snom
VoIP phones

snom UC edition

User Guide

Using the snom 710/715/D715
with snom UC edition

TABLE OF CONTENTS

Copyright, Trademarks, GPL, Legal Disclaimers 4

Using the phone with snom UC Edition 5

Brief introduction to input modes and navigation 5

Entering numerals, letters, special characters, and symbols 5

Logon 6

Using extension number and PIN 6

Using SIP URI, domain\username, and password 7

Logoff 8

Getting to know your phone 9

Display layout 9

Context-sensitive function keys 9

Function keys 10

Call indicator 11

Message key 11

Rebooting the phone 11

Changing your Presence status 12

Speed dial keys 13

Using speed dial keys 13

Configuring speed dial keys 13

Calling Contacts and Address Book entries 14

Looking up Contacts 14

Address Book Search (ABS) 15

Transferring calls 16

What are the different transfer procedures? 16

Attended transfer 16

Unattended (blind) transfer 16

Safe unattended/blind transfer 16

Transfer cheat sheet 17

Attended transfer 18

Transferring calls to manually dialed numbers - attended 18

Transferring calls to speed dial numbers - attended 19

Transferring calls to Contacts - attended 20

Transferring calls to Directory lookup - attended 21

Unattended transfer 22
Transferring calls to manually dialed numbers - unattended 22
Transferring calls to speed dial numbers - unattended 23
Transferring calls to Contacts - unattended 24
Safe transfer 25
Transferring calls to manually dialed numbers safely 25
Transferring calls to speed dial numbers safely 26
Transferring calls to Contacts safely 27
Transferring calls directly to Voicemail 28
Parking calls and retrieving parked calls 29
Parking calls 29
Retrieving calls 29
Unretrieved calls ringing back 30
Call history 31
Looking up missed, received, and dialed calls 31
Looking up missed calls 31
Looking up received calls 31
Looking up dialed calls 32
Looking up parked calls 32
Hold 34
One call on hold 34
Holding multiple calls 34
Conference - spontaneous phone conference 36
Initiating a conference 36
Conference screen navigation 36
Adding a participant 36
Putting the conference on hold 37
Terminating the conference 37
Call forwarding 38
Turning call forwarding on 38
Turning call forwarding off 38
Settings menu 39

Copyright, Trademarks, GPL, Legal Disclaimers

© 2014 snom technology AG. All Rights Reserved.

snom, the names of snom products, and snom logos are trademarks owned by snom technology AG. Microsoft® and Lync™ are the property of Microsoft Corporation. All other product names and names of enterprises are the property of their respective owners.

Product specifications are subject to change without notice.

snom technology AG reserves the right to revise and change this document at any time, without being obliged to announce such revisions or changes beforehand or after the fact.

Texts, images, and illustrations and their arrangement in this document are subject to the protection of copyrights and other legal rights worldwide. Their use, reproduction, and transmittal to third parties without express written permission may result in legal proceedings in the criminal courts as well as civil courts.

When this document is made available on snom's web page, snom technology AG gives its permission to download and print copies of its content for the intended purpose of using it as a manual. No parts of this document may be altered, modified or used for commercial purposes without the express written consent of snom technology AG.

Although due care has been taken in the compilation and presentation of the information in this document, the data upon which it is based may have changed in the meantime. snom therefore disclaims all warranties and liability for the accurateness, completeness, and currentness of the information published, except in the case of intention or gross negligence on the part of snom or where liability arises due to binding legal provisions.

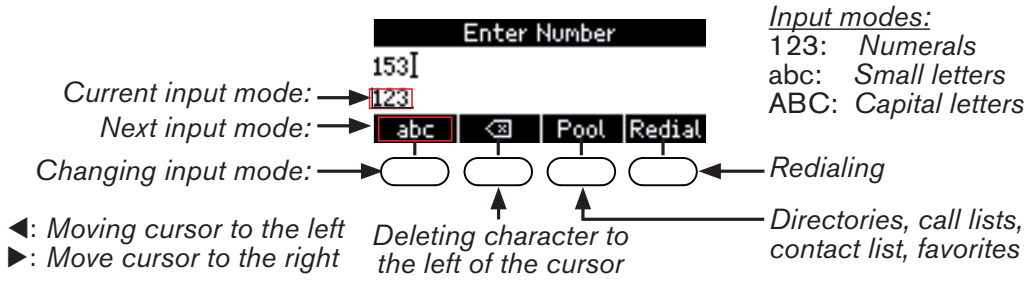
Our firmware includes some source code that may be used and modified by anyone and everyone under the GNU Public License (GPL), provided they, in turn, make it available to everyone else with the same licensing agreement. Please go to http://www.snom.com/en/support/download/gpl-open-source/ for the original GPL license and the source code of components licensed under GPL and used in snom products.

Using the phone with snom UC Edition

This guide describes the use of phones running snom UC Edition firmware version **8.8.3** and higher with Microsoft Lync™. As long as the phone is connected to your network and the Lync server, it will use the data in your Lync account, even when your computer is turned off or when you are not signed in to Lync on your PC.

For more information on setting up and connecting the hardware and for any other information not covered in this User Guide for UC Edition, please refer to the User Manuals which you can download from snom's web page at www.snom.com.

Brief introduction to input modes and navigation



The current input mode is indicated in the information line. Press the left function key underneath the display to switch to the input mode indicated by the symbol directly above it in the function key line.

Text in Information Line = current input mode	Press function key to switch to input mode indicated by symbol in Function Key Line
123	abc
abc	ABC
ABC	123

Entering numerals, letters, special characters, and symbols

When entering letters and special characters, pause briefly after each character until the cursor has moved forward so that you won't write over the last character you entered. Pausing is not necessary when entering numerals.

For more information, please refer to the User Manual.

Logon

The data you need to log on depends on the setup of your network and on the Lync server. After connecting the phone to your network, you will see a screen like the following:

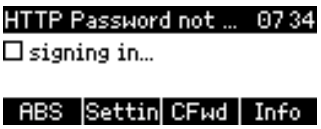
Using extension number and PIN

In the default configuration, the required login data is the extension number and the PIN.

1. Enter the extension number and press .

2. Enter the PIN and press .

3. If this login is successful, the phone will switch to the "signing in" screen and then show the idle screen with your Lync account.



