# snom®
## VoIP phones

**ENGLISH**

## User Manual

# snom® MeetingPoint

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# IMPORTANT INFORMATION

Please read the instructions on phone safety and disposal and on how to set up and use the phone before using the device and also give them to other users to read or inform those users of their contents. Save this manual and do not give the phone to third parties without it.

## SAFETY INSTRUCTIONS

Follow the instructions in this manual and other applicable documentation of the phone.

Use only the power adapter delivered with the phone. Other power adapters may damage or even destroy the phone.

**DC 14 V**

Avoid placing the phone's power cable where people may trip over it. Avoid placing the phone's power cable where it may be exposed to mechanical pressure as this may damage the cable. If the power supply cord or the plug is damaged, disconnect the phone and contact qualified service personnel.

This device is for indoor use only!

Do not install the phone in rooms with high humidity (for example, in ba-throoms, laundry rooms, damp basements). Do not immerse the phone in water and do not spill or pour liquids of any kind onto or into the phone.

Do not install the phone in surroundings at risk for explosions (paint shops, for example). Do not use the phone if you smell gas or other potentially explosive fumes.

Do not use the phone during thunderstorms. Lightning striking the power grid may cause electric shocks.

This phone is CE and FCC-certified and meets European and US health, safety, and environmental standards. Unauthorized opening, changing, or modifying the phone will cause the warranty to lapse and may also result in the lapse of the CE and FCC certifications.  In case of malfunction contact authorized service personnel, your seller, or snom.

## Disposal of the Phone

This phone is subject to European Directive 2002/96/EC and may not be disposed of with general household garbage.

The separate collection and proper disposal of electrical and electronic devices serve to protect human health and the environment as well as to use and reuse resources prudently and rationally.

If you do not know where you may dispose of the device at the end of its lifespan, contact your municipality, your local waste management provider, or your seller.

# NOTATIONAL CONVENTIONS

Throughout this manual, you will see notations like the following:

1. ▸≣ > 1 Preferences > 1 Language > ⬆ ⬇ > 📞 > ESC
2. Web interface > Advanced > Behavior > Phone Behavior > Number Guessing > ⦿ on

The character **>** indicates the next step in a sequence of actions to change a setting or perform a function. Example 1 means that you should press the specified keys on the phone:

| ▸≣ MENU | Press the Menu key ▸≣ to open the main menu |
|---|---|
| > 1 Preferences | Next, press the key labelled ⎯1⎯ on the alphanumeric keypad to open the "Preferences" sub-menu |
| > 1 Language | Next, press the key labelled ⎯1⎯ to show the "Languages" sub-menu |
| > ⬆ ⬇ | Next, press one of the function keys underneath the arrows ⬆ ⬇ to move down or up the list of available languages |
| > 📞 | Next, press the confirm key to save a newly selected language |
| > ESC | Next, press the function key underneath ESC to return to the idle screen |

Example 2 means that you should open the phone's web interface and click on the specified items:

| Web interface | Open the phone's web interface (see "The Phone's Web Interface" on page 20 on how to do it) |
|---|---|
| > Advanced | Click on the item "Advanced" in the menu on the left side of the window |
| > Behavior | Next, click on the tab labelled "Behavior". The bold lettering of the title on a tab indicates that its contents are currently visible. |
| > Phone Behavior | Find the section titeled "Phone Behavior" |
| > Number Guessing | Find the item "Number Guessing" |
| > ⦿ on | Click on the radio button "on" |

# SETTING UP THE PHONE

## DELIVERY CONTENT

Please check whether the package contains the following parts:

1. Conference phone
2. Ethernet cable
3. Power supply 14 V DC with EU/US connector

   **PLEASE NOTE:  Using the wrong power supply may cause damage to the phone. Use only the power supply included with the phone.**
4. Quick Start Guide

## PHONE INSTALLATION AND INITIALIZATION

snom phones are plug-and-play. Once you have connected the hardware and entered the data required by your provider, you are good to go.  In most cases your phone will register and initialize automatically.

### Prerequisites

To be able to use VoIP you or your company need to have:

1. A broadband internet connection.
2. Access to the internet via a router.  This could be a separate device available in various versions from many different manufacturers or in the form of a router on a server or a PC.
3. Account information provided by your network administrator or a VoiP account with a VoIP provider who supports the VoIP SIP standard.  With your snom MeetingPoint you can use up to 12 VoIP accounts with one or more VoIP providers.  You need to obtain your access number ("phone number") and the necessary access data to register your phone and make phone calls;  the requirements differ from provider to provider.  They may include:
   a. A user name, if required;
   b. Your login name;
   c. The address of the server (registrar);
   d. Provider-specific settings, if required.

