

HGC UC SNOM Phone Quick User Guide

Table of Contents

1. SNOM D-710 Hardware Layout.....	2
2. SNOM D-710 feature list.....	3
3. Voicemail User Guide.....	3
4. Quick User Guide – SNOM D-710 Series.....	7

1. SNOM D-710 Hardware Layout



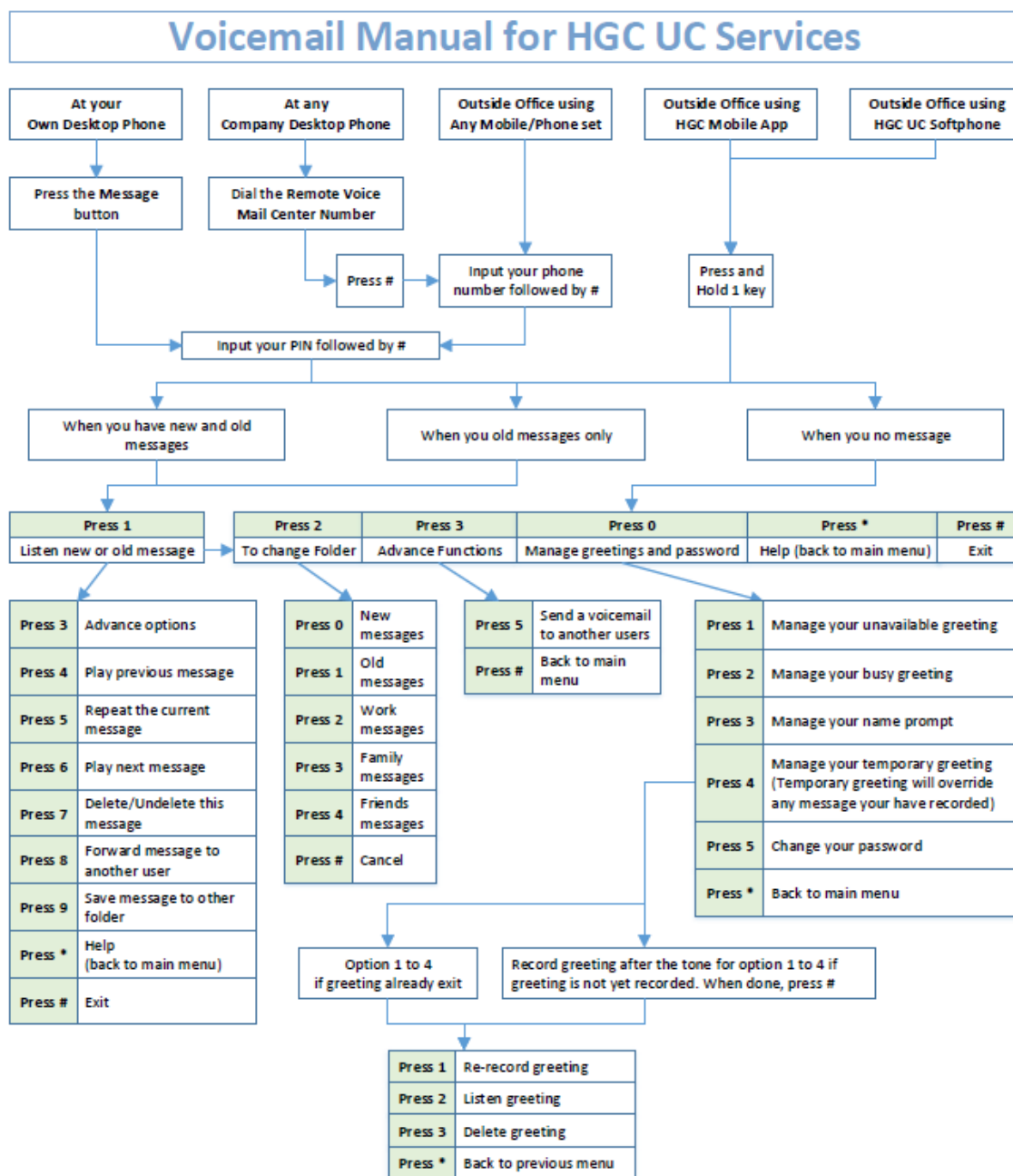
2. SNOM D-710 feature list

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)



