

snom D710, D712, D715, D725, D745, D765 manual



A. General information

1. Introduction

Welcome!

This manual helps you to optimize the usage of the IP telephone in combination with the PBX. Please use this manual at initial operation. Some features differ from the features described in the manufacturer's documentation.

The following pages describe the snom D710, D712, D715, D725 and D765 system telephones.

Wir wünschen Ihnen viel Freude bei der Nutzung!

Subject to alterations
Version 1 / 10.2016 (en)



D710



D712



D715



D725



D745





D765



We wish you success and joy in working with your new telephone and this manual!

Subject to alternations
Version 2 / 07.2017 (en)

2. Used symbols

Type	Icon	Description
Notice		Important information and notices that you have to pay attention to.
Hint		Useful hints that provide additional information.
Action	-	is marked with a dash
Result of an action	⇒	is marked with an arrow
List	•	is marked with a bullet point

B. Initial operation

1. Requirements and Information



Using this snom IP telephone with your telephone system merely requires a sound broadband connection.



There can be delays with incoming and outgoing calls when using the snom 7xx series in combination with a Plantronics DECT headset and a APU-71 EHS adapter.

The snom 715 is End of Life (EOL) since January 28,

2015.

To operate a snom D7 expansion module an update to firmware v 8.7.5.17 is necessary.

A total of three D7 modules can be daisy-chained. The chain is operated via USB cable. From the second module onwards, an extra power supply unit is needed.

2. Adding an extension



All telephones you receive are preconfigured and connected to the telephone system.



Find further information on how to install an extension in the [administration portal manual](#).

C. Notices

1. Encryption

You have the option of voice encrypting (SRTP) your telephone calls. You can activate this function for your customer account via the administration portal at any time.



Activation of this function is subject to fees.

The screenshot shows the 'Anlage Einheiten' configuration page in the administration portal. The page is titled 'Anlage Einheiten' and has a sub-header 'Anlage Einheiten'. Below the header, there are several configuration options for the extension. The 'SRTP' checkbox is checked and highlighted with a red box. Other options include 'Erster Nachruf, Nachfolge SRTP', 'CallCenter Monitoring', 'MUA verwenden', 'SR über TCP', 'Offline-Übergang', and 'Aktiv für beschränkt erreichbar'. The page also includes a 'Zurücklegen zum Standard' button at the bottom.



You can activate the function Voice Traffic encryption (SRTP) on the administration portal under ADMINISTRATION / Profile.

- Activate the function on the administration portal.
 - Restart all telephones. Restarting may take a few minutes. During a conversation a lock icon on the telephone display indicates encryption is activated.
- ⇒ The active call is now encrypted.

3. “Hot desking”

The basic function of “Hot desking” allows cancelling the registration of existing users and registering new users to your end device. This is useful when employees frequently change their work station without taking along their end devices. After completing the registration process your configuration is automatically transferred to the new telephone.

Cancelling the registration of the current extension

- Proceed as follows when in menu:

Menu -> Telephone settings -> Cancelling an extension -> Confirm

⇒ The extension is now cancelled and the telephone is restarted. This may take some time.

Registering the new extension

- Proceed as follows when in menu:

Menu -> Enter the extension number -> Confirm -> Enter voice mail PIN -> Confirm

⇒ The new extension is now registered. This may take some time.



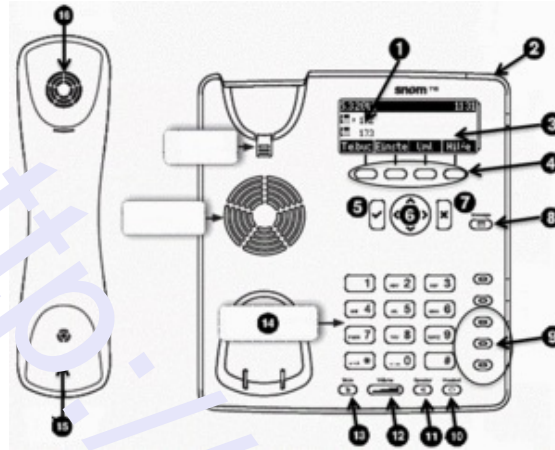
On snom 710, the second function key is by default preconfigured as a menu key. Press this key to enter the phone menu. Once you are in the menu, all Hot Desking settings are the same as on other snom telephones.

