

## Enterprise Centrex – Snom M65 phoneset quick reference

Updated: Sep 2020

Features	Instructions
Dialing out	Lift the handset + (Phone no.) + [ ]
Intercom dialing	Lift the handset + (Extension no.) + [ ]
Last number redial	[ * ] [1] [8] + [ ]
Speed dialing	To dial: Lift the handset + [ * ] + [ * ] + ([0][0] – [9][9]) + [ ] * Customer needs to define speed dial in user portal first
Volume adjustment	Ringtone: In Menu, choose [settings] -> [Audio settings] -> [Ring Volume] to decrease or increase. Voice: On the call press [ + ]/[ - ] on the left hand side of M65 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) + [Transfer] + (Extension no.) + [Transfer]
Call transfer - Consultation transfer	(Call connected) + [Transfer]/[Hold] + (Extension no.) + [ ] - Wait for answer + [Transfer]
Conferencing call	(Call connected) + [Conf]/[Hold] + (Phone no.) + [ ] - answer + [Conf]
Call pick-up	By feature access code, applicable to ALL extensions: Lift the handset + [ * ] [ 2 ] [ 1 ] + (Ringing extension no.) + [ ]

Group pick-up	Lift the handset + [*][1][1] + [ ]
Directory	Press [ ] to enter directory to search the contact
Call List	<p>Press [ ] to enter call history.</p> <p>[ ] stand for "All call history"</p> <p>[ ] stand for "Received calls"</p> <p>[ ] stand for "Dialed calls"</p> <p>[ ] stand for "Missed calls"</p>
Listen to voicemail	Long press [1] or [*][9][0] + [ ]
Listen to voicemail (outside office)	From other phone: (Dial 2562 0111) + (Your phone no.) + [ ] + (Your voicemail password) + [#]
IDD & chargeable call password	<p>To lock: [*][0][4] + [ ] - (System will prompt to enter password) + (Password) + [#]</p> <p>To unlock: [#][0][4] + [ ] + (System will prompt to enter password) + (Password) + [#]</p>
Menu	To view information menu: [ ]

Service hotline number: 1833 133 / 2283 6820

Enterprise Centrex help link: [http://www.pccwone.com/eng/ec\\_help.html](http://www.pccwone.com/eng/ec_help.html)

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