

Sangoma

P370 IP Phone



P370 IP Phones

Deliver a sleek desktop presence for the executive user with a large 7.0" 800×1280 color IPS touchscreen display.

It includes high-definition audio, unprecedented plug-and-play deployment, and advanced built-in applications that include voicemail, call log, contacts, phone status, user presence, parking, and more.

Sangoma's P-Series phones are the only phones compatible across **Sangoma's** entire communications as a service portfolio line, further enhancing their value.

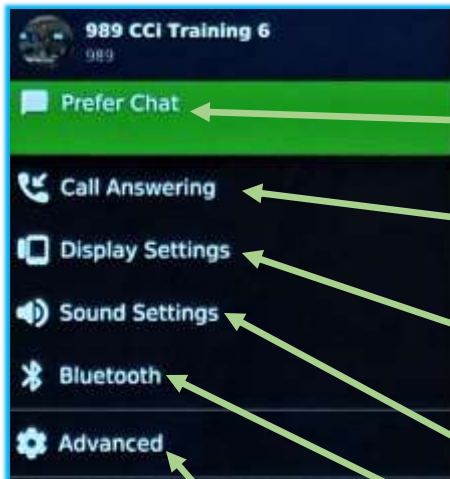


Sangoma P370 *Features*



Navigation Drawer

Tap the  icon on the top left of screen or swipe from *Left* to *Right* on screen to open the **Navigation Drawer**.



Current Status: Tap to open Status window and change status.

Call Answering: Headset Answer / Ring Headset Only / Display Call Pickup Notices / Prefer Dial Pad Over Incoming Call

Display Settings: Screen Brightness / Backlight Dimming / Display Missed Calls / etc.

Sound Settings: Select Ringtone / Ring Volume / Device Volume

Advanced: Restart Phone / Reconfigure Phone / Factory Default Phone

Bluetooth: Pair wireless device to become desk phone headset. Pairs with most company brands.

Status

Tap the **Status** icon on top right of screen next to your Extension name.

989 CCI Training 6

It will open a list of your extension's statuses. Tap a **Status** to place yourself into it.



Tool Bar

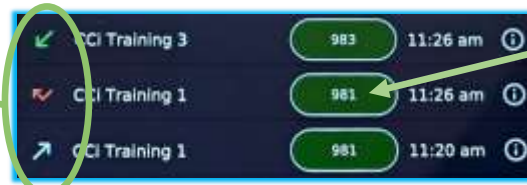




Call Log

Tap to see your Call History.

Incoming, Outgoing, or Missed Call



Tap to call **Contact**.

Tap for **Details** of Call

Filter your search by Tapping **All**, **Missed**, **Dialed**, or **Received**.



Voicemail

Depending on your company's voicemail setup, you may hear an *auto attendant* prompt you to enter your Voicemail password. You can then listen to your voicemail in the classic way.

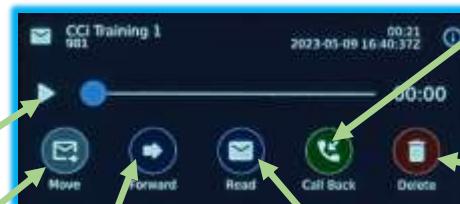
This guide showcases how to access **Visual Voicemails**.

New voicemails are shown with **Caller ID**, **Date & Time**, and **Length** of VM. Tap to open.



Play VM.

Move VM to another Folder.



Call Contact Back.

Delete VM.

Forward VM to coworker's VM.

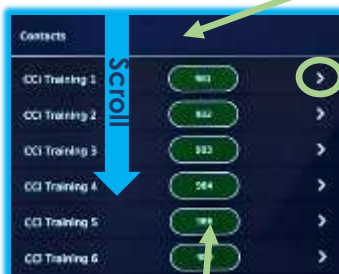
Mark VM as **Read** or **Unread**.



Contacts

Tap to open your list of Business Contacts.

Contacts are listed in **Alphabetical** order. Scroll down screen to find a Contact.



Tap to open External Contact's info or Coworker's **Call Card**.

Tap to perform listed action.

(Depending on permissions allowed by your administrator, not all actions may be available)

Tap to **Call** Contact.





Favorites

Using your **Switchvox User Portal**, you can assign up to 100 "Favorites". Contacts (*Internal or External*) that you speak to on a frequent basis can be quickly accessed without entering in their contact number.

See if coworkers are busy on the phone!
Solid **Green** – They are **ON** phone.
Blinking **Green** – Their phone is **Ringing**.
Blinking **Red** – They are on **Hold**.

Press and **HOLD** a Rapid Dial to bring up the Contact's **Call Card**.



Tap to **Call** Contact.

See coworkers' **Statuses**.



Parked Calls

Tap to access calls that have been parked by yourself or coworkers.

Caller ID (if applicable) of person on hold.



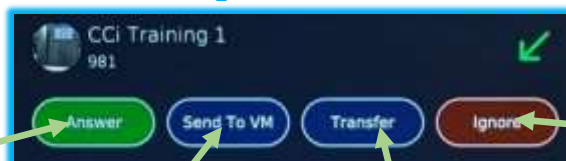
Extension of **Parked Call**. Tap to answer or dial extension to answer.



Call Operations



Incoming Calls



Answer Call.

Send caller directly to your **Voicemail**.

Transfer Caller while phone is ringing.

Stops desk phone from ringing. Caller still hears ring until your VM.

During a Call



Hold

Place caller on **HOLD**. Press **Resume** to get back to caller.

Conference

Start a 3-Way call. When pressed, the first caller will be placed on **Hold**. You can then access your **Contacts**, enter the number on the **Keypad**, or press a **Favorite** (*Rapid Dial*) to conference in the additional caller you want.

First caller on **Hold** after pressing **Conference**

Second caller after they answer your call.

When the second caller answers the phone, press **Complete** to add them to the call.



Both callers are now in 1 call box. You are now on a 3-way call.

Press **Split** to separate both callers back into two, separate call boxes.



You can now resume with each caller individually by tapping their individual **Call Window** and pressing **Resume**

Conference them back in by pressing **Conference** on the first Call Window and **Complete** on the other!

Transfer

Initiates the Transfer process. It places the caller on **HOLD** while you access the contact you would like to transfer to.

You can choose the transfer recipient by:

Using the Keypad.

Once recipient's # is entered...



Press to **Warm** Transfer.
[Attended]
(You call recipient before you transfer call)

Press to **Cold** Transfer.
[Blind]
(Automatically transfers call to recipient)



Recipient **confirms** transfer: Press **Complete**
Recipient **denies** transfer: Press **End** to get back to caller.

Using Contacts.

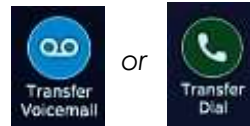
Once recipient is found in Contacts...



Press to call recipient then press **Complete** to transfer.

Press to open recipient's **Call Card**

You can choose:



Park

Parks the Call (see "Parked Calls")

End

Ends Call