

# User Guide

**SNOM 370**

# Content

## Phone overview

## Basic telephony features

- How to place a call
- How to answer a call
- How to terminate a call
- How to redial a number
- How to mute a call
- How to set a call on hold
- How to transfer a call
- How to make conference calls

## Phone preferences

- How to change the ring tone
- How to set the language
- How to set screen display
- How to adjust the volume

## Voicemail & Call history

- How to listen to your voicemail
- How to consult the Call history

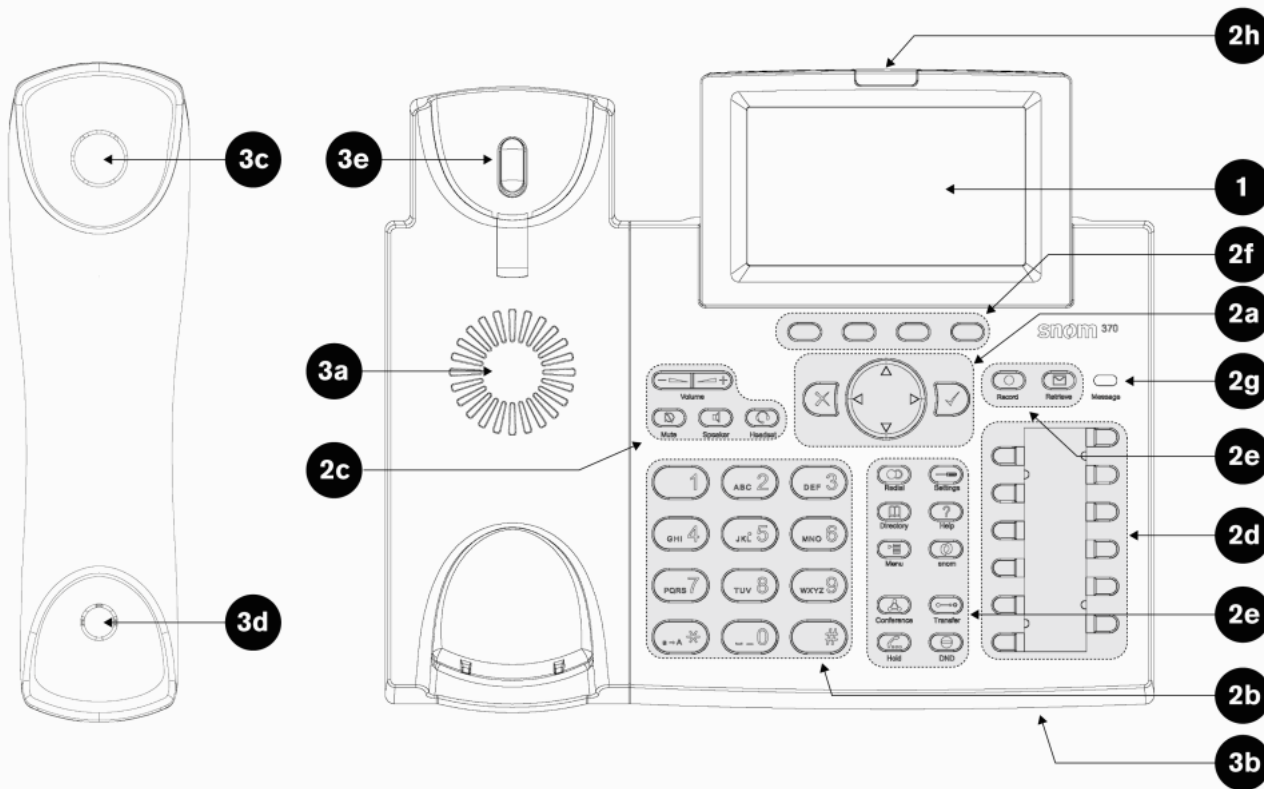
## Contacts management

- How to add a contact
- How to consult a contact
- How to search a contact
- How to delete a contact

