

User Manual

snom 300 | 320 | 360 | 370

deutsch

english

español

français

italiano



(2e) Preprogrammed Function Keys

The preprogrammed function keys are preprogrammed as labeled. The following functions are mapped onto them:

snom 320 - snom 360 - snom 370

 Redial	Redials a number.	see page 62
 Directory	Calls up the phone directory.	see page 81
 Transfer	Transfers calls (if supported by your PBX).	see page 76
 Menu	Version 6: Calls up the main menu for configuration changes. Version 7: Not preprogrammed; reserved for future applications.	Version 6: see page 25
 Conference	Establishes a three-party conference call.	see page 77
 Hold	Places a call on "Hold" or resumes it.	see page 74
 Settings	Version 6: Calls up the "Maintenance" menu. Version 7: Calls up the "Settings" menu.	see page 25
 Record	Switches call recording on and off (if supported by your PBX).	see page 78
 Help	Calls up information about the phones: IP address, MAC Address, and Firmware Version	see page 26
 snom	Not preprogrammed.	
 DND	Switches "DND" mode on and off.	see page 67
 Retrieve	Retrieves messages from the voice mailbox (if supported by your PBX).	see page 87

(2f) Context-Sensitive Function Keys

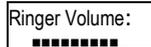
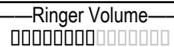
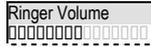
The snom 320, snom 360, and snom 370 have context-sensitive function keys (S1 to S4) below the display. The current function of these keys is indicated by the text or symbol in the display above each key.

The key context for the idle screen can be customized (see page 18).

For the complete mapping see page 91 "Mapping of Context-Sensitive Function Keys".

Volume

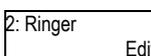
Action: Adjust the volume of the ringtone assigned to the extension (SIP identity) currently active for outgoing calls.

snom 300	snom 320	snom 360	snom 370
When the phone is in idle mode, press   .			
Ringer Volume: 	Ringer Volume: 	Ringer Volume 	Ringer Volume time 
Decrease volume   Increase volume			

Result: The volume of the ringtone has been adjusted.

Playback

Action: Play back the ringtone assigned to your extension X (SIP identity X).

snom 300	snom 320	snom 360	snom 370
Setup → Identity X → Login → Login Information Play the ringtone by pressing Play Ringer			
or			
☎ Enter the settings menu and navigate through the menu (see page 22):			
☎ Configuration → Reg		☎ 2 Ringtone	
Press 	Press  S1	Press 	
			
Use  or  to choose the extension X ²³ whose ringtone you want to change.			
Press 2x 	Press  S3	Press 	
			
Press 			

Result: The ringtone is played back.

SIP Identity Configuration Tasks

snom VoIP phones support multiple extensions (SIP identities). Each extension will act like a separate phone line in a conventional telephony system. As soon as the extensions have been registered (see page 19), calls can be placed from and received to these extensions.

snom 300	snom 320	snom 360	snom 370
4 extensions (SIP Identity 1...4)	12 extensions (SIP Identity 1...12)		
<p>① Note: We recommend using the web user interface to perform the following configuration changes as it is more convenient:  Setup → Identity X.</p> <p>Use only the logon information provided by your VoIP PBX administrator or Internet Telephony Service Provider (ITSP).</p> <p> For further information read the instructions¹⁸ in our online knowledge database.</p>			

Adding / Editing Extensions

Action: Add a new extension X / Edit existing extensions X

snom 300	snom 320	snom 360	snom 370
<p>Verify the status and availability of your extensions:</p> <p> Status → System Information → SIP Identity Status</p> <p>Add / Edit the following identity information</p> <p> Setup → Identity X → Login Tab → Login Information →</p> <p><i>Account</i> (SIP Username), e.g. 100, turner, smith1, etc.</p> <p><i>Password</i> (SIP Password)</p> <p><i>Registrar</i> (SIP Domain/ Server), e.g. .company.com, 192.168.0.100, etc.</p> <p>Save your changes by clicking </p>			
<p>① Note: This action requires a reboot of your phone (see page 29)</p>			

Result: After the phone has rebooted a new extension has been added to your phone configuration which can be used to place or receive calls. See page 53.

Basic Call Functions

Outgoing Calls

Extension (SIP identity) for Outgoing Calls

Example: There are two extensions (ext1, ext2) registered on your phone; “ext1” is currently used for outgoing calls.

