

Objectworld™

Objectworld Unified Communications Server®

snom 300 User Guide

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1 snom 300 VoIP Business Phone Overview

This document outlines the features and functions of the snom 300 VoIP Business Phone in relation to the Objectworld Unified Communications Server™. It covers the following topics:

- [Overview](#)
- [Key Features](#)

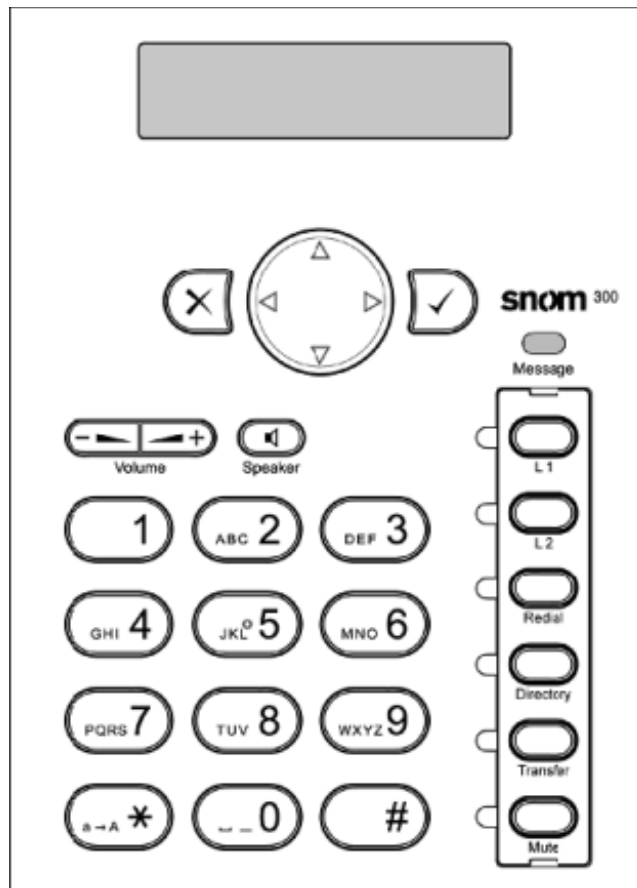
For information about installing and configuring this product, see the Installation and Configuration Guide provided by Objectworld.

1.1 Overview

This document is not intended to replace the snom 300 VoIP Business Phone User Manual. For more detailed information about the product, particularly its operation in the absence of UC Server, please refer to the snom User Manual.

1.2 Key Features

Use the numeric keypad with the keys 0 to 9, *, and #, to enter digits and letters.



Depending on the operating mode, you can perform different actions.

- Entering digits only (for example, when dialing a phone number)
- Typing in letters and digits by pressing the keys repeatedly (similar to a cellular phone), etc.

Depending on the operating mode, the keys can have context-specific meanings, which are described in the manual.

The six keys on the right with LEDs next to them are the programmable function keys onto which you can map different functionalities.

2 Using snom 300 Phone Features

This chapter outlines the keys and features that are available on the snom 300 phone. UC Server supports all the telephone features that are outlined in this chapter. For information on key descriptions see the following section:

- [Key Descriptions](#)

2.1 Features List

UC Server supports the following main features of the snom 300 phone:

- [Placing Calls](#)
- [Answering Calls](#)
- [Holding and Resuming Calls](#)
- [Muting and Unmuting Calls](#)
- [Conferencing](#)
- [Transferring Calls](#)
- [Ending Calls](#)
- [Redialing](#)
- [Forwarding Calls](#)
- [Changing the Volume](#)
- [Setting Do Not Disturb](#)
- [Changing the Ring Tone](#)
- [Listing Calls](#)
- [Speed Dialing](#)
- [Accessing Voice Mail](#)

2.2 Key Descriptions

In different operating modes, the keys of the numeric keypad represent the following:

