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Pacific LightNet Snom 320 User Guide

# Snom 320 Phone System User's Guide

PACIFIC LIGHTNET INC.

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# Table of Contents

**Change Log**

| Version | Date | Description |
|---------|------|-------------|
| 1.0 | 9/15/2006 | Initial Release |
| 1.01 | 11/20/2006 | Added picture of Snom 320 |
| 1.02 | 3/20/2007 | Corrections via mallen, added function key programming, added glossary, reorg, split adv. features to its own Chapter |
| 1.03 | 5/15/2007 | Corrections for third person. Added stuff to glossary. Added 5 second auto-dial. Added footnotes for incoming call screenshots. Added import phone book and Appendix 1 – example contacts.csv. 5/30/2007 corrections via mallen. Added Idle State to glossary. |
| 1.04 | 5/30/2007 | Corrections via mallen, Added Idle state to glossary, added switch between active lines, proofread and edited for customer release. Added Troubleshooting tips to CS chapter. |
| 1.05 | 12/5/2007 | Revision for changes to HPBX (MoH, DND update, 5 lines max, conferencing system) and added how to change ring tone. |
| 1.06 | 4/7/2008 | Rev for MSW 5.1, revisions based on provisioning process, updated contacts.csv for multiple contact types |
| 1.07 | 12/22/2008 | Updated for MSW6, revision to troubleshooting, removed web gui, new css hours |
| 1.08 | 9/28/2009 | Updated to v1.08 corrections for latest Snom firmware and updates to key programming. Corrected Speed Dial key programming (one touch) and Snom mass directory upload |

# Introduction

*The Snom Phone User's Guide explains how to use the Snom 320 IP phone*

T he purpose of this document is to guide users through operation of Snom 320 IP phones. For further information on Hosted PBX services and the different features and functions available with those services, please see the *Hosted PBX User Guide*.

Figure 1 - Snom 320

# Snom 320 Usage and Operation

*This chapter will describe how to use the Snom 320 handset, its features and functions and how to operate the phone with Pacific LightNet's Hosted PBX service*

The Snom 320 phone is a multi-line business IP phone.
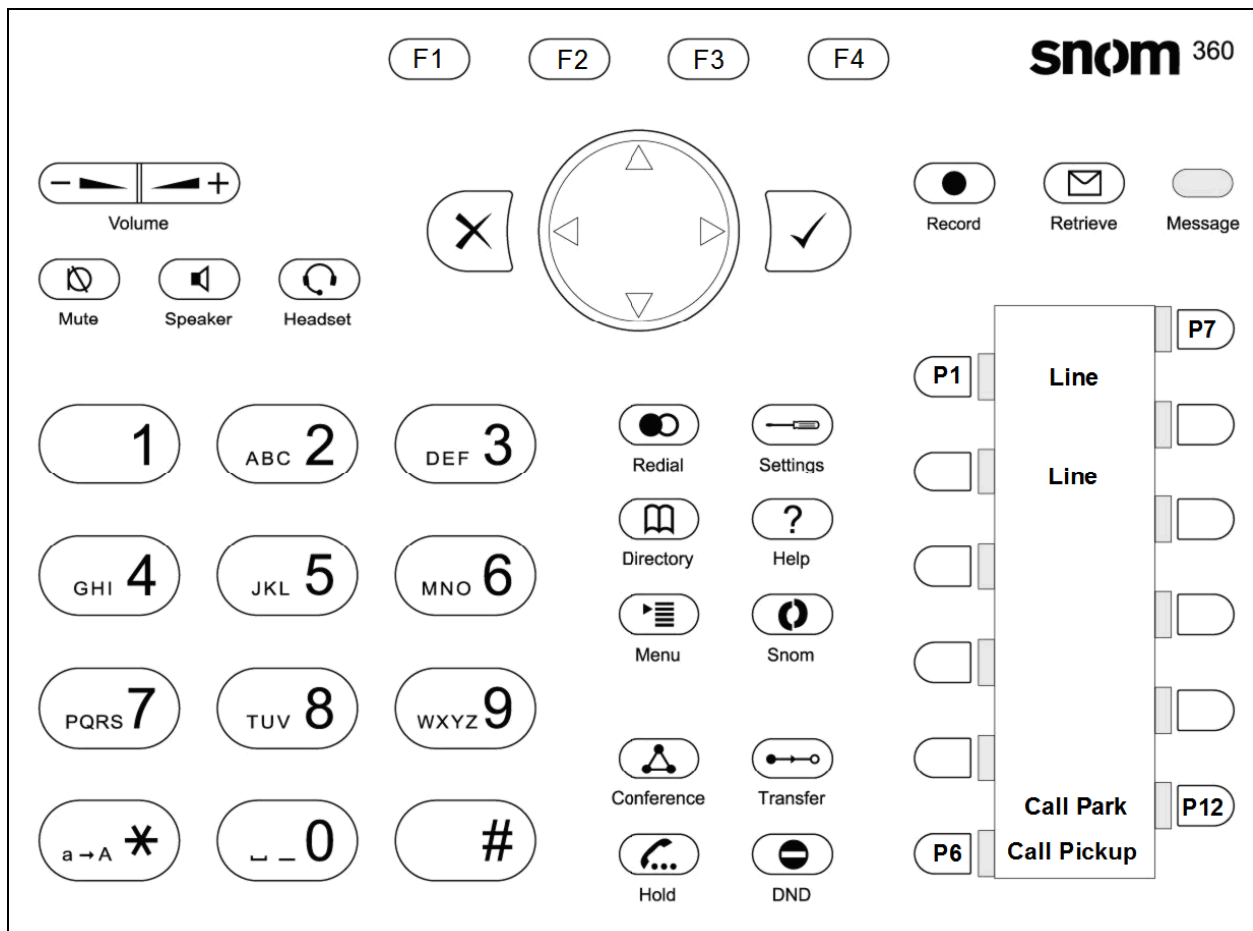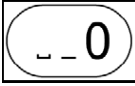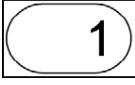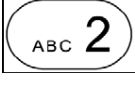
## Phone Interface
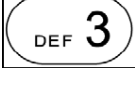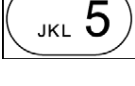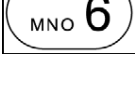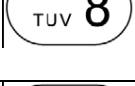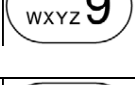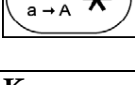


