

# PBXACT

Sangoma

S700 & S500 Series IP Telephones

## Quick User Guide

### Basic Phone Operations

#### USING THE HEADSET OR SPEAKER

- 1) Use the Speaker Button to turn speaker on/off
- 2) Use the Headset Button to use the headset once it had been connected.



#### Making A Call

- 1) Take Handset/Headset off-hook or press Speaker button or an available LINE key (activate speakerphone).
- 2) The line will have dial tone and the corresponding lines LED will turn green.
- 3) If you wish, select another LINE key (alternate SIP account).
- 4) Enter the phone number.
- 5) Press the SEND Horizontal Soft Key.

#### REDIAL

- 1) Press the History key and select the number to redial.
- 2) Press the Send key.

#### ANSWERING CALLS

##### Single Incoming Call:

- 1) Answer call by taking Handset/Headset off hook or press SPEAKER or by pressing the corresponding account LINE button.

##### Multiple Incoming Calls:

- 1) When there is a call waiting, users will hear a Call Waiting tone.
- 2) The next available LINE will flash red.
- 3) Answer the incoming call by pressing its corresponding LINE button.
- 4) The current call will be put on hold.
- 5) Toggle between the calls using the LINE button.

#### ENDING A CALL

End a call by pressing the “Cancel” soft key or hang up the phone.

#### CALL HOLD/RESUME

- 1) Hold: Place a call on ‘hold’ by pressing the hold button.
- 2) Resume: Resume call by pressing the corresponding blinking LINE.



#### CALL TRANSFER

Assuming that you are in a call and wish to transfer the call to another party.

##### Blind Transfer:

- 1) Press Transfer button.
- 2) Dial the number and press the Send button to complete the transfer of active call.



##### Attended Transfer:

- 1) Press an idle line key to make a new call and the active LINE will be placed on hold automatically.
- 2) Once the call is established, press Transfer button followed by the LINE button of the held line to transfer the call.
- 3) After the call is transferred, phone will display idle screen.

##### Transfer to Voicemail:

- 1) Press the Transfer to Voicemail button.
- 2) Dial the destination extension number.
- 3) Press the Done soft key.

##### Call Park:

- 1) Press the Call Park button
- 2) The system will announce the parking space (71-78).


##### Retrieve Call Park:

- 1) Press the Call Park button.
- 2) Scroll to the parking space, (71 – 78). The system will display the parking space as well as caller information.

#### 3-WAY CONFERENCE

##### Initiate a Conference Call:

Assuming that you are already in a conversation and wish to bring a third party together in a 3-way conference.

- 1) Press the Conference button  , or the Conference soft key.
- 2) Dial the third party number followed by the SEND key.
- 3) When the call is established to the third party, press the Conference soft key to initiated 3-way conference.

##### Leave a Conference Call:

- 1) While in a conference call, press the Leave soft key
- 2) The two other party will now be joined together. Good to use when tying two outside party’s together.

##### Split a Conference Call:


- 1) While in a conference call, press the Split soft key.
- 2) The two other party’s will be placed on hold and can now be handled separately.

##### End a Conference Call:


- 1) Press “Cancel” soft key in to end the conference call and hang-up.

#### VOICEMAIL MESSAGE

A blinking red MWI (Message Waiting Indicator) indicates a message is waiting.

- 1) Press the message button  to access visual voicemail messages. Select the message you would like to hear first.

#### MUTE

- 1) Press the MUTE button  to mute the microphone.
- 2) The Mute icon indicates whether the microphone is muted.

#### VOLUME ADJUSTMENT

Use the volume button to adjust the ring volume when the phone is idle. Press the volume button during an active call to adjust the call volume.

