

Sangoma S406 Phone Guide

Spring 2022

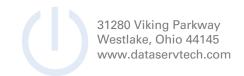
Topics

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Additional Phone Features

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- Hold and resume a call
- Transfer a call
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- Forwarding a Voicemail Message

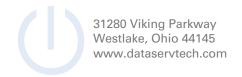
DataServ



Physical Phone







Basic Phone Features

Place a Call

Lift handset or press speaker



Dial 9 for outbound calls followed by Area Code + Number. Internal dialing is done via 4-digit extensions

Switch to Handset During a Call

Lift handset to take the call off speaker

Switch to Speaker During a Call

Press speaker button then put down the handset

Mute and Un-mute

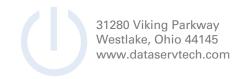
View call history

Press the **History** soft key

Redial a Number

Press the **Redial** soft key and select phone number from list, then press the **Send** soft key

DataServ



Checking and Managing Voicemail

Initial Voicemail Setup



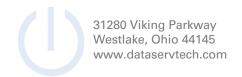
- 2) By default, your password is your extension, enter it when prompted
- 3) Press # after recording name
- 4) Press 1 to save recording
- 5) Press # after recording your unavailable message
- 6) Press 1 to save recording
- 7) Press # after recording your busy message
- 8) Press 1 to save recording
- 9) Enter new password followed by #
- 10) Reenter new password followed by #
- 11) Setup is complete

Setting/Changing Voicemail PIN



- 2) Enter password when prompted
- 3) Press **0**
- 4) Press 5 change your password
- 5) Enter new password followed by #
- 6) Reenter new password followed by #





Setting/Changing Voicemail Greeting



- 2) Enter password when prompted
- 3) Press **0**
- 4) Press 1, 2, 3 or 4 depending on which greeting you wish to record
 - a) Press 1 **Unavailable** The greeting that is played to callers when you are not available to take their call and they go to your voicemail box.
 - b) Press 2 **Busy** The greeting that is played to callers when you are not available to take their call and you are on another call already.
 - c) Press 3 Name This is a recording of your name and used in the Company Directory.
 - d) Press 4 **Temp** A temporary greeting when recorded will be played instead of the Unavailable or Busy greeting. When you delete the greeting your other greetings will be played again.
- 5) Press # after recording the greeting you selected
- 6) Press 1 to save recording

Checking Voicemail

Press the **Voicemail**

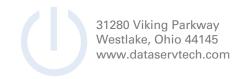
button or dial *97 and enter password when prompted

If you are checking your voicemail from another phone dial *98, enter the extension when prompted and then enter the password when prompted

Deleting Voicemail

- 1) Press the **Voicemail** button or dial *9
- 2) Press 1 to listen to messages
- 3) Press 7 to delete message after it plays





Forwarding a Voicemail Message



button or dial *97

- 2) Press 1 to listen to messages
- 3) Press 8 to forward message after listening to it
- 4) Press 1 to enter an extension or press 2 to use the directory
- 5) Press 1 to prepend message with recording or press 2 to forward without prepending a message

Access Visual Voicemail

Press the Voicemail softkey

- A (+) in front of the message indicates the message is new.
- A (-) in front of the message indicates the message is old

Press the **Select** softkey to find out more information about a voicemail message that was left.

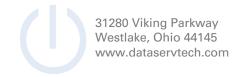
- The following will be displayed on this screen:
 - Name and number of who left the message.
 - Length of voicemail message.
 - o Date the message was left.
 - o Time of day the message was left.

Press the **Play** softkey to listen to a voicemail.

Press the More softkey to view additional options

- The Toggle softkey will switch a voicemail from unread to read or vice versa
- The **Delete** softkey will delete a voicemail





Additional Phone Features

Speed Dial

To use a speed dial, simply press the button next to the corresponding name of the individual you would like to call.

If you need a speed dial added or changed, please contact the help desk.

Do Not Disturb

Press the **DND** soft key

Hold and resume a Call

To place a call on hold, press the **Hold** soft key.

To take a call off hold, press the **Resume** soft key.

Transfer a Call

Blind Transfer:

- 1) During a call press the TRNF soft key
- 2) Dial the extension you wish to transfer the call to
 - a. To transfer a call to a person's voicemail, dialing * before their extension
- 3) Press the **TRNF** soft key to complete the transfer

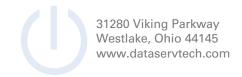
Attended Transfer:

- 1) During a call press the **TRNF** soft key
- 2) Dial the extension you wish to transfer the call to
- 3) After speaking with the recipient, press the TRNF soft key to complete the transfer

Starting a conference call

- 1) During a call press the Conf soft key
- 2) Dial the extension you wish to add to the conference
- 3) After the person answers, press the **Conf** soft key to add them to the conference





Forwarding an extension

Enable Call Forwarding:

- 1. Press Call Fwd soft key
- 2. Press Select soft key
- 3. Press Change soft key
- 4. Enter extension or 9 followed by Area Code + Number
- 5. Press **Done** soft key
- 6. Press Exit soft key

Disable Call Forwarding:

- 1. Press Call Fwd soft key
- 2. Press Select soft key
- 3. Highlight Enabled: Yes and press Change soft key
- 4. Press **Exit** soft key

Access Contacts

Press the Contacts soft key

Dialing a Contact:

Select the **Anthony Wayne Directory** option

Use the up and down arrows to highlight the user you are looking for and press Select

From here you will see all the numbers set for this user. Highlight the one you want to call and press **Dial** to
place the call.

Searching for a contact:

Select the Search option

Enter in your search criteria and press Done