Figure 2 - Snom Keypad

## Keys

| Key | Digit | Lower Case | Upper Case |
|-----|-------|-----------|-----------|
| ⌷ ⌷ 0 | 0 | space | space |
| 1 | 1 | . @ 1 , ? ! -/ ( ) : ; & % * # + < = > $ [ ] | . @ 1 , ? ! -/ ( ) : ; & % * # + < = > $ [ ] |
| ABC 2 | 2 | abc2 | ABC2 |
| DEF 3 | 3 | def3 | DEF3 |
| GHI 4 | 4 | ghi4 | GHI4 |
| JKL 5 | 5 | jkl5 | JKL5 |
| MNO 6 | 6 | MNO6 | MNO6 |
| PQRS 7 | 7 | pqrs7$ | PQRS7$ |
| TUV 8 | 8 | tuv8 | TUV8 |
| WXYZ 9 | 9 | wxyz9 | WXYZ9 |
| # | # or . | NUMBER GUESSING | |
| a→A * | * | TOGGLES UPPER AND LOWER CASE | |

| Key | Function |
|-----|----------|
| 🚫 | Mute microphone on/off |
| 🔊 | Speakerphone on/off |

| | |
|---|---|
| ⏗ | Enable or disable the headset device |
| ⊖◢◢＋ | Adjust volume (lower/higher) |
| 📖 | Open phone book |
| ？ | Info menu |
| ▸☰ | Menu (Not currently used) |
| ●◗ | Redial |
| ⟝▬ | Settings Menu |
| 𝟎 | XML Add-on |
| △ | Establish 3-party conference |
| ⊖ | Do not disturb mode on/off |
| ☎… | Call hold / hold-release |
| •—○ | Call transfer |
| ● | Record a call (with server support only!) |
| ✉ | Connect to Mailbox |
| ▭ | LED for MWI (Message waiting indication) |
| ✕ | Cancel/End |
| ✓ | OK/Accept/Start Call |
| ◁△▷▽ | Scroll between active line or menu options. |

# Basic Functions

## Idle State

When the Snom 320 phone is not in use, it is said to be in "Idle State". In idle state, the phone shows:

1. The current date and time.

2. The current active line (up to 5 lines can be registered on a single phone)

3. The connection status of the active line. Typically this will show the telephone number.

> If the active line is not registered, the active line shows **NR** instead of the number

4. Actions/functions mapped to the softkeys

5. Do Not Disturb (DND) status

6. Missed Calls

> If there are missed calls recorded on your phone you may press the ⊠ key to clear the calls.

```
5/19 (447)        11 12AM
DND  VMail Reg    CHist
```

### Changing the Active Line

The Active Line is the telephone number which will be used when you place a call.

If the Snom 320 phone has multiple lines registered to it, a user can switch the current active line by pressing the up or down arrow keys from the idle state. The phone display will show the current active line only. If the line is not registered the phone will display **NR**.

## Dialing a Number

There are two methods to begin a call from the idle state of the Snom 320. Either dial with the handset resting in the cradle and then pick it up, or pick up the handset and then dial the number. In the latter case, press ✓ to indicate that the number is complete and dialing can commence. The speakerphone ◀ key can also be used instead of the ✓ key to use the speakerphone.

If the user has not pressed any keys for several seconds, the phone will automatically begin dialing the number or partial number as it has been entered so far. This may result in an error message if the number

dialed was incomplete. By default the phone will automatically begin to dial after five (5) seconds. For more information see **autodial** in the glossary.

```
▶56222145█
 1→a              C<-   Clear
```
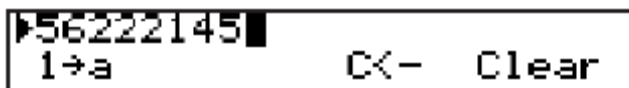
| | |
|---|---|
| | Move cursor to the left |
| | Move cursor to the right |
| C<- | Delete the character to the left of the cursor |
| A→1 | Change input mode to numbers |
| a→A | Change input mode to capital letters |
| 1→a | Change input mode to small letters |
| ☑ | Dial the number |
| ☒ | Abort the dialing |

## Incoming Calls

When the Snom 320 is called, it rings and displays the incoming caller ID information. It will display the number and/or name of the calling party. If caller ID information is not provided by the caller, the user may see the display show "Unavailable", "anonymous" or "Private".

Caller ID is presented on the Snom 320 as it is provided by the Calling Party. If you are receiving an call from within your Business Group, you may see only the extension of the caller. Caller ID Number is also used by the Snom 320 Directory to provide advanced functions such as Distinctive Ringing. For more information on advanced functions, see the next chapter or contact Pacific LightNet Customer Support .

```
448
        Xfer              Deny
```

### Accepting a Call

Picking up the handset or pressing ☑ will accept an incoming call. The Snom 320 is now in a call. The speakerphone key 🔊 may also be used to accept a call on the speakerphone.

```
448                      2:35
 Xfer    Mute        Cancel
```
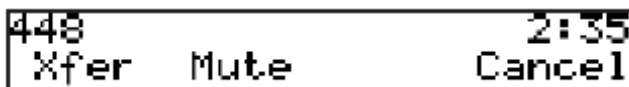
| | |
|---|---|
|  | Hold/Resume call |
|  / Xfer | Transfer call |
|  | Handsfree mode on/off |
|  | Mute/Unmute the microphone |
|  | Change the volume |

### Denying / Blocking a Call

When the Snom 320 signals an incoming call, users have the option to deny the call by pressing the **Deny** softkey or by pressing the Cancel  button.



Denied calls will go directly to voicemail if that feature is enabled on the line that was called. If voicemail is not enabled, callers will hear a message that says the line is unavailable or will hear a busy signal.

### Transfer an Incoming Call Without Answering (Blind Transfer)

To transfer an incoming call without answering it, press the **Xfer** softkey, then dial the number you want to transfer the caller to, then press the enter key  . The call will appear as a missed call on your phone and will begin to ring on the target phone as if that phone was being called directly by the originally calling party (that is, the caller ID information provided is the original caller's Caller ID, not yours).

