Snom 320 Instructions

1.   **Making Calls**

    i.   Outside Calls

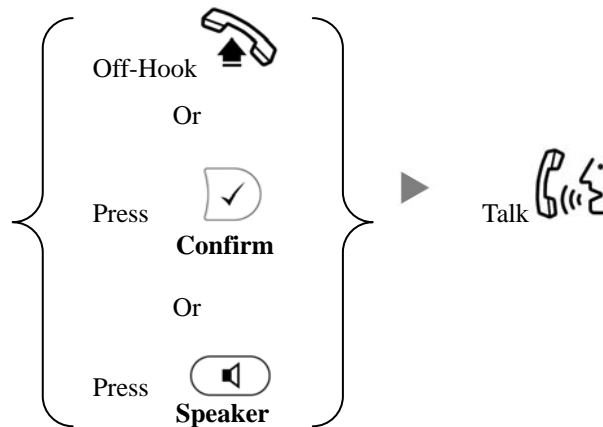Press wxyz9 and Desired Phone Number ▶ { Off-Hook 📞

Or

Press ✓ **Confirm**

Or

Press 🔊 **Speaker** } ▶ Talk 📞
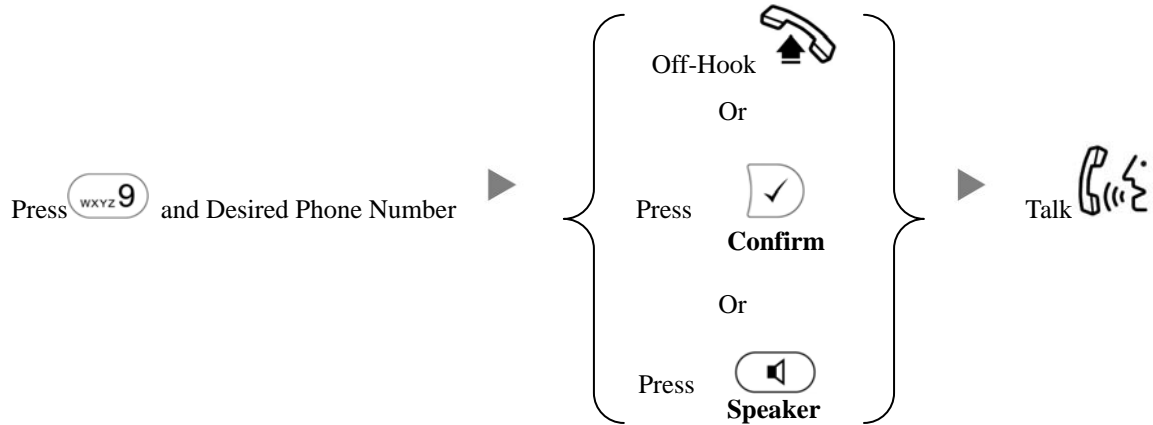
    ii.   Calling Other Extension

Dial Extension Number ▶ { Off-Hook 📞

Or

Press ✓ **Confirm**

Or

Press 🔊 **Speaker** } ▶ Talk 📞

2.   **Answering Calls**

{ Off-Hook 📞

Or

Press ✓ **Confirm**

Or

Press 🔊 **Speaker** } ▶ Talk 📞
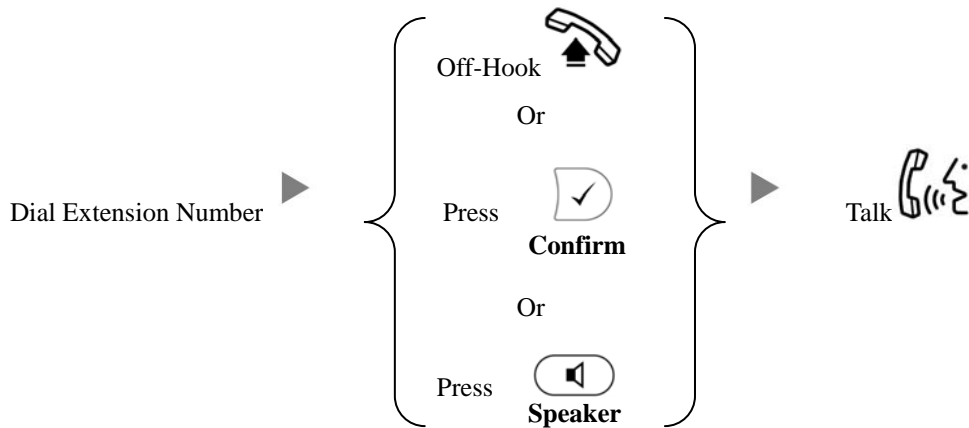
3. Transferring a Call / Call Transfer

i. Blind / Unattended Transfer

During a conservation ▶ Press [Transfer] ▶ Dial Extension Number and Press [Confirm]

