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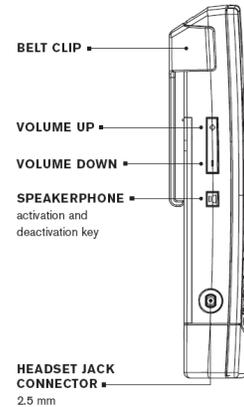
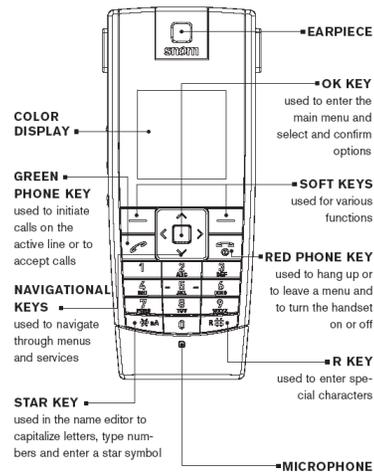
Quick User Guide

Basic Phone Features

For detailed information please consult the Star2Star Phone and Features Guide, available for view/download via the Star2Star Web Portal at:

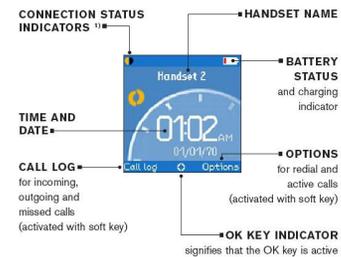
<https://portal.star2star.com/>

HANDSET LAYOUT



HANDSET DISPLAY

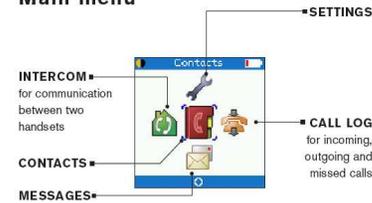
Idle mode



- black / black – out of range of the gateway
- yellow / black – within range of the gateway, but not ready for SIP calls
- yellow / yellow – within range of the gateway and ready for SIP calls on primary line

HANDSET MAIN MENU

Main menu



MAKING A CALL

- Enter the number you wish to dial and press the **Green Phone** key.
- To make another call with one already in progress, press the hold key.
- Your original caller will hear music / message on hold if configured on your system.
- Enter the new number and press the **Green Phone** key to complete the call.
- Press the **Options** key to either swap the calls, initiate a 3 party conference or transfer.

ANSWERING A CALL

- Pickup the handset and press the **Green Phone** key.
- You can also set the handset to auto answer when lifted from the charger or answer when any key is pressed. Access the menu by pressing the **OK Key**.

Navigate to Settings  using the navigational keys. Press the **OK Key** to select. Use the navigational keys to select **Telephony settings**. Press the **OK Key** to select. Use the navigational keys to select **Answer mode**. Both options are displayed (**Auto answer / Any key answer**).

Handling multiple calls:

- With a call already in progress on your phone, you can answer a subsequent call if required.
- When the call arrives you will hear a single call waiting tone and “call waiting” will appear in the handset display.
- To answer the new call, press the **Green Phone** key.
- Your original call will be placed on hold and will hear Music/Message on hold if configured on your system.
- Press the **Options** key to either swap the calls, initiate a 3 party conference or

transfer.
-Alternatively you may press the **Reject** key to divert the new incoming call to your voicemail.

ENDING A CALL

- Press the **Red phone** key.

REDIAL

- Press the **Options** soft key, select **Redial** and then press the **OK** key. The most recently dialed number is displayed.
- Press the **Green phone** key to call the number.
- Alternatively select the **Call log** soft key to access a list of all calls made. The Call log lists Missed, Incoming, and Outgoing calls.

MICROPHONE MUTE

- During a call press the **Mute** soft key.
- Press the **Mute off** soft key to unmute.

HOLDING A CALL

- During a call press the **Hold** soft key. The caller on hold will hear Music or Message on hold if enabled on your system.
- To retrieve the call on hold press the **Options** soft key.
- Select **Retrieve** call.
- Press the **OK** key.

3 PARTY CONFERENCE CALL

- With a call in progress, press the **Hold** soft key.
- Enter the number you wish to conference with.
- When the other party answers select the **Options** soft key.
- Select **Conference** to connect all 3 parties together.

Ending the call on the conference originator's phone will end the conference.

Use the Star2Star Conference room feature for larger conferences.

TRANSFERRING A CALL

Blind Transfer (Transfer the call to another party without any announcement):

- During a call press the **Hold** soft key.
- Select the **Options** soft key.
- Select **Transfer** and press the **OK** key.
- Enter the number you wish to transfer to

and press the **OK** key.

- The call is transferred with no announcement.

