



## **SNOM 320 USER GUIDE**

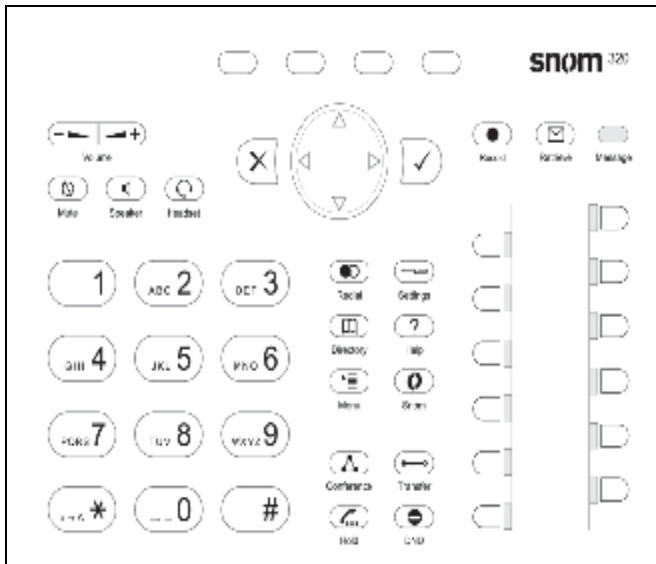
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## Keypad





The numeric keypad with the keys 0 to 9, \*, and # and can be used as follows:


- Entry of digits only (e.g., when dialing a phone number)
- Typing in letters and digits by pressing the keys repeatedly (similar to a mobile phone), etc.




















Use the **SETTINGS** key  to call up the menu. To cancel actions or input, use the **CANCEL** key . The **ENTER** key  confirms actions, selections, and entries. For navigation, use the large round navigation key in the middle.

The four keys located below the display are context-sensitive function keys.

-  **Reg** Calls up Registration lists
-  Calls up Call History Lists
-  Calls up Phone Directory
-  Speed Dial Prompt

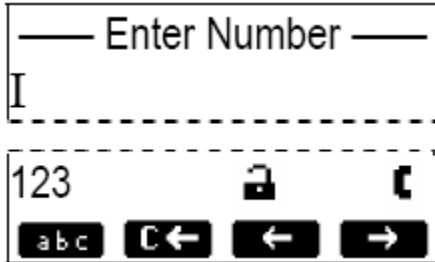
The twelve keys on the right with LEDs  next to them are the programmable function keys onto which different functionalities can be mapped. By default these are used to present incoming calls on the handset. Changing the functionality is done via a web browser, please see manual on CD provided.

Additionally, the following keys are available:


Key	Description
	Mute microphone on/off
	Casing speaker on/off
	Headset on/off
	Adjust volume (lower/higher)
	Open phone book
	Help
	Menu
	Redial
	Settings menu
	XML Add-on (planned)
	Establish 3-party conference
	Do not disturb mode on/off
	Put call on hold/resume call
	Call transfer
	Record a call (with server support only!)
	Connect to Mailbox
	LED for MWI (Message waiting indication)

## 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 320 is called the call will be presented on one of the free Line Keys  on the right.



## Accepting a call

Picking up the handset, or pressing  will accept the call. The Snom 320 is now in a call.

Key mapping:

	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, you have the option to deny the call by pressing  or 


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  puts the call on hold, i.e. neither party can hear the other.





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

Pressing  again will resume the call. While a call is on hold, you can establish another call by dialing the desired number. When more than one call is on hold, the following window appears:

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


Select the party you wish to talk to with the navigation  button. Press  to be connected.

Key mapping:

	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

### 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 320 will transfer the held party to that number.

Key mapping:


	Move the cursor to the left
	Move the cursor to the right
C<-	Delete the character to the left of the cursor
a →A	Change input mode to capital letters
1 →a	Change input mode to small letters
A →1	Change input mode to numbers
	Transfer the call
	Abort the transfer



### 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 320 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 hold 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 pressing  and then place the handset on the hook.

## ***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 or press the Pick Up soft-key if configured.




## ***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  or .


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

To re-connect the conference press the Hold  button or a line key  to return to one of the calls, then press  again.

## Mute / Un-mute

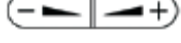
To mute the microphone during a call, press  or the function key . Press  or the function key to enable the microphone again.

## DND Mode on/off

The DND functionality is available in the **Snom** menu. DND is short for “Do Not Disturb”. If this mode is activated with , incoming calls will no longer come through to the phone and you will be completely undisturbed by the phone. If there is a mailbox set up for you, the call is redirected to it.





When DND is activated, “DND active!” is displayed in the idle screen.

## Adjusting the volume

In idle state or 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.





Key mapping:


	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.







## ***Handset / Handsfree / Headset***

The Snom 320 supports calls made using the handset or the handsfree capability. During a call, it is possible to switch between the two modes by pressing the Speaker key .





When a headset is connected and the audio output is set to headset by pressing , the Snom 320 will treat the headset as the output device for calls.

When a connected headset is the default setting for speaking on the phone, which will, for example, normally be the case in a call center environment, the  key is used to accept incoming calls.

Key mapping:

	Switch to handsfree mode and back
	Switch to headset mode and back
	Accept incoming calls in headset mode
	Return phone to idle state

## ***Call Diversion***

All kinds of call diversions can be set, changed, and deactivated in the menu item "Call Forwarding". Press , select Call Forwarding and press  to access it. (Short cut: press  7 )

## ***Call Forward Event***

Use this sub-menu to select the type of Forwarding or turn it off:

- **Never:** switches all forwarding off.
- **Always:** Forwards all calls to destination number.
- **When Busy:** Forwards calls when you are busy on the phone.
- **On Time Out:** Forwards calls after time set in **Call Forward Time**.

## ***Call Forward Time***

Use this sub-menu to select the time the system should wait before forwarding call when **When Busy** is selected as forwarding event.

## ***Always Target***

Use this sub-menu to enter the destination to forward all calls.

## ***Busy Target***

Use this sub-menu to enter the destination to forward calls when busy.


## ***Timeout Target***

Use this sub-menu to enter the destination to forward calls after timeout.


If no forwarding is set call will forward to the extensions voicemail if not answered.


When a call divert is active the display will show a CFwd.


## ***Phone book***

The Snom 320 contains an internal phone book that can be accessed from the phone's idle state by pressing  or the **DIR** function key.





## ***Adding an entry***

Press  or the **DIR** function key.  
Select <New Item> using the navigation button and press **Edit**.


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  or the DIR function key.  
Select the entry using the navigation button and press **Edit**.

Confirm each item by pressing  .


The title of the window indicates which input is expected. Press  to confirm the data; press  to abort the editing.

## *Deleting an entry*

Press  or the DIR function key.  
Select the entry using the navigation button and press **Edit**.  
Press **Clear**

## *Accessing Call Logs*

Press the  feature key

Select a list using the menu key 

Press 


## *Setting up your Voicemail*

Press **\*97**

If it is the 1<sup>st</sup> 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 and the right soft key will show .

To access your messages press  button or the softkey.

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:** In 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 3<sup>rd</sup> 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

