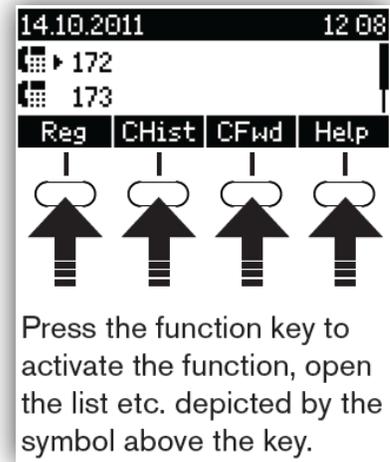Modern Telecom is committed to offering you a more pleasant phone experience, so we have taken the liberty of writing this guide to get you started without the intimidation of the manufactures supplied manual. Consider this the Coles notes!

About your Snom 7xx Series phone:

- The display dynamically indicates different functions that can be performed by the 4 buttons located directly below the screen. These functions change depending on if you are in a call or not. We call these "soft buttons".
- The plastic around the handset cord can be removed if you prefer however 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. Do not disconnect the end of the cord plugged into the bottom of the phone as it can be tricky to reconnect.

Press the function key to activate the function, open the list etc. depicted by the symbol above the key.

Navigation keys

- Confirming, saving actions & input, and returning to previous screen
- Accepting calls on speaker-phone and in headset mode
- **From idle screen: Redial**
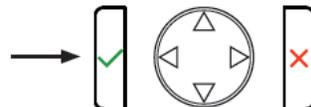
- Canceling actions & input, and returning to previous screen
- Terminating calls on speaker-phone and in headset & handset modes
- Turning off call LED after missed call

Audio control keys
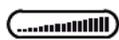
Adjusting the volume
- of the ringer when the phone is idle or ringing
- of the handset/casing loudspeaker when in a call

Keys with LEDs - key lights up when function is activated:

Muting and unmuting the microphone

Toggling between handsfree and handset mode. Press to dial number and accept calls on speakerphone.

Headset mode on/off

The Big Red Light

- The bright-red LED situated around the upper right corner of the phone indicates:
    - Blinking rapidly when a call is coming in
    - Glowing steadily when dialing, when in a call, when a call is on hold, when you have unread new voicemail.
    - Blinking slowly when there was a missed call.

- Press ⬜ if you wish to turn the LED off without viewing the call history. Or to view the particulars of the missed call:
    - Press the function key underneath CHist to show the Call History screen. "Missed calls" is the top item of the list and highlighted.
    - Press to view missed calls and simultaneously turn off the LED.

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 pick up the receiver of the phone first before dialing, or you can pick up the receiver after you have dialed – it doesn't matter. If you do not pick up the receiver then the phone will operate in "hands free mode" and the conversation will be heard through the speaker until you pick up the receiver and then the speaker will turn off.
- To engage hands free mode if you are talking on the receiver, press the "Speaker" button.

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.

    - 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. Do not record a welcome greeting as your NAME, these are different recordings. NAME is used for the internal directory, GREETING is used for your voicemail.

What do I do when I get call waiting?

```
          Connected
() John
(← 157
            ←    →    Xfer
```

- When you are in a call, another incoming call will be announced visually by the symbol and acoustically by the sound of a double beep.

- Your phone is capable of receiving multiple call waiting calls at the same time. View and select them with ← → soft keys. Press ☑ to the on-screen call to put the current call on hold and take the selected one; the other call(s) waiting will remain waiting.

- If you do not wish to accept the call you can either ignore it or press ☒ to the on-screen call to send it to voicemail. Pressing ☒ for three seconds will also put the caller on the Deny list which will automatically not ring the phone in the future for that particular caller.

- You may also blind transfer the call somewhere else by pressing **Xfer**, dial the extension or number, then press ☑. You can do this while continuing your conversation on the currently connected call.

I do not wish to be disturbed!

- Pushing the "DND" 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 of this state. To turn this feature off and resume receiving calls, push the button again so that DND disappears from the display.

How do I transfer calls?

- You can transfer connected calls as well as calls currently ringing from your phone.

- If your phone model is 710 or 715 then in place of the ⊙•—○ button, you must push the **Xfer** soft-key button which find below the display of your phone.

- When you have a call on the line, there are two ways to transfer it to a third party:
  - Announcing the call to the third party first, to make sure the call is welcome and will be accepted: Attended transfer;
  - Transferring the call unannounced: Blind transfer. There will be no feedback on whether the third party is available and/or picking up the call.

- When a call is ringing on your phone, you can transfer it to a third party without answering it first (blind transfer only).

Attended transfer

1. Put the call on hold.
2. Dial the number you wish to transfer the call to and announce the call.
3. If the third party wishes to accept the call, press ⊙•—○ and ✓.

Blind transfer

1. With a call ringing or on the line, press ⊙•—○.
2. Dial the number of third party you intend to transfer the call to.
3. Press ✓.

- 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 perform Conference Calling?

- Your phone can confrence yourself with up to 4 other parties (5 participants in total)

- If your phone model is 710 or 715 then in place of the ⟨📞⟩ button, you must push the `Hold` soft-key button which find below the display of your phone.
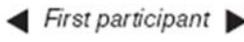
Initiating a conference

1. Call the first intended participant and put him or her on hold.
2. Call the next intended participant and put him or her on hold.
   - Continue likewise with the third and fourth participants, if applicable.
   - You do not need to put the last participant on hold before starting the conference.
3. Press `Cnf.On` to start the conference.

Conference screen navigation

Your input on the phone's keys will affect the caller/callee(s) shown in the context area of the display. For example:

- If you have initiated a conference with three other participants, the total number of participants other than yourself is shown in the status bar.

Conference: 3	Conference: 3	Conference: 3
157	153	158
0:19	0:35	0:52
Hold Xfer	Hold Xfer	Hold Xfer
◄ *First participant* ►	◄ *Second participant* ►	◄ *Third participant* ►

- The upper line in the context area displays two receivers ⟨⟩ and the number or name of the first of the other three participants. Press ◄► to view the other participants.

Putting the conference on hold

Press ⟨📞⟩ to put all participants on hold. Technically, you are, in effect, terminating the conference. You will see the "Calls on Hold" screen (see "Holding multiple calls" on page 48).

Press `Cnf.On` to restart the conference, i.e., start another conference with all calls on hold.

Adding a participant

- Adding an incoming call:
    1. Press ✓ or the blinking line key to accept the call. The conference is put on hold.
    2. Press ⬚Cnf.On to start a conference with all held calls, including the additional participant.

- Calling a new participant:
    1. Press ⬭ to put the conference on hold.
    2. Dial the number of the new participant.
    3. With the new participant on the line, press ⬚Cnf.On.

Terminating the conference

1. Press ⬭ to put all participants on hold.
2. Select each participant in turn and press ✗.

Putting one participant on hold

1. Press the participant's line key. You need to remember which lines the individual participants are on!
2. Press ⬚Cnf.On to return held participant to conference.

Speaking to one participant in private

1. Press ⬭ to put all conference participants on hold and continue as shown in "Holding multiple calls", above.

   Alternatively, press the participant's line key **twice** to connect to that call and put the other participants on hold. This method has the disadvantage that you need to remember which lines the individual participants are on.
2. To restart the conference, press ⬚Cnf.On.

Dropping a participant

1. Press the participant's line key. You need to remember which lines the individual participants are on!
2. Press ✗ to terminate the connection to this participant.

Rev 12-2-17

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 your 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!