



Telephone User Instructions

Contents

Contents

1. Key Panel.....	3
Making Calls.....	4
Call Hold.....	4
Call Transfer (Blind).....	4
Call Bridging (Attended Transfer).....	5
Call Conference (Conference)	5
Voicemail.....	6
Personalise Voicemail.....	6
Intercom (DECT).....	6
Call Waiting Indication.....	7
Hands free Mode (Speaker)	7
Missed Calls.....	7
Audio Preferences	8
Backlight and Keypad.....	8
Fault Reporting	9

Telephone System Basic User Instructions.

1. Key Panel



The phones are have been pre-configured and fully tested. By default both handsets have been configured the same and will both be able to make and receive calls.

Making Calls

- Enter Number (including the area code)
- Press OK or Green Button to start dialing



Call Hold

- While “Connected”, press Options to bring up “Options” menu
- Select Hold Call
- Press “Resume” to re-connect the held call



Call Transfer (Blind)

- While “Connected”, press Options to bring up “Options” menu
- Select Transfer Call
- Enter Transfer Destination and press “OK”
- Handset performs transfer and goes back to Idle mode



Call Bridging (Attended Transfer)

- While “Connected”, press Options to bring up “Options” menu
- Select **New Call**
- Enter New Call Number and press “OK”
- When “Connected”, press Options to bring up “Options” menu
- Select **Bridge Calls**
- Handset performs transfer and goes back to Idle mode



Call Conference (Conference)

- While “Connected”, press Options to bring up **Options** menu
- Select **New Call**
- Enter New Call Number and press “OK”
- When “Connected”, press **Options** menu
- Select **Conference**
- Handsets are all connected with each other and can send and receive audio



Voicemail

- On MWI, Handset displays “Envelope” icon and softkey changes to “VM”
- Press “VM” softkey to listen to Voice Mail and then ok
- Then enter your voicemail password



Personalise Voicemail

You can personalise the voicemail message by following these menu options:

- Login to voicemail as above or by dialling *97, then pressing ok and enter your password.
- Then press 0 for mailbox options.
- Then press 1 to record your unavailable message.
- After the tone say your unavailable message and the press the # key.
- Follow the prompts to save, listen to your message, or re-record your message.

Intercom (DECT)

- Press left cursor or select “Intercom” from Menu
- Select Handset to call and press OK



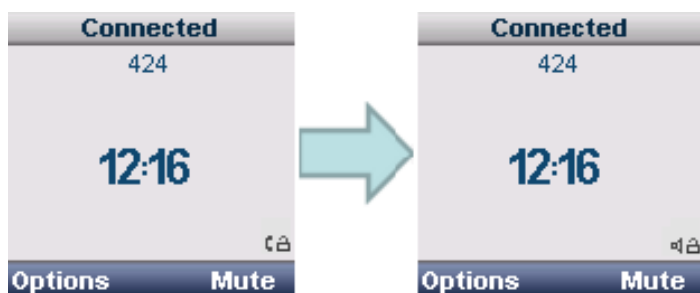
Call Waiting Indication

- Handset is alerted for Waiting Call
- Waiting call can be accepted/rejected using the "Options" menu



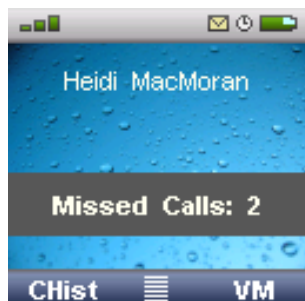
Hands free Mode (Speaker)

- Allows to switch the handset to Speaker phone mode for hands free usage
- Press the "Speaker" key on the side of the handset to enable Speaker phone mode
- Note: Handset can be switched back to normal mode by pressing the "Green/Call" button



Missed Calls

- Missed calls for each SIP Identity are relayed to its associated snom m9 Handset



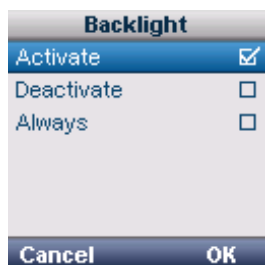
Audio Preferences

- Press the "Up" nav key to bring up the "Preferences" menu
- **Language:** Handset language selection
- **Display:** Adjust display Contrast, Back-light, Screen Saver and Wallpaper
- **Audio Settings:** Adjust ringers for Internal/External call to the handset
- **Auto Answer:** When checked, the handset accepts the incoming call when going off-hook from the charger (default: on)
- **Call Forwarding:** Activates Call Forwarding on the handset
- **DND:** Activates Do-not-disturb mode on the handset



Backlight and Keypad

- The **Backlight** option under "Display" allows different modes of display backlight
- **Activate:**
 - Display goes to power-saving mode after 10 sec
 - Keypad LED is switched off to save power
- **Deactivate:**
 - Display turns off completely after 10 sec
 - Keypad LED lights up intermittently
- **Always:**
 - Displays stays on permanently (High battery consumption mode)
 - Keypad LED stays lit



Fault Reporting

In the event of a fault call support on 01684 878060 or report via web ticketing system <http://support.northway.net>