



IP Phone HANDBOOK and USER GUIDE

**Epygi Quadro M32
snom300 -370 Handsets
Revision 54**

Prepared by
BIZTeL Products Pty Ltd
Telephone: 9825-8200
Email: itc.support@biztel.com.au

Table of Contents

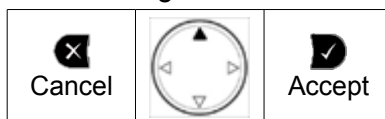
<u>Using the Snom 3xx Series of IP Phones</u>	3
<u>Introduction</u>	3
<u>Call Handling:</u>	3
<u>To Hang up a call:</u>	3
<u>To Transfer a call:</u>	3
<u>Placing Calls on hold:</u>	3
<u>Using your Voice Mailbox:</u>	3
<u>Changing Volume for ringers and calls:</u>	3
<u>Using the Snom 300 IP-Phone</u>	4
<u>Using the Phone Book</u>	4
<u>Adding an entry</u>	4
<u>Editing an entry</u>	4
<u>Redirecting Calls - Out of Office:</u>	5
<u>Call Forward Display</u>	5
<u>Missed, Received and Dialed Lists</u>	5
<u>Navigation Keys and Menu Items:</u>	5
<u>Message Waiting Indication (MWD)</u>	5
<u>Using the Snom 360 IP-Phone</u>	6
<u>Soft Buttons</u>	6
<u>Registration</u>	6
<u>Call List</u>	6
<u>Contacts</u>	6
<u>Speed Dial</u>	6
<u>Programmable Keys</u>	6
<u>Key Mapping Example:</u>	6
<u>Fax Calls</u>	6
<u>Intercom Calls</u>	6
<u>Specific Function Buttons</u>	7
<u>Settings</u>	7
<u>Directory</u>	7
<u>Record</u>	7
<u>Retrieve</u>	7
<u>Transfer</u>	7
<u>Conference Calls</u>	7
<u>Do Not Disturb</u>	7
<u>Redirecting Calls - Out of Office:</u>	7
<u>Call Forward Display</u>	7
<u>Call Lists</u>	8
<u>Using the Receptionists Snom370 IP-Phone</u>	9
<u>Incoming Calls</u>	9
<u>Standby Receptionist</u>	9
<u>Transferring Calls</u>	9
<u>About the Call Queue</u>	10
<u>Extension Monitoring</u>	10
<u>The Calls Soft Button</u>	10
<u>Tips and Hints</u>	11
<u>Unified Communications with Mobile Phones</u>	11
<u>Making Free Calls to Company Mobiles</u>	11
<u>Receiving Calls from Company Mobiles</u>	11
<u>ISDN: Direct Dial</u>	11
<u>NR displayed on the LCD</u>	11
<u>abc is displayed on the LCD</u>	11

Tutorials and Further Information	11
Notes	12

Using the Snom 3xx Series of IP Phones

Introduction

The Snom 3xx have common features and functions, which are outlined in this section, model specific functions and methods are outlined in latter sections. Each of these models have a common Navigation key cluster consisting of:



Call Handling:

- ➔ Internal Calls: enter the extension
- ➔ Calls via the GSM Gateway: Dial 7 [use this when we have no Phone Lines]
- ➔ Calls via our normal Phone Line: Dial 9 then the number
- ➔ Calls to Mobiles: simply dial the mobile number
- ➔ Calls to voice mail, without ringing press “12 + extension”, ex: 12206 [Reception]
- ➔ Intercom Calls, without ringing press “11 + extension”, ex: 11206 [Reception]
- ➔ Note that if you do not press the then dialing will complete in 2 seconds.

To Hang up a call:

Hit the , Hang up the handset or Hit the button

To Transfer a call:

After answering a call,

- ➔ Hit the Transfer button followed by the extension, press the then hang up.
- ➔ To transfer directly to voice mail, without ringing press “12 + extension”, ex: 12206

Placing Calls on hold:

- ➔ After answering a call on L1, press the L1 button again to place the call on hold so that you can make another call on L2 The L1/L2 lamps will flash when calls are on hold.
- ➔ Pressing the button with the flashing lamp will take the call off hold and make it active.
- ➔ If you have multiple calls on hold, use the navigation keys and to scroll through your calls on hold, alternatively, press L1 or L2 to take them off hold.

