HGC

HGC UC
SNOM Phone Quick User Guide

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Document History

Version	Date	Details	Prepared by
V1.0	12 Feb 2022	Initial release	PDPD

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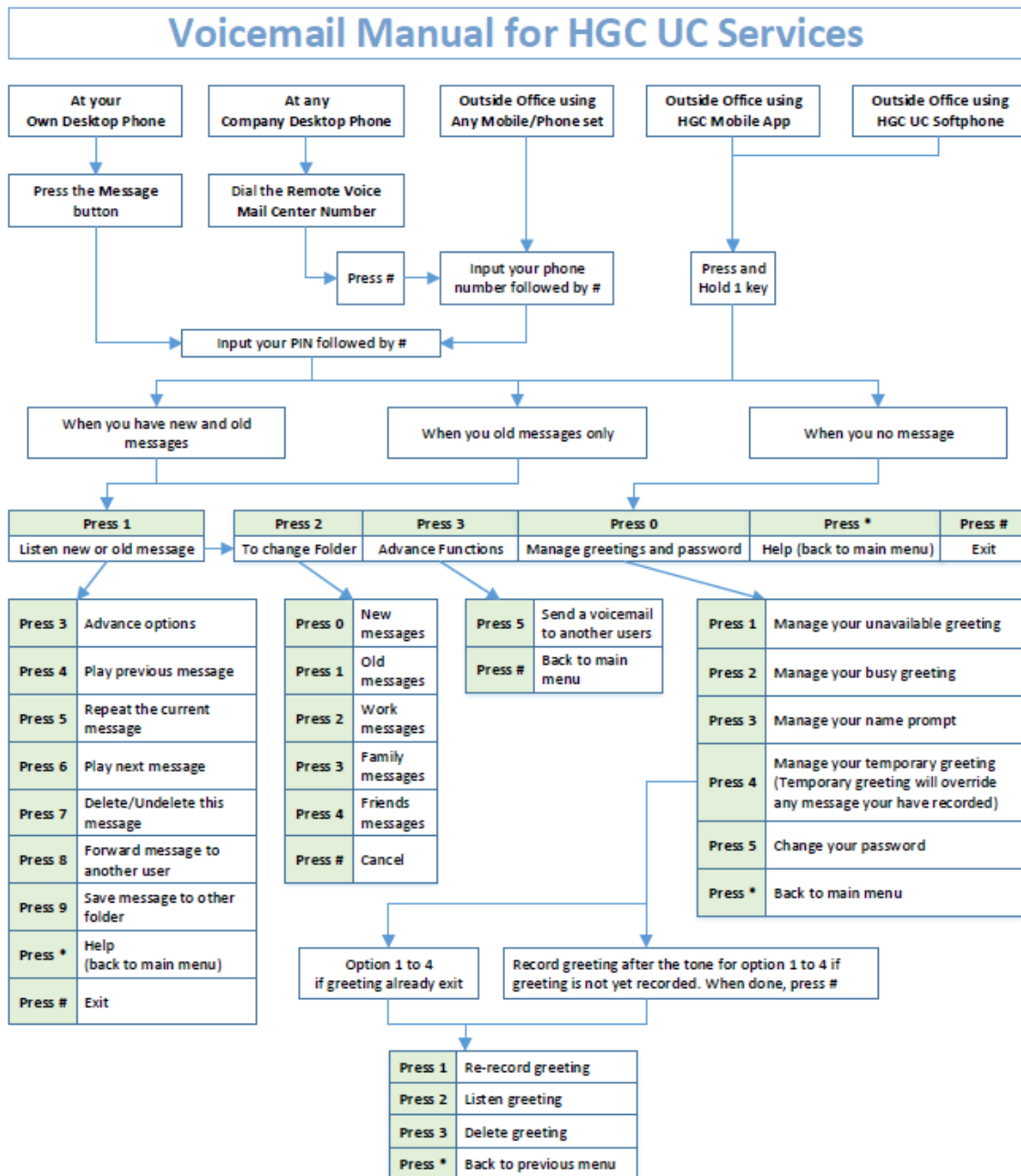
1. SNOM D-710 Hardware Layout

2. SNOM D-710 feature list

The following figure displays the hardware features on the SNOM D-710 IP phones. The table below lists each feature numbered in the above figures respectively.

Reference Number	Feature	Feature Description
1	Telephone status	
2	LED call indicator	Rapidly flashes red with an incoming call. Continuous, bright red while dialing, during a call and when a call is placed on hold. Continuous somewhat less intensive red indicates a missed call.
3	Display screen	Backlit graphical display, 4 lines
4	Soft keys	Enable you to select context sensitive keys that display along the bottom of the screen.
5	Cancel key	Press to cancel actions and return to preceding screen.
6	Voicemail key	Press to listen to Voicemail
7	Programable function keys	Programable function mapped onto the key.
8	Headset key	Enables you to place and receive calls through a headset.
9	Speaker key	Enables you to place and receive calls using the speakerphone.
10	Volume key	Adjust the volume of the handset, headset, speaker, and ringer.
11	Mute key	Mute local audio during calls and conferences.
12	Dialpad	Enables you to enter numbers, letters, and special characters. You can also use the dial pad keys to select menu items that have index numbers.
13	Navigation key	Scrolls through information or options displayed on the phone's screen. Selects a field of displayed data.
14	Confirm key	Press to confirm actions/settings and return to preceding screen.
15	Headset	Enables you to place and receive calls through a headset.

