snom
VoIP phones

Star2Star
C O M M U N I C A T I O N S
One System, One Service, One Provider... The Whole Solution

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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 abd a steady red Call Indication LED 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.

- Press ⊙ 4 times to enter Setup / Use headset Device -> <On>. The 🎧 icon 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 and a flashing red Call Indication LED.

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. The 🎧 icon will appear in the phone display. 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. The 🔇 icon is displayed. 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 a slow flashing red Call Indication LED. **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.

TRANSFERING 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 [icon] icon 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**

call display press [CHist].

- Use the [▲] or [▼] navigation keys to

select **Missed** Calls. Press [✓].
- Use the navigation keys to navigate

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

- Press the **Next** 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 red 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.
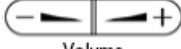
To search for a contact:

- 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.

- Use the navigation keys [▶] to select **option 2 Ring Tone**.

- Press [✓] or the **Ok** soft key 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.
When Line1 is displayed or highlighted

press [✓] or the **Ok** soft key to select.
A list of available Ring Tones will appear.
- Use the navigation keys to select the required Ring Tone.
A displayed or highlighted Ring Tone is played back.

- Press [✗] to return to the previous screen after making your selection.

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.

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