Transfer   **Confirm**

ii. Supervised / Attended Transfer

During a conservation ▶ Press [Line 2] ▶ {
Press Extension Key [ ] or [ ]

Or

Dial Extension Number and Press [Confirm]
}

Line 2   **Confirm**

▶ Inform 3rd party about the call you are transferring 📞 ▶ Press [Transfer] ▶ [Confirm]

Transfer   **Confirm**

4. Holding a Call

i. To Hold

During a conservation ▶ Press [Hold]
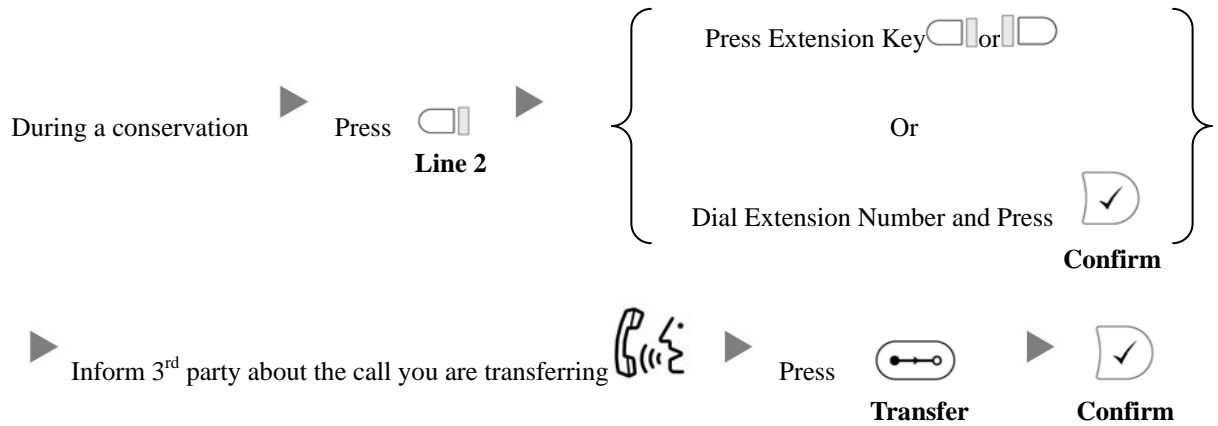
Hold

ii. To Retrieve a call (Call Hold retrieve)

{
Press [Hold]

Hold

Or

Press Flashing Line Key [ ] or [ ]
}
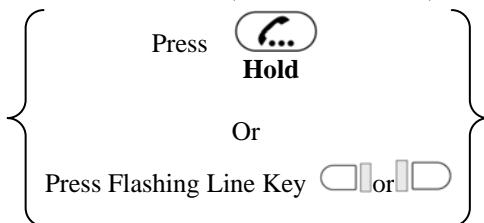
5. Holding in a System Parking Zone (Call Park)

i. To Hold

During a conservation ▶ Press **Park** [ ] or [ ]

ii. To Retrieve a call (Call Park retrieve)

{
Press **Park 1** [ ] or [ ] (Light On)

Or

Press **Park 2** [ ] or [ ] (Light On)
}
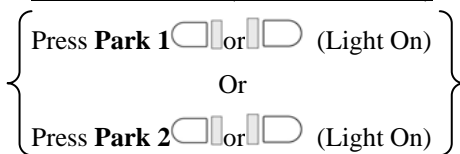
6. **Making a conference (Conference Call)**

i. To Establish a Conference

During a conservation ▶ Press [Line 2] ▶ Dial to 3ʳᵈ Party ▶ Press [Conference] ▶ Talk
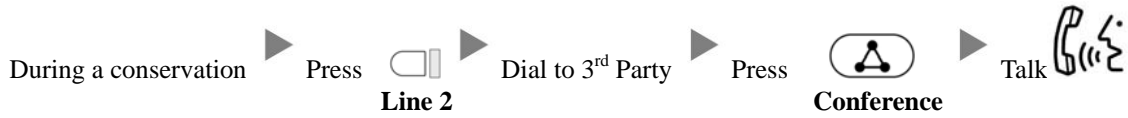
ii. To Leave a conference and talk to the original person

