

Welcome to the Sangoma P310 and P315 Phones

DIALING CALLS

Pick up the handset, or press a line key and dial a number. Or, dial a number and press the **Dial** softkey. You can also use **Contacts** or **Call Log** to find the number you want, then press the **Dial** softkey. If you use Contacts, you can dial a coworker's Voicemail.

RECEIVING CALLS

Pick up the handset, or press a softkey: Answer, Ignore, Transfer, or Send VM. **Ignore** makes the call stop ringing but uses your Call Rules. **Transfer** lets you transfer the call. **Send VM** sends the call to your voicemail regardless of your Call Rules.

REDIAL

Press the **Redial** button to redial the last call you made. (If you have multiple lines, Redial automatically uses the correct line.)

HOLD

During a call, press **Hold**. The line key flashes red. Press either the flashing line key or the **Resume** softkey to resume the call.

TRANSFER

- **ASSISTED** – During a call, press the **Transfer** button. Enter a number or press the **Contacts** softkey to find a number. Press the **Dial** softkey. When someone answers, inform them of the call to be transferred. Press the **Transfer** softkey, and the transfer is completed.
- **UNASSISTED** (blind)– During a call, press the **Transfer** button. Enter a number or press the **Contacts** softkey to find a number. Press the **Transfer** softkey, and the transfer is completed.
- **TRANSFER TO VOICEMAIL** – If you used Contacts for a transfer, you can press the **Transfer VM** softkey instead of **Transfer**. That transfers the call to that contact's voicemail.

MENU

The menu application is accessed using the **Menu** softkey. It contains configuration and information screens for your phone.

CONFERENCE (3-WAY CALLS)

During a call, press the **Conference** softkey. Dial the third participant's number, or use Contacts. Press the **Conference** softkey to connect all participants. To split a conference into separate calls with each participant, press the **Split** softkey and select the participant to drop from the call.

PARK

During a call, press the **Park** softkey. Then you or a coworker can answer the call from another phone by either dialing that Parking extension or by pressing the **Parked Calls** softkey and answering the call. From the idle screen: press the **More...** softkey, then **Parked Calls**

CONTACTS

Contacts are used for rapid dialing, and for finding detailed information about someone. You can use Contacts from within **Transfer** and **Conference**. To see the **Detail** page for a contact, press the **Show** softkey in a list of contacts. Details include the person's **Status**.

Your contacts can also define your Rapid Dial Keys. Use the Web Suite (Features > Phonebooks > Phonebook Options) to define those User Keys. A P310 or P315 phone may only map a single Rapid Dial entry to Line 2, if that line is otherwise unused for a SIP line.

VOICEMAIL

Press the **Messages** button to dial your voicemail extension.

STATUS

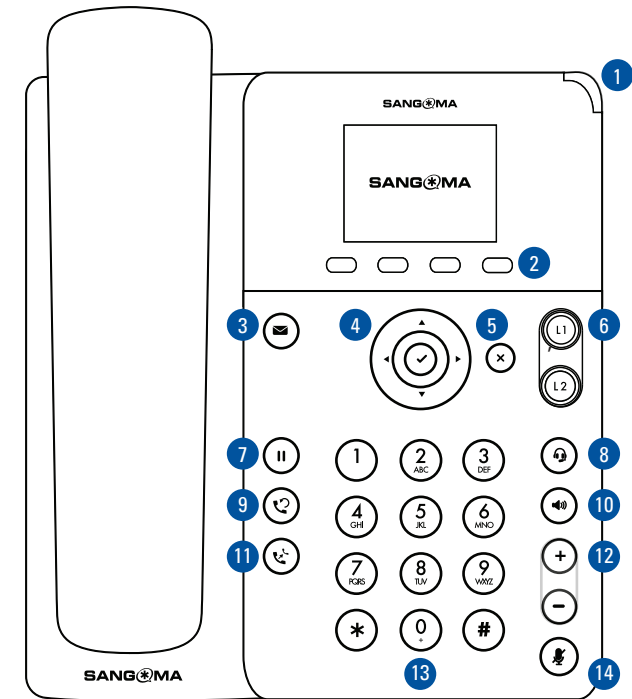
Press the **Status** softkey to change your status. **Do Not Disturb** sends incoming calls to your voicemail (and declines queue calls). Your coworkers see your Status on their phone or Switchboard. You can use Call Rules to manage incoming calls based on different Status Options.

INFO

Press the **Info** softkey followed by a line key to display a detail page for that key.



Quick Start Guide for P310/P315 Phones



P310 & P315 support 2 line keys

P310/P315 Key Map

- | | |
|------------------------------|--------------|
| 1. Message Waiting Indicator | 8. Headset |
| 2. Softkeys | 9. Redial |
| 3. Messages | 10. Speaker |
| 4. Navigation Pad | 11. Transfer |
| 5. Cancel | 12. Volume |
| 6. Line | 13. Keypad |
| 7. Hold | 14. Mute |