SNOM D-713
Desk Phone REFERENCE GUIDE



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
- In Your Area Code - Just 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 your voicemail, press the voicemail button and follow the prompts to set up a 4-digit PIN.

To check your voicemail, press the voicemail 'Retrieve' button.

Or have copies of your voicemails sent to your email address*

From outside the office dial 412-248-MAIL.

Your mailbox number is:

You can also access your mailbox by reaching your extension as a caller and interrupting your greeting with the * (star) key.

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

**Voicemail-to-email settings are configurable for each mailbox through your administrative portal at corporateweb.com*

FSN 29.01



Handling Incoming Calls:

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

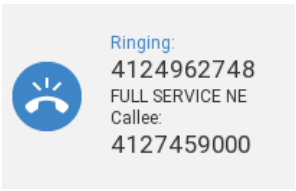
Line buttons have 4 basic states:
1.) Dark (or No Light) means no call.
2.) Green Flashing indicates an incoming call.
3.) Solid Green indicates you are on that Line/Call.
4.) Red Flashing signifies the Line/Call is on Hold.

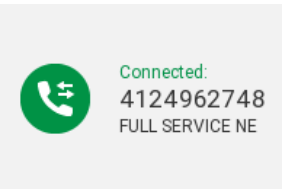
When receiving an incoming call, your phone will ring and display Caller ID.

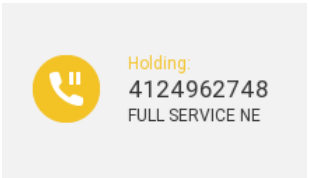
You can push the blinking Line button to answer on speaker or just pick up the handset.

If you are not going to answer and want to silence the ringer, hit the X Key. The X Key will trigger your "No Answer" treatment which is usually set to send the call to your voicemail.

Once on a call, your screen will display that you are connected. If you place the call on hold, the screen changes to show Holding.





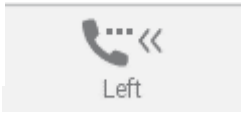


TIP: If you are already on an active call, pressing a Line Button to answer another call automatically places your current call on hold.

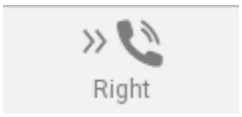
Handling Multiple Calls:

Generally, you are in control of the call which is displayed on your screen. When you have more than 1 call, your left and right-most soft keys (below the main screen) can be used to scroll between the different calls on your phone.

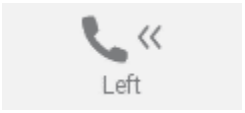
The Soft Key will tell you what direction to scroll to get to another call and it will also indicate that status of that call. For example:



Left to a Holding call

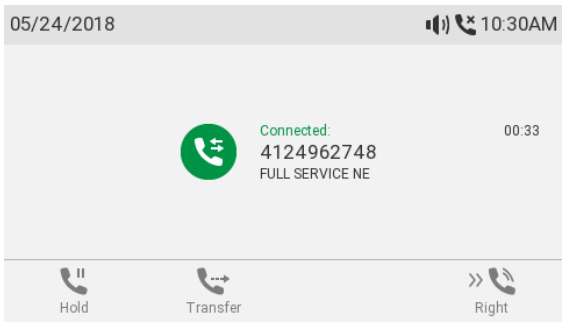


Right to a Ringing call

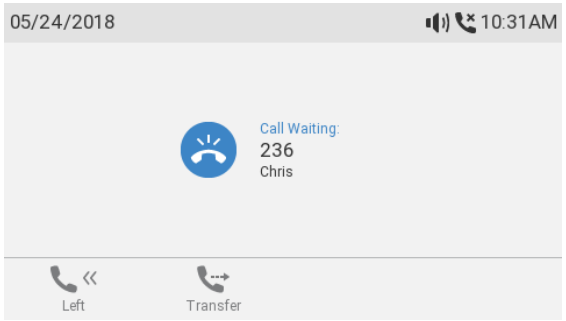


Left to display the call you are Connected to.

So when handling multiple calls. the top of your display tells you about the call which is displayed and the scroll keys tells you about the other calls on the phone.



You're connected (i.e., talking) to the displayed call, and you can scroll right to a call that is ringing.



