

SNOM

Phone User Guide

Instructions for Snom
D713, D717, D735, D785 and **D7C**.





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Snom Models



Snom **D713**



Snom **D717**



Snom **D735**



Snom **D785**



Snom **D7C**



Getting Started

Please ensure you do not plug Snom devices in or connect them to the internet until instructed to by the Onboarding Team.

It is vital that Snom devices are added to the UC Portal by the Onboarding Team prior to activation.

Setting Up the Snom Devices



When instructed, please follow the below instructions. There are two scenarios for setting up your Snom Devices: Power Over Ethernet (PoE) or No Power over Ethernet. The First step is to ensure the Stand is attached to the device.

PoE is technology that allows electrical power to be passed through an Ethernet cable alongside data. Devices that use PoE can be connected to both a power source and a network through a single Ethernet cable.

Attaching the Stand

Note: It is advised to connect the handset cord to the device before attaching the stand. To do this, plug the long end of the handset cord into the connector on the underside of the device, and place the cable in the cable guide.

- Place the top of the grooves on the stand below the slide guides on the underside of the device
- Push the stand upwards onto the slide guides until they lock into place
- Place the device on an even, horizontal surface

Setup: Power over Ethernet

- Plug the Handset cord into the receiver (green box on above image)
- Plug the Ethernet cable into the back of the phone (purple box on above image)
- Ensure the other end of the Ethernet cable is connected to the network

No Power over Ethernet

- Plug the Handset cord into the receiver (green box on above image)
- Plug the Ethernet cable into the back of the phone (purple box on above image)
- Connect the Power Supply

Once completed, your device will begin to initialise.

Attaching the D7C Expansion Module

The D7C Expansion Guide comes with the below components:

- USB Cable with Type A plug
- Foot Stand
- Connectors

To attach the D7C to the device, the steps are as follows:

1. Attach the respective stand to the D7C Expansion Module
2. Place the USB cable of the D7C into the Cable Guide
3. Connect the Expansion Module to the phones USB port
4. Hold the D7C & the connector backside up and push the connector against the foot stand of the D7C
 - A.** If it does not snap securely into place, push the 3 levers on the connector towards the foot stand of the D7C until each one clicks into place
5. Push the other side of the connector against the foot stand of the phone.
 - A.** If it does not snap securely into place, push the 3 levers on the connector towards the foot stand of the phone until each one clicks into place
6. After the modules have been connected to the phone, their LEDs will light up briefly, then turn off, indicating that the function keys are now ready for use

Quick Tips

This section will give you handset tips and tricks to help you manage calls more efficiently.

Transferring a Call

To transfer a call using the Snom D713, D717, D735 & D785 Device:

Attended Transfer

- Place the call on hold
- Dial the number you wish to transfer the call to & announce the call
- To pass the call through, press the Transfer Key
- Press ✓ to complete the transfer

Blind Transfer

- Press the Transfer Key
- Dial the number you wish to transfer to
- Press ✓ to complete the transfer

Forwarding Calls

You can set your device to forward a current incoming call or all incoming calls to another number directly on the device. This can be done on the UC Portal also.

How to forward a current incoming call

If you wish to forward a call that is coming through on the device

1. Press the Forward button
2. Enter the number you wish to forward the call to
3. Press Enter

How to Forward all Incoming Calls

If you wish to forward all incoming calls,

1. Press the Settings button
2. Select Call Features
3. Select Call Forwarding
4. Select Forward All
5. Press ✓ to enable
6. Press Target and enter the phone number to forward the calls to
7. Press Enter

Disabling Call Forwarding

1. Press the Settings button
2. Select Call Features
3. Select Call Forwarding
4. Select Forward All
5. Press ✓
6. This will turn the Call Forwarding Off

Call Conferencing

You can initiate a call with up to 3 Contacts (including the Host)
To initiate a conference call

- Call the first participant
- Place them on hold
- Call the second participant of the call
- Once connected to the second participant, press the Conference button to join the initial party to the call

