MENU: SETTINGS FOR **ALL** SNOM DESK PHONES

On all Snom handsets in **standby mode** there are 4 buttons under the handset display which are **HISTORY**, **DIRECTORY**, **SETTINGS** and **DND.** These buttons change intuitively when on a call. For example, you don't need a hold, transfer or conference button when in standby, but these options appear when on a call.

CHIST – CALL HISTORY:

To view your recent call records:
Press the **CHIST** soft key. Press ▲ or ▼ to switch between 1 Missed, 2 Received, 3 Dialled or 4 Clear Call History, or select with √.
Press ▲ or ▼ to select a desired entry. To call, press √

DIR – DIRECTORY:

Press DIR soft key to access system directory or Phonebook. To access an entry, use alpha numeric key pad to spell name of required entry.
i.e. Paul is 7285. When all Pauls are in display, use the ▲ or ▼ to select and press √ to call

SETTINGS:

Options offered are: **CALL SETTINGS**, **PHONE SETTINGS** and **QUEUES**. Many Service Desk issues arise by the following settings incorrectly programmed. Solutions in **RED** are advised and apply to all NFON devices - not just SNOM handsets - and are accessed through handset dial pad rather than through the SETTINGS menu. Select by toggle ▲ or ▼ and √.

1. CALL SETTINGS:

Call Waiting Indication: Means that a second call will not go into extension Call Forward if Busy setting, but a background tone will be heard. User can hold, answer and toggle between calls. Enable by selecting with √. Can be activated by dialling *490√ and de-activated by **490√.
Intercom: This setting allows (on) or doesn't allow (off) the intercom to function on the telephone system. To turn intercom on, dial *80√ and to turn intercom off dial **80√.
CLIR: Acronym for Caller Line Identity Restriction. By accessing this button, there are 4 options:
CLIR: If activated, this does not give out a telephone number when making a call. To turn this on without going through the menu, dial *86√ and to cancel, dial **86√
Display Extension: Displays the outgoing CLI set in Admin Portal
Display Base Number: Displays the base number in the outgoing trunk programmed in Admin Portal.
Display Pilot: In UK, this is the same as above.
Call Forking: A facility to send a call simultaneously to another target/ destination.

2. CALL FORWARDING - PROFILES: (SETTINGS >2)

Shows Call Forward profile options. Call Forward profiles cannot be created or changed through the handset/ XML Menu. They can only be created through the **ADMIN** and/or **USER** Portals.

They can only be SELECTED or de-activated on the handset/ XML Menu.

To select a Call Forward Profile Press SETTINGS soft key, press 2 or ▼ to select profiles and key the number or ▼ to select profile. When selected the profile of choice, use ▼ or press 5 to 'activate' and √ to select. The display will confirm activation.

Call Forward Profile 0 is the default for extension - can also be activated by dialling *100#
Call Forward Profile 1 can be selected via Menu - or activated by dialling *101#
Call Forward Profile 2 can be selected via Menu - or activated by dialling *102#, etc
When using * codes to select Call Forward Profiles, you will get audio confirmation.

3. PHONE SETTINGS:

Auto Dial: Instead of dialling and completing with a √ key (send), this option gives a choice between 2, 5, 10 or 15 seconds before the system dials the number input.

Number Guessing: Either a 4 digit or 6 digit number 'guess' before the system suggests the number you want to dial that is taken out of recent call history.

Ringtone: Options for handset ring tones.

Define as Primary device: The primary device setting has influence on working in queues. A queue will only ring the primary device set for that extension. To set a device as 'Primary' without going through a menu, dial *55√. To change the primary device, you need to activate the other device with *55√ or change through User Portal or Admin Portal.

Log Off:

To LOG OUT select ▼ to Phone Settings and √ ▲ to Logoff and √ **OR** SETTINGS > 2 > 5.

To LOG IN, press SETTINGS enter extension number, √, extension password and √.

4. QUEUES:

By selecting Menu > Queues the extension can subscribe or un-subscribe to any system queue. However, if subscribed to a queue the device must be defined as a Primary Device to receive queue calls.

DND:

DO NOT DISTURB. Handset will **NOT** accept incoming calls. The handset will still allow outgoing calls to be made. Display will show DND. This will not 'log-out' the extension from a call queue where the statistics will show the call being not answered by this DND extension. It will take the device out of a ring group.