SNOM 300 USER GUIDE

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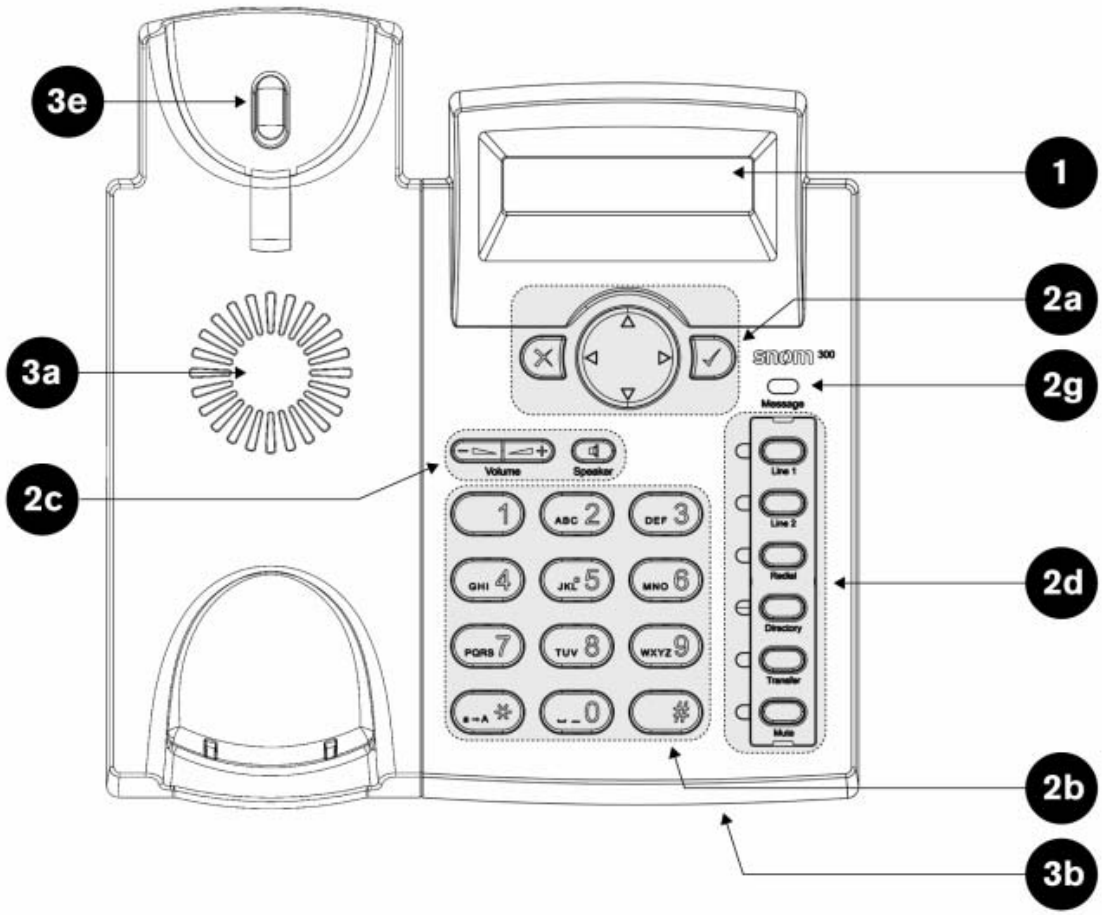
Handset



1: Display

2a: Navigation Keys
Use the navigation keys to navigate in the display menus and confirm and cancel actions.

2b: Alphanumeric Keys
Use the alphanumeric keys to enter numbers, letters and special characters. Depending on the selected input mode you can enter digits, lower / upper case or special characters.

2c: Audio Device Control Keys
Use the audio device control keys to adjust the volume or toggle between hands free and handset.

2d: Free Function Keys
Free Function Keys are programmed keys which can be used for various functionalities. If not otherwise stated the adjacent LED will light when the assigned functionality is turned on.

2g: Message LED
The "Message LED" is primarily used to visually indicate new voice messages stored on the mailbox of your PBX

Dialing a phone number

Telephone numbers are dialed on the numeric keypad.

Dial the extension/telephone number and press the **button.**

If the user has not pressed any keys for several seconds, the phone will remind the user to press **in order to start the call.**

Incoming call

When your Snom 300 handset is called, it rings and displays the incoming caller ID if sent by the caller.

The call will be presented on one of the free Line Keys **on the right**.

Accepting a call

Picking up the handset, or pressing **or the Line Key** **will accept the call. The Snom 300 is now in a call.**

Denying / blocking a call

When the Snom 300 signals an incoming call, you have the option to

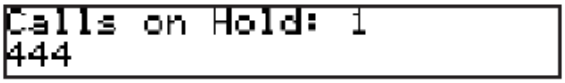
deny the call by pressing

To add a caller to the black list dial *92
To allow a caller on the black list to call you dial *91

When you place a caller on the black list, if they call your direct dial number, the system will answer the call and ask them to record their name. They will then be placed on hold system rings your extension. The system will play back the recorded name and you can choose to answer or reject the call.

Hold and resume

When a call is in progress, pressing the free function "Line" key whose adjacent LED is lit up puts the call on hold, i.e. neither party can hear the other.



Pressing again will resume the call. While a call is on hold, you can establish another call by dialing the desired number.

Transfer

Direct Transfer

During a call, press the transfer key to put the connected party on hold and then dial the number to which the call is to be directly transferred.

As soon as you press , the Snom 300 will transfer the held party to that number.