Table 2–1: Keys in different operating modes













Key	Digits	Lower case	Upper case
	0	(SPC)_0	(SPC)_0
	1	. @ 1 , ? ! - /() ; & % * # + < = > \$ []	. @ 1 , ? ! - /() ; & % * # + < = > \$ []
	2	abc2	ABC2
	3	def3	DEF3
	4	ghi4	GHI4
	5	jkl5	JKL5
	6	mno6	MNO6

Table 2–1: Keys in different operating modes

Key	Digits	Lower case	Upper case
	7	pqrs7\$	PQRS7\$
	8	tuv8	TUV8
	9	wxyz9	WXYZ9
	"#" or "." after time-out	Number guessing	Number guessing
	*	Press briefly to switch from upper and lower case. Press for a few seconds to lock the keyboard, as indicated by a small lock symbol in the lower right corner of the display. Press the key again for a few seconds to unlock the keyboard.	

Additionally, the following keys are available:

Table 2–2: Keypad keys







Key	Name	Description
	Navigation key	Navigate within the display menu and the phone book.

Table 2–2: Keypad keys








Key	Name	Description
	Enter key	Confirm actions, selections, and input.
	Cancel key	Cancel actions or input.
	LED for MWI	Message waiting indication
	Volume	Adjusts the volume lower or higher.
	Speaker	Turns the casing speaker on and off.



Programmable
function keys

The six keys with LEDs on the right side of the keypad are programmable function keys onto which different functions can be mapped.

Table 2–3: Default key mapping

Key	Description
 	<p>Trunk lines 1 and 2.</p> <p>An incoming call is indicated by the fast-blinking LED of the trunk line. To pick it up, press the corresponding key.</p> <p>To put the call on hold, press the key again. To pick up a call on hold, as indicated by the slow-blinking LED, press the corresponding key.</p>
	Redial
	Opens the phone book. Use the navigation key to scroll within the phone book.
	<p>Call transfer.</p> <p>Announced transfer: Put the call on hold as described above, and dial the number it is to be transferred to. When the phone is answered, press the Transfer key.</p> <p>Blind transfer: With the caller on the line, press the Transfer key, then dial the phone number the call is to be transferred to and press .</p>
	Mute microphone (on/off)

2.3 Placing Calls

There are two methods to begin a call from the idle state of snom 300. You can either dial with the handset resting in the cradle and then pick it up or press the speakerphone key, or you can pick up the handset or press the speakerphone key and then dial the number. In the latter case, press the **check mark** key to start dialing.

The snom 300 displays the current communication status.

Dial a phone number using the numeric keypad. If the user has not pressed a key for several seconds, the phone reminds the user to press the check mark key to start the call. You can also dial using a SIP address or IP address.

To dial a SIP address

- Enter the SIP address using the numeric keypad.
To find the @ symbol, press the numeric key “1” twice. To find the dot, press the numeric key “1” once.

To dial an IP address

- Enter the IP address using the numeric keypad.
Use the “*” key instead of a dot or press the hash “#” key until it changes to a dot.



NOTE: If IP address dialing produces an error message, make sure both the phones involved are using local port 5060 for SIP signaling.



TIP: When you dial an IP address, the called phone or computer cannot determine which user you want to reach. The phone or computer assumes that you are calling “anonymous.” This is the case with many phones and applications. You should use this method only in exceptional cases because entering IP addresses is cumbersome.

The **number guessing** functionality allows you to choose from dialed numbers, missed calls, received calls, or numbers in the address book that match the beginning of a number you have begun to enter.

If the displayed number is not the one that you want, you can either keep pressing the “#” key (in alphanumeric mode) to get the next matching number, continue typing the number, or press the navigation key *Right* to temporarily switch off number guessing for this session of editing a phone number.

2.4 Answering Calls

You can answer a call or deny a call. When the phone signals an incoming call, you can deny the call using the **Cancel** key. Pressing the **Deny All** key, if you have mapped it to one of the programmable keys, puts the caller on the deny list, which always automatically denies that caller.

