snom® VoIP phones

snom **UC** edition

User Guide

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

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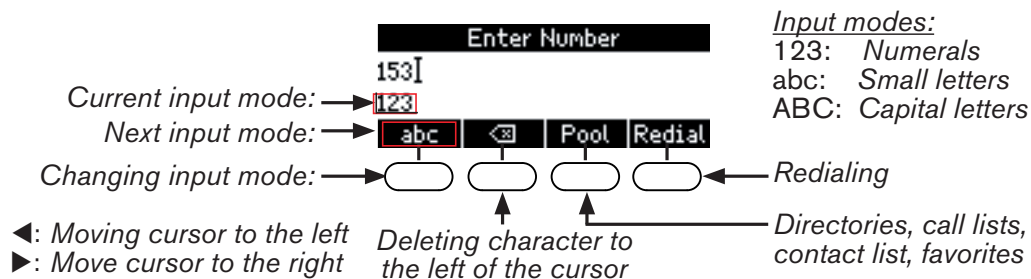Our firmware includes some source code that may be used and modified by anyone and everyone under the GNU Public License (GPL), provided they, in turn, make it available to everyone else with the same licensing agreement. Please go to http://www.snom.com/en/support/download/gpl-open-source/ for the original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

Enter Number

153

Current input mode: → 123
Next input mode: → abc   ⌫   Pool   Redial
Changing input mode: →

◄: *Moving cursor to the left*
►: *Move cursor to the right*

Deleting character to the left of the cursor

Input modes:
123:   *Numerals*
abc: *Small letters*
ABC: *Capital letters*

Redialing

Directories, call lists, contact list, favorites

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:
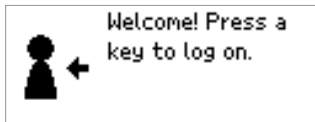
Using extension number and PIN

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".

```
        SIP-URI
heidi.mcmoran|
abc
 ABC  |  ⌫  |  ←  |  →
```

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

```
      Domain\User
snom\heidi.mc|
abc
 ABC  |  ⌫  |  ←  |  →
```

3. Enter the password and press [✓].

```
       Password
*****|
abc
 ABC  |  ⌫  |  ←  |  →
```

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.

```
         Settings
1 ▸ Preferences
2  Call Features
3  Identity
```
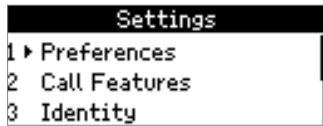
2. Press ⌊ DEF 3 ⌋ to open the **Identity** menu.

```
         Identity
1 ▸ Outgoing Identity
2  Reregister User
3  Edit User
```
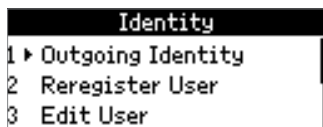
3. Press ⌊ GHI 4 ⌋ to open **Logoff User** screen.

```
       Logoff User
▸ Heidi.MacMoran@
  151@
```
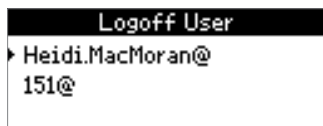
4. If there is more than one user logged in, use the top and bottom arrows ▲ / ▼ on the navigation key to select the one to be logged off.

