

# Snom320 Business IP Telephony Quick User Guide

## Hold

Customers can be put on phone by pressing the hold button. To take a customer off hold, press the button again.

## Phone Transfers

### Blind Transfer

This is when you do not speak to the telephone extension user you are transferring the caller to.

1. Press Transfer.
2. Select the extension number or type a number in.
3. Press the tick button
4. This will ring the extensions phone and the caller will be put through if answered.

### Attended Transfer

This is when the extension is rung and you speak to the extension user before transferring the caller.

1. Press hold
2. Select the extension number or type a number in.
3. The extension user may answer; this will give you the opportunity to discuss who the caller is.
4. Press the transfer button.
5. Press the tick button.

To speak to the original caller again without transferring the call, hang up the call to extension you were going to transfer the call to and then press the hold button to get the original caller back.

## History

To clear your call history

1. Select the button below CHist
2. Select the button below the options of missed, received or dialled.
3. Select the button next to Clear to wipe the selected call history.

## Pick up an extension.

This enables you to pick up an extension when a caller is trying to call an extension that is unavailable.

Dial \*8 then press the tick button.

## Messages

For a Snom320 phone, if a message has been left the message light will be flashing. To retrieve a message press the retrieve button, the default password is 12345

## Volume

Volume can be adjusted using the + and - volume button located at the top left of the phone.