To answer a call using the handset

- Pick up the handset or press the **check mark** key.

2.5 Holding and Resuming Calls

You can hold and resume calls. While a call is on hold, you can make another phone call by dialing the number that you want. When more than one call is on hold, it is indicated in the display.

To use the call hold and resume feature

- 1 During a call, press the corresponding programmable key programmed to be a “line” key, to put the call on hold.
Hold means that neither party can hear the other.
- 2 Press the “line” key again to resume the call.
 - If more than one call is on hold, select the caller you wish to talk to using the navigation keys *left/right*, and confirm with the **check mark** key to connect, or,
 - Select the caller you wish to talk to by pressing the corresponding “line” key.

2.6 Muting and Unmuting Calls

To mute the microphone during a call, press the programmable key **Mute**. Press **Mute** again to enable the microphone again.

2.7 Conferencing

If the phone is connected to two calls, one on hold and one active, you can connect all three phones in a conference.



NOTE: Only the conference originator can send dual-tone multi-frequency (DTMF) or touch tone dialing to conference parties. DTMF tones can be used to interact with voice mail systems and automated attendants.

To initiate a conference call

- Press a programmable key set to **F_CONFERENCE**.

To end a conference call

- Press **X**.

This hangs up all parties.

To end a conference and put all calls on hold

- Press the programmable key set to **F_CONFERENCE** again.

The conference is disconnected and the calls are all put on hold.



NOTE: Hanging up the handset, or going on hook during a conference call does not disconnect the snom phone from the conference call, but instead switches the snom phone to speakerphone mode.

2.8 Transferring Calls

You can transfer a call using a direct (blind) transfer or a consultation (attended) transfer.

To perform a direct transfer

- 1 During a call, press the **transfer** key.
The connected party is on hold.
- 2 Dial the number to which you want to directly transfer the call.
- 3 Press the **check mark** key to transfer the held party to the number you specified.

To perform a consultation transfer

- 1 During a call, put the connected party on hold by pressing the “**line**” key.
- 2 While the call is on hold, you can establish a second call by dialing the number and pressing the **check mark** key.
- 3 Consult the second party.
- 4 Connect the two parties by pressing the **transfer** key or place the handset on the hook.



NOTE: This behavior is available only if the option **Call join on Xfer** on the “advanced” web page is enabled. If this option is disabled, you have to select the party you want the call to transfer to by pressing the navigation keys *left/right*, followed by the **check mark** key.

2.9 Ending Calls

End calls by putting the handset on the cradle, pressing the hook switch, or pressing the **Cancel** key. The snom 300 ends the call and returns to the idle state.

2.10 Redialing

You can dial the last call placed from your phone by pressing the **Redial** key on the keypad.

2.11 Forwarding Calls

Call forwarding forwards calls to another extension. Call forwarding can be set, changed, and deactivated in the menu item **Call Forwarding**. The currently active setting is preceded by a *.

To forward all calls

- 1 From the menu options, select **Call Forwarding**.
- 2 Select **Always**.

Every incoming call is immediately forwarded to the number set in the following **Always target**, without the phone ringing.

To cancel call forwarding

- 1 From the menu options, select **Call Forwarding**.
- 2 Select **Off**.

To forward all calls when busy

- 1 From the menu options, select **Call Forwarding**.
- 2 Select **Busy**.

When a call is already in progress, all incoming calls are forwarded to the number set in the **Busy target**.

To forward calls when unanswered

- 1 From the menu options, select **Call Forwarding**, and **Time**.
- 2 In the **Redirect Time** field, enter the number of seconds after which every incoming unanswered call is forwarded to the number set in the **Timeout target**.

2.12 Changing the Volume

In idle state, or while making a call, you can use the volume keys to increase or lower the volume. You can also adjust the volume of the audio device (casing speaker, handset, headset) that you are using.

