



## Snom 320 Quick Reference



## Making a Call



There are three ways to place a call:

- Completely handsfree - dial the number and press 
- Handsfree dialling - dial the number and pick up the handset.
- Handset dialling - pick up, dial the number and press 


In handsfree mode, the handset may be picked-up at any time.

## Ending a Call


To end a call, do one of the following:


- If you are using the handset, hang up the receiver.
- If you are using the speakerphone, press the  button.
- If you are using a headset, press the  button.

## Making a Blind Transfer



1. Press **Transfer**, dial the destination number, and press . You are no-longer part of the call.

## Making a Consult Transfer



1. Place the received call on hold by pressing the line button for that call.
2. Dial the destination number, and press 
3. Speak with the caller when answered and then hanging up the handset will automatically transfer the call.


Note: Replacing the handset will drop all active calls, therefore if a third calls is also active at this time, you need to choose the line to transfer; Press **Transfer** use left/right arrows to display line to transfer, then press .

## Answering a Call


- Handsfree – press 
- Handset - pick up the handset.
- Headset - if the phone is configured for a headset, press 

## Answering Multiple Calls

1. Place the current call on hold by pressing **Hold** or the current line-button (solidly lit line button). The phone will start ringing.
2. Press  to answer the new call.
3. Switch between calls by pressing the line button of the caller you wish to speak to. If there are more calls than spare line-buttons, put the current call on hold, and use the left/right buttons on the silver keypad to select the desired line, then press 

Press  to hang up the current call rather than replacing the handset, or you may inadvertently cause a call transfer.

## Accessing Messages

If voicemail is waiting (Message light flashes), press  without dialling a number to connect to the voicemail system. Alternatively dial the short code that has been configured on your system.

## Making a Conference Call

1. When two parties are on an active call across two lines (one will be on hold)
2. Press the **Conference** button.