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

In idle mode   **When active**

Info & status bar with date and time →

Configured identities →

Function key line →

Context-sensitive function key symbols

Date is replaced by current status message →

Context area

Right function key is replaced by "Info" key when status messages are available
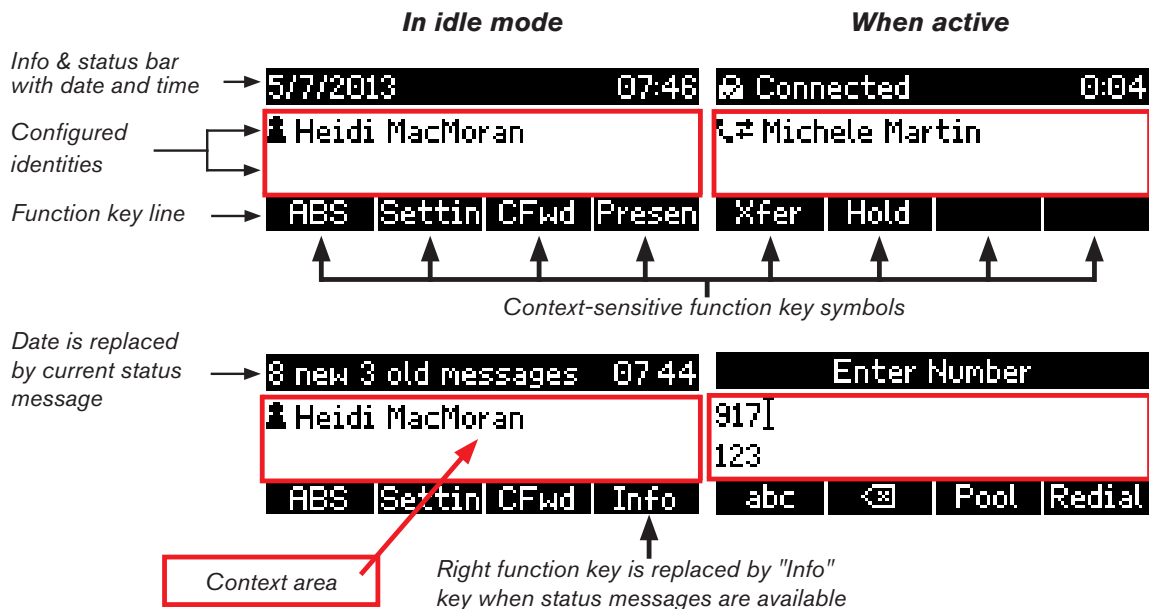
Context-sensitive function keys

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.

