



**Model P320 P325 P330 Desktop Telephones**  
Quick User Guide

This guide will show you how to use the features of your Sangoma P320, P325, or P330 desktop telephone.

All three models share a nearly identical feature set. The primary difference between the three models is the number of line appearances and the number programmable keys along the side of the screen.

The Model P330 includes Bluetooth connectivity for headsets, and Wi-Fi network connectivity.

These phones are typically powered using Power Over Ethernet (PoE). When operating over Wi-Fi or a non-PoE Ethernet connection, the appropriate Sangoma DC power supply is required.

Before calling Sangoma Support for help, please update your phone to the latest firmware. Firmware update instructions can be found at:

<https://help.sangoma.com/community/s/article/Phone-Firmware-Upgrades>

## About Your Phone:

The upper section of your phone contains a color display surrounded by buttons. The four keys below the display are called softkeys, and they are used for fast access to features such as the call log, the contacts list, and other frequently used functions.






The function of the softkeys changes depending on the action being performed. The function of each softkey is displayed on the bottom edge of the screen directly above the softkey.





The keys on either side of the display can be programmed to provide access to one or more phone lines, and for dial shortcuts and call parking.

The display screen shows the current date and time and your user status. You can change your status when you are away from your desk. The display will also show a count of missed calls and voicemail messages.

Six buttons on the left side of the phone provide one-touch access to frequently used functions:

-  **Voicemail**
-  **Redial**
-  **Contacts**
-  **Transfer**
-  **Hold**
-  **Conference**

The buttons on the right side of the phone are used for headset, speakerphone, volume up and down, and call muting.

-  **Switch call to headset**
-  **Switch call to speakerphone**
-  **Volume up / down**
-  **Call Muting on / off**

Above the dialpad in the center of the phone, you'll find a four-way keypad with a checkmark button in the center, and a cancel button to the right.



The keypad is used to select items from the phone's menu system. Pressing the checkmark button displays the phone's main menu.



The status light at the top right of the phone changes color to indicate ringing (flashing green), in a call (solid green) voicemail waiting (flashing red) and connected to voicemail (solid red).

## **Answering an incoming call**

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When you receive an incoming call, the status indicator will flash green, and the screen will display a pop-up window showing the name and number of the caller. To answer the call using the handset, pick up the handset. You may also answer the call on the speakerphone or headset by pressing the Answer softkey.

If you don't want to answer the call, you have several other options. Press the Send VM softkey to send the phone directly to voicemail, or press Ignore to disconnect the call.

To redirect the call to another extension, press the Transfer button and select or dial an extension to receive the call.

## **Placing an Outgoing Call**

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You may place outgoing calls using the handset, headset, or speakerphone.

To place a call using the handset, pick up the handset, listen for dial tone, dial the number, and press the green Dial softkey. To place a call using the speakerphone or headset, enter the number and press the speaker or headset buttons.

While dialing a number, you can press the red Delete or Cancel buttons to delete a digit or cancel the call. You may also press the Contacts button to select a number to dial from your contacts list.

## **Using the Redial key**

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Press the Redial key to redial the last number called. If the handset is on the cradle, the call will be placed using the speakerphone. Press the headset button to switch the call to the headset.

## **Placing a call on Hold**

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You can place a call on hold at any time by pressing the Hold button. When you place a call on hold, the party at the other end of the call will hear your system's "on hold" music or message.

While the call is on hold, you can use your phone to place an additional call or to transfer the held call to

another extension or external number. To retrieve a held call, press the hold button a second time or press the Resume softkey.

## **Transferring Calls**

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There are two methods you can use to transfer a call to a third party. They are called blind transfer and attended transfer.

A blind transfer immediately sends the call to the third party, and the call will appear to be coming from the originating number. This is most useful when you receive a call that was intended for another employee at your company.

An attended transfer places the first call on hold while you make a second call. You can then converse with the person who will receive the call to let them know who is calling and the reason you are transferring the call to them.

To perform a blind transfer, press the transfer key, dial the destination number, and press the green Transfer softkey. The call will be immediately sent to the dialed number, and the Caller ID will show the name and number of the original party.

To perform an attended transfer, press the transfer key and dial the number of the third party. When the person answers, explain the reason for the call, and press the green Transfer softkey.

## **Making a Conference Call**

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Your phone has three-way conference calling. This feature allows you to connect three parties together into a conference call.

To set up a conference call, follow these steps:

1. While you are engaged in a call, press the Conference softkey. The call will be placed on hold, and the person at the other end of the call will hear your system's on-hold music or message.
2. Dial the number of the third party you wish to add to the call. You may dial the number on the keypad, or you can press the Contacts button to choose a number from your contacts list. Press the green Dial softkey.