Using your Voice Mailbox:

- ➔ To access your mailbox you will need to set up your password, greeting and name. If you don't want a password then press the # button at the voice prompt.
- ➔ When the Message is blinking you either have missed a call or you have a message in your voice mailbox. You can access your voice-mail by:
 - ➔ Pressing *0 and follow the voice prompts
 - ➔ Pressing 9 while listening to the message will delete it.
 - ➔ You can change the your voice-mail greeting after pressing *0 then 3 then 1 then 2.
 - ➔ Example: “Hi, You've called Heather, Press 0 to connect to the receptionist or hold to connect to my voice mail”

Changing Volume for ringers and calls:

- ➔ The Volume buttons will increase or decrease your ringer or call volume.
- ➔ If you press them when there is no active call, they change the ringer volume.
- ➔ After playing with the volume, you can set it permanently by pressing, but if you press , then your change was just temporary.

Using the Snom 300 IP-Phone







Using the Phone Book

The snom300 contains an internal phone book that can be accessed from the phone's idle state by pressing "Directory" key.

You will then see the first entry:

Kate Wilson Dial

Navigation Keys and Menu Items:

Key	Description
	Scroll to previous phone entry
	Scroll to next phone entry
	Scroll to previous menu item
	Scroll to next menu item
Details	Toggles between showing name or number
Clear	Delete the shown entry
Edit	Edit the shown entry
Dial	Call the shown entry
	Accept the value for the selected item
	Cancel and return to the previous state

Adding an entry

In order to add a new entry, select the list item <New item> and press the Accept key.

<New Item> Edit

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

Edit Name: abc Edit Number: 123
Kate Wilson 448

The upper display line indicates which input is expected. Pressing the cancel key aborts the addition of a new entry. Up to 100 entries can be placed in the phone book.

Remember: In the editing mode, the down arrow can toggle the keypad from numeric to alphabetic and cause some confusion when not returned to the numeric state.

Editing an entry

After choosing "Edit" on the entry to be modified, the name and phone number will be brought up in sequence. Confirm each item by pressing the Accept key.

The upper display line indicates which input is expected. Press the Accept key to confirm the data; press the Cancel key to abort the editing.

Redirecting Calls - Out of Office:

Entering *4 connects you to the instant redirect settings, but the redirect number must be entered first before auto redirect can be enabled. Please follow the voice prompts.

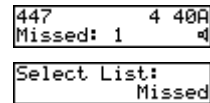
Call Forward Display

A spare function button (suggest replacing the Mute function on key 6) could be used to toggle the call forward function and display the status via the associated LED. The system administrator will need to enable this feature via the web GUI Function Keys P6 will need to be set as an extension type with the value *4. The web GUI can be accessed via the Quadro's IP Line Settings page.

Prerequisites are: snom firmware 7.1.33 with Quadro PBX firmware 5.01

Missed, Received and Dialed Lists

The snom300 maintains lists of that can be accessed by pressing the navigation key from the idle state. Each list can contain up to 100 entries. When a call has been missed, the menu will display:

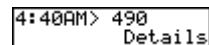


When the up key is pressed for the first time the menu will display:

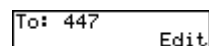
Navigation Keys and Menu Items:

Key	Description
	Scroll to previous call
	Scroll to next call
	Scroll to previous menu item
	Scroll to next menu item
Details	Display the call details
Clear	Delete the shown entry
Dial	Call the shown entry
	Accept the value for the selected item
	Cancel and return to the previous state

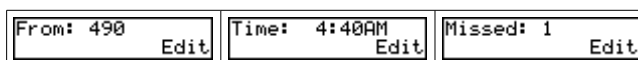
For example, after choosing missed calls, the most recent missed call is displayed first.



Press "Details" to have call details about this missed call displayed:



Scroll through the "Details" with navigation key Up/Down. The details shown are "To", "From", "Time", and "Missed" (number of missed calls from the same phone number), or the duration and cost of the call in the case of dialed and received calls.