Do Not Disturb

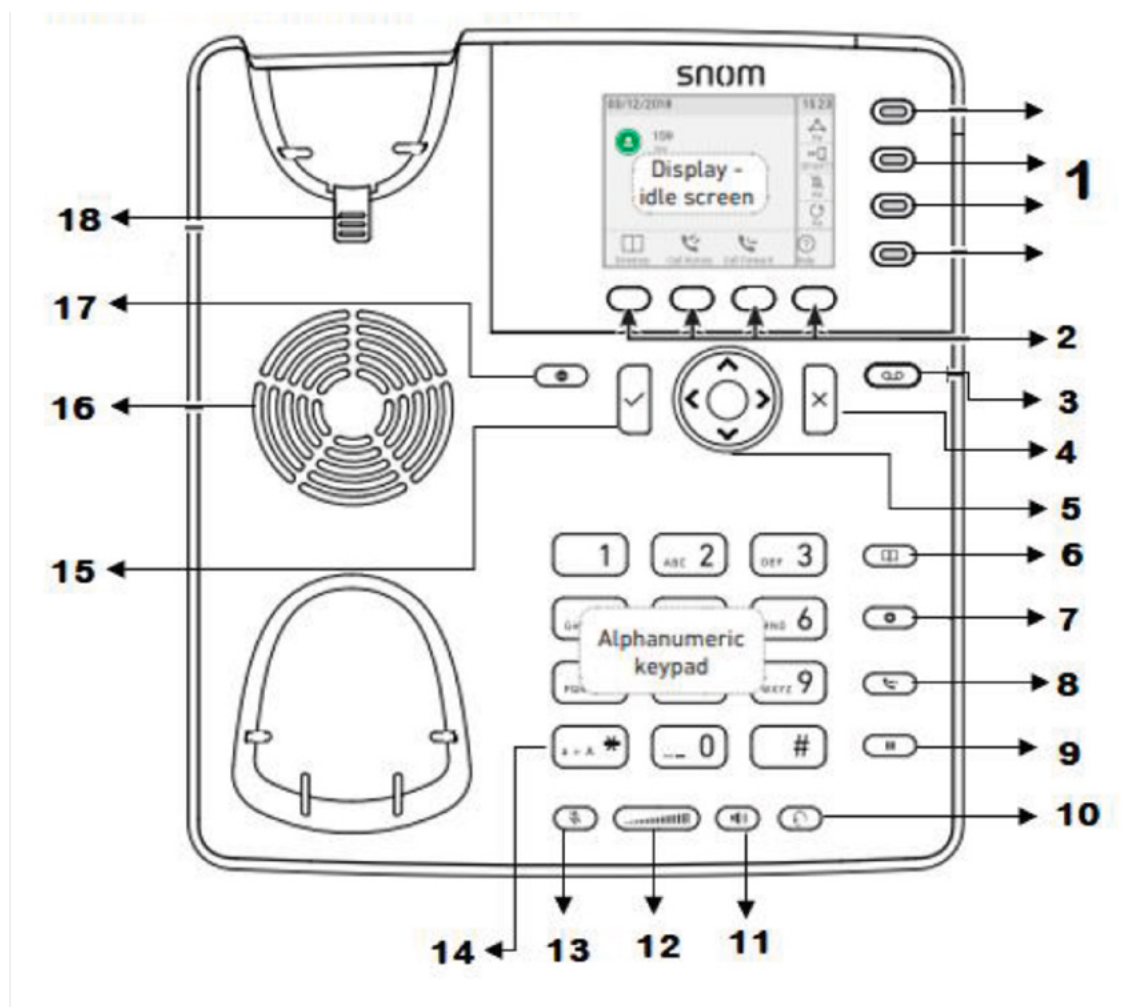
To enable Do not Disturb (DnD) on the Snom Devices, follow the below process:

- Press the DnD button the home screen
- This will set all incoming calls to Do not Disturb

DnD can also be set through the UC Portal in the devices section.

