Sangoma PHON-S505

Sangoma s505 VoIP Phone User Manual

Model: PHON-S505

1. INTRODUCTION

The Sangoma s505 Enterprise IP Phone is a robust and feature-rich Voice over IP (VoIP) telephone designed for business environments. It offers high-definition audio, a full-color display, and advanced call management features to enhance communication efficiency.

1.1 Key Features

- 4 SIP Accounts
- Full duplex speaker phone
- 3.5 inch full color display
- 28 programmable soft keys
- Dual Gigabit Ethernet ports

1.2 Package Contents

Before proceeding with the setup, please verify that all items are present in your package:

- Sangoma s505 IP Phone unit
- Handset and Handset Cord
- Ethernet Cable
- Phone Stand
- (Optional) AC Power Adapter (sold separately)

Figure 1: Sangoma s505 VoIP Phone. This image displays the front of the phone, highlighting its 3.5-inch color display, numerical keypad, navigation buttons, and programmable soft keys. The handset is visible on the left side.

2. INITIAL SETUP

2.1 Assembling the Phone

1. Attach the phone stand to the back of the phone unit.
2. Connect the coiled handset cord to the handset jack on the phone unit.
3. Connect the other end of the coiled handset cord to the handset.

2.2 Connecting to Network and Power

The Sangoma s505 supports Power over Ethernet (PoE) or an optional AC power adapter.

- **PoE Connection:** Connect one end of the Ethernet cable to the LAN port on the phone and the other end to a PoE-enabled network switch or router. The phone will power on automatically.
- **AC Power Adapter (Sold Separately):** If PoE is not available, connect the AC power adapter to the power jack on

the phone and plug it into a power outlet. Then, connect one end of the Ethernet cable to the LAN port on the phone and the other end to your network switch or router.

Once connected, the phone will begin its boot-up sequence. This may take a few minutes.

3. OPERATING THE PHONE

3.1 Display Overview

The 3.5-inch full-color display provides essential information and navigation options. As seen in Figure 1, the display shows:

- **Date and Time:** Located at the top of the screen (e.g., "12-08-2015 13:04 PM").
- **Line Status:** Displays the status of your SIP accounts (e.g., "5009").
- **Soft Key Labels:** Context-sensitive labels above the programmable soft keys (e.g., "Call Fo..", "Confer..", "Contacts", "History", "Directory", "DND", "Menu").
- **Navigation Indicators:** Page numbers (e.g., "1 2 3") for additional soft key functions.

3.2 Basic Call Functions

- **Making a Call:**

  1. Pick up the handset or press the Speakerphone button**(speaker icon)**.
  2. Dial the desired number using the keypad.
  3. Press the "Dial" soft key or wait for the call to connect.

- **Answering a Call:**

  - When the phone rings, pick up the handset or press the Speakerphone buttor**(speaker icon)**.
  - Alternatively, press the "Answer" soft key.

- **Ending a Call:** Hang up the handset or press the Speakerphone button**(speaker icon)**.
- **Mute:** Press the Mute button **(microphone with slash icon)** during a call to mute your microphone. Press again to unmute.
- **Volume Adjustment:** Use the Volume buttons**(+ / -)** to adjust the handset, headset, or speakerphone volume during a call, or the ringer volume when idle.

3.3 Navigation and Soft Keys

The s505 features a central navigation cluster and programmable soft keys:

- **Navigation Keys:** Use the Up, Down, Left, and Right arrows around the central "OK" button to navigate through menus and lists on the display.
- **Programmable Soft Keys:** The 28 programmable soft keys (buttons next to the display) change their function based on the phone's current state. Their current function is indicated by the labels on the display directly above them. Common functions include "History", "Directory", "DND" (Do Not Disturb), and "Menu".
- **Menu Button:** Press the "Menu" soft key to access the phone's main settings and configuration options.
- **Directory Button:** Press the "Directory" soft key to access your phone's contact list.

4. MAINTENANCE AND CARE

To ensure the longevity and optimal performance of your Sangoma s505 IP Phone, follow these simple maintenance

guidelines:

- **Cleaning:** Use a soft, dry, lint-free cloth to clean the phone's surface and display. For stubborn marks, slightly dampen the cloth with water. Avoid using harsh chemicals, abrasive cleaners, or solvents, as these can damage the phone's finish and screen.
- **Environment:** Keep the phone away from excessive heat sources, direct sunlight, and moisture. Ensure it is placed on a stable, flat surface to prevent accidental falls.
- **Cables:** Periodically check all connected cables (handset, Ethernet, power) for any signs of wear or damage. Replace damaged cables immediately.

5. TROUBLESHOOTING

This section addresses common issues you might encounter with your Sangoma s505 IP Phone.

