# TELEPHONE ORIENTATION

**SNOM D760/760 Series IP Phone**

**For Binary Networks**

**Hosted PBX**

binary
NETWORKS

# Line Keys

**Press the button to activate the key.**

**The key will illuminate when in use**.

Flashing means that a call is holding or ringing

The line keys can represent:

- **Calls in progress on your handset**

  **OR**

- **Calls you have "parked" (public hold)**

**These keys can be the same or different for each staff member.**

If you would like this configuration to be changed, please contact Support

binary
N E T W O R K S

# Programmable Keys

**Press the button to activate the key.**

**RED** indicates the extension is in use.

The Programmable keys can represent:

- **See & Call other extensions on your telephone system**

- **Speed dial for frequently used numbers**

- **Shortcuts to common functions**

**These keys can be the same or different for each staff member.**

If you would like this configuration to be changed, please contact Support

**binary**
**NETWORKS**

# Onscreen Display / Context Keys

**Phone is idle**
Context Buttons will show:
- Personal Directory
- Call History
- Call Forward
- Phone Info

**Phone is dialling**
Context Buttons will show:
- Enter Number

**Phone is ringing**
Context Buttons will show:
- Xfer (Call Deflection)

**Phone is Connected**
Context Buttons will show:
- Rec (Call Recording)

**The Onscreen Display shows the current state of the phone.**

**Idle** display will show your extension number and name.

The Onscreen Display has different states:
- Idle, Connected, Ringing, Holding, Dialing

**The context keys will change based on the current state of the phone.**

# Voicemail

**Voicemail Indicator**

**Voicemail Button**

**TIP:**
You can choose to have Voicemails sent to you via email (with or without an attachment)

You can enable this in your extension portal.

Each phone has **Voicemail** enabled by default.

The **Voicemail button** and **Voicemail indicator** will illuminate **RED** if you have a message waiting.

When you press the voicemail button for the first time, you will be prompted to **record your greeting, record your name** and **choose your pin.**

binary
N E T W O R K S

# Audio Controls



**Mute**

**Headset/Speaker**

**Volume Control**

**MUTE** –Will disable the microphone on your handset (when call is connected)

**SPEAKER –** Will swap the call from handset to speaker mode OR initiate a new call on speaker.

**HEADSET –** Will enable/disable the headset option.

**VOLUME CONTROL –** Make your current call louder/softer

**TIP:**

The volume control will adjust the volume of either:
• Handset
• Speaker
• Headset
• Ringer
Depending on what is in use at the time.

Press ✔ button after desired volume is achieved.

**binary**
**N E T W O R K S**

# Audio Controls



Do Not Disturb

Global Directory

Transfer Button

Hold Button

**TIP:**

You can hold multiple calls at a time

To retrieve a held call, select the flashing line key.

**Do Not Disturb (DND)** – your phone will no longer accept incoming calls.

**Global Directory** – your Hosted PBX address book will be displayed

**Transfer Button –** Transfer the current call to another extension

**Hold Button –** Hold the call (play music to the caller)

binary
NETWORKS

# Transfer a Call

## Blind Transfer    *(Unattended Transfer)*

**You do not wish to introduce the call to party "C" (e.g. another extension)**

**Step 1 –** While the call is connected with Party "B", press   **TRANSFER** button



**Transfer Button**

**Step 2 –** Press the **programmable key** for the extension you want to transfer the call to:
OR
Dial the telephone number of the extension you want to transfer the call to and press ✔

# Transfer a Call

**You wish to introduce the call to party "C" (e.g. another extension)**

**Step 1 –** Press the **programmable key** for the extension you want to **TRANSFER** the call to.  Party B will be placed on hold.



**Programmable Keys**

**Step 2 –** If Party C wishes to accept the call, press **TRANSFER.** Calls will be joined.

If Party C **does not** accept the call, press **X** to terminate the call.
Return to Party "B" (currently on hold) by selecting the flashing line.

**binary**
**N E T W O R K S**

# Hold/Unhold a Call

Private Hold (Stays on your phone)

**Step 1 – While you are connected with the caller, press the HOLD key**

*The caller will now hear music*

**Step 2 -  To UNHOLD the call, press the flashing line key that is flashing.**

binary
N E T W O R K S

# Park a Call

**While you are connected with the caller:**

**Step 1 – Press either Park1,2,3 which is displayed as lines 2 to 4.**

*The caller will now hear music and the button will illuminate.*

**Step 2 - To PICKUP the call, go to any phone and press the SAME key that the call was parked on.**

**binary**
**N E T W O R K S**

# Address Book

## Global Directory



**Global Directory**

**Global Directory**
A telephone address book can be uploaded to the Hosted PBX. The address book is common to all users.  It is available by pressing the **Directory** key.

**Personal Directory**
The telephone can store a number of private phone book entries.  These are accessible by pressing **DIR** on the onscreen display  (while phone is idle)