Sangoma s505 IP Phone
Quick Reference Guide

VOICEMAIL INDICATOR

VERTICAL SOFTKEYS

VERTICAL SOFTKEYS

SOFT KEYS

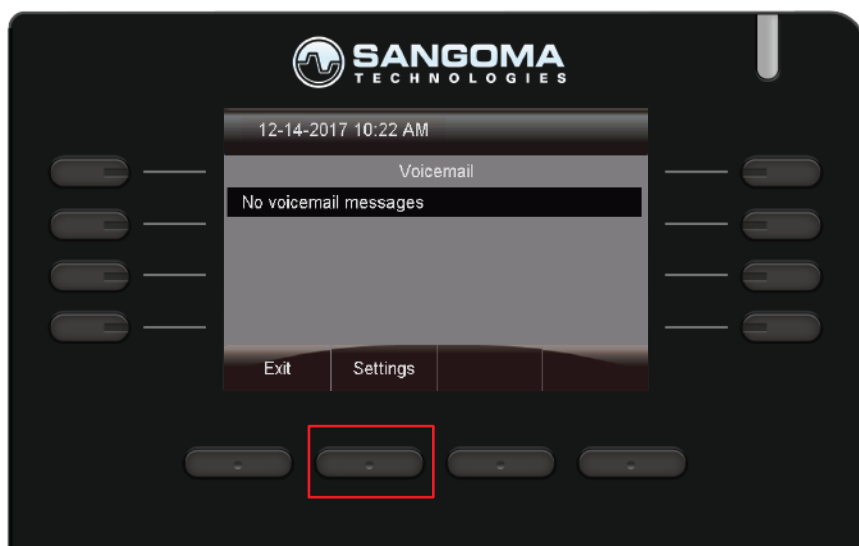NAVIGATION KEYS

MENU

VOICEMAIL

CONFERENCE

HEADSET

DIALPAD

SPEAKER

HOLD

MUTE

TRANSFER

VOLUME CONTROL

SELECT/GO/YES

CANCEL/NO
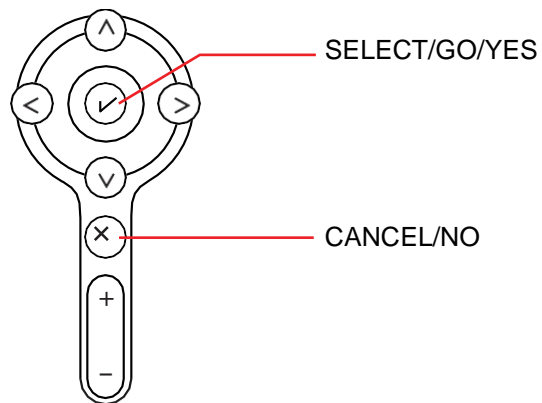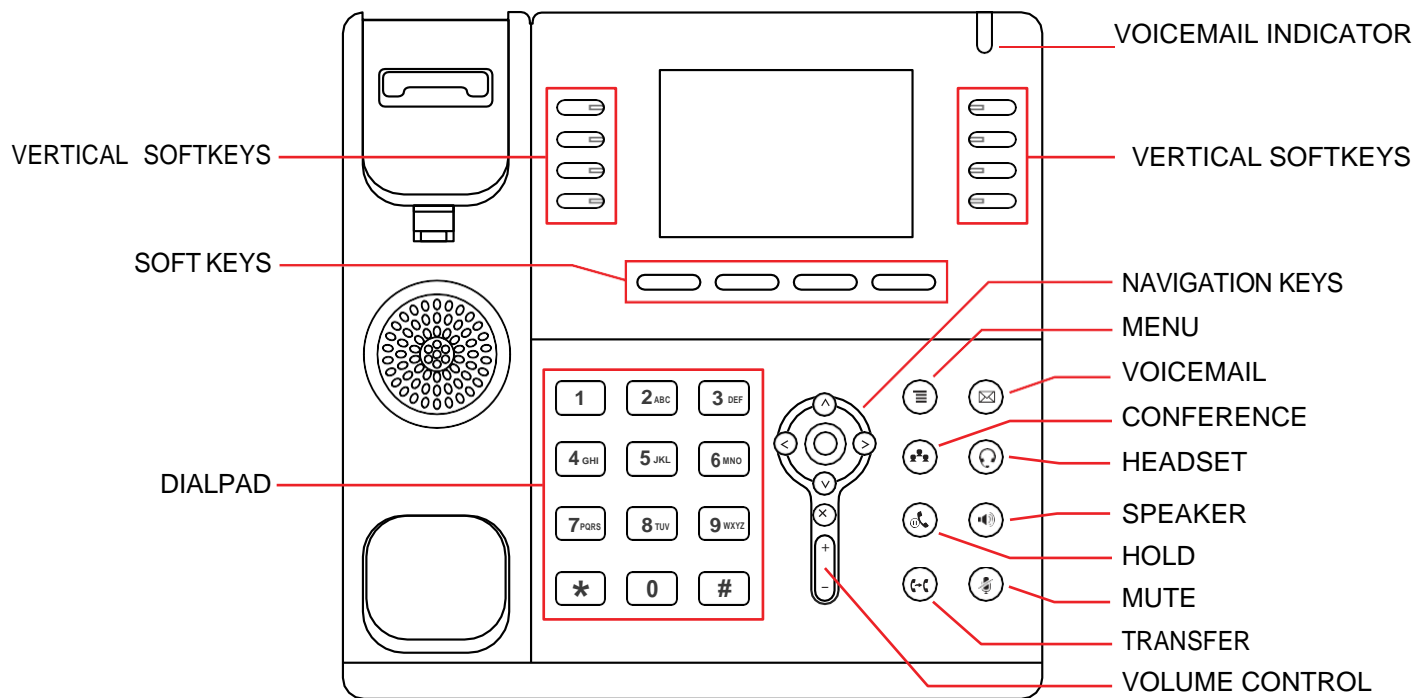
Create a Voicemail Greeting

