

Total Sanity Solutions IP 300 Phone Quick Reference Guide



USING PHONE FEATURE KEYS – yellow numbers

- 1 Press this key to switch to using a headset plugged into the IP phone.
- 2 Muting a call - Listen to your call and mute sounds and tones on your end of the call.
- 3 Directional Arrows - Used to “toggle through information in directories and call information
- 4 Menu - Received calls and placed calls list.
- 5 Directories - Includes information for personal contact list, received calls, and placed calls
- 6 Redial - Dials the most recently dialed number again
- 7 Hold - Places current call on hold.

Conference - With a call connected:

- Press the Conference soft key
- After the tone, dial a second call
- Press the Conference soft key again

Transfer - With a call connected

- Press the Transfer soft key
- After the tone, dial a second call
- Hang up the handset

SOFTKEYS – white numbers under display

Softkeys are buttons that change function depending on the situation. Its current function is highlighted using a keyword immediately above the button on the phone's LCD screen.

I'com - Places an intercom call to another extension.

PIN - Access your profile from another person's phone.

Forward - Press Forward key to enter extension to forward calls. Press again to deactivate Forward.

Answer - Answers incoming call.

VMail -Transfers directly to Voice Mail.

Pickup - Picks up a specific ringing extension (must be followed by entering the extension number).

DND - Do not disturb “silences” your phone. The phone will not ring at your desk. Calls go directly to forwarding conditions.



Making Calls

- Within your network: - Dial the appropriate extension digits
- To Local/Long Distance - Dial outside service number **8** and area code plus **10** digit phone number

CALLERS calling you:

Dial main number + your extension OR **Dial** your DID number

MANAGING MULTIPLE CALLS

Think of each Call Button as a line. Your phone is equipped with 2 lines. If a call comes in on line 1, press Call button 1 to answer the call.

- To access a second call:
 - Press the Call Button beside the icon with a “flashing bell” indicating an incoming call. This places the original call on hold.
 - A phone icon appears on the calls placed on hold.
 - To return to the original call, press the Call Button beside the phone icon.
 - If multiple calls are on hold: Scroll to see call information by using the up and down blue arrows.

Note: Your phone can manage a maximum of two calls.

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