### Terminating a Call

End calls by placing the handset on its cradle, pressing the hook switch, or pressing . The Snom 320 will terminate the call and return to the idle state.

## Adjusting the Volume

While on a call, users can press the  keys to increase or lower the volume of the audio device (casing speaker, handset or, headset) that is currently being used.

If the phone is in idle state, the volume keys will adjust the ringer volume.

| | |
|---|---|
| (─ ► | Reduce the volume in steps |
| ►─ +) | Increase the volume in steps |
| ✓) | Sets the volume and returns to idle state |
| (✕ | Returns to idle state without setting the volume. |

## Mute/Unmute

To mute the microphone during a call, press the soft key **Mute** or⟨Ⓓ⟩. Press the soft key **Unmute** or ⟨Ⓓ⟩ to enable the microphone again. This will work regardless of the device being used (headset, handset or, speakerphone).

## Do Not Disturb

DND is short for "Do Not Disturb". If DND mode is activated, incoming calls will no longer come through to the phone and users will be undisturbed when the phone is called. The DND functionality is available via the DND ⟨●⟩ key. If the user is subscribed to voicemail, the caller is redirected to voicemail. If the user does not have voicemail service, callers will hear a message that says the line is unavailable or will hear a busy signal. In idle mode, "DND" is shown in the main section of the display where your telephone normally appears if Do Not Disturb mode is active.

```
5/19 DND          2 52PM
  DND  VMail Reg    CHist
```

Please note that the contact type "VIP" in the Snom phone Directory overrides the DND mode, i.e., a call from a number defined as contact type "VIP" in the **Directory** on the phone will be put through to the phone even when DND is active. See the **Directory** section under Chapter 3: **Advanced Features** for more information.

## Headset / Hands free

The Snom 320 has a built in speakerphone for hands free capability. This mode sis indicated by a small speaker icon in the upper right side of the display. During a call, it is possible to switch between the handset/headset and speakerphone by pressing the Speakerphone key ⟨◀⟩.

```
448              ◀ 0:03
  Xfer   Mute     Cancel
```
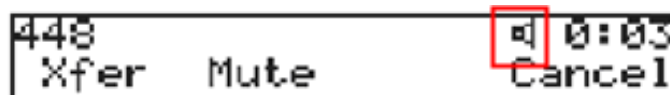
When a headset is connected and the audio output is set to headset via the headset key ⟨Ω⟩, the Snom 320 will treat the headset as the input and output device for calls. This is indicated during a call by a small headset symbol on the display.

```
448              ⌐ 0:08
  Xfer   Mute     Cancel
```
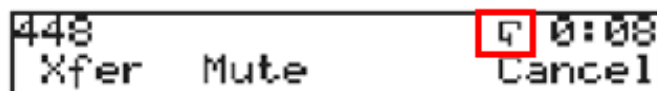
| | |
|---|---|
| 🔊 | Switch to handsfree mode and back |
| ⌒ | Switch to headset mode and back |
| ✓ | Accept incoming calls in headset mode |
| ✕ | Return phone to idle state |

When the Snom 320 is used in a call center environment, the headset will usually be the default setting for the phone. The ✓ key is used to accept incoming calls when the headset is active.

## Call Lists

There are three types of call lists which record calls to or from a Snom 320 phone. Call lists for **Missed Calls**, **Received Calls** and **Dialed Calls** are available. These lists can be accessed by pressing the softkey beneath the **CHist** (Call History) option from idle state.

```
5/19 (447)        11 12AM
 DND   VMail Reg    CHist
```
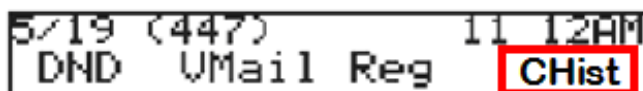
When the softkey for the **CHist** is pressed, users will be prompted to select the list they want to access.

```
Select List:
Missed Dialed    Received
```
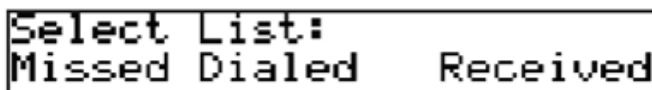
By pressing the softkey beneath the call list to scroll through, the calls of that type will be displayed in reverse chronological order.

If a missed call is recorded to the phone, the display will show the number of missed calls. This can be cleared by pressing the ✕ key to return the phone to idle state

```
Missed: 1          4:46PM
 DND   VMail  Reg   CHist
```
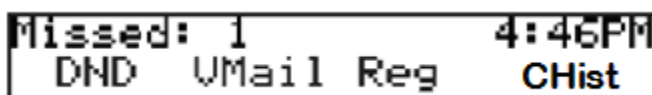
| | |
|---|---|
| ◌ | Scroll to the next call |
| ◌ | Scroll to the previous call |
| Details | Show details of this call |
| Clear | Delete the current entry |
| ✓ / off hook | Dial the number of the current entry |
| ✕ | Return phone to idle state |

**List Navigation**

When one of the calling lists is selected, for example **Missed Calls**, calls are displayed in reverse chronological order such that the most recent call is displayed first. By pressing the **Details** key users can get details about the call, such as the Caller ID information of call duration.

```
4:46PM▶ Kate Wilson
Details            Clear
```

```
To: sip:447@192.168.20 →
Edit  Save         Clear
```
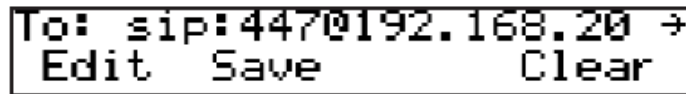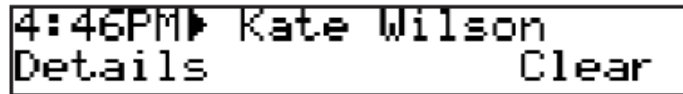
Scroll through the "Details" with the left or right arrow buttons, ⬡or⬡. The details shown are "To", "From", "Time", and "Missed" (number of missed calls from the same phone number), or the duration of the call in the case of dialed and received calls.

```
From: Kate Wilson      →
Edit  Save         Clear
```

```
Time:   4:46PM         →
Edit  Save         Clear
```

```
Missed: 1              →
Edit  Save         Clear
```
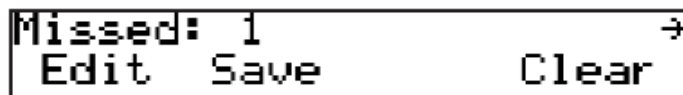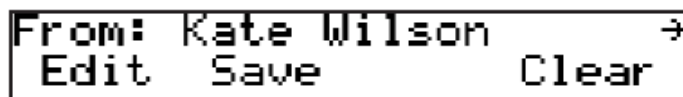
From Call Logs users can perform the following actions:

| | |
|---|---|
| Edit | You can use the current entry for your next call and possibly edit the number before calling it |
| Save | Save the current calling party to the phone book |
| Clear | Delete the current entry |
| ✓ / off hook | Dial the number of the current entry |
| ✗ | Return the phone to the idle state |