Status info
▸ Admin Password not set!
*7 new 3 old messages
Detail Del

Fig. 3

Status info
7 new 3 old messages
Detail Del

Fig. 4

Status info
(No data available)
Detail Del

Fig. 5
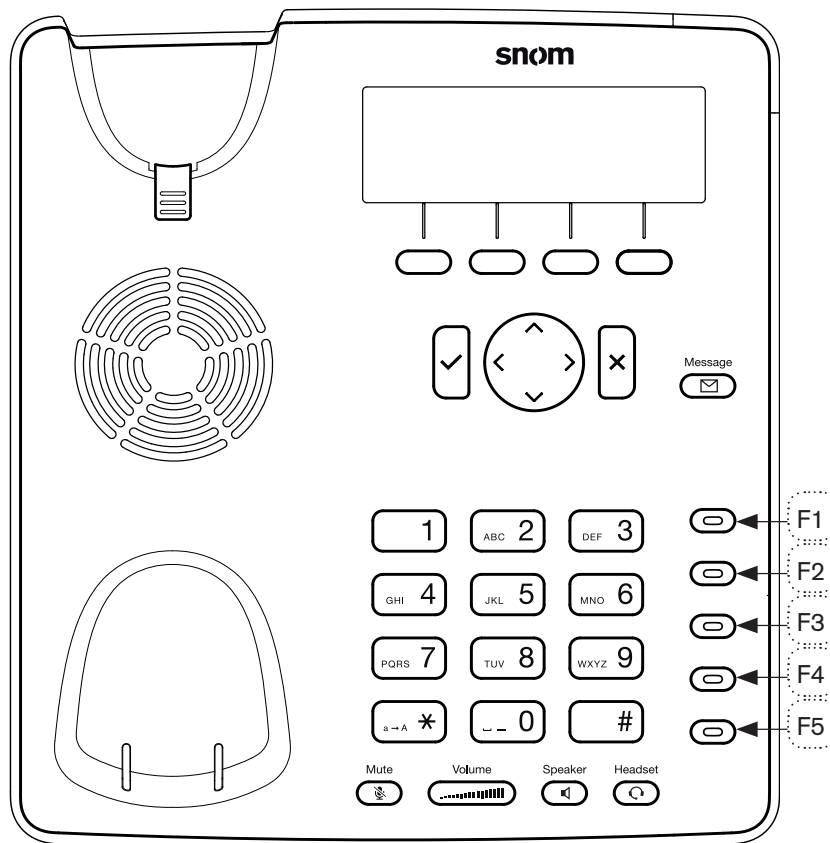
Function keys

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 `GHI 4` to open the **Maintenance** menu (press `JKL 5` if your phone is running in administrator mode).
3. Press `DEF 3` to open **Reboot?** screen, then ✓ to confirm and start rebooting.

```
        Reboot
Reboot?

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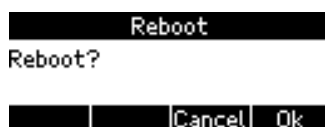
When the idle screen is back on the display, the reboot is complete.

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.

        Presence State
        ▶ Available
        Busy
        Do not disturb
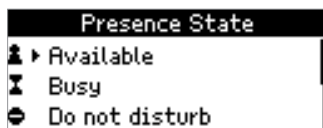
2. Use ▲ / ▼ to select a state. The available options are:

        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.

        DND active!   08:37
        Heidi MacMoran

        ABS Settin CFwd Presen

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.

   ```
                Settings
   1 ▸ Preferences
   2   Call Features
   3   Identity
   ```

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

   ```
              Preferences
   1 ▸ Time Zone
   2   Tone Scheme
   3   Ringer
   ```
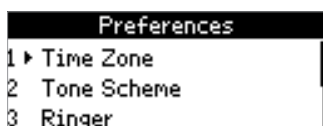
3. Press ⬚MNO 6 to open the **Fkey** list (list of function keys) (or use ▲ / ▼ to scroll to it, then press ⬚).

   ```
                Fkeys
   1 ▸ line
   2   line
   3   line
   ```

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.

   ```
          Function for key1
   1 ▸ Presence
   2   Line
   3   Speed Dial
   ```
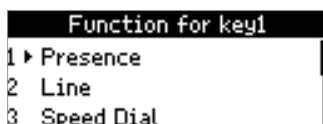
5. Press ⬚DEF 3 to select Speed Dial from the **Function for key** menu (or use ▲ / ▼ to scroll to it, then press ⬚).

   ```
              Speed Dial
   0019175553078|
   123
   abc   ⌫    ←    →
   ```
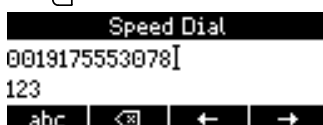
   Note: When entering phone numbers, type each phone number exactly the way it needs to be dialed, i.e., with any required prefixes (area code, country code, operator/auto attendant, etc.) and without spaces or punctuation between the digits.

