

snom UC edition

and the **snom 760**



User Guide

Using the **snom 760**
with **snom UC** edition

TABLE OF CONTENTS

Copyright, Trademarks, GPL, Legal Disclaimers	5
Using the phone with snom UC Edition	6
Brief introduction to input modes and navigation	6
Entering numerals, letters, special characters, and symbols	6
Logon	7
Using extension number and PIN	7
Using SIP URI, domain\username, and password	8
Logoff	9
Getting to know your phone	10
Display layout	10
Context-sensitive function keys	10
Function keys	11
Call indicator	12
Message key	12
Rebooting the phone	12
Changing your Presence status	13
Configuring presence and speed dial keys	14
Presence keys	14
Using Presence function keys	14
Configuring Presence function keys for Contacts	14
Speed dial keys	15
Using speed dial keys	15
Configuring speed dial keys	15
Boss/admin function	17
Configuring the boss/admin function	17
Boss	17
Selecting the admin/delegate	17
Putting your delegate on a function key	20
Admin/delegate	21
Using the boss/admin function	22
Boss	22
Admin/delegate	23
One-touch reactivation of boss/admin function	24
Required setting	24
Turning on call forwarding	24
Reactivating simultaneous ringing of boss/admin phones	27

Calling Contacts and Address Book entries	28
Looking up Contacts	28
Address Book Search (ABS)	29
Transferring calls	30
What are the different transfer procedures?	30
Attended transfer	30
Unattended (blind) transfer	30
Safe unattended/blind transfer	30
Transfer cheat sheet	31
Attended transfer	32
Transferring calls to manually dialed numbers - attended	32
Transferring calls to Presence keys - attended	33
Transferring calls to speed dial numbers - attended	34
Transferring calls to Contacts - attended	35
Transferring calls to Directory lookup - attended	36
Unattended transfer	37
Transferring calls to manually dialed numbers - unattended	37
Transferring calls to Presence keys - unattended	38
Transferring calls to speed dial numbers - unattended	39
Transferring calls to Contacts - unattended	40
Transferring calls to Directory lookup - unattended	41
Safe transfer	43
Transferring calls to manually dialed numbers safely	43
Transferring calls to Presence keys safely	44
Transferring calls to speed dial numbers safely	45
Transferring calls to Contacts safely	46
Transferring calls to Directory lookups safely	47
Transferring calls directly to Voicemail	48
Parking and retrieving parked calls	49
Parking calls	49
Retrieving calls	49
Unretrieved calls ringing back	50
Call history	51
Looking up missed, received, and dialed calls	51
Looking up parked calls	51
Hold	53
One call on hold	53
Holding multiple calls	53

Conference - local conference on phone	55
Initiating a conference	55
Conference screen navigation	55
Speaking to one participant in private	55
Putting one participant on hold	56
Dropping a participant	56
Adding a participant	56
Putting the conference on hold	56
Terminating the conference	56
Call forwarding	57
Turning call forwarding on	57
Turning call forwarding off	57
Settings menu	58

Copyright, Trademarks, GPL, Legal Disclaimers

© 2013 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.

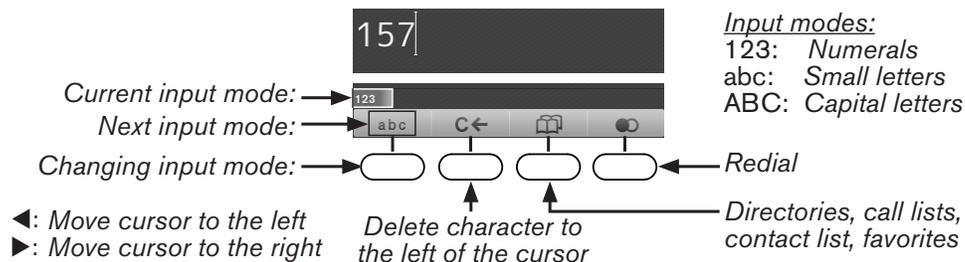
Our firmware includes some source code that may be used and modified by anyone and everyone under the GNU Public License (GPL), provided they, in turn, make it available to everyone else with the same licensing agreement. Please go to <http://www.snom.com/en/support/download/gpl-quellcode/> for the original 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 8.8.2.10 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 snom 760 User Manual 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.

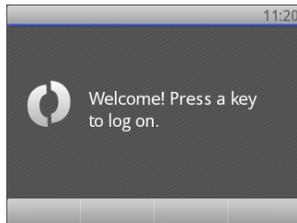
Text in Information Line = current input mode	Press function key to switch to input mode indicated by symbol in Function Key Line
123	abc
abc	ABC
ABC	123

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.

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:



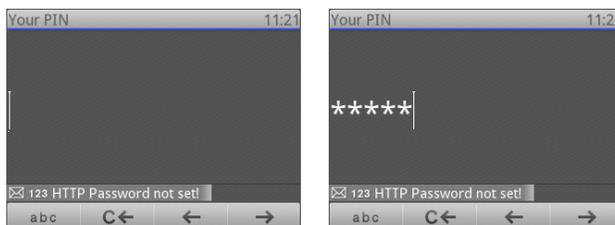
Using extension number and PIN

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 .

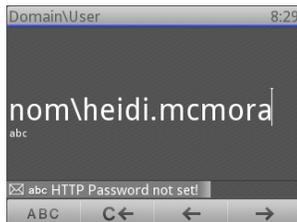
Entering special characters in letter mode:

- Press  once to enter the period ".".
- Press  three times to enter "@".
- Press  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.

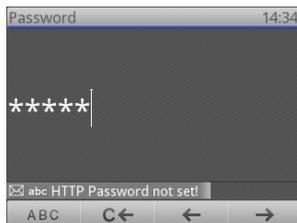
1. Enter the SIP URI and press . The format is "my.name@test.com".



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



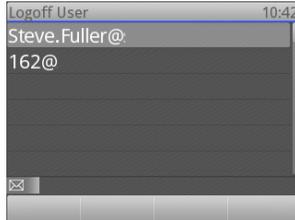
3. Enter the password and press .



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

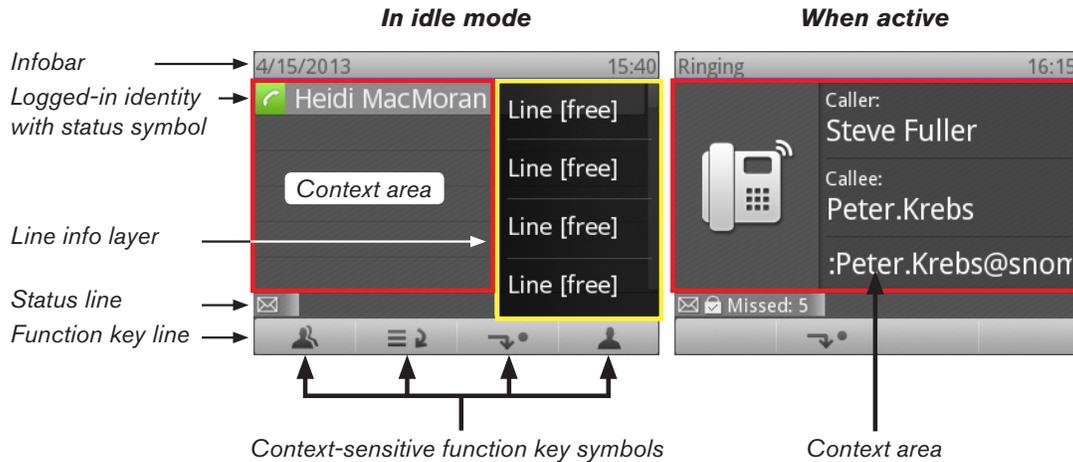
1. Press  to open the **Settings** menu.
2. Press  to open the **Identity** menu.
3. Press  to open **Logoff User** screen.



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 selected user. 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:

-  Contacts list. For more information, see "Looking up Contacts" on page 28.
-  Call lists (missed, received, dialed, and parked calls). For more information, see "Call history" on page 51.
-  Forwarding of all incoming calls (on/off). For more information, see "Call forwarding" on page 57.
-  Overriding system presence indication and manually setting your presence state. For more information, see "Changing your Presence status" on page 13.