Action: Select *ext2* for outgoing calls.

snom 300	snom 320	snom 360	snom 370
<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> ext1 time <div style="text-align: right;">▶</div> </div> <p style="text-align: center;">Press</p> <div style="text-align: center;">  </div> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> ext2 time <div style="text-align: right;">▶</div> </div>	<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> date ext1 time <div style="text-align: right;">▶</div> </div> <p style="text-align: center;">Press</p> <div style="text-align: center;">  or  </div> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> date ext2 time <div style="text-align: right;">▶</div> </div>	<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <div style="display: flex; justify-content: space-between;"> ☎ ext1 ▶ </div> <hr style="border-top: 1px dashed black;"/> <div style="display: flex; justify-content: space-between;"> ☎ ext2 ▶ </div> </div> <p style="text-align: center;">Press</p> <div style="text-align: center;">  or  </div> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <div style="display: flex; justify-content: space-between;"> ☎ ext1 ▶ </div> <hr style="border-top: 1px dashed black;"/> <div style="display: flex; justify-content: space-between;"> ☎ ext2 ▶ </div> </div>	<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> date time <div style="display: flex; justify-content: space-between;"> ☎ ext1 ▶ </div> <hr style="border-top: 1px dashed black;"/> <div style="display: flex; justify-content: space-between;"> ☎ ext2 ▶ </div> </div> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> date time <div style="display: flex; justify-content: space-between;"> ☎ ext1 ▶ </div> <hr style="border-top: 1px dashed black;"/> <div style="display: flex; justify-content: space-between;"> ☎ ext2 ▶ </div> </div>

Result: The extension displayed will be used for outgoing calls.

Result: The extension indicated by ☎ will be used for outgoing calls.

Result: The highlighted extension (☎) will be used for outgoing calls.

Making Calls

You can make calls using the supported number formats described below. Change the input mode in accordance with the number format (see "Input Mode" on page 55). Use the appropriate audio operation mode (see page 57) for dialing.

Supported Formats

The following types of numbers/addresses can be dialed.

Phone Numbers

snom 300	snom 320	snom 360	snom 370
<p>Phone numbers; format is specified in E.164, e.g. 0049030398330 or +4930398330</p> <ul style="list-style-type: none"> Use the alphanumeric keys 1 to --0, see page 6. Use numeric input mode [123], see page 56 			

SIP Addresses (SIP-URI)

snom 300	snom 320	snom 360	snom 370
<p>SIP addresses; SIP-URI format is specified in RFC 3261, e.g. 123456@snom.com abcd@192.168.0.2 etc.</p> <ul style="list-style-type: none"> Use the alphanumeric keys 1 to --0, see page 6. Use numeric input mode [123], see page 56, and/or alphanumeric mode [abc / ABC], see page 55 			

IP Addresses

Note: We do not recommend the use of IP addresses.

snom 300	snom 320	snom 360	snom 370
<p>IP addresses; IPv4 specification, e.g. 192.168.0.2 etc.</p> <ul style="list-style-type: none"> Use the alphanumeric keys 1 to --0, see page 6. Use numeric input mode [123], see page 56 			

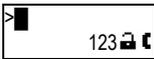
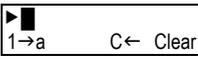
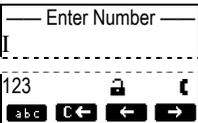
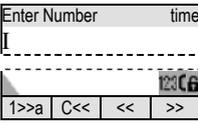
Input Mode

The default input mode is the **numeric** mode.

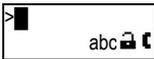
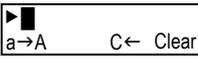
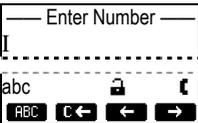
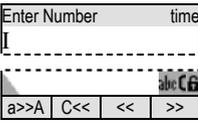
Note: Change the input mode in accordance with the type of number to be dialed. The last input mode will remain active.

Numeric Mode to Alphanumeric Mode (Lower case)

Action: Change input mode from numeric to alphanumeric mode (lower case)

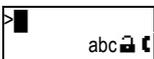
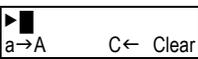
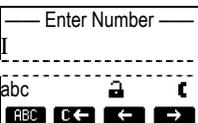
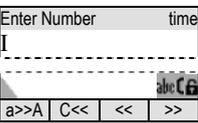
snom 300	snom 320	snom 360	snom 370
			
<p>Press </p>	<p>Press  1 → a</p>	<p>Press  abc</p>	<p>Press  1>>a</p>

Result: The input mode has been changed to **lower case**. The display shows:

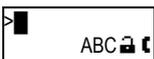
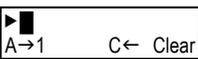
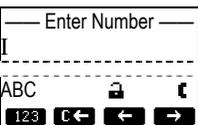
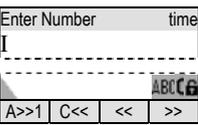
			
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Lower Case to Upper Case

Action: Change input mode from lower to upper case

snom 300	snom 320	snom 360	snom 370
			
<p>Press </p>	<p>Press  a → A</p>	<p>Press  ABC</p>	<p>Press  a>>A</p>

Result: The input mode has been changed to **upper case**. The display shows:

