

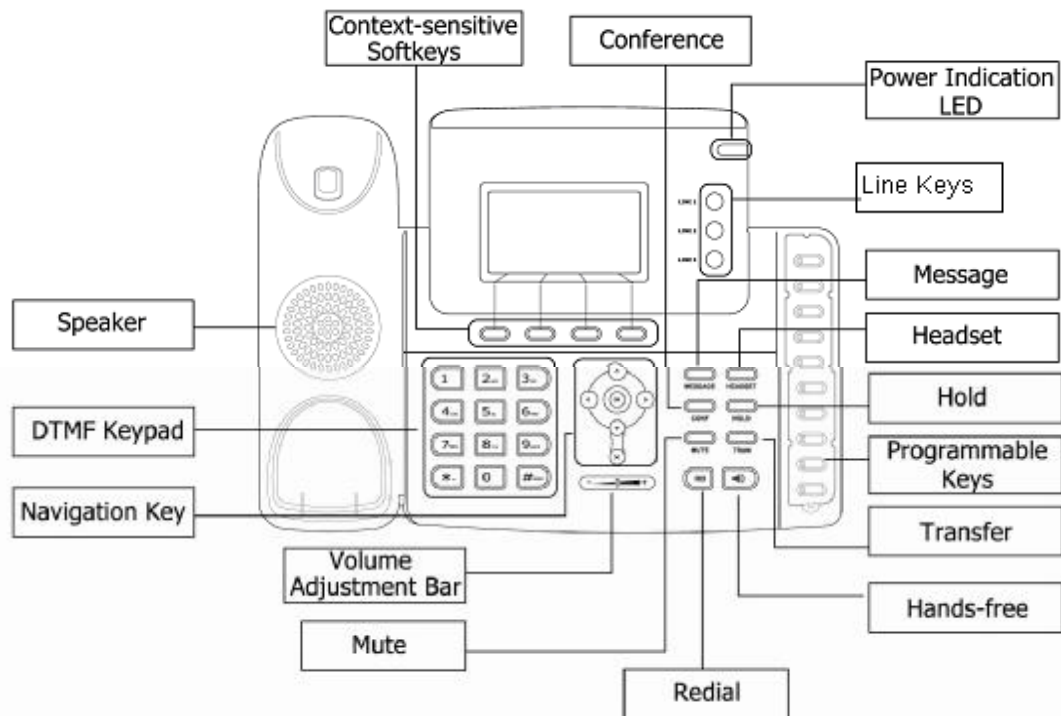
SIP Communicator Spitfire S310 User Guide



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Keypad



The DTMF numeric keypad

- Entry of digits only (e.g., when dialing a phone number)
- Typing in letters and digits.

The Power Indication LED

- On: the phone is powered.
- Off: the phone is not powered.

Line Keys


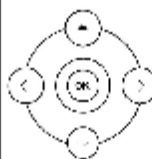
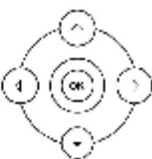
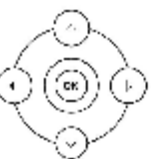
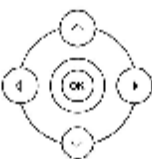

- 3x Line buttons for making simultaneous call.

Programmable Keys

Used for various functions such as Busy Lamp Fields (BLF), features and speed dials. These are pre-programmed by the system administrator but can be changed via the “Menu” key on the handset.

Navigation Keys

Use the navigation keys to navigate in the display menus and confirm/cancel actions.

Cancel	Up	Down	Left	Right	Confirm
					

The audio device control keys can perform the following actions:

 Adjust the volume of the handset, headset, speaker and ring tone.



Allows for hands-free communication during calls;



Place and receive calls through an optionally connected headset.



Mute audio transmission locally during calls.



Allow users to access the voicemail messages.



Enable set-up of 3-way conference.



Place a call on hold or resume it.



Transfer the current call to a third party.



















Redial.

Programmable Keys LED Instruction

LED Status	Description
Steady Red	Busy
Blinking Red	Ringing
Off	The phone is in idle status whatever registered /unregistered

Icon Instruction

The IP Phone displays different kinds of icons on its LCD; you can refer to the following for their meanings:

	Flashes when the internet is disconnected
	Account register failed
	Account registering
	Account register successful
	Missed Calls
	Call in
	Call out
Ab3	Input Method: all letters and numbers
123	Input Method: numbers
abc	Input Method: letters in lower case
ABC	Input Method: letters in upper case
	Call mute
	Call hold
	Voicemail
	SMS
	Call forward
	Do not disturb
	Auto answer
	In handset mode
	In headset mode

Keypad Lock:

You can lock the following specific keys:

MENU Keys: You can not access the MENU of the phone.