**Clearing Call Lists**

To clear the call lists from your phone, when an entry in a call list is selected, press the **Clear** softkey beneath that entry to remove it. Press the **Clear** softkey repeatedly to delete all entries from a specific Call List. Please note that all call lists are also erased when your phone is rebooted.

## Settings Menus

Press the **Settings** key ⬡ to bring up the main Settings menu. Use the left and right navigation key to scroll from one menu to the next. The current menu option is displayed on the top line. The submenu is shown on the second line of the display.

```
← Phone Behaviour →
 CWI              Fkeys
```

Press the appropriate softkey to access the desired function you want to change the settings for.

| | |
|---|---|
| 🔆 | Move to the previous menu |
| 🔆 | Move to the next menu |
| ⊗ | Return phone to idle state |

### Adjusting the Contrast

Press the **Settings** Key ⬡ and navigate to the General Settings menu. Press the function key beneath the **Contrast** submenu to adjust the contrast.

```
←    General Settings  →
 Contrast           Lang
```
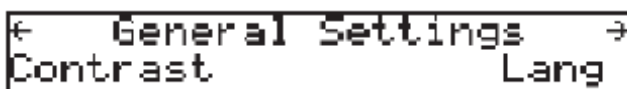
Use the ⊖▬▬⊕ button to increase or decrease the display contrast. Press the **Enter** key ☑ to accept the new volume setting or press **Cancel** ⊗ to cancel the change. You will be returned to the settings menu. Press the ⊗ key to exit the settings menu and return the phone to its idle state.

```
Display Contrast:
 ██████████_____
```

| | |
|---|---|
| ⊖▬ | Reduce the contrast in steps |
| ▬⊕ | Increase the contrast in steps |
| ☑ | Confirm new contrast setting and return to idle state |
| ⊗ | Return to idle state without setting the contrast |

## Changing the Ring Tone

Snom phones have a number of different ring tones options which can be set. If a phone has multiple lines, different ring tones can be set for each line to make it easier to identify which number is being called. From the Idle State, press the **Reg** softkey, then press the **Ringer** softkey.

```
5/19 (447)        11 12AM
DND   VMail Reg     CHist
```

Use the left and right arrow keys to scroll through the different ring tone. Press the **Enter** button ☑ to accept the new ring tone or press the **Cancel** button to cancel the change. You will be returned to the settings menu. Press the ☒ key to exit the settings menu and return the phone to its idle state.

Chapter

3

# Advanced Features

*This section will cover advanced features of the Snom 320 such as the Music on Hold, Call Transfer, Directory and programmable function keys*
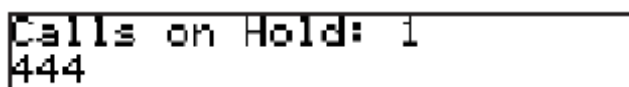
## Active State Advanced Features

When the phone is in use there are a number of advanced features and functions users may make use of. Advanced features when the phone is in active state include:

1. Hold and Resume a Call

2. Transfer a Call

3. Conference (Multi-Party Calling)
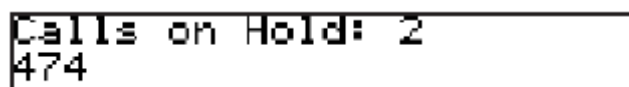
### Hold and Resume a Call

When a call is in progress, pressing the **Hold** button ⌣ puts the call on hold, i.e., neither party can hear the other. While a call is on hold, users can establish another call by dialing another number from a second open line. If Music on Hold is provided, the call on hold will be connected to Music on Hold. Your phone will also play a Call Waiting indication tone to remind you that a call is on hold.

```
Calls on Hold: 1
444
```

Pressing the ⌣ key again will resume the call. When more than one call is on hold, the following

window appears: Use the up and down arrow keys to elect the party to talk to and press ✓ to connect to that call. When a call is on hold, the line button for that call will begin to blink. You may also press that line button to resume the held call.

```
Calls on Hold: 2
474
```

**Music on Hold**

If Music on Hold is configured for your Business Group, callers that you place on hold will hear an audio recording. This may be music, an advertisement or another form or audio recording. Please note that if the Music on Hold service is enabled for a Business Group, only the Business Group Administrator may configure that feature. Music on Hold cannot be configured from the Snom phone. For more information see the *Music on Hold User Guide* or contact Pacific LightNet Customer Service.

| | |
|---|---|
| ⊠ | Terminate the call being held |
| 📞 | Resume the call being held |
| *, #, digits | Can be used to initiate another call |
| 🔊 | Handsfree mode on/off |
| 🎧 | Headset on/off |

## Transfer a Call

There are two different ways to initiate a call transfer from a Snom phone.

**Blind Transfer**

A **Blind Transfer** will send a call to a target phone and it will appear as if the original calling party called that target phone directly. To initiate a blind transfer during a call, press the transfer key ⊶ or **Xfer** softkey (this will automatically put the connected party on hold), and then dial the number to which the call will be transferred. Press ✓ to transfer the call.

**Consultative Transfer**

**Consultative Transfer** allows a user to announce a call to a target phone before actually transferring the call. To initiate a consultative transfer, during a call in progress, put the connected party on hold by pressing the hold key 📞. While the call is on hold, users can establish a second call by dialing the desired number from a second open line and pressing ✓. When the second call is established, users can consult the second party, i.e., to announce the call. Users can then connect the two parties by pressing the transfer key ⊶ twice.

## Conference (Three-Party Calling)

When the phone is connected with two calls, users can connect all three callers into a conference by pressing the **Conference** button Ⓐ. By default, a maximum of three people (the user and two others) are allowed onto a single conference call (three way calling).