D. Operation

1. Basic functions

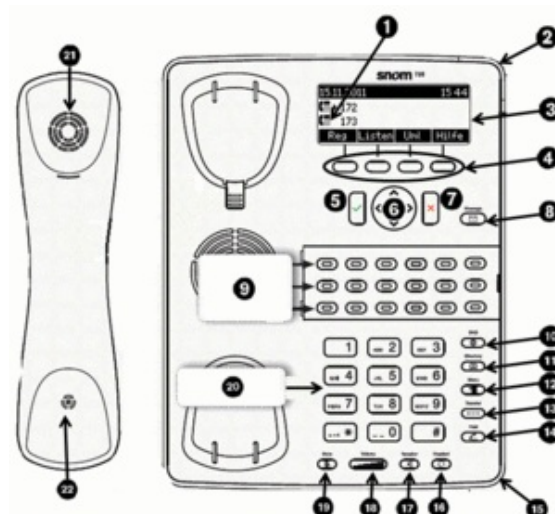
1.1. Overview of keys

snom D710/D712/D715



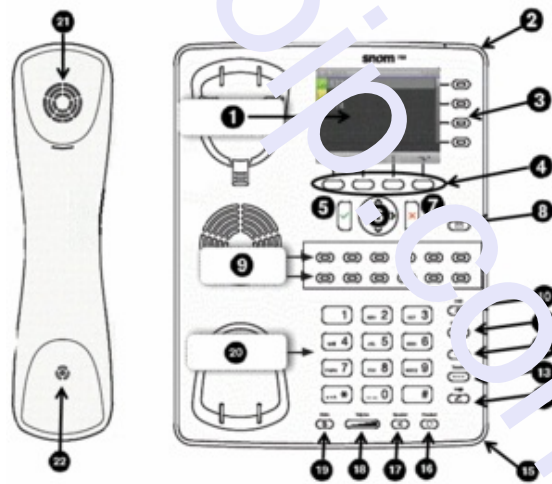
- 1 Telephone status
- 2 LED call indicator
- 3 Display
- 4 Soft keys
- 5 Confirm key
- 6 Navigation key
- 7 End key
- 8 VoiceMai key with LED
- 9 Freely programmable function keys with LEDs
- 10 Headset key with LED
- 11 Speaker key with LED
- 12 Volume key
- 13 Mute key with LED / DND key when in idle mode
- 14 Alphanumeric keypad
- 15 Receiver microphone
- 16 Receiver speaker

snom D725



- 1 Telephone status
- 2 LED call indicator
- 3 Display
- 4 Soft keys
- 5 Confirm key
- 6 Navigation key
- 7 End key
- 8 VoiceMai key with LED
- 9 Freely programmable function keys with LEDs
- 10 DnD key (do not disturb)
- 11 Phone book key
- 12 Menu key
- 13 Transfer key
- 14 Hold key
- 15 Microphone for speaker function
- 16 Headset key with LED
- 17 Speaker key with LED
- 18 Volume key
- 19 Mute key with LED
- 20 Alphanumeric keypad
- 21 Receiver microphone
- 22 Receiver speaker














snom D765



- 1 Display
- 2 LED call indicator
- 3 Not programmable line keys
- 4 Soft keys
- 5 Confirm key
- 6 Navigation key
- 7 End key
- 8 VoiceMai key with LED
- 9 Freely programmable function keys with LEDs
- 10 DnD key (do not disturb)
- 11 Phone book key
- 12 Menu key
- 13 Transfer key
- 14 Hold key
- 15 Microphone for speaker function
- 16 Headset key with LED
- 17 Speaker key with LED
- 18 Volume key
- 19 Mute key with LED