2.13 Setting Do Not Disturb

Do Not Disturb (DND) functionality is available when mapped to one of the programmable keys. If you activate DND mode using the DND key, incoming calls do not come through to the phone, except for VIP calls. If there is a mailbox set up for you, the call is redirected to that mailbox.

In idle mode, “DND” is displayed in the lower line of the screen when DND is activated.



NOTE: Remember that the contact type “VIP” overrides the DND mode, which means that a call from a number that you define as contact type “VIP” is put through to your phone even when DND is active.

2.14 Changing the Ring Tone

The snom 300 offers a selection of different ring tones using the phone's Preferences web page. You can also import individual ring tones.

2.15 Listing Calls

The snom 300 contains an internal phone book, and call lists. For more information on importing and exporting address books, see the snom 300 user manual. The call lists include missed, received, and dialed calls that can be accessed from the phone's idle state by pressing the navigation key *up*. Each list can contain up to 100 entries.

To access the internal phone book

- From the phone's idle state, press the **Directory** key, which is the programmable key set to **F_DIRECTORY**.

You will see the first entry.

To add an entry to the phone book

- 1 Select the **New item** list.
- 2 Press the **check mark** key.
- 3 Enter the name and phone number, and confirm each by pressing the **check mark** key.

The upper display indicates which input is expected.



NOTE: You can enter up to 100 entries in the phone book.

Press **Cancel** to cancel the addition of a new entry.

To edit a phone book entry

- 1 Select the entry to be modified, and select **Edit**.
The name and phone number will be brought up in sequence.
- 2 Confirm the name and phone number by pressing the **check mark** key.

The upper display indicates which input is expected.

Press **Cancel** to cancel editing an entry.



NOTE: The contact type **VIP** overrides the DND mode. That is, a call from someone on your VIP list will be put through to your phone even when DND is active.

To delete the entire phone book

- From the web interface page of the address book, click the **Delete** button.

To select a call entry

- 1 Select the list you want, such as Missed, for a list of missed calls.
- 2 Select **Details** to display the details about the selected call.
- 3 Scroll through Details using the navigation key *up/down*.
The details shown are “To,” “From,” “Time,” and “Missed” (the number of missed calls from the same phone number), or the duration and cost of the call in the case of dialed and received calls.

2.16 Speed Dialing

The snom 300 supports speed dial of up to 33 numbers. These are mapped onto the numbers 0 to 30, and the * and # keys. Set up the speed dial numbers on the built-in web interface page **Speed Dial** on your phone.

To use speed dial

- 1 Press the corresponding key(s) from 0 to 30, *, or #, respectively.
- 2 Confirm with the **check mark** key.



NOTE: In this way, 33 speed dial numbers can be called up without having to look at the display.

2.17 Accessing Voice Mail

If you did not answer a call and the mailbox recorded a message for you, the blinking **Message** LED shows that a recorded message is waiting for you. Additionally, if **Message Waiting Indication** (MWI) Notification is set to **beep/reminder**, the phone indicates a waiting message with a short beep. If **MWI Dial Tone** is enabled, the waiting message is indicated by a stuttering dial tone.

To access voice mail messages

- 1 Press a programmable key set to **F_RETRIEVE** to connect to your mailbox.
- 2 Listen to the recorded message(s).

To access voice mail

- To connect to your mailbox when there is no new message alert, press a programmable key set to **F_RETRIEVE**.

This will only work however, if you have entered the correct number of the mailbox on the Login index card of the web interface page, for the corresponding Identity.

3 Using UC Server Features

This chapter outlines the phone features that are available with UC Server. The UC Server call feature access codes are summarized in the following section:

- [Using the UC Server Call Feature Access Codes](#)

UC Server supports the following features listed below.

