



### SNOM M10 & M10R HANDSETS

#### MAKING CALLS:

Dial the number like you would on a cell phone then press the **DIAL** soft key or



#### ANSWERING CALLS:

You can answer an incoming call by pressing the flashing line key (L1 to L4), **ANSWER** or



#### ANSWERING A SECOND CALL:

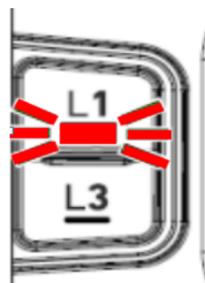
If a second call is coming in while you are on the current call, you can press the flashing line key (L1 to L4), or you can press the **ANSWER** soft key. This will put the current call on hold automatically

#### PUTTING A CALL ON HOLD:

You can put your current call on hold by pressing the  **HOLD** button.

#### TO TAKE A CALL OFF HOLD:

To take the current call off hold, you press the **CALLS** soft key then press the **RESUME** soft key. If you have multiple calls on hold you can press the flashing line key, like displayed here.



#### TO ANSWER A CALL ON HOLD ON ANOTHER HANDSET :

Once the call is on hold on (handset1), on (handset2) press the flashing line key (L1 to L4) to pick up the call.

#### LISTENING TO VOICEMAIL MESSAGES:

Press **MENU**. With **MESSAGE** highlighted, press the **SELECT** soft key. The message screen appears. Press the down arrow to highlight the desired account you want to check messages on. Press the **SELECT** soft key, this will dial the voicemail access number. Follow the voice prompts to listen to your messages.

#### CHANGING THE RINGER/CALL VOLUME:

When the phone is idle, use the volume adjustment arrows on the right hand side of the phone to adjust your ringer volume. When you are on a call and want to adjust the call volume, use these same arrows.

If you have any questions, please call us at 786-565-4450 option 2

For service requests, create a service ticket at <https://www.voiptel4u.com/customers> or email us at support@voiptel4u.com