Guide to Using Skype for Business Network-Based (IP) Phones at SPC

To Dial Out
To make an outbound call, either dial before picking up the handset and then pick up (which will initiate the call), or if you pick up the handset before dialing, dial your number but then press the key.

You can also simply dial the number and press to initiate a speakerphone call.

Just like the USB Lync phones, you do NOT have to dial 9 for outside calls nor dial 1 for long distance. But if you do out of habit, Lync will intelligently detect the number and remove it for you before making the call.

To Answer
To answer an incoming call, simply pick up the handset, press the key, or press the speakerphone key. You can also press the key to decline the call if you do not want to answer the call.

To Transfer a Call
When on a call, push the Transfer key, dial the destination (can be a 4 digit extension, or a 7 or 10 digit phone number), then press to confirm. If you misdial and need to cancel the transfer, press the key to cancel and then try again.

To Hold a Call
When on a call, press the Hold key to hold the call. To retrieve the call press the flashing green key where the call is being held.

To Retrieve Voicemail (if enabled)
If there is a voicemail on the phone, the message key will light up. Press the Message key to log into voicemail and retrieve the messages. If a PIN is enforced, you will be prompted to enter the PIN on the keypad. Alternatively, you can also access voicemail on any phone by calling 727-398-8400 (or 8400 on an SPC phone).

To Look at Call History
You can scroll through missed calls, received calls, and dialed calls by pressing the < arrow for received calls or > for missed calls (on Snom 710s). On other models, you may have a ‘CHist’ key to press and scroll through the menu.

To Forward Calls to Another Number
Press the CFwd key at the top of the phone (under the screen) to enable call forwarding. Select ‘New Number’ and enter where you want calls forwarded to. You can send calls to your cell phone, to another individual, etc. Then press to confirm your choice.

Setting ‘Do Not Disturb’ on a Network Phone (Block Incoming Calls)
On a Snom 710, press the Mute key while NOT in a call to activate DND mode. Press it again to disable. On a Snom 720 or higher, there will be a DND key which toggles on and off to enable and disable DND.