





General





This quick reference guide explains the most commonly used telephony actions. The manual is valid for these models; Snom 300, Snom 320, Snom 360 & Snom 370 used in combination with the @COM Business Manager v1.3. If you cannot find your answer in the quick reference, please consult the user manual "@COM User guide for Snom phones" for a full explanation of all available features.

Calling

Make internal calls






- Enter the internal extension number 
- If the phone doesn't start dialing automatically; pick up the handset or press 

Make external calls




- Enter the external access code, usually  or 
- Enter the telephone number 
- If the phone doesn't start dialing automatically; pick up the handset or press 

Call Transfer

Attended transfer




- Place the call on hold by pressing  or press an unused line key if available  Line x
- Enter an extension or phone number 
 - Note: Don't forget the external access code when dialing external phone numbers
- Wait until the call is answered
- Press the transfer key twice   to transfer the calling party

Unattended transfer





- Press the transfer key 
- Enter an extension or phone number 
 - Note: Don't forget the external access code when dialing external phone numbers
- If the phone doesn't transfer automatically press 

Call pickup

Group call pickup







- Enter the service code    to pickup a ringing call on a phone in your call group

Directed call pickup







- Enter the service code    followed by the extension number of the ringing phone to pickup and activate the call pickup by pressing 

Call Forward







Forward all calls

- Enter the service code    and 
- Enter the destination extension or phone number 
 - Note: Don't forget the external access code in front of the phone number when dialing external phone numbers
- Press the  key to activate the call forwarding

Forward only external calls










- Enter the service code    and 
- Enter the destination extension or phone number 
 - Note: Don't forget the external access code when dialing external phone numbers
- Press the  key to activate the call forwarding

Forward only internal calls

- Enter the service code    and 
- Enter the destination extension or phone number 
 - Note: Don't forget the external access code when dialing external phone numbers
- Press the  key to activate the call forwarding

Other call forwarding





Just replace the service code in the examples above with the service codes shown here

- Call Forwarding on Busy   
- Call Forwarding on No Answer   
- Call Forwarding when Unreachable   

Forward to voicemail

- Press the "Snom" key  on your phone or enter the service code    and press 

Forward to pre-defined forwarding number

- Enter the service code    and press 
 - Note: The predefined forwarding number is usually programmed to your cell phone number

Deactivate ALL call forwarding

- Enter the service code    and press 

IMPORTANT NOTE:

Calls via a hunt groups or ACD groups cannot be forwarded!

Number suppression

Suppress number for all calls (CLIR)

- Enter the service code and press

Display number on all calls (CLIP)

- Enter the service code and press

Suppress number on a single call

- Enter the service code followed by the full telephone number you want to call

Please note that number suppression does not work on internal calls, and that presentation/suppression of numbers can be overruled by system programming.

Global address book

The Global address book contains the names and numbers of internal extensions and contacts defined in the telephony server by the system administrator. You can easily search for a phone number using the directory service on your phone:

- Press the "Directory" key
- Enter the first 1-4 letters of the name you're looking for. This is done in the same way as you create text messages on a mobile phone.
- Browse through the results using the navigation button to the required name.
- Press the OK button to start dialing the number

A wrong entry can be corrected using the key underneath the display where the text "C<-" is indicated or the icon is showing.

Flex-work features

Extension login

- Enter the service code
- Enter your extension number and press
- If asked, enter your password followed by

You are logged on if you hear "Activated"

Extension logoff

- Enter the service code and press

You are logged off if you hear "De-activated"

Change password

- Enter the service code and press
- Enter your current password followed by
- Enter your new password followed by

Do Not Disturb (DND)

Activate DND

- Enter the service code and press
- Or if available press the DND key

De-activate DND

- Enter the service code and press
- Or if available press the DND key

Call Parking

Call Parking is a feature that allows you to put calls on hold on one phone and retrieve them on another phone

Park a call

- Press the transfer key
 - Enter the service code
 - Enter the parking position and press
- Note: The parking extension is a number between 0 and 99

Retrieved a parked call

- Enter the service code
- Enter the parking position and press

Hunt group features

If your phone is member of a hunt group the following features will be available:

Member login (all hunt groups)

- Enter the service code and press

Member logoff (all hunt groups)

- Enter the service code and press

Member login (specific hunt group)

- Enter the service code
- Enter the hunt group extension and press

Member logoff (specific hunt group)

- Enter the service code
- Enter the hunt group extension and press

Note: Logoff may not be possible in case you are the last member currently logged in.