

SNOM D7 Series IP Phone Quick Reference Guide





Table of Contents

About Sunco Communication.....	1
HOW TO PLACE A SERVICE TICKET.....	1
Guide for Buttons.....	2
D735 IP PHONE.....	2
D785 IP PHONE.....	4
Calling & Programming.....	6
BASIC CALL HANDLING.....	6

Sunco is your Trusted Telecom Systems Integrator

Making business communication *easier* for you

From modest beginnings as a home-based, family-run business, Sunco has grown over the past 20 years into the trusted telecommunications partner for over 1,600 businesses across Canada. We are a proud, Canadian company with the love of business communication at the very core of what we do.

Our team lives, breathes and works with these technologies on a daily basis, and understands how complex they can be. That's why we're committed to making business communication *easier* for your organization. How do we do this? By being an *Integrator*. We fit all the pieces of your voice/data systems together into a unified whole - giving you superior design, support and management all through one point of contact. This strategy ensures you get the technology and services your business needs, delivered in a way that is coordinated, convenient and just *easier*.

No more confusing network service contracts, overseas call centres, long wait times and impersonal service. We promise honest advice and personal support delivered in a way that reflects our core values:

- **We Embrace Change**
- **We Do What It Takes**
- **We are Accountable to the Outcome**
- **We do the Right Thing**
- **We Bring Out the Best in Each Other**

The Sunco team is ready to help. Leverage our Integrator strategy to help make business communication *easier* for your organization. Optimize your time to focus on what matters most - *growing your business*.



Need to reach us? We're ready to help!

Service: To enter a service call, please email service@sunco.ca and a ticket will be auto-generated in our system.

Client Portal: To receive log-in credentials for our self-service payment and service portal, please call Tammy Klemmer at (780) 809-1786 or 1 (888) 782-9357

After-hours Emergency Service: To reach our after-hours on-call technician, please call (780) 809-1786 or 1 (888) 782-9357 and leave a message.

Accounting: For questions regarding invoicing, please call Tammy Klemmer at (780) 809-1786 or tammy.klemmer@sunco.ca

D735



Key	Name	Description
1	Call Indicator	Steady when busy or missed call, blinking fast when ringing, blinking slowly when call on hold.
2	Line Keys with LED Indicator	Access your phone lines and features.
3	Function Keys	Access context-sensitive functions.
4	Voicemail Key with LED Indicator	Access your voicemails.
5	Proximity Sensor	Switch the display mode from Default (short label) to Smart (full label)
6	Directory	Access the corporate directory.

Key	Name	Description
	Setting	Access the phone settings.
	Transfer Key	Transfer calls.
	Hold Key	Put an active call on hold
7	Mute Key	Toggle the microphone on or off.
	Volume Key	Adjust the volume of handset, headset, and speaker.
	Speaker Key	Toggle the speaker (hands-free) mode on or off.
	Headset Key	Toggle the headset mode on or off.
8	Do Not Disturb	Turn DND on and off. When it is on, incoming calls won't ring your phone.

D785



Key	Name	Description
1	Call Indicator	Steady when busy or missed call, blinking fast when ringing, blinking slowly when call on hold.
2	High-resolution color display	Display phone features and other information.
3	Function Keys	Access context-sensitive functions.
4	Voicemail Key with LED Indicator	Access your voicemails.
5	Navigation Controls	Access different options, confirm or cancel your options.
6	Function Keys on 2 nd Display	Access pre-programmed functions. (up to 24 on 4 pages)
7	Mute Key	Toggle the microphone on or off.
	Volume Key	Adjust the volume of handset, headset, and speaker.

Key	Name	Description
7	Speaker Key	Toggle the speaker (hands-free) mode on or off.
	Headset Key	Toggle the headset mode on or off.
	Page Key	Change the page on the 2 nd display
8	Do Not Disturb	Turn DND on and off. When it is on, incoming calls won't ring your phone.
9	Directory	Access the corporate directory.
	Setting	Access the phone settings.
	Transfer Key	Transfer calls.
	Hold Key	Put an active call on hold.

Calling & Programming

MAKING A CALL

1. Lift the handset or press the speaker/headset key for handsfree.
2. At the dial tone, enter the number you wish to call, or select the desired line key, or select a contact from phonebook.
3. Press **Send** button.

ENDING A CALL

Place the handset on its cradle or press the **Cancel** button.

REDIALING A NUMBER

Press the **Send** button to show the last number dialed. Use the arrow keys to navigate to the number you wish to dial, then press the **Send** button again to dial out.

ANSWERING THE INCOMING CALL

1. Lift the handset for handset operation.
2. For speakerphone operation, press the **Speaker** or **Headset** key.
3. You can also reject the call by pressing the **Cancel** button.

HOLDING A CALL

To place a call on hold when on an active call:

- Press the **Hold** key or **Hold** soft key.

RESUMING A CALL

To resume a held call:

- Press the **Hold** key or Retrieve soft key.

MUTING THE MICROPHONE

Press the **Mute** key to mute the microphone on the handset, headset, or speakerphone.

TRANSFERRING A CALL

To make a blind transfer:

1. Press the **Transfer** key or **Transfer** soft key.

2. Enter or select the desired number.
3. Press the **Send** key to complete a blind transfer.

Or, you can make an attended transfer:

1. Put the active call on hold.
2. Dial the number you wish to transfer the call to, and press the **Send** button.
3. When the 3rd party answers the call, after get their consents, you can transfer the call through by pressing the **Transfer** key, or **Transfer** soft key to complete an attended transfer.

CONFERENCE CALL

To create a conference call when on an active call:

1. Put the call on hold.
2. Dial the 3rd party.
3. Press the **Conference** soft key after the 3rd party answered the call.

FORWARDING A CALL

1. Press the **Setting** button->Call **Features**->Call **Forwarding**.
2. Select the desired forwarding type (**Forward All**, **Forward When Busy**, or **Forward after Timeout**) and select **Enable Forwarding**.
3. Press **Send/OK** button to enable it.
4. Select **Target** and enter the call forwarding destination number.

Your trusted telecom systems integrator

We do the right thing

We embrace change

We do what it takes

We are accountable to the outcome

We bring out the best in each other

DIALED INTO YOUR BUSINESS [SUNCO.CA](https://www.sunco.ca)