- 20 Alphanumeric keypad
- 21 Receiver microphone
- 22 Receiver speaker

Keys in detail:

Key	Description
	Use the toggle key to browse through the display. On the home screen: Down: Settings Up: Call list
	Confirms an action, selection or entry
	Cancels an action, selection or entry
	Mutes the microphone during a call
	Adjusts the receiver volume or the ring tone volume
	Hands-free mode (answering possible)
	Headset mode
	Access voicemail
	Do not Disturb mode on / off. Extension works as in "Delayed call forwarding".
	Phone book (Set up via the administration portal)
	Menu
	Transfer call
	Hold call

LED indicators

Call LED*

- Rapidly flashes red with an incoming call.
- Continuous, bright red while dialling, during a call and when a call is placed on hold.
- Continuous somewhat less intensive red indicates a missed call.

Function keys LED

The standard setting is “Line”. I.e., if the first four freely programmable function keys are not programmed, the function keys with LEDs can be used as line keys.

- Rapidly flashing green when the respective line has an incoming call.
- Continuous green when the line is in use.
- Slowly flashing green when the line has a call on hold

Voicemail LED

A continuous red light indicates a new message has been saved in voicemail.

*The LED indicator of snorn 710 flashes solely in green color.


1.2. Outgoing call

Note:


- When dialling an internal telephone number, only the extension needs to be entered.
- When dialling external telephone numbers, you must first dial ‘0’, then enter the external number.

Selecting the audio component



1.) Receiver

- Pick up receiver, enter number and press .
- Enter number and pick up receiver.

2.) Headset

- Enter number and press .

3.) Speaker / microphone


- Press the speaker key  to activate the speaker or the microphone respectively. Enter the number and press .

Dialling a number from the call lists

- Go to “Lists” and select the respective list. Press  to open the desired list.

- Select the number you would like to phone and confirm with .

Calling from the phone book

- Press the phone book key.
- Enter the initial letter of the name or additional letters as necessary. You can also use the arrow keys.
- Press  to select the respective number.

1.3. Incoming call

There are various options for answering an incoming call:


With the receiver

- Pick up the receiver.



With the headset

Press .

With the speaker / microphone

- Press the speaker key  to activate the speaker / microphone and answer the call.

1.4. Hold

1. Press the hold key  to place the active call on hold. Calls on hold are indicated in three ways: with the display text, the slowly flashing green/red line LED (i.e., when the next four freely programmable function keys are not programmed) and with the continuous red call LED. Calls on hold can now be transferred or other calls can be made or put on hold.
2. Press the hold key  or the respective line key, to return to the call on hold. If the party on hold hangs up while on hold, the connection is terminated.




Please click on the soft key "Hold" under the display to use "Hold" with snom D710/D712.

1.4. Call waiting and toggling calls

If a call comes in while you are on a call, the display shows an icon with a ringing receiver and a double call waiting tone (double beep) can be heard.

Options

- You can answer the incoming call, which automatically places the active call on hold.
- Ignore the incoming call with . The caller hears a busy tone.
- You can also transfer the incoming call without announcing it.





If another call comes in during an active call, you can ignore it by pressing and holding the X key for several seconds. To end the active call first, briefly press the X key. You can then answer the incoming call.

1.6. Call transfer

There are two options for transferring a call:



Attended call transfer

- Press the hold key .
- Dial the number of the other extension
- Confirm with .

When the call is answered, announce the call being transferred.

- Press the transfer key .

Unattended call transfer

- Press the transfer key  .
- Dial the number to which you are transferring the call.
- Confirm with  .



- To perform an announced call transfer with the snom D710/D712, push the soft key **Hold** during an active conversation.


- Dial the desired number and press the soft key **Trans** to transfer the call.

- To perform an unannounced call transfer with the snom D710/D712, push the soft key **Trans** to transfer the call directly.

- The remaining procedure is equal to snom D725 and D765.

