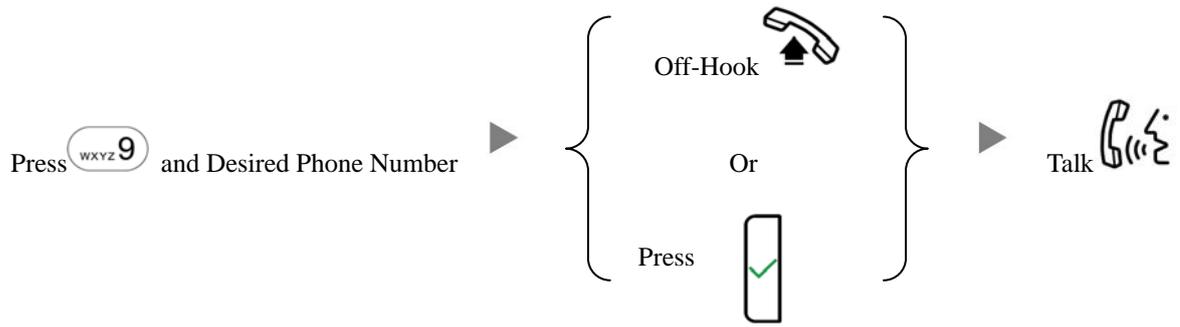


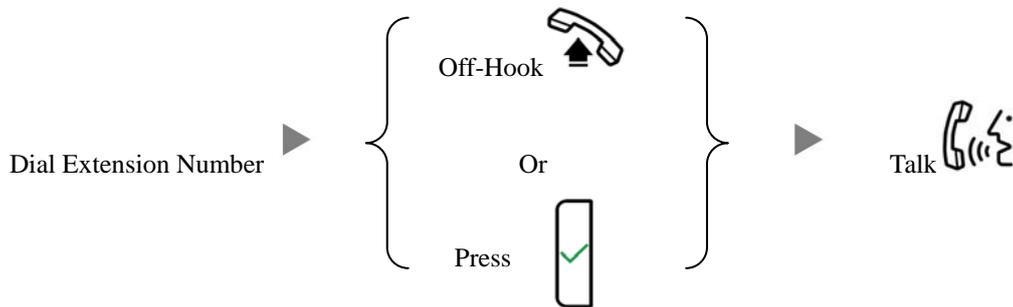
**Snom 820 / 821 Instructions**

**1. Making Calls**

i. Outside Calls



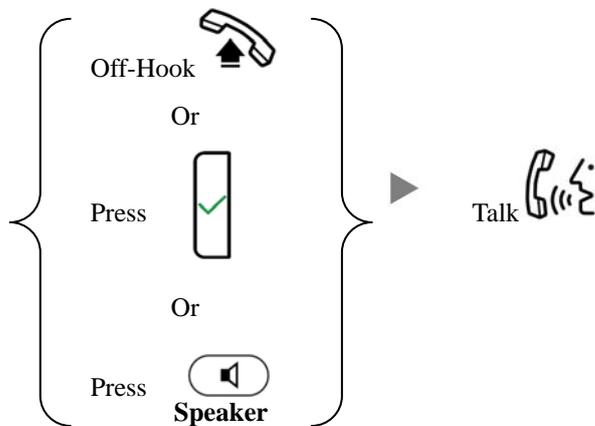
ii. Calling Other Extension



iii. Redial

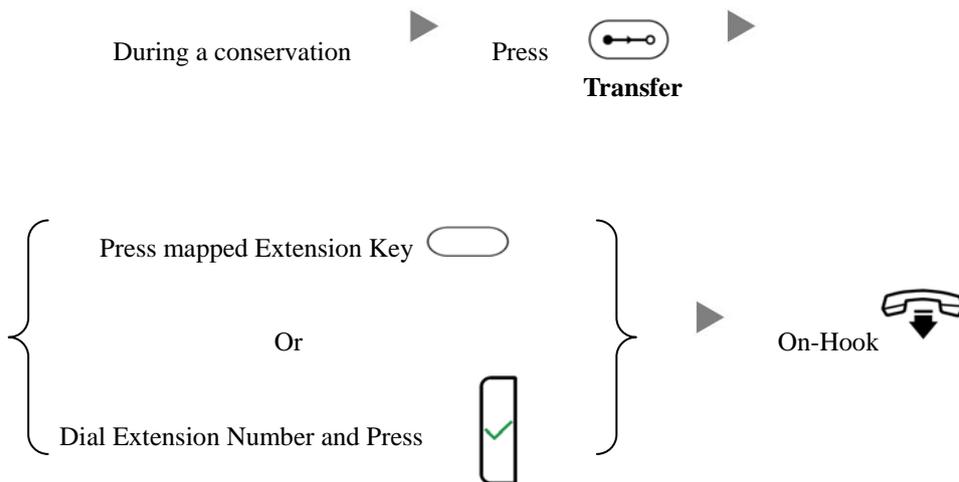


**2. Answering Calls**

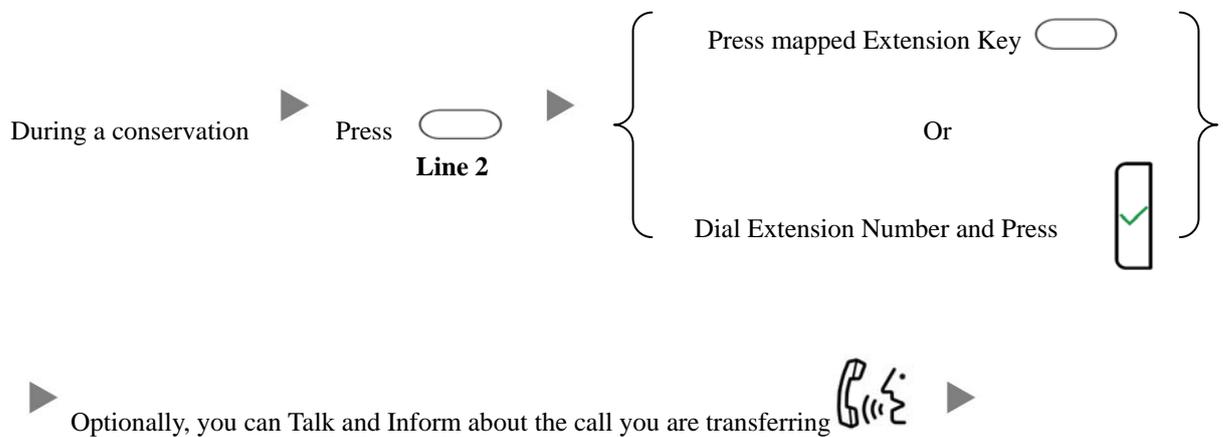


### 3. Transferring a Call / Call Transfer

#### i. Blind / Unattended Transfer



#### ii. Supervised / Attended Transfer

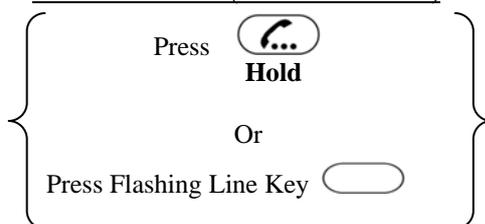


### 4. Holding a Call

#### i. To Hold



#### ii. To Retrieve a call (Call Hold retrieve)



5. **Holding in a System Parking Zone (Call Park)**

i. To Hold

During a conversation  Transfer to Park Extension (e.g. 400)

ii. To Retrieve a call (Call Park retrieve)

Press **Park 1**  (Light On)  
Or  
Press **Park 2**  (Light On)

6. **Making a conference (Conference Call)**

i. To Establish a Conference

During a conversation  Press  **Line 2**  Dial to 3<sup>rd</sup> Party  Press   Talk 

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

During a conference  Press   Press  **Line 2**  Press   Press  **Line 1**  Talk 

iii. To Leave a conference and talk to the 3<sup>rd</sup> person

During a conference  Press   Press  **Line 1**  Press   Press  **Line 2**  Talk 

iv. To Leave a conference

During a conference  Press   Press  **Line 1**  Press   Press  **Line 2**  

7. **Checking Voice Mail**

When message LED light is flashing  Press  **Message**  Enter Password

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

## 8. Checking Call History

Press the Second Key under the screen



Press the Navigation Key  to screen out the record

## 9. Forward Call

### i. To set up All Call Forward Mode

Press  **Menu** ▶ Press  (or choose “Call Features”) ▶

Press  (or choose “Call Forwarding”) ▶ Press  (or choose “Forward All”) ▶

Press  (or choose “Target when Forwarding”) ▶ Input the target extension Number (e.g. 108) ▶

Press  ▶ Press  until the screen shows “Enable Forwarding [Yes]”

