



Sangoma S406 Phone Guide

Spring 2022

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Physical Phone





Basic Phone Features

Place a Call


Lift handset or press speaker  button.

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

Press mute  button

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




Checking and Managing Voicemail

Initial Voicemail Setup

- 1) Press the **Voicemail**  button or dial ***97**
- 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

- 1) Press the **Voicemail**  button or dial ***97**
- 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



- 1) Press the **Voicemail** button or dial ***97**
- 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 ***97**
- 2) Press **1** to listen to messages
- 3) Press **7** to delete message after it plays



Forwarding a Voicemail Message



- 1) Press the **Voicemail** 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.
 - Date the message was left.
 - 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**