1.7. 3-way calls


In order to start a three way conference, proceed as follows:

- Place the two other parties on hold.
- Next, press the "**Conf. on**" button to initiate a 3-way call.
- To hold a 3-way call, press the "Hold" button  .
- To end a 3-way call, press the softkey button „**Conf. on**“.

Both parties are then placed on “hold” and you can decide whether you wish to continue speaking with a single party or hang up.

1.8. Accessing voicemail

Proceed as follows to retrieve the messages on your mailbox:

- Press the voicemail key  . It lights up, when you have received a new message.
- Enter your voicemail PIN.

- Then press **1** to listen to messages. After listening to the message press:

- **7** to delete
- **5** to replay the message
- **6** to go to the next message

- To end, hang up or press the Cancel key **X**.

1.9. Call forwarding

The following call forwarding options are available. You can activate or deactivate call forwardings via the telephone menu *call settings*.

- **Permanent call forwarding**

All incoming calls will be forwarded directly

- **Forward if busy**

New calls will be forwarded immediately, when coming in during an active call. This redirection works only, if the **Call Waiting** function is deactivated

- **Delayed call forwarding**

A call will be forwarded after a preset time.

- **If unavailable**

The “Call forwarding ... if not available” function only works if the end device is not registered to the telephone system:

- When the Internet connection fails or there is no LAN connection.

and

- If “call forwarding ...if unavailable” is programmed for a direct extension (e.g. extension 123 - John Doe) and a caller calls the direct dial number for the extension directly, call forwarding applies. If the extension is a member of a queue or a group and the queue or group receives a call, call forwarding for the individual extension no longer applies! In general, the destination should always be an available destination number. I.e., make sure that no voicemail or announcement comes on.

You can also activate call forwarding directly via the telephone:

snom key (menu) → Call settings → Forwarding → Forward always / ..if busy... / if no answer

To cancel an active call forwarding, perform the above steps analogue.



The snom D710/D712 does not have a menu key. Access the menu by pressing the the second function key. Refine your call forwarding options via [Menu Control](#).



Call forwardings can alternatively be activated through *-Codes:

*11 +	
destination	Permanent call forwarding to telephone number
**11	Cancel permanent call forwarding
*12 +	
destination	If no answer after a specific time, delayed call forward to telephone number
**12	Cancel delayed call forwarding
*13 +	
destination	If busy, forward to telephone number
**13	Cancel call forwarding if busy
*14 +	
destination	Call forwarding if unavailable
**14	Cancel call forwarding if unavailable

Example:

For permanent call forwarding to extension 555, enter “*11555”, to cancel “**11”. A computerised voice informs you of the extension being activated/deactivated.



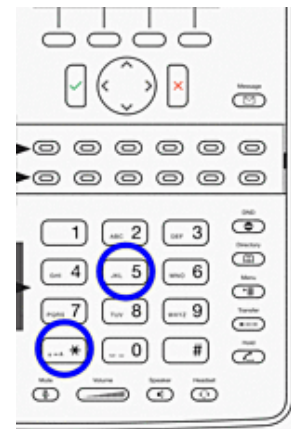
When disconnecting the connection between the end device and the telephone system, it can take up to 60 seconds for the call forwarding to work. Once the end device is reconnected to the telephone system, it can take up to 60 seconds for it to register.

1.11 Callback

The Completion of Calls on No Reply (CCNR) creates a callback in case a person cannot be reached (e.g. the person is not on its desk or busy) at the moment.



To use this function, the CCNR function has to be enabled in the administration portal and in the phone extension. Click on the CCNR check box under Administration / Profile to activate the function.



- **Erase Callbacks**

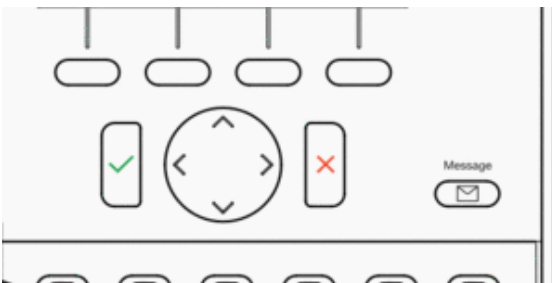
- If the callback is no longer needed, all call backs can be erased by entering the ****5** code into the key pad. An acoustic confirmation finalizes the erase.