### ii. To set up Busy Call Forward Mode

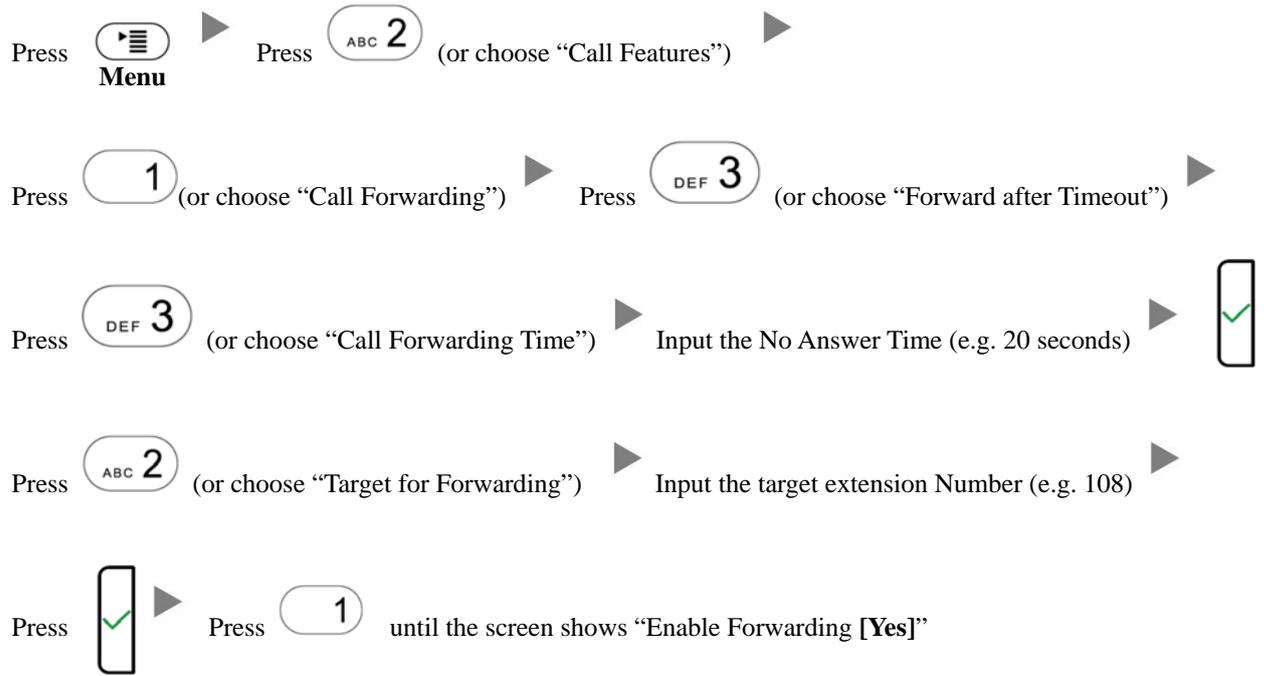
Press  **Menu** ▶ Press  (or choose “Call Features”) ▶

Press  (or choose “Call Forwarding”) ▶ Press  (or choose “Forward when Busy”) ▶

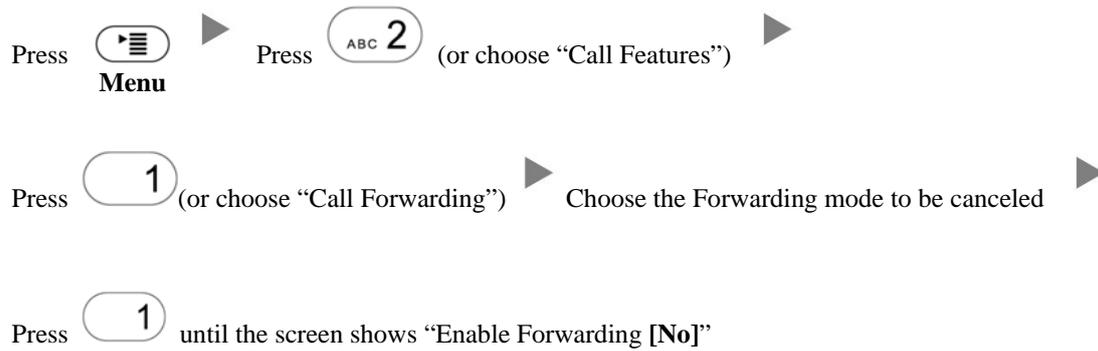
Press  (or choose “Target when Forwarding”) ▶ Input the target extension Number (e.g. 108) ▶

Press  ▶ Press  until the screen shows “Enable Forwarding [Yes]”

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



iv. To Cancel Call Forward



10. Address Book