Snom D713

Hardware Features

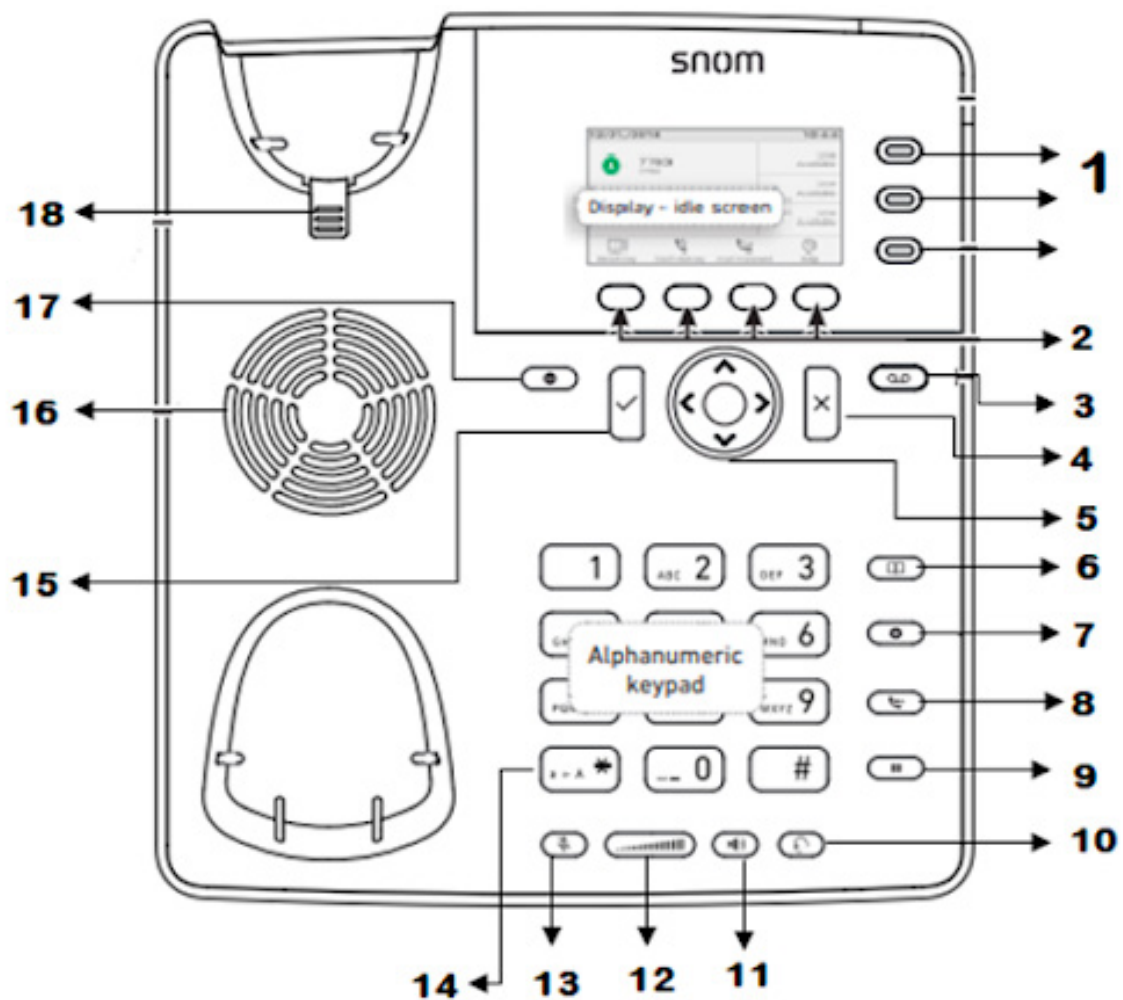


- 1. Line Keys:** Enables you to select a phone line, view calls on a line or quickly call a favourite contact.
- 2. Function Keys:** Enables you to select standard functions through the keys that display along the bottom of the screen.
 - Internal Phone Directory
 - Call Lists
 - Call Forwarding
 - Status InformationTo activate the function, open the list etc. Press on the required function key
- 3. MWI Key:** Dials through to voicemail service when pressed.
- 4. Terminate Key:** Enables you to terminate a call on speakerphone and in handset or headset mode. Can be used to cancel actions & return to the previous screen.
- 5. Navigation Key:** Scrolls through information displayed on the phone's screen.
- 6. Directory:** Enables you to add and edit contact entries.
- 7. Settings Menu:** Opens the list of Settings submenus on the display screen.
- 8. Transfer:** Transfers an active call to a contact.
- 9. Hold:** Holds an active call or resumes a held call.
- 10. Headset Key:** Enables you to place and receive calls using a headset.
- 11. Speakerphone:** Enables you to place and receive calls using a headset.
- 12. Volume:** Adjusts the volume of the handset, headset or speaker.
- 13. Mute:** Mutes local audio during calls and conferences.

