

SNOM

D120 Quick Reference Guide

Firmware version 10.1.42.xx

Call Indicator

The bright red LED on the top right corner of the phone indicates incoming, ongoing, held, and missed calls.

- Blinks rapidly when a call is coming in.
- Glows steadily when dialing, when in an active call, and when you have missed a call.
- Blinks slowly when you put a call on hold.

Input Mode

The text under the cursor shows the current input mode (123 = numerals, abc = lower case letters, ABC = upper case letters).

- Press **ABC** to change input mode to ABC.
- Press **123** to change input mode to 123.
- Press **abc** to change input mode to abc.

Entering numerals, letters & symbols

- In 123 input mode, press the desired number key on the dialpad.
- In ABC / abc input mode:
 - press a number key (2-9) repeatedly to select a letter or number.
 - press the 1 key repeatedly to select a symbol.
 - press the 0 key repeatedly to select a space, underscore, or zero.
- Press **X** to delete a character.

Making calls

You can make calls using the handset, speakerphone, or headset. To change modes, pick up the handset, or press **Handset** or **Headset**. A symbol at the top of the screen indicates which mode is currently in use:

handset **Handset**, speakerphone **Speakerphone**, or headset **Headset**.

Handset

- Lift the handset off the cradle, enter the phone number, and press **Call**.
- OR enter the phone number and pick up the handset.

Speakerphone

1. If **Handset** appears at the top of the screen, press **Speakerphone** to turn off headset mode.
2. With the handset in the cradle, enter the phone number and press **Call**.

Headset

1. If **Handset** does NOT appear at the top of the screen, press **Headset** to turn on headset mode.
2. Enter the phone number and press **Call**.

Redialing

- Press **Redial** to show the last numbers dialed, with the most recent at the top. Press **Down** / **Up** on the navigation key to select a number. Press **Call** to dial.

Calling a number from call history

- Press **Call History**. Press **Down** / **Up** to select All, Missed, Received, or Dialed calls and press **Call**. Press **Down** / **Up** to select a call. Press **Call** to dial the number.

Calling a number from phone directory

- Press **Phone Directory**. Press **Down** / **Up** to select a name. Press **Call** twice to dial the number.

Calling a number from external directory

- Lift the handset off the cradle or press **Handset**. Press **External Directory**. Press **Down** / **Up** to select a directory. Press **Down** / **Up** to select a name. Press **Call** twice.

Speed dialing

- Enter the speed dial number (0-30) or character (#, *) assigned to the phone number. Press **Call** to dial.

Function keys

- Press a Line function key, enter the phone number, and then press **Call**.

Answering Calls

You can answer calls using the handset, speakerphone, or headset.

Handset

- Lift the handset off the cradle.

Speakerphone

- Press **Speakerphone**.

Headset

- Press **Headset**.

Function keys

- Press the Line function key with the blinking LED.

Ending calls

- Place the handset in the cradle or press **End Call**.

Call waiting

If you are on a call and receive an incoming call, the call indicator LED blinks rapidly, and you hear a double beep alert tone.

Press **Call Waiting** to display the Call Waiting screen.

- To accept the incoming call and put your current call on hold, press **Call Waiting** OR press the Line function key with the blinking LED.
- To reject the incoming call, press **Reject** OR ignore the call waiting announcement.

Mute the microphone

- Press **Mute** to mute/unmute the microphone during a call. While mute, **Mute** appears at top of the screen.

Do Not Disturb (DND)

- Press **DND** to turn Do Not Disturb on or off. While on, **DND** appears at top of the screen.

Retrieve voicemail messages

- Press **Voicemail** to call your voicemail retrieval number. When you have a new message, you will hear a stutter dial tone.

Hold and retrieve calls

To put the active call on hold:

- Press OR press .
- OR press the Line function key with the steady LED.

To retrieve the held call:

- Press OR press .
- OR press the Line function key with the blinking LED

Switching between calls

To switch between calls (active, on hold, call waiting):

- Press or or until the call you want is displayed, then press .
- The symbol indicates the type of call: = on hold, = active, = call waiting.
- Any keys you press (such as - hold) will affect the call currently displayed on the screen.

Transfer calls

There are two ways to transfer a call:

- **Attended transfer** - Call the destination party first, and announce the call before making the transfer.
- **Blind transfer** - Transfer the call to the destination party without announcing the call.

Attended transfer

NOTE: If you have two calls on your phone at the same time, you must end one of the calls before you can make an attended transfer.

1. Put the call on hold.
2. Dial a number and press .
3. When the party answers, announce the call.
4. Press to display the call on hold.
5. To transfer the call, press or , then press .

Blind Transfer

1. Press or .
2. Dial a number and press .

Conference calls

1. Call the first party.
 2. Put the call on hold.
 3. Call the second party.
 4. Press .
- The conference is established, and the Conference screen appears.

Selecting a party

- Press / to select one of the following:
 - **Conference** (both parties of the conference).
 - The first party.
 - The second party.

An arrow indicates your selection.

Talking to one party in private

1. Select the party you want to talk to, and press .
2. To restart the conference, press .

Putting one party on hold

1. Select the party and press or .
2. To restart the conference, press .

Putting both parties on hold

1. Press to select **Conference** and press or .
2. To restart the conference, press .

Ending the conference

1. Select a party or **Conference** (both parties).
2. Press .

Forward calls

1. Press and select **Call Features > Call Forwarding**.
2. Select **Forward All**, **Forward when Busy**, or **Forward after Timeout**.
3. Select **Activate**, and press to activate or deactivate call forwarding.

4. Select **Target** and enter the phone number to forward calls.
5. For **Forward after Timeout**, enter the **Wait Time** (in seconds) before forwarding the call.

Call history

- Press . Press / to select **All**, **Missed**, **Received**, or **Dialed** calls and press .
- Press / to select a call.
- Press to dial the number of the selected call.
- Press to delete the selected call.
- Press to delete the entire list.
- Press to sort the calls.
- Press to show details of the selected call. Press to add the call to the Directory.

Directory

- Press . To select an entry, press / OR enter the first letter of a name.
- Press to sort entries. Press / to select a sort option and press .
- Press to delete the selected entry.
- Press to display the selected entry. Press to dial the number of the entry.
- Press to add an entry. Enter the information and press .
- Press to edit an entry. Enter the information and press .

For more detailed information about how to use your phone, refer to the Snom D120 User Guide.

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