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.

Contacts	Work	People I Manage Calls For
👤 ▸ Michele Martin (Availa...	👤 ▸ Michele Martin (Availa...	👤 Peter Krebs (Available)
⊙ Peter H (Away)	👤 Peter Krebs (Available)	
Detail	Detail	Detail
Fig. 1	*Fig. 2*	*Fig. 3*
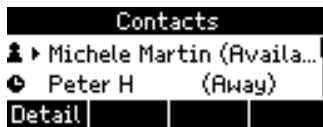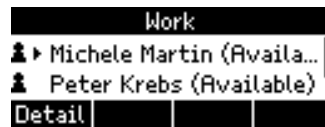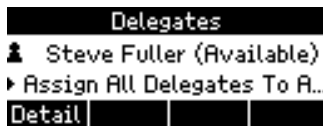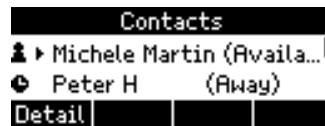
Delegates	Contacts	Michele Martin
👤 Steve Fuller (Available)	👤 ▸ Michele Martin (Availa...	Available...
▸ Assign All Delegates To A...	⊙ Peter H (Away)	▸ Contact (michele.martin...
Detail	Detail	Detail
Fig. 4	*Fig. 5*	*Fig. 6*

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).

Directory Search: Abs 78 Enter Name! Use * for space. abc ⎮ ⊠ ⎮Detail⎮ ESC	Directory Search: Abs 783 Enter Name! Use * for space. abc ⎮ ⊠ ⎮Detail⎮ ESC	Directory Search: Abs 783 Searching... abc ⎮ ⊠ ⎮Detail⎮ ESC
Fig. 1	*Fig. 2*	*Fig. 3*
Directory Search: Abs 783 ▸ Sven F abc ⎮ ⊠ ⎮Detail⎮ ESC	Directory Search: Abs 78383 ▸ Steve Fuller abc ⎮ ⊠ ⎮Detail⎮ ESC	Directory Search: Abs Steve Fuller ▸ Steven Jones (EXPO) abc ⎮ ⊠ ⎮Detail⎮ ESC
Fig. 4	*Fig. 5*	*Fig. 6*
Directory Search: Abs ▸ Steve Fuller Stefan abc ⎮ ⊠ ⎮Detail⎮ ESC	Steve Fuller - Steve LastName: ESC	
Fig. 7	*Fig. 8*	

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

   > Steve Fuller
   > ▸ mber: sip:steve.fuller@sn...
   >   Office: +493039833
   > ⎮ ⎮ ⎮ ESC

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

Enter target phone number
- Manually on keypad
- From Contacts list
- From directory lookup (ABS)

- By pressing speed dial key

Announce call

Unattended (blind) transfers

Enter target phone for call
- Manually on keypad
- From Contacts list

- By pressing a speed dial key

Safe unattended/blind transfer

Enter target phone for call
- Manually on keypad
- From Contacts list

- By pressing a speed dial key

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 $\boxed{\text{Hold}}$. The call is put on hold.