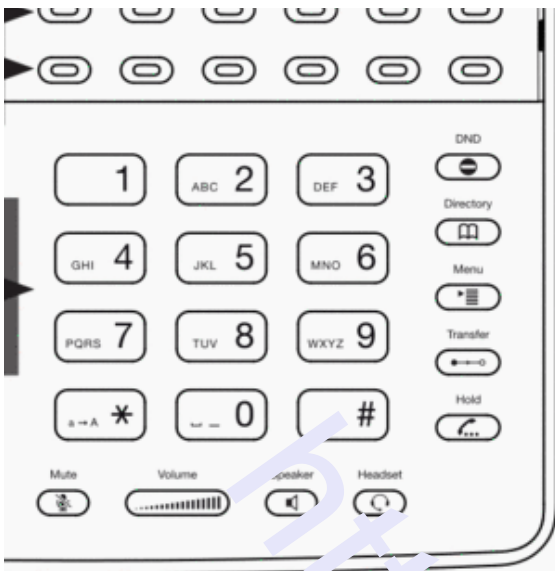
2. Advanced telephone functions

2.1. Overview



You can use various functions of the telephone system via the end device as well as the administration portal (also refer to the [administration portal manual](#)).





After pressing the "menu" key you have the following options:

Call settings

- **Call waiting** - define whether this function should be activated.
- **Timeout** – set the ringing time.
- **Intercom** - the intercom function enables speaking directly to a linked extension through the system, without dial tone and ring tone.
- **Caller ID block** - set your entire number to be shown to the party being called, the switchboard number to be displayed or all caller ID information to be blocked.
- **Call forwarding** - activate the function Call forwarding
- **Parallel call** - configure another telephone or your mobile phone to ring in addition to your telephone when a call comes in. You can then answer the call with one of the two telephones.



Telephone settings

- Automatic redialling
- Suggests number (if necessary, remove function)
- Ring tone
- Define as primary device
- Logoff

System settings

(enables or disables services; for set-up see [administration portal manual](#))

- Queues

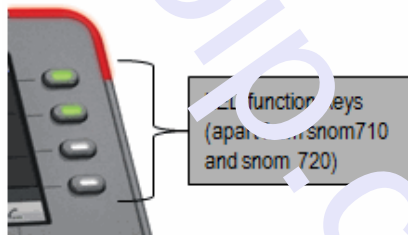
Use the “Toggle key ↑↓”  to mark the desired selection and press the Confirm key .



The snom 710/D710 does not have a menu key. Access the menu by pressing the the second function key. Refine your call forwarding options via [nControl](#).

2.2. Function keys & codes

The administration portal allows you to program function keys. For more detailed information, please refer to the administration portal manual.



Note:

Assigning the 4 keys shown above with LED corresponds to the first 4 assigned function keys configured via the service site. If none of the first four function keys are assigned, they can be used as line keys. I.e. pressing the key will open a new line.

- **Assignment of the function keys**

Standard settings (i.e. no programming): Local Loop

Incoming calls are indicated respectively by the first LED (set to local loop) flashing.

- When the call is answered the LED stays lit.
- If a second call comes in during this call, the second LED flashes.
- By pressing the key next to the flashing LED, the first call is automatically placed on hold and the second call answered.
- You can now toggle between the calls by pressing the key next to the flashing or steady lit LED. In this manner, you can make a total of five calls at the same time.

- **Extension / telephone number**

You can add any extension or telephone number to the busy lamp field.

