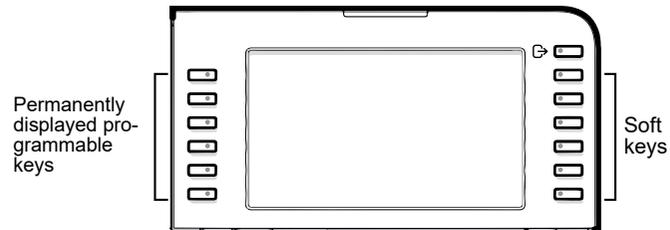


## User Interface

### Soft Keys & Permanently Displayed Programmable Keys

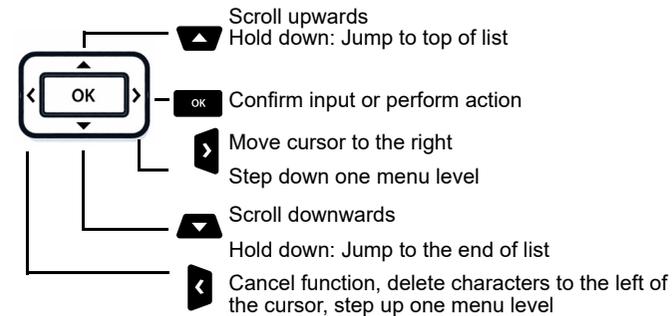
The phone has:

- 6 Soft Keys with status LED which provide several functions dependent on a particular situation
- 6 permanently displayed programmable keys with status LED to which you can assign functions or phone numbers

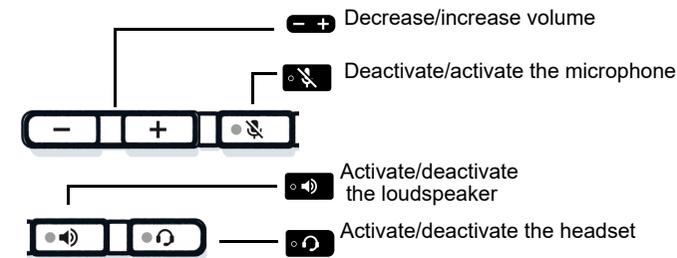


By pressing the key you can activate e.g. Call Forwarding.

### Navigation keys



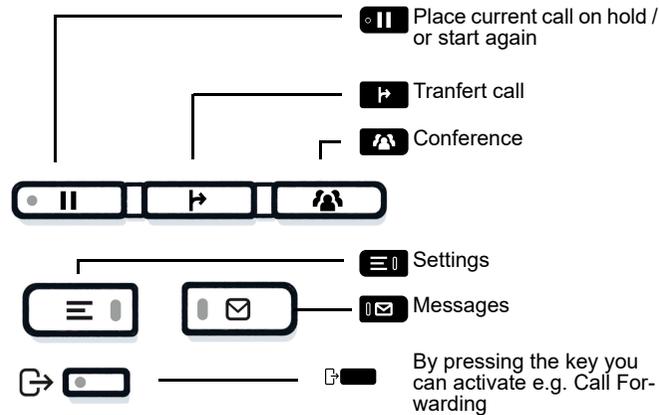
### Audio keys



### Key Pad Shortcuts

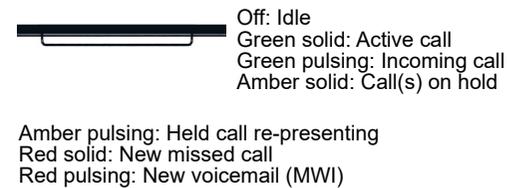


## Fixed Function keys



## Notification LED

With the Notification LED different phone status can be identified:



## 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 CP710

SIP

Quick Reference Guide

mitel.com



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09/2024

Reference No.: A31003-C1000-U143-03-7619

## Status Icons (selection)

Icon	Explanation
	Active call
	Ringing call
	Call on hold
	Call Forwarding enabled
	Connected Bluetooth device with low battery level
	Wi-Fi connection with excellent signal strength

## Using Unify OpenScape Desk Phone CP710

### Place a call

- Lift handset, dial number and press
- 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

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.

### Deflecting an Incoming Call while ringing

1. Press Soft Key .
2. 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

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

## Using Unify OpenScape Desk Phone CP710

### Transfer a Call

1. During a call with party A, press fixed function key .
2. Enter the phone number of party B or select/search for party B and press .
3. 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.

### 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

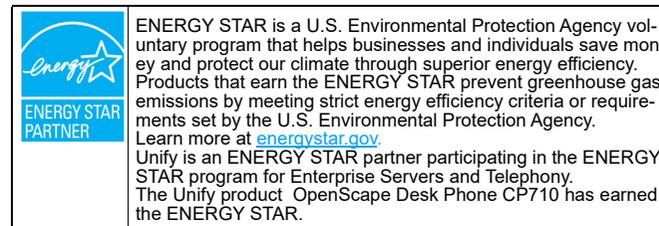
1. Press .
2. Select "CF unconditional" with .
3. Press Soft Key .
4. Enter the destination number and press .
5. Press .

### Turn Call Forwarding on/off for all Calls

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

### Program Keys and Favorites

1. Long press the key you want to program.
2. Press Soft Key to confirm.
3. Press Soft Key to enter normal key function.
4. Press and to select the desired function.
5. Press Soft Key to confirm.
6. If required, edit the label and/or settings.
7. Press Soft Key to save the changes.



## 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