



## 3CX SNOM 720 – QUICK START GUIDE

### Making a call

- Dial the internal extension number or the external telephone number (“9” prefix NOT required).
- Press the ✓ button to start the call.
- To end the call hang up the receiver or press the ✕ button.
- To redial a number press ✓ to display the last number dialled. Press ✓ again to dial this number.
- To call other recently dialled numbers use ^ or v to scroll through and press ✓ to dial the selected number.


### Transferring calls

#### Supervised Transfer

- Place the caller on hold by pressing the hold  button.
- Dial the extension number or the external number that you wish to transfer the call to then press ✓.
- When the person picks up the phone, announce caller.
- While on the call press the transfer  button and then press ✓.
- If you wish to come back to your caller on hold without transferring them, press the flashing green line key.

(Please note, call charges apply to calls transferred externally)

#### Unsupervised Transfer

- Place the caller on hold by pressing the transfer  button.
- Dial the extension number or the telephone number that you wish to transfer the call to, then press ✓.

(Please note, call charges apply to calls transferred externally)

### Call Pick-Up


#### To pick up any phone when ringing

- Dial \*20\* and then ✓ or press the Pickup button from function keys (if configured).
- Lift handset and talk.



#### To pick up a specific extension

- Dial \*20\* followed by the extension number and then press the ✓ button.

### Setting up personal Voicemail

- Press the  button or dial 5555 and press the ✓ button.
- To record your outgoing message, choose option 8 from the main menu and follow the prompts.

### Listening to Voicemail messages

- Press the  button or dial 5555 and press the ✓ button.
- New messages will automatically be played and the  button will be red.
- To listen to old messages, press \*.
- During playback you can press 9 for advanced voicemail options.

### Call Forwarding (All calls)

- Press the **CFwd** button from the display soft key.
- Enter telephone number to forward to and press ✓.
- To cancel, press the **noFwd** button from the display soft key.

Further options are available for busy/On timeout from; Settings -> Call Features -> Call Forwarding.

**If you have any handset queries, you can contact Spitfire Support on:**

**020 7501 3030**

[support@spitfire.co.uk](mailto:support@spitfire.co.uk)