

SNOM 765

Executive Phone
REFERENCE GUIDE



Current Identity / Extension

Soft Keys:
As your display screen changes, so too do the functions of these 4 keys to help you accomplish different tasks.

Checkmark Means "Yes, Confirm, Dial"



4 function keys can be programmed to your specific needs

X Means "No, Cancel, Hang Up"

Voicemail

12 function keys can be programmed to your specific needs

- Do Not Disturb
- Directory
- Menu
- Transfer
- Hold

- Mute
- Volume
- Speaker
- Headset

General Info:

The Checkmark button means Yes, Confirm, or Dial. The X button means No, Cancel, or Hang Up.

To Place a Call:

No outside digit, such as 9, is needed, simply start dialing:

- Internal Extensions - Dial the Extension
- Area Codes 412 & 724 - Dial 10 Digits
- Long Distance - Dial 1 + (Area Code) + (Number)
- International: Dial 011+ (Country Code) + (Number)

Speaker Phone:

Dialing with the handset in the cradle initiates a call on Speaker.

- To go from Speaker to Handset, pick up the Handset.
- To go from Handset to Speaker, press the Speaker Key.
- To answer via the Speaker, hit Checkmark or push a Line Button.

Voicemail:

To set up or check your voicemail, press the Voicemail Button and follow the prompts.

Call Customer Service if you'd like your voicemail messages sent to your email as audio files.

From outside the office dial 412-248-MAIL.

Your mailbox number is: _____

You can also access your mailbox by calling it and interrupting your greeting by pressing the * (star) key.

A detailed voicemail instruction card is on the last page of this guide.

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Handling Incoming Calls:

Generally, the four buttons to the right of the screen are set as Lines. The first incoming call will show up on the top button, and as more calls come in, the lines will fill from top to bottom.

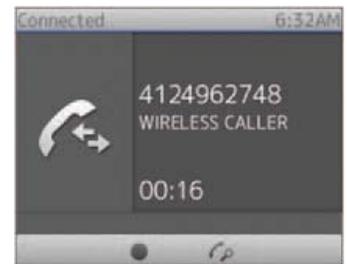
Line buttons have 4 basic states:

- 1.) Dark (or No Light) means no call.
- 2.) Green Flashing indicates an incoming call.
- 3.) Solid Green indicates you are on that Line/Call.
- 4.) Red Flashing signifies the Line/Call is on Hold.

When receiving an incoming call, your phone will ring and display Caller ID.



Ringing/Incoming Call



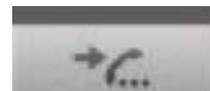
Connected Call

TIP: If you are already on an active call, pressing a Line Button to answer another call automatically places your current call on hold.



Handling Multiple Calls:

Generally, you are in control of the call which is displayed on your screen. When you have more than 1 call, the 4 soft keys directly under the screen are used to scroll between calls.



As you scroll, your screen changes to show if the displayed call is connected, holding, or ringing.



This Screen shows an active call to which you are connected.

Note the phone icon with the arrows symbolizing talking. And the top of the screen actually says, "Connected".



This Screen shows a call which is holding.

Note the phone icon with the "..." symbolizing holding. And the top the screen also says "Holding".



This Screen shows an incoming call that is ringing to your phone.

Note there is no large phone icon representing talking or holding.

The top of the screen will say "Call Waiting" when you are managing multiple calls.



Hold

To place a call on Hold, simply press the Hold Key

As mentioned earlier, pressing a Line Key while connected to a call automatically places the connected call on Hold.

Park

Park is special type of Hold that is accessible from multiple phones in your system. If your phone has Park Keys, they will be labeled.

To Park a call you are connected with, simply Press a Park Key on your Phone.

The Park Key will flash when a call is Parked on it.

Any Phone in your group that is equipped with that Park Key may press it to answer the call. Phones are usually equipped with more than one Park key so that multiple calls can be Parked.

Hold and Park only affect calls to which you are actively connected.

Pressing Hold or Park when a ringing/incoming call is displayed on your screen does nothing.

To Park or to Hold an incoming call, you must both answer the call AND have it displayed on your screen.

Only once the call is answered and connected may you then Hold or Park it.

As always, use the scroll buttons that display on the Soft Keys to easily switch between calls.

Transfer: 

When on a call or with a displayed call ringing in:

Press the Transfer Key  and then dial the ext or number.

The call which is displayed on your screen will be transferred.

A call must be displayed on your screen to control it.

Transfer controls the call on your screen, even if you are not actively connected to the call.

That means you can transfer an incoming call even if you have not answered it yet.

Screening Transfer:

Use a Screening Transfer when you want to announce the call before transferring it.

