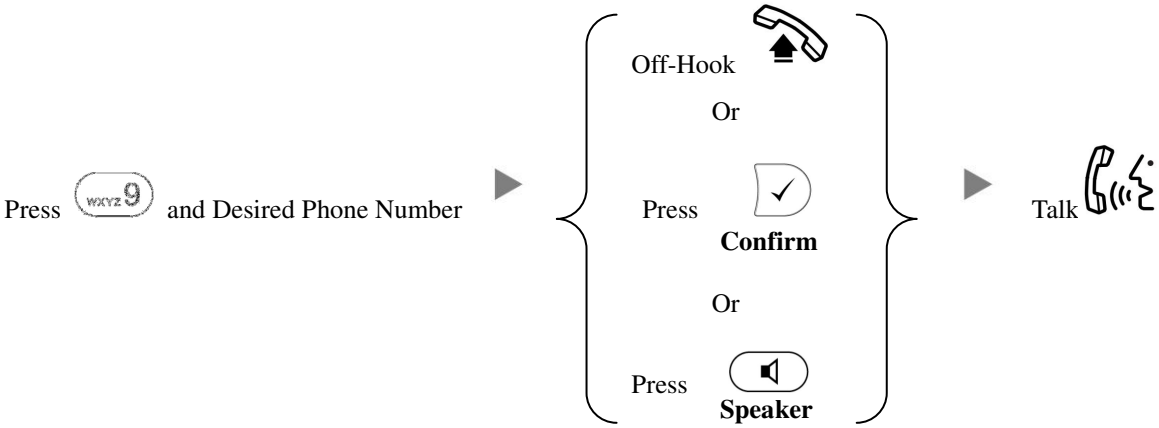
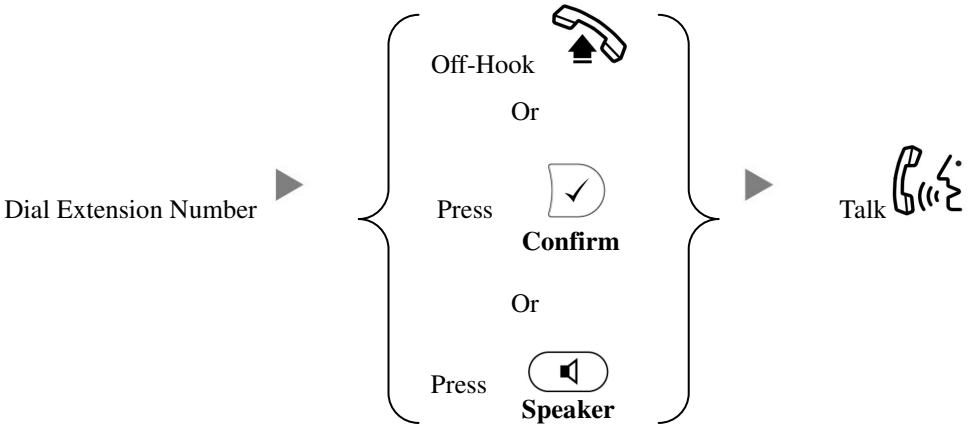
Snom 320 Instructions

1. Making Calls

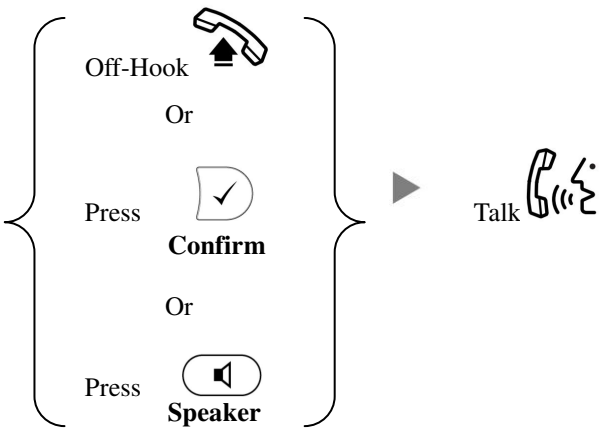
i. Outside Calls



ii. Calling Other Extension



2. Answering Calls



3. Transferring a Call / Call Transfer

i. Blind / Unattended Transfer

During a conservation ▶ Press **Transfer** ▶ Dial Extension Number and Press **Confirm**

ii. Supervised / Attended Transfer

During a conservation ▶ Press **Line 2** ▶ { Press Extension Key or / Or / Dial Extension Number and Press **Confirm** }