- 14. Star Key:** Allows you to change the input mode (numerals > lower case > upper case) when pressed for 1 second in editing mode.
- 15. Confirmation Key:** Can be used for redial when on idle screen. Can be used to accept calls on speakerphone and in headset mode. Also used to confirm actions and return to the preceding screen
- 16. Speaker:** Provides audio output when call placed on speakerphone
- 17. Do not Disturb (DnD):** Enables you to set Do not Disturb for all Incoming Calls.
- 18. Reversible Tab:** This secures the handset in the cradle when your phone stand is in position at a high angle. To secure the handset, remove the tab and reverse it so the protrusion points up, and re-insert it. Position the handset so the protrusion on the tab fits into the slot on the handset.

Snom D717

Hardware Features

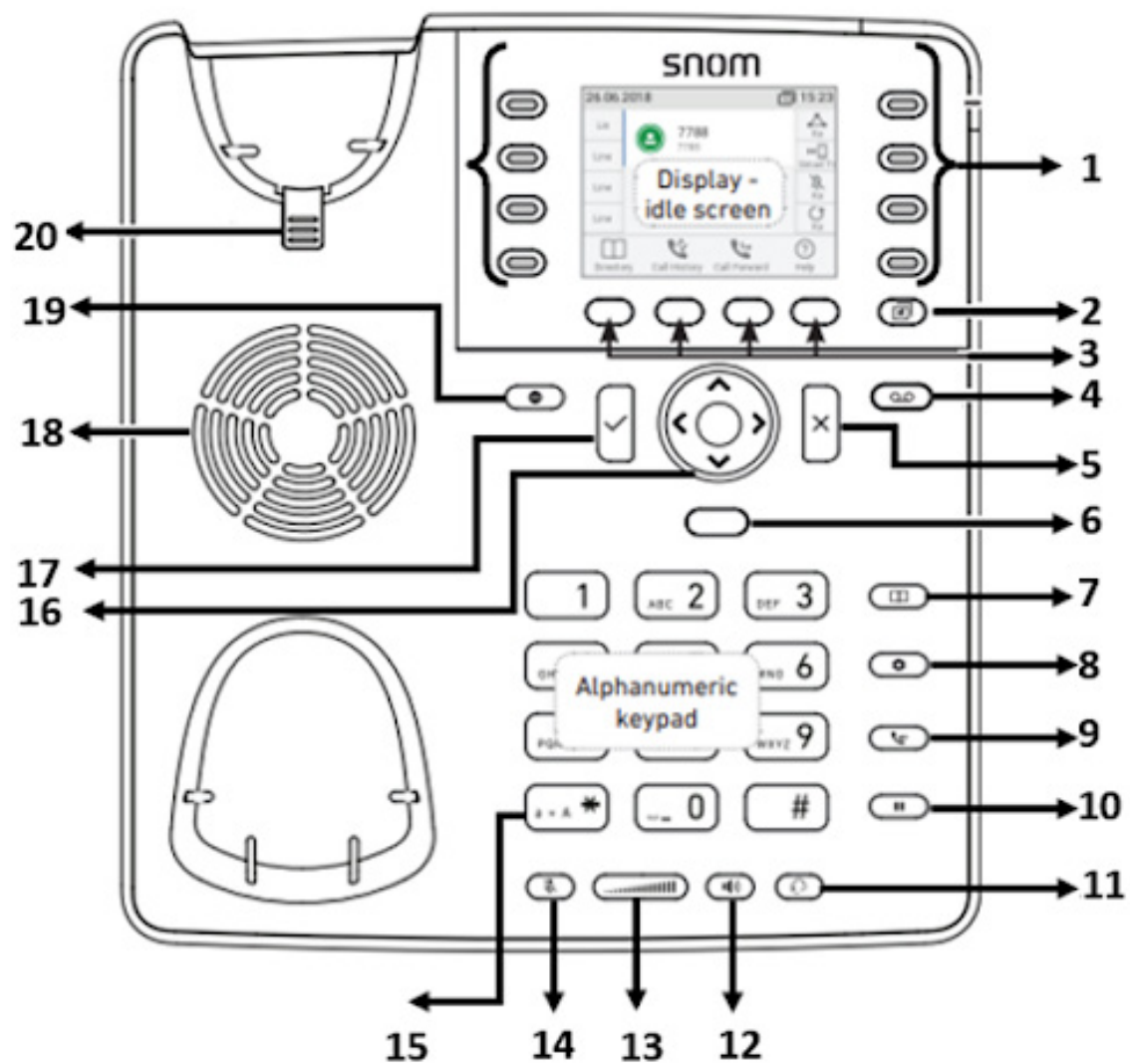


- 1. Line Keys:** Enables you to select a phone line, view calls on a line or quickly call a favourite contact.
- 2. Function Keys:** Enables you to select standard functions through the keys that display along the bottom of the screen.
 - Internal Phone Directory
 - Call Lists
 - Call Forwarding
 - Status InformationTo activate the function, open the list etc. Press on the required function key
