



## snom 320

### 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  Speaker 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  Speaker to complete the call.

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

- Press  Headset to switch the phone to headset mode.

The  symbol will appear in the phone display. 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  Speaker, or with the handset on hook press the line key with the active

indicator (yellow blinking), or the  Confirm key.

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


- Press  Headset to switch the phone to headset mode. You may either press the


 Headset key, 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.

#### ENDING A CALL


- Replace the handset, or if in speaker


phone mode press the  Cancel key,


or press  Speaker. 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 or the **Mute** soft key so that the other party cannot hear


you. Press  Mute again or the **Unmute** soft key to resume audio.

#### HOLDING A CALL


During a call press  Hold. 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  Hold again,

the flashing **line** key or press the  Confirm key. Your phone will handle multiple calls on

hold. Press  Hold to display all calls on

hold. Use the  navigation keys to


move through the list. Press the  Confirm key or

 Hold 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  Hold. The caller will hear Music or Message on hold if enabled on your system.


- Dial the phone number of the second

party or use  Directory to access your

Speed Dial entries. Use the  navigation keys to move through the list.

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

- When the second party answers, press


 Conference 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  Hold. 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  
 or  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 **DND** key on the phone or the **DND** soft key.

The  **DND** icon and prompt 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 **DND** again deactivates the feature.


### MISSED CALLS

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

CHist


call display press .  
 Missed Received Dialed

- Select    soft key.  
 - Use the soft keys to navigate through the

list. Press  to return to the previous screen.  
 (Note) you may also view **Received** and **Dialed** calls.



- Press the **Details** soft key and  to display more information about the call (Date/Time etc).

- To dial a number using the **Missed**, 

**Received** or **Dialed** call list, press the **Confirm** key over a displayed or highlighted entry to complete the call.  
 - Press the **Clear** soft key to remove entries.

### 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 **Retrieve** key or dial 1000.

- Alternatively you may press the **VMail** soft key as 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.

### SPEED DIALS / DIRECTORY

**To add or edit a contact** in your local phone directory:



- Access the Star2Star Web Portal and navigate to the Individual Phone Settings section for your phone. Click the Speed Dials link to add contacts and other options to your phone. For more detailed instruction follow the Star2Star Phone and Features Guide available for view/download via the Star2Star Web Portal.


**To search for a contact:**



- Press the **Directory** button or select the **Directory/Dir** soft key.  
 Your Speed Dial entries will be displayed.



- Use the  or  navigation keys to browse the entries.

- Press  over a highlighted or displayed entry to dial.  
 You can also add Speed Dials to utilize the remaining available buttons on the phone or an expansion module(s) if fitted.

### 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

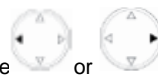
**To change the incoming ring:**




- Press the **Settings** key.

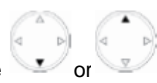




- Press 3 x  to reach **Configuration**.  
 - Select **Reg.**  
 - Select **Ringer** to play the current Ring Tone.



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

- Press  to select.



- Use the  or  navigation keys to select the line appearance.  
 Generally all calls to your phone will appear on the first Line appearance, unless your system administrator or Dealer has configured the system to use the second line appearance.

### STAR2STAR CALL PARK AND RETRIEVE

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



- Press the **shom** 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