







Operation overview


Make and answer calls

Make a call	Dial the number > press  Dial the number > take the handset off the hook
Answer a call	Take the handset off the hook Press 



Transfer call

Blind transfer	When call is ringing, press  > dial the number > press 
Attended transfer	Press  > dial the number > press  > announce the call > hang up the handset




Forward call

	Press  > 2 Call Features > 1 Call Forwarding >
Always	1 Forward All > 2 Target when Forwarding > Enter target phone number > 1 Enable Forwarding > Choose Yes
When busy	2 Forward when Busy > 2 Target when Forwarding > Enter target phone number > 1 Enable Forwarding > Choose Yes
On timeout	3 Forward after Timeout > 2 Target when Forwarding > Enter target phone number > 1 Enable Forwarding > Choose Yes > 3 Call Forwarding time > Enter time in seconds

Hold and resume

Hold call	Press 
Resume call	Press  again



Conference

Establish	Call the first participant > Press  > Call the second participant > Press function key 
Disconnect	Press function key  to put the two participants on hold

Mailbox

Retrieve new messages	Press 
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Phone information and utilities

IP address & firmware version	Press  > 5 Maintenance > 1 System Info
Access web user interface	Enter your phone's IP address in the web browser
Reboot	Press  > 5 Maintenance > 3 Reboot

Your specialist retailer:

Quick Start Guide snom 820

Delivery content

1. Base unit
2. Footstand with bracket + 2 screws
3. Handset
4. Handset cable
5. Ethernet cable
6. Power supply
7. Quick start guide



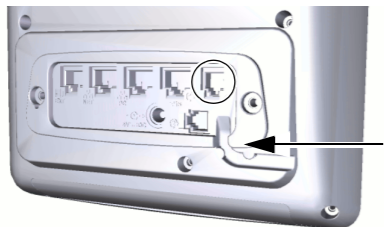
This is the Quick Start Guide to the installation and operation of the phone. It contains information about setting up the phone and a phone and operation overview. Further documentation is available in the snom knowledge base: <http://wiki.snom.com>

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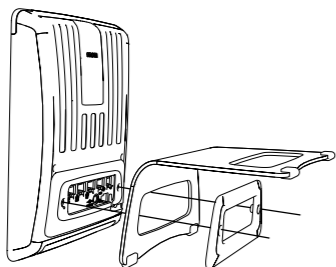
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Setting up the phone

1. Check contents of the package for completeness.
2. Connect the long end of the handset cord to the connector on the back of the base unit. Connect the short end of the handset cord to the handset. Place the cord in the cable guide on the right side of the phone's back.



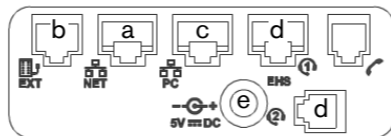
3. Attach the footstand with the bracket and the two screws. Choose between horizontal (55° inclination) or vertical (33° inclination) placement.



4. Connect the other cables to the phone:

NOTE: Wrong power supplies may cause damage to the phone. Use only the power supply included in the package.

- (a) Network via ethernet/PoE (Power over Ethernet) cable
- (b) Expansion module (not included)
- (c) PC via second ethernet cable (not included)
- (d) Headset via headset cable (not included)
- (e) Power supply (if PoE is not used)



5. Place the phone on an even, horizontal surface.



The phone is installed and will start the initialization. The initialization process depends on your network environment and configuration. For further information contact your administrator or download the user manual.

Phone overview



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|--|---|
| (1) Call indication LED | Indicates incoming calls |
| (2) Free function keys | Use to customize phone functions and behavior |
| (3) Graphical display | Shows information and activity of the phone |
| (4) Soft keys | Use to navigate in the phone user interface depending on the text or symbol in the display above |
| (5) Audio devices | Headset, microphone and speaker |
| (6) Navigation keys | Use to navigate in the display menus and confirm and cancel actions. |
| (7) Preprogrammed function keys | Use for redial, directory, menu, hold and conference or to customize phone functions and behavior |
| (8) Alphanumeric keys | Use to enter numbers, letters and special characters. |
| (9) Audio control keys | Use to raise and lower volume and to switch between handset, handsfree, and headset mode |