwdMenu** if programmed.
2. Select "Enter destination".
3. Enter the destination number and press .
4. Press .

## Turn Call Forwarding on/off

- Press function key  **FwdMenu** if programmed.

## Programmable Functions (Examples)

Function	Explanation
Alternate	Switches between two calls
Blind transfer	Transfers a call without consultation
Build in fwd	Default call forwarding
Call log	List of placed, answered and missed calls
Call recording	Records the call on a central Call Recorder
Call waiting	Allows a second incoming call while in an active call

Function	Explanation
Callback	Requests an automatic call back (busy/no answer)
Cancel callbacks	Cancels a callback request
CF busy	Forwards all incoming calls to the programmed destination when the line is busy
CF no reply	Forwards all incoming calls to the programmed destination if they are not answered
CF unconditional	Forwards all incoming calls to the programmed destination
Consultation	Puts an active call on hold and provides a prompt for dialing
Corporate directory	LDAP phonebook
Deflect	Deflects a call to another destination
Directed pickup	Picks up another ringing phone
Directory	Phonebook
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
Immediate ring	Ringing keyset line without delay (Executive/Assistant configuration)
Pause callbacks	Pauses automatic callbacks
Personal directory	Personal phonebook
PreView	Preview line details for shared lines
Redial	Calls the last dialed number
Release	Ends a call
Repertory dial	Dials pre-defined numbers and control sequences
Resume callbacks	Resumes automatic callbacks
Ringer off	Switches the ringer off/on
Selected dialing	Dials a pre-defined number
Shift	Switches to the shifted key level
Show phone screen	Switches to idle screen
Transfer call	Transfers a call without consultation