4. If the login is unsuccessful, either because of a typo or because the network will not accept the data, the phone will start over at the prompt to press any key and then repeat the prompts for entering the extension and the PIN.

Using SIP URI, domain\username, and password

If the required data for the logon is SIP URI, domain\username, and password, you can switch to this logon method by pressing [×].

Entering special characters in letter mode:

- Press [1] once to enter the period ".".
- Press [1] three times to enter "@".
- Press [1] twelve times to enter the backslash "\".
- Use ⌫ to delete the character to the left of the prompt; use ◀ / ▶ to move the cursor to the left/right.

1. Enter the SIP URI and press [✓]. The format is "my.name@test.com".

2. Enter the domain\username and press [✓]. The format is "test\my.name".

3. Enter the password and press [✓].

4. If this login was successful, the phone will switch to the "signing in" screen and then show the idle screen with your Lync account. If the login is unsuccessful, either because of a typo or because the network will not accept the data, the phone will show the "Welcome" screen again and prompt you to enter the extension number and the PIN.

Logoff

1. Press the top of the navigation key to open the **Settings** menu.

2. Press 3 to open the **Identity** menu.

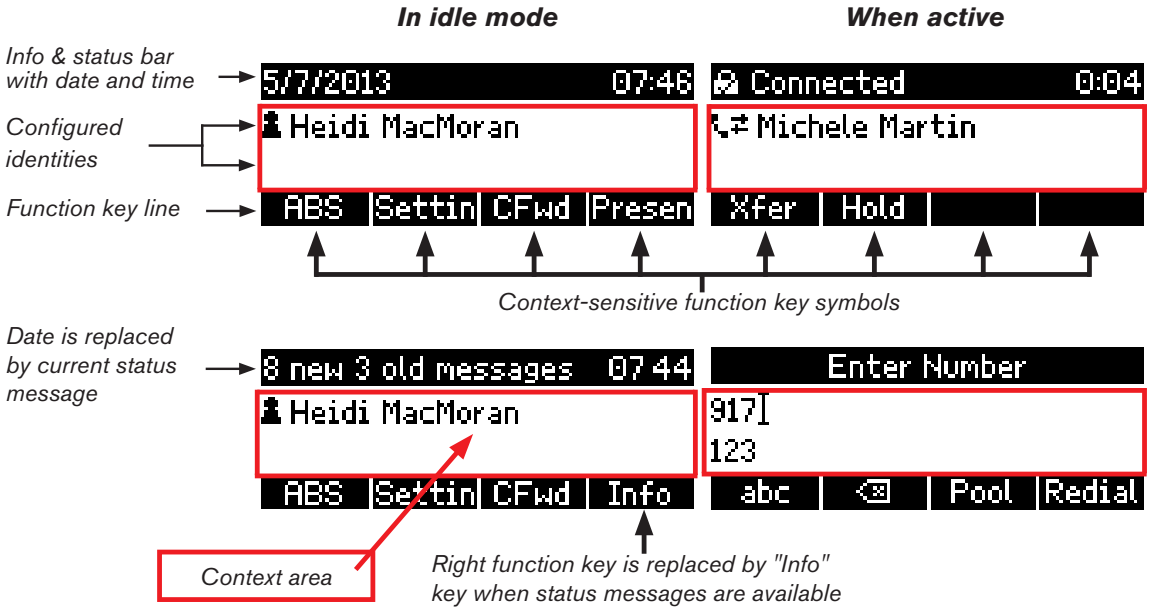
3. Press 4 to open **Logoff User** screen.

4. If there is more than one user logged in, use the top and bottom arrows ▲ / ▼ on the navigation key to select the one to be logged off.

5. Press ✓ to log off the user marked by the preceding arrow ▶. If you have changed your mind, press ✗ to exit without logging off.

Getting to know your phone

Display layout



Context-sensitive function keys

In the default configuration of the idle screen the four context-sensitive keys underneath the display have the following functions:

Contac Contacts. For more information, see "Looking up Contacts" on page 14.

ABS Directory search. For more information, see "Address Book Search (ABS)" on page 15.

CFwd noFwd Forwarding of all incoming calls (on/off). For more information, see "Call forwarding" on page 38.

Presen Overriding system presence indication and manually setting your presence state. For more information, see "Changing your Presence status" on page 12.

Fig. 1 *Fig. 2*

- When the phone has received new notifications, the presence icon in Fig. 1 is replaced by the status info icon Info (Fig. 2).
- To bring the presence icon back onscreen, press the function key underneath Info to open the status info screen.

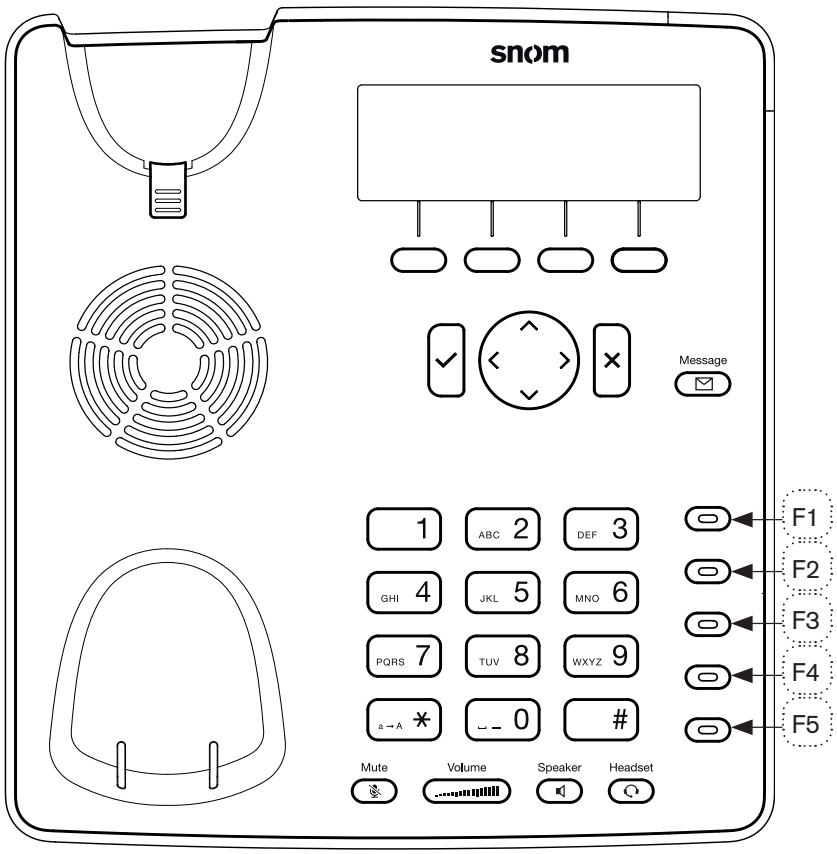
- Press Del to delete the selected item until the next reboot of the phone (Fig. 3 - 5, below).
- Removing the underlying cause of the notification, for example setting the admin password, will remove the notification for good.