			
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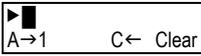
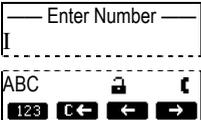
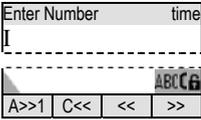
Action: Toggle between *lower case* and *upper case* input mode

snom 300	snom 320	snom 360	snom 370
Press 			

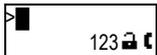
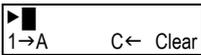
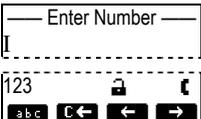
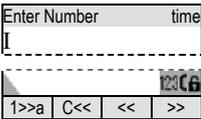
Result: The input mode is toggled between lower and upper case. The phone displays the current input mode.

Alphanumeric Mode (Upper Case) to Numeric Mode

Action: Change input mode from alphanumeric (upper case) to numeric mode

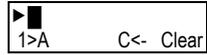
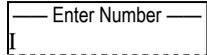
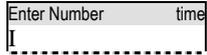
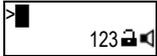
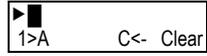
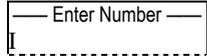
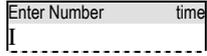
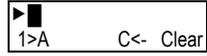
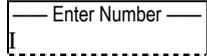
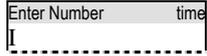
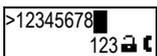
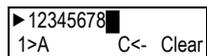
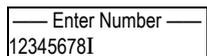
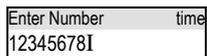
snom 300	snom 320	snom 360	snom 370
 <p>Press </p>	 <p>Press  A → 1</p>	 <p>Press  123</p>	 <p>Press  A>>1</p>

Result: The input mode has been changed to *numeric*. The display shows:

			
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Audio Operation Mode

Action: Make a call using handset, handsfree, or headset mode (see page 9)

snom 300	snom 320	snom 360	snom 370
Take the handset off the hook. Handset mode has been activated () and a dial tone is heard in the handset speaker. The display shows:			
	 (no symbol when in dialing mode)		
or leave the handset on the hook and press  Speaker			
Handsfree mode will be activated () and a dial tone can be heard in the casing speaker. The display shows:			
	 (no symbol when in dialing mode)		
or switch from handsfree to headset mode by pressing			
 Speaker		 Headset	
Headset mode will be activated ( / ) and a dial tone can be heard in the headset speaker. The display shows:			
	 (no symbol when in dialing mode)		
↳ Make sure the phone is in numeric mode (see page 56), then enter the number using the alphanumeric keys (see page 55)			
			
Press  to confirm that number is complete.			

Result: The phone number entered will be dialed.

You can also make a call using handset or handsfree mode without confirming the previously entered number:

snom 300	snom 320	snom 360	snom 370
Enter the number to be dialed. Lift the handset or press  .			

Result: The phone begins to dial.

Auto Completion (Number Guessing)

Note: The following setting must have been configured in advance:

-  Setup → Advanced → Behavior → *Number Guessing*: <ON>
-  Setup → Advanced → Behavior → *Number Guessing Minimum Length*: <2..4>

Action: Dial a supported format (see page 54) using auto completion (number guessing).

snom 300	snom 320	snom 360	snom 370
Enter a supported format (number or name → digits/letters) to be dialed.			

Result: After the minimum number (*Number Guessing Minimum Length*) has been entered, the phone will search the call lists (page 82) and the phone directory (page 81) for numbers/names containing those digits/letters and present the search results in a list on the display. The resulting list can be browsed using .

The **displayed** entry can be dialed by pressing  or continue entering numbers.

Action: Turn off auto completion (number guessing) temporarily

snom 300	snom 320	snom 360	snom 370
Press 			
-	or press  S3	or press  S3	

Result: The entered number will not be auto-completed by number guessing. Dial the number by pressing .

Call Completion

This call function allows you to establish calls successfully when the other party is busy or not answering.

Note: Your VoIP PBX must support this feature.

Enabling

Action: Enable call completion via the web or phone user interface:

snom 300	snom 320	snom 360	snom 370
<p>☞ Setup → Advanced → Behavior → <i>Call Completion</i>: <ON> ☞ Setup → Advanced → Behavior → <i>Peer to Peer Call Completion</i>: <ON></p>			
not supported		not supported	
or			
<p>☎ Enter the settings menu and navigate through the menu (see page 22):</p> <p style="text-align: center;">☎ 6 Phone Behaviour → 6 Call Completion → On</p>			

When "Busy" (CCBS)

You can activate call completion when the called party *extB* is busy.