Function Keys: You can not access the MESSAGE, HEADSET, CONF, HOLD, TRAN, and RD Keys.

Talk Call Only: You can only use the phone to answer the incoming calls.

To enable keypad lock via Phone interface:

- Press **MENU->Settings->Advanced**, enter the password, and then press **Confirm** soft key.
- Select Phone **Setting->Lock**.
- Use the navigation key to highlight the option you want to lock.



- Press **Save** soft key to active the change, and back soft key to return to the previous screen.
- The icon  will be displayed on the top right corner of the idle screen.

To unlock the phone via Phone interface:

- Press **Menu** soft key, you are prompted for the password.
- Enter the password, press **Confirm** soft key, the phone is unlocked.
- The icon will be disappearing from the idle screen.

Directory:

Adding an entry

- Press **Addr->Contact List->Ok**.
- Press **Add** soft key; enter the Name, scroll down to enter Office/Mobile number of the contact. Use the 123 soft key to select between numeric and upper/lower case alphanumeric modes.
- Press **Save** soft key to add the contact or **Cancel** soft key to cancel the change.

Edit or Deleting an entry

- Press **Addr->Contact List->OK**.
- Use the navigation key to highlight the entry you want to edit or delete.
- Press the **Option** soft key.
- To delete the entry select **Delete** and press **OK**.
- To edit the entry, select **Detail**, make the desired changes and press **Save**.
- Press **Cancel** soft key to return to the Directory.

Black List




Callers added to the Black List will go straight to your voicemail.

Dialing from the Directory

- Press **Addr->Contact List->OK**.
- Use the navigation key to highlight the entry you want dial.
- Press the **Send** or **OK** button.

Making a call:

To make a phone call:

- Pick up the handset,  icon will be showed in the idle screen.
- Press the **Speaker** button,  icon will be showed in the idle screen.
- Press the **Headset** button if the headset is connected to the headset port in advance. Dial the number and press **Send** or **OK**. The icon  will be showed in the idle screen.

Note: You can also dial the number first, and then choose the method you will use to speak to the other party.

Placing a Call on Hold:

- While on an active call, press the **Hold** button.
- To retrieve the held call, press the **Resume** button.

To active a 2nd or 3rd call:

- Place the 1st call on **Hold**.
- Select another **Line Key**.
- Dial the number and press **Send** or **OK**.
- Toggle between held calls by pressing the associated line button.

Answering a call:

Answering an incoming call

- If you are not on an active call, lift the handset, press the **Speaker** button/**Answer** soft key to answer using the speakerphone or press the **Answer** button to answer using the headset.
- If you are on an active call, press the **Line key** to answer the 2nd call. This will place the 1st call on hold and you can toggle between the calls by pressing the associated **Line Key**.

Note: During the conversation, you can alternate between Headset, Handset and Speaker phone by pressing the corresponding buttons or picking up the handset.

Denying an incoming call

- Press **Reject** soft key to deny the incoming call directly.


Call History:

To access the handset call logs

- Press the **History** soft key.
- Use the navigation button to scroll to **All Call, Dialed Calls, Received Calls, Missed Calls or Forwarded Calls**.
- Use the navigation key to select an entry.
- Press **Send** to dial the number.
- Press **Options** to check the detail of the call, add it to the phone book or black list or to delete the entry.

DND (Do Not Disturb):


Note: All calls will be directed to your voicemail when DND is active.

- Press **DND** soft key to active DND Mode and the display shows:  icon.
- Press **DND** soft key again to deactivate DND mode.

Call Pick Up

To answer a call ringing at another extension Press ***87** or press the **Pick Up**

Call Forwarding:

This feature allows you to forward an incoming call to another phone number e.g. another extension, a group or an external number. When call forwarding is active the following icon  is displayed in the screen.

The following call forwarding events can be configured:

- **Cancel:** Call forwarding is deactivated.
- **Always:** All incoming calls are immediately forwarded.
- **Busy:** Incoming calls are forwarded when the phone is busy. (Note; for this feature to work, Call Waiting must be deactivated on the handset)
- **No Answer:** Incoming calls are forwarded when the phone is not answered after a specific period.
- **Busy/No Answer:** Incoming calls are forwarded if the handset is either busy or is not answered.

To configure Call Forwarding

- Select: **Menu->Features->Forward.**
- Select the type of forward you want.
- Enter the phone number you want to forward your calls to.
- Press **Save** to save the changes.
- When selecting No Answer forward, enter the time, in seconds, that the handset should ring before forwarding the call.

Note: By default all calls will divert to your voicemail if not answered after a specific time.

Call Waiting:

This call feature allows your phone to accept other incoming calls to an extension already in an active call.