Message Waiting Indication (MWI)

If you did not answer a call and the mailbox recorded a message for you, the blinking "Message" LED shows that a recorded message is waiting for you.

The message LED permanently on means a that there is an entry in the missed call list.

Using the Snom 360 IP-Phone

Soft Buttons

There are four buttons just below the LCD screen with a corresponding icon. These buttons can be programmable via the system administrators web interface. The defaults are:

Registration

Not really used but when these phones are using more than one identity then this button will show which identity (up to 12) is active.

Call List

Displays the Missed, Dialed and Received call lists

Contacts

Allows up to 100 individual entries to be stored.

Speed Dial

Direct access to the speed dialing settings with the same result as just pressing the number, so this will not really be used.

Programmable Keys

There are 12 keys which can be programmed either from the settings menu or from the administrators web interface. Note that some of the types are not functional but you will probably want to use:

Types	Description
Speed-dial	Connect to a speed dial entry e.g. #0 connects to the first speed-dial entry
Extension	This could be call direct to an extension. This allows showing the status (idle, ringing, held call, busy) of a distinct phone extension on your phone.
Line	This allows the use of different SIP identities (accounts, registrations, lines) similar as having several PSTN phone lines.
Key Event	Examples include RETRIEVE DIRECTORY DND MUTE and more. These examples have already been allocated to a button.

Key Mapping Example:

Press the settings button and select item 8 (key mapping) and press the accept button.

Select Key 6 and the accept button and then select the type of key you want. In this example we will use Key 6 as a Line Key and enter 89825-8200 which will call BIZTeL's Office.

Note: Keys are numbered in two columns with Key 1 top left and Key 6 bottom left. You will probably want to keep at least the first two keys available as a line key.

Fax Calls

The Epygi IP-PBX can receive fax calls but to retrieve these each extension must have access to the Epygi web GUI so then passwords must then be kept and managed.

These calls are stored as a TIFF file and can take up a lot of storage space, so be careful!

Intercom Calls

Intercom calls are similar to the voice mail calls as there needs to be a special prefix to access this previously set up in the PBX's call routing table.

For example we could use the prefix of 12 for voice-mail calls and 11, so dialing 11206 will make an intercom call to the receptionist (extension 206 is the receptionist's extension)

Using the Snom 360 IP-Phone

Specific Function Buttons


Settings

Press this button on advice from the system administrator, or if you really, really know what you are doing.


Directory

Pressing the  button will list all local extension numbers and names in the LCD screen


Record

Pressing the  button will connect to the extension which has been previously set up in the PBX call routing as a voice recording extension. This acts similar to a conference call except that the third telephone is now connected directly to its voice-mail. The message can then be recovered from the extensions voice-mail via the Epygi web GUI. Another possibility is to set up a voice recording extension and register to the second phone identity.


Retrieve

Pressing the  button will connect you into directly into your voice-mail system.


Transfer

Pressing the  button will transfer the call on hold to another destination.

Conference Calls

If the phone is connected with two calls, one on hold and one active, then you can connect all three phones in a conference by pressing the conference key . This means that you could receive a call, place it on hold, dial out then when connected make a conference call.

Do Not Disturb

The  button redirects all incoming calls to voice-mail, except for entries in the Phone Book that have a VIP status ([Using the Phonebook](#)). The DND function will turn off after 30 minutes. This is the default time set in the extensions management of the IP-PBX.

Redirecting Calls - Out of Office:

Entering *4 connects you to the instant redirect settings, but the redirect number must be entered first before auto redirect can be enabled. Please follow the voice prompts.

The F_REDIRECT function of the handset currently does not function as expected.

Call Forward Display

A spare function button (suggest key 6) could be used to toggle the call forward function and display the status via the associated LED. The system administrator will need to enable this via the Advanced link in the Quadro's IP Line Settings page.

Prerequisites are: snom firmware 7.1.33 with Quadro PBX firmware 5.01

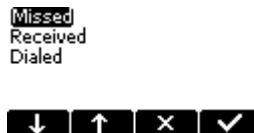
Using the Snom 360 IP-Phone

Call Lists

Navigation Keys and Menu Items:

Nav Key	Soft Key	Description
		Scroll to previous call or list
		Scroll to next call or list
		Scroll to previous menu item
		Scroll to next menu item
Details		Display the call details
Clear		Delete the shown entry
Dial		Call the shown entry
		Accept the value for the selected item
		Cancel and return to the previous state

A list of missed, received, and dialed calls is maintained. Pressing the second Soft-key will display:



For example, after choosing the missed calls, the most recent missed call is displayed first.