Activation

Action: Activate call completion when called party *extB* is busy

snom 300	snom 320	snom 360	snom 370
Activate Call Completion?	Activate Call Completion Cancel	— Busy — Activate Call Completion?	Busy time Activate Call Completion? ..
Confirm with <input checked="" type="checkbox"/> or abort with <input type="checkbox"/>			

Result: Call completion has been activated and the display shows:

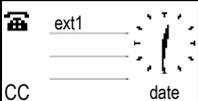
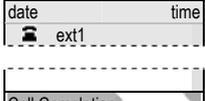
Waiting: extB	Waiting: extB Cancel Ok	— Call Completion — Waiting: extB	Call Completion time Waiting: extB
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While Waiting

Action: Optionally: Continue using the phone while waiting for call completion

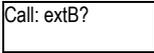
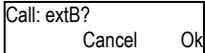
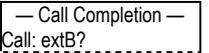
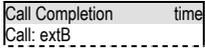
snom 300	snom 320	snom 360	snom 370
Press  to return to the idle screen			

Result: The idle screen is displayed and the message "CC" is shown on the display.

			
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Call Completion

Action: Dial the number when called party *extB* becomes idle.

snom 300	snom 320	snom 360	snom 370
The following message will be displayed when the called party <i>extB</i> becomes idle:			
			
Press  to dial the number.			

Result: The call to the busy party *extB* could be completed.

On "No Responding" (CCNR)

You can activate call completion when the called party *extB* is not responding.

Note: Be aware that activity detection only detects whether the phone you are calling is being used. It cannot detect whether the person you want to reach is in the room or not!

The following settings must have been configured in advance:

Snom 300 only:

-  Setup → Function Keys → Px → Context: <Active>
-  Setup → Function Keys → Px → Type: <Key Event>
-  Setup → Function Keys → Px → Number: F_CALL_COMPLETION

Activation

Action: Activate call completion when called party *extB* is not responding

snom 300	snom 320	snom 360	snom 370
<p>When the called party is not responding press:</p>			

Result: Call completion has been activated and the following message is displayed:

--	--	--	--

While Waiting

Action: Optionally: Continue using the phone while waiting for call completion

snom 300	snom 320	snom 360	snom 370
<p>Press to return to the idle screen</p>			

Result: The idle screen is displayed and the message “CC” is shown on the display.

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Call Completion

Action: Dial the number when called party *extB* becomes available.

snom 300	snom 320	snom 360	snom 370
<p>Press to dial the number.</p>			

Result: The call to the non-responding party *extB* could be completed.

Call Termination

Action: Terminate a call

snom 300	snom 320	snom 360	snom 370
(1) Replace the handset, (2) press the handset hook (see page 9) or (3) press 			

Result: The call is terminated.

Redial

This function allows the redialing of previously dialed numbers (see page 82).

Action: Redial a previously dialed number

snom 300	snom 320	snom 360	snom 370
Press LED3  P3 Redial	Press  Redial	Press  Redial	Press  Redial
The previously dialed numbers are displayed, one at a time.		The list of previously dialed numbers is displayed.	
Use  to navigate through the entries. Begin dialing the displayed or highlighted entry pick up the handset or by pressing  .			

Result: A previously dialed number is redialed.

Incoming Calls

Call Indication

An incoming call is indicated acoustically and visually:

Acoustic

- Ringtone (see page 34)

Visual

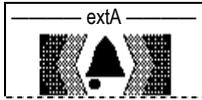
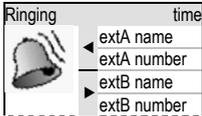
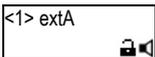
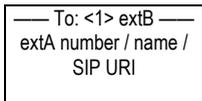
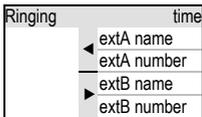
- *Fast Blinking LEDs*

- LED adjacent to  Free Function "Line" Key

① **Note:** Use the default settings (see page 41)
 Setup → Function Keys → Px:
 Context: <Active>, i.e. the extension for outgoing calls is used
 Type: <Line>
 Number: <empty>

-  "Message" LED, see page 9
- Call Indication LED (snom 370 only), see page 9
- *Flashing backlight* (not available on snom 320), see page 32
- *Display*
 - Calling party's extension
 - Calling party's picture (snom 370 only)
 - Called party's extension/SIP Identity index

Example: Ringing Screen Appearance (calling party *extA*; called party *extB*)

snom 300	snom 320	snom 360	snom 370
			
When the following settings are made, the "ringing screen" will change appearance:			
<ul style="list-style-type: none">  Setup → Preferences → General Information → Show Identity Index: <ON>  Setup → Preferences → General Information → Ringer animation: <OFF> 			
			

Accepting Incoming Calls

Action: Accept an incoming call

snom 300	snom 320	snom 360	snom 370
Pick up the handset (→ enable <i>handset mode</i>) or press  (→ enable <i>handsfree mode</i>) or press  (→ enable <i>handsfree</i> or <i>headset mode</i> , if used)			

Result: The incoming call has been accepted.