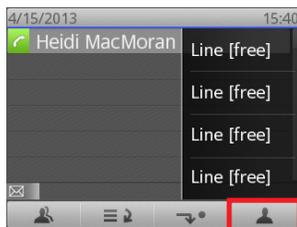


Fig. 1

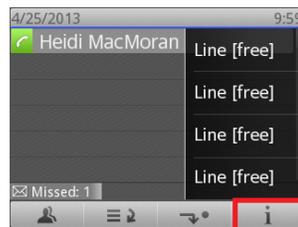


Fig. 2

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

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

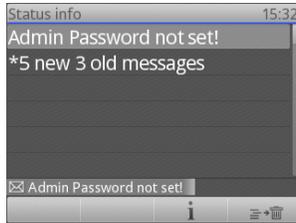


Fig. 3

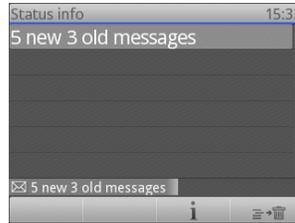


Fig. 4

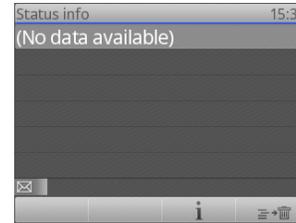
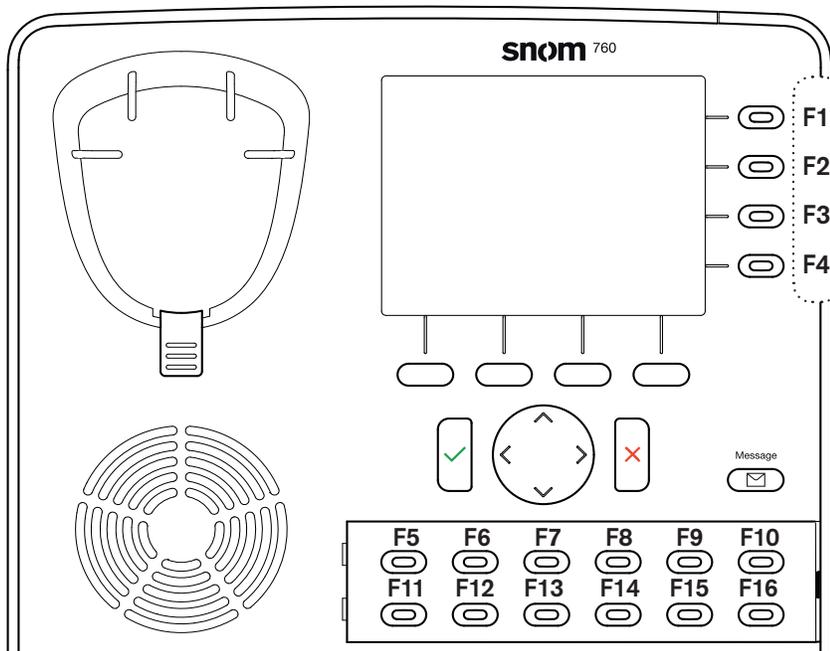


Fig. 5

The four cells in the black area on the right side of the idle screen (Fig. 1 and 2, above) show the current function of the respective function key to their right (keys F1 to F4 in the following diagram).

Function keys



In the UC Edition firmware, the default setting of all programmable function keys with LEDs is line. See "Settings menu" on page 58 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 F16 correspond to the list of keys in the phone's **Preferences** menu, submenu **Fkeys**, fkeys 1 - 16.

A template for labeling fkeys 5 to 16 is available at <http://wiki.snom.com/Snom760/Documentation>. It can be filled in online; the size of the font is self-adjusting within each individual cell. For more information please refer to the snom 760 User Manual, Appendix 3.

Mapping presences on function keys: See "Presence keys" on page 14.
 Mapping speed dial on function keys: See "Speed dial keys" on page 15.

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:
 1. Press the function key underneath  to show the Call History screen. "Missed calls" is the top item of the list and highlighted.
 2. Press  to view missed calls and simultaneously turn off the LED. For more information on call lists, see "Call history" on page 51.
 - 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 760 User Manual, chapter "Getting to know your phone".

Rebooting the phone

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

1. Press  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.

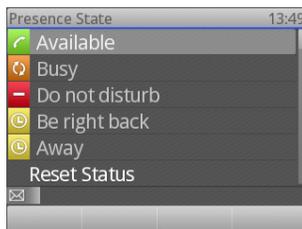


When the idle screen is back on the display, the reboot is complete.

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  to open the Presence State screen. If  has been replaced by the status info icon , please see "Context-sensitive function keys" on page 9 on how to make it available.



2. Use the top and bottom arrows ▲ / ▼ on the navigation key to select the state and press  to change the Presence state signaled by your phone.
3. To revert to the system state, select "Reset Status" and press .

Note: To turn Do not disturb (DND) on and off, you can also use the hardkey . DND does not affect calls from your admin/delegate, members of your Team Call, and contacts in your Friends and Family relationship group.



Presence status of your contacts

See "Presence keys" on page 14.

Configuring presence and speed dial keys

Presence keys

You can put the Presence function onto one of the function keys (see diagram on page 11) and associate that key to one of your contacts. When your contact is available, the LED of the key will signal the availability with a green light; when your contact is in a call or otherwise busy, the LED signals this status with a red light; and when your contact is inactive, the LED signals the unavailability with an orange light.

-  - Presence status: Available
-  - Presence status: Unavailable (inactive, away, etc.)
-  - Presence status: Busy (in call, in a meeting, etc.)

Using Presence function keys

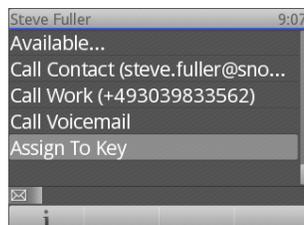
You can call your contact by simply pressing the key twice, and you can use the key to transfer calls to your contact (see "Transferring calls to Presence keys - attended" on page 33, "Transferring calls to Presence keys - unattended" on page 38, and "Transferring calls to Presence keys safely" on page 44).

Configuring Presence function keys for Contacts

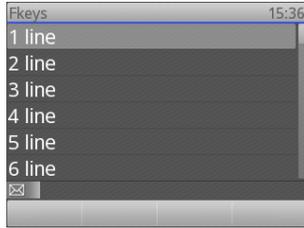
1. Press  and use ▲ / ▼ to select the Contact.



2. Press .



3. Use ▲ / ▼ to scroll to **Assign to Key** and press .



4. Select a key by entering its number on the keypad or by using ▲ / ▼ on the navigation key to scroll to the key.
5. Press  to save.

Speed dial keys

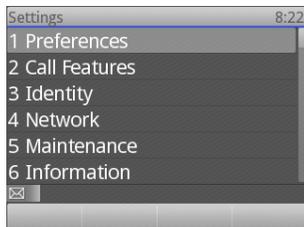
You can use the function keys to speed dial numbers and contacts.

Using speed dial keys

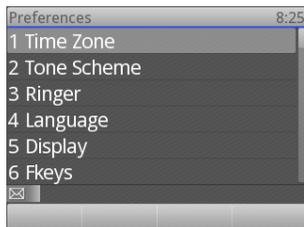
You can call the number/your contact by simply pressing the key, and you can use the key to transfer calls to the number/your contact (see "Transferring calls to speed dial numbers - attended" on page 34, "Transferring calls to speed dial numbers - unattended" on page 39, and "Transferring calls to speed dial numbers safely" on page 45).

Configuring speed dial keys

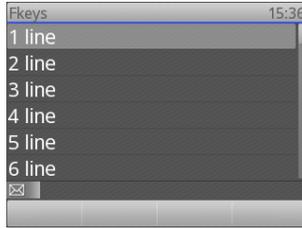
1. Press  to open the **Settings** menu.



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



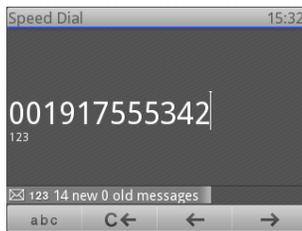
3. Press  to open the **Fkey** list (list of function keys).



4. Select a key by entering its number on the keypad or by using ▲ / ▼ on the navigation key to scroll to the key and press . For example, if you want to put speed dial on key F6, press .
5. Press to select Speed Dial from the **Function for key** menu.



6. Enter the extension number, the phone number, or the SIP URI.



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 marks between the digits.

7. Press to save.

Boss/admin function

The boss/admin function, which is also called boss/delegate or boss/secretary function, means that the "boss" phone and a second "admin" or "delegate" phone ring simultaneously so that the admin/delegate can pick up and screen calls ringing on the boss phone. The admin/delegate can also make calls on behalf of the boss's phone.