▶ Inform 3rd party about the call you are transferring ▶ Press **Transfer** ▶ **Confirm**

4. Call Pickup

i. Direct Call Pickup

During extension is ringing ▶ Press a→A * TUV 8 ▶ Dial Extension Number and Press

ii. Group Pickup

During any extension is ringing ▶ Press a→A * TUV 8

5. Holding a Call

i. To Hold

During a conservation ▶ Press **Hold**

ii. To Retrieve a call (Call Hold retrieve)

{ Press **Hold** / Or / Press Flashing Line Key or }

6. Making a conference (Conference Call)

i. To Establish a Conference

During a conservation ▶ Press **Line 2** ▶ Dial to 3rd Party ▶ Press **Conference** ▶ Talk

ii. To Leave a conference and talk to the original person

During a conference ▶ Press **Hold** ▶ Press **Line 2** ▶ Press **Cancel** ▶ Press **Line 1** ▶ Talk

iii. To Leave a conference and talk to the 3rd person

During a conference ▶ Press **Hold** ▶ Press **Line 1** ▶ Press **Cancel** ▶ Press **Line 2** ▶ Talk

iv. To Leave a conference

During a conference ▶ On-Hook

7. Checking Voice Mail

When message LED light is flashing ▶ Press **Retrieve** ▶ Enter Password

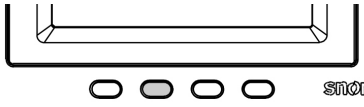
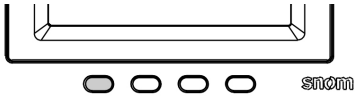
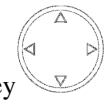
Press 1 to **Listen** Message ▶
- Press JKL 5 to **Repeat** Message
- Press MNO 6 to **Play Next** Message
- Press PQRS 7 to **Delete/Un-Delete** Message

8. Voice Mail Setup

Press **Retrieve** ▶ Enter Password (if any)

Press _ _0 to **Listen** Message ▶
- Press 1 to record **Unavailable** Message
- Press ABC 2 to record **Busy** Message
- Press DEF 3 to record **Your Name**
- Press GHI 4 to record **Temporary** greeting
- Press JKL 5 to **Change Password**

9. Checking Call History

Press the Second Key under the screen  Press the First Key under the screen  Press the Navigation Key  to screen out the record

10. Forward Call

i. To set up All Call Forward Mode

Press **Settings** ▶ Press 2 ABC (or choose "Call Features") ▶

Press 1 (or choose "Call Forwarding") ▶ Press 1 (or choose "Forward All") ▶

Press 2 ABC (or choose "Target when Forwarding") ▶ Input the target extension Number (e.g. 108) ▶

Press ✓ ▶ Press 1 until the screen shows "☑Activate"

ii. To set up Busy Call Forward Mode

Press **Settings** ▶ Press 2 ABC (or choose "Call Features") ▶

Press 1 (or choose "Call Forwarding") ▶ Press 2 ABC (or choose "Forward when Busy") ▶

Press 2 ABC (or choose "Target when Forwarding") ▶ Input the target extension Number (e.g. 108) ▶

Press ✓ ▶ Press 1 until the screen shows "☑Activate"

iii. To set up Time / No Answer Call Forward Mode

Press **Settings** ▶ Press ABC 2 (or choose "Call Features") ▶

Press 1 (or choose "Call Forwarding") ▶ Press DEF 3 (or choose "Forward after Timeout") ▶

Press DEF 3 (or choose "Call Forwarding Time") ▶ Input the No Answer Time (e.g. 20 seconds) ▶ ✓

Press ABC 2 (or choose "Target when Forwarding") ▶ Input the target extension Number (e.g. 108) ▶

Press ✓ ▶ Press 1 until the screen shows "☑Activate"

iv. To Cancel Call Forward

Press **Settings** ▶ Press ABC 2 (or choose "Call Features") ▶

Press 1 (or choose "Call Forwarding") ▶ Choose the Forwarding mode to be canceled ▶

Press 1 until the screen shows "☐Activate"