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## USING THE TALKSWITCH TS-350i PHONE

The TalkSwitch TS-350i is a full-featured but easy-to-use IP phone. This document briefly describes how to use the phone. The reference card includes the basic features. See the *TalkSwitch TS-350i Start Guide* for complete information on using your phone.

### Buttons

Most of the buttons are similar to those on other phones, but you might not be familiar with the following:

-  — Puts a call on hold.
-  — Toggles Do not disturb on or off.
-  — Is used to access configuration options or during a call, transfer the call.
- Softkeys** — The display screen shows the current function of each of the 3 softkeys. Softkeys change based on the call status.

### Remember

- Dial **9** (0 in some countries) or **81–88** to get an outside line. This is not required if you have direct line access, which automatically chooses an outside line.
- Press **#** or the **Dial** softkey after dialing an outside number or extension.
- If you have direct line access, dial **\*#** before dialing a feature code or extension.

### Setting up voicemail

- Press the **Vmail** softkey.
- When prompted, enter a password, record a greeting and record your name for the dial-by-name directory.

A sample greeting is: *You have reached [your name]. I'm sorry that I can't answer your call. Please leave a message and I will return your call as quickly as possible. Thank you.*

### Checking voicemail

- Press the **Vmail** softkey.
- When prompted, enter your password + **#**.
- Press **1** to listen to your messages. You can also change your greeting and personal options.


### Calling an outside number

- Dial **9** (0 in some countries) or **81–88** to get an outside line. You can also press a line appearance key if programmed to use a specific line. This is not required if you have direct line access, which automatically chooses an outside line when you dial the phone number.
- If prompted, dial an access code.
- Dial the phone number + **#** or press the **Dial** softkey.


### Calling an extension

Dial the extension number + **#** or press **Dial** softkey. If you have direct line access, dial **\*#** first. You can also press an Extension Appearance key if programmed to monitor a specific extension.

### Placing a caller on hold


Press the  button or **Hold** softkey. You can now hang up the handset or answer another call without disconnecting the caller.

### Retrieving a caller on hold

Press the  button or **Resume** softkey. You can also press the flashing extension or line appearance key if associated with the call on hold.


### Performing a screened transfer

A screened transfer allows the recipient to accept or refuse the transfer.

- Press the  button.
- Dial the extension (or outside number) + **#**. If you are dialing an outside number, you must first dial **9** (0 in some countries) or **81–88** to get an outside line. If you have the Same Line Connect feature, you can also dial **80** to use the same line.
- When the recipient answers, complete or cancel the transfer:
  - If the recipient wants the call, press the **Transfer** softkey or hang up.
  - If the recipient doesn't want the call, press the **EndCall** softkey, then the **Resume** softkey to retrieve the caller on hold.

### Performing a blind transfer

A blind transfer does not allow the recipient to screen the call before the transfer.

Press the  button + extension (or outside number) + **Dial** softkey, then hang up.

### Flexible key states

Status	LED
Incoming call	flashing green (rapid)
This extension in use	solid green
Call on hold at this extension	flashing green (slow)
Line/Extension/Queue in use	solid red
Line/Extension/Queue on hold	flashing red (slow)
Extension/Line not registered	alternating red and yellow

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## VOICEMAIL

Access mailbox  
— Locally Press **Vmail** softkey  
— Remotely \* \* + <mailbox no.>

Change greeting options Dial 2

Change personal options Dial 3  
(password, date stamp, remote notification options)

## MESSAGE PLAYBACK CONTROLS

Rewind 10 seconds Dial 1

Go to beginning Dial 1 1

Skip ahead 10 seconds Dial 3

Skip to end of message Dial 3 3

Check time and date stamp Dial 5

Forward message Dial 6

Delete message Dial 7

Save message Dial 9

Skip to next message Dial #

## ACCESSING FEATURES

Access outside line\* Dial 9, 81–88 (Americas, UK)  
Dial 0, 81–88 (other countries)

Do not disturb  
Press the  button to toggle on/off.

Pick up — Any ringing extension\*\*  
Press the programmed **Pickup** key,  
or dial \* 9 + #.

Pick up — Specific extension\*\*  
Press the programmed key associated with the  
extension ringing, or dial \* 7 + extension + #.

USING YOUR  
TS-350i TELEPHONE  
WITH TALKSWITCH

  
ANSWERS WITH INTELLIGENCE

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## ACCESSING FEATURES



† **Note:** If Direct Line Access is enabled, you will automatically access an outside line. If not using the programmed key for intercom calls or indicated (††) features, you will first need to dial \*.\*.

**Place caller on hold** Press the  button.

**Retrieve caller on hold** Press the  button or press the flashing key associated with the call on hold.

**Answer queued call††** Press the flashing key associated with the call in the queue.  
Otherwise, dial **7** + **Dial** softkey to retrieve the next caller in your queue.



**Answer call waiting** Press the **Answer** softkey or press flashing line appearance key.

**Screened transfer** Press the  /  button + extension (or outside number) + **#**.  
To complete transfer, press the **Transfer** softkey or hang up.  
To cancel transfer, press the **EndCall** softkey then the **Resume** softkey to connect to the caller on hold.

**Blind transfer** Press the  /  button + extension (or outside number) + **Dial** softkey, then hang up.

**Voicemail transfer** Press the  /  button + \*.\* + extension + **Dial** softkey, then hang up.

**Conference call** Press the **More** softkey then press the **Conf.** softkey to put the first party on hold.  
Call the second party (for external calls, first access an outside line).  
Press the **Join** softkey to connect to all parties.

**Park a caller** Press the programmed **Park** key. Otherwise, press the  /  button + \*.\* **510** + **#**.  
The system will respond with a parking orbit.

**Retrieve a parked caller††** At the dial tone, press the programmed **UnPark** key, then dial orbit + **#**.  
Otherwise, dial \*.\* + orbit + **#**.

**Two-way intercom paging†† to TalkSwitch phones**  
Press the programmed **Intercom** key + extension + **Dial** softkey.  
Otherwise, dial \*.\* **84** + extension + **#**.

**PA overhead paging††** Press the programmed **Overhead Paging** key, or dial \*.\* **0** + **#**.

**Attach account code to last call††** At dial tone, dial \*.\* **88** + **#**. When prompted, enter <Account code> + **#**.  
CDR logging must be active.

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