1. Press the Voicemail Button (envelope) on your phone
2. Once in the voicemail menu press Settings

In the Voicemail Settings you'll need to create three greetings.

3. **Name Greeting** *(Example: John Doe)*
4. **Unavailable Greeting** *(Example: This is John Doe, I am away from my desk Please leave me a message.)*
5. **Busy Greeting** *(Example: This is John Doe, I am on the line or with a customer/client, please leave me a message.)*
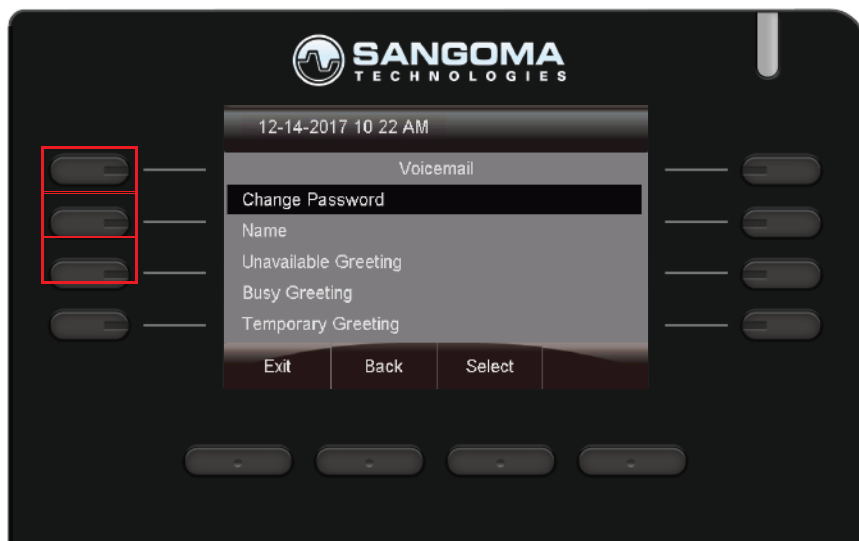
When you hang up the handset, it should bring up this screen. You can hit Play to hear your greeting or if you want to change it hit Change. As soon as you hit Change, you will hear a tone, so be ready to record. If you're satis ed, hit the Back button and nish your other Greetings.
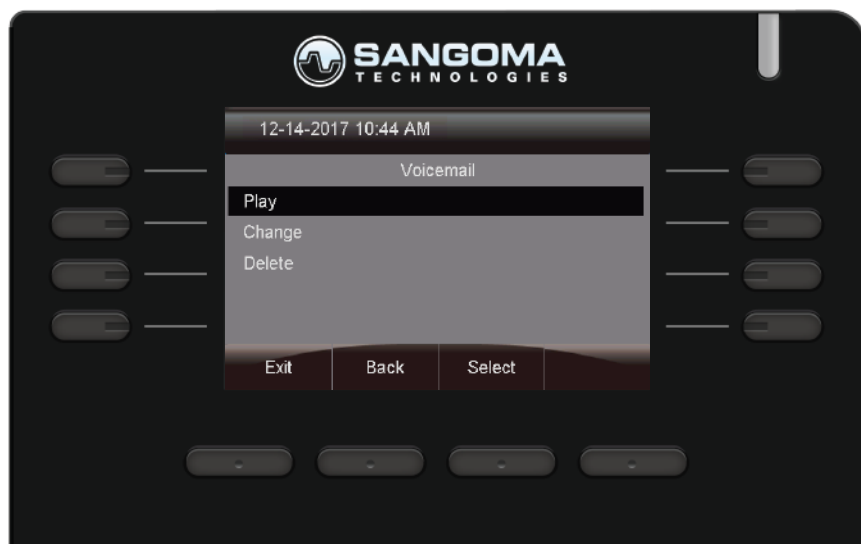
Personal Lines On Your Phone

Your company has potentially unlimited lines calling out, so there is no reason to worry if you're going to tie up a line. Your phone has two or more personal lines.