Call Waiting

This call feature allows your phone to accept other incoming calls to an extension (SIP identity) *extB* already in an active call.

Note: The default setting has to be configured in advance:

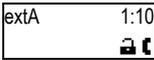
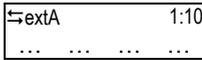
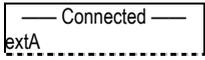
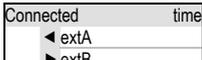
☰ Setup → Advanced → Audio → *Call Waiting Indication*:

<ON>: A recurring knocking sound will be heard in the background of the ongoing call to signal further incoming calls.

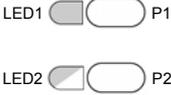
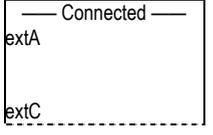
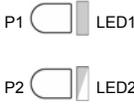
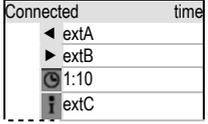
<VISUAL> Further incoming calls are indicated only on the display.

One free function “Line” key per call is required (see page 41).

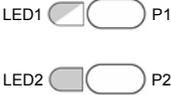
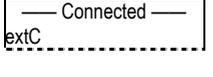
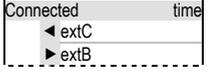
Example: There is one active call from *extA* indicated by the permanently lit LED1.

snom 300	snom 320	snom 360	snom 370
			
LED1  P1 LED2  P2		P1  LED1 P2  LED2	

Action: Receive another incoming call at *extC* while in an active call at *extA*.

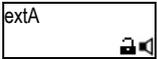
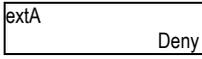
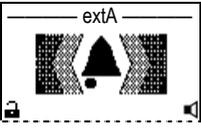
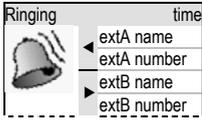
snom 300	snom 320	snom 360	snom 370
Another incoming call is signalized on the display and by the blinking LED2.			
 		 	
Answer the call by pressing the free function "Line" key next to the blinking LED2.			

Result: The first active call on the free function "Line" key P1 is placed on hold and the 2nd incoming call on the free function "Line" key P2 is accepted. This is indicated by a slowly blinking LED1 and a permanent lit LED2. Additionally a tone sequence can be played to remind you of the waiting call.

 		 	
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Denying Incoming Calls

Action: Deny an incoming call to *extA*

snom 300	snom 320	snom 360	snom 370
 <p>Press </p>	 <p>Deny</p>  <p>S4</p>	 <p>Press  or</p>  <p>S4</p>	 <p>Deny</p>  <p>S4</p>

Result: The incoming call has been denied.

Denying Incoming Calls Automatically

① **Note:** The following settings must have been configured in advance (via mass deployment or manually):

 Setup → Advanced → Behavior → Deny All Feature: <ON>

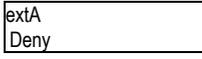
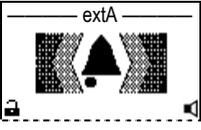
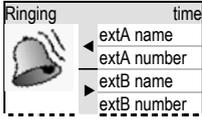
Snom 300 only:

 Setup → Function Keys → Px → Context: <Active>

 Setup → Function Keys → Px → Type: <Key Event>

 Setup → Function Keys → Px → Number: F_DENYALL

Action: Deny incoming calls to *extA* automatically

snom 300	snom 320	snom 360	snom 370
 <p>F_DENYALL</p>  <p>Px</p>	 <p>DenyAll</p>  <p>S2</p>	 <p>Press</p>  <p>S2</p>	 <p>Deny All</p>  <p>S2</p>

Result: The incoming call is denied and the related caller information is added to a *deny list* in the phone's directory (see page 81). All calls from this number will be rejected automatically.

DND (Do Not Disturb) Mode

Note: The following settings must have been configured in advance:

☞ Operation → Directory / Address Book → Add or Edit Entry/Contact Type: <VIP>

The following configuration is mandatory on snom 300, but optional for snom 320/360/370 if additional feedback via LEDx is desired:

☞ Setup → Function Keys → Px → Context: <Active>

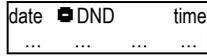
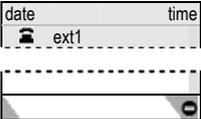
☞ Setup → Function Keys → Px → Type: <Key Event>

☞ Setup → Function Keys → Px → Number: F_DND

Action: Activate DND (Do Not Disturb) Mode

snom 300	snom 320	snom 360	snom 370
Press LEDx   Px	Press  DND	or press	LEDx   Px