- [Parking Calls and Picking up Parked Calls](#)
- [Picking up Calls Ringing at Another Extension](#)
- [Using the UC Server Conference Bridge](#)
- [Queuing Calls](#)
- [Paging](#)

3.1 Using the UC Server Call Feature Access Codes

To access various call features, key press sequences are provided by UC Server.



NOTE: Some features may be unavailable depending on the particular system configuration. See your system administrator for more information.

UC Server Call Features	Key Codes	Examples and Notes
Transferring Calls		
<i>Transfer a call to another user's voice mail</i> Allows you to transfer a current call to another user's voice mail/PA/PBA service. This features is useful when the intended recipient is away from their desk or out of the office. Note: The extension dialed must be at least 3 digits long.	*86 + extension	To transfer to extension 300's voice mail, dial: *86300

UC Server Call Features

Transfer a call to a call queue
 Use this feature to transfer a caller to a preconfigured departmental call queue. If no agents logged into the queue are available to take the call, the caller is put on hold until an agent is available.

Key Codes

*80 + queue#

Examples and Notes

To enter queue 500, dial:
*80500

To transfer a caller to queue 500:
 1. Press **Transfer**
 2. Dial *80500
 3. Press **Send**

Queuing Calls

Log into a call queue
 Allows you to start receiving calls for the specified queue.

*81 + queue#

To login as an agent to receive calls directed to queue 500, dial:
*81500

Log out of a call queue
 Allows you to stop receiving calls for the specified queue.

*82 + queue#

To logout as an agent to no longer receive calls for queue 500, dial:
*82500

Temporarily Stop Accepting Queued Calls
 Temporarily makes yourself unavailable for accepting queued calls, while not resetting the longest idle agent status.

*83 + <1 - 9>

Dial:
*83
 Press a number from 1 to 9 to indicate your reason for being unavailable.

Reset agent status to available
 Make yourself available again to accept queued calls

*83 + 0

Dial:
*83
 Press "0" at the prompt.

Check agent status in a call queue
 Check your agent status to verify whether you're currently logged into a call queue, temporarily unavailable, or currently logged out of a call queue.

*84 + queue#

To check your agent status in a call queue with queue number 500, dial:
*84500

Picking up Other Calls

Picking up Calls Ringing at Another Extension

Ringing call pickup allows you to pickup a call that is ringing at a different extension.

*78 + extension

To pickup a call that is ringing at extension 300, dial:
*78300

Pickup a connected call
 Connected call pickup allows you to pickup a call that is currently connected to a different extension.

*27 + extension

To pickup a call that is currently connected to extension 300, dial:
*27300

UC Server Call Features	Key Codes	Examples and Notes
<u>Using the UC Server Conference Bridge</u>		
<p><i>Conference Server</i> Note: The bridge number must be 4 digits long.</p>	7050 + bridge#	To automatically connect to the conference server bridge number 1234, dial: 70501234
<p><i>Conference Server - Prompt Caller</i> This feature is used for external callers to connect to a conference bridge.</p>	7050	To connect to the conference server, dial: 7050 You will then be prompted to enter a bridge number.
<u>Parking Calls and Picking up Parked Calls</u>		
<p><i>Park a call using a specific park number</i> Allows you to park a call so that you can pickup the call using a different phone. This feature is useful if you need to switch phones while on a call.</p>	*99 + park#	To park a currently connected call at park number 1234: 1. Put the current call on hold. 2. Establish a new call. 3. Dial *991234 The call is automatically parked at 1234.
<p><i>Park a call at a park number selected by UC Server</i> This feature is the same as above, except that the call is parked at a number chosen by UC Server instead of you choosing the number to park the call. This is useful if you are uncertain whether another call has already been parked at a particular number.</p>	*99	To park a currently connected call: 1. Put the current call on hold. 2. Establish a new call. 3. Dial *99. The system will tell you what number the call is parked at.
<p><i>Pickup a parked call</i> Enables a user to pick up a parked call</p>	*98 + park#	To pickup a call parked at 1234, dial: *981234
<u>Paging</u>		
<p><i>Sending a Live Page</i> You can send a live page.</p>	*72	To send a live page 1. Dial *72 (or *PA) 2. After you hear the tone, begin speaking. 3. When you are finished with the page, hang up or use the end call function on your phone.

