

Contents [[hide](#)]

- [1 Mitel CP G2 Open Scape Desk Phone](#)
- [2 Specifications](#)
- [3 Product Usage Instructions](#)
- [4 FAQs](#)
- [5 Documents / Resources](#)
 - [5.1 References](#)



Mitel CP G2 Open Scape Desk Phone



Specifications

- Hosted in Google data centres located in Saint Ghislain, Belgium and Frankfurt a. M., Germany
- Technical support services are provided globally by Mitel Group Companies

Product Usage Instructions

While specifics can vary by model (CP110, CP210, CP410, CP710), the general operating principles are consistent:

- **Making and receiving calls:**

- Lift the handset or press the speaker (hands-free) key, dial the number, and begin speaking. To answer, either lift the handset or press the speaker icon when it rings

- **Call management:**

- Use function keys or the on-screen menu to hold, transfer, or set up a conference. For example, press the “Hold,” “Transfer,” or “Conference” key or their softkey equivalents from the display.

- **Navigating menus:**

- Use the 4-way navigator and “OK” key to scroll through options and confirm selections.

- **Mute, volume, speaker, headset:**

- Dedicated audio keys allow muting, toggling the speakerphone, or switching to a headset.

- **Programmable and fixed function keys:**

- Fixed keys handle common tasks (e.g., hold, transfer, conference, settings, messages), while programmable keys (typically 3 or 4 depending on model) can be assigned custom functions like speed dial, call log, directory, call forwarding, or redial. LEDs and on-screen labels indicate key status.

- **Connectivity and power:**

- The phone connects via Ethernet (10/100/1000 Base-T) and supports Power over Ethernet (PoE), eliminating the need for a separate power adapter.

- **Setup and provisioning:**

- Many models support plug-and-play deployment with automated provisioning via OpenScape systems, streamlining configuration and management.

Data Retention Schedule:

The data retention schedule explains how long Mitel keeps your information.

Active Customer Retention Period:

Customer Data	Default Duration
User profile data (e.g., first name, last name, phone number, email address, username, password)	For the duration of the contract plus 90 days after termination
Call history data (inbound and outbound call logs)	24 months. Back-ups are automatically deleted after 4 weeks following the retention period.
Logs	24 months. Back-ups are automatically deleted after 4 weeks following the retention period.
User Presence, IP address	Stored as long as the session is active. Transient Data is not stored.
Address books (contact names and telephone numbers)	Stored on other systems but accessible from Unify Phone Service for search and retrieval.

- Unify Phone (incl. MongoDB) is hosted in Google data centres, located in Saint Ghislain, Belgium and Frankfurt a. M., Germany. Note that technical support services can be provided by Mitel Group Companies located globally, e.g., India, the United States of America, Brazil, etc., to support different languages and time zones. The Mitel Group owns and operates the Unify business.
- Mitel does not delete Users' profile data on its own as long as there are active Unify Phone licenses. The Unify Phone administrator may deprovision Users and delete their User Profile Data at any time. After termination of the Unify Phone Service and unless there is an ongoing legitimate business need to continue processing the Customer's personal data, Mitel will delete all Customer personal data from the Unify Phone Service production system (e.g. User profile data, call history data, etc.) within 90 days from the effective termination. Deleted data will still be available in the automatic database back-ups and will finally be deleted after 4 weeks.

Safety Instructions

- **Power usage:**

- Use only the power method specified for the device (typically PoE compliant with IEEE 802.3af and Energy-Efficient Ethernet IEEE 802.3az). Avoid using unapproved adapters or power supplies.

- **Do not open the phone:**

- Internal parts must not be accessed or tampered with. For maintenance, contact your system administrator or Mitel-approved support.

- **Use original accessories only:**

- To maintain compliance, performance, and warranty coverage, use only Mitel-specified or approved accessories (e.g., headsets, power supplies, modules).

- **Environmental and installation considerations:**

- Place the phone on a stable surface to prevent slips or falls. Only mount on walls following approved procedures and using suitable fixtures. Avoid exposing the phone to excessive moisture, extreme temperatures, or sunlight. (Though not explicitly stated in sources, this aligns with standard electronic device guidelines.)

FAQs


Q: Where is Unify Phone hosted?

A: Unify Phone (incl. MongoDB) is hosted in Google data centers located in Saint Ghislain, Belgium and Frankfurt a. M., Germany.

Q: How long is call history data retained?

A: Call history data is retained for 24 months. Back-ups are automatically deleted after 4 weeks following the retention period.

Documents / Resources



Mitel CP G2 Open Scape Desk Phone [pdf] Instructions

CP G2 Open Scape Desk Phone, CP G2, Open Scape Desk Phone, Scape Desk Phone, Desk Phone

References

- [User Manual](#)

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