

# Snom Handset D865 - Quick Sheet



## Important for any staff

When transferring it is important you check on Check cloud on the computer that the person you are looking for isn't on the phone. As you have 2 lines it is possible to call someone while they are on the line and this can be very off putting, so please check on Check cloud before transferring.

## WARM Transfer- ALL DONE ON THE SCREEN OF THE PHONE

Press **transfer** on the screen, **type the number**, press **dial** speak to your person and then press **transfer** again on the screen. If the person doesn't want to take the call they can hang up and you can press the hold button to bring them back. if they do not answer then press the X button to stop trying to call them and the patient will automatically come off hold.

## Transferring - BLIND

Press the transfer button, Press Blind xfer, Type number, then press Blind xfer again an the call will go to them.



Voicemail - Press the voicemail button and listen to the prompts

- Any new messages will be played straight away and you will have options as to what you would like to do with that message.

On the main menu

- Option 2 - Listen to old messages
- Option 4 - Listen to personal greeting
- Option 5 - Record new personal greeting
- Option 6 - Delete personal greeting
- Option 0 - to listen to menu again