SNOM

D785 Quick Reference Guide

Firmware version 10.1.42.xx

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>A **Edit Mode** to change input mode to ABC.
- Press A>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 ⌫ **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 🔊 or 🎧. The green LED of the key is lit when the speakerphone mode 🔊 or the headset mode 🎧 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 🎧 key is lit, press 🎧 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 🎧 key is NOT lit, press 🎧 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 📖. 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 🔊. 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 second 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	Headset
- Press 🔊.	- Press 🎧.

Function keys

- Press the Line function key with the blinking LED.

Ending calls

- Place the handset in the cradle or press ✕.

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 📞 ▶ **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 ✕ OR ignore the call waiting announcement.

Mute the microphone

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

Do Not Disturb (DND)

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

Retrieve voicemail messages

- Press 📟 to call your voicemail retrieval number. When you have a new message, the red LED of the 📟 key is lit and the 📟 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 Fowarding**, 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 D785 User Guide.