```
🏠 Holding
🖍 Peter Krebs

Pool   ABS
```

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

```
Enter Number
562ⅈ
123
abc   ⌫   Pool  Redial
```

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 $\boxed{\text{Xfer}}$.

```
🏠 Connected       0:44
📞↹ Steve Fuller

Xfer  Hold  Cnf.On  ↠ 🖍
```

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

```
🏠 Transfer Party
🖍 ▶ Peter Krebs
    Holding
Dial  Pool
```

> **NOTE:** If you have more than one call on hold and the call you want to transfer is not onscreen at this point, press $\boxed{↠\ 🖍}$ to scroll to it. The call to be transferred must be onscreen when you press $\boxed{\text{Xfer}}$.

```
🏠 Transfer Party (2/2)     🏠 Transfer Party (1/2)
🖍 ▶ Michele Martin          🖍 ▶ Peter Krebs
    Holding                     Holding
Dial  Pool        ↠ 🖍      Dial  Pool        ↠ 🖍
```

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.

    ```
    🅐 Holding
    📞 Peter Krebs

    Pool | ABS |     |
    ```

2. Press the speed dial key ⬭. The phone dials the number.
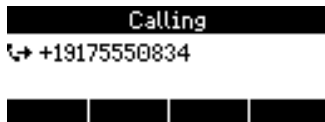
    ```
    Calling
    📞➔ +19175550834

         |    |    |
    ```

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⬚.

    ```
    🅐 Connected            0:44
    📞⇄ Steve Fuller

    Xfer | Hold | Cnf.On | ➔ 📞
    ```

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

    ```
    🅐 Transfer Party
    📞 ▸ Peter Krebs
        Holding
    Dial | Pool |     |
    ```

    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⬚.

    ```
    🅐 Transfer Party (2/2)      🅐 Transfer Party (1/2)
    📞 ▸ Michele Martin          📞 ▸ Peter Krebs
        Holding                      Holding
    Dial | Pool |    | ➔ 📞       Dial | Pool |    | ➔ 📞
    ```

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.

    ⌐ Holding
    ... Peter Krebs

    ▐▐ Pool ▐▐

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

Pool	Contacts
1 ▶ Directory	👤 Sebastian███ (Ava...
2 LDAP Access	👤▶ Steve Fuller (Available)
3 Missed	Detail ▐▐▐

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⬚.

    ⌐ Transfer Party
    ... ▶ Peter Krebs
        Holding
    ▐ Dial ▐ Pool ▐

    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⬚.

⌐ Transfer Party (1/2)	⌐ Transfer Party (2/2)
... ▶ Michele Martin	*...* ▶ Peter Krebs
Holding	Holding
▐ Dial ▐ Pool ▐ ⊣⊢ *...*	*...* ⊣⊢ ▐ Dial ▐ Pool ▐

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.

```
     🔒 Holding
☎.. Peter Krebs

  Pool │ ABS │      │
```

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 ⎡PQRS 7⎤ ⎡TUV 8⎤ ⎡DEF 3⎤ ⎡TUV 8⎤ ⎡DEF 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.

```
  Directory Search: Abs          Directory Search: Abs
783                            783
Searching...                   ▸ Sven F
  abc │ ⌫ │Detail│ ESC          abc │ ⌫ │Detail│ ESC
```
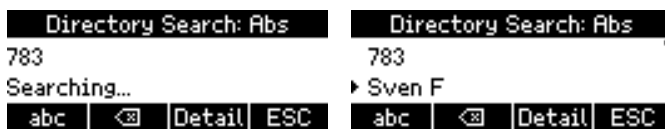
3. When the right name is highlighted, press ⎱, select a connection, and press ⎱ again.

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 ⎦.
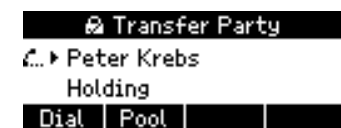
```
🔒 Connected          0:44
☎⇄ Steve Fuller

 Xfer │ Hold │Cnf.On│ ⇥ ☎..
```

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

```
     🔒 Transfer Party
☎..▸ Peter Krebs
      Holding
  Dial │ Pool │      │
```

> **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 ⎦.