The snom UC Edition offers an added feature to the boss/admin function: When simultaneous ringing of the admin/delegate phone is replaced by forwarding calls (for example, to the boss's home phone number), the function is not removed from the settings but can be turned on again with one keystroke on the phone or one click in your Lync account.

Configuring the boss/admin function

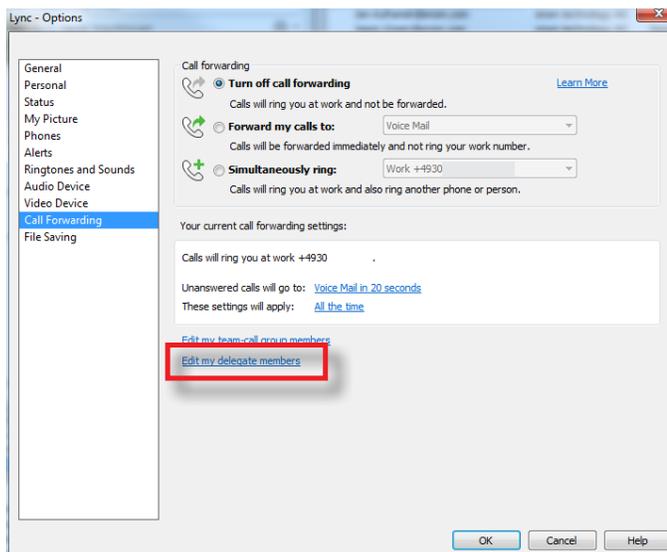
The boss/admin function requires configuration of the Lync clients and complementary settings on the boss's and the admin/delegate's phone.

Boss

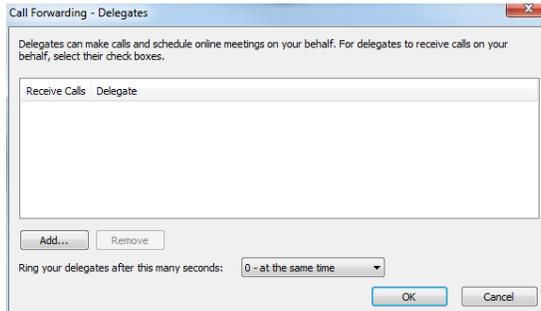
Selecting the admin/delegate

If you are the boss, you must first select the admin/delegate whose phone will ring simultaneously with yours and who will be able to accept your calls.

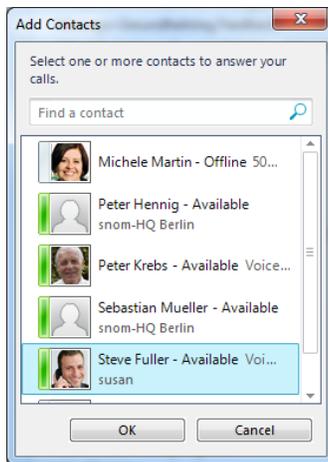
1. Click on **Options** in the **Tools** menu of your Lync client to open the Options window.
2. Click on **Call Forwarding** in the left sidebar.
3. In the Call Forwarding window, click on **Edit my delegate members**.



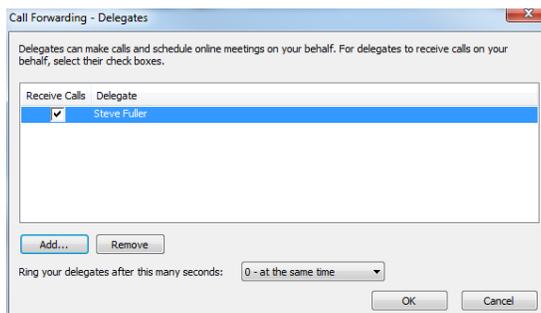
4. In the **Delegates** window, click on **Add**.



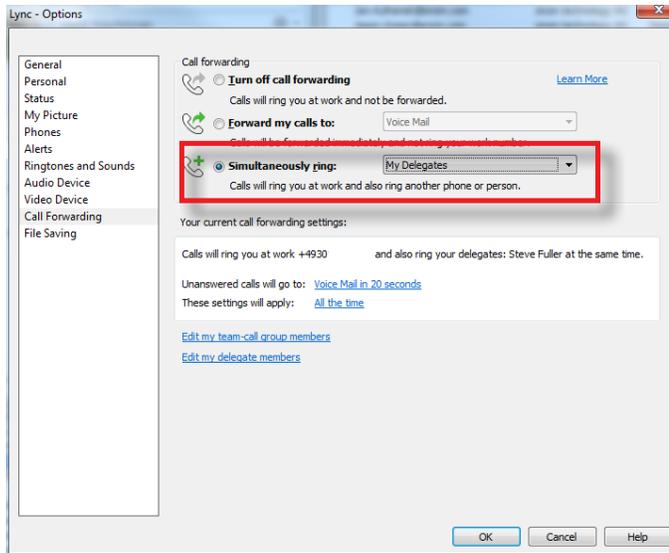
5. In the **Add contacts** window, click on the contact you want to add as your delegate, then click **OK**.



6. The **Delegates** window opens again. The contact has been added to your delegate list. Since you want your delegate's phone to ring simultaneously with yours, do not change the seconds setting. Click **OK**.



7. In the **Call Forwarding** window, click on **Simultaneously ring** and select **My delegates** from the drop-down list.



8. Click **OK**. Your admin/delegate has been added to your Lync Client (Fig. 1), while you have been added to your admin/delegate's group "People I manage calls for" (Fig. 2).

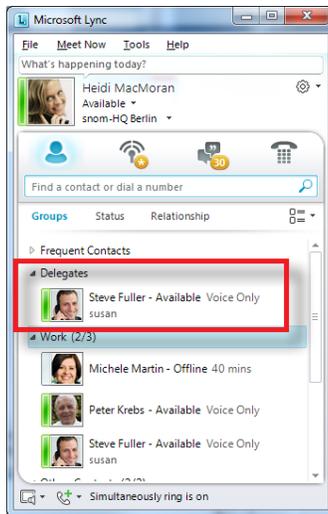


Fig. 1

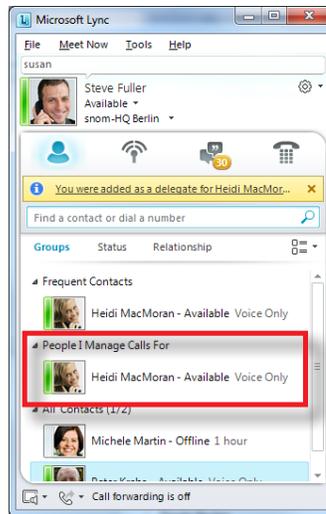


Fig. 2

Both phones will now ring simultaneously when the "boss" phone is called, and the incoming call can be accepted by both phones.



Putting your delegate on a function key

1. Press . The **Delegates** screen (Fig. 1) will appear (if not, press ◀ / ▶ to scroll to it).

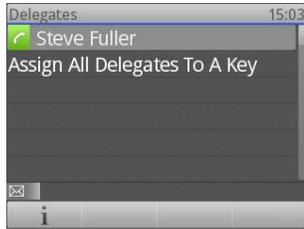


Fig. 1

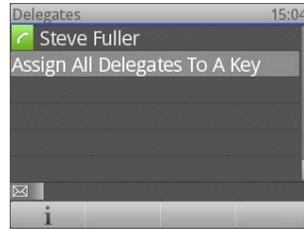


Fig. 2

2. Press ▼ to scroll down to key assignment (Fig. 2, above) and press  to open the **Fkeys** screen (Fig. 3, below).

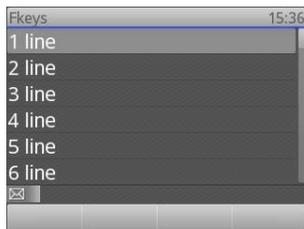


Fig. 3

3. Select a key by entering its number on the keypad or by using ▲ / ▼ on the navigation key to scroll to the key, then press .

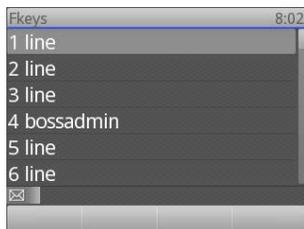


Fig. 4



Fig. 5

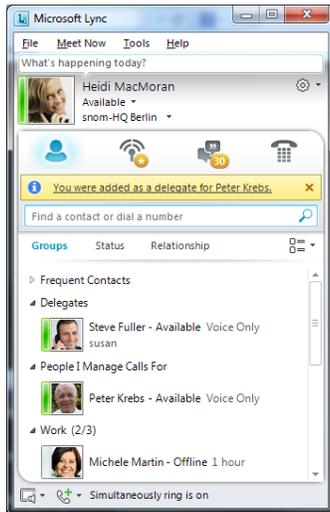
Note: The entry "boss/admin" without being followed by a name indicates that this is your admin (Fig. 4). The entry "boss/admin" followed by a name indicates that this is your boss.