Fig. 3

Fig. 4

Fig. 5

Function keys



In the UC Edition firmware, the default setting of all programmable function keys with LEDs is line. See "Settings menu" on page 39 for the list of functions that can be selected for each key. The above diagram shows the location of the keys on the phone; the numbers F1 to F5 correspond to the list of keys in the phone's **Preferences** menu, submenu **Fkeys**, fkeys 1 - 5.

Mapping speed dial on function keys: See "Speed dial keys" on page 13.

Call indicator

The bright-red LEDs situated around the upper right corner of the phone indicate incoming, ongoing, held, and missed calls. The LEDs will do one of the following:

- Blink rapidly when a call is coming in.
- Glow steadily when dialling, when in a call, and when a call is on hold.
- Blink slowly when there was a missed call.
  - Viewing the particulars of the missed call:

    Press the right arrow on the navigation key to view missed calls and simultaneously turn off the LED. For more information on call lists, see "Call history" on page 31.

  - Turning off the LEDs after a missed call without viewing the call history: Press .

Message key

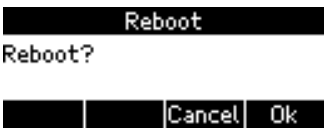
The symbol on the message key will show a bright red light when new messages are waiting to be retrieved. Press the key to retrieve messages.

For more information on the hardkeys, please refer to the snom 710 User Manual, chapter "Getting to know your phone".

Rebooting the phone

For some settings to take effect, you may to need to reboot the phone.

1. Press the top of the navigation key to open the **Settings** menu.
2. Press to open the **Maintenance** menu (press if your phone is running in administrator mode).
3. Press to open **Reboot?** screen, then to confirm and start rebooting.

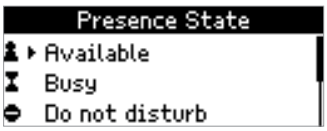


When the idle screen is back on the display, the reboot is complete.

Changing your Presence status

You can manually change the Presence status signaled by the system to one of your own choosing. For example, if you are scheduled to be in an online meeting, Lync will signal your Presence status as busy during that time. If you want to be available for incoming phone calls during that time, you can manually change your status to available.

1. Press Presen to open the Presence State screen. If the key has been replaced by Info, see "Context-sensitive function keys" on page 9 on how to make it visible.



2. Use ▲ / ▼ to select a state. The available options are:

   Available
   Busy
   Do not disturb
   Be right back
   Away
   Reset Status

3. Press ✓ to change the Presence state signaled by your phone.
4. To revert to the system state, select "Reset Status" and press ✓.

   Note: DND does not affect calls from your admin/delegate, members of your Team Call, and contacts in your Friends and Family relationship group.

Speed dial keys

You can use the function keys for speed dialing numbers and contacts.

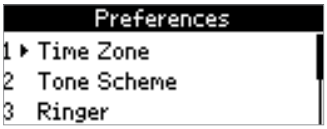
Using speed dial keys

You can call the number or your contact by simply pressing the assigned key, and you can use the key to transfer calls to the number or your contact (see "Transferring calls to speed dial numbers - attended" on page 19, "Transferring calls to speed dial numbers - unattended" on page 23, and "Transferring calls to speed dial numbers safely" on page 26).

Configuring speed dial keys

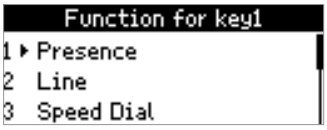
1. Press the top of the navigation key to open the **Settings** menu. For more information on the Settings menu and its submenus, see "Settings menu" on page 39.

2. Press 1 to open the **Preferences** menu.



3. Press 6 MNO to open the **Fkey** list (list of function keys) (or use ▲ / ▼ to scroll to it, then press ✓).

4. Select a key by pressing the respective number key on the keypad. For example, if you want to put speed dial on key F1, press 1.



5. Press 3 DEF to select Speed Dial from the **Function for key** menu (or use ▲ / ▼ to scroll to it, then press ✓).

Note: When entering phone numbers, type each phone number exactly the way it needs to be dialed, i.e., with any required prefixes (area code, country code, operator/auto attendant, etc.) and without spaces or punctuation between the digits.

6. Enter the extension number, the phone number, or the SIP URI and press ✓.

Calling Contacts and Address Book entries

You can dial the personal contacts from your Lync contact list or search the corporate address book via ABS.

Looking up Contacts

You can view the contacts from your Lync client in one comprehensive list of all **Contacts** (Fig. 1, below) ad well as sorted into the groups defined in your Lync client, like Work, People I Manage Calls For, Delegates (Fig. 2 - 4, below), Pinned Contacts, My new Folks, etc.

Fig. 1

Fig. 2

Fig. 3

Fig. 4

Fig. 5

Fig. 6

1. Press Contac to open your Contacts list (Fig. 1, above) or the last contact group that you opened since the last reboot of the phone.
2. Use ◀ / ▶ to scroll through the various groups and back to the Contacts list (Fig. 1 - 4, above).

   Note: If a list contains a nested group, select and open it and continue as described in paragraph 3.

3. Use ▲ / ▼ to select a name from active screen, for example, from the group "Work" (Fig. 2, above).
   - Press Detail to show the selected contact's details (Fig. 5, above).
   - Use ▲ / ▼ to select a phone number or connection type from the list (Fig. 6, above) and press ✓ or 🔊 or 🎧 to call, depending on whether you want to use handset, speakerphone, or a headset for the call.