- 3. MWI Key:** Dials through to voicemail service when pressed.
- 4. Terminate Key:** Enables you to terminate a call on speakerphone and in handset or headset mode. Can be used to cancel actions & return to the previous screen.
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- 13. Mute:** Mutes local audio during calls and conferences.

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- 18. Reversible Tab:** This secures the handset in the cradle when your phone stand is in position at a high angle. To secure the handset, remove the tab and reverse it so the protrusion points up, and re-insert it. Position the handset so the protrusion on the tab fits into the slot on the handset.

Snom D735

Hardware Features



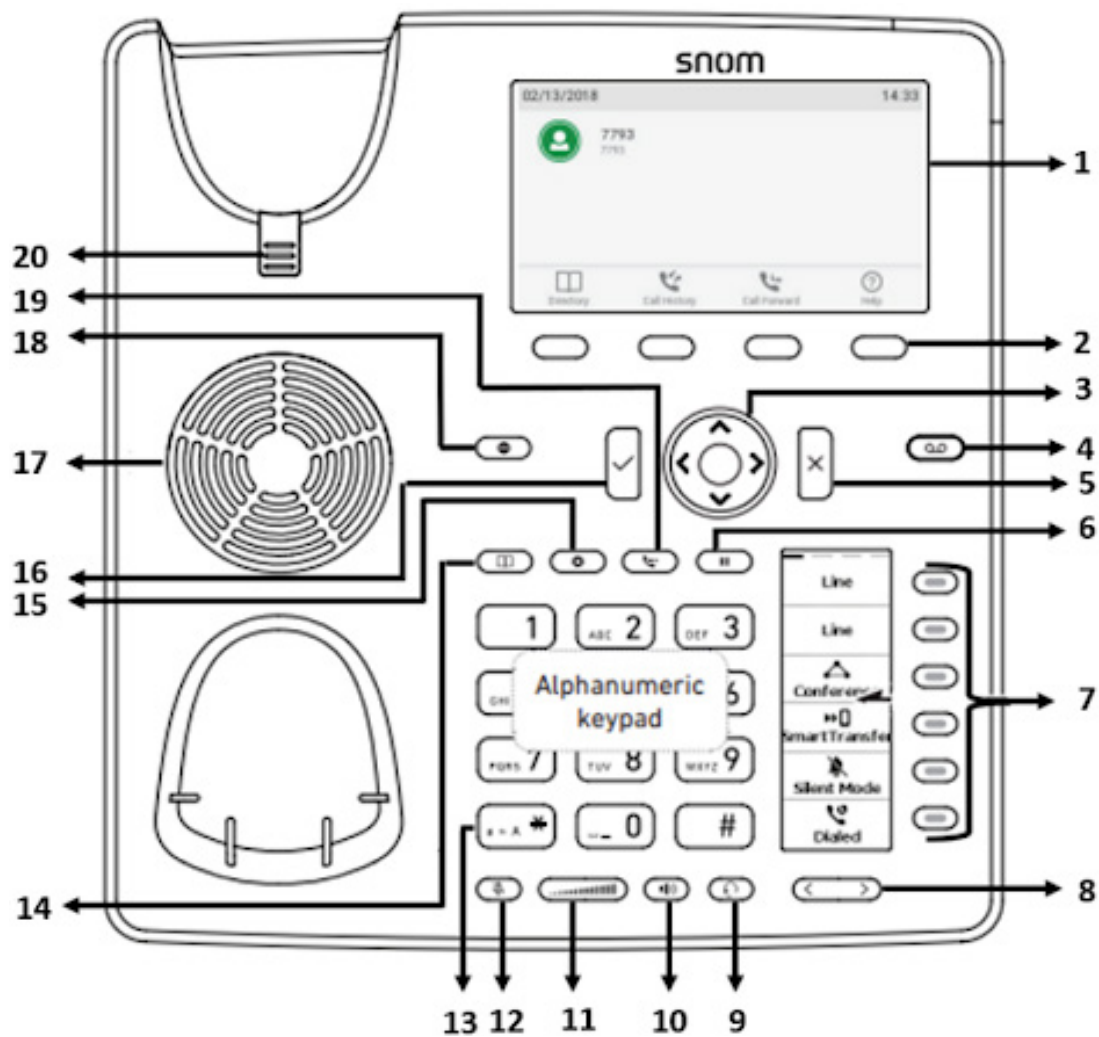
1. **Line Keys:** Enables you to select a phone line, view calls on a line or quickly call a favourite contact.
2. **Page Key:** Allows you to filter through the programmable function keys.
3. **Function Keys:** Enables you to select standard functions through the keys that display along the bottom of the screen.
 - Internal Phone Directory
 - Call Lists
 - Call Forwarding
 - Status Information

