



ScopTEL IP PBX Snom End-User Training



- The ScopTel IP PBX includes a Web based user interface:
- For checking voicemail messages and managing your voice mailbox
- For checking call detail records (call history)
- For changing call forwarding and find-me follow-me rules



First Time Voicemail Setup

1. Log into your voicemail by pressing the “Messages” button on your phone. Enter your administrator assigned voicemail password and press the # key
 1. Press 0, then 5
 2. Follow the prompts to change your password.
2. Record your unavailable message
 1. Press 0, then 1
 2. Follow the prompts
3. Record your busy message
 1. Press 0, then 2
 2. Follow the prompts
4. Record your name prompt:
 1. Press 0, then 3
 2. Follow the prompts
 3. Make sure you say your Name AND Extension
5. If you record your temporary greeting this will override your busy or unavailable message.



Dialling Out

The Snom uses “soft keys” for call control. The display on your phone will change depending on call status.

To make an internal call dial any digits.

To make an outside call dial 9 plus any digits.

Long distance calls may require your pin code after you dial.





Transferring calls

There are two kinds of transfers; “screened” and “blind”

To make a blind transfer do not place the caller on hold. Press the transfer button then dial the extension number or press the correct speed dial key.

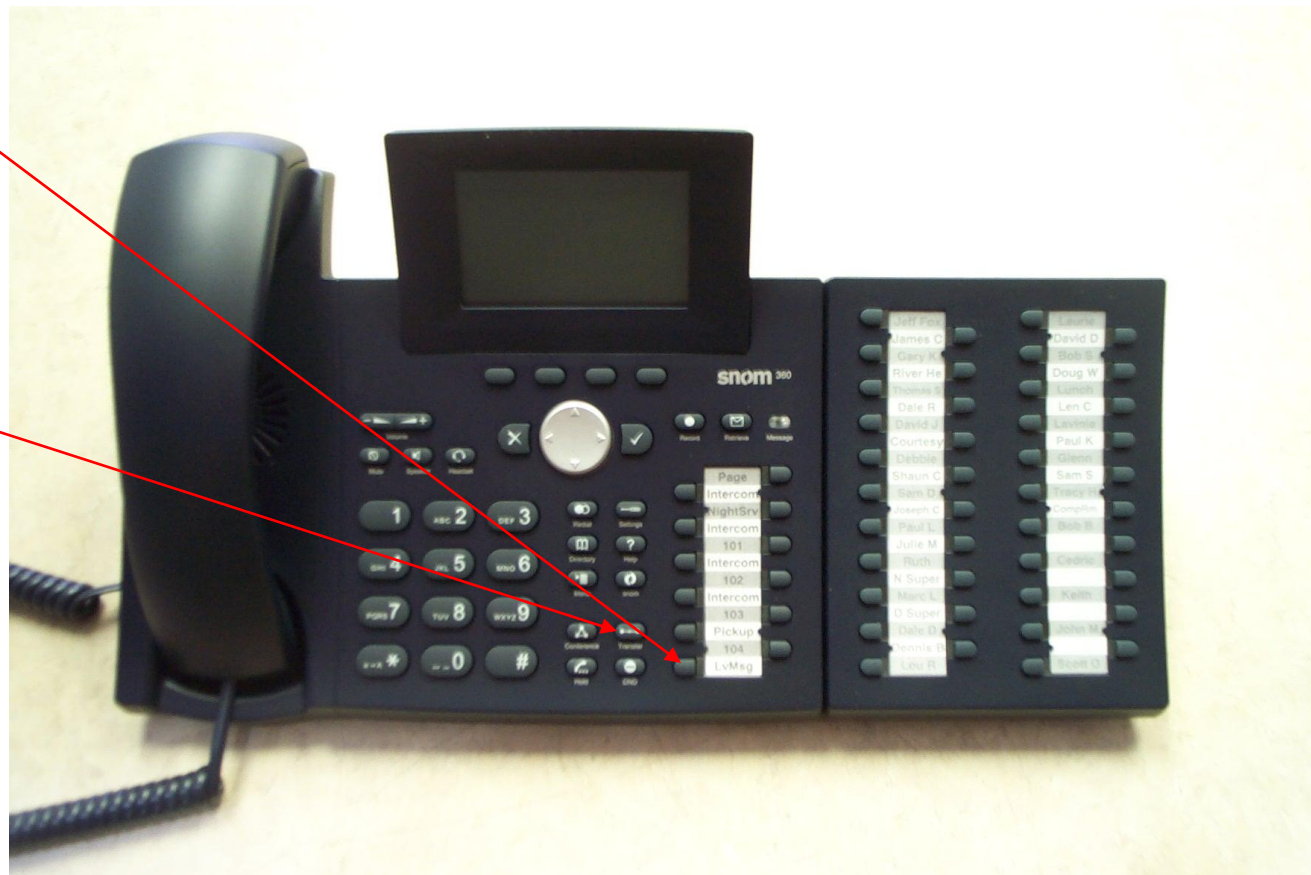
To make a “screened” transfer place the caller on hold then dial another extension number or press the correct speed dial key. Announce the caller (screen the call) and to complete the transfer press the transfer button once. If you are sure you want to complete the transfer then press transfer a second time to complete the transfer. If you do not wish to complete the transfer hang-up and pickup the held line to retrieve the caller.





Direct Transfer to Mailbox (DTMB/XferVM)

To transfer a caller to voicemail press the “LvMsg” key (do not place caller on hold) and manually dial the mailbox extension. To complete the voicemail transfer press the transfer button.