Result: DND Mode has been activated. Further incoming calls will be rejected (except those from "VIP" numbers). The display shows:

			
or			
LEDx lights up LEDx   Px			

Action: Deactivate DND (Do Not Disturb) Mode

snom 300	snom 320	snom 360	snom 370
Press LEDx   Px	Press  DND	or press	LEDx   Px

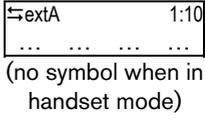
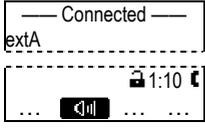
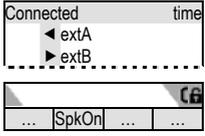
Result: DND Mode has been deactivated. Further incoming calls will not be rejected anymore.

Active Calls

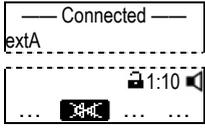
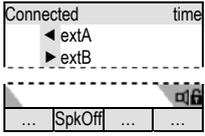
Audio Operation Modes

The audio operation modes *handset*, *handsfree*, and *headset* can be alternated during active calls.

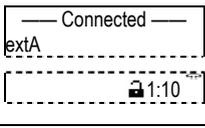
Action: Switch between *handset*, *handsfree*, and *headset* mode during an active call.

snom 300	snom 320	snom 360	snom 370
 <p>Press </p>	 <p>(no symbol when in handset mode)</p> <p>Press </p>	 <p>Press </p>	 <p>Press  or </p>

Result: Handsfree mode has been activated and the display shows:

			
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You can either opt to stay in *handsfree mode* by replacing the handset or return to *handset mode* by pressing Speaker  or switch to *headset mode*:

Press 	Press 	Press 
		
		

Result: Headset Mode has been activated. The display shows:

Mute / Unmute

This function allows you to mute the microphone of the active audio device during a call, i.e. the other party cannot hear you. Unmute the microphone to return to normal conversation.

Mute

Action: Mute the microphone of the active audio device during a call.

snom 300	snom 320	snom 360	snom 370
Press LED6   P6 Mute	Press Mute  S2	 Mute  Mute  S1	or press  Mute  S1

Result: The microphone of the active audio device has been muted and the other party cannot hear you. This is indicated as follows:

extA 1:10 Mute  LED 6 lights up LED6   P6 Mute	extA 1:10 ... Unmute ... 	Connected extA Unmute ... 1:10 	Connected time extA extB Unmute ... 
---	--	---	---

Unmute

Action: Unmute the microphone of the active audio device during a call.

snom 300	snom 320	snom 360	snom 370
Press LED6   P6 Mute	Press Unmute  S2	 Unmute  S1	or press  Unmute  S1

Result: The microphone of the active audio device has been activated again. This is indicated as follows:

LED6   P6 Mute	extA 1:10 ... Mute ... 	Connected extA Mute ... 1:10 	Connected time extA extB Mute ... 
---	--	---	---

Multiple Speaker Mode

This option is only available during an active call and allows you to use two speakers simultaneously for listening (handset/casing speaker or headset/casing speaker).

Enable Casing Speaker

Action: Turn on the casing speaker during an active call when in handset mode.

snom 300	snom 320	snom 360	snom 370
Not applicable			

Result: The casing speaker has been activated as indicated by the changing text/icon above the corresponding context-sensitive key

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Disable Casing Speaker

Action: Turn on the casing speaker during an active call in handset mode.

snom 300	snom 320	snom 360	snom 370

Result: The casing speaker has been deactivated as indicated by the changing text/icon above the corresponding context-sensitive key

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Hold and Resume

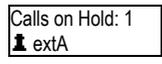
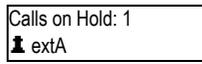
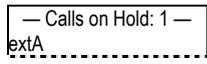
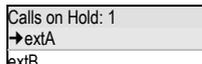
This call function allows you (*extB*) to place an active call from *extA* on hold. When placing a call on hold, your IP PBX might play a melody or message to the other party while waiting. Other calls can be received and made while having a call on hold.

Hold

Action: Place an active call on hold

snom 300	snom 320	snom 360	snom 370
Not applicable	Press the free function “Line” key whose adjacent LED is <i>lit up</i> 		
	or press  Hold		

Result: The current call is placed on hold. This is indicated by the slowly blinking LED of the free function “Line” key. The following message is displayed:

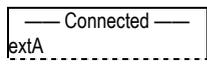
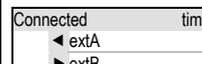
			
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Resume

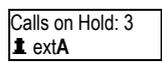
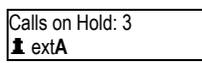
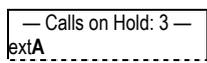
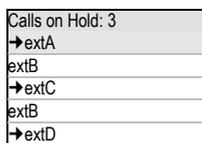
Action: Resume a held call

snom 300	snom 320	snom 360	snom 370
Not applicable	Press the free function “Line” key whose adjacent LED is <i>blinking slowly</i> 		
	or press  Hold		

Result: The held call is resumed. The number of the calling party is displayed.