4. You may need to reboot the phone for the setting to take effect.

You can now view your admin's call status by pressing the key once (Fig. 5), and you can call your admin by pressing the key a second time.

Admin/delegate

If you are the admin/delegate, you will be notified that you were added as a delegate for the boss's phone. The boss is automatically added to the group People I Manage Calls For, both in your Lync client and on your phone.

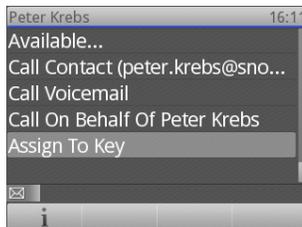


To be able to view the boss's contact card and call status and make calls on behalf of the boss's phone you need to put the function onto one of the function keys with LEDs.

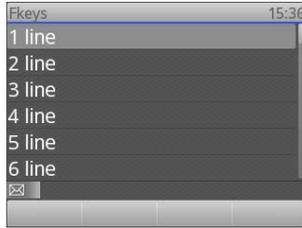
1. Press  and use ◀/▶ to scroll to the screen "People I manage calls for".



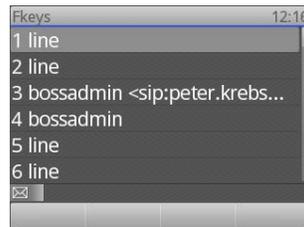
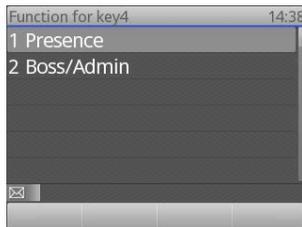
2. Press .



3. Select "Assign to key" and press .



4. Select a key by entering its number on the keypad or by using ▲ / ▼ on the navigation key to scroll to it, then pressing .
5. Select "boss/admin" and press .



Note: The entry "boss/admin" without being followed by a name indicates that this is your admin. The entry "boss/admin" followed by a name indicates that this is your boss.

You can now view the boss's contact card and call status and make calls on behalf of the boss's phone by pressing the key. When the boss has activated the function, your display and your call LED will signal incoming calls for the boss phone.



Using the boss/admin function

Boss

The red LED  on the boss/admin key will glow or blink to indicate one of the following:

- Blinking indicates a call on hold. Press the key to connect to the held call.
- The steadily glowing LED indicates that your admin has accepted or is making a call on your behalf.

Note: If you turn on Do not disturb (DND), incoming calls will ring on your admin's phone. DND **does not affect** calls from your admin/delegate, members of your Team Call, and contacts in your Friends and Family relationship group. They will ring on both phones even when DND is on.

Admin/delegate

The red LED  on the boss/admin key will glow or blink to indicate one of the following:

- The steadily glowing LED indicates that you admin has accepted or is making a call on your behalf.
- Blinking indicates a call on hold. Press the key to connect to the held call.

Using the boss/admin function key

- Press the key to view the boss's call status:



- Use the key to make calls on behalf of your boss:
 1. Press the key and scroll to **Call on behalf of ...**
 2. Press .
 3. Dial the number.



- Double-press the key to call the boss's default number.



- Pressing the key once will open the boss's contact card; press it again to start dialing the default number in **Call Contact**.
- If you want to leave a message on the boss's voicemail, press ▼ to scroll down to **Call Voicemail** and press .

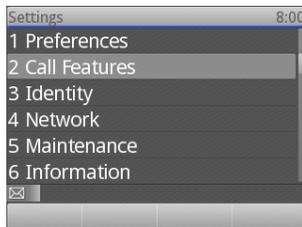
One-touch reactivation of boss/admin function

When the boss turns on call forwarding (for example, to forward all incoming calls to the boss's cell phone or home phone number), the boss/admin function, i.e., the simultaneous ringing of the admin/ delegate's phone, is temporarily suspended. It can be reactivated by one keystroke on the boss's phone or one click in the boss's Lync window.

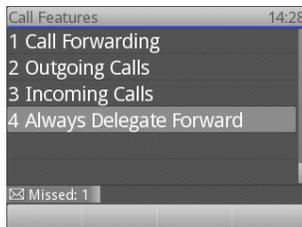
This feature requires an additional setting on the boss's phone.

Required setting

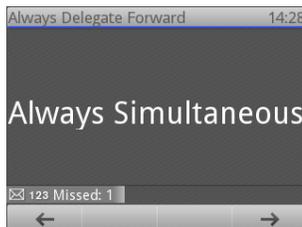
1. Press  to open the **Settings** menu.
2. Press  to open **Call Features**.



3. Press  to open **Always Delegate Forward**.



4. Use  /  to select **Always Simultaneous**.



5. Press  to confirm the setting and return to the previous screen.
6. In order for this setting to take effect, both phones (boss and admin) may need to be rebooted.

Turning on call forwarding

This can be done on the phone or on your PC.

On the phone

1. Press  and select a forwarding number or enter a new number (see "Call forwarding" on page 57 for more information).

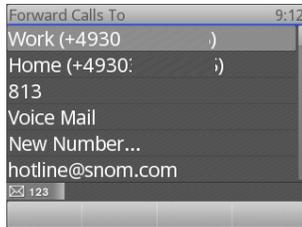


Fig. 1

2. Press . The display now shows the call forwarding symbol and the phone number all incoming calls will be forwarded to; the Lync window (see Fig. 5, below) now shows that call forwarding is on.



Fig. 2

On the PC

1. Click on .



Fig. 3

2. Click on **Forward Calls to**, then on the phone number (see Fig. 4, below).

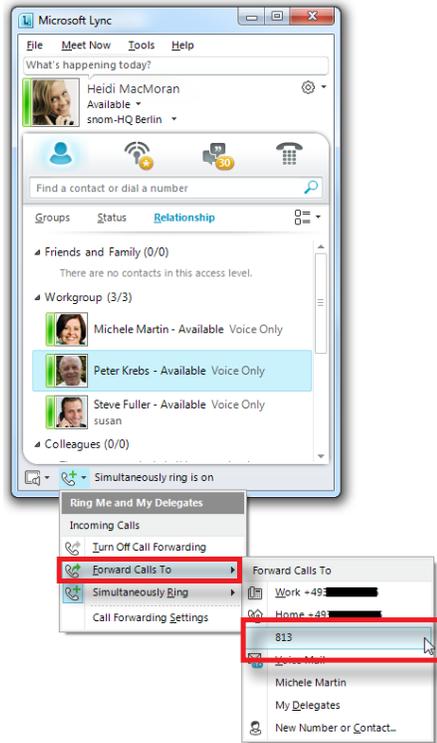


Fig. 4

In either case, all incoming calls will now be forwarded to the selected number; they will not ring on your phone, or on your admin's phone. Your phone's display (Fig. 2, above) and Lync (Fig. 5, below) will both indicate this status.

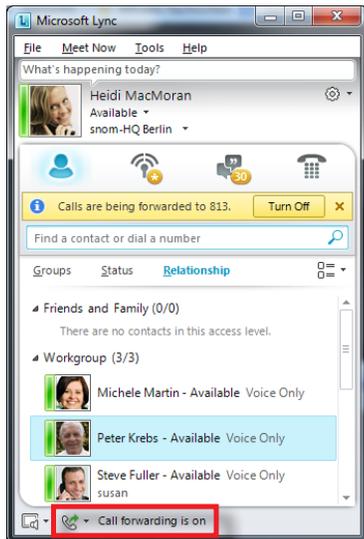


Fig. 5

Reactivating simultaneous ringing of boss/admin phones

Press  on the phone or click on **Turn off** in your Lync client (Fig. 6, below) to turn off call forwarding and to reactivate the boss/admin function with incoming calls to the boss's phone simultaneously ringing on the boss's and the admin's phone. If you check your Lync window, you will see that it has returned to **Simultaneously ringing of My delegates** (Fig. 7, below).

