

Modern Telecom is committed to offering you a more pleasant phone experience, so we have taken the liberty of writing this guide to get you started without the intimidation of the manufactures supplied manual. Consider this the Coles notes!

About your Snom 320 phone:

- The display can be tilted up and down for convenience.
- The plastic screen protector can be removed.
- The plastic around the handset cord can also be removed if you prefer (leaving it on stops the cord from tangling around pens and pencils)
 - To remove the plastic from the cord, unplug the cord from the receiver first and then slide the plastic off, then plug the phone cord back into the receiver.

How do I make a call?

- Dial the 10 digit phone number or 3 digit extension and then press 
- You don't have to dial a 1 before any long distance numbers, but you can if you want too.
- You can pickup the receiver of the phone first before dialing, or you can pickup the receiver after you have dialed – it doesn't matter. If you do not pickup the receiver then the phone will operate in “hands free mode” and the conversation will be heard through the speaker.

How do I disconnect a call?

- Hang-up the handset, or if you are talking on hands free mode then press 

How to I check my voicemail?

- Pickup up the handset and press the  Retrieve button on your phone and it will immediately begin to playback your messages.
- OR, if you just push that button without picking up the phone then you can listen to your messages over the hands free speaker.
- When you are finished listening to voicemails, press the  button or hang-up the receiver.

➔ NOTE: if it is the FIRST time you are checking your voicemails then please follow the prompts to setup your voicemail for the first time – this includes recording your NAME and your GREETING.

How do I blind transfer a call?

- To blindly transfer a call (without consulting with the recipient first), push  button while in a call.
- The other party will automatically be put on hold while you type the destination number where you would like to transfer them to. This can either be a 10 digit phone number or a 3 digit extension number.
- Then press the  button when you are finished typing the number to complete the transfer. That's it, the other phone you transferred the call too will start to ring and on their display it will indicate where the call is originating from.
 - ➔ **TIP:** To transfer into sometimes voicemail box (without ringing the extension) put an "8" in front of the 3 digit extension, so extension 123 becomes 8123 and transfers direct to voicemail.

How do I consultation transfer a call?

- This type of transfer makes it possible for you to talk with the person you are transferring the call too before completing the transfer.
- While in a call, press the  button, the other party will be placed on hold.
- Type the destination number where you would like to transfer them to. This can either be a 10 digit phone number or a 3 digit extension number.
- Then press the  button when you are finished typing the number, you will now be connected to the party you are transferring too, you can talk to them briefly to introduce the transfer.
- To complete the transfer press the  button **TWICE**, this will take the caller off hold and link them up with the other party you are transferring too and you will be disconnected.

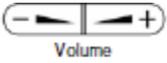
How do I have a 3 way “conference” call?

- While in a call, press the  button, the other party will be placed on hold.
- Type the next number that you want to conference with. This can either be a 10 digit phone number or a 3 digit extension number.
- Then press the  button when you are finished typing the number, you will now be connected to the next party, you can talk to them briefly to introduce the conference before bringing in the caller that is waiting on hold.
- Press  and now the 3 of you will all be connected on the same call.
- To disconnect everyone from the conference call, just hang up or press 
- To LEAVE the conference call (ie: the other 2 people can stay connected and only YOU will be disconnected, then press the  button **TWICE**. You will be disconnected but the conference call will still continue with the other 2 parties.

I do not wish to be disturbed!

- Pushing the  button will toggle your phone to “Do Not Disturb” mode which means you will NOT be able to receive ANY incoming calls. The display of your phone says DND on it to remind you that your phone is not receiving calls. To turn this feature off and resume receiving calls, push the button again so that DND disappears from the display.

Other useful buttons:

-  Adjusts the volume
-  Toggles handsfree mode.
-  Redials a number.
-  Toggles headset mode.
-  Mutes / unmutes the microphone.

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VOIP AND 911 SERVICE

Dear Customer;

This is a memo to our customers to explain a little bit about how 911 works with our VoIP service. As some VoIP providers have chosen not to offer this service, or offer it at a premium charge, we have elected to include e911 service with all of our customers.

HOW IS E911 DIFFERENT FROM 911?

Traditionally, with a hard line – when you dial 911, the service will trace your line and send your call to a local 911 dispatch center in your area. However, VoIP technology is considered portable which means you could pick your phone up off your desk at work and plug it in at home and call 911, because 911 call centers do not yet possess the technology to trace your location on the Internet. Emergency responders would have no idea you are at home with the phone. Therefore, prior to sending your 911 call request to a local 911 call center, we will send your 911 call to an e911 call center first to verify your location over the phone and then they will transfer you to the appropriate 911 call center for the area you are currently in with your phone. To save time, we are able to register a default address with our e911 call center so that you don't have to confirm your whole address in an emergency, you just need to confirm whether or not you are at your default address or if you are portable.

YOUR ADDRESS

Unless you have specifically requested to Modern Telecom in writing and received confirmation from us, we will register your billing address as your premises address with the e911 call center. If you would like this changed to be a different address now or in the future, you may email us the full address you wish to be registered as your default emergency response address and we will make the change and confirm back with you once complete.

911 CALL HANG-UPS

If you call 911 from your Modern Telecom VoIP phone and if at any point during this call to the e911 call center or before your call has been transferred to the local 911 dispatch center you hang up the phone – our e911 center staff are instructed to dispatch the police to your default listed address. This is to ensure you were not under any duress to hang-up the phone or was unable to communicate. So if you dial 911 by mistake or are just testing to make sure it works, you must follow through with the entire call including the transfer to the local 911 dispatch center and explain to them that it was a mistake and you do not require emergency services. If you do not do this, you may receive a dispatch and any subsequent fees from your municipality as a result of the false dispatch.

If you should have any questions or feedback – please share them with us and thank you for your business!