## Installation

Connect the phone to your network or your router and, if you are not using PoE (Power over Ethernet), to a wall outlet.

Network cable port

SD memory card port

Expansion microphone port

AUX port

Security lock port

Power supply port

Expansion microphone port
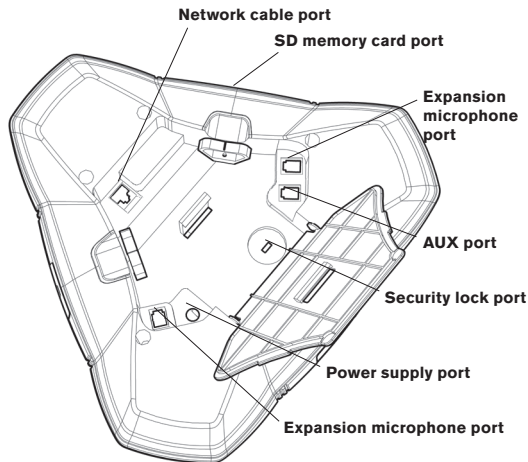
## Initialization

1. The phone begins the initialization and registration process.

   ***Do not touch any keys while registration and initialization are taking place. The process usually takes a couple of minutes.***

2. You will be prompted in English to select a language.

3. Next, you will be prompted in the language of your choice to select a timezone. Timezones shown depend on the language you have chosen; you can collapse and expand the list for quicker access.

4. Next, you will be prompted to enter an account, normally the login name you received from your provider, and the registrar - see "Phone Installation and initialization" on page 7. To enter the period (.), change the input mode (see "Entering Letters, Numerals, and Special Characters" on page 13) to small or capital letters and press ⌷1 once. To enter the @ sign, change to letter mode and press ⌷1 three times.

5. Your phone was successfully registered if the display shows a black phone symbol with the account (phone number) you entered.

6.  Don't worry if time and date are wrong.  See "Correcting the Clock" on page 9 on how to change them.

7.  If you see the phone symbol and the account on the display but they are not highlighted and the phone does not work, the server may be down, either for servicing or due to a malfunction. The registration and initialization should be completed as soon as the server is up and running again.  You may want to check with your administrator or your provider if nothing happens within a reasonable time.

## WHAT TO DO IF REGISTRATION AND INITIALIZATION ARE UNSUCCESSFUL

Contact your network system administrator if the phone is operating or supposed to be operating within a network.

If you are using a VoIP provider you may need to enter further data, as specified by your provider.

Open the phone's web interface - see "The Phone's Web Interface" on page 20.  Open Configuration Identity 1 and enter any additional login information you have received from your provider - see "Configuring New Identity/Account" on page 39.

A number of IP telephony service providers and a number of SIP PBXs require settings that are different from snom's standard factory settings.  snom's web page lists numerous providers and PBXs that have been tested for interoperability with our phones and specific settings that may be required.  Do not change the standard configuration unless you know what you are doing. Expert help may be required.

If your IP telephone system does not support automatic initialization, contact your administrator or see our web page www.snom.com/Wiki for manual phone initialization.

## CORRECTING THE CLOCK

If the time on the display is incorrect, you may need to set the correct timezone.

1.  Changing the settings on the phone:  See "Time Zone" on page 42.

2.  Changing the settings on the phone's web interface:  See "Time Zone" on page 42.

If the time is still incorrect, there may be a problem with the time server. Contact your Administrator.

# GETTING TO KNOW YOUR PHONE

This manual describes the functions of the phone with the standard factory settings. If your phone was installed and/or set up by someone else, the standard settings may have been changed. Please check with that person or company if the phone does not react as described in this manual.

## HARDWARE COMPONENTS

| LEDs | |
| --- | --- |
| Blue, slowly blinking | Incoming call |
| Steady blue light | Call in progress, missed call |
| Steady red light | Mute, microphone turned off |

Speaker    Microphone    Display screen    Keypad



## Keypad



Function keys
Activate function

Context navigation
Answer incoming call
Dial / Redial
Mute
Increase volume
Decrease volume

Context navigation
Hang up/end line
End conference
Menu key: Settings, call fwd, system info, user/admin mode, reboot
Start conference
Start/end/back recording

Alphanumerical keypad

### CONTEXT-SENSITIVE FUNCTION KEYS

The current context-sensitive function of the key is indicated by a symbol in the function key line directly above the key.   For the list of symbols, see "Symbols of the Function Key Line" on page 18.