3. Voicemail User Guide

Press Msgs or dial the voicemail center number follow by your extension and voicemail PIN and #. (From the Desktop Phone)

Voicemail Manual for HGC UC Services

At your Own Desktop Phone	At any Company Desktop Phone	Outside Office using Any Mobile/Phone set	Outside Office using HGC Mobile App	Outside Office using HGC UC Softphone

- Press the Message button
- Dial the Remote Voice Mail Center Number
- Press #
- Input your phone number followed by #
- Press and Hold 1 key

Input your PIN followed by #

When you have new and old messages	When you old messages only	When you no message

	Press 1	Press 2	Press 3	Press 0	Press *	Press #
	Listen new or old message	To change Folder	Advance Functions	Manage greetings and password	Help (back to main menu)	Exit

Press 3	Advance options
Press 4	Play previous message
Press 5	Repeat the current message
Press 6	Play next message
Press 7	Delete/Undelete this message
Press 8	Forward message to another user
Press 9	Save message to other folder
Press *	Help (back to main menu)
Press #	Exit

Press 0	New messages
Press 1	Old messages
Press 2	Work messages
Press 3	Family messages
Press 4	Friends messages
Press #	Cancel

Press 5	Send a voicemail to another users
Press #	Back to main menu

Press 1	Manage your unavailable greeting
Press 2	Manage your busy greeting
Press 3	Manage your name prompt
Press 4	Manage your temporary greeting (Temporary greeting will override any message your have recorded)
Press 5	Change your password
Press *	Back to main menu

Option 1 to 4 if greeting already exit	Record greeting after the tone for option 1 to 4 if greeting is not yet recorded. When done, press #

Press 1	Re-record greeting
Press 2	Listen greeting
Press 3	Delete greeting
Press *	Back to previous menu

Remarks: Remote Voice Mail Center Number is +852 2121 0077

After login to your mailbox, below here is the main menu of the voicemail
- Voicemail Main Menu

Dialpad	Description	Remarks
1	Listen to messages	
2	To change folder	
3	Advanced functions	
0	Manage greetings	
*	Help (back to Main Menu)	
#	Exit	

- Listen to messages (New/Old)

Dialpad	Description	Remarks
3	Advance options	
4	Play previous message	
5	Repeat the current message	
6	Play the next message	
7	Delete/ Undelete this message	
8	Forward the message to another user	
9	Save message to other folder	
*	Help (back to Main Menu)	
#	Exit	

- To change folder

Dialpad	Description	Remarks
0	New messages	
1	Old messages	
2	Work messages	
3	Family Messages	
4	Friends messages	
#	Cancel	

- Advance functions

Dialpad	Description	Remarks
5	Send a voicemail to another users	
*	Return to the Main Menu	

- Manage greetings

Dialpad	Description	Remarks
1	Manage unavailable greeting	
2	Manage busy greeting	
3	Manage name prompt	
4	Manage temporary greeting	Temporary greeting will override any message you have recorded
5	Change password	Mailbox password
*	Return to the Main Menu	

4.   Quick User Guide – SNOM D-710 Series.

Features/ Functions	Instructions	Remarks
Placing a Call	Lift handset, dial [number], press Send	Press speakerphone button on speaker mode.
Answering Call	Lift handset to answer or press speakerphone button to answer	Press speakerphone button on speaker mode.
Hold and Resuming a Call	During an active call, select Hold button.	Press Hold button for hold the active call.

Features/ Functions	Instructions	Remarks
	From the Calls screen, select the call and select Resume or Press the Hold button again to resume the call	Press Hold button again to resume the active call.
Mute and Unmute Audio	Mute the microphone so other parties cannot hear you. 1. During a call, press Mute Button. The other parties cannot hear you. 2. Press again to unmute the microphone	Press Mute button to mute the active call.
Group Pick Up	Pick up or answer any incoming call within the group using *8	Pick up the first incoming call within the Group
DND Soft key	1. Press once the DND button to enable 2. Press the DND button second time to disable	On top right corner will display "My Status Do Not Disturb" On the top right corner will display "Status and Time"
Call Forward	From home view, Select Forward, Select Always, [number] and Enable	Forwarding number will display in status bar. 1:54 PM Fwd:2327
Transfer Call (Warm/Attended)	A warm transfer involves speaking with the person to whom you are transferring the call. 1. While on a call, press the button or Transfer softkey. 2. Dial the party to whom you are transferring. 3. After speaking with the receiving party, press the button again to complete the transfer.	You may press the transfer icon button
Transfer Call (Blind/Unattended)	A blind transfer involves transferring the call to another number without speaking to the receiving party, regardless of whether or not they answer.	You may press the transfer icon button

Features/ Functions	Instructions	Remarks
	1. While on a call, press the button or Transfer softkey. 2. Dial the party to whom you are transferring. 3. Choose Blind	
Checking Voicemail	You must not have a call on the line when attempting to check your voicemail. 1. Press Home button, use the navigation key and choose Msgs icon and select. 2. Select the message Center and enter your voicemail password. 3. Select the option to listen to new or saved voicemails.	