```
🔒 Transfer Party (2/2)        🔒 Transfer Party (1/2)
☎..▸ Michele Martin            ☎..▸ Peter Krebs
     Holding                        Holding
 Dial │ Pool │   │ ⇥ ☎..        Dial │ Pool │   │ ⇥ ☎..
```

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.

🕭 Ringing	🕭 Connected 3:54	Enter Number
((▥▸ Peter Krebs	↳⇄ Peter Krebs	562]
⤋ˣ +493035		123
Xfer					Xfer	Hold				abc	⬸	Pool	Safe T

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).

🕭 Holding	Missed: 1 14:07
ℾ..Peter Krebs	👤 Heidi MacMoran
Pool	ABS				ABS	Settin	CFwd	Info

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:

Disconnected
Peter Krebs

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.

Error	🕭 Connected 3:54
Transfer failed!	↳⇄ Peter Krebs
	Xfer	Hold			

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.

⊠ Ringing	⊠ Connected 3:54	Enter Number
(⟨⊞▸ Peter Krebs	↳≠ Peter Krebs	I
⅄ˣ +493035		(⟨⊞ Peter Krebs
Xfer | | |	Xfer | Hold | |	abc | ⊲ | Pool | Safe T

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).

⊠ Holding	Missed: 1 14:07
⌂.. Peter Krebs	⚇ Heidi MacMoran
Pool | ABS | |	ABS | Settin | CFwd | Info

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:

Disconnected
Peter Krebs

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.

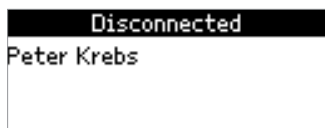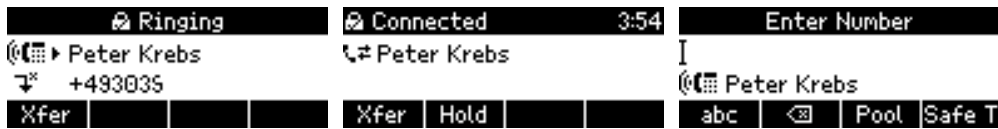| Error	⊠ Connected 3:54
Transfer failed!	↳≠ Peter Krebs
	Xfer | Hold | |

Transferring calls to Contacts - unattended

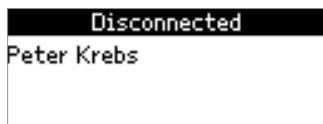1. With a call ringing or an active call on the line, press [XFER]. The active call is put on hold, and you will see the dial screen.

Enter Number					Connected	3:54		Enter Number			
I					↳⇄ Peter Krebs			I			
123								((⣿ Peter Krebs			
abc	◁	Pool	Safe T		Xfer	Hold		abc	◁	Pool	Safe T

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

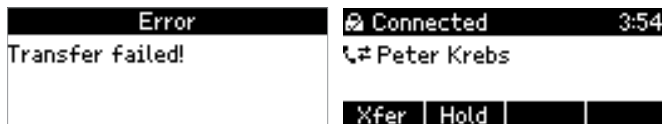| Pool		Contacts		Contacts	
1 ▸ Directory		👤 ▸ Michele Martin (Availa…		👤 Sebastian▮▮▮▮ (Ava…	
2 LDAP Access		◐ Peter H (Away)		👤 ▸ Steve Fuller (Available)▮	
3 Missed		Detail		Detail	

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).

Holding			Missed: 1	14:07	
↰.. Peter Krebs			👤 Heidi MacMoran		
	Pool		ABS	Settin	CFwd	Info

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:

Disconnected
Peter Krebs

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.
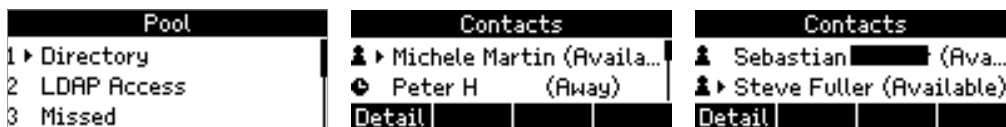
Error			Connected	0:34	
Transfer failed!			↳⇄ Peter Krebs		
			Park 0	+Spkr	Rec	

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.

🏠 Connected 3:54	Enter Number
⤵ Peter Krebs	562⌷
	123
Xfer ǀ Hold ǀ ǀ ǀ	abc ǀ ⌫ ǀ Pool ǀSafe T

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.

🏠 Holding
⌕.. Peter Krebs
Pool ǀ ABS ǀ ǀ

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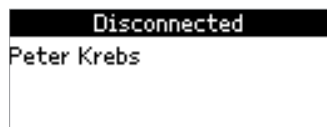
Disconnected
Peter Krebs

    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.

Error	🏠 Connected 3:54
Transfer failed!	⤵ Peter Krebs
	Xfer ǀ Hold ǀ ǀ

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.

🖀 Connected	3:54
☎≓ Peter Krebs	
Xfer | Hold | |	

Enter Number
562]
123
abc | ⌫ | Pool |Safe T

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

🖀 Holding
☎... Peter Krebs
Pool | ABS | |

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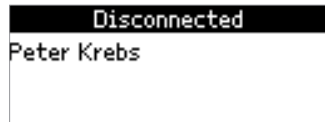
Disconnected
Peter Krebs

   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).

Error
Transfer failed!

🖀 Connected	3:54
☎≓ Peter Krebs	
Xfer | Hold | |	
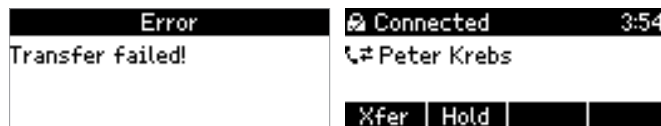
  Fig. 1   *Fig. 2*

Transferring calls to Contacts safely

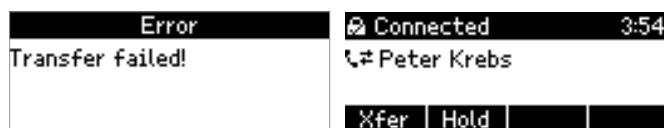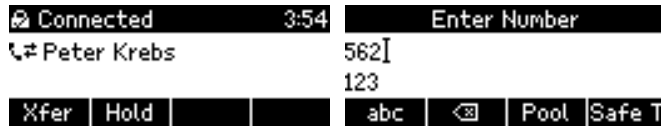1. With an active call on the line, press ⬜XFER. The call is put on hold, and you will see the dial screen.