Address Book Search (ABS)

Use address book search (ABS) to search the corporate address book.

1. Press ABS. Enter the name of the person you want to look up.

   Please note: You can switch to letter mode to enter the name if you want to, but you do not need to. If you want to look up "Steve", for example, entering "78383" in numeral mode will yield all names with combinations of the letters on keys PQRS 7 TUV 8 DEF 3 TUV 8 DEF 3.

   - Enter the characters in quick succession (Fig. 1, below). Once you have entered at least three characters, the search will start as soon as you pause (Fig. 2 and 3, below) and result in all names starting with the letters on the keys you have pressed (Fig. 4, below).
   - To narrow down the list of names presented to you on the display, enter more characters (Fig. 5 and 6, below).
   - Use ▲ / ▼ to scroll to the name you want.
   - Press Detail to show the contact's details (Fig. 8, below).

Fig. 1

Fig. 2

Fig. 3

Fig. 4

Fig. 5

Fig. 6

Fig. 7

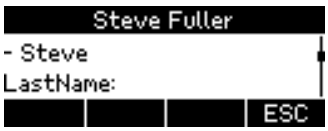


Fig. 8

2. When the name you are looking for is marked by the arrow ▶, press ✓ to show the available phone connections.

3. Use ▲ / ▼ to select a phone number or connection type from the list and press ✓ or 🔊 or ↩ to call, depending on whether you want to use handset, speakerphone, or a headset for the call.

Transferring calls

Active calls as well as ringing calls can be transferred to a third party. With the snom UC Edition you have several options for transferring active calls and incoming ringing calls:

- Active calls:
  - Attended transfer
  - Unattended (blind) transfer
  - Safe unattended (blind) transfer
- Incoming ringing calls:
  - Unattended (blind) transfer
  - Direct transfer to your VoiceMail

Transfers can be made to:

- Numbers (extensions or external phone numbers) dialed manually on the keypad
- Contacts
- Speed dial keys
- Directory lookups
- Your Voicemail

What are the different transfer procedures?

Attended transfer

With attended transfer, the call is on hold while you first speak to the party you intend to transfer the call to. This way you can be sure that the third party is available and that the call is welcome before you initiate the call transfer.

Unattended (blind) transfer

With unattended or blind transfer, active and ringing calls are transferred to a third party without prior announcement of the call to the third party. They can be picked up by the third party or forwarded to the third party's voicemail or the active forwarding number, and you will not be able to tell whether the call was picked up or sent to voicemail or forwarded; if none of these events occur, the call will be reconnected to your phone.

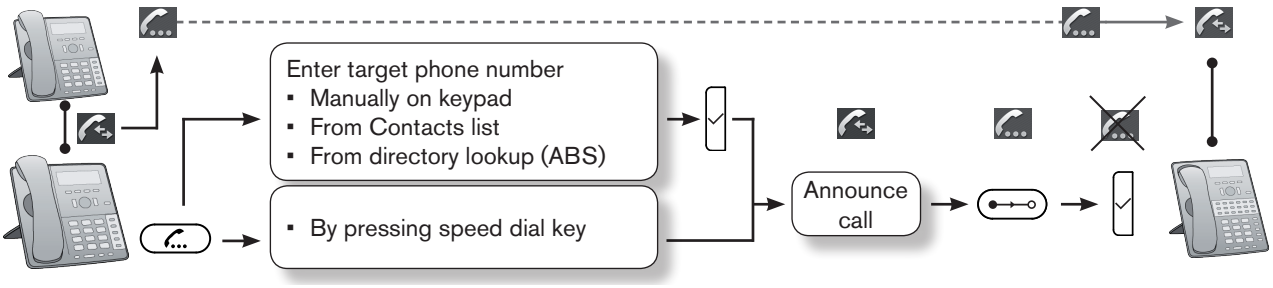
Safe unattended/blind transfer

With safe transfer, active calls are also transferred to a third party without prior announcement of the call to the third party. The calls can only be picked up by the third party; **they will not be forwarded to the third party's voicemail or forwarding number.** If the call is not picked up, it will be reconnected to your phone.

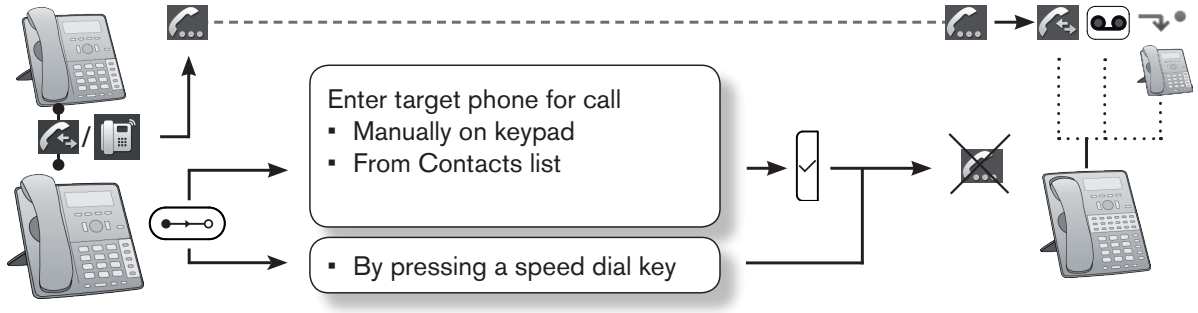
> **Note:** You need to decide whether you want to make an attended or unattended transfer **before** beginning the transfer procedure.

