



Sangoma P Series Phones

Internal/External Dialing:

- Pick up the handset or press a line key and dial a phone number or extension.
-or-
- Dial a number and press the Dial softkey and your call will be hands free.

You can also use contacts or call log to find the number you want, then press dial.

****Do not press 9 before dialing a phone number.**

Receiving calls:

Pick up the handset, or press a softkey:

Answer -Answers the call hands free.

Ignore -Mutes the ring.

Transfer -Transfer the call.

Send VM -Sends the call to your voice mail.

Redial:

Press the **Redial** button to redial the last call you made.

Hold:

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

Contacts:

Contacts are used for rapid dialing users within the phone system. Press the up and down arrows to scroll. You can see the person's **Status** by pressing the **Show** softkey in the list of contacts when transferring a call or creating a conference call.

Transfer:

Assisted – During the call, press the **Transfer** button. Enter the number or press contacts softkey to find a number. When someone answers, inform them of the call and press the transfer softkey and the call will be transferred.

Unassisted (blind) – During the call, press the **Transfer** button, enter the number or press **Contacts** to find a number. Press the **Transfer** softkey and the transfer is completed.

Transfer to Voice Mail- If you used Contacts to transfer the call, you can press the **Transfer VM** softkey instead of Transfer. That transfers the caller to the contacts Voice Mail.

Conference 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 separates calls, press the **Split** softkey and select the participant to drop from the call.



Sangoma P320, P325, P330 Phones

Park:

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

Voice Mail:

Press the **Messages** button to dial your voice mail. You will see a list of voice mail messages with the newest message at the top of the screen. Use the up and down arrows to select a message you want to hear then press the **Play** icon to listen to the message. You may also press the green callback button to return to the call.

Note: If your voice mail messages are also emailed, you must delete them from your voice mailbox on your phone or your mailbox will fill up and not accept any more messages. If you would like your voice mail messages deleted after they are emailed, contact your IT department and they can change the setting in the phone system.

Status:

Press the **Status** softkey to set your status and your icon will change to let other users on the phone system know that you are available for calls, away or not answering.

Applications Menu:

The **Applications Menu** allows you to access commonly used features. Press the check mark button and select **Applications** from the main menu. There are seven items on the applications menu – Call Log, Forward Calls, Contacts, Parked Calls, Queues, Status and Voice Mail.

Preferences:

The Preferences menu allows you to customize your phone.

- Display settings- Allows you to change the brightness of the display. You can also turn on/off the missed call indicator.
- Sound settings – Chose the ring tone for your phone and set the volume for your ringer, speaker, handset and headset. Also set the call waiting tone on/off in this area.