```
     Enter Number
  I
  123
   abc  | ◁▨ | Pool |Safe T
```

2. Press ⬜Safe T.

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

```
       Pool                 Contacts                 Contacts
1 ▸ Directory      👤▸ Michele Martin (Availa...   👤 Sebastian      ▉ (Ava...
2   LDAP Access    🕑  Peter H      (Away)        👤▸ Steve Fuller (Available)
3   Missed         Detail|    |    |    |         Detail|    |    |    |
```

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

```
        🔂 Holding
 𝆑.. Peter Krebs

          | Pool |    |    |
```

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

```
      Disconnected
 Peter Krebs


```

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).

```
        Error               🔂 Connected        0:34
 Transfer failed!           📞⇄ Peter Krebs


                            Park O|+Spkr| Rec |
```
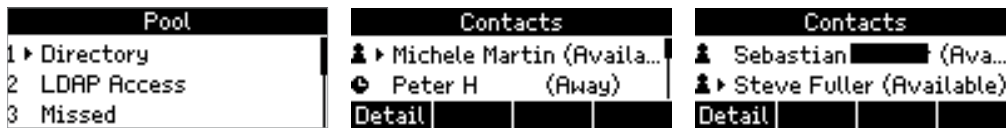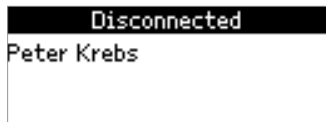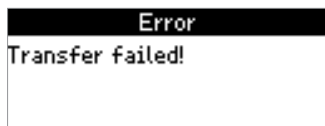
       Fig. 1   *Fig. 2*

Transferring calls directly to Voicemail

When an incoming call is ringing, press $\boxed{\times}$ 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).
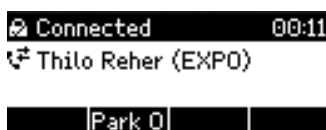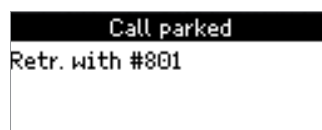

Fig. 1   *Fig. 2*

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).

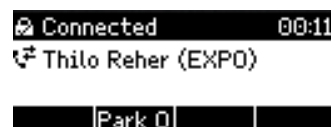*Fig. 1*   *Fig. 2*   *Fig. 3*

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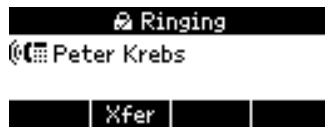
- If you receive a ringback and you pick up, the call is retrieved from the park orbit and you are reconnected to the caller.
- If you receive a ringback and the call is not picked up or forwarded, the call will be unparked and dropped (Fig. 1). The call is shown as dropped in the call history of parked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

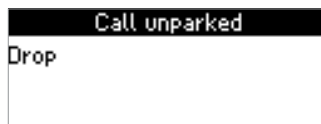The call history sorts the phone's calls into four categories. Three of them - missed, received and dialed calls - are stored locally on the phone until the phone's values are reset. The fourth category, parked calls, is stored on the Lync server until the server's next reset.

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).

   ```
   Missed
   13:41 Peter Krebs
  ▸13:39 Michele Martin
   Detail Clear  Del   ESC
   ```

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)
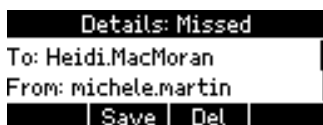
   ```
   Details: Missed
   To: Heidi.MacMoran
   From: michele.martin
          Save  Del
   ```

   - 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.

   ```
   Received
  ▸10:31 Peter Krebs
   10:31 Michele Martin
   Detail Clear  Del   ESC
   ```
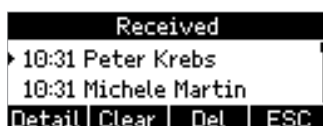
2. Use ▲ / ▼ to select individual callers.

- ◦ 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.

```
Details: Received
To: Heidi.MacMoran
From: steve.fuller
      | Save | Del |
```

- - 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.

```
         Dialed
▸ 10:46 Call Park Service
  10:31 +493039833321
Detail | Clear | Del | ESC
```

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.

```
      Details: Dialed
To: +19175550834
From: Heidi.MacMoran
        | Save | Del |
```

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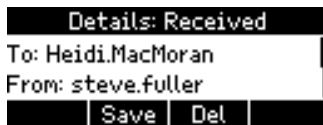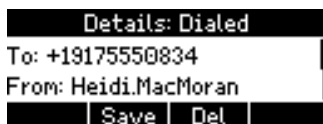- - Press ⬚Del⬚ to delete the selected call.

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 ▲ / ▼.

Parked	Parked
▶ 13:56 Steve Fuller	13:56 Steve Fuller
13:56 Michele Martin	▶ 13:56 Michele Martin
Detail|Clear|Del|ESC	Detail|Clear|Del|ESC

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).

Details: Parked	Details: Parked
Call unparked - Retrieved	Call unparked - Drop
From: michele.martin	Time: 13:39
||Del||	||Del||

<div align="center">*Fig. 1*   *Fig. 2*</div>

    ◦ 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).

Call unparked	Call unparked
Retrieved sip:michele.martin@snom.com	Drop

<div align="center">*Fig. 1*   *Fig. 2*</div>

    ◦ 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.

```
🔒 Connected          3:54
📞⇄ Peter Krebs

Xfer │ Hold │     │
```
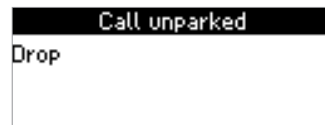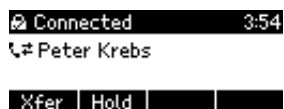
Held calls are indicated threefold:

- By the text on the display.