### CONTEXT NAVIGATION KEYS

↓ ↑          Press to go up and down on-screen menus or lists

← →          Press to page through screens or to move left and right in function key line

### GREEN HANDSET KEY

1.  When a call is coming in:  Press once to accept.

2.  When the phone is idle:  Press twice to redial last number dialled.

3.  When the phone is idle:  Press ╱ to call last 100 numbers dialled on-screen.  Select a number with ↓ ↑ and press ╱ to dial.

4.  In some contexts, press ╱ to make selections or save changes to settings.

### RED HANDSET KEY

1.  Press to terminate the ongoing call.

2.  Press to terminate the ongoing conference.

3.  When changing settings:  Press to break off and return to previous screen.

### VOLUME KEYS

Press 🔊 to increase the volume, press 🔉 to lower the volume:

1.  of the ringer while phone is idle or ringing.

2.  of the speaker/microphone while in a call.

### MUTE KEY

▪   In a call press 🎤 to turn the microphone on and off.

▪   In idle mode press 🎤 to turn DND mode on and off.

## CONFERENCE KEY 🔺

With several calls on hold, press key to start the conference.  See page 33 on how to set up and manage conferences.

## RECORD KEY REC

Press key to record onto SD memory card.  Press key again to end recording.

## ALPHANUMERIC KEYPAD

See "Alphanumeric keypad" on page 13.

# Display Layout



Status line
Information line
Function key line
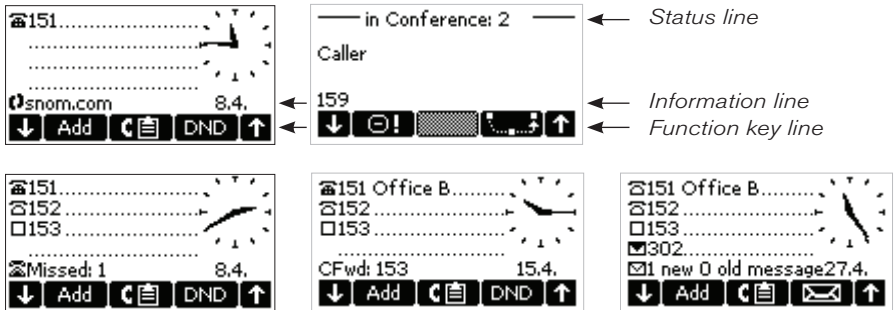
| 🕿 | Currently selected identity for outgoing calls |
|---|---|
| ☎ | Active identity.  Can be called, can be selected for outgoing calls |
| ☐ | Inactive identity.   Cannot be called or selected for outgoing calls |
| ☑ | Message waiting on mailbox + phone number of mailbox.  Select with ⬇ ⬆. |
| ▨ | Mailbox currently selected |

## INFORMATION LINE

The date is shown on the right side.  A text message on the left side indicates:

| Missed: 1 | New missed call(s) + and their total number |
|---|---|
| CFwd:  153 | Call forwarding is on + phone number incoming calls will be forwarded to |
| ✉ 1 new 0 old message | Message(s) waiting on mailbox + the total number of new and old messages |
| ⬤ DND active!        20.4. | DND (do not disturb) mode is activated |

### FUNCTION KEY LINE:

The current context-sensitive function of the key is indicated by a symbol in the function key line directly above the key.   For the list of symbols, see "Symbols of the Function Key Line" on page 18.

## Alphanumeric keypad

Press any key on the alphanumeric keypad to open the edit screen.  The current input mode is indicated by the symbol 123,  abc, or  ABC in the information line of the display.  Press the function key underneath the symbol in the function key line to change it.

- 123 in information line, **abc** in function key line:  Current input mode is numbers;  press function key to change to small letter mode.
- abc in information line, **ABC** in function key line:  Current input mode is small letters;  press function key to change to capital letter mode.
- ABC in information line, **123** in function key line:  Current input mode is capital letters;  press function key to change to number mode.

### ENTERING LETTERS, NUMERALS, AND SPECIAL CHARACTERS

Switch to appropriate input mode, if necessary.  When in letter mode, press each respective key one to four times quickly to type the first through fourth letter printed on the key.

- To enter the period (.), use letter modes upper or lower case and press  [ 1 ] .
- To enter a space (_), use letter modes upper or lower case and press [ -- 0 ] once.
- To enter a hyphen (-), use letter modes upper or lower case and press [ -- 0 ] twice.

