



Snom User Guide D715 and D725 Phones

Make a Call

Dial the “phone number” and press “✓”.

A “Phone number” is either; a 7-digit phone number in your area code, a 10-digit phone number or extension number of another phone extension, don’t dial a “1” nor a “9”.

Headset

With a headset connected, press the headset button to active headset mode. The headset button will be lit green. Now you can dial on your keypad and the audio is heard on your headset not the speaker phone, you can pick up the handset at anytime to switch the call to the handset.

Take a Call (Answer call that is ringing your phone)

Pickup your handset to answer your phone when it rings.
Or press the “speaker button”.

Parked Calls

“Parked Calls” are just a common Hold buttons that is on all the phones, so you can either put a call on a “Park” button or press the “Park” button to answer/pickup a call someone else put on park for you.

Park Pickup/Retrieve; To pick up a call someone else put on Park for you; when you are told that you have a call “parked on park 1...” then you go to a phone and press the “Park button number” you were told.

Example: Mary you have a call on Park 2, Mary would go to a phone a see that “Park 2” is green she presses it and now she is talking to the caller.

To Park a Call; You are talking to a caller, press any available “Park button”, the Park button will now be red. Now call or page and tell the person this call is for that they have a call on “Park X”, where x is the number of the Park button you put the call on. When they pickup the call this Park button will go back to idle.

DND

To stop your phone from ringing and send all calls directly to your voicemail (if you are out of the office, in meeting, or for any reason cannot take phone calls).

D715:

To activate: press the “Mute.” **To disable:** press the “Mute” button again.

D725:

To activate: press the “DND” key. **To disable:** press the “DND” softkey again.

Note: On the display, you will see:

- A round circle with a white line through it, think of it like a stop sign
- “DND active” in the top status row of the LCD.

Transfer a call

You can transfer a call in the following ways:

“Direct to mailbox” Transfer (You can transfer a caller directly to some one’s mailbox); During an active call, press “Transfer”, press the digit “8”, followed by the ✓ mark.

Blind (call is immediately transferred); Press the “Transfer” key, dial extension for the extension to whom you want to transfer the call to, then press the ✓ mark. The call has been transferred and your phone is automatically disconnected.

NOTE: If you have a BLF button for the person you want to transfer the all to, then; Press the “Transfer”, then press the BLF button of the person you want to transfer the call to, the call is automatically transferred.

Conference Call

While on an active call, place the caller on hold, by pressing the “Hold” key. You will continue calling the remaining participants and placing them on “Hold”. When you have the last caller on the line, press “Cnf.On”, which is located on the display. Press the “X” button to disconnect all parties.

Note: You can conference up to five parties together, including yourself.

Call History

Press the “CHist” softkey to access the call history menu. Navigate with the arrow keys and press the “✓” mark to select the type of call (missed, received or dialed). Navigate with the arrow key to review the selected list.

Press:

- ✓ To dial
- Detail To get date, time and duration of call
- Del To delete entry
- Clear To delete entire list
- X To return to previous screen

Directory Softkey

You have two directories on your phone, a “Company” and a “Personal”.

1. Your “Company Directory” is accessible through any phone at your company. It contains extensions, speed dials and other important numbers for company wide use.

Press the “Directory” button; to access this company wide directory, and now you can type in the digits to spell a name to search the list that has been programmed into your directory.

Example: Press “2” twice will show all names starting with “B”, if you press “2” twice, then “3” twice, it will show names that start with “Be”, you can then use the arrow keys to scroll up and down the list.

2. Your “Personal Directory” is specifically for you. It can be used to store personal numbers or your business contacts.

To access “Personal” directory; press the “Dir” softkey.

To add a contact, select the “Add” softkey, follow the prompts on the screen (enter telephone number, first name, last name), after each entry you will press the ✓ mark to move to the next screen.

Call Forward

To set: Press the “CFwd” softkey, enter the desired phone number and press the ✓ mark.

To turn “OFF” call forward: Press the “noFwd” softkey.

Calling from a Remote Phone to access your mailbox messages

Call your phone number or extension number, when you hear your own greeting press the “*” key and enter your PIN access code to access your mailbox menu.

Voicemail Options

1 - Hear Your 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 9 Save message
- Press 0 Help

2 – Change Your Access Code

Enter your new access code

- Press 1 Use the code
- Press 2 Pause/Play message

3 – Record Your Name

Record your name and press the # sign.

- Press 1 Listen to recording
- Press 2 Use recording
- Press 3 Record again
- Press 4 Delete recording

4 – Record a Personal Welcome Message

Record your name and press the # sign.

- Press 1 Listen to recording
- Press 2 Use recording
- Press 3 Record again
- Press 4 Delete recording

5 – To Record a Message

Record message followed by #

- Press 1 To move
- Press 2 To copy
- Press 4 To mark as urgent
- Press 5 To mark as private

9 – Select a mailbox greeting

Choose a greeting from the list provided by the PBX. You can have up to five choices.