1. Line 1
2. Line 2

99% of the time, Line 1 on your phone will be where all your calls will ring.

You could then call a second number by pressing Line 2 option on your phone and then press the conference button to have a conference call.

Other Features

1. **History**
   View your phones call history

2. **Menu**
   View other options on the phone

3. **Redial**
   Easily call back the last dialed number

Follow Me Widget

Find Me/Follow Me refers to two technologies that, in conjunction, enable incoming phone calls to be received at different locations, on different phones. "Find Me" refers to the ability to receive incoming calls at any location.

JOHN SMITH
(FOLLOW ME)

Enabled
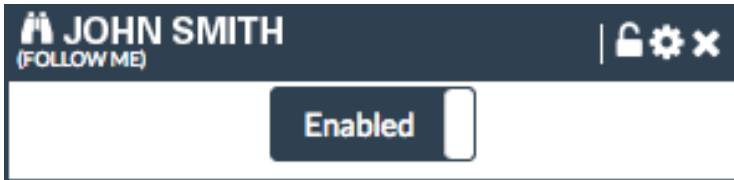
Follow Me List: List extensions to ring, one per line. You can include an extension on a remote system, or an external number by suf xing a number with a pound (#). ex: 2448089# would dial 2448089.

Ring <Exten> First For: This is the number of seconds to ring the primary extension prior to proceeding to the follow-me list. The extension can also be included in the follow-me list. A 0 setting will bypass this.

Ring Followme List For: Time in seconds that the phones on the follow me list will ring. The number of rings will depend on region. Example: If a phone rings for 1 second then waits 2, each ring is 3 seconds.

Use Con rmation: Enable this if you're calling external numbers that need con rmation - eg, a mobile phone may go to voicemail which will pick up the call. Enabling this requires the remote side push 1 on their phone before the call is put through. Example "Press 1 to accept.

⚙ FOLLOW ME SETTINGS (JOHN SMITH)   ✕

Follow Me List ❓

```
4011
5555555555#
```

Ring 4011 First For ❓

6 Seconds   ▾

Ring Followme List For ❓

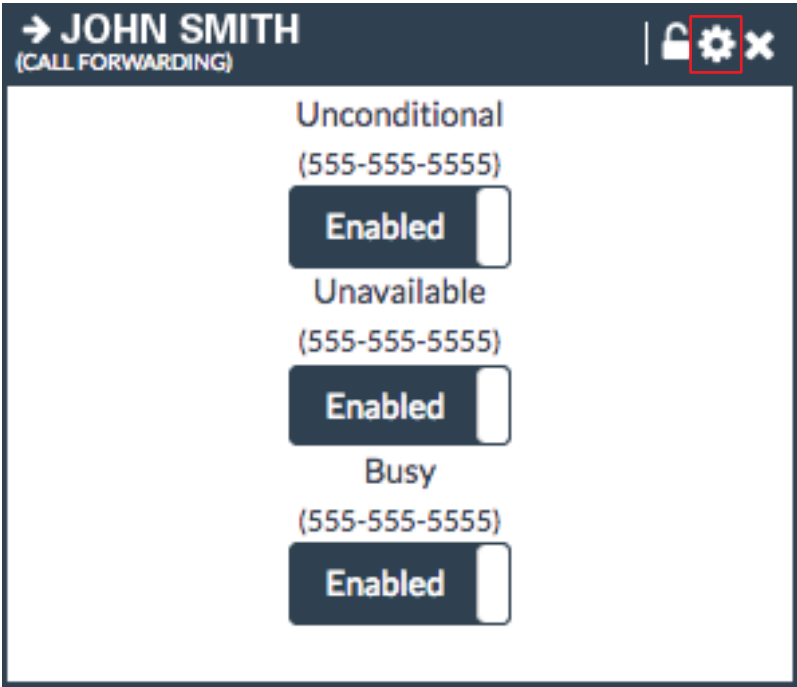25 Seconds   ▾

Use Confirmation ❓

On

Call Forwarding

Click the Settings button in the widget title bar to change settings for the chosen Call Forwarding Extension.