If additional callers are required, Pacific LightNet suggests using a conference call service such as our Conference Center which allows multiple people to dial in and provide a participant code to join a larger conference call. For additional information on the Conference Center services contact your Pacific LightNet Sales Representative.

```
474                   0:19
 Xfer    Mute      Cnf.On
```

```
448                   0:48
 Xfer    Mute      Cnf.Off
```

When a user is on a three-way call, pressing ⒶＡ again, will disconnect the conference call and both of the individual calls are put on hold. Users can then select one of the lines to talk to that party or disconnect the other callers.

If the initiator of the conference call is disconnected, then all three parties are disconnected. If you initiate a three way call and need to leave the call but would like the other two parties to continue talking, you can press the Conference key ⒶＡ again to disconnect the call and put both parties on hold and then initiate a consultative transfer so that the first caller is transferred to the second.

## Idle State

Other advanced features are only available from an idle state.

### Message Waiting Indicator (MWI)

If the user did not answer a call and the caller recorded a message to voice mail, the Snom 320 phone will indicate that a message is waiting. The Message Waiting Indicator light in the upper right-hand corner of your phone will also signal the arrival of Voicemail, Email or Inbound Fax to Email messages to a user's Message Center account.

Press the softkey for **VMail** or the **Retrieve** button ✉ to connect to your voice mail and follow the prompts to listen to the message(s).

### About / Information Menu

The Information Menu provides technical information about your phone. Press the Help ? key to display status and information about the phone. This information may be necessary for troubleshooting and/or reprogramming.

```
         Information
IPAdr    MAC        Version
```

**IPAdr**: displays the current IP address of the Snom 320.

```
IP Address:
192.168.200.239
```

**MAC**: displays the MAC address of the Snom 320. The MAC address is unique for each phone and may be required when contacting Customer Service for assistance with your Hosted PBX service.

```
MAC:
000413240005
```

**Version**: displays the current firmware version of the Snom 320.

```
Version:
snom320-SIP 3.60i 6394
```

### Number Guessing

This functionality offers the first number from the Dialed Numbers Call List, Missed Calls List, Received Calls List, or Directory (Address Book) that matches the beginning of the number a user has already typed in. If the displayed number is not the correct number, users can either keep pressing the "#" key (in alphanumeric mode) to get the next matching number, continue typing the desired number, or press the

[←] / ⌫ function key to temporarily switch off number guessing for this session of entering a phone number.

By default, this feature is turned **OFF** because the person who created the template for programming the phone found the feature incredibly annoying. To enable this feature a Business Group Administrator should contact Pacific LightNet Customer Service for assistance.

## Programmable Keys

The twelve keys P1 - P12 to the right of the number block are programmable function keys, which have a number of options for how they can be programmed.

P7

P1    Line

P8

P2    Line

P9

P3

P10

P4

P11

P5

Park Orbit 1    P12

P6    Group Pickup
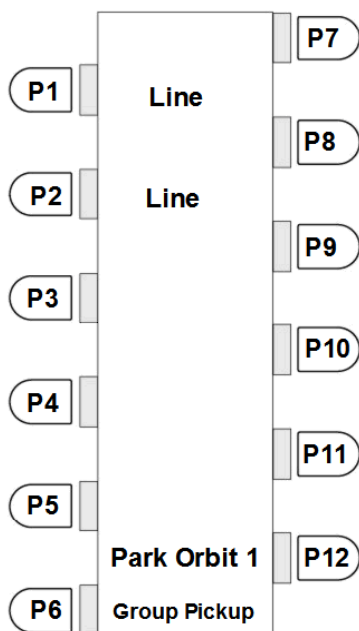
Please note that users should keep *at least* two keys programmed to **Line**. At least two **Line** buttons are required to use features such as Call Transfer, Conference Calling and Call Waiting. Because of this, two programmable buttons are locked in configuration of the phone as line buttons and CANNOT be changed by the user.

By default Pacific LightNet will also configure two buttons for Group Call Pickup and Call Park functions. Additional buttons may be configured on all phones based upon requests by the Business Group Administrator.

Unless otherwise specified, all other keys can be reprogrammed on individual phones for functions such as speed dial (one-touch).

## Line

This is programmed and managed by Pacific LightNet. Pacific LightNet does not support users programming their own line keys. Line keys are required for incoming and outgoing calls. Some features are common to all Line keys:

1. Pressing a key when its LED is blinking and the phone is ringing accepts the call.

2. Pressing a key when a call is in progress on that line, as indicated by the constantly lit LED, puts the call on hold.

3. Pressing a key when its LED is blinking and a call is on hold will take that call off of hold (reconnect the call).

## Shared Line

This is programmed and managed by Pacific LightNet. Pacific LightNet does not support users programming their own shared line appearance keys.

## Extension

This is programmed and managed by Pacific LightNet. Pacific LightNet does not support users programming their own extension keys. Extension keys are used for features such as Line State Monitoring (Busy Lamp Field) which are configured by Pacific LightNet based upon the requirements defined during your installation. To modify these buttons please have your Business Group Administrator contact your Pacific LightNet Sales Representative or Installation Coordinator.

## Park Orbit

Call Park Orbits allow a user to place a call on hold on one phone station and retrieve the call from any other station which also subscribed to that Call Park Orbit. Each Park Orbit may keep a single call on hold at any given time. Each Call Park Orbit requires one button to be programmed on each phone that is subscribed to that Park Orbit. Up to nine (9) Call Park Orbits may be programmed for a Business Group. This is programmed and managed by PLNI. PLNI does not support user programming of Park Orbits.

### Call Park Orbit User Operation

To Park a call, press the Call Park button for the orbit you want to park the call on. That Call Park button will begin to blink on each phone which is subscribed to that Call Park Orbit. To retrieve the parked call from another phone, press the blinking Call Park button. You will be connected to the caller and the Call Park Orbit button will stop blinking on all phones subscribed to that Call Park Orbit.

## DTMF Codes

Pacific LightNet does not support DTMF code features via programmable keys at this time.

## Push2Talk

This is programmed and managed by PLNI. PLNI does not support users programming their own Push2Talk keys at this time.