Problem	Possible Cause	Solution
Phone does not power on.	No power from PoE switch or AC adapter.	- Ensure Ethernet cable is securely connected to a PoE-enabled port. - If using AC adapter, ensure it is properly connected and the power outlet is functional. - Try a different Ethernet cable or power outlet.
No dial tone.	Network connectivity issue or SIP registration failure.	- Check network cable connection. - Verify network settings on the phone (IP address, subnet mask, gateway). - Contact your VoIP service provider or IT administrator to confirm SIP account registration. - Reboot the phone.
Poor audio quality (static, muffled).	Network congestion, faulty cable, or handset/headset issue.	- Ensure a stable internet connection with sufficient bandwidth. - Check handset and headset connections. - Try a different handset or headset if available. - Reduce background noise.
Display is blank or frozen.	Software issue or power problem.	- Perform a power cycle: Disconnect power (Ethernet or AC adapter) for 10 seconds, then reconnect. - If the issue persists, contact support.

6. SPECIFICATIONS

Feature	Detail
Model Number	PHON-S505
Product Dimensions (L x W x H)	9 x 4 x 10 inches
Item Weight	2.85 pounds
Display	3.5 inch full color display

Feature	Detail
Power Source	Power over Ethernet (PoE) or AC Adapter (sold separately)
SIP Accounts	4
Programmable Keys	28
Ethernet Ports	Dual Gigabit Ethernet

7. WARRANTY AND SUPPORT

7.1 Product Warranty

Sangoma products are covered by a limited warranty. For specific warranty terms and conditions, please refer to the warranty card included with your product or visit the official Sangoma website. Keep your proof of purchase for warranty claims.

7.2 Technical Support

If you encounter issues that cannot be resolved using the troubleshooting guide, or require further assistance, please contact Sangoma Technical Support. You can typically find support contact information (phone, email, or support portal) on the official Sangoma website:

- **Online Support:** Visit www.sangoma.com/support (or similar official support page).
- **Documentation:** Additional resources, FAQs, and firmware updates may be available on the Sangoma website.

When contacting support, please have your product model number (PHON-S505) and serial number ready.

Related Documents - PHON-S505

	Tapo Smart Wi-Fi Light Switch S505 Quick Start Guide & Installation Comprehensive guide for the Tapo Smart Wi-Fi Light Switch (Model S505). Includes step-by-step wiring instructions, app setup, Matter integration, LED status, specifications, and essential safety precautions from TP-Link.
	Sangoma P370 IP Phone - Documentation and Overview Comprehensive documentation for the Sangoma P370 IP Phone, covering its features, controls, setup resources, licensing, warranty, and compliance information. Learn about headset, speaker, mute, and volume functions.

	[Sangoma P310 and P315 Phones Quick Start Guide](#) A quick start guide for the Sangoma P310 and P315 phones, covering features like conference calls, contacts, dialing, holding calls, transfers, and voicemail.
	[Sangoma Cloud Terms of Service: A Comprehensive Guide](#) Explore the Sangoma Cloud Terms of Service, covering essential definitions, service provisions, billing, and usage policies for Sangoma's communication solutions like PBXact Cloud and SIPStation.
	[Tapo S505 Smart Wi-Fi Light Switch Quick Start Guide	TP-Link](#) Get started with your TP-Link Tapo S505 Smart Wi-Fi Light Switch. This guide covers wiring, app setup, Matter integration, and safety instructions for easy installation and use.
	[Sangoma P-Series IP Phones User Guide](#) A comprehensive user guide for Sangoma P-Series IP Phones, covering setup, configuration, features, and troubleshooting for models P310, P315, P320, P325, P330, P370, and the PM200 Attendant Console.

Documents - Sangoma – PHON-S505

[Sangoma IP Phone S505 - Mid-Level IP Phone Specifications](#)
Detailed specifications for the Sangoma IP Phone S505, a mid-level IP phone featuring a 3.5-inch color screen, 35 programmable softkeys, 4 SIP accounts, Gigabit Ethernet, and Power over Ethernet support.
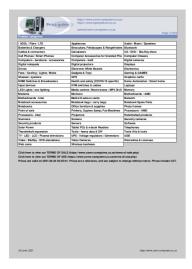lang: score:37 filesize: 241.5 K page_count: 1 document date: 2025-07-17

[Laptop Direct & ComX Computers Price Guide](#)

Explore the comprehensive price guide from Laptop Direct & ComX Computers, featuring a wide array of products including electronics, appliances, and accessories. Find detailed product information and pricing.
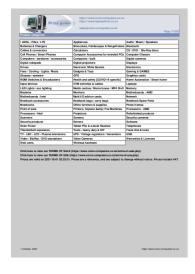
lang:en score:17 filesize: 7.37 M page_count: 2083 document date: 2023-07-20

[ComX-Computers & LaptopDirect Product Price Guide](#)

A comprehensive listing of products, prices, and descriptions from ComX-Computers and LaptopDirect, including various electronics, home appliances, and accessories. Valid as of June 30, 2021.

lang:en score:10 filesize: 4.66 M page_count: 1444 document date: 2021-06-30

[ComX Computers & Laptopdirect.co.za Price Guide: Electronics, Appliances, and Computer Hardware](#)

Explore the extensive price list from ComX Computers and Laptopdirect.co.za, featuring a wide selection of electronics, computer components, appliances, audio devices, and home goods. Find product details and pricing for numerous brands.

lang:en score:9 filesize: 4.84 M page_count: 1503 document date: 2021-10-01