Parking Calls

To Park a call on the Snom press the Park key button.

To complete the Park press the transfer key.

To retrieve the Parked call dial the Parking lot number.





Voicemail Login: checking messages from your phone

To check your voicemail box from your own extension press the “Retrieve” key. You will be prompted for your password.





Recording Calls

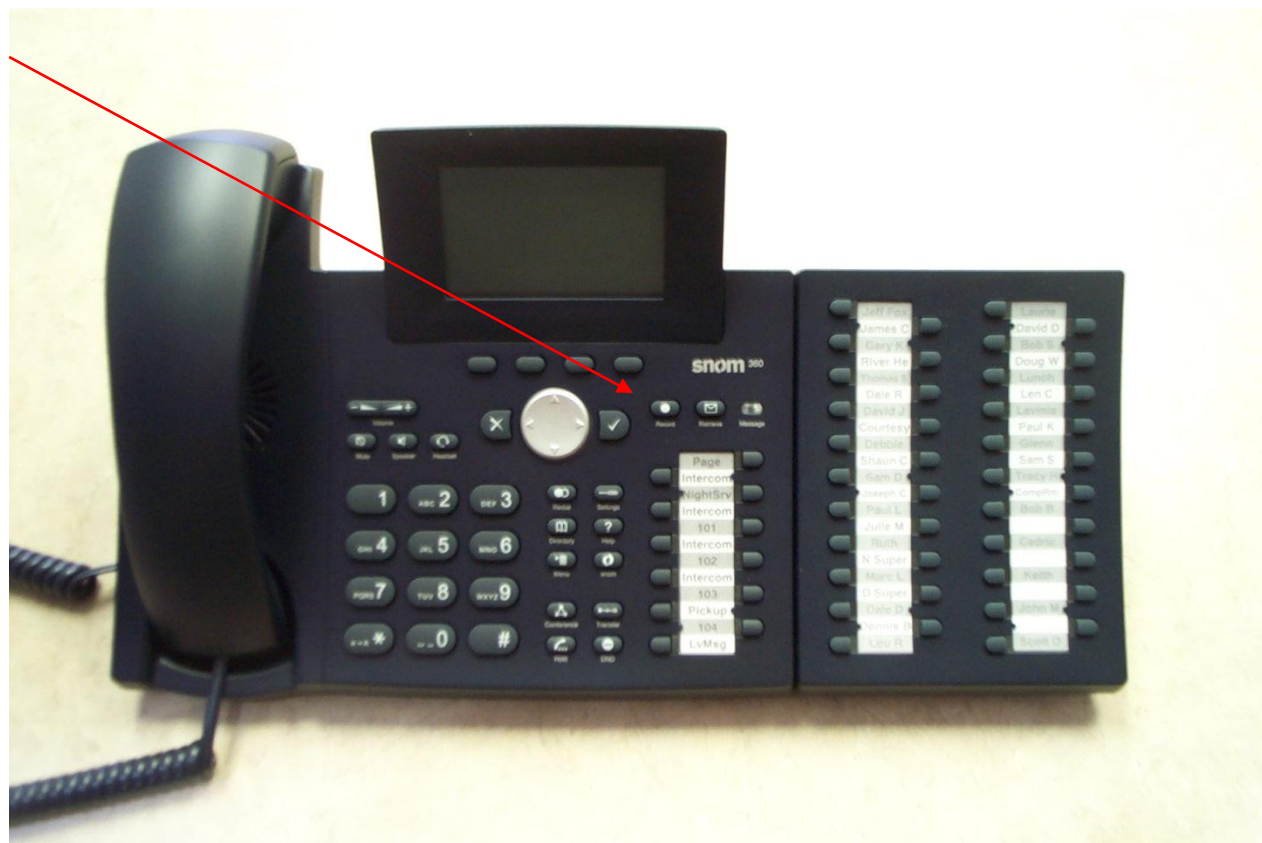
If your administrator allows you to record your phone calls then press the Record softkey to record your active call.

Note: This will play a beep when you activate the record feature and a beep if you press the record softkey again to stop the recording.

The system only records the portion of the call between beeps. If you only activate the record feature once and do not press the softkey a second time the call will be recorded until you hang up.

Recorded calls are visible in the reporting section of the ScopTEL web interface in the Call Details reports. The administrator has access to these files. Your administrator must give you web login access if you wish to see these reports yourself.

Recordings are saved as .WAV files in the ScopTEL hard drives.





Dialing in from an outside phone to: Access Voicemail Main and Check messages

- **To check your voicemail box from outside dial the backdoor “voicemail main” number or an operator can transfer you to the “voicemail main” extension**
- **The administrator can set up an Auto Attendant with a menu option to access the “voicemail main” application remotely. This is especially useful if a toll free number is used**
- **When the “voicemail main” application answers:**
 - **You will be prompted for your extension number followed by the # key.**
 - **Next you will be prompted for your password followed by the # key.**



Viewing Call Log

To see your Call Log press the Call Log soft key.





Viewing Phone Status and ACD

To see your phone's DND, Call Forward, or ACD login status press the "Snom" key.

If this feature is enabled select option 4

Follow the menus to see each status.





Using the XML phone directory

If this feature is enabled on your phone you can scroll through the directory and call other extensions.

Press the directory key.

Use the directional arrows to see the extensions in the directory.

Press the Dial soft key to call the selected extension.





SCOPSERV
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