



## snom 300

### Quick User Guide

#### Basic Phone Features

For detailed information please consult the Star2Star Phone and Features Guide, available for view/download via the Star2Star Web Portal at:

<https://portal.star2star.com/>

#### MAKING A CALL

##### Using the handset:

- Pick up the handset, the yellow line indicator will light, dial the desired number.

Press the  Confirm key to complete the call.

##### Using the Speaker Phone:

- With the handset on-hook, press  or the line key (solid yellow LED when pressed). Dial the desired number.

- Press the  Confirm key to complete the call.

- Alternatively you may dial the number

first then press  to complete the call.

##### Using the (optional) Headset:

- To switch the phone to headset mode

press  4 times to enter **Setup / Use headset Device -> <On>**. The  symbol will appear in the phone display. Repeat the process to turn off or press the **Speaker** button to toggle between headset and speaker mode.

- Dial the desired number and press the

 Confirm key to complete the call or press the line key (solid yellow LED when pressed).

#### ANSWERING A CALL

*An incoming call is indicated by an audible ringer and a blinking (yellow) line indicator.*

##### Using the Handset:

- Pick up the handset.

##### Speakerphone Mode:

- Press  , or with the handset on hook press the line key with the active

indicator (yellow blinking), or the  Confirm key.

##### Using the (optional) Headset:

With the phone in headset mode you may either press the blinking line indicator or

the  Confirm key to answer your call. In all cases the active call will appear on the display showing call duration and caller ID.

To switch the phone to headset mode

press  4 times to enter **Setup / Use headset Device -> <On>**. The  symbol will appear in the phone display. Repeat the process to turn off or press the **Speaker** button to toggle between headset and speaker mode.

#### ENDING A CALL

- Replace the handset, or if in speaker

phone mode press the  Cancel key,

or press  . If you are using the

phone in headset mode press the  **Cancel** key to end your call.

#### REDIAL

To redial last number press  **Redial** twice. To redial previously dialed numbers

press  **Redial** . A list of recently dialed numbers will be displayed with the most

recent at the top of the list. Use the navigation keys to move through the list.

Press the  **Confirm** key over a displayed or highlighted entry to complete the call.

#### MICROPHONE MUTE

During a call press  **Mute** so that the other party cannot hear you. Press

 **Mute** again to resume audio.

#### HOLDING A CALL

- During a call press the **Line** key **L1**. The call will be placed on hold, the yellow line key indicator will flash slowly, and **Hold** will be indicated on the phone display. The caller on hold will hear Music or Message on hold if enabled on your system.

- To resume the call press the flashing **line**

key L1 or press the  **Confirm** key. - Your phone will handle multiple calls on hold. Press the **line** key to display all calls

on hold. Use the  navigation keys to

move through the list. Press the  **Confirm** key or **line** key over a displayed or highlighted entry to retrieve the call from hold.

#### 3 PARTY CONFERENCE CALL

You can create a conference with two other parties using the phones local conferencing feature.

- Place a call to the first party.  
- Place the active call on hold by pressing the **line** key. The caller will hear Music or Message on hold if enabled on your system.

Dial the phone number of the second party. When the second party answers, press  to join all parties in the Conference.

*Ending the call on the conference originator's phone will end the conference.*

*Use the Star2Star Conference room feature for larger conferences.*

#### TRANSFERRING A CALL

**Blind Transfer (Transfer the call without announcement):**

- During a call, press  **Transfer** . The caller on hold will hear Music or Message on hold if enabled on your system.

- Dial the number you want to transfer the

call to then press the  **Confirm** key to complete the transfer.

##### **Transfer (Announced):**

- Place your caller on hold by pressing the **Line** key **L1**. Your caller will hear Music or Message on hold if enabled on your system.

- Dial the number you want to transfer the

call to then press the  **Confirm** key. - When the called party answers,

announce the call, press  **Transfer** twice to complete the transfer.

- Press  to cancel the transfer i.e. the called party does not wish to accept the call.

### FIND-ME / FOLLOW-ME

Use the Star2Star Find-Me / Follow-Me feature in the Star2Star Web portal to forward calls from your extension.

**Follow Me (Immediate)** -- Calls to your extension will be sent automatically to the number you define.

**Find Me (Sequential)** -- Calls to your extension will ring your extension and any other numbers that you define, in order.

**Find Me (All)** -- Calls to your extension will ring your extension and any other numbers that you define, all at once.

### DO NOT DISTURB

- Press the  key on the phone or the **DND** soft key.

**DND** will appear in the display to indicate that the Do Not Disturb feature is active. Incoming calls will not ring the phone with this feature activated. Callers will be directed to your voicemail or Find-Me / Follow-Me if invoked.

You can still make outgoing calls with the **DND** feature activated.

- Pressing  again deactivates the feature.

### MISSED CALLS

- To view **Missed** calls and clear the **Missed**

call display press .

- Press  to select **Missed** calls.

- Press  to display call **Details**.

- Press  to select.

- Use the  or  navigation keys to browse the entries

Press  to return to the previous screen.

**(Note)** you may also view **Received** and **Dialed** calls.

### VOICE MAIL

The message waiting light will flash yellow to indicate that a new message(s) is waiting. When you lift the handset Stuttering Dial Tone is played.

- To listen to voice messages dial 1000.  
- Alternatively you may press

 when **VMail is indicated** on the phone display.

The system will prompt for your password.

*(Note) when accessing the voice mail system for the first time your password is your extension#. Change this to a 4 digit number you can recall easily.*

### DIRECTORY

The Company Directory of extensions is automatically downloaded to this phone.

**To search for a contact:**

- Press the  **Directory** button.  
Your Speed Dial entries will be displayed.

- Use the  or  navigation keys to browse the entries or enter the first character of the persons name.

- Press  to dial when the required entry is displayed.

### VOLUME ADJUSTMENT

- Press the  **Volume** keys to adjust handset, headset and hands-free speaker phone volume during a call. Pressing these keys in an idle state will adjust the ringer volume.

### CHANGING RING TONES

**To change the incoming ring:**

- Press 10 x  to display **Configuration**.

- Press  to select **Reg.**

- Press 4 x  display **Ringer**.

- Press  to select **Edit**.

- The existing ring tone is played back.

- Use the  or  navigation keys to select the required Ring Tone.

### STAR2STAR CALL PARK AND RETRIEVE

If your system is configured to operate in "**Key System Mode**":

- Press the  **snom** key to park the call.  
- To retrieve the parked call from any **local extension**, press the respective illuminated park/line position. The caller will hear music or message on hold if configured on your system.

- Alternatively you may perform an Attended transfer to the park code 7000.  
- Listen to the system retrieval code announcement e.g. 7001  
- Transfer the call.  
- The caller is now parked.  
- The caller will hear music or message on hold if configured on your system.  
- Dial the system retrieval code e.g. 7001 on any local extension to retrieve the call.

*For further details view/download the Star2Star Phone and Features Guide available via the Star2Star Web Portal.*



**snom**  
VoIP phones

**Star2Star**  
COMMUNICATIONS

*One System. One Service. One Provider... The Whole Solution*