### Intercom

This is programmed and managed by PLNI. PLNI does not support users programming their own Intercom keys at this time.

### Action URL

Pacific LightNet does not support Action URL features at this time.

### Key Event

This is programmed and managed by Pacific LightNet. Pacific LightNet does not support users programming their own Key Events.

### Speed Dial

This key type behaves as a shortcut to dial a preset number the user calls regularly. It is designed to speed up dialing numbers often used or hard to remember.

To program a Speed Dial Key:
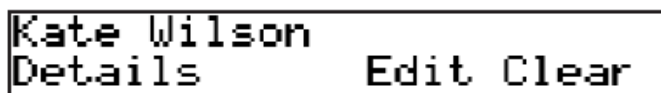
1.  Press the **Settings** Key ⬭.

2.  Scroll through with the left or right arrow buttons, ◁ or ▷ until the option for **Phone Behaviour** is displayed. Press the F4 softkey which has the **Fkeys** label above it.

```
┌─────────────────────────────┐
│←    Phone Behaviour       → │
│ CWI                   Fkeys │
└─────────────────────────────┘
```

3.  Select the number of the Programmable Key to define. Keys are numbered from top to bottom as P1 through P6 on the left hand side and P7 through P12 on the right hand side. Once you have selected the key you wish to program, press the ✓ to confirm this is the button to program. Please note that some keys cannot be changed because Pacific LightNet has configured them for specific options such as Line keys.

4.  Scroll through the different Key Types with the left or right arrow buttons, ◁ or ▷ until the option for **Speed Dial** is shown. Press the ✓ to confirm this is the correct action to program.

5.  Enter the number to set as Speed Dial. Numbers should be entered as they would be dialed from the phone (eg: if you have three digit dialing enabled within your group and want to set the Speed Dial button for one of those number you only need to put in the 3-digit extension). Press ✓ to confirm this is the number to program for Speed Dialing. You will then be redirected to the FKey programming menu.

6.  The Speed Dial key has been successfully programmed. Press ✗ to exit out of the menus until you return to the idle state. It is recommended that you test the button to make sure it functions as expected.

## Directory (Phone Book)

The Snom 320 contains an internal directory / phone book that can be accessed from the phone's idle state by pressing the **Directory** key ⬛ or the **Dir** softkey. Each phone has its own directory and that directory may store up to one hundred (100) entries. Each entry holds one telephone number. When viewing your Directory, the entries will be displayed in alphabetical order.
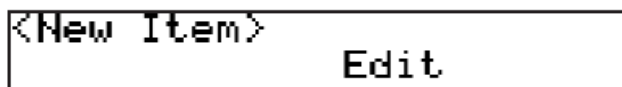
```
Kate Wilson
Details        Edit Clear
```

Scroll through the different entries with the left or right arrow buttons, ◁ or ◁ until the entry you want to call is displayed. Press the Enter key ✓ or pick up the handset to place a call to that contact.

| | |
|---|---|
| ⬙ | Scroll to the next item |
| ⬙ | Scroll to the previous item |
| Details | Toggles between displaying name and number |
| Edit | Enter edit mode for the selected entry |
| Clear | Delete current item |
| ✓ / off hook | Dial the number of the selected entry |
| ✕ | Return phone to idle state |

### Adding an Entry

1. Press the **Directory** key ⬛ or the **Dir** softkey key from idle state.

2. Scroll through the entries with the left or right arrow buttons, ◁ or ◁ until the list item **<new item>** is displayed then press the Enter key ✓. The following screen will be displayed:

```
<New Item>
              Edit
```

3. Enter the name and phone number as prompted and confirm each item by pressing ✓. The title of the window indicates what input is expected. Press ✕ to abort the creation of a new entry. When complete, you will be returned to the Directory where you new entry will be displayed.

For information on adding multiple entries to a phone book via the Snom 320 web interface, see Appendix 1 below.

```
Edit Name:              abc
Kate Wilson█
```

```
Edit Number:            123
448█
```

4. Press the ⊗ key to return the phone to idle state.

| | |
|---|---|
| (ₐ₋ₐ✱) | Change the input mode |
| ⟳ | Backspace |
| ✓ | Confirm the entry |
| ⊗ | Cancel the entry |

**Editing an Entry**

1. Press the **Directory** key 📖 or the **Dir** softkey from idle state.

2. Scroll through the different entries with the left or right arrow buttons, ◁▽ or ◁▽ until the entry to edit is displayed. The following screen will be displayed:

```
Kate Wilson
Details       Edit Clear
```

3. After pressing the **edit** key for the entry to be modified, the name and phone number will be presented. Modify the information as necessary and then confirm each item by pressing ✓. You will be returned to the Directory where your modified entry will be displayed.

4. Press the ⊗ key to return the phone to idle state.

**Delete an Entry**

To delete a single entry from the Phone Book:

1. Press the **Directory** key 📖 or the **Dir** softkey from idle state.

2. Scroll through the different entries with the left or right arrow buttons, ◁▽ or ◁▽ until the entry to delete is displayed. The following screen will be displayed:

```
Kate Wilson
Details       Edit Clear
```

3.  Select the F4 softkey beneath the label **Clear**.

4.  A message that says "**Are you sure?**" will be displayed.  Press ☑ to confirm the entry is to be deleted or ☒ to abort. You then will be redirected to your Directory.

5.  Press ☒ to exit the Directory or select another entry to edit or delete.

# Message Center / Voice Mail

## Voice Mail

For more information on Voice Mail service, see the *Voice Mail User's Guide.*

Voice Mail can be retrieved from the handset in two ways:

1.  Use the **Retrieve** key. Follow the prompts as directed. From Idle State:

    a.  Press the ✉ key, the speakerphone will be used by default.

    b.  Or pick up the handset then press the ✉ key.

2.  Dial **\*15** from your handset. When prompted, enter the Voice Mail PIN.

To access your Voice Mailbox remotely, dial your own phone number. When your greeting is played, press **\*** and enter the Voice Mail PIN for your account when prompted.

