













Enterprise Centrex – Snom D120 phoneset quick reference

Updated: Sep 2020

| Features | Instructions |
|---------------------------------------|--|
| Dialing out | Lift the handset + (Phone no.) + [✓] Note: Need to dial [9] before the phone no. |
| Intercom dialing | Lift the handset + (Extension no.) + [✓] |
| Intercom dialing (using "busy lamp") | [Busy lamp for that ext.] |
| Last number redial | [Redial] |
| Speed dialing | To dial: Lift the handset + [*] + [*] + ([0][0] – [9][9]) + [✓] * Customer needs to define speed dial in user portal first |
| Volume adjustment | Ringtone:  to decrease or increase Voice: Lift the handset +  to decrease or to increase |
| Holding call | To hold: (Call connected) + [Hold]/  To retrieve: (Call held) + [Retrieve] /  |
| 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) + [XFER]/  (Extension no.) |
| Call transfer - Consultation transfer | (Call connected) + [Hold]/  + (Extension no.) + [✓] + Wait for answer + [XFER]/  |
| Conferencing call | (Call connected) + [Hold]/  + (Phone no.) + [✓] + answer + [Conference On]/  |

| | |
|--------------------------------------|--|
| Group pick-up | Lift the handset + [*] [1] [1] + [✓] |
| Call pick-up | By feature access code, applicable to ALL extensions: Lift the handset + [*] [2] [1] + (Ringing extension no.) + [✓] By "busy" lamp field, applicable to preset extensions: Lift the handset + [Busy lamp for that ext.] |
| Directory | [SAB]/  + Choose [Enterprise Directory]/ [Group Directory]/ [Group Common Phone List]/ [Personal Phone List] |
| Missed Calls | [Right Arrow] |
| Call List | [CList] + Choose [Missed] / [Received]/ [Dialed] |
| Listen to voicemail |  + (Lift handset) or (Lift handset) + [*] [9] [0] |
| 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] + [✓] + (System will prompt to enter password) + (Password) + [#] To unlock: [#] [0] [4] + [✓] + (System will prompt to enter password) + (Password) + [#] |
| Menu | To view information menu: [Settings]/  [Up Arrow] |

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.