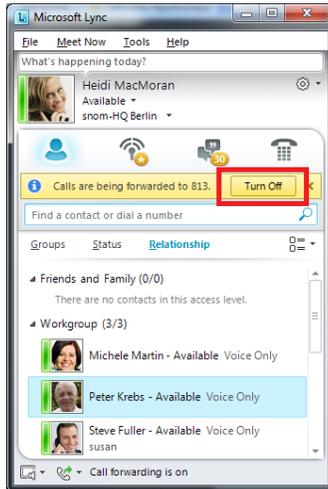


Fig. 6

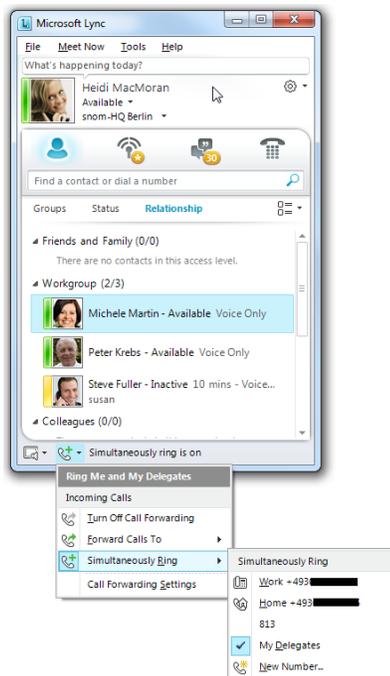


Fig. 7

Calling Contacts and Address Book entries

You can dial your 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) as 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

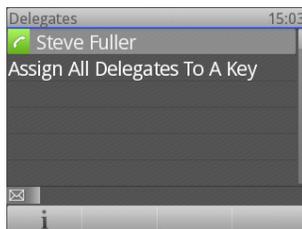


Fig. 4

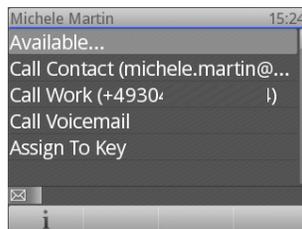


Fig. 5

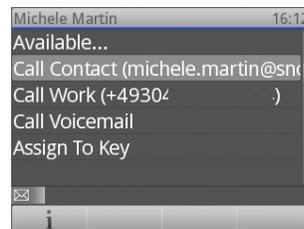


Fig. 6

1. Press  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  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)

- Press . Enter the name of the person you want to look up.
 - Please note:** You can switch to letter mode to enter the name, 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 .
 - 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, below) and result in all names starting with the letters on the keys you have pressed (Fig. 3, below).
 - To narrow down the list of names presented to you on the display, enter more characters (Fig. 4 and 5, below).
 - Use / to scroll to the name you want.
 - Press to show the contact's details (Fig. 6, below).

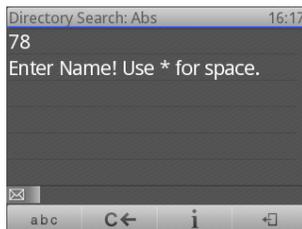


Fig. 1

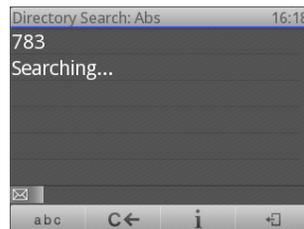


Fig. 2

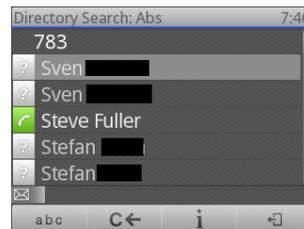


Fig. 3

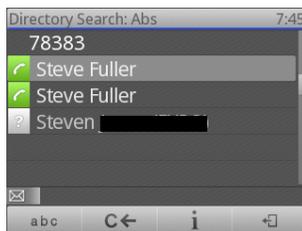


Fig. 4

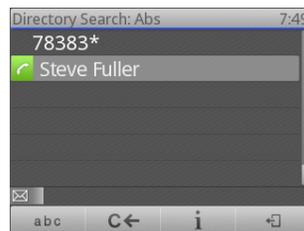
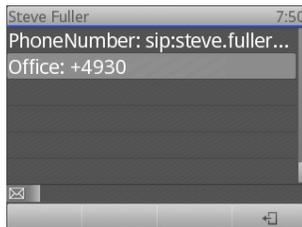


Fig. 5



Fig. 6

- When the name you are looking for is highlighted, press to show the available phone connections.



- 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.

T

ransferring 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
- Presence keys
- Speed dial keys
- Contacts on your Contacts list
- 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.

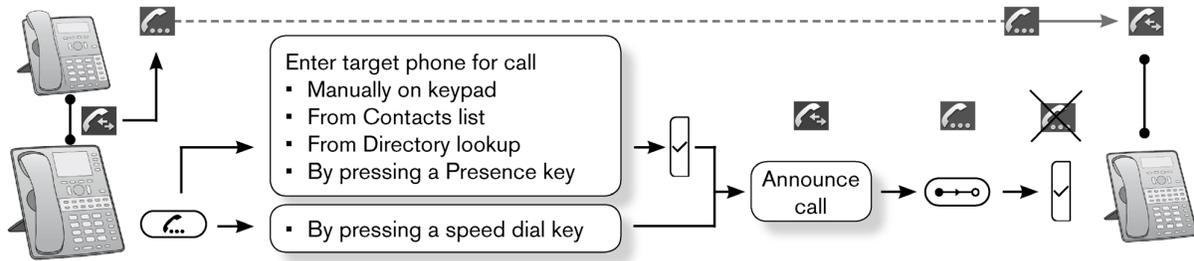
Safe unattended/blind transfer

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.

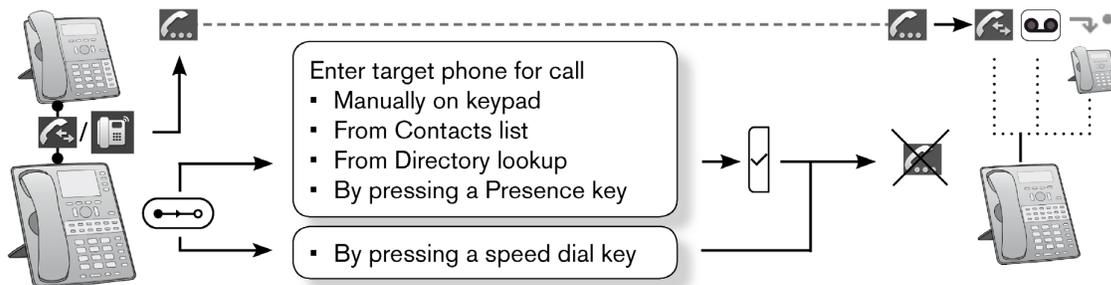
Note: You need to decide whether you want to make an attended or unattended transfer before beginning the transfer procedure.

Transfer cheat sheet

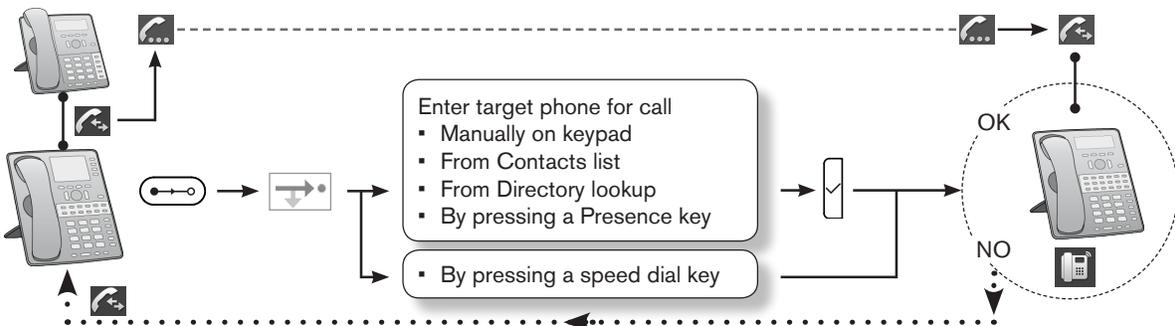
Attended transfer



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 . The active call is put on hold.



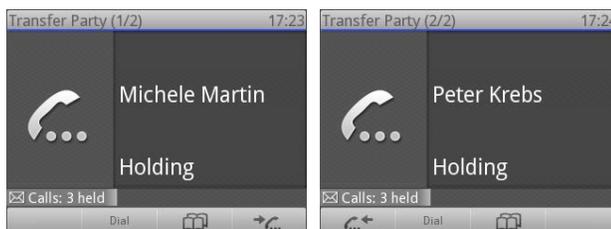
2. Enter the extension or other number on the keypad and press . The phone dials the number.



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 .



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



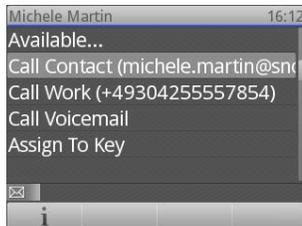
4. When the transfer party is onscreen, press .