Transfer cheat sheet

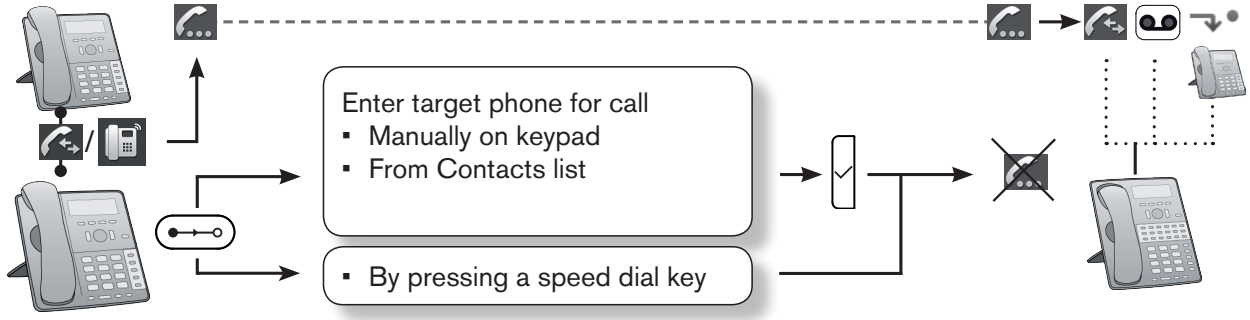
Attended transfer



Unattended (blind) transfers



Safe unattended/blind transfer



Legend:

- Incoming call ringing
- Connected in a call
- Call on hold
- Forwarded to Voicemail
- Forwarded to call forwarding number

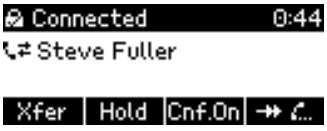
Attended transfer

Transferring calls to manually dialed numbers - attended

1. With the active call on the line, press Hold. The call is put on hold.

2. Enter the extension or other number on the keypad and press ✓. The phone dials the number.

3. When the third party picks up your call, announce the call you want to transfer. If the third party wants to accept the call, press Xfer.



4. You will see the **Transfer Party** screen.

NOTE: If you have more than one call on hold and the call you want to transfer is not onscreen at this point, press →→ to scroll to it. The call to be transferred must be onscreen when you press Xfer.

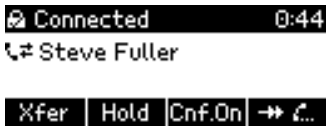
5. When the transfer party is onscreen, press ✓.

Transferring calls to speed dial numbers - attended

1. With the active call on the line, press Hold. The call is put on hold.

2. Press the speed dial key. The phone dials the number.

3. When the third party picks up your call, announce the call you want to transfer. If the third party wants to accept the call, press Xfer.



4. You will see the **Transfer Party** screen.

NOTE: If you have more than one call on hold and the call you want to transfer is not onscreen at this point, press to scroll to it. The call to be transferred must be onscreen when you press Xfer.

5. When the transfer party is onscreen, press .

Transferring calls to Contacts - attended

1. With the active call on the line, press XFER. The active call is put on hold.

2. Press Pool to open the Pool menu, then 6 to open your list of Contacts. Use ▲ / ▼ to scroll to the contact you want.

3. Press ✓. Your phone will dial the contact.

4. When your contact picks up the call, announce the call you want to transfer. If your contact wants to accept the call, press XFER.

NOTE: If you have more than one call on hold and the call you want to transfer is not on-screen at this point, press → or ← to scroll to it. The call to be transferred must be on-screen when you press XFER.

5. When the transfer party is onscreen, press ✓.

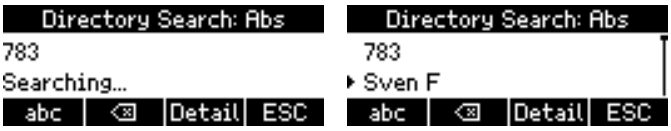
Transferring calls to Directory lookup - attended

1. With the active call on the line, press Hold. The call is put on hold.

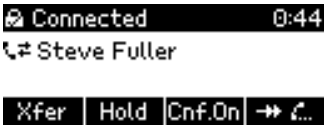
2. Press ABS to open Directory search. Enter the name of the person you want to transfer the call to.

   Note: You do not need to switch to letter mode to enter the name. If you want to look up "Steve", for example, entering "78383" in numeral mode will yield all names with combinations of the letters on keys 7 8 3 8 3.

   Enter the characters in quick succession. Once you have entered at least three characters, the search will start as soon as you pause. To narrow down the list of names presented to you on the display, enter more characters. Use ▲ / ▼ to scroll to the name you want.



3. When the right name is highlighted, press ✓, select a connection, and press ✓ again.
4. When the callee picks up your call, announce the call you want to transfer. If the callee wants to accept the call, press Xfer.



5. You will see the **Transfer Party** screen.

   NOTE: If you have more than one call on hold and the call you want to transfer is not onscreen at this point, press →→ to scroll to it. The call to be transferred must be onscreen when you press Xfer.

6. When the transfer party is onscreen, press ✓.

Unattended transfer

Transferring calls to manually dialed numbers - unattended

1. With a call ringing or an active call on the line, press Xfer. The call is put on hold, and you will see the dial screen.

2. Enter the extension or other number on the keypad and press ✓. While the phone is calling the number, you will either see the the hold screen (if you are transferring an active call) or a new missed call (if you are transferring a ringing call).

3. When the third party picks up the ringing call (or if the call is forwarded to the third party's VoiceMail or another phone number), you will see this message:

If the call is not picked up or forwarded, you will hear a double beep and see the error screen. Then the caller will be reconnected to your phone.

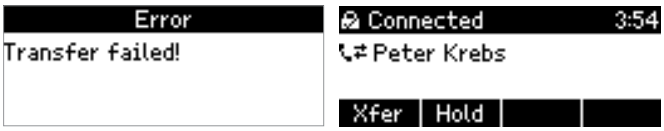
Transferring calls to speed dial numbers - unattended

1. With a call ringing or an active call on the line, press Xfer. The call is put on hold, and you will see the dial screen.

2. Press the speed dial key. While the phone is calling the number, you will either see the the hold screen (if you are transferring an active call) or a new missed call (if you are transferring a ringing call).

3. When the third party picks up the ringing call (or if the call is forwarded to the third party's VoiceMail or another phone number), you will see this message:

If the call is not picked up or forwarded, you will hear a double beep and see the error screen. Then the caller will be reconnected to your phone.



Transferring calls to Contacts - unattended

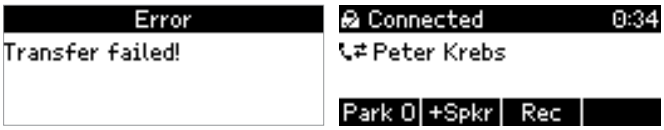
1. With a call ringing or an active call on the line, press XFER. The active call is put on hold, and you will see the dial screen.