Call Waiting

While on the phone will this user be noti ed of an incoming call and is able to place the rst call on hold while answering the second.
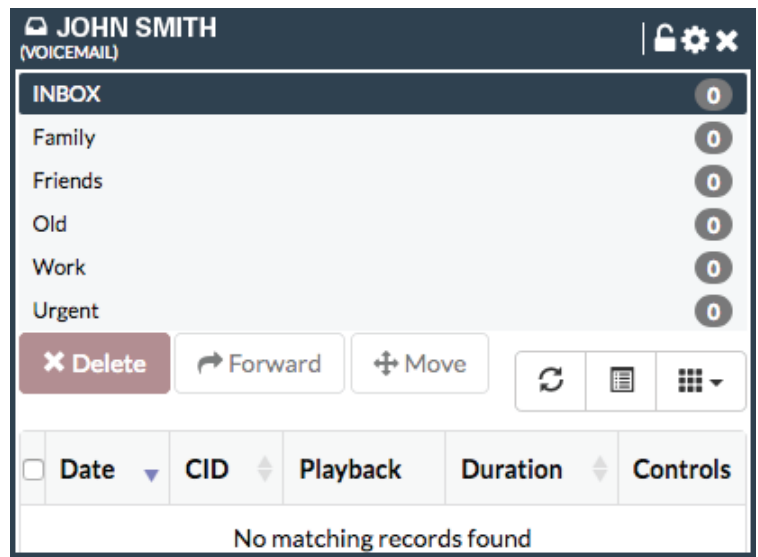
Call History

The Call History widget allows you to see all inbound and outbound calls for your user and listen to any call recordings that are associated with that call. The User Management Module controls which call histories a user will be able to add as a widget in UCP.
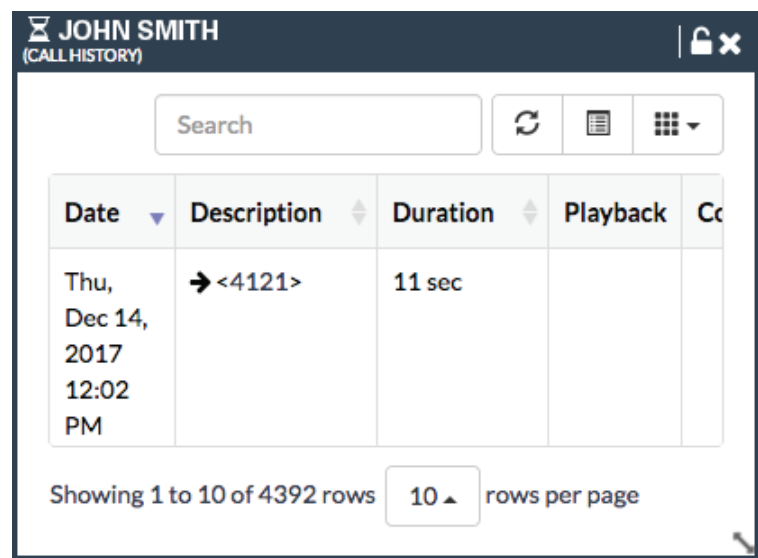
Voicemail

The Voicemail widget allows you to view, listen and manage your voicemail settings.

On the left side are a list of folders that voicemails can be moved to. Clicking on any folder will bring up the voicemails inside that folder. These are standard folders from Asterisk that can not be changed.

Pin/Password: The password for our voicemail box.

Email Address: Email address if de ned where to send voicemails to.

Email Attachment: Using the email address above send the voicemail as an email attachment.

Play CID: Play the Caller ID of who left the voicemail anytime you listen to the voicemail.

Play Envelope: Play the date and time stamp of when the voicemail was left anytime you listen to the voicemail.

Play CID: Read back caller's telephone number prior to playing the incoming message, and just after announcing the date and time the message was left.

Delete Voicemail: If set to "yes" the message will be deleted from the Voicemail box (after having been emailed). Provides functionality that allows a user to receive their Voicemail via email alone, rather than having the Voicemail able to be retrieved from the Web interface or the Extension handset. CAUTION: MUST HAVE attach Voicemail to email SET TO YES OTHERWISE YOUR MESSAGES WILL BE LOST FOREVER.

Auto-Refresh: Automatically refresh the voicemail table when a new voicemail arrives.

Greetings are where we can control the announcement that is played to callers with our personal message. Click the Settings button in the widget title bar to continue:

Unavailable: The greeting that is played to callers when you are not available to take their call and they go to your voicemail box.

Busy: The greeting that is played to callers when you are not available to take their call and you are on another call already.

Name: This is a recording of your name and used mainly for things like the Company Directory and other modules.

Temp: A Temp 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.