

## Sangoma 1TELP320LF

# Sangoma P320 IP Phone User Manual

Model: 1TELP320LF

### INTRODUCTION

The Sangoma P320 MidRange IP Phone is engineered for superior communication quality and operational efficiency. It features a vibrant 4.3-inch (480 x 272 pixel) backlit color IPS LCD display, providing clear visual feedback. Equipped with a full-duplex HD speakerphone and advanced echo cancellation, the P320 ensures crystal-clear audio for all your conversations. Its Gigabit Ethernet connectivity guarantees fast and reliable network performance, making it an ideal choice for integration with Sangoma's comprehensive Unified Communications portfolio, including Switchvox. This manual provides detailed instructions for setting up, operating, and maintaining your Sangoma P320 IP Phone, ensuring you get the most out of its advanced features.

### PHYSICAL FEATURES



*Figure 1: Front view of the Sangoma P320 IP Phone.*

This image displays the Sangoma P320 IP Phone in black, featuring its handset on the left, a large color display on the right, a numeric keypad, and various function buttons arranged around the display and keypad. The display shows the Sangoma logo and a loading bar, indicating its operational status.

The Sangoma P320 IP Phone is designed with user-friendly physical features for intuitive operation:

- **Handset:** Ergonomically designed for comfortable long calls.
- **Display:** A 4.3-inch backlit color IPS LCD display (480 x 272 pixels) provides clear information and navigation.
- **Programmable Line Keys:** Multiple keys adjacent to the display for line appearances or custom functions.
- **Navigation Cluster:** Centralized directional pad with an OK/Select button for menu navigation.
- **Numeric Keypad:** Standard 0-9 keys, asterisk (\*), and pound (#) for dialing.
- **Function Keys:** Dedicated buttons for common features such as speakerphone, mute, headset, volume control, and message waiting indicator.
- **Ports:** Rear ports include Ethernet LAN, PC Port (Gigabit), and Power Port (12 Volt 1.6A DC).

## SETUP

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Follow these steps to set up your Sangoma P320 IP Phone:

1. **Connect the Handset:** Plug the coiled cord from the handset into the handset port on the side of the phone base.
2. **Connect to Network:** Connect an Ethernet cable from your network switch or router to the *LAN* port on the back of the phone. The P320 supports Gigabit Ethernet (1000 Mbps).
3. **Connect to PC (Optional):** If you wish to connect a computer through the phone, connect an Ethernet cable from your PC to the *PC* port on the back of the phone. This port also supports Gigabit Ethernet.
4. **Connect Power:** Plug the power adapter (not always included, check packaging) into the *12 Volt 1.6A DC* power port on the back of the phone, then plug the adapter into a power outlet. The phone will begin its boot-up sequence.
5. **Initial Boot-up:** The phone will display the Sangoma logo and a loading bar. Once booted, it will attempt to obtain network settings and register with your VoIP system. This process may take a few moments.

For network configuration and system registration, please refer to your VoIP system administrator or the specific documentation for your Sangoma Unified Communications platform (e.g., Switchvox, FreePBX).

## OPERATING INSTRUCTIONS

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### Making and Receiving Calls

- **To Make a Call:** Pick up the handset, press the speakerphone button, or press a line key. Dial the number using the numeric keypad and press the *Dial* soft key or wait for auto-dial.
- **To Answer a Call:** Pick up the handset, press the speakerphone button, or press the flashing line key.
- **To End a Call:** Hang up the handset, or press the *End Call* soft key or speakerphone button.

### Call Features

- **Hold:** During an active call, press the *Hold* soft key. Press the flashing line key again to resume the call.
- **Transfer:** During an active call, press the *Transfer* soft key. Dial the number to transfer to, then press the *Transfer* soft key again (for blind transfer) or wait for the party to answer and then press *Transfer* (for attended transfer).
- **Conference Call:** The P320 supports 4-way conference calls. During an active call, press the *Conference* soft key. Dial the number of the next participant and press *Dial*. Once connected, press the *Conference* soft key again to join all parties. Repeat for additional participants.
- **Mute:** Press the *Mute* button to mute your microphone during a call. Press again to unmute.
- **Volume Control:** Use the volume up/down buttons to adjust the handset, headset, or speakerphone volume during a call, or ringer volume when idle.

### Programmable Keys

The Sangoma P320 features programmable line and function keys. These keys can be configured for various purposes such as speed dials, busy lamp fields (BLF), or specific feature access. Configuration is typically managed through your VoIP system's administration interface (e.g., FreePBX DPMA), allowing for global or per-user customization.

## MAINTENANCE

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To ensure the longevity and optimal performance of your Sangoma P320 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 abrasive cleaners, solvents, or aerosol sprays, as these can damage the

phone's finish and internal components.

- **Environment:** Keep the phone in a dry environment, away from direct sunlight, excessive heat, and moisture. Do not expose the phone to liquids.
- **Handling:** Handle the phone with care. Avoid dropping it or subjecting it to strong impacts.
- **Cables:** Periodically check all connected cables (handset, Ethernet, power) to ensure they are securely plugged in and free from damage.

## TROUBLESHOOTING

If you encounter issues with your Sangoma P320 IP Phone, try the following troubleshooting steps:

- **No Power/Display Off:**
  - Ensure the power adapter is securely plugged into the phone and a working electrical outlet.
  - If using Power over Ethernet (PoE), ensure your network switch or injector is providing PoE and the Ethernet cable is properly connected to the LAN port.
- **No Dial Tone/Cannot Make Calls:**
  - Check the Ethernet cable connection to the LAN port.
  - Verify that the phone has successfully registered with your VoIP system (check the display for registration status).
  - Restart the phone by unplugging and re-plugging the power cable or Ethernet cable (if using PoE).
  - Confirm network connectivity (e.g., can other devices on the same network access the internet?).
- **Poor Audio Quality (Echo, Static):**
  - Ensure the handset cord is securely connected.
  - Check your network connection for stability and bandwidth.
  - Adjust the volume using the volume buttons.
- **Keys Not Responding:**
  - Restart the phone.
  - Ensure no debris is lodged under the keys.

If the issue persists after attempting these steps, please contact your IT administrator or Sangoma support for further assistance.

## SPECIFICATIONS

Feature	Detail
Display	4.3 inch (480 x 272 pixel) backlit color IPS LCD
Ethernet LAN and PC Port	1000 Mbps (Gigabit)
Power Port	12 Volt 1.6A DC
Weight	3.05 pounds (1.39 Kilograms)
Package Dimensions	12.6 x 9.13 x 3.5 inches