3.2 Parking Calls and Picking up Parked Calls

You can park an active call, and then have the parked call picked up on another phone. This feature is useful if you want to change phones during a call.



NOTE: Call park/pickup is a feature that must be enabled by your system administrator for use on your phone.

There are two methods of parking calls. In one method, UC Server selects the next available park number. Alternatively, you can select your own park number. Having UC Server select the park number is useful if you are uncertain whether a call is already parked at a particular number.

If more than one identity (for example, more than one extension number) is assigned to your phone, then transfer the call rather than putting the active call on hold.



NOTE: If a person whose call has been parked then puts the call on hold, the person retrieving the parked call will hear dead air or silence until the other party resumes the call.

To park a call at the next available park number

- 1 Put the current call on hold.



NOTE: If your phone has more than one identity assigned to it, then **Transfer** the call instead of putting it on hold.

- 2 Dial ***99**.
- 3 Note the **hold position** that plays over the telephone.

The hold position is used by the person who answers the parked call. UC Server selects the park number for the caller starting at 1, or the next available higher number.

- 4 Press **DIAL**.

The call is removed from the hold position, and put in the system park position.

To park a call at a selected park number

- 1 Put the current call on hold.



NOTE: If your phone has more than one identity assigned to it, then **Transfer** the call instead of putting it on hold.

- 2 Dial ***99**.

- 3 Enter the number that you want to use as the park number.

The hold position is used by the person who answers the parked call. For example, if you enter 1234, then the call is parked at 1234, and can be picked up at 1234.

- 4 Press **DIAL**.

The call is removed from the hold position, and put in the park position.

To answer a parked call

- 1 Typically, a company announcement informs you that a call is on hold for you.

- 2 Dial ***98**.

The system prompts you for the park hold position.

- 3 Dial the number of the park hold position.

The system disconnects the current call and presents a new call.

- 4 Answer the new call to speak to the parked caller.



NOTE: If nobody answers the parked call, the call rings the extension that originally put the call on system park.

3.3 Picking up Calls Ringing at Another Extension

Ringling call pick up allows you to answer other ringing telephones, which means that you no longer have to run to answer another person's telephone. You can divert a ringing call from another telephone, typically within earshot, to your own telephone to answer.

To use ringling call pick up, you must know the extension of the phone that is ringing.

This feature also allows for night bell support. Many small companies have an audible bell that rings after business hours. Night bell support can also allow employees to contact security after hours. This feature can allow employees, for example on manufacturing floors, who are not stationed at a particular desk to answer any telephone.



NOTE: To use ringling call pick up, your phone must be configured to receive incoming calls. Make sure that such features as **call forwarding** and **do not disturb** are *not* enabled on the phone.

To answer a call on another user's phone

- 1 When you hear a phone that you want to answer, dial ***78<Extension>**.

Make sure that you dial, on your own phone, *78 plus the extension of the phone that is ringing.

- 2 If the phone has stopped ringing by the time you dial the *78 code, the system prompts you to enter your pickup ID.



NOTE: If the pickup ID that you enter is invalid, the system prompts you with “That is not a valid pickup ID,” and asks you to enter a valid pickup ID.

3.4 Using the UC Server Conference Bridge

UC Server has the ability to support a limited-sized conference bridge application. The number of participants is limited to the number of licenses available, however additional conference expansion licenses can be purchased. Use your SIP phone during the conference to access several options, such as muting or adding participants.

To access the conference bridge

- 1 From an internal telephone, dial **7050**.



TIP: You can also dial 7050 to access the conference bridge from the **dial by extension** or **dial by name** directory.

- 2 Enter the 4-digit **conference ID**.
- 3 Follow the prompts to access the conference bridge.



