WELCOME
GUIDE

Sonictel T4 Series Telephone Sets

Welcome to the Cloud! Thank you for choosing Sonictel as your managed service provider. This manual will guide you through the initial setup & teach you the basic functions of your new enterprise phone system.

BASIC CALL FEATURES

PLACING A CALL

Using the handset:
1. Pick up the handset
2. Enter the number, and then press the **SEND** soft key

Using the speakerphone:
1. With the handset on-hook, press 🔊
2. Enter the number, and then press the **SEND** soft key

Using the headset:
1. With the headset connected, press to 🎧 to activate the headset mode
2. Enter the number, and then press the **SEND** soft key

*Note: During a call, you can alternate between the headset, hands-free speakerphone and headset modes by pressing the **Headset** key, **Speakerphone** key or by picking up the handset. Headset mode requires a connected headset*

ANSWERING A CALL

Using the handset:
Pick up the handset

Using the speakerphone:
Press 🔊

Using the headset:
Press 🎧

*Note: You can ignore an incoming call by pressing the **REJECT** soft key.*

ENDING A CALL

Using the handset:
Hang up on the handset or press the **CANCEL** soft key

Using the speakerphone:
Press 🔊 or the **CANCEL** soft key

Using the headset:
Press the **CANCEL** soft key

REDIAL

Press 🔄 to enter the placed call list, press 🔼 or 🔽 to select the desired entry, and then press 🔄 or the **SEND** soft key

Press 🔄 twice when the phone is idle to dial out the last dialed number

CALL MUTE & UN-MUTE

Press 🔇 to mute the microphone during a call

Press 🔇 again the un-mute the call

INTERCOM (HFAI - Hands Free Answer over Intercom)

To perform a private intercom:

    1. Enter the extension number, and then press the **SEND** soft key

To perform a direct announce intercom:

    1. Enter 99 followed by the extension number, and then press the **SEND** soft key

*Note: To intercom using handset/speakerphone/headset, refer to **Placing a Call** above.*

CALL HOLD & RESUME

Note: Only applicable when a call is active on your extension

To place a call on exclusive hold:

    Press the **HOLD** soft key during an active call

To resume the call, do one of the following:

    If there is only one call on hold, press the **RESUME** soft key

    If there is more than one call on hold, press 🔼 or 🔽

To place a call on company wide hold = PARK

    Press an available **PARK** key during an active call

To resume the call:

    Press the PARK key associated with the parked call, the line key will be denoted by a steady red LED

CALL TRANSFER

You can transfer a call in the following ways:

Blind Transfer

    1. Press the **TRAN** soft key during an active call. The call is placed on hold

    2. Enter the number you want to transfer to

    3. Press the **BTRAN** soft key

Attendant Transfer

    1. Press the **TRAN** soft key during an active call. The call is placed on hold

    2. Enter the number you want to transfer to, press the **SEND** key

    3. Press the **TRAN** soft key after consulting with the second party

Transfer to Voicemail

    1. Press the **TRAN** soft key during an active call. The call is placed on hold

    2. Enter 7 followed by the mailbox number you want to transfer to

    3. Press the **TRAN** soft key

CALL FORWARD

To enable call forward:

1. Press the **MENU** soft key when the phone is idle, and then select **Features > Call Forward**
2. Select the desired forward type:

    Always Forward - Incoming calls are forwarded unconditionally
    Busy Forward - Incoming calls are forwarded when the phone is busy
    No Answer Forward - Incoming calls are forwarded if not answered after a period of time

3. Enter the number you want to forward to. For No Answer Forward, press ◀ or ▶ to select the desired ring time to wait before forwarding
4. Press the **SAVE** soft key to accept the change

CALL CONFERENCE

1. Press the **CONF** soft key during an active call. The call is placed on hold
2. Enter the number of the second party, and then press the Send soft key
3. Press the **CONF** soft key again when the second party answers. All parties are now joined in the conference

Press the **END CALL** soft key to disconnect all parties

VOICE MESSAGE

Configuring your voice mailbox:

1. Press the ✉ key OR dial Extension 5000
2. The default password for your mailbox is _____.
3. Record your name when prompted
4. Record your greeting when prompted
5. Press 5 for options
6. Press 1 to change your password

To listen to voice messages:

1. Press the ✉ key OR dial Extension 5000
2. Press 1 to access your voicemail messages

CALL HISTORY

1. Press the **HISTORY** soft key when the phone is idle, press ▲ or ▼ to scroll through the list
2. Select an entry from the list, you can do the following:

    Press the **SEND** soft key to place a call
    Press the **DELETE** soft key to delete the entry from the list

If you press the **OPTION** soft key, you can also do the following
>Select **DETAIL** to view the detailed information about the entry
>Select **ADD TO CONTACT** to add the entry to the local directory
>Select **ADD TO BLACKLIST** to add the entry to the blacklist
>Select **DELETE ALL** to delete all entries from the list

CONTACT DIRECTORY

To add a contact:
>1. Press the **DIRECTORY** soft key when the handset is off the hook, and then select the desired group
>2. Press the **ADD** soft key to add a contact
>3. Enter a unique contact name in the **NAME** field and contact numbers in the corresponding fields
>4. Press the **ADD** soft key to accept the change

To edit a contact:
>1. Press the **DIRECTORY** soft key when the phone is idle, and then select the desired group
>2. Press ⬆ or ⬇ to select the desired contact, press the **OPTION** soft key and then select **DETAIL** from the prompt list
>3. Edit the contact information
>4. Press the **SAVE** soft key to accept the change

To delete a contact:
>1. Press the **DIRECTORY** soft key when the phone is idle, and then select the desired group
>2. Press ⬆ or ⬇ to select the desired contact, press the **OPTION** soft key and then select **DELETE** from the prompt list
>3. Press the **OK** soft key when the LCD screen prompts "Delete Selected Item?"

Note: You can add contacts from the call history easily. For more information, refer to Call History above.

VOLUME ADJUSTMENT

Press the [− ▭ +] during a call to adjust the receiver volume of the handset/speakerphone/headset

Press [− ▭ +] when the phone is idle to adjust the ringer volume

RING TONES

>1. Press the **MENU** soft key when the phone is idle, and then select
>**Settings > Basic Settings > Sound > Ring Tones**
>2. Press ⬆ or ⬇ to select the desired ring tone
>3. Press the **SAVE** soft key to accept the change

PERSONAL USER INFORMATION

Name _____

Extension _____

Mailbox _____

    Mailbox Password _____

    New Mailbox Password _____

General Mailbox _____

    General Mailbox Password _____

Agent ID _____

SONICTEL PORTAL INFORMATION

To access the Sonictel portal:

    1. Navigate to pbx.sonictel.io

    2. Username _____

    3. Password _____

NOTES

Thank you for choosing Sonictel for your Telecom needs!

If you require additional assistance after reading through this user guide, please contact your Sonictel Support team at 1.844.SONICTEL, Option 3 or open up a trouble ticket by sending an email with an explanation of the issue that you're having to help@sonictel.com

Note: The best way to reach us for service requests and updates is to email help@sonictel.com

For more information on our products and services please visit us on the web at www.sonictel.com

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