Transfer (Announced):

- During a call press the **Hold** soft key.
- Enter the number you wish to transfer to and press the **Green phone key** to connect.
- Announce the call when connected to the other party.
- To transfer select the **Options** soft key.
- Select **Transfer** and press the **OK** key to complete the transfer.

FIND-ME / FOLLOW-ME

Use the Star2Star Find-Me / Follow-Me feature in the Star2Star Web portal to forward calls from your extension.

Follow Me (Immediate) -- Calls to your extension will be sent automatically to the number you define.

Find Me (Sequential) -- Calls to your extension will ring your extension and any other numbers that you define, in order.

Find Me (All) -- Calls to your extension will ring your extension and any other numbers that you define, all at once.

LOCK / UNLOCK THE KEYPAD

If you are carrying the handset around, you can lock the keypad so that you do not use it accidentally.

- In idle mode press the * key, and then press the **Lock** soft key.
- To unlock, press the * key, and then press the **Unlock** soft key.

MISSED CALLS

- To quickly clear the missed call display and access the missed call log on your phone press the **OK** key.
- You may select the **Call log** soft key at any time to display (Missed / Incoming / Outgoing) calls. (Note) you may use the **Options** soft key to **Add as contact, Append to contact.**
- Use the up / down navigational keys to move through the list of calls.
- Use the left / right navigational keys to select call type i.e. Missed / Incoming / Outgoing / All calls.
- Press the **OK** key over a highlighted entry to view call details.
- Press the **Green phone key** to connect.

VOICE MAIL

The handset display will indicate **!New**

Voicemail and the  icon when new messages arrive.

- To access the Voicemail system with the **!New Voicemail** display on the handset screen, press the **OK** key.
- Press **OK** again and then press the **Play** Soft key to connect to the Voicemail system.
- Alternatively you can dial 1000 to access the Voicemail system at any time. The system will prompt for your password.

(Note) when accessing the voice mail system for the first time your password is your extension#. Change this to a 4 digit number you can recall easily.

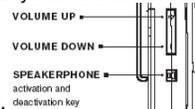
LOCAL PHONE DIRECTORY

- Press the **OK** key on the phone to display the Main Menu.

- Select  **Contacts.**
- Press the **OK** key to select.
- Use the **Options** soft key to **Add contact, Edit Contact, Delete Contact.**
- Follow the screen prompts to **Add/Edit/Delete.**
- Use the **Options** soft key to add up to 9 **Speeddials.**
- To use an entry in the Speeddial list to make a call enter the Speeddial # (1-9) and press the **Green phone key** to connect.

VOLUME ADJUSTMENT

- To adjust the handset or speaker volume during a call. Press the VOLUME UP / DOWN keys on the side of the



handset.

- To adjust the ringer volume and or melody, access the menu by pressing the **OK Key.**

- Navigate to Settings  using the navigational keys. Press the **OK Key** to select.
- Use the navigational keys to select **Audio** settings. Press the **OK Key** to select. Select **Ringer volume.**
- Use the VOLUME UP / VOLUME DOWN

keys on the side of the handset or the navigational up / down keys to change volume settings.

CHANGING RING TONES

To change the incoming ring:

- Access the menu by pressing the **OK Key.**
- Navigate to Settings  using the navigational keys. Press the **OK Key** to select.
- Use the navigational keys to select **Audio settings.** Press the **OK Key** to select. Select **Ringer melody.**
- To change the ringer for incoming calls select **VoIP**, then select **Line 1.**
- Press the **Play** soft key to play any melody available.
- Press the **Stop** soft key to stop the selection.
- Use the up / down navigational keys key move through the available options.
- Press the **OK Key** to select.
- To change the ringer for Intercom calls select **Intercom.**
- Press the **Play** soft key to play any melody available.
- Press the **Stop** soft key to stop the selection.
- Use the up / down navigational keys key move through the available options.
- Press the **OK Key** to select.

*Use **Audio settings** to change **Ringer volume, Message tone, Keypad sound, Advisory tone** and turn on **Silence.** Selecting **Silence** provides access to **Silence off** and **Silence on** options. If **Silence** is selected an icon will appear in the phone display.*

STAR2STAR CALL PARK AND RETRIEVE

- Perform an Attended transfer to the park code 7000.
- Listen to the system retrieval code announcement e.g. 7001
- Transfer the call.
- The caller is now parked.
- The caller will hear music or message on hold if configured on your system.
- Dial the system retrieval code e.g. 7001 on any local extension to retrieve the call.

For further details view/download the Star2Star Phone and Features Guide available via the Star2Star Web Portal.



snom
VoIP phones

 **Star2Star**
COMMUNICATIONS

One System. One Service. One Provider... The Whole Solution