TIP: To access the list of options, you can **press *** while the conference is in progress.

Conference option list

When you press * during a conference, the following options are available. The available options depend on at which point during the conference you press *. Only relevant options are available.

- **Press 1** to mute yourself. Response: “You are now muted.”
- **Press 2** to unmute yourself. Response: “You are now unmuted.”
- **Press 3** to disable entry and exit notifications. Response: “Entry and exit notifications have been disabled.”
- **Press 4** to mute all other participants. Response: “All others have been muted.”



NOTE: When you press 4 to mute all participants, this does not apply to new callers who join the conference. To mute new callers, press 4 again.

- **Press 5** to unmute all other participants. Response: “All others have been unmuted.”
- **Press 7** to toggle between closing and opening the conference to additional participants. Response: “The conference is now closed to additional participants.” Response: “The conference is now reopened to additional participants.”
- **Press 9** to end the conference.
- **Press 0** to report the number of participants. Response: “Including yourself, there are x participants.”
- **Press #** to return to the conference.

3.5 Queuing Calls

Call queuing allows callers to remain in a queue while they wait for their call to be answered. If callers know the queue number, they can dial directly into the queue.

The company agent is typically associated with a particular area of expertise, for example, sales or support. A support agent who is ready to answer calls can log into the support agent queue and receive support calls in order of arrival. Call queuing allows calls to be distributed evenly among the agents that are logged into the queue.

For more information on queuing calls see the following sections:

- [Logging in and out of a call queue](#)
- [Temporarily stop accepting queued calls](#)
- [Checking your agent status in a call queue](#)

Logging in and out of a call queue



NOTE: The call queuing codes, in particular, the code to *Log out of a call queue* (*82) conflicts with one of the Grandstream feature codes, *Send Caller ID*. Therefore your system administrator may have changed the call queuing codes from their default values listed below. For more information see your system administrator.

To log in to a queue as an agent

- 1 Dial *81<QueueNumber>.
- 2 Hang up.

To log out of a queue as an agent

- 1 Dial *82<QueueNumber>.

As previously noted, your system administrator may have changed the code number from the default value of *82. For more information see your system administrator.

- 2 Hang up.

To dial directly into a queue as a caller

- 1 Dial *80<QueueNumber>.
- 2 Hang up.



NOTE: Contact your system administrator to obtain the queue number for your queue.

Temporarily stop accepting queued calls

If you are logged into a queue to accept incoming queued calls, there may be times when you wish to temporarily stop accepting queued calls, without logging out of the queue. You can manually set your status to unavailable to prevent accepting further incoming queued calls, without logging out of the queue.

Temporarily setting your status to unavailable does not change your "longest idle" position in the agent group. When you make yourself available again by logging back into the queue, your idle time is based on the time since your last call, including the time that you were unavailable.

To set your agent status to unavailable

- 1 Dial *83.
- 2 Press a number from 1 to 9 to indicate your reason for being unavailable.
- 3 Hang up.

To set your agent status to available

- 1 Dial *83.
- 2 Press "0" at the prompt.
- 3 Hang up.

Checking your agent status in a call queue

You can check your agent status to verify whether you're currently logged into a call queue, whether your status is set to temporarily unavailable, or whether you're currently logged out of the call queue.

To check your agent status

- 1 Dial *84<QueueNumber>.
- 2 Ensure that you enter the correct queue number.
The system will indicate your current status as:
 - Logged in
 - The agent is not available, service code <#>
 - Not Logged in
- 3 Hang up.

3.6 Paging

You can send a live page, which allows you to instantly broadcast a page.



NOTE: For instructions on sending recorded pages, contact your system administrator.

Sending a live page

To send a live page

- 1 From your phone, dial ***72** (or ***PA**).
- 2 After you hear the tone, begin speaking.
- 3 When you are finished with the page, hang up or use the end call function on your phone.

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