

User Interface

Soft Keys

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

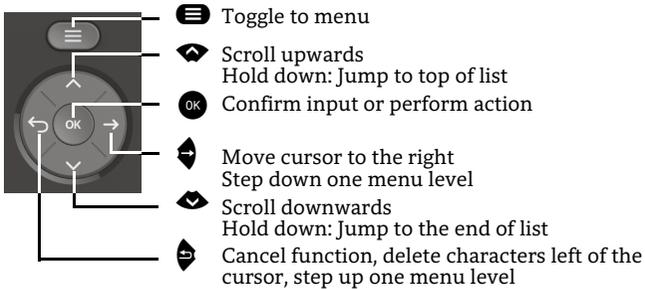


Example: Telephone menu

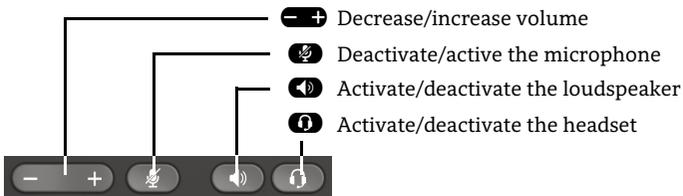
Example: Conversation list

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

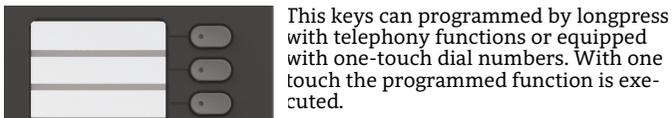
Navigation Keys



Audio Keys

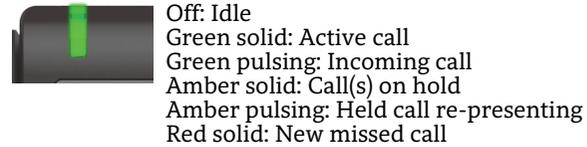


Programmable Keys



Notification-LED

With the Notification LED different phone status can be identified:



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

OpenScape
Desk Phone CP400
OpenScape Business
OpenScape 4000

Quick Reference Guide

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 .

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.

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.

Using your OpenScape Desk Phone CP400

Consultation

During a call with Party A:

1. Press . 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

During a call with Party A:

1. Press . 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 . 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 . 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 , 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.

Using your OpenScape Desk Phone CP400

Program Call Forwarding for all Calls

1. Press .
2. Select "Forward all calls" 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 "Without condition" 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.
10. Press Soft Key  to leave Favourites edit mode.