

Prerequisites on your Mobile Phone

1. Sangoma Talk app downloaded.
2. Access to the email associated with your Business Voice / Business Voice+ phone extension.

Setup

1. You will receive an email from Sangoma.
2. Click the 1st link in the email to download the app.
3. Click the 2nd link in the email for easy setup.
4. You can now get started with the Sangoma Talk app!

Making Calls



Favorites/Quickdial – Lets you define the contacts you use frequently. You can see if they are on the phone or not using the Busy Lamp Field. Tap a contact from Quickdial.

History – Tap a contact name, or tap its Info Icon to see the call details and dial from there.

Keypad – Enter an extension or phone number, then tap the CALL icon. Also use the Keypad while on a call, to enter numbers.

Contacts – are your entries from **Features > My External Contacts**, plus all of the included contacts that your Administrator has included. Find the contact, then tap either Dial or Dial VM.

Receiving Calls

Accept – Answer the incoming call.

Decline – Stop ringing and use the next call rule.

End and Accept – End the current call and Answer the new call.

Hold and Accept – Hold the current call and Answer the new call.

Call Toolbar



Home – Return to the homescreen during a call.

Mute – Mute the microphone. Tap Unmute to take the caller off mute.

Audio – Change your audio settings to speaker, or headphones or bluetooth device if you have a device connected.

Video – One-to-one video calls (**coming soon**). (Use Sangoma Meet for video conferencing)

Handling Calls

Hold – Put call on hold. Tap Resume to resume the call.

Conference – To begin a three-way conference tap add call. Then dial or select a contact, then join. You can also split the conference to put the callers into two different calls again.

Transfer – Tap to put the existing call on hold. Dial or select a contact to send the caller to, ring that person.

Att. Transfer – Tap to put the existing call on hold. Dial or select a contact and speak to that person. Tap att. transfer again to connect the two callers.

Record – Begin an audio recording of a call. Retrieve recording in History.

End – Terminate a call.

Voicemail



In the keypad, tap the voicemail icon to dial the voicemail access extension and listen to your messages.

Sangoma Meet



Tap Meet to open Sangoma Meet for video conferencing and screen sharing (**coming soon**).

Note: This version of Sangoma Talk does not support BLF.