During a conference ▶ Press [✕ Cancel] ▶ Press [Line 2] ▶ Press [✕ Cancel] ▶ Press [Line 1] ▶ Talk

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

During a conference ▶ Press [✕ Cancel] ▶ 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 [✉ Message] ▶ 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. **Checking Call History**

Press the Second Key under the screen [snom] ▶ Press the First Key under the screen [snom] ▶ Press the Navigation Key to screen out the record
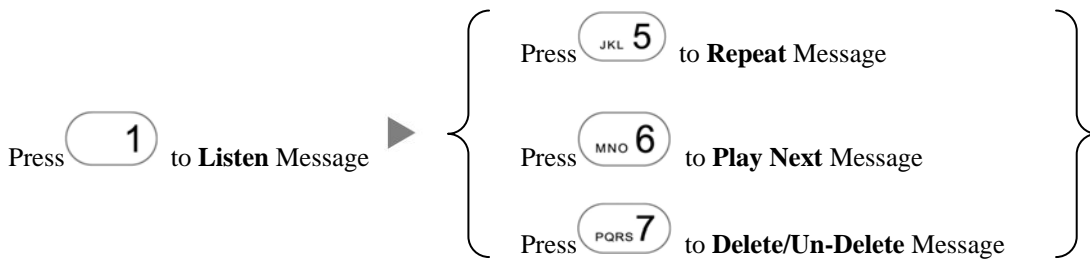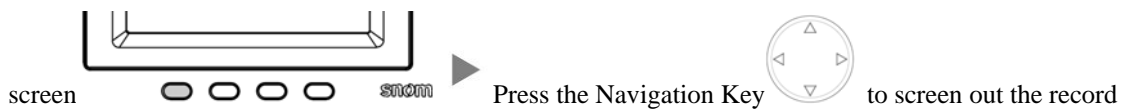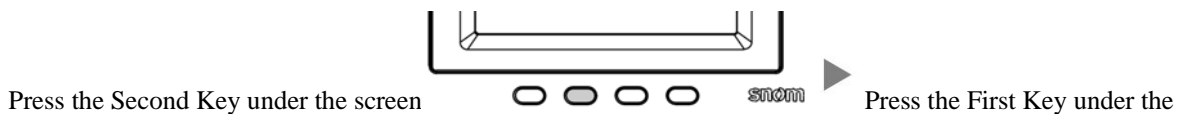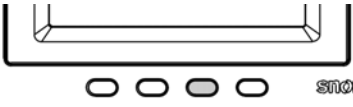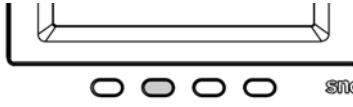
9. Forward Call

i. To set up All Call Forward Mode

Press [Settings] ▶ Press the 3rd Key under the screen ▶

Input the target extension Number (e.g. 108) ▶ Press [✓]
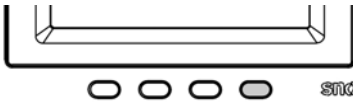**Confirm**

ii. To set up Time / No Answer Mode

Press [**Settings**] ▶ Press the 2nd Key under the screen ▶

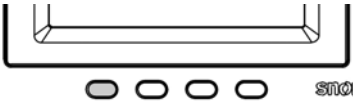Input the target extension Number (e.g. 108) ▶ Press [✓] ▶
Confirm

Input the Time (e.g. 20 second) ▶ Press [✓]
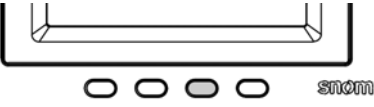**Confirm**

iii. To set up Busy Mode

Press [**Settings**] ▶ Press the 4th Key under the screen ▶

Input the target extension Number (e.g. 108) ▶ Press [✓]
Confirm

iv. To Cancel Call Forward

Press [**Settings**] ▶ Press the First Key under the screen ▶ Press [✓]
Confirm

10. Address Book

Press the Third Key under the screen

Or

Press [📖 **Directory**]

▶

Press the Navigation Key to select the Address ▶ Press [✓]
Confirm