To enable/disable Call Waiting:

- Select **Menu->Features->Call Waiting.**
- Use the navigation keys or **Disable/Enable** soft key to active/inactive call waiting.
- Press **Save** soft keys to save the changes.

Call Transfer:

Blind Transfer (When using the handset)

- Press **Tran Button** or **Tran soft key** during the active conversation, the call will be on hold.
- Dial the extension or telephone number.
- Hang up to complete the transfer.

Blind Transfer (When using the speakerphone or headset)

- Press **Tran Button** or **Tran soft key** during the active conversation, the call will be on hold.
- Dial the extension or telephone number and press the **Send** or **OK** button.
- Press the **Tran Button**.

Attended Transfer (When using the handset)

- Press **Tran Button** or **Tran soft key** during the active conversation, the call will be on hold.
- Dial the extension or telephone number and press send.
- Wait for the 3rd party to answer and announce the call.
- Hang up to complete the transfer.

Attended Transfer (When using the speakerphone or headset)

- Press **Tran Button** or **Tran soft key** during the active conversation, the call will be on hold.
- Dial the extension or telephone number and press send.
- Wait for the 3rd party to answer and announce the call.
- Press the **Tran button** to complete the transfer.

Note: To transfer a call directly to another user's voicemail, follow the blind transfer instructions above but include an "8" before the extension number.

Call Parking:

To park a call

- Press the Call Park button.
- You will hear a message informing you that the call has been parked and the orbit number.

To retrieve a parked call

- Dial ***86** or the Park Pick Up button.

To retrieve a specific parked call

- Dial ***86** and the park orbit number. (The extension number of the user that parked the call)

3-way Conference:

To establish a conference:

- Press the **Conf** soft key during an active call.
- The first call is placed on hold. Dial the number to conference in and press the **Send** soft key or **OK** button.
- When the call is answered, the conference call will include you and the other two parties.
- Hang up to disconnect all parties.

Instant Messaging:

To send an instant message to another user:

- Press the **Message** key.
- Select **Text Message**
- Select **New Message**.
- Type in your message using the keypad. Use the **Ab3** soft key to edit the key entry options.
- Press **Send**.
- Scroll to the "To" field.
- Enter the destination extension number and press **Send**.

Receiving Instant Messages:

- When you receive an instant message, your phone will beep, the **Message** lamp will come on and the display will show how many new text messages you have.
- Press the **View** soft key or the **Message** button.
- Press **Read** to view your message.
- You can then reply by pressing the **Reply** button.

Note: Instant message can also be sent via the user web interface. Please see [Web Interface User guide](#) for instructions on how to use this feature.

Voicemail:

Setting up your voicemail

Press *97

If it is the 1st time you are accessing your mailbox, you will be prompted to record your name. Follow the prompts.

You will be directed to the Main Menu of your mailbox.

- Select Option 1 to listen to your messages.
- Select Option 2 to change your access code and press # to save.
- Select Option 3 to record your name and press # to save.
- Select Option 4 to record your personal greeting and press # to save.

Retrieving Voicemail Messages

- When messages are left in your mail box, the message lamp will come on and the display will indicate that you have a new voice message.
- To access your mailbox press the Message button or the Connect soft key.

While listening to voicemail messages:

- Dial 1 to rewind the message
- Dial 2 to stop play back
- Dial 3 to fast forward.
- Dial 4 to repeat the message
- Dial 5 to hear the message details
- Dial 6 to send the message to another mailbox
- Dial 7 to delete the message
- Dial 8 to return the call (if caller withheld their number this will not work)
- Dial 9 to save the message.

Call intrusion:

Note: Permission must be assigned by the system administrator in order to use this feature.

The call intrusion features enables an extension to “listen in” to another extensions conversation provided they have been assigned permission to do so.

There are three modes.

1. **Call Barge-In:** In this mode a tone will be played to both parties to indicate that someone has barged into the conversation. Both parties will be able to hear the user that has barged in.
 2. **Call Tech Mode:** In this mode only the extension on the PBX is made aware that someone has barged into the conversation. The user joining the call can speak to the extension user with out the 3rd party being aware.
 3. **Listen In Mode:** Neither party in the conversation is aware that another user is listening and neither party can hear the user that has barged in.
- To Barge into another extensions call dial ***81+extension number** and press **Send** or **OK**.
 - To Barge in using Tech Mode, dial ***82+extension number** and press **Send** or **OK**.
 - To Barge in using Listen In Mode, dial ***83+extension number** and press **Send** or **OK**.

Call recording:

The call recording feature allows you to record a call into your web mail mailbox.

- To start recording, press the Record On button if configured or dial *12.
- To stop recording, press the Record Off button if configured or dial *13.
- To access the recordings, log onto your web mail account and go to lists/mailbox.

Note: For instructions for logging onto your web mail account see the Webmail user guide.