To activate the function, open the list etc. Press on the required function key
4. **MWI Key:** Dials through to voicemail service when pressed.
5. **Terminate Key:** Enables you to terminate a call on speakerphone and in handset or headset mode. Can be used to cancel actions & return to the previous screen.
6. **Sensor:** Move your hand or an object over the sensor to switch from default to alternative smartlabel display mode.
7. **Directory:** Enables you to add and edit contact entries.
8. **Settings Menu:** Opens the list of Settings submenus on the display screen.
9. **Transfer:** Transfers an active call to a contact.
10. **Hold:** Holds an active call or resumes a held call.
11. **Headset Key:** Enables you to place and receive calls using a headset.
12. **Speakerphone:** Enables you to place and receive calls using a headset.

- 13. Volume:** Adjusts the volume of the handset, headset or speaker.
- 14. Mute:** Mutes local audio during calls and conferences.
- 15. Star Key:** Allows you to change the input mode (numerals > lower case > upper case) when pressed for 1 second in editing mode.
- 16. Navigation Key:** Scrolls through information displayed on the phone's screen.
- 17. Confirmation Key:** Can be used for redial when on idle screen. Can be used to accept calls on speakerphone and in headset mode. Also used to confirm actions and return to the preceding screen
- 18. Speaker:** Provides audio output when call placed on speakerphone
- 19. Do not Disturb (DnD):** Enables you to set Do not Disturb for all Incoming Calls.
- 20. Reversible Tab:** This secures the handset in the cradle when your phone stand is in position at a high angle. To secure the handset, remove the tab and reverse it so the protrusion points up, and re-insert it. Position the handset so the protrusion on the tab fits into the slot on the handset.