Transfer to Voicemail

During a call, press the transfer key to put the connected party on hold and then press 8, dial the extension number to which the call is to be directly transferred to the voicemail.

As soon as you press , the Snom 300 will transfer the held party to that number, hang up.

Consultation Transfer

During a call in progress, put the connected party on hold by pressing the line key

While the call is on hold, you can establish a second call by dialing the desired number and pressing. When the second call is established, you can consult the second party, e.g., to announce the call. You can connect the two parties by hanging up or pressing .

To revert back to the caller if the called party does not want to accept the call, they do not answer or the voicemail answers, Press the button and then press the to return to the caller.

Call Parking

During a call in progress, put the connected party on hold by pressing the line key , press *85. You will hear a message informing you that the call has been parked.

Pick up Parked Call

Dial *86. (If more than one call parked system will select which call to pick up).

Pick up Specific Parked Call

Dial *86 and the park orbit number. (The extension number of the user that parked the call)

Call Pick Up

To answer a call ringing at another extension Press *87 .

Conference

If the phone is connected with two calls, one on hold and one active, you can connect all three phones in a conference by pressing .

By pressing . Again the conference is disconnected and the calls are all put on hold.

Mute / Un-mute

To mute the microphone during a call, press key.

Adjusting the volume

While making a call, you can use the keys to increase or lower the volume of the audio device (casing speaker, handset, headset) you are currently using.

While the phone is idle press navigation DOWN key until you reach the Volume Settings. Then use the navigation Left/Right key to select Handset, Speaker or Headset. Use the button to adjust the volume.

Call Diversion

All kinds of call diversions can be set, changed, and deactivated in the menu item "Call Forwarding". Press the navigation Down button until you

reach the Call Forwarding sub menu. Then use the navigation Left/Right button to select the desired field and press .

Call Forward Event

- **Off: switches all forwarding off.**
- **Always: Forwards all calls to destination number.**
- **Busy: Forwards calls when you are busy on the phone.**
- **Time: Forwards calls after time set in Call Forward Time.**

Select the desired field and press **then enter the destination where you want to forward calls to and press** **. This can be an external or internal number.**
When selecting Time after entering the destination, enter the time that a call should wait before being forwarded and press .

The current setting will have a * in front off it.

Headset

To activate the Headset mode press the navigation DOWN button until you reach the Headset Device sub menu, press **to activate the headset.**
Use the speaker button to answer calls in headset mode.

Phone book

The Snom 300 contains an internal phone book that can be accessed from the phone's idle state by pressing

. Use the navigation button to navigation through the list. Dial the highlighted entry by pressing **.**

Adding an entry

Press

Select <New Item> using the navigation button (UP/Down) and press .

Enter the name and phone number and confirm each item by pressing .

The title of the window indicates which input is expected. Pressing **aborts the addition of a new entry. Up to 100 entries can be placed in the phone book.**

Key mapping:

	Change the input mode
	Backspace
	Confirm the entry
	Cancel the entry

Editing an entry

Press

Select the entry using the navigation button (Up/Down) and use the navigation button (Left/Right) and select Edit by pressing the

Deleting an entry

Press

Select the entry using the navigation button (Up/Down) and use the navigation button (Left/Right) and select Clear by pressing the

Accessing Call Logs

Press the navigation UP button to access the call log sub menu, then press the navigation Left/Right button to select Missed, Dialed or Received calls and press **then scroll through the list using the navigation key.**

Setting up your Voicemail

Press *97

If it is the 1st time you are accessing your mailbox, you will be prompted to record your name. Follow the prompts.

You will be directed to the Main Menu of your mailbox.

- **Select Option 1 to listen to your messages.**
- **Select Option 2 to change your access code and press # to save.**
- **Select Option 3 to record your name and press # to save.**

- **Select Option 4 to record your personal greeting and press # to save.**

When messages are left in your mail box, the message waiting indicator lamp will flash.

To access your messages press **button or the dial *97.**

While listening to voicemail messages:

Dial 1 to rewind the message
Dial 2 to stop play back
Dial 3 to fast forward.
Dial 4 to repeat the message
Dial 5 to hear the message details
Dial 6 to send the message to another mailbox
Dial 7 to delete the message
Dial 8 to return the call (if caller withheld their number this will not work)
Dial 9 to save the message.

Locking the keypad

- The keypad on a Snom handset can be locked by pressing and holding the **button until the** **symbol is displayed on the screen.**

- To unlock the keypad, press and hold the **button until the** **symbol disappears.**

If a PIN has been added, the keypad is locked in the same manner as above.

- To unlock the keypad, press the **button until the display prompts for the pin. Enter the pin number and press the** **button.**

Note: Pin numbers must be configured by the system administrator.

Call intrusion:

Note: Permission must be assigned by the system administrator in order to use this feature.

The call intrusion features enables an extension to "listen in" to another extensions conversation provided they have been assigned permission to do so.

There are three modes.

1. **Call Barge-In: Is this mode a tone will be played to both parties to indicate that someone has barged into the conversation. Both parties will be able to hear the user that has barged in.**
2. **Call Tech Mode: In this mode only the extension on the PBX is made aware that someone has barged into the conversation. The user joining the call can speak to the extension user with out the 3rd party being aware.**
3. **Listen In Mode: Neither party in the conversation is aware that another user is listening and neither party can hear the user that has barged in.**

To Barge into another extensions call dial *81+extension number and press

To Barge in using Tech Mode, dial *82+extension number and press

To Barge in using Listen In Mode, dial *83+extension number and press