VBX

Snom Quick Reference Guide

Transfer a call

<u>During a call:</u>

<u>Unattended transfer:</u> Press **TRANSFER** and dial relevant extension number and press ✔, then hang-up.

<u>Attended Transfer:</u> Press **Line 2** and dial relevant extension number and press ✔, announce caller then press **TRANSFERx2**.

Call Pick Up

When pickup groups are programmed by the technician you can pick up any extension in your own group

Dial **0*** lift handset / press ✔

Call Pick Up Select

Only the Operator can do a Direct call pickup.

Dial **0* ext no** lift handset / press ✔

Call Forward / Divert

<u>To set:</u>

Dial **720,** destination number, lift handset / press ✔, dial ext pin (e.g. 1234) ✔.

<u>To cancel:</u>

Dial **721**, lift handset / press ✔, dial ext pin, ✔.

Follow me

<u>To set:</u>

Dial **715** destination ext number, lift handset / press ✔, dial ext pin, ✔.

<u>To cancel:</u>

Dial **718**, lift handset / press ✔, dial ext pin, ✔

Call Park

During a call dial **55**, the system will read back park number

To **retrieve**, dial **55**, dial **park number (e.g. 101)** lift handset / ✔

Conference Call

Dial first party, dial **20***, end call.
Dial second party, dial **20***, end call.
Dial third party, dial **20***, end call.
Dial fourth party, dial **20***, end call.
Dial fifth party, dial **20***, all in conference.

Only 5 party conference.

Account Code

Dial: 41 number
lift handset / press ✔
After beep enter **account code,** press ✔.
(Account codes must be programmed by the technician)

Extension Pin

Default is 1234
To change Dial **110***, lift handset / press ✔,
Dial old pin, Dial new pin, #

Lock Phone

<u>To Lock:</u>
Dial **77**, lift handset / press ✔, **ext pin,** ✔.

<u>To Unlock:</u>
Dial **77**, lift handset / press ✔, **ext pin,** ✔.

Time / Mode Service

To activate dial:

781 – Day Mode
782 – Lunch Mode
783 – Night Mode
784 – Break Mode

lift handset / press ✔

Barge in

Barge **92** ext
Whisper **91** ext
Spy **90** ext

Dial **9X**, extension number, lift handset / press ✔

Speed Dial Numbers

Personal
<u>To program:</u>

Dial **2* code (0-9) *** number, lift handset / press ✔

<u>To use:</u>

Dial **3* code (0-9)** lift handset / press ✔

System
<u>To program:</u>

Dial **7* code (00-99) *** number, lift handset / press ✔

<u>To use:</u>

Dial *** code (00-99)** lift handset / press ✔
(Speed dials can also be programmed by the technician.)

Voicemail

Dial ***100#**
Lift handset /press ✔, follow voice prompts.

ECN
electronic communications network