Transferring calls to Presence keys - attended

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



2. Press the Presence key . The Presence screen appears. "Call contact" is the default selection when the screen opens. If you want to call one of the other available numbers, use ▲ / ▼ to scroll to it.



3. Press . The phone dials the contact.
4. When your contact picks up your call, announce the call you want to transfer. If your contact wants to accept the call, press .



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



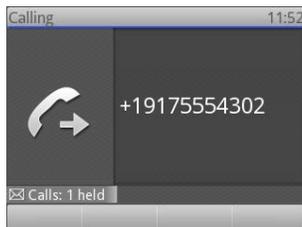
5. When the transfer party is onscreen, press .

Transferring calls to speed dial numbers - attended

1. With the active call on the line, press . The active 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 .



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



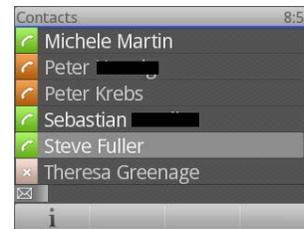
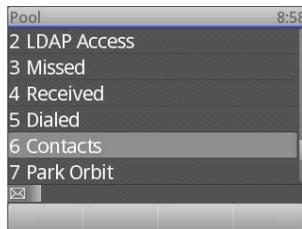
4. When the transfer party is onscreen, press .

Transferring calls to Contacts - attended

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



2. Press to open the Pool menu, then 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 .



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 or to scroll to it. The call to be transferred must be on-screen when you press .



5. When the transfer party is onscreen, press .

Transferring calls to Directory lookup - attended

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



2. Press  to open the 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     .

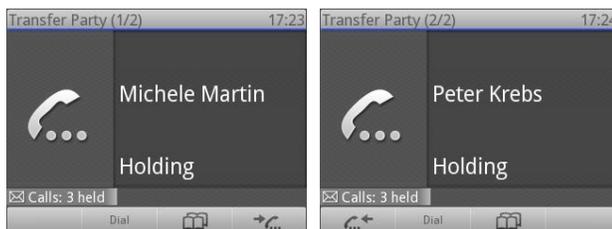
Enter the characters in quick succession. Once you have entered at least three characters, the search will start as soon as you pause. To narrow down the list of names presented to you on the display, enter more characters. Use ▲ / ▼ to scroll to the name you want.



3. When the right name is highlighted, press .
4. When the callee picks up your call, announce the call you want to transfer. If the callee wants to accept the call, press .



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

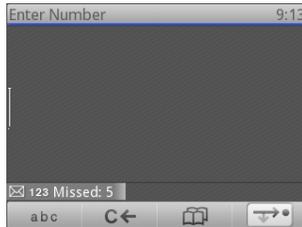


5. When the transfer party is onscreen, press .

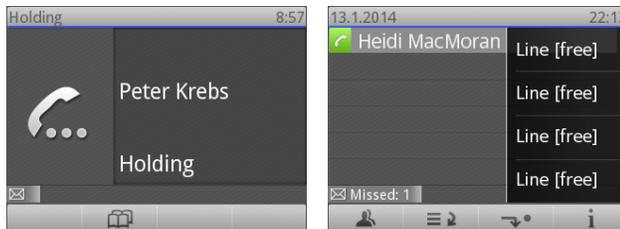
Unattended transfer

Transferring calls to manually dialed numbers - unattended

1. With a call ringing or an active call on the line, press . The active 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 see the hold screen (if you are transferring an active call) or the idle screen with an added missed call (if you are transferring a ringing call).



3. When transferring an active call: 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:

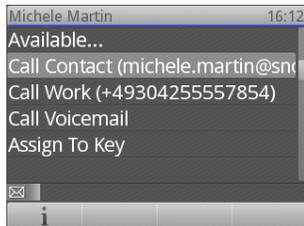


Transferring calls to Presence keys - unattended

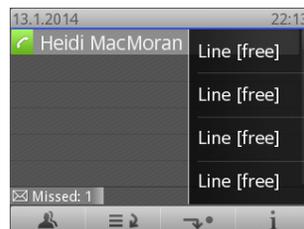
1. With a call ringing or an active call on the line, press . The active call is put on hold, and you will see the dial screen.



2. Press the Presence key . The Presence screen appears. "Call contact" is the default selection when the screen opens. If you want to call one of the other available numbers, use ▲ / ▼ to scroll to it.



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

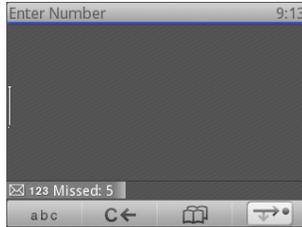


4. When transferring an active call: When your contact picks up the ringing call (or if the call is forwarded to the third party's VoiceMail or another phone number), you will see this message:

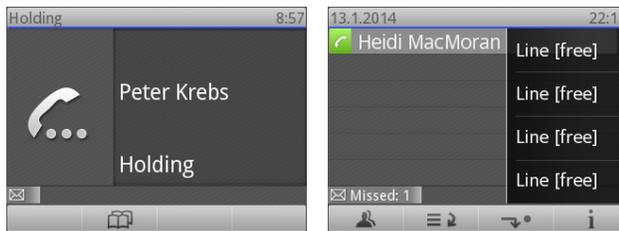


Transferring calls to speed dial numbers - unattended

1. With a call ringing or an active call on the line, press . The active 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 see the hold screen (if you are transferring an active call) or the idle screen with an added missed call (if you are transferring a ringing call).

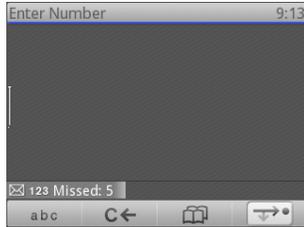


3. When transferring an active call: When the third party picks up the ringing call (or if the call is forwarded to the third party's VoiceMail or another phone number), you will see this message:

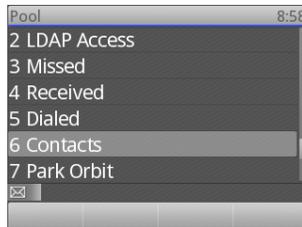


Transferring calls to Contacts - unattended

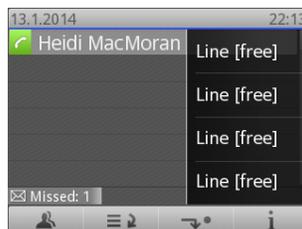
1. With a call ringing or an active call on the line, press . The active call is put on hold, and you will see the dial screen.



2. Press  to open the Pool menu, then  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 see the hold screen (if you are transferring an active call) or the idle screen with an added missed call (if you are transferring a ringing call).



4. When transferring an active call: 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:



Transferring calls to Directory lookup - unattended

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

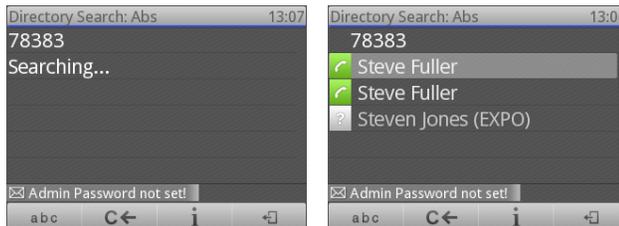


2. Press  to open Directory search. Enter the name of the person you want to transfer the call to.

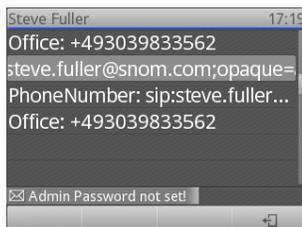
Note: You can switch to letter mode to enter the name, but you do not need to. If you want to look up "Steve", for example, entering "78383" in numeral mode will yield all names with combinations of the letters on keys    



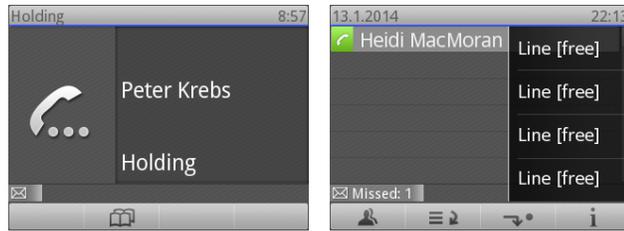
Enter the characters in quick succession. Once you have entered at least three characters, the search will start as soon as you pause. To narrow down the list of names presented to you on the display, enter more characters. Use ▲ / ▼ to scroll to the name you want.



