

SIP COMMUNICATOR SNOM 720 – QUICK START GUIDE

Making a call

- Dial the internal extension number or full external telephone number. (No 9 required)
- Press the ✓ button.
- To end the call, hang up or press the X button.

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.
- Then press the Transfer button and ✓. OR
- 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 *87 (or the programmed feature key).
- Lift handset and talk.

To pick up specific extension

- Dial *87 and the extension number.
- Lift handset and talk.

Setting up personal Voicemail

- Press the ☒ (Message button) or dial *97 and press the ✓ button.
- To record your outgoing message, choose option 4 from the main menu and follow the prompts
- The first time you call your mailbox you might be played a tutorial. To cancel this press 2 during playback.

Listening to Voicemail messages

- Press the ☒ (Message button) or dial *97 and press the ✓ button.
- New messages will automatically be played, and the ☒ button will be red
- To listen to old messages, press 1
- During playback you can press 0 (Zero) for a full list of options.
- Once you are familiar with the option number, you can press it anytime during playback

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.

SIP COMMUNICATOR FEATURE STAR CODES

Making Calls:

Redial	*66
Call return	*69
Intercom	*90

Transferring Calls:

Transfer	*77
Call Park	*85
Park Retrieve	*86
Call pickup	*87

Anonymous Calls:

CLI Block	*67
CLI Visible	*68
Block Anonymous Calls	*88
Unblock anonymous Calls	*89

Call Forwarding

Hot Desking	*70
Call Forward All Calls	*71
Call Forward All Calls-Off	*72
Call Forward Busy Calls	*73
Call Forward Busy calls-Off	*74
Call Forward No Answer	*75
Call Forward No Answer-Off	*76
Do Not Disturb	*78
Do Not disturb-Off	*79

Voicemail

Send Voicemail to Email	*95
Send Voicemail to Email-off	*96
Call Personal Voicemail	*97
Record New Voicemail	*98
Clear Message Indicator	*99