The displayed call is ringing, and you can scroll left to your connected call.

The key point to remember is that when handling multiple calls, the call which you have displayed on the screen is the one you are controlling.

Hold:

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

You may press the Hold key again, use the 'Retrieve' soft key under the display screen, or press the flashing line that is on hold to retrieve the call.

All methods are interchangeable.

Pressing a different Line Key while connected to a call will automatically places the connected-call on Hold and provide a new dial tone.

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.

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.

Transfer:

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

Press the Transfer Key
and then dial the extension or dial the 10-digit 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.

Which means you can also 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 Extension or Number
- When they answer, announce the call. "Hi Mary, I have Joe on the line for you."
- To complete the transfer, **press transfer and then Checkmark .**

If they decline to take call, simply end the call by pressing X and then press the Line key the initial call is holding on to be reconnected with that caller.

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, when connected to a call pressing **Transfer #** 255 sends a call to the voicemail box for extension 255.

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

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.

Using the soft keys, scroll through your calls so that the call you wish to transfer is displayed on your screen.

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

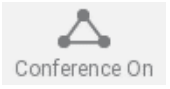
3-Way Conference Calling:

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

Note: The 'Conference On' soft key will not appear until one party is on hold and you are connected with another party on another line.

For example:

- While connected to a call select another Line (which automatically places the first call on hold)
- Dial and connect to a second party.
- At this point, one of the soft keys (directly under the screen) will show '**Conference On**'.
- To begin a 3-Way Conference, press that key.



Using the Soft Keys (under the screen) you may scroll between screens displaying the entire conference or individual parties.

Pressing the Hold button will place the entire conference or just single parties on Hold depending on which is displayed on the screen, allowing you to speak privately with the party that is not on hold.

To rejoin both parties back into the conference select 'Conference On'

To exit the conference call while allowing the other 2 parties to remain connected, place one of the parties on hold and
press Transfer and then Checkmark (a Screening Transfer)

Do Not Disturb:

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

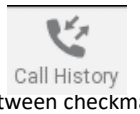
In DND Mode:
- Your phone will not audibly ring.
- Calls will go directly to voicemail if the extension has a mailbox.
- The DND Soft Key will also turn red when DND is active.

Choosing a Ringer:

Press the Menu Button

- Use the arrow pad to select Preferences → Audio → Ringer.
- Scroll up and down and use the soft keys to listen to the options
- Press checkmark to select the one you like (Ringer 6 is default)
- Press X repeatedly to return to the Main Display.

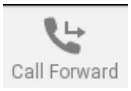
Call History:

Press the Call History soft key 

You can use the arrow pad (between checkmark and X) to scroll between lists of All, Missed, Received, Dialed, and Rejected calls.

To dial a highlighted number, press the checkmark.

Forwarding Your Extension:

Press the Call Forward soft key. 

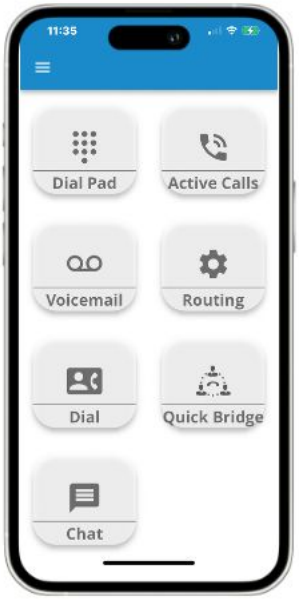
- Enter an Extension or a 10 digit number (like your cell phone) and then **press the checkmark to confirm**

- Press the 'Call Forward Off' Soft Key to remove the forwarding.

Never Miss A Call Again With The FSN2Go App

FSN 2GO

This app links your cell phone to your business phone or cloud extension, keeping you seamlessly connected no matter where you area.



Key Features:

- Route office calls to your cell phone on demand.
- Place outbound calls from your cell using your Business Caller ID.
- Direct dial co-workers' extensions.
- Access your office voicemail.

Main Menu

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

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

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.

Manage Mailbox Settings
1 Change your PIN
2 Message Playback Options

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.

FULL SERVICE NETWORK
VOICE MAIL INSTRUCTIONS

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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Customer Service: **1.888.347.6000** Repair: **1.888.327.9115**

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