## Message Center

The Message Center is a web-based Unified Messaging client which can be accessed via the web at https://selfcare.plni.net. Enter the full 10 digit telephone number as the username and the Communications Center password. Click on the **Message Center** link in the upper left hand corner and the Message Center will pop up in a new window.  For more information on the Message Center, see the *Message Center User's Guide.*
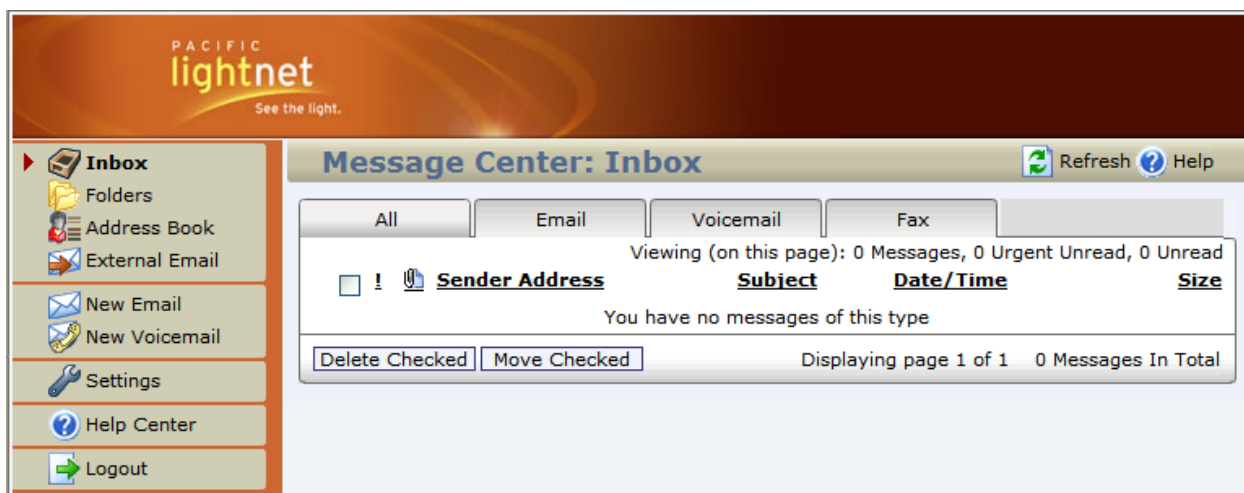


Figure 3 - Message Center

Chapter

4

# Customer Support

*This section will cover some basic troubleshooting tips, provide contact information and define some common terms used throughout this guide*

## Troubleshooting Tips

- **Symptom**: Phone cannot receive calls or calls are directed only to voicemail, but you can still make calls from your phone.

Solution: verify that your Do Not Disturb service is turned off by pressing the **DND** key on your phone. If you still cannot receive calls on your phone, reboot your phone by pressing the **Settings** key then pressing the **Reboot** softkey. Please also check other incoming call features such as Anonymous Call Rejection are not currently active.

- **Symptom**: Cannot make or receive calls.

Solution: verify that your phone's network cable is plugged in, and that the phone is displaying your telephone number when in idle state. If the phone is displaying **NR** instead of your telephone number, reboot your phone by pressing the **Settings** key then pressing the **Reboot** softkey. If this is unsuccessful, contact your Business Group Administrator or Pacific LightNet Customer Support for assistance.

- **Symptom**: Handset and/or speakerphone are very quiet or do not work.

Solution: The most common cause of this is that the headset button ⬭ has been inadvertently pressed. Press the Headset button to deactivate this device and then try your call again. If the problem persistsn verify the volume levels for the device you are using. Also check to make sure that your handset is properly connected to the correct physical ports your phone. See the diagram on the next page.

- **Symptom**: Snom phone was just installed but there is no dial tone when the handset is lifted.

Solution: When the Snom 320 phones are first shipped, there is a small rubber stopper between the hook button and the case to prevent damage in shipping. Verify that this rubber stopper has been removed and that your hook button pops up when you lift the handset. The stopper is located directly below the hook button. In some cases this stopper may also fall into the casing. If this occurs contact Pacific LightNet Customer Support to request a repair or replacement of the device.

**Physical Phone Connections**

If you flip your phone over, the physical connections used are shown in the figure below. If you have difficulty with either a headset or handset device, please verify that the handset and/or headset devices are connected to the appropriate ports on the back of the phone as indicated by the appropriate icon.
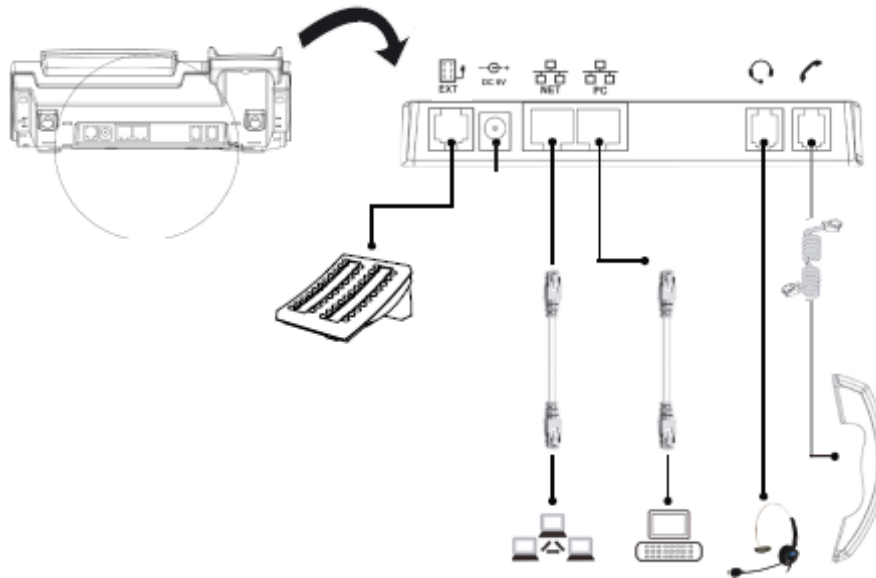


## Customer Support Contact

There are several ways to contact us for assistance with your service:

| ISLAND / LOCATION | LOCAL NUMBER |
|---|---|
| Oahu | 808-791-3000 |
| Big Island | 808-930-2250 |
| Kauai | 808-240-2070 |
| Lanai | 808-568-2250 |
| Maui | 808-270-2250 |
| Molokai | 808-660-2250 |
| Toll-free from the Mainland | 1-877-91-ALOHA<br>1-877-912-5642 |

*\* Available Monday thru Friday, 8:00am – 6:00pm;*
*After Hours, please leave a message and we will return your call by the next business day.*

Email: support@pacificlight.net

You can also access this and other relevant user guides online by logging into the Communications Center at https://selfcare.plni.net. After you login with our 10-digit phone number and Communications Center password, select Phone Settings then click on the Service Manual option. Links to all user guides are provided. This includes the Communications Center, Message Center and other user guides for Pacific LightNet Next Generation Network products.