2. Press Pool to open the Pool menu, then 6 MNO to open your list of Contacts. Use ▲ / ▼ to scroll to the contact you want.

3. Press ✓. While the phone is calling the number, you will either see the the hold screen (if you are transferring an active call) or a new missed call (if you are transferring a ringing call).

4. When your contact picks up the ringing call (or if the call is forwarded to the third party's VoiceMail or another phone number), you will see this message:

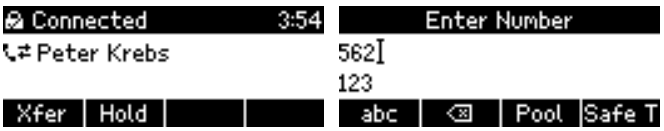
If the call is not picked up or forwarded, you will hear a double beep and see the error screen. Then the caller will be reconnected to your phone.



Safe transfer

Transferring calls to manually dialed numbers safely

1. With an active call on the line, press Xfer. The call is put on hold, and you will see the dial screen.

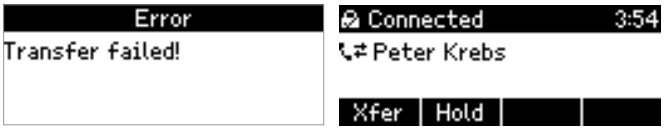


2. Press Safe T.

3. Enter the extension or other number on the keypad and press ✓. While the phone is calling the number, you will see the hold screen.

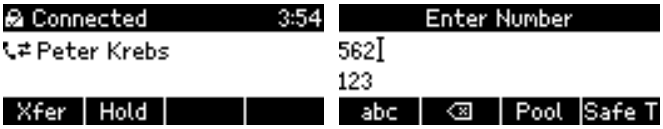
4. When the callee picks up the ringing call, you will see this message:

If the call is not picked up, you will hear a double beep and see the error screen. Then the caller will be reconnected to your phone.



Transferring calls to speed dial numbers safely

1. With an active call on the line, press Xfer. The call is put on hold, and you will see the dial screen.



2. Press Safe T and then the speed dial key. While the phone is dialing the number, you will see the Holding screen.

3. When the speed-dialed party picks up the ringing call, you will see this message.

If the call is not picked up, you will hear a double beep and see the error screen (Fig. 1). The caller will then be reconnected to your phone (Fig. 2).

Fig. 1

Fig. 2

Transferring calls to Contacts safely

1. With an active call on the line, press XFER. The call is put on hold, and you will see the dial screen.

2. Press Safe T.

3. Press Pool to open the Pool menu, then 6 to open your list of Contacts. Use ▲ / ▼ to scroll to the contact you want.

4. Press ✓. While your phone is calling the contact, you will see the Holding screen.

5. When your contact picks up the ringing call, you will see this message:

If the call is not picked up, you will hear a double beep and see the error screen (Fig. 1). The caller will then be reconnected to your phone (Fig. 2).

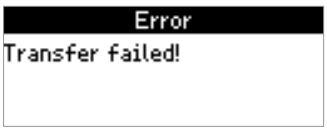


Fig. 1

Fig. 2

Transferring calls directly to Voicemail

When an incoming call is ringing, press to transfer it directly to your VoiceMail.

Parking calls and retrieving parked calls

This feature will park your current call on the park orbit of the Lync server where it can be retrieved by anyone who is connected to the network and who has the parked call's retrieval number.

Parking calls

1. Press Park O to park your current call in the park orbit (Fig. 1). The display then informs you of the retrieval number (Fig. 2).

Fig. 1

Fig. 2

2. Pass the retrieval number on to the person who is intended to retrieve the call.
3. When the call has been retrieved from the park orbit, your phone will be notified of the retrieval and the person/account who retrieved it. You can also look up the information in the call history (see "Looking up parked calls" on page 49).

Retrieving calls

Calls parked in the park orbit are retrieved by dialing the pound/hash key and a number. When a call is parked in the park orbit, the phone who parked the call receives a message with the retrieval information. This information must be passed on to the person who is to retrieve the call.

1. You have been informed that a call is waiting for your retrieval from the park orbit and that the retrieval number is **#810**.
2. Dial **#810** on the phone's keypad (Fig. 1, below). You will briefly see the message that you are calling the park service (Fig. 2, below) before you are connected to the parked call (Fig. 3, below).

Fig. 1

Fig. 2

Fig. 3

Unretrieved calls ringing back

When a call has not been retrieved within the time specified on the server, the phone who parked the call will receive a ringback.

- If you receive a ringback and you pick up, the call is retrieved from the park orbit and you are reconnected to the caller.
- If you receive a ringback and the call is not picked up or forwarded, the call will be unparked and dropped (Fig. 1). The call is shown as dropped in the call history of parked calls (Fig. 2) and also added to the list of missed calls (Fig. 3).

Fig. 1

Fig. 2

Fig. 3

Looking up parked calls in call history

See "Looking up parked calls" on page 32.

Call history

The call history sorts the phone's calls into four categories. Three of them - missed, received and dialed calls - are stored locally on the phone until the phone's values are reset. The fourth category, parked calls, is stored on the Lync server until the server's next reset.

Looking up missed, received, and dialed calls

Looking up missed calls

1. From the idle screen, press to open the list of **Missed** calls (and simultaneously turn off the missed call indication of the call LED).

2. Use ▲ / ▼ to select individual callers.
   - Press Del to delete the selected call or entry.
   - Press Clear to delete the entire list.
   - Press × to return to previous screen.
   - Press ESC to return to the idle screen.
   - Press Detail to show the details of the selected call: To, from, time, missed (total number from the same caller)

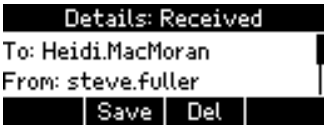
   - From the **Details** screen, press Save to add the caller to the phone's local directory.
   - Press Del to delete the selected call.

Looking up received calls

1. From the idle screen, press to open the list of **Received** calls.

2. Use ▲ / ▼ to select individual callers.

- Press Del to delete the selected call or entry.
- Press Clear to delete the entire list.
- Press × to return to previous screen.
- Press ESC to return to the idle screen.
- Press Detail to show the details of the selected call: To, from, time, duration.