			
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Several calls, e.g. to *extA*, *extC*, and *extD*, can be placed on hold simultaneously. Navigate through the calls on hold with  and resume the highlighted one with .

			
Press  or 			

Calls on Hold: 3 📞 extC	Calls on Hold: 3 📞 extC	— Calls on Hold: 3 — extC	extB
----------------------------	----------------------------	------------------------------	------

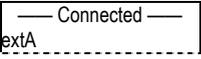
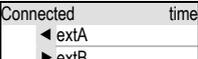
Call Transfer

This call function allows your phone (*extB*) to transfer an active call from *extA* to a third phone (*extC*) without announcing the call to *extC* (“Blind Transfer”) or with prior announcement (“Attended Transfer”).

Note: Your VoIP PBX must support this functionality.

Blind Transfer

Action: Perform a “Blind Transfer”

snom 300	snom 320	snom 360	snom 370
 <p>Press</p> <p>LED5   P5</p> <p>Transfer</p>		 <p>Press</p> <p></p> <p>Transfer</p>	
<p><i>extA</i> will be placed on hold automatically.</p> <p>Enter <i>extC</i> and press  or hang up to confirm.</p>			

Result: The call from *extA* is blindly transferred to *extC*. If *extC* is busy or not responding there will be no feedback to *extB* and the call would be forwarded to *extC*'s voicemail if so configured.

Attended Transfer

Action: Perform an “Attended Transfer”

snom 300	snom 320	snom 360	snom 370
<p>Place the caller on hold (see page 71), and then dial <i>extC</i>'s number. When <i>extC</i> answers, announce the call. If <i>extC</i> wishes to accept the call, press:</p>			
<p>LED5   P5</p> <p>Transfer</p>		<p></p> <p>Transfer</p>	
<p>The list of held calls is displayed. If there is more than one held call, choose the party you want to transfer by using  and press  or  to confirm.</p>			
<p>Number: extA</p>	<p>Number: extA Edit Cancel</p>	<p>Number extA</p>	<p>Number ◀ extA ▶ extB</p>

Result: The call from *extA* is transferred to *extC*.

Conference

This call function allows your phone (*extA*) to establish a three-party conference, i.e. three phone parties can communicate with each other.

Establishing

Action: Establish three-party conference on your phone (*extA*)

snom 300	snom 320	snom 360	snom 370
Call <i>extB</i> and place the call on hold (see page 71) Call <i>extC</i> and initiate the conference as follows:			
<div style="border: 1px solid black; padding: 2px; display: inline-block;">extC 0:10 Cnf.On </div> Press <input checked="" type="checkbox"/>	Press Cnf.On S4	 Conference S4	or press Cnf.On S4

Result: The three-party conference has been established. The participants *extA*, *extB*, and *extC* can hear each other. This is indicated as shown:

<div style="border: 1px solid black; padding: 2px; display: inline-block;">extC 0:10 Cnf.Off </div>	Cnf.Off S4	 S4	Cnf.Off S4
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Disconnecting

Action: Disconnecting a Conference

snom 300	snom 320	snom 360	snom 370
Press <input checked="" type="checkbox"/>	Press Cnf.Off S4	 Conference S4	or press Cnf.Off S4

Result: The conference has been disconnected; *extB* and *extC* are placed on hold:

<div style="border: 1px solid black; padding: 2px; display: inline-block;">Calls on Hold: 2 extC</div>	<div style="border: 1px solid black; padding: 2px; display: inline-block;">Calls on Hold: 2 extC</div>	<div style="border: 1px solid black; padding: 2px; display: inline-block;">— Calls on Hold: 2 — extC</div>	<div style="border: 1px solid black; padding: 2px; display: inline-block;">Calls on Hold: 2 → extC extA → extB extA</div>
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Directory

The built-in phone directory stores the names and phone numbers of your contacts and allows you to group them into “friends”, “family members”, “colleagues”, and “VIPs”, which groups can be assigned distinct ringtones (see page 35).

snom 300	snom 320	snom 360	snom 370
100 entries max.		250 entries max.	
Contact Types: Friends, Family, Colleagues, VIP, Deny List			
<p>Note: We recommend using the web user interface to add or edit entries, import or delete directory more conveniently:</p> <ul style="list-style-type: none"> Releases < 7:  Operation → Address Book Release 7:  Operation → Directory <p> For further information read the instructions for release 6²⁵ and release 7²⁶ in our online knowledge database.</p>			

Action: Access the phone directory

snom 300	snom 320	snom 360	snom 370
Press LED4  P4 Directory	Press Dir  S3	 Directory   S3	or press Directory  S3

Result: The phone directory entries will be displayed. Use  for navigation through the list. Dial the highlighted entry by pressing .

