

snom User Guide

Make a Call

Dial the phone number you wish to call on your phone's number keypad. Your phone will call the number automatically after a set time, or you can call the number immediately by pressing the **Check Mark** key.

Take a Call

When your phone rings, pick up the receiver. If you wish to answer the call on speakerphone, press the **speaker** button.

Park a Call (Universal Hold)

After answering a call, press the **Park #** of the park orbit you wish to use. Parked call will show a flashing light on every phone in the office.

Retrieve a Parked Call

Parked calls will show a flashing light on all phones.

To retrieve the call just press the park button the call was placed on.

Putting a Call on Hold (Private Hold)**Specific to your phone only**

After answering the call, press the **Hold** button

To retrieve the call on **Hold** press the **Hold** button.

Transfer a Call

After answering a call, you can:

1. Press the **Transfer button**. Then, either press the recipient's extension button, or dial their extension on your phone's keypad. This transfers the call directly to the extension.
2. Put the call on **Park**, using the **Park** button. Then, either press the recipient's extension button, or dial their extension on your phone's keypad to notify recipient of waiting call on specified park orbit. If recipient is unavailable, you can retrieve the call by pressing the flashing park button.
3. To transfer directly to Voice Mail, press the **Transfer** button, Dial 8 and then the extension number of the person to receive the Voice Mail.

Conference Call

After answering the call, place the initial call on hold. (Press the **Hold** button) and dial the new person. Once you are connected to the new person, press the **Conference** button. You are connected to both calls, and all parties can hear and speak with each other.

Call History Button

Press the button directly under the letters "**CHist**" on your phone's Display. You can see Missed, Received, and Dialed calls and the time and length of each call.

Do Not Disturb Button

To send all calls directly to your voice mail (if you are out of office, in a meeting, or for an reason cannot take phone calls), press the **Do Not Disturb (DND)** button. All incoming calls and transferred calls will go to your voice mail without ringing your extension. To resume taking incoming and transferred calls, press the **Do Not Disturb (DND)** button again.

For 710, 715, and D715 models; the **(DND)** button is the mute key when the phone is idle.

Record a Call

Caller **MUST be notified before a phone call is recorded.*

After notifying the caller that the call will be recorded, press the **Record** button. (This is a soft key under the display when on a live call). Once the record button is pressed, a flashing dot will appear on your phone's display. To stop the recording, press the **Record** button again. The flashing dot will disappear from the display.

To Retrieve or Save your recording:

1. Connect to the Internet on your computer, and go to your **PBXnSIP domain name** (your Company Administrator can provide this to you – do not enter "www" before the domain name).
2. Enter your Extension # for your Log-In; password must be retrieved from Company Administrator.

3. Once you are logged on, click on the envelope icon in the upper right hand corner of the page. The recorded call will appear with a record icon next to the recording. To play the recording, click on the play button. To save the recording, play the recording, right click on the speaker icon, and click save audio as.



VoiceSpring

Directory Button

You have two Directories on your phone.

1. Your **Company Directory** – this Directory is accessible through any phone at your company. It contains extensions, speed dials, and other important numbers for company-wide use. Access the Company Directory by pressing the **Directory** button. On 710, 715 and D715 models this button is under the screen, labeled LDAP. Look through the Directory by pressing the up and down keys on your phone's circular toggle button. You can also search by dialing alphanumerically on the dialpad.
2. Your **Personal Directory** – this Directory is specifically for you. It can be used to store personal numbers or your business contacts. To access your Personal Directory, press the button directly under the letters

“Dir” on your phones Display. You can add contacts by pressing **Edit**.

Record an Auto-Attendant

1. Write a script detailing exactly what you want your company's auto-attendant to say.
2. Choose the person with the best phone voice to record the auto-attendant.
3. Pick up your phone's receiver, dial *98 _____, then record your message. Hang up when finished. To test your recording, dial extension _____. Re-record if you are not satisfied. Notify VoiceSpring regarding the function of each option listed on the auto-attendant.

Retrieving Voicemail

Press the message button on the right side of the phone or dial your phone number/extension.

Calling From a Remote Phone

When reaching the voice mail greeting, press * to access your messages. Next, you will be asked to enter your PIN number.

While listening to Messages

- Press 1 Go back to previous
- Press 2 Pause/play message
- Press 3 Forward to end of messages
- Press 4 Play again
- Press 5 Play with envelope
- Press 6 Move/copy
- Press 7 Delete message
- Press 8 Call back
- Press 9 Save message
- Press 0 Help

Star Codes (Feature Codes)

Redial: *66
Transfer: *77
Call Forward Always On: *71
<phone number>
Call Forward Always Off: *72
Call Forward Busy On: *75
Call Forward Busy Off: *74
Call Forward No Answer On: *75
Call Forward No Answer Off: *76
Block Caller ID On: *67
Block Caller ID Off: *68
Go To Voice Mail: *97
Wake-Up Call: *61
Call Barge In: *81
Call Listen In: *83
Teach Mode: *82
Transfer Direct to Voice Mail:
8 <extension>

With questions please call the
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