# Unify Office

# OpenSpape Desk Phone CP400

## Quick Reference Guide

Atos

Provide feedback to further optimize this document to edoku@atos.net.

As reseller please address further presales related questions to the responsible presales organization at Unify or at your distributor. For specific technical inquiries you may use the support knowledgebase, raise - if a software support contract is in place - a ticket via our partner portal or contact your distributor.

Our Quality and Environmental Management Systems are implemented according to the requirements of the ISO9001 and ISO14001 standards and are certified by an external certification company.

**Unify Office by Ring Central**

# OpenScape Desk Phone CP400

Screens, Buttons, and Common Functions

Notification LED

Out-of-Office/Call Forwarding Key

Programmable Function Keys

Graphic Display

Soft Keys

Programmable Function Key Labels

Handset

Menu Key

Dial Pad

Navigator

Audio Keys

**OpenScape Desk Phone CP400 |** Screen, Buttons, and Common Functions

# BUTTON DEFINITIONS

| 1. Notification LED | Signals incoming calls and new voicemails. |
| --- | --- |
| 2.Out-of-Office/Call Forwarding Key | Opens the Out-of-Office/Call Forwarding menu. |
| 3. Graphic Display | Permits the intuitive use of the phone. If there are no calls taking place or settings being made, the idle menu is displayed. |
| 4. Programmable Keys | Enables users or administrators to configure a specific function for each key. |
| 5. Soft Keys | Enables the user to access the function directly adjacent to the Graphic Display. |

# BUTTON DEFINITIONS

| | |
|---|---|
| 1. Dial Pad | Permits users to enter numbers or characters. |
| 2. Menu Key | Opens different menus with telephone functions, applications, and configurations. |
| 3. Navigator | Enables navigation and access to various menus in the Graphic Display. |
| 4. Volume Control | Controls the volume level. |
| 5. Mute Key | Switches the microphone on/off. |
| 6. Speaker Key | Switches the speaker on/off. |
| 7. Headset Key | Enables the headset function. |

## PLACING AN OUTGOING CALL

**1** Unhook the handset, then dial the number or extension.

**OR**

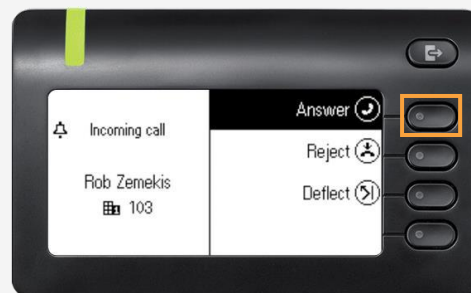Dial the number or extension, then press the upper-right soft key for hands-free mode.



## RECEIVING A CALL

**1** Unhook the handset.

**OR**

Press the upper-right soft key for hands-free mode.

## ENDING A CALL

**3** Hook the handset.

Press the upper-right soft key

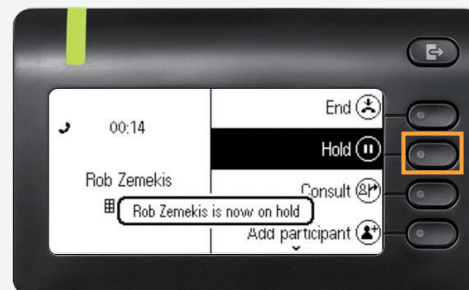## PLACING A CALL ON HOLD

**3** Use the Navigator to locate **Hold**, then press **OK**.

**OR**

Press the soft key adjacent to **Hold**.

## PLACING A CALL IN PUBLIC PARK

Placing a call in public park puts the call on hold in a public location. The location is accessible to any user by dialing the announced number or extension that the system automatically assigns.

**1** While on an active call, dial **##*3**.



**4** Listen to the announcement to determine which extension the call was parked.



The announcement is the only way to determine which extension the call was parked.

# RETRIEVING A CALL FROM PUBLIC PARK

**1** On another phone, press the **star (*)** key followed by the parked call's extension.

Example:
The call is parked at extension 817. Using another phone, dial **\*817** to retrieve the call from the public park location.

## PLACING A CALL IN PRIVATE PARK
## (CALL PARK KEY ALREADY CONFIGURED)

Placing a call into private park utilizes the Park Location Group feature. A call placed on hold
in this group is only visible and accessible to members using supported desk phones or the
RingCentral Phone application.

**3**  While on an active call, press the
**programmable key** configured
for call parking.

**2**  Press any numerical key on the dial pad to
assign the call in a park location.

# RETRIEVING THE CALL FROM THE PRIVATE PARK LOCATION

**1** On another phone, press the **programmable key** configured for call parking.

**4** Press the numerical key associated to the parked call.

# TRANSFERRING A CALL – WARM

**1** While on an active call, use the Navigator to locate **Consult**, then press **OK.**

**OR**

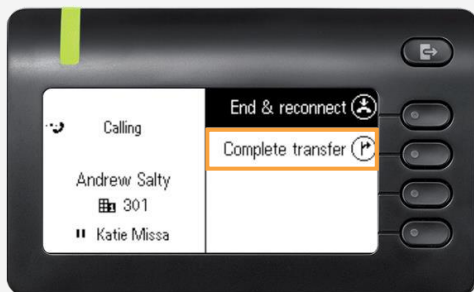Press the soft key adjacent to **Consult**.

