

WORLDSMART Features on Your Snom Phone

Voice Mail

To access voicemail from your Snom Phone using the special access code:

- Dial 9999
- Enter your Extension followed by #
- Enter your PIN followed by #
- Follow the prompts to listen to old or new voicemails.

Transferring Calls using

During a call, press # followed by the number or extension to which the call is to be transferred.

Blind Transfer

- In an ongoing call, Press the Hold button.
- Press the Transfer button.
- Enter the number to which you want to transfer the call. Press the Enter key to complete the transfer.

Attended Transfer

- When you get a call, press the Enter key to accept the call.
- Press the Hold button. The active call is placed on hold.
- Dial the number to which you want to transfer the call.
- Press the Transfer button after consulting the new party. You will be disconnected.
- If the call is not answered, cancel the call by pressing the Cancel soft key.
- Press the Enter key to retrieve the call on hold.

Transferring to User's Voicemail

WORLDSMART allows you to transfer an ongoing call directly to the voicemail of one of your colleagues. To do this on your Snom Phone:

- Press #* followed by user's extension.
- This sends your caller to the voicemail box of your colleague, and the call disconnects on your phone.
- During an ACD call, press # 2 # followed by the number or extension to forward a call directly to a user's Voicemail.

Support Information

Enjoy using your Phone! For any queries, contact WORLDSMART support at: support@panterrannetworks.com or call us at: 800 805 0558 (option 2). Or simply dial 611 from your Phone.

WORLDSMART[™]



Quick Start Guide for Snom 360

In This guide

- ▶ Configuring your Snom Phone
- ▶ Using your Snom Phone
- ▶ WORLDSMART features on your Snom Phone



Congratulations on your purchase of Snom 360 phone. Use this QuickStart to set up your phone and to learn how to use it.

WORLDSMART Features on Your Snom Phone

Transferring ACD Calls using

- During an ACD call, press # 1 # followed by the number or extension to which the call is to be transferred.

Note: This type of transfer work for calls that come through the Auto attendant of your PBX, through a DID or through Extensions.

Parking Calls

- Dial #9996.
- The IVR announces the Virtual extension where the call is parked. On your phone, the call will immediately disconnect.
- The caller will hear music on hold.
- The call will remain parked for 300 seconds.
- Any WORLDSMART user in your account can pick up this call by dialing the announced virtual extension.
- You can inform one of your colleagues to pick up the parked call. Or you can pick up the call.

3-Way Conferencing

To establish a three-way conference:

- Dial the number of the first party.
- After call connects, make sure you do not disconnect it. You may need to tell the other person to wait, while you are setting up the conference.
- Press the Conference button or the Conference soft key and enter the number of the next party. Press Send.
- Press Conference again.
- All parties are connected to the conference call.

ACD Login

- Dial 9997
- When prompted, enter your user code and password. User code is the same as your WORLDSMART PBX extension.
- Enter your password followed by the # key. Password is by default the same as your Voicemail PIN. Press 1 to login or 2 to logout.
- When valid code and password are used, you get the “Agent logged in” message.

DND (Do Not Disturb)

To set DND (Do Not Disturb) on your Snom phone:

- Press [DND] to enable Do Not Disturb and prevent the phone from ringing on incoming calls.
- A flashing icon and text on the display indicate that Do Not Disturb is on.
- Calls received while Do Not Disturb is enabled are logged in the Missed Call list.
- To turn off Do Not Disturb, press Do Not Disturb again.

Diverting Calls

To divert all calls coming to your Snom to another destination:

- Press the Forward soft key from the idle display.
- If multiple lines are in use, select which line to forward.
- Enter the number or URL to which you wish to divert all incoming calls.
- Press the Enable soft key to confirm Call Forwarding.

A moving arrow on the line label confirms Call Forwarding is enabled.

To turn call divert off, press the Forward soft key and then press Disable.

Accessing voicemail

Using the Retrieve button on the Snom:

Received messages are indicated by a flashing MWI and a visual notification on the phone screen. Individual line indicators reflect voice messages left on that line.

To listen to voicemail

- Press the Retrieve button.
- Follow voice prompts to listen to messages.
- If multiple lines are in use, select the line from which to retrieve messages.
- Press Connect.
- Follow voice prompts to listen to messages.

Using the WorldSmart special extension

To access voicemail from your Snom using the special extension:

- Dial 9999 and press the Enter key.
- Enter your Extension followed by #.
- Enter your PIN followed by #.
- Follow the prompts to listen to old or new voicemails.