3. When the right name is highlighted, press .



4. Press  again if the highlighted connection is the one you want to dial; if not, use ▲ / ▼ to scroll to another number first. While the phone is calling the number, you will see the hold screen (if you are transferring an active call) or the idle screen with an added missed call (if you are transferring a ringing call).



5. When transferring an active call: When the callee picks up the ringing call (or if the call is forwarded to the callee's VoiceMail or another phone number), you will see this message:



Safe transfer

Transferring calls to manually dialed numbers safely

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



2. Press .

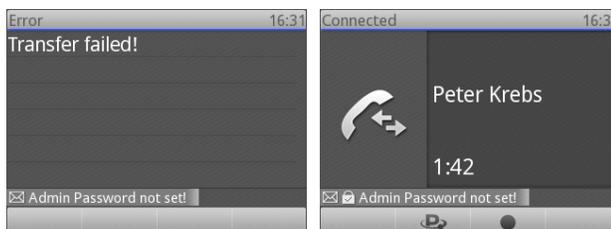
3. Enter the extension or other number on the keypad and press . While the phone is calling the number, you will see the hold screen.



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.

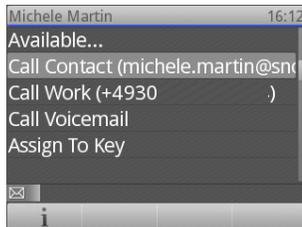


Transferring calls to Presence keys safely

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



2. Press  and then the Presence key . The Presence screen appears. "Call contact" is the default selection when the screen opens. If you want to call one of the other available numbers, use ▲ / ▼ to scroll to it.



3. Press . While the phone is dialing the contact, you will see the Holding screen.



4. When your contact picks up the ringing call, you will see the message at Fig. 1.



Fig. 1



Fig. 2

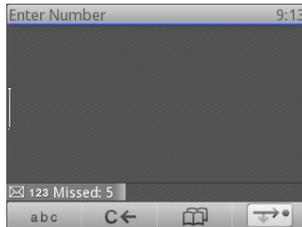


Fig. 3

If the call is not picked up, you will hear a double beep and see the error screen (Fig. 2, above). The caller will then be reconnected to your phone (Fig. 3, above).

Transferring calls to speed dial numbers safely

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



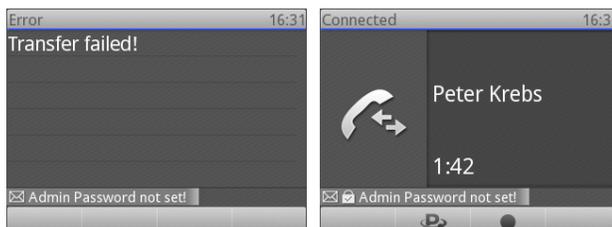
2. Press  and then the speed dial key . While the phone is dialing the number, you will see the Holding screen.



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

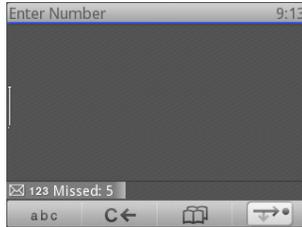


If the call is not picked up, you will hear a double beep and see the error screen. Then the caller will be reconnected to your phone.

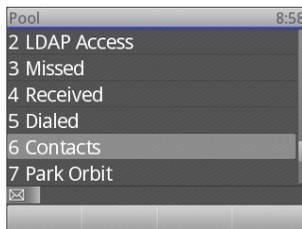


Transferring calls to Contacts safely

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



2. Press .
3. Press  to open the Pool menu, then  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 the message at Fig. 1.



Fig. 1

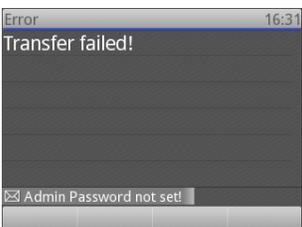


Fig. 2

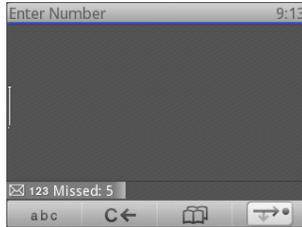


Fig. 3

If the call is not picked up, you will hear a double beep and see the error screen (Fig. 2, above). The caller will then be reconnected to your phone (Fig. 3, above).

Transferring calls to Directory lookups safely

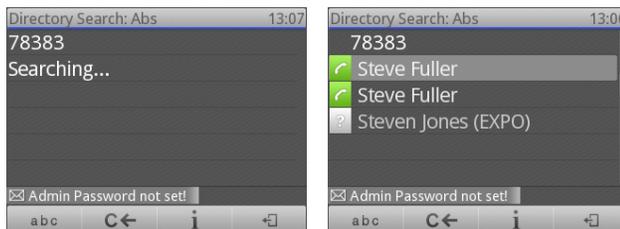
1. With an active call on the line, press . The call is put on hold, and you will see the dial screen.



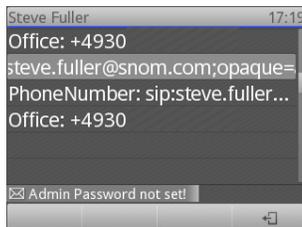
2. Press .
3. Press  to open the Directory search. Enter the name of the person you want to transfer the call to.

Note: You can switch to letter mode to enter the name, 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     .

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.



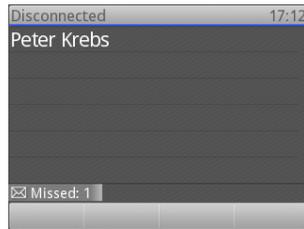
4. When the name is highlighted, press . If the highlighted connection is not the one you want to dial, use ▲ / ▼ to scroll to the one you do want to dial.



5. Press . While your phone is calling the selected number, you will see the Holding screen.



6. 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.

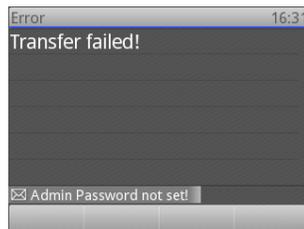


Fig. 1



Fig. 2

Transferring calls directly to Voicemail

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

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



Fig. 1

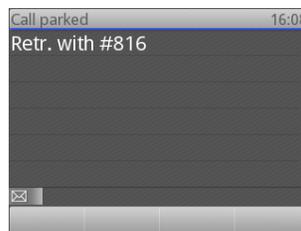
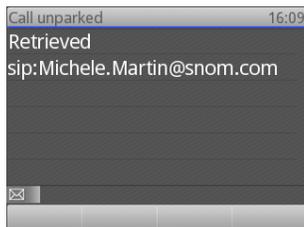


Fig. 2

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 51).



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 **#820**.
2. Dial **#820** 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

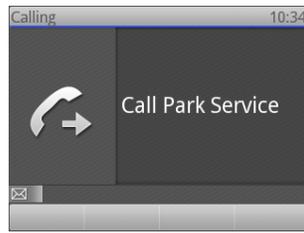


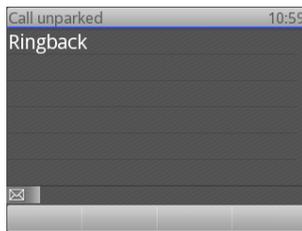
Fig. 2



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 dropped call is added to the list of missed calls (Fig. 2).



Fig. 1

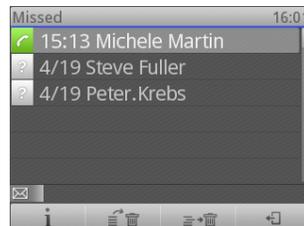


Fig. 2

Looking up parked calls in call history

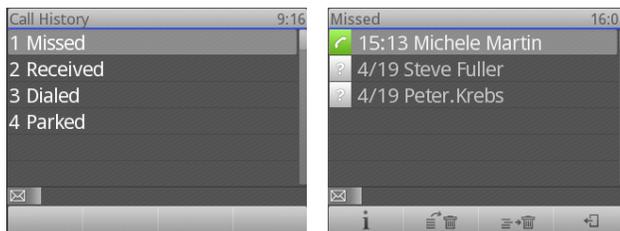
See "Looking up parked calls" on page 51.