Voice Mailbox

Your voice mailbox messages, which are usually stored on a media server of your local or hosted VoIP telephony system, can be accessed from your phone.

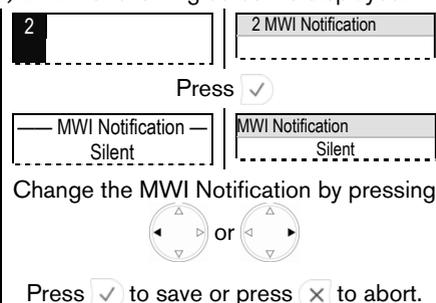
Note: Your VoIP telephony system must support this functionality.

New voice messages can be indicated both acoustically and visually as described below.

Acoustical Indication

A “Message Waiting Indication (MWI)” notification (tone sequence) can be played when a new message arrives. The “MWI Dial Tone” is a stuttering tone which can be played when a new call is started.

Action: Activate acoustical indication when a MWI arrives

snom 300	snom 320	snom 360	snom 370
☰ Setup → Preferences → General Information → MWI Notification:			
<Silent>	MWI Notification is turned off		
<Beep>	Beep tone is played once		
<Reminder>	Beep tone is played repeatedly		
☰ Setup → Preferences → General Information → MWI Dial Tone:			
<Normal>	MWI Dial Tone is turned off		
<Stutter>	Stuttering Dial Tone is played		
or			
☎ Enter the settings menu (see page 25) and navigate through the menu (see page 22) until the following screen is displayed:			
Not supported			

Result: The MWI configuration has been changed.

Visual Indication

Message LED

The “Message LED” starts blinking when new MWIs arrive and stops when all messages have been retrieved.

snom 300	snom 320	snom 360	snom 370
	Message  yellow		Message  red

Idle Screen Symbols/Messages

snom 300	snom 320	snom 360	snom 370
Not supported	<div style="border: 1px solid black; padding: 5px;"> date ext1 time ... VMail ... VMail  S2 </div>	<div style="border: 1px solid black; padding: 5px;">  ext1 -----  1 new 0 old messages  </div>	<div style="border: 1px solid black; padding: 5px;"> date ext1 time ----- ext1 ----- 1 new 0 old messages  VMail </div>

Retrieve New Messages

Action: Listen to your new messages

snom 300	snom 320	snom 360	snom 370
Press 	Press VMail  S2	 Retrieve   S4 <div style="border: 1px solid black; padding: 5px;"> Mailbox of: ext1@... You have 1 new 0 old messages ----- </div> Confirm with  or abort with 	or press VMail  S4 <div style="border: 1px solid black; padding: 5px;"> Mailbox of: time ext1@... You have 1 new 0 old messages Go to Mailbox? </div>

Result: Your voice mailbox is called and you are able to listen to your new and old messages.

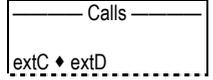
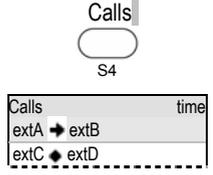
“Calls” List

The “Calls” List represents a visual and functional extension of the BLF feature:

- The call state of monitored phones is displayed (snom 360/snom 370 only)
- The “Calls” list can be updated via an “Extension Monitoring & Call Pick Up List”, i.e. instead of handling each monitored resource individually, the monitoring phone can subscribe to an entire list and then receive notifications when the state of any of the monitored resources in the list changes.
- The “Calls” list may be offered automatically when a monitored extension gets a call and is in the *ringing state*. This behavior is turned off by default.

- ☒ Setup → Advanced → Behavior → Phone Behavior → Dialog-Info Call Pickup: <ON>
- ☒ Setup → Identity X → SIP → Extension Monitoring & Call Pick Up List: <ON>
- ☒ Setup → Identity X → SIP → Extension Monitoring & Call Pick Up URI: <SIP URI>
- ☒ Setup → Function Keys: S1 / S2 / S3 / S4 <Calls>

Action: Check the call status of other phones assigned to your call group.

snom 300	snom 320	snom 360	snom 370
Not supported	Not supported	Press  S4 	

Result: The *Calls* list is displayed and the call statuses *ringing* (➔) and *connected* (◆) of other phones assigned to your call group can be monitored. Use  to navigate when there are several simultaneous calls.

Call Pickup

Action: Pick up an incoming call to one of the monitored extensions

snom 300	snom 320	snom 360	snom 370
If the status of any of your monitored extensions is <i>ringing</i> you can select that call and press 			

Result: The selected call is picked up.