## Glossary

**Active Line**: Your Snom phone can have up to 5 different lines registered to it. This means you can make or receive calls with up to 5 different lines. The active line is the line you have selected to place outgoing calls with. Regardless of what your active line is, you can still receive calls on any of the lines programmed to your Snom phone.

**Attendant Console**: The Attendant Console is an upgraded version of the Snom 360 handset with a sidecar. This provides extra programmable keys. These keys may be used for any of a number of different features such as speed dial, line state monitoring, call pickup, etc. Typically Pacific LightNet recommends the Attendant Console if you require Line State Monitoring on more than 10 lines or if you require more than 10 speed dial buttons.

**Autodial**: Snom phones are configured to automatically dial a number or partial number as it is currently entered after five (5) seconds. This setting can be changed to a different value or disabled completely at the request of the Business Group Administrator. Changes will be applied to all members of the Business Group, not just single user. If the feature is disabled, users MUST press the OK or speakerphone button in order to dial a call. Contact Pacific LightNet Customer Service for assistance in changing this setting.

**Business Group**: A Business Group is the group of users and lines within a company. Each Business Group can be treated as a single entity. Some settings and features such as Call Blocking or Account Codes can be applied to the whole Business Group as well customized for individual users. A customer may have one shared Business Groups for multiple services locations. A customer may also have multiple Business Groups for a single service location. A customer may also have multiple service locations with one Business Group for each site.

**Business Group Administrator**: A Business Group Administrator is the customer responsible for overseeing the features and functions of other users within their Business Group. Pacific LightNet recommends that each customer designate at least two Business Group Administrators per Business Group in case one or the other person is unavailable. Business Group Administrators have control over the features and settings of other users within their Business Group. This includes features such as Call Forwarding as well as settings such as other user's Communications Center password and Voice Mail PIN.

**Call Logs**: The calls logs will display a history of the calls to and from your phone. The Snom 320 phone has three different call logs: **Missed**, **Received**, and **Dialed**. You can access these logs via the softkeys when the phone is in idle state or via the phone's web interface (if this is available to you).

**Directory**: The directory stores contact information for people you call regularly. Much like the phone book you would find on a cell phone, it can store the name and number of people you call or you can add entries to your phone book from your Call Logs.

**Idle State**: The idle state is how the phone will operate when no calls are in progress. From this state you can access menus, change your current active line and perform similar operations.

**Line State Monitoring**: Line State Monitoring is a service which uses the programmable keys on the Snom phones. It allows you to see whether or not a specific member of your Business Group is currently using the phone or not. Each line that you monitor must be programmed with its own button. This feature is also known as a Busy Lamp Field.

**Number Guessing**: This feature guesses the number based on a partial input. By default, this feature is turned **off** because the person who created the template for programming the phone found the feature incredibly annoying.

**Phone Book**: See **Directory**.

**Registration**: A registration is what connects your phone to Pacific LightNet's service. Each unique or shared line requires its own registration. When your phone is properly registered it will display the telephone number of your active line. When your phone is not registered it will display **NR** on the main screen.

**Softkey**: The Snom 320 has four 'softkey's located right below the display. These keys perform different actions depending on the state your phone is currently in and the context of the menus you are navigating. In Figure 2 which displays the Snom Phone Interface, these are the buttons labeled as F1 – F4. These keys may perform actions such as setting your Do Not Disturb (DND) status or rebooting the phone or these keys may be used to access different menus and features such as your Phone Book or Voice Mail.

## Appendix 1 – Example contacts.csv

You may use a simple text editor such as notepad or a more advanced spreadsheet program such as Mircosoft Excel to create the CSV file necessary for mass uploads to Snom phone directories.

If done in a spreadsheet program such as Excel, your CSV file should contain four columns. Each row in the spreadsheet will define one entry. Each entry must have a name and may only have one phone number. If you want to store multiple telephone numbers for the same person, PLNI suggests that you alter the names slightly to easily differentiate between entries. For example if you want to keep Bob's work and cell numbers one entry should be named "Bob Work" and one entry named "Bob Cell"

The leftmost column will contain the name. Names should consist of letters and numbers, some special characters may be allowed.

The second column should contain the telephone number for the entry. Telephone numbers should be entered as they would be dialed from the phone. For example if you have four digit Intercom Codes configured in the Business Group you may enter four digit numbers. Calls to numbers outside of your Business Group should be at least 7-digits or should use Short Codes configured for your Business Group. If you need to call long distance (for example to a neighbor island) you should enter the full 10-digit number.

The third column will be Contact Type. The following contact types are supported: Friends, Family, Colleagues, VIP, None, Deny List. Calls where incoming caller ID number matches a contact of type VIP

will override your DND if DND mode is activated on your phone. Calls where the Caller ID number matches an entry of type Deny List will be redirected to voicemail or the caller will hear an intercept message.

The fourth column is the Outgoing Identity. In nearly all cases you should set this to **Active**. If your snom 360 phone has multiple lines registered to it, the outgoing identity specifies which line should be used to place a call to that contact.

The example CSV file here can be pasted into a spreadsheet program such as Microsoft Excel or a text editor such as Notepad and modified for your Business Group.

Table 1 - Example contacts.csv file as table

| Name: | Number: | Contact Type: | Outgoing Identity |
|---|---|---|---|
| Pacific LightNet CSS | 8087913000 | Colleagues | Active |
| Bob | 7911000 | Colleagues | Active |
| Charlie | 1000 | Colleagues | Active |
| Dana | 1020 | Colleagues | Active |

To implement the contacts.csv file as a plain text file follow the example below and save as <filename>.csv

Name:,Number:,Contact Type:,Outgoing Identity
Pacific LightNet CSS,8087913000,Colleagues,Active
Bob,7911000,Colleagues,Active
Charlie,1000,Colleagues,Active
Dana,1020,Colleagues,Active