  - From the **Details** screen, press Save to add the caller to the phone's local directory.
  - Press Del to delete the selected call.

Looking up dialed calls

1. From the idle screen, press ✓ to open the list of **Dialed** calls.

2. Use ▲ / ▼ to select individual callers.
   - Press Del to delete the selected call or entry.
   - Press Clear to delete the entire list.
   - Press × to return to previous screen.
   - Press ESC to return to the idle screen.
   - Press Detail to show the details of the selected call: To, from, time, duration.

  - From the **Details** screen, press Save to add the caller to the phone's local directory.
  - Press Del to delete the selected call.

Looking up parked calls

The parked call history contains the calls you have parked in the park orbit since the last time you cleared the list. You can look up the call details on who called and when and who retrieved the call for each individual call on the list.

1. From the idle screen, press or four times to open the list of calls that you parked since the last reset of Lync and scroll to the call with ▲ / ▼.

2. From the **Parked** screen, do one of the following:
   - Press Detail to show the details of the parked call (whether it was retrieved (Fig. 1, below) or dropped (Fig. 2, below), who retrieved the call, and time and duration of the call).

Fig. 1

Fig. 2

   - Press ✓ to show who retrieved the call from the park orbit (Fig. 1, below); if the call was not retrieved, it is shown as dropped (Fig. 2, below).

Fig. 1

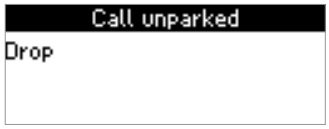


Fig. 2

   - Press Del to delete the selected call or entry.
   - Press Clear to delete the entire list.
   - Press × to return to previous screen.
   - Press ESC to return to the idle screen.

Hold

One call on hold

Press Hold to put the ongoing call on hold.

Held calls are indicated threefold:

- By the text on the display.

- By the slowly blinking line key (green LED).
- By the glowing call indication LED (red LEDs).

You can now:

- transfer the held call blindly or with prior announcement - see "Transferring calls" on page 16.
- receive and make calls and put other calls on hold.

Pick up the held call by pressing its line key or by pressing Hold again. If the other party hangs up while on hold the call terminates on your phone as well, and the indicators are turned off.

Holding multiple calls

If you are in a call with one party and have one or more calls on hold or if there is more than one call on hold, you can switch back and forth between the active call and any call on hold, transfer calls, etc. The info bar and the status line will tell you how many total calls there are and which one you are connected to. Your input on the phone's keys will affect the call on-screen at the time, i.e., the call shown in the contact area of the display. Up to 4 simultaneous calls are possible.

Figures H-1 to H-3 show the phone connected to one call with two calls on hold; Figures H-4 to H-6 show the phone with three calls on hold and no connected call.

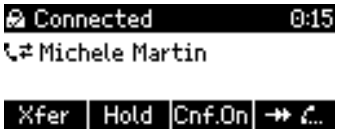


Fig. H-1

Fig. H-2

Fig. H-3

Fig. H-4

Fig. H-5

Fig. H-6

- Figures H-1 to H-3:
  - In Fig. H-1 the connected call is on-screen. Press to put the first held call on the screen.
  - In Fig. H-2 the first held call of a total of two (1/2) is on the screen. Press again to put the second held call (2/2) on the screen (Fig. H-3).
  - With the second held call (2/2) on the screen, press to scroll to the connected call (Fig. H-1).
  - When a held call is on-screen, press to connect to it and put the current connected call on hold.
- Figures H-4 to H-6:
  - In Fig. H-4 the first held call of a total of three Calls on Hold (1/3) is on-screen. Press to put the second held call on the screen.
  - In Fig. H-5 the second held call (2/3) is on the screen. Press again to put the third held call (3/3) on the screen (Fig. H-6). If there are more held calls, continue likewise.
  - With the last held call (3/3, in our example) on the screen, press to scroll to the first held call (Fig. H-4).
  - To connect to the held call currently on-screen, press .
- When the connected call is on-screen, you can terminate it by pressing .
- You can transfer the connected on-screen call. See "Transferring calls" on page 16 for more information.

Conference - spontaneous phone conference

In addition to the phone conferences and online meetings that you can set up, start, and manage via Outlook, you have the option to make spontaneous conference calls using the Lync server.

Initiating a conference

1. Call the first intended participant and put him or her on hold.
2. Call the next intended participant and put him or her on hold. Continue likewise with the third and fourth participants, if applicable.
3. Press Cnf.On to start the conference.

Conference screen navigation

Your input on the phone's keys will affect the caller/callee(s) marked by ▶.

Example: A conference with three participants, including yourself. After you have pressed Cnf.On to start the conference, the names or phone numbers of the other three participants can be shown on-screen by scrolling to them with ▲ / ▼ .

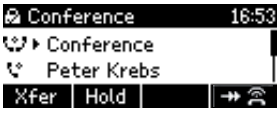


Fig. 1

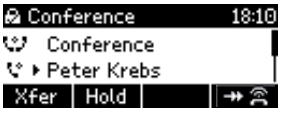


Fig. 2

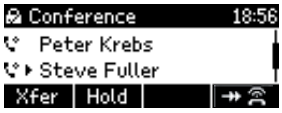


Fig. 3

Adding a participant

- Adding an incoming call:
  1. Press ✓ or the blinking line key or ➟ to accept the call. The conference is put on hold.
  2. Press Hold to put the new caller on hold.
  3. Press Cnf.On to restart the conference with all held calls.
- Calling a new participant:
  1. With "Conference" marked by ▶ (Fig. 1, above), press Hold to put the conference on hold.
  2. Call the new participant.
  3. Press Hold to put the new participant on hold.
  4. Press Cnf.On to restart the conference with all held calls..

Putting the conference on hold

- If one of the participants is marked by ▶, you must first scroll to the conference symbol.
- With "Conference" marked by ▶ (Fig. 1, above), press Hold. Technically, you are ending the conference; you will see the "Calls on Hold" screen (see "Holding multiple calls", Fig. H-4).
- To restart the conference, press Hold again.