Call history

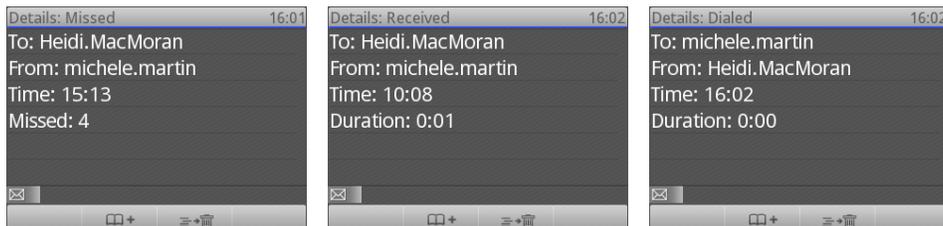
The call history sorts the phone's calls into four categories. Three of them - missed, received and dialed calls - are stored locally on the phone until its next reboot. The fourth category, parked calls, is stored on the Lync server until the server's next reset.

Looking up missed, received, and dialed calls

1. Press  to open the **Call History** menu.
2. Press the number key to open one of the submenus, i.e., press  to open the list of **Missed** calls, press  to open the list of **Received** calls, etc.



- Press  to delete the selected call or entry.
- Press  to delete the entire list.
- Press  to return to the previous screen.
- Press  to return to the idle screen.
- Press  to show the details of the selected call or missed call.



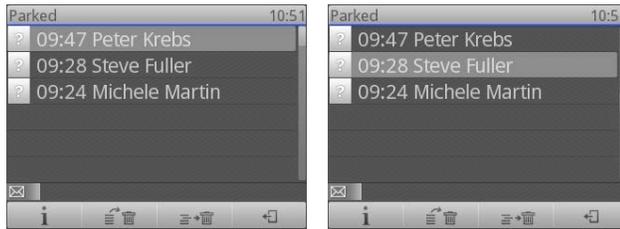
- Press  to add the caller to the phone's local directory.

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. Press  to open the call history menu.

2. Press  to open the list of calls that you parked since the last reboot of Lync and scroll to the call with  / .



3. From the **Parked** screen, do one of the following:

- Press  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 the 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).

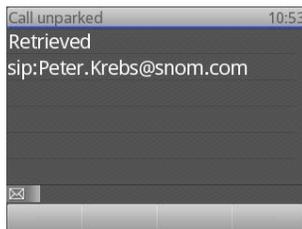


Fig. 1

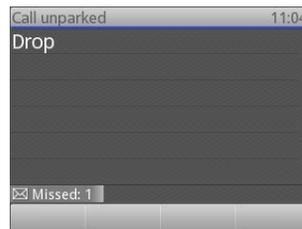


Fig. 2

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

Hold

One call on hold

Press  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 30.
- receive and make calls and put other calls on hold.

Pick up the held call by pressing its line key or by pressing  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 12 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  or  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  or  to put the second held call (2/2) on the screen (Fig. H-3). If there are more held calls, continue likewise.
 - Press  to scroll back through the held calls (Fig. H-2 and H-3).
 - 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  or  to put the second held call on the screen.
 - In Fig. H-5 the second held call (2/3) is on the screen. Press  or  to put the third held call (3/3) on the screen (Fig. H-6). If there are more held calls, continue likewise.
 - Press  to scroll back through the held calls (Fig. H-6 and H-5).
 - To connect to the held call currently on-screen, press .
- When the connected call is on-screen, you can terminate it by pressing **X**.
- You can transfer the on-screen call, whether connected or held. See "Transferring calls" on page 30 for more information.

Conference - local conference on phone

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 with two to four other phones; the maximum number of participants depends on the audio Codecs used by the phones connected in the conference.

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  to start the conference.

Conference screen navigation

Your input on the phone's keys will affect the caller/callee(s) shown in the contact area of the display.

Example: A conference with four participants, including yourself. After you have pressed  to start the conference, the phone numbers of the other three participants are shown on-screen (Fig. C-1).

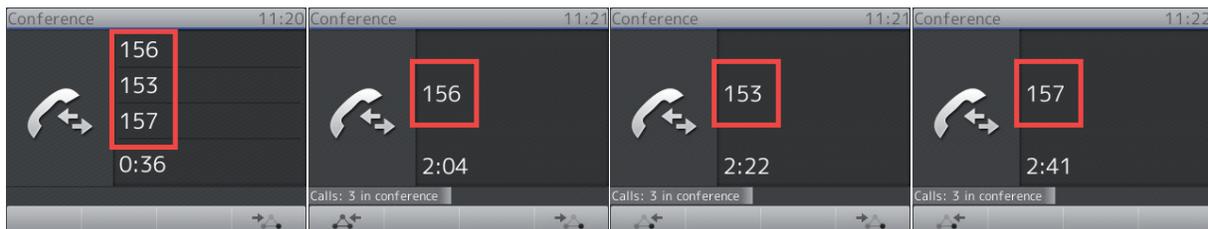


Fig. C-1

Fig. C-2

Fig. C-3

Fig. C-4

- Selecting individual participants:
 - With all participants on-screen (Fig. C-1), press  to put the first participant on-screen (Fig. C-2); press  again to put the next participant on-screen (Fig. C-3), until you have reached the last participant (Fig. C-4).
 - Scroll back through the participants by pressing .
- Bringing the entire conference back on-screen: Scroll to the first participant's screen (Fig. C-2), then press .

Speaking to one participant in private

1. Put the participant on-screen, as shown in Conference screen navigation, above.
2. Press  to put the other participants on hold and talk in private to the participant whose number is shown on the display.

3. To return to the conference, press  and .

Putting one participant on hold

1. Put the participant on-screen, as shown in Conference screen navigation, above.
2. Press .
3. Press  to return held participant to conference.

Dropping a participant

1. Put the participant on-screen, as shown in Conference screen navigation, above..
2. Press  to terminate the connection to this participant.

Adding a participant

- Adding an incoming call:
 1. Press  or the blinking line key to accept the call. The conference is put on hold.
 2. Press  to restart the conference with the additional participant.
- Calling a new participant:
 1. Press  to put the conference on hold.
 2. Dial the number of the new participant.
 3. With the new participant on the line, press .

Putting the conference on hold

- If one of the participants is on-screen (Figures C-2, C-3, C-4), you must first return to the screen with all participants. See Conference screen navigation.
- With all participants on-screen (Fig. C-1), press . 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 .

Terminating the conference

- If one of the participants is on-screen (Figures C-2, C-3, C-4), you must first return to the screen with all participants. See "Conference screen navigation" on page 55.
- With all participants on-screen (Fig. C-1), press .

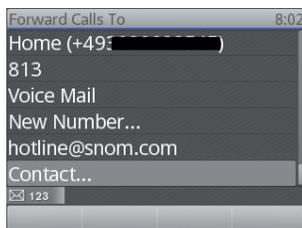
Call forwarding

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  to open the **Call Forwarding** menu.

Note: If the  key is not available, press   .



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 . If the  key is not available, press    .

Settings menu

At a glance

Time zone:

Move to beginning of next time zone

Show all

Show only countries where phone language is spoken

Select time zone with ▲ / ▼ and

Available Fkey functions:

- 1 Presence
- 2 Boss/Admin
- 3 Line
- 4 Speed Dial
- 5 Park Orbit
- 6 Voice Recorder
- 7 Push2Talk
- 8 Intercom
- 9 Action URL
- 10 Button

1 Preferences	2 Call Features	3 Identity	4 Maintenance	5 Information
1 Time Zone	1 Call Forwarding	1 Outgoing Identity	1 System Info	1 Status Info
2 Tone Scheme	2 Outgoing Calls	2 Reregister User	2 Administrator Mode	2 System Info
3 Ringer	1 Auto Dial	3 Edit User	3 Reboot	3 Help
4 Language	2 Number Guessing	4 Logoff User	4 Change PIN	4 Location
5 Display	3 Call Completion	5 Logoff All	5 Check SW Update	
1 Backlight on activity	4 Hide own outgoing ID	6 Call Voicemail	6 Check Call Quality	
2 Backlight when idle	3 Incoming Calls			
6 Fkeys	1 Reject anonymous			
1 line	2 Call Waiting			
2 line	3 Auto Answer Indication			
⋮	4 Always Delegate Forward			
16 line				

- Press to open **Settings** menu
- Press number key , etc. to open submenus and individual settings
- Press ▲ / ▼ / ← / → to select (settings, etc.)
- Press to save the selected setting
- Settings with (On)/(Off) or (Yes)/(No): Press to change and save
- Press to return to the previous screen
- Press 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. 781-569-2044
Fax 978-998-7883
infoUSA@snom.com

snom UK Ltd
Amethyst House, Meadowcroft Way
Leigh Business Park, Leigh
Manchester WN7 3XZ, UK
Tel. +44 169 348 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:**