- You can start a call by pressing the respective busy lamp key. If an internal extension is programmed, you can see whether that extension is currently busy:

- If the LED next to the key flashes, the party receives a call.
- If the LED is consistently lit, the party has answered a call and is currently busy.
- If the LED next to the respective key flashes, you can take the call by pressing the respective key next to the flashing LED.

- **Intercom**

You can add any extension in the PBX system and then use this function key to directly communicate with this extension through the intercom. The other party must have the intercom activated on their device. Intercom refers to a conventional intercom system (similar to walkie-talkies) directly connecting you to the other party's speaker by pressing the assigned function key.

- **Additional functions via * codes**

Entering various codes (as listed on the following page) allows you to additionally program functions such as call transfer to the keys. To do so, simply enter the code with the desired number in the entry field.

Functions via *-codes

Control codes allow direct access to the telephone system's functions. The following codes apply:

Code	Description
**##	Restart devices, only for snom devices!
#+n	Use outside line "n" to call the telephone number ("n" replaces the "0" otherwise required to access an outside line)
*1	Start and end voice recording (if this function is enabled for the extension)
*11+TN	Permanent call forwarding to telephone number (TN)
**11	Cancel permanent call forwarding
*12+TN	If not available, forward to telephone number (TN)
**12	Cancel call forwarding if no answer
*13+TN	If busy, forward call to telephone number (TN)
**13	Cancel call forwarding if busy
*14+TN	If not registered, forward to telephone number (TN)
**14	Cancel forward if unregistered
*2+Speed dial	Directly dial the extension/telephone number via speed dial

*3	Pick up the last call ringing in the pick-up group
*3+EXT	Pick up call coming in to the extension (EXT)
*490	Activate call waiting
**490	Deactivate call waiting
*5	If busy, automatic callback activated
**5	If busy, automatic callback deactivated
*55	Specify primary device within a premium extension (Premium Package)
*72+nnnn¹	Call skill service nnnn
*73+nnnn¹	Call eFax additional costs will occur
*74+nnnn¹	Call time control nnnn
*75+nnnn¹	Call group nnnn
*76+nnnn¹	Call announcement nnnn
*77+nnnn¹	Call queue nnnn
*78+nnnn¹	Call conference service nnnn
	*791 Access voice mail for this extension with password
	*791158 Access voice mail for extension 158, with the password for 158!
*791	*11*791 Transfer your calls to your voice mail
	*11*791158 Transfer your calls to the voice mail of the extension 158
*792	Access voice mail entering extension number, e.g. for remote enquiry
*80	Activate intercom
**80	Deactivate intercom
*80+NST	Intercom to extension (EXT)
*84+nnnn¹	Become member of the queue with service ID nnnn
**84+nnnn¹	Leave queue with service ID nnnn
*85	Echo extension
*86	Block caller ID (CLIR)
*860	Show main number as telephone number
**86	Show telephone number incl.direct dial (CLIP)
*87	Subscribe to Skill-set
**87	Unsubscribe to Skill-set
*9+Project Number	Define a project number for outbound calls. (Note: The project number is only valid for the very next outbound call)

Function codes for conference rooms during an active conference.

**	Help
*2	Activate or deactivate mute.
*3	Express your needs.
*5	Activate or deactivate mute of all participant.
*6	Lock the conference.

¹⁾ nnnn is the four digit Service ID with leading zeros (0). For example, in a callgroup, IVR, eFax, etc. This means: is the Service ID "1", "0001" must be entered when entering the function code.

Example:

Call forwarding to your mobile device number 0171 12345 with the function key 1

1. Push the Add-symbol.
2. Select function-key 1.
3. Enter *110017112345. (*11 for call forward, then 0 or 9 depending on the call number for external calls!).
4. Then confirm the phone with the function-symbol.
5. Push the Confirm-symbol.

You can set another function key with *11 to deactivate the call forward.

2.3. Telephone lock

You have the option to protect your telephone from improper use by locking its keypad. I.e. with the keypad locked, no outgoing calls can be dialed. However, the keypad lock can be deactivated at any time.

