

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 **[a>R] Edit Mode** to change input mode to ABC.
- Press **[R>1] Edit Mode** to change input mode to 123.
- Press **[1>a] Edit Mode** 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] Backspace** 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 **[H]** or **[S]**. The green LED of the key is lit when the speakerphone mode **[S]** or the headset mode **[H]** is turned on.

Handset

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

Speakerphone

1. If the green LED of the **[S]** key is lit, press **[S]** to turn off headset mode.
2. With the handset in the cradle, enter the phone number and press **[✓]**.

Headset

1. If the green LED of the **[H]** key is NOT lit, press **[H]** to turn on headset mode.
2. Enter the phone number and press **[✓]**.

Redialing

- Press **[✓]** to show the last numbers dialed, with the most recent at the top. Press **[↓] / [↑]** on the navigation key to select a number. Press **[✓]** to dial.

Calling a number from call history

- Press **[Call History]**. Press **[<] / [>]** to select All, Missed, Received, or Dialed calls. Press **[↓] / [↑]** to select a call. Press **[✓]** to dial the number.

Calling a number from phone directory

- Press **[Directory]** or **[Phone]**. Press **[↓] / [↑]** to select a name. Press **[✓]** twice to dial the number.

Calling a number from external directory

- Lift the handset off the cradle or press **[H]**. Press **[Pool]**. Press **[↓] / [↑]** to select a directory. Press **[↓] / [↑]** to select a name. Press **[✓]** twice.

Speed dialing

- Enter the speed dial number (0-30) or character (**#**, *****) assigned to the phone number. Press **[✓]** to dial.
- OR press a function key (on the right side of the display) that is assigned to a speed dial.

Function keys

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

Answering Calls

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

Handset

- Lift the handset off the cradle.

Speakerphone

- Press **[S]**.

Headset

- Press **[H]**.

Function keys

- Press the Line function key with the blinking LED.

Ending calls

- Place the handset in the cradle or press **[X]**.

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]** **[Right]** to display the Call Waiting screen.

- To accept the incoming call and put your current call on hold, press **[✓]** OR press the Line function key with the blinking LED.
- To reject the incoming call, press **[X]** OR ignore the call waiting announcement.

Mute the microphone

- Press **[Mute]** to mute/unmute the microphone during a call. While mute, the red LED of the **[Mute]** key is lit.

Do Not Disturb (DND)

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

Retrieve voicemail messages

- Press **[VM]** to call your voicemail retrieval number. When you have a new message, the red LED of the **[VM]** key is lit and the **[VM]** symbol appears at top of the screen.

Hold and retrieve calls

To put the active call on hold:

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

To retrieve the held call:

- Press OR press **Retrieve**
- OR press the Line function key with the blinking LED

Switching between calls

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

- Press **Right** or **Left** until the call you want is displayed on the screen.
The symbol color indicates the type of call:
 Yellow = on hold, Green = active, Blue = 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

1. Put all calls on hold.
2. Dial a number and press .
3. When the party answers, announce the call.
4. If you have more than one call on hold, press **Right** or **Left** until the call you want to transfer is displayed.
5. Press **Transfer** or , then press .

Blind Transfer

1. Press **Transfer** 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 **Conference**.
The conference is established, and the Conference screen appears.

Selecting a party

1. Press **Right** or **Left** to select a party in the conference.
2. Press **Left** to select the Conference screen.

Talking to one party in private

1. Select the party you want to talk to, and press .
The other party is put on hold.
2. To restart the conference, press **Conference**.

Putting one party on hold

1. Select the party and press **Hold** or .
The other party becomes an active call.
2. To restart the conference, press **Conference**.

Putting both parties on hold

1. Select the Conference screen and press **Hold** or .
2. To restart the conference, press **Conference**.

Ending the conference

1. Select a party or the Conference screen.
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 **Enable Forwarding**, and press to switch between **On** or **Off**.

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 **Call History**. Press / to select **All**, **Missed**, **Received**, or **Dialed** calls.
- Press / to select a call.
- Press to dial the number of the selected call.
- Press **Delete** to delete the selected call.
- Press **Clear** to delete the entire list.
- Press **Sort** to sort the calls.
- Press **Details** to show details of the selected call. Press **Add Contact** to add the call to the Directory.

Directory

- Press **Directory** or . To select an entry, press / OR enter the first letter of a name.
- Press **Sort** to sort entries. Press / to select a sort option and press .
- Press **Delete** to delete the selected entry.
- Press **Details** to display the selected entry. Press **Dial** to dial the number of the entry.
- Press **Add Contact** to add an entry. Enter the information and press **Save**.
- Press **Edit** to edit an entry. Enter the information and press **Save**.

For more detailed information about how to use your phone, refer to the Snom D717 User Guide.

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