While connected to the call:

- Select another Line. (This will automatically place the call on hold)
- Dial the Ext or Number
- When they answer, announce the call. "Hi Mary, I have Joe on the line for you."
- To complete the transfer, press  and press **Checkmark**.

If they decline to take the call, simply press the Line button the call is holding on to be reconnected to it.

Transfer Directly to Voicemail:

To send a call directly to someone's voicemail, press the Transfer Key and then dial # and the person's extension using the keypad.

For example, pressing:  # 255

sends a call to Ext 255's Voicemail.

Don't forget, the call displayed on your screen is the call you are controlling.

So you can transfer a call you have not even answered if it is the call you have showing on your screen.

**Screening Transfer –
When Handling Multiple Calls**

If you have more than 1 call you must select which of them you want to transfer by using the soft keys to scroll between them.

Just like the Screening Transfer with only 1 call:

- Select another Line
- Dial the Ext or Number
- When they answer, announce the call. "Hi Mary, I have Joe on the line for you."
- Press Transfer 

Now you must decide which of the calls on your phone you want to transfer.

The top of your screen will indicate you are performing a Transfer and how many calls you currently have to choose from.



And you will use the two arrow soft keys on the outside edges to scroll between the different calls.

Once the call you wish to transfer is displayed on the screen, then hit the Checkmark to select and transfer it.

User Tip: Between the time you press Transfer and Checkmark, the person you are sending the call to may hear Music on Hold. If you are an especially fast user, you will select the call you want to transfer and hit Checkmark before the Music on Hold has a chance to start playing. But if you need to scroll through multiple calls to decide which one to transfer or if you operate at a normal pace, the person you are transferring the call to will hear a brief amount of Music on Hold between your pressing of the two keys.

3-Way Conference Calling:

You can initiate a Conference Call between yourself and up to 2 other parties.

- Dial the first party.
- While connected to them, select another Line (which automatically places the first call on hold)
- Dial the second party.
- At this point, one of the soft keys (directly under the screen) will show 

• You may need to scroll to find the  key.

• To begin a 3-Way Conference, press the  soft key.

• Once the 3-Way Conference has begun, pressing the Hold button will place all participants on hold.

• To take the Conference back off hold, simply select the  button again.

Do Not Disturb:

Enter and exit Do Not Disturb mode by pressing the  key.

In DND Mode:

- Your phone will not audibly ring.
- Calls will go directly to voicemail.
- The Screen will display DND.

Call History:

Select the Call History Soft Key  to access a list of your Missed, Received, and Dialed Calls.

You can use the silver arrow pad and checkmark to access a list or you can simply press the corresponding number on your dial pad.

Once in a list, use the silver arrow pad to highlight different calls. To dial a highlighted number, press the checkmark.

Choosing a Ringer:

Press the Menu Button 

Select 1 for Preferences.

Then select 3 for Ringer

Scroll up and down to listen to the different ringers.

Press checkmark to select the one you like.

(Ringer 6 is a traditional sounding ringer).

Press X repeatedly to return to the Main Display.

Forwarding Your Extension:

Press the  soft key.

Enter the number where you want your calls forwarded and press the Checkmark key.

You can enter an Extension or a 10 digit number (like your cell phone)

Your screen will show a very large forward soft key and the number your calls will be going to.

Press the  soft key to remove the forwarding.

Main Menu

- 1 Hear Your Messages
- 2 Change Your Greeting
- 3 Manage Mailbox Settings
- 0 Exit



VOICE MAIL INSTRUCTIONS

Hear Your Messages

7 Delete 9 Save

4 Replay 5 Forward a Copy

Change Your Greeting

1 Hear Greeting 2 Discard / Rerecord New Greeting

3 Manage Temporary Greeting 0 Previous Menu

Manage Mailbox Settings

1 Change your PIN

2 Message Playback Options

Your Box will go through the list of Options.

- Press 1 to accept your new greeting.
- Press 2 to listen to your new greeting.
- Press 3 to Rerecord your new greeting.

Message Playback Options

- Press 1 to set Caller ID playback.
- Press 2 to set Time & Date playback.

Even when you have these options disabled, you can hear the Caller ID, Time, & Date info by pressing 6 while listening to the message.

PIN Setup

To set up your PIN, dial *99 from your line. The PIN is only needed when checking messages remotely. If you'd like to require PIN use from home/Business or if you forget or need help to change your PIN, call Customer Service.

PIN

Accessing Your Mailbox

From your Home/Business:

1. Dial *99.
2. Select the desired option from the Main Menu.

Away from Home/Business: Dial your own number and while greeting is playing press *.

Alternate Instructions:

1. Dial 412-248-MAIL.
2. Enter your Phone Number.
3. Enter your PIN.
4. Select the desired option from the Main Menu.

 **Have your voice mails sent to your email and check them from any computer anywhere! Call Customer Service to activate.**

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