Terminating the conference

Note: The conference cannot be terminated centrally. Even when the person who started the conference has ended the call from his or her phone, the other participants will remain in the Lync conference. All participants have to terminate the call locally on their respective phones.

Press × to end your participation in the conference.

Call forwarding

Standard call forwarding means that incoming calls to your phone will not ring on your phone, but, instead, are forwarded automatically to another extension, external phone number, or your Voicemail.

Turning call forwarding on

1. Press CFwd to open the **Call Forwarding** menu.

   Note: If the CFwd key is not available, press 2 1.

2. Use ▲ / ▼ to select one of the options.
3. Press to turn on call forwarding for all options except **New Number**.

   If you have selected **New Number**, a new text window will open.

   a. Enter the number on the phone's keypad.

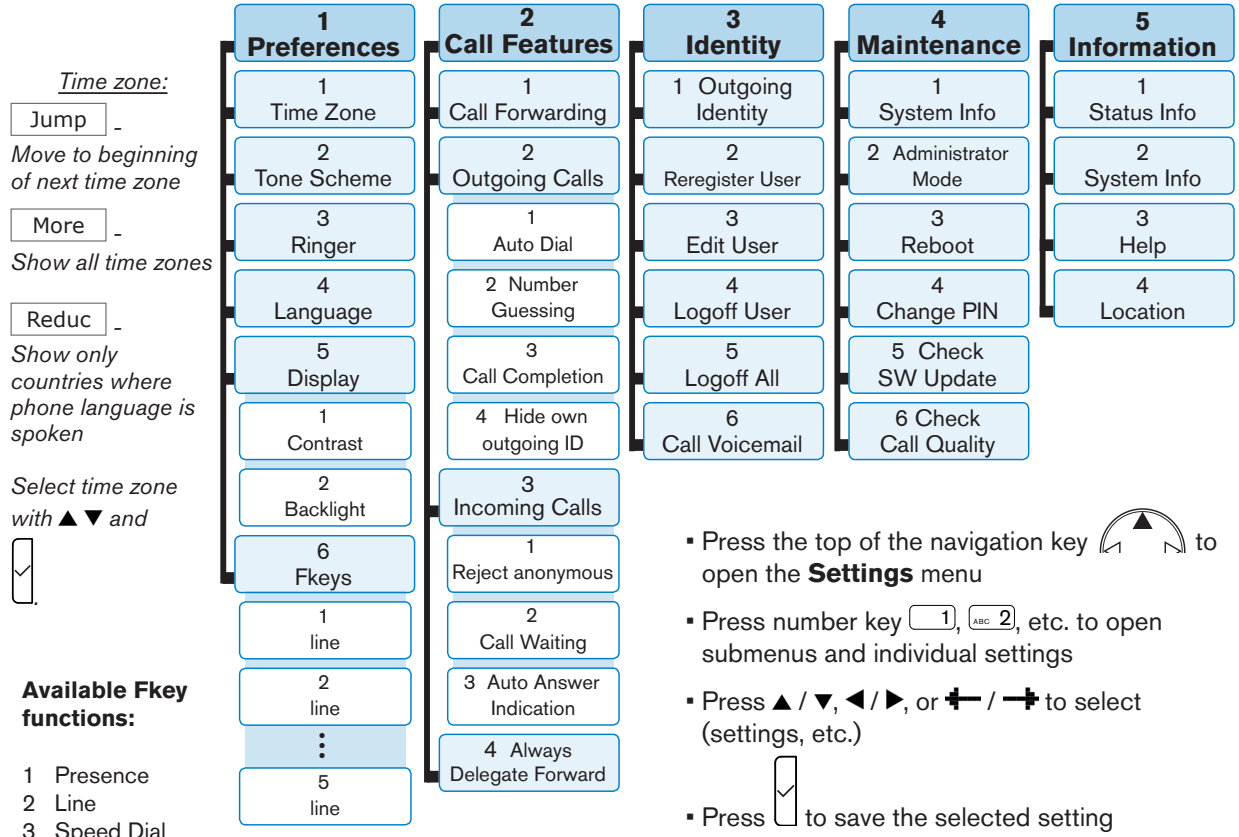
   b. Press to confirm the number and turn on call forwarding.

Turning call forwarding off

Press noFwd. If the noFwd key is not available, press 2 1 .

Settings menu

At a glance



Available Fkey functions:

1 Presence
2 Line
3 Speed Dial
4 Voice Recorder
5 Push2Talk
6 Intercom
7 Action URL
8 Button

- Press the top of the navigation key to open the **Settings** menu
- Press number key 1, 2, etc. to open submenus and individual settings
- Press ▲ / ▼, ◀ / ▶, or / to select (settings, etc.)
- Press to save the selected setting
- Settings with ☐ / ☑: Press to change and save
- Press to return to the previous screen
- Press ESC to return to the idle screen

snom technology AG
Wittestr. 30 G
13509 Berlin, Deutschland
Tel. +49 30 39 83 3 0
Fax +49 30 39 83 31 11
info@snom.com, sales@snom.com

snom technology, Inc.
18 Commerce Way, Suite 6000
Woburn, MA 01801, USA
Tel. +1 925 415 0170
Fax +1 925 886 2474
infoUSA@snom.com

snom UK Ltd
Amethyst House, Meadowcroft Way
Leigh Business Park, Leigh
Manchester WN7 3XZ, UK
Tel. +44 161 348 7500
Fax +44 169 348 7509
uksales@snom.com

snom France SARL
6 Parc des fontenelles
78870 Bailly, France
Tel. +33 1 80 87 62 87
Fax +33 1 80 87 62 88
snom-fr@snom.com

snom technology SRL
Via A. Lusardi 10
20122 Milano, Italia
Tel. +39 02 00611212
Fax +39 02 93661864
snom-italy@snom.com

snom technology Ltd.
Rm. A2, 3F, No. 37, Ln. 258
Ruiguang Rd., Neihu Dist.
Taipei City 114, Taiwan
Tel. +886 2 8751 1120
Fax +886 2 8751 1130
infoASIA@snom.com

Your specialist retailer - Ihr Fachhändler -
Votre distributeur - Su distribuidor - Il tuo rivenditore:

© 2014 snom technology AG

v1.03