Snom D785

Hardware Features

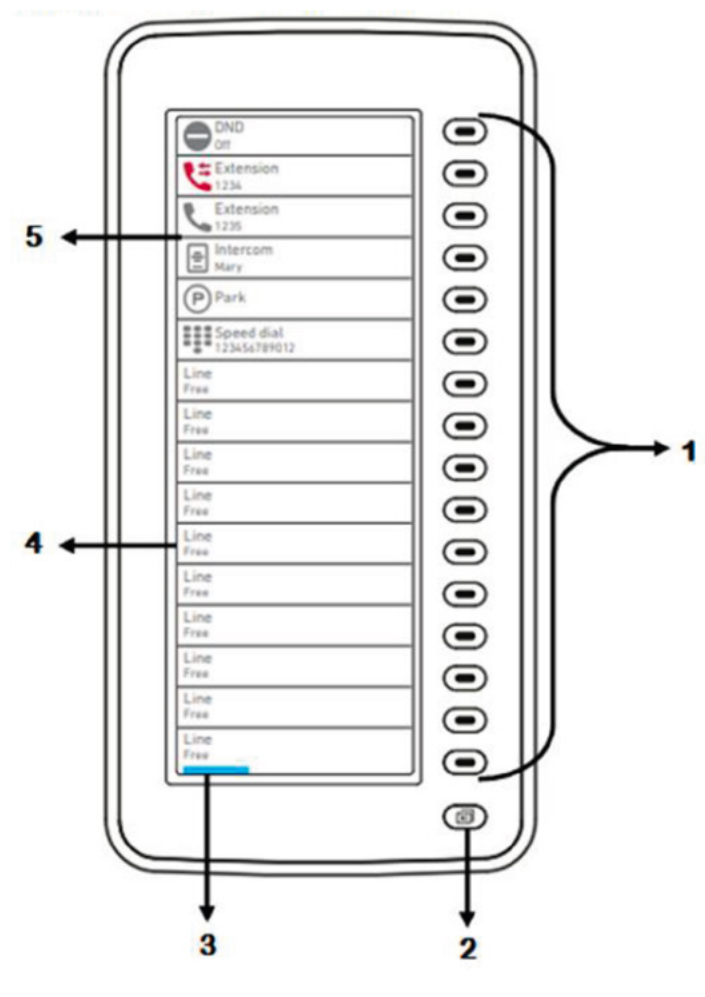


1. **Line Keys:** Enables you to select a phone line, view calls on a line or quickly call a favourite contact.
2. **F1 - F4 Keys:** Enables you to select standard functions through the keys that display along the bottom of the screen.
 - Internal Phone Directory
 - Call Lists
 - Call Forwarding
 - Status InformationTo activate the function, open the list etc. Press on the required function key
3. **Navigation Key:** Scrolls through information displayed on the phone's screen.
4. **MWI Key:** Dials through to voicemail service when pressed.
5. **Terminate Key:** Enables you to terminate a call on speakerphone and in handset or headset mode. Can be used to cancel actions & return to the previous screen.
6. **Hold:** Holds an active call or resumes a held call.
7. **Function Keys:** Depending on the function mapped onto the key, the red or green LEDs on the key will be activated when the key event occurs.
8. **Page Keys:** Allows you to filter through the programmable function keys.
9. **Headset Key:** Enables you to place and receive calls using a headset.
10. **Speakerphone:** Enables you to place and receive calls using a headset.
11. **Volume:** Adjusts the volume of the handset, headset or speaker.

- 12. Mute:** Mutes local audio during calls and conferences.
- 13. Star Key:** Allows you to change the input mode (numerals > lower case > upper case) when pressed for 1 second in editing mode.
- 14. Directory:** Enables you to add and edit contact entries.
- 15. Settings Menu:** Opens the list of Settings submenus on the display screen.
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Snom D7C

Hardware Features



1. **LED Function Keys:** The module has 16 function keys with LED that can be assigned as Lines (number dependent on the phone type it is attached to), BLF or Speed Dials.
2. **Page Key:** Allows the user to scroll through the three function key pages set on the D7C
3. **Page Indicator:** The position of the blue indicator shows which page of the Sidecar functions is shown
 - Blue Indicator to the left – Page 1
 - Blue Indicator in the middle – Page 2
 - Blue Indicator to the right – Page 3
4. **Key Label:** Displays the name and function given to the Function Key. If used as BLF it will display the status of the extension it is assigned to



Extension Idle



Extension Ringing



Extension Busy

5. **Key Separator:** Highlights the separation between each Function Key label.