Press the Softkey to have call details about this missed call displayed:

Soft Key	Description
Save	Save the entry to the phone book
	Delete the shown entry
	You can use the current entry for your next call and possibly edit the number before calling it

Using the Receptionists Snom370 IP-Phone



The receptionist phone is based on a Snom360, differing only with a larger LCD display as well as having a 40 key expansion unit.

Incoming Calls

The first two calls will appear on the Receptionist's Console and rules have been set up as follows:

- ➔ When a call is unanswered on the receptionists phone after 10 seconds, the call will be transferred to the Administration group call hunt group, instead of using voice-mail.
- ➔ The call will then hunt for a free extension for 3 minutes and then terminate without any voice-mail.
- ➔ Each of the call hunt group will identify the call is an incoming call by with a distinctive ring.
- ➔ The phone book for for the call hunt group must then have an entry for the receptionists phone as a colleague type and have a uniform distinctive ring (Ringer 8).

Standby Receptionist

- ➔ Where a second Snom370 receptionists station is deployed then this station will replace the Administration group call hunt described above and will have an identical call queue and extension monitoring capacity.

Transferring Calls

- ➔ The first incoming call is answered
- ➔ A second incoming call is answered with tick key. This will place call 1 on Hold.
- ➔ To transfer either call. Press Hold key. Now both calls are Held and I have dial tone.
- ➔ Use left/right on the navigation key to select the call you want to transfer
- ➔ To transfer either call. Press Hold key. Now both calls are Held and I have dial tone.
- ➔ Dial extension I want to transfer to or press the dedicated extension button and announce transfer to user, then
- ➔ Press transfer key
- ➔ Press the Accept key.
- ➔ **You can now pick up the other call from Hold**
- ➔ To do a *blind transfer* press the transfer button then the extension number while connected to the caller.



About the Call Queue

The call queue settings are set in the PBX Extension management menu and is set to handle up to incoming 8 calls not including calls already transferred. The ninth call will receive a busy tone while the third call will receive the call queue messages.

Extension Monitoring

Each extension has been assigned a button on the receptionist's expansion module, to allow the receptionist to monitor their status by observing the associated LED with the button.

The receptionist can also simply press the button to connect to the extension without picking up the handset.

The Calls Soft Button

This allows the receptionist to monitor the entire call queue and active calls placed to outside numbers.

Tips and Hints

Unified Communications with Mobile Phones

The Phone system has been integrated with the optional GSM Gateway. This is essentially a device with a mobile phone sim card so that all calls received and sent by it are treated as a mobile to mobile call, thereby treating these calls as free.

Making Free Calls to Company Mobiles

All company mobiles are preset into the speed dial as published in the phone list, however if you dial 7 then the mobile number then the GSM Gateway will make the call for you.

Receiving Calls from Company Mobiles

Likewise, company mobiles on the free call plan should then call into one of the numbers which is also published in the company phone list .

When calls are made into these numbers, the caller can press the extension number at the prompt and connect directly to that number eg 207 will call IT Support.

ISDN: Direct Dial

Each extension has a dedicated phone number that your contact can ring so it is important to advise all of your contacts perhaps by email of this facility. Doing this will reduce the load on the receptionist and enhance communications significantly.

NR displayed on the LCD

This means that the extension is not registered and will require a reboot which can be done by unplugging the network cable on the phone

abc is displayed on the LCD

This means the phone keyboard is locked in the alphabetic state. To reset this on a Snom300 press a number and then press the down arrow until 123 is displayed.

Tutorials and Further Information

This document was prepared from information extracted from www.wiki.snom.com

Basic Tutorials may be found at: <http://www.youtube.com/watch?v=7SJwBF2hHWw>

Advanced Tutorials may be found at: <http://www.youtube.com/watch?v=QWNYvRxt7rw>

