









Enterprise Centrex – Snom C520 Conference phone quick reference

Updated: Sep 2021

Features	Instructions
Dialing out	Press the phone number + [Dial] or 
Intercom dialing	Press the extension number + [Dial] or 
Last number redial	*18 + 
Speed dialing	To dial: [*] + [*] + ([0][0] – [9][9]) + [Dial] or  * Customer needs to define speed dial in user portal first
Volume adjustment	Ringtone: In idle, press  to decrease or increase Voice: During the call, press  to decrease or to increase
Holding call	To hold: (Call connected) +  To retrieve: (Call held) + [Resume]
All call forwarding	To set: [*] [0] [5] + (Phone/Extension no.) + [✓] To cancel: [#] [0] [5] + [✓]
Busy call forwarding	To set: [*] [2] [5] + (Phone/Extension no.) + [✓] To cancel: [#] [2] [5] + [✓]
No answer call forwarding	To set: [*] [3] [5] + (Phone/Extension no.) + [✓] To cancel: [#] [3] [5] + [✓]
Call transfer - Blind transfer	(Call connected) + [Transfer] + [Blind] + (Extension no.) + [Transf]
Call transfer - Consultation transfer	(Call connected) + [Transfer] + (Extension no.) + [Dial] Wait for answer + [Transf]
Conferencing call	(Call connected) + [Conf] + (Phone no.) + [Dial] + answer + [Conf]

Group pick-up	[*] [1] [1] + [Dial]
Call pick-up	By feature access code, applicable to ALL extensions: [*] [2] [1] + (Ringing extension no.) + [Dial] By "busy" lamp field, applicable to preset extensions: Lift the handset + [Busy lamp for that ext.]
Missed Calls	Press [View] when see Missed call indication or check in [Call log]
Call List	[Right Arrow] + [Call log]
Listen to voicemail	[*] [9] [0] + [Dial]
Listen to voicemail (outside office)	From other phone: (Dial 2204 1111 / 2562 0111 / 2205 1111) + (Your phone no.) + [✓] + (Your voicemail password) + [#]
IDD & chargeable call password	To lock: [*] [0] [4] + [Dial] + (System will prompt to enter password) + (Password) + [#] To unlock: [#] [0] [4] + [Dial] + (System will prompt to enter password) + (Password) + [#]
Menu	To view information menu: 

**** Sound Station plan phone set model: SNOM C520**

Service hotline number: 1833 133 / 2283 6820

Enterprise Centrex help link: http://www.pccwone.com/eng/ec_help.html

Voice mail box reminder: customer is recommended to clean up voice mail box regularly.