## Various

- How to reboot your phone

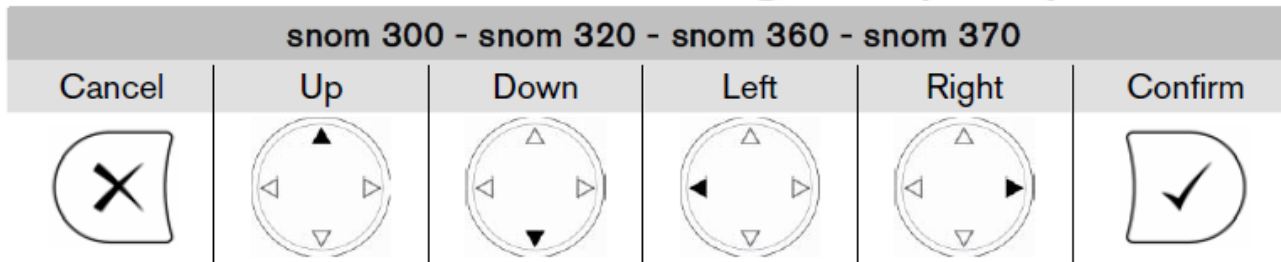
# SNOM 370: phone overview



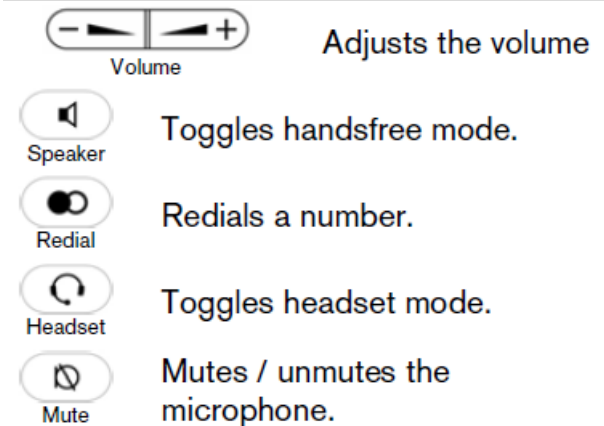
- 1 : graphical LCD Display (240x128 pixels)
- 2a : Navigation keys
- 2b : Alphanumeric keys
- 2c : Audio device control keys
- 2d : Free function keys with LED's
- 2e : preprogrammed Function keys
- 2f : Context-sensitive function keys
- 2g : Message LED
- 2h : Call Indication LED
- 3 : audio devices

# SNOM 370: phone overview (2)

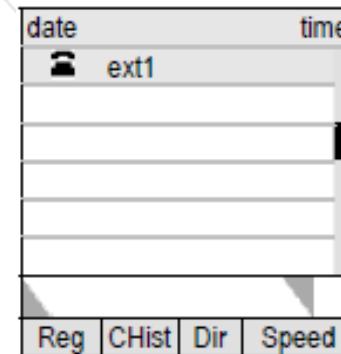
## 2a : Navigation Keys



## 2c : Audio Device Control Keys



## 1 : Idle screen



# SNOM 370: phone overview (3)

## 2e : Preprogrammed Function Keys



Redials a number

Redial



Calls up phone directory

Directory



Transfers calls

Transfer



Calls up main menu for config changes

Menu



Establishes a 3-party conference call

Conference



Places a call on "Hold" or resumes it

Hold



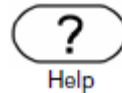
Calls up the Maintenance Menu

Settings



Switches call recording on and off

Record



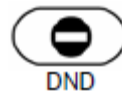
Calls up info about the phone (IP address, Mac address, firmware version)

Help



Not preprogrammed

snom



Switches "Do not disturb" on and off

DND



Retrieves messages from the Voicemail

Retrieve

# Basic telephony features

- How to place a call?

- Using the **handset**:

1. Type the number on keypad
2. (Press the **Confirm** button) ✓
3. Pick-up the handset

OR

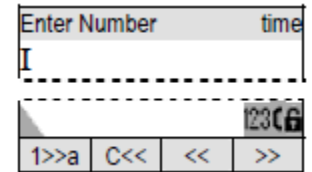
1. Pick-up the handset
2. Type the number
3. Press the **Confirm** button ✓

- Using the **speaker**:

1. Type the number on keypad
2. Press the **Confirm** button ✓

OR

1. Press the **Speaker** button
2. Type the number
3. Press the **Confirm** button ✓



Note :

- ➔ You must add a « 0 » before any external number
- ➔ Emergency numbers can be dialed without any preceding « 0 » (100, 110,...)

# Basic telephony features (2)

## • How to answer a call?

- Using the **handset**:

1. Pick-up the handset

- Using the **speaker**:

1. Press the **Speaker** button



OR 2. Press **Line 1** with light blinking

3. Press



Note :

- ➔ These steps apply when the called party is NOT in another call

## • How to end a call?

- Put down the handset

- Press **Speaker** button if in handsfree mode OR



- Press 

## • How to redial a call?

- To redial last number : press twice the **Redial** button



# Basic telephony features (3)

- How to mute a call?

- Press the **Mute** button.



- The microphone is muted (with the handset and in handsfree state)

- How to set a call on hold?

- Press the **Hold** button.



- Music is played to the caller.



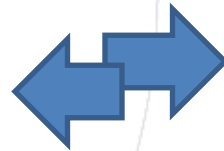
# Basic telephony features (4)

- How to transfer a call?

2 options

## Blind transfer (1)

You transfer the call without speaking to the third person and you “forget” the call



## Warm transfer (2)

You first speak to the third person before transferring the call.

# Basic telephony features (5)

- How to do a warm transfer?

Pick up incoming call and place the caller on hold

Enter **extension** to transfer to

When 3<sup>rd</sup> party answers :

Press the **Xfer** softkey

OR **Transfer** button



Place down the handset to terminate the call

What the 3<sup>rd</sup> party sees :

- when you have not hung up yet : 3rd party sees your extension
- when you have hung up : 3rd party sees your extension

\*A **softkey** is a phone "button" which has a different function depending on the phone's state

# Basic telephony features (6)

- How to do a blind transfer?