3. When the called party answers, you may converse privately with them to explain that you are setting up a conference call. Press the Conference softkey to begin the conference call.

Once the call begins, you can press the Split softkey to split the conference into two separate calls, or you can press the End Call softkey to end the call.

## **Reviewing the Call Log**

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Your phone keeps a record of all calls, including missed calls, dialed calls, and received calls. To review the call log, press the Call Log softkey. You can scroll up and down the list of calls using the keypad. If you want to call one of the numbers in the log, press the green Dial softkey.

The Filter softkey lets you choose which type of calls you want to see. For example, press select Dialed calls to see outgoing calls only. To see detailed information about a call, select the call using the keypad and press the Details softkey.

## **Using the Mute Feature**

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While you are engaged in a call, you may find it necessary to mute your phone's microphone. The Mute feature allows you to turn off your microphone so that the person at the other end of the call can't hear you, but you will still be able to hear them.

To mute a call, press the Mute button. The button will glow red, and an icon at the top of the screen will indicate that the call is muted. To turn muting off, press the Mute button a second time.

## **Retrieving your Voicemail**

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When you receive a voicemail message, the indicator light on your phone blink red, and a voicemail indicator will display in the center part of the screen.

There are several ways to retrieve your voicemail messages, but the easiest way is to press the messages button on your phone. When you press the messages button, you will see a list of voicemail messages, with the newest message at the top of the screen.

Use the up and down arrows on the keypad to select a message to hear, then press the Play icon to listen to the message. You may also press the green Call Back button to return the call.

## The Contacts Application

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The contacts application provides fast access to your contacts list. To see the contacts list, press the Contacts softkey from the main phone screen, or choose Contacts from the Applications menu.

To dial a contact from the list, use the up and down arrows to scroll through the list of contacts. When you find the one you want, press the Check key in the center of the keypad, or press the green Dial softkey.

If you want to leave a voicemail for another user without first calling their phone, press the green Dial VM softkey instead of the Dial softkey.

The Show softkey displays a list of additional actions you can take from the Contacts list. Selecting Monitor allows you to listen in on the other extension, and selecting Intercom starts an intercom call with the other party.

## Set and Change Your Status

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Your phone has a status setting that determines how you appear to other users on your system, and it also determines how your phone handles incoming calls.

Normally, your phone is in “available” mode, which means that you are present and able to receive calls. You can change the phone status by pressing the Status softkey. The available settings are:

- Available
- Available – Home Office
- Away with Customer
- Away – Lunch
- Prefer Chat
- Extended Away
- Extended Away – Vacation
- Do Not Disturb

When you select a mode, your phone’s icon will change to let other users on the system that you are away or not answering.

## Parking & Retrieving Calls

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The Call Park feature places a call on hold in a virtual parking spot. You or another user can retrieve the call from another extension. To park a call, press the green Park button while you are engaged in a call. Your phone will display a message with the extension number to dial to pick up the call. You or another user can dial this number from any extension on your system to retrieve the call.

If you forget the parked extension number, you can press More and then press Parked calls to see a list of all parked calls.

## The Applications Menu

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The Applications Menu allows you to get to commonly-used tasks with one or two keypresses. You can reach the Applications Menu by pressing the Check key and selecting Applications from the main menu. You can also press the More softkey to get to the main menu, and then select applications from the main menu.

There are seven items on the Applications menu:

- Call Log
- Forward Calls
- Contacts
- Parked Calls
- Queues
- Status
- Voicemail

Each of these items can be reached by other means. For example, Voicemail can be reached by pressing the voicemail button in the left row of keys.

The Applications menu helps simplify the operation of your phone by putting all of these functions in one place.

## Setting your Preferences

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Your phone is highly customizable. The Preferences menu allows you to change settings and preferences for the display screen, the time and date format, the ringtone and volume, and your answering preferences.

**Display Settings:** Use this screen to change the brightness and dimming settings for the display. You can also turn the missed call indicator on and off.

**Localization Settings:** Use this menu to change the language, time zone, time display format on the screen.

**Sound Settings:** From this screen, you can choose the ringtone to use. You can also set the volume for the ringer, speaker, handset, and headset. Two additional options let you reset the volume settings after each call and turn the call waiting tone on or off.

**Call Answering:** The options in this section only affect operation with a headset.

If Headset answer is on, incoming calls can be answered using the call button on the headset.

The Electronic Hook Switch setting may be required for use with some older headsets.

The Ring Headset only setting turns off the ringer on the phone, so that incoming calls only ring in the headset and not on the speaker.