**2** Dial the number or extension that you wish to consult. Example: 301

**3** Press **OK**.

**4** When the called party answers, use the Navigator to locate the **Complete transfer** option.

**5** Press **OK**.

# TRANSFERRING A CALL – BLIND

**3** While on an active call, use the Navigator to locate **Transfer**, then press **OK.**

**OR**

Press the soft key adjacent to **Transfer**.





**2** Dial the number or extension where you want the call to be transferred. Example: 301



**3** Press **OK**.

# TRANSFERRING A CALL TO VOICEMAIL

**1** To transfer an incoming call to voicemail, use the Navigator to locate **Reject**, then press **OK**.
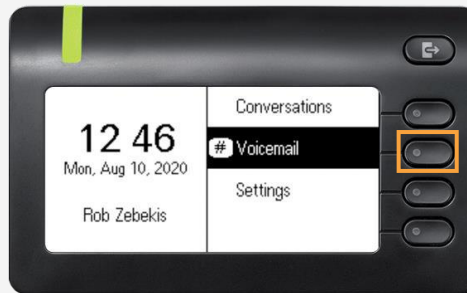
**OR**

Press the soft key adjacent to **Reject**.





# LISTENING TO VOICEMAIL

**1** After transferring the call to voicemail, the Notification LED flashes and an icon with a pound sign (#) appears beside **Voicemail.**
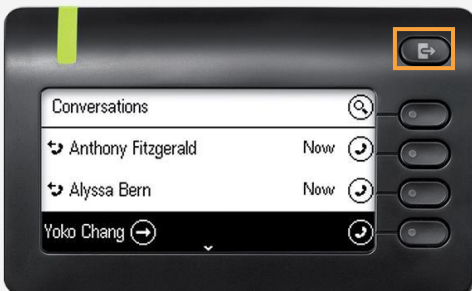
**2** Press the soft key adjacent to **Voicemail**.

Note: Voicemail can also be checked by dialing **\*86**.





**3** Enter the **PIN** and press **#**, then press **1** to listen to the message.

# ENABLE DO NOT DISTURB

**1** Press the **Out-of-Office/Call Forwarding Key**.

**2** Use the Navigator to locate **Do not disturb**.

**3** Press **OK**.

**OR**

Press the soft key adjacent to **Do not disturb**.

Follow the same steps to disable **Do not disturb**.

## INTERCOM

Intercom is a peer-to-peer, two-way communication between two devices/users.

**1** Press the **programmable key** configured for intercom.

**OR**

Dial **\*85** and press **OK**.

**2** Dial the extension or number that you need to connect to **Intercom** and press **#**.

## PAGING

Paging is a one-way broadcast to one or multiple devices/users.

**1** Dial **\*84**.

End
00:00
Hold
Consult
*84
Add participant

**2** Press **OK**.

**3** Dial the number or extension of
the group then press **#**. Example 1#



15

## CONFERENCING

**1** Dial the number or extension of the first participant· Example: 304



**2** Press **OK** on the Navigator, then unhook the handset.



**3** Use the Navigator to locate **Add participant** and press **OK.**

**OR**

Press the soft key adjacent to **Add participant**.

**4** Dial the number of the second participant. Example: 301



**5** Press **OK**.



**6** Use the Navigator to locate **Start conference** and press **OK.**



**OR**

Press the soft key adjacent to **Start conference**.



**7** You are now in a conference with three participants. Use the arrow keys to scroll between participants.
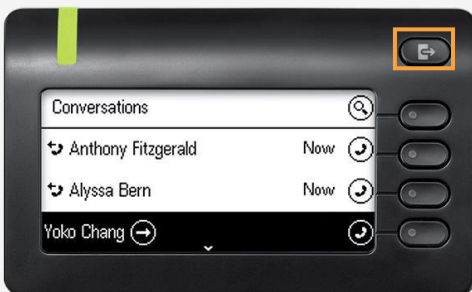


**8** Press the soft key adjacent to **End conf.** or hook the handset to end the conference.

# CALL FORWARDING

Call forwarding is a feature which redirects a call to another destination. For example, a mobile or another telephone number where the desired called party is available.

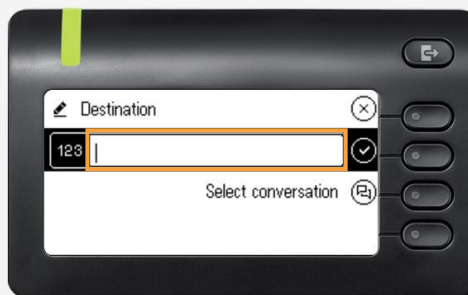**1**   Press the **Out-of-Office/Call Forwarding Key**.



**2**   Press the soft key adjacent to **Forward all calls**.



**3**   Press the soft key adjacent to **Destination**.



**4**   Enter the destination's number or extension.



**5**   Press **OK**.