

Quickstart Guide

Snom 320



To Transfer a Call – Blind Transfer

(do not announce the call before transferring)

1. With a call in progress press the Transfer or Xfer button
2. Dial the number you wish to transfer the call to followed by the √ (Tick) button.
3. Once the phone is ringing put the handset down – the original caller and the third party will connect

To Transfer a Call – Attended Transfer

(announce the call before transferring):

1. With a call in progress press the Hold button.
2. Dial the number you wish to transfer the call to followed by the √ (Tick) button.
3. Once the third party has answered and you have spoken to them put the handset down or press the Xfer button. The original caller and the third party will connect

To Place a Call

- Pre-dial by first keying in the phone number, then picking up the handset or pressing the √ (Tick) button.

-OR-

- Pick up the handset or press the SPEAKERPHONE button.
- Enter the number you wish to call followed by the √ (Tick) button.

To Redial

1. Pick up the handset
2. Press the Redial button
3. Press the √ (Tick) button

Do Not Disturb - DND

1. Press the DND button or the button directly under DND on the phones display to go on DND; once pressed your display should show "DND"
2. Press the DND button or the button directly under DND on the phones display to go off DND

Voice Mail

To access voice mail:

1. Dial *55 or press 'Retrieve' button.
2. Enter your PIN code which can be found in your welcome pack
3. You will then be given options to follow for listening and recording voicemail messages, please select the relevant option. (See below for more detail).

Speaker Phone

To use the phones integrated speaker, press Speaker before initiating a call or when in a call, press Speaker again to turn off the speaker.

To Create a 3-Way Conference Call

Whilst in conversation with one party:

1. Press Hold (dial tone will be heard)
2. Dial the third party to be brought into a conference – a full directory number or an extension number
3. Speak to the third party
4. Press Conference or Cnf. On to allow all 3 parties to be in conversation
5. Press Conference or Cnf. Off to release the conference, if you want to speak to any individual party, press the relevant line button or hang up.

Using the Phone Book

To use the phone book press Directory or the button directly under PhoneBk on the phones display. Then scroll left or right to find the person you want to call. To call them pick up the handset.

To add a new phone book entry:

1. Push the button directly under PhoneBk on the phones display.
2. Then scroll left to find the <New Item> entry
1. Once this is found click on the button directly under Edit.
2. Add the contact, press √ (Tick)

Call Waiting – Answering a Second Incoming Call

- While the first call is active and the second call begins ringing and a second line key will begin to flash. Press this line button to answer the second call and put the first caller on-hold.
- To switch between calls simply press the corresponding line key.

To Put a call on Hold

1. If you are on a call, press the Hold button to hold the call
2. Repeat the action to take the call off Hold

Voice Mail

To Access Your Voice Mail:

- Press the MESSAGES button OR dial *55.
- Enter your pin number.
- To navigate, follow the menu choices.

From Outside the Office:

- Dial your phone number.
- When the voice mail system answers, press the * key.
- Enter your password.

Voice Mail Controls

Menu 1	Key
Save	9
Forward Message	8
Delete	7
Repeat	5
Reply	1
Help	*
Exit	#