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
Place Call	Do one of the following, • Lift Handset, enter the Phone Number, and press ✓ button. • Enter the Phone Number and Lift Handset. • Enter the Phone Number and press the Speakerphone button.
Answer Call	Do one of the following, • Lift Handset to answer. • Press Speakerphone button to answer.
End Call	Off-hook Handset or press X button.
Hold / Retrieve	Press softkey Hold to hold the active call. Press softkey Retrie to retrieve the call.
Mute / Unmute	Press  Mute button to mute the active call. Press  Mute button again to unmute the active call.
Adjust Volume	Tap the  Volume down or Volume up buttons.
Redial	Press ✓ button twice.
Blind Transfer	1. After call connected, press softkey Xfer . 2. Enter the phone number and press ✓ button.
Consultative Transfer	1. After call connected, press softkey Hold . 2. Enter the phone number and press ✓ button, 3. Wait for answer, press softkey Xfer and press ✓ button.
3-Way Conference	1. After call connected, press softkey Hold . 2. Enter the phone number and press ✓ button. 3. Wait for answer, press softkey Cnf.On and press ✓ button.
Group Call Pickup	Dial *8
Direct Call Pickup	To pickup an incoming call of specific extension within the group: Dial *8 + Extension Number
Call Lists	Press softkey CHist , Choose [Missed] / [Received] / [Dialed] .

Features/ Functions	Instructions
Directory	Press softkey Dir .
Do Not Disturb (DND)	Press softkey Settin > Call Features > Incoming Calls > Do not disturb? To Enable: Tick ☐ Do not disturb? to enable. To Disable: Untick ☒ Do not disturb? to disable.
Voicemail	Press Voicemail button and enter your Voicemail PIN to listen voicemail.
Voicemail (Outside Office)	1. From other phone, Dial 2121 0077. 2. Enter your Phone Number and Voicemail PIN to listen voicemail.
All Call Forward	Press softkey Settin > Call Features > Call Forwarding > Forward All To Enable: 1. Tick ☐ Activate box to enable 2. Select Target , enter Phone Number and press ✓ button. To Disable: 1. Untick ☒ Activate box to disable.
Busy Call Forward	Press softkey Settin > Call Features > Call Forwarding > Forward when Busy To Enable^{*1}: 1. Tick ☐ Activate box to enable. 2. Select Target when Forwarding , enter Phone Number and press ✓ button. (* ¹ Require to press X button when call waiting.) To Disable: 1. Untick ☒ Activate box to disable.
No Answer Call Forward	Press softkey Settin > Call Features > Call Forwarding > Forward after Timeout To Enable forward after timeout^{*2}: 1. Tick ☐ Activate box to enable. 2. Select Target when Forwarding , enter Phone Number and press ✓ button. 3. Select Call Forwarding time , enter no. of seconds. (* ² Recommended timeout value is less than 20 seconds, otherwise the call will go to your voicemail before timeout exceed.) To Disable: 1. Untick ☒ Activate box to disable.

Features/ Functions	Instructions
Reject Anonymous	Press softkey Setting > Call Features > Incoming Calls > Reject Anonymous To Enable *³: Tick ☐ Reject Anonymous box to enable. To Disable: Untick ☒ Reject Anonymous box to disable.
Call Pulling	1. After call connected by Mobile app / Softphone *⁴. 2. Press First Programmable  button. 3. The connected call is switched to SNOM phone.

Remarks:

Reject Anonymous *³ - Calls without caller ID will be rejected if you turn this function on.

Softphone *⁴ - PC version of HGC UC software which is required additional subscription.