Pick up incoming call

Press the **Transfer**  button during call OR the **Xfer** sortkey

*The active call is set on hold*

Enter **extension** to transfer to

Press  or hang up to **confirm**

What the 3<sup>rd</sup> party sees :

- when you have not hung up yet : 3rd party sees your extension
- when you have hung up : 3rd party sees your extension

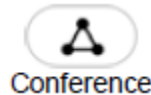
# Basic telephony features (7)

- How to make conference calls with 3 people?

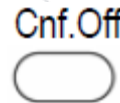
- Initiate a 3-party conference call directly via your phone.

1. Call the first person and set call on hold
2. Call the 3<sup>rd</sup> party
3. When 3<sup>rd</sup> person push the **Conference** button
4. The 3-party conference is established

- To end the conference, press



and then



**OR** hang up your handset, the other participants will remain connected



# Phone preferences

- How to change the ringtone?

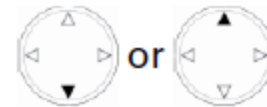
- Push the **Settings** button”



- The settings menu is shown on the display

Settings	time
1 Display	
2 Ringtone	
3 Audio	
4 Preferences	

- Navigate through the menu levels using the arrows



- Select **3.Ringer** and press 

- Press  to save the changes or press  to abort

# Phone preferences (2)

- How to change the language?

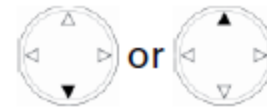
- Push the **Settings** button



- The settings menu is shown on the display

Settings	time
1 Display	
2 Ringtone	
3 Audio	
4 Preferences	

- Navigate through the menu levels using the arrows



- Select **4.Language** and press  to confirm

- Press  to save the changes or press  to abort

# Phone preferences (3)

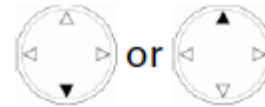
- How to change the screen display?




- Push the **Settings** button



- The settings menu is shown on the display
- Navigate through the menu levels using the arrows

Settings	time
1 Display	
2 Ringtone	
3 Audio	
4 Preferences	

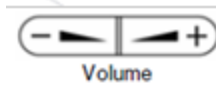


- Select **Preferences** and press  to confirm
- Select **5.Display** (contrast vs backlight) and press  to confirm
- Select desired display and  to confirm

# Phone preferences (4)

- How to adjust the volume?

- Use the **volume keys**




- **Ring tone** : press on « + » or « - » when phone in idle state
- **Voice** : press on « + » or « ) » when in conversation



# Voicemail & Call history

- How to listen to your VoiceMails? \*
  - Everyone has its own voicemail service
  - Works like GSM voicemail
  - Message(LED) light flashing ? New voicemail is in !
  - Message displayed on the screen
  - If configured, voicemail also sent via email
  - You can listen your voicemail via the **Retrieve** Button

Message  
  
red

1 new 0 old messages			
...	...	...	VMail

  
Retrieve

\* Feature availability dependent of configuration

# Voicemail & Call history (2)

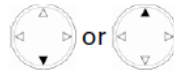
- How to consult your call history?

- From the home screen, softbutton **CHist**

- Select desired call category :

- Missed
- Received
- Placed

- Navigate using the arrows

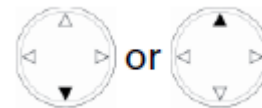


- Select using



**OR** select a list using the arrows from idle state




- Up = received calls
- Down = dialed calls

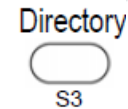


# Contacts management

- How to add and consult contacts?

NB : max 250 entries in the directories (local + corporate)

- Press the **Directory** softkey from idle state  
**OR** the **Directory** button from home screen
- <New Item> is displayed on the screen
- Confirm entry 
- Insert phone number and press 
- Insert nickname and press 
- The screen shows a summary of all contact related info
- Adapt info according to your preferences  
(favorite / birthday / title / organisation / email / note )
- Contacts can be sorted based on above criterias



# Contacts management (2)

- How to search a contact?

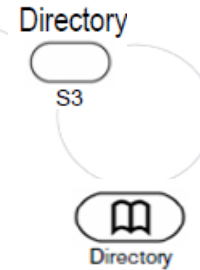
- Press the **Directory** softkey from idle state

**OR** the **Directory** button from home screen

- The phone directory entries are displayed
- Use arrows for navigation through the list

**OR** use the dialpad typing the letters

- Dial highlighted entry by pressing 



# Contacts management (3)

- How to delete a contact?

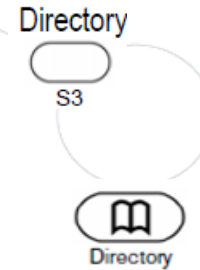
- Press the **Directory** softkey from idle state

**OR** the **Directory** button from home screen

- The phone directory entries are displayed
- Use arrows for navigation through the list

**OR** use the dialpad typing the letters

- Select “DEL” and confirm 



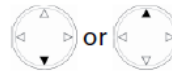
# Reboot

- How to reboot your phone?

- Plug out – plug in the **PoE cable**

**OR**

- Press the settings button
- Navigate using the arrows
- Select **3. Maintenance** with
- Select **3. reboot** with



 This operation takes about 2 minutes

Why should I reboot my phone ?

- If the IT administrator has made changes to the configuration
- If there is any problem, a reboot is the first action to take