To lock your snom telephone, press and hold the  key for several seconds. A "lock icon" in the display of your snom telephone indicates the telephone is locked.

To deactivate the keypad lock, press and hold the  key again for several seconds. By default the keypad lock does require the VoiceMail-PIN.

To cancel the keypad lock entirely, please go to the web interface for your end device, by entering the device's IP adresse in any browser, and enter your personal PIN under Settings → Preferences → Keypad Lock.

You can also change and deactivate your PIN there.

To set a PIN for unlocking, please go to the web interface for your end device and enter your personal PIN under:


Settings → Preferences → Keypad Lock

There, you can also change or deactivate your PIN.

3. Voicemail

3.1. Initial set-up


When accessing the voicemail system for the first time, you should also set up your personal voicemail

1. Press the “Retrieve” key  on the snom telephone itself or by dialing the extension assigned on the service site to access the voice menu of the voicemail system.
2. Then select “**0 Mailbox Options**” to set up your voice mailbox.
3. Now press “**1**” to record a message in the event you are unavailable.
4. Now record your message and press “**#**” to end the recording.
5. Press “**1**” to accept the recording, “**2**” to replay the recording, and “**3**” to rerecord.



For more detailed information please refer to the [voicemail leaflet](#).

3.2. Accessing voicemail

- 1.) By selecting the Message Key  on the device.
- 2.) By dialing the extension you assigned on the service site for accessing voicemail.

4. IP adress

4.1. How can I find the telephone's IP address?

The process for viewing a telephone's IP address is identical on the snom D710/D712, D725 and D765.

- Press down on the directional toggle key 4 times until “Maintenance” is displayed.
- Using the Confirm key, select “System Info” and the telephone's IP address and MAC address is shown.

The telephone's IP address is required to configure the CTI client for example.

E. Where can you find help with your telephone system?

You can use various sources for help concerning your issues. Please use them in the order suggested here:

NFON AG
Machtlfinger Str. 7
81379 München
Tel.: + 49 89 45 3000
www.nfon.com
Email: info(at)nfon.com
info(at)nfon.com

my.nfon.com

You find an overview of all documentation, downloads, blogs and portals as well as help pages and further information.

portal.nfon.com

The home page of the service site contains various links to manuals, brief instructions, software downloads and templates. Please read these manuals thoroughly. They help you get the most out of your telephone system.

support.nfon.net

The NFON AG support website contains detailed FAQs with valuable information pertaining to your telephone system. You can always check the status of your support inquiries and respond to further inquiries.

**Support hotline
for existing
customers**

If neither the manuals nor the FAQs or other contents of the support website provide a solution, you can open a support ticket by phone. Our support staff is available Monday to Friday from 8:00 am to 6:00 pm at +44 20 3740 6740 for UK and +49 800 66 66 555 for Germany.

Please include at least the following items with your inquiry:

- Your customer number, your name and a telephone number
- A full description of the malfunction, error or question about operation
- Specify the affected system component (e.g. for end devices the MAC address)
- Specify when this incident occurred and the frequency
- Please also specify which other support sources you have used thus far

Outside our business hours, a central technical support hotline takes your request, opens the respective ticket and in emergency cases, alerts the on-call service.

Operating and set-up support may be subject to a fee of up to 120.- € per hour depending on the respective contract terms. In this connection, services are billed by the minute.

**Support hotline
for test
customers**

Test customers are routed to a service hotline tailored to their specific needs. Our staff for this hotline is available Monday to Friday from 9 am to 5 pm at +44 20 3740 6740 for UK and +49 89 45 300 553 for Germany. Unfortunately, we are unable to provide support for test customers outside of these business hours.



Support for Austrian customers:
portal.nfon.at ~ support.nfon.net ~ Hotline **+43 2742 7 55 66-555**

Support for German Customers:
portal.nfon.com ~ support.nfon.net ~ **+49 800 63 66 555**

Support Dutch customers:
portal.nfon.com ~ support.nfon.net ~ **+31 88 9382244**

<http://voip.com.vn>