```
          🔒 Holding
📞.. Peter Krebs

Pool │ ABS │     │
```

- 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.
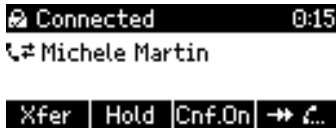
| ☎ Connected   0:15 |
| ↳⇄ Michele Martin |
| Xfer \| Hold \|Cnf.On\| ⇥ ⌁… |

Fig. H-1

| ☎ Calls on Hold: (1/2) |
| ⌁… Peter Krebs |
| Cnf.On\| \| \| ⇥ ⌁… |

Fig. H-2

| ☎ Calls on Hold: (2/2) |
| ⌁… Steve Fuller |
| Cnf.On\| \| \| ⇥ ↳⇄ |

Fig. H-3

| ☎ Calls on Hold: (1/3) |
| ⌁… Peter Krebs |
| Cnf.On\| Pool \| \| ⇥ ⌁… |

Fig. H-4

| ☎ Calls on Hold: (2/3) |
| ⌁… Steve Fuller |
| Cnf.On\| Pool \| \| ⇥ ⌁… |

Fig. H-5

| ☎ Calls on Hold: (3/3) |
| ⌁… Michele Martin |
| Cnf.On\| Pool \| \| ⇥ ⌁… |

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 - 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 $\boxed{\text{Cnf.On}}$ to start the conference.

```
 Conference        16:53
♨▸ Conference
♨   Peter Krebs
 Xfer │ Hold │      │
```
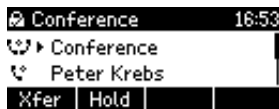
Conference screen navigation

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 $\boxed{\text{Cnf.On}}$ to start the conference, the names or phone numbers of the other three participants can be shown on-screen by scrolling to them with ▲ / ▼ .
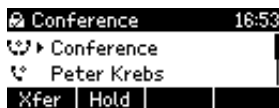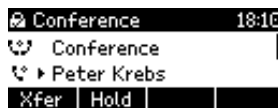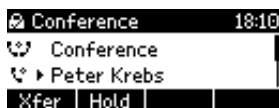
```
 Conference     16:53     Conference     18:10     Conference     18:56
♨▸ Conference             ♨   Conference            ♨   Peter Krebs
♨   Peter Krebs           ♨ ▸ Peter Krebs           ♨▸ Steve Fuller
 Xfer │ Hold │    │        Xfer │ Hold │   │         Xfer │ Hold │   │
```

| Fig. 1 | Fig. 2 | Fig. 3 |

Speaking to one participant in private

1. Use ▲ / ▼ to select the participant (Fig. 2 and 3, above).

```
 Conference        18:10
♨   Conference
♨ ▸ Peter Krebs
 Xfer │ Hold │      │
```

2. With the selected participant marked by ▶, press ⎕. You are now connected to the participant you want to talk to in private.

```
 Connected        20:48
♨⇄ Peter Krebs

 Xfer │ Hold │Cnf.On│ ⇥ ♨
```

3. To return to the conference, press $\boxed{\text{Cnf.On}}$.
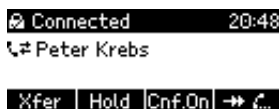
Putting one participant on hold

1. Use ▲ / ▼ to select the participant (Fig. 2 and 3, above).

2. With the selected participant marked by ▶, press Hold .

3. Press Cnf.On to return the held participant to the conference.

Dropping a participant

1. Use ▲ / ▼ to select the participant (Fig. 2 and 3, above).

2. With the selected participant marked by ▶, 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 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 Cnf.On.

Terminating the conference

1. With the conference symbol marked by ▶, press Hold to put all participants on hold.

2. Select each participant in turn and 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 ⬚CFwd⬚ to open the **Call Forwarding** menu.

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

```
   Forward Calls To
▸ Work (+49 30      )
  Mobile (978 914   )
  Home (+49 30      )
```

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.

```
  Target when Forwarding
562I
123
  abc  | ⬚ |  ←  |  →
```

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

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

```
Forward All: Work      14 31
↲ˣHeidi MacMoran

 ABS |Settin|noFwd|Presen
```

Turning call forwarding off

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

Settings menu

At a glance

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 Contrast	4 Hide own outgoing ID	6 Call Voicemail	6 Check Call Quality	
2 Backlight	3 Incoming Calls			
6 Fkeys	1 Reject anonymous			
1 line	2 Call Waiting			
2 line	3 Auto Answer Indication			
⋮	4 Always Delegate Forward			
5 line				

Time zone:

Jump – *Move to beginning of next time zone*

More – *Show all time zones*

Reduc – *Show only countries where phone language is spoken*

Select time zone with ▲ ▼ and

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, ABC 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

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