To enter the special characters listed in the following table, use input modes upper or lower case and press [1] quickly as many times as indicated.

| 1x | . | 2x | + | 3x | @ | 4x | 1 | 5x | : | 6x | , |
|----|---|----|---|----|---|-----|---|-----|---|-----|---|
| 7x | ? | 8x | ! | 9x | - | 10x | _ | 11x | / | 12x | ( |
| 13x | ) | 14x | ; | 15x | & | 16x | % | 17x | * | 18x | # |
| 19x | < | 20x | = | 21x | > | 22x | $ | 23x | [ | 24x | ] |

# THE PHONE MENUS

## Menu Key
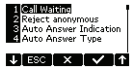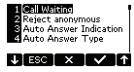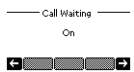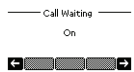
Press ▶≡ to open the top-level menu on the display. Press an item's number on the alphanumeric keypad to open the lower-level menu. Alternative: Use ⬇ ⬆ to go to desired item and press 📞 or ✓.

| 1 Preferences | 2 Call Features | 3 Identity | 4 Network | 5 (4) Maintenance |
|---|---|---|---|---|
| 1 Language | 1 Call Forward | 1 Outgoing Identity | 1 IP Setting | 1 System Info |
| 2 Timezone | 1 Forward all | 2 Reregister | 2 Webserver | 2 User/Admin Mode |
| 3 Tone Scheme | 2 Forward on busy | 3 Edit | 1 Webserver Type | 3 Reboot |
| 4 Contrast | 3 Fwd after timeout | 4 Logoff | 2 HTTP Admin Server | 4 Reset Values |
| 5 Backlight | 2 Outgoing Calls | 5 Logoff all | 3 HTTP Password | |
| 6 Ringer | 1 Auto Dial | | 3 VLAN | |
| 7 Equalizer | 2 Number Guessing | | 1 VLAN ID (0-4095) | |
| | 3 Call Completion | | 2 VLAN Priority (0-7) | |
| | 4 Hide own ID | | 3 Reset VLAN | |
| | 3 Incoming Calls | | | |
| | 1 Call Waiting | | | |
| | 2 Reject anonymous | | | |
| | 3 Auto Answer Indic. | | | |
| | 4 Auto Answer Type | | | |

The network menu cannot be accessed when the phone is running in user mode; the maintenance menu will move to no. 4 on the top-level menu.

For more information on user/administrator mode, see page 22.

Example:  Changing the setting for "call waiting"

| | **Using function keys** | **The faster method: Using keypad numbers** |
|---|---|---|
| Press | ▶☰ MENU | ▶☰ MENU |
| The display shows this screen: | 1 Preferences 2 Call Features 3 Identity 4 Network 5 Maintenance | 1 Preferences 2 Call Features 3 Identity 4 Network 5 Maintenance |
| Press | ↓ | ABC 2 |
| The display shows this screen: | 1 Preferences 2 Call Features 3 Identity 4 Network 5 Maintenance | |
| Press | ✓ | |
| The display shows this screen: | 1 Call Forwarding 2 Outgoing Calls 3 Incoming Calls | 1 Call Forwarding 2 Outgoing Calls 3 Incoming Calls |
| Press | ↓ ↓ | DEF 3 |
| The display shows this screen: | 1 Call Forwarding 2 Outgoing Calls 3 Incoming Calls | |
| Press | ✓ | |
| The display shows this screen: | 1 Call Waiting 2 Reject anonymous 3 Auto Answer Indication 4 Auto Answer Type | 1 Call Waiting 2 Reject anonymous 3 Auto Answer Indication 4 Auto Answer Type |
| Press | ✓ | 1 |
| The display shows this screen: | Call Waiting / On | Call Waiting / On |

**Keep current setting:**

| Press | ☎ to break off changing the setting |
|---|---|
| Press | ESC to return to idle screen |

**Change setting:**

| Press | ← or → to select |
|---|---|
| Press | ✆ to save new setting, |
| Press | ESC to return to idle screen |

## Function Key Line

Factory default, idle screen: ↓ Add C☰ DND ↑

### CONFERENCE MENU

From idle screen pressing Add opens the conference menu.  When in call or in conference pressing this key puts the call or conference on hold and opens the conference menu.  Press a number key to open function or submenu.

| | |
|---|---|
| 1 Dial a number | Opens the screen for dialing input |
| 2 Call lists | Opens phone's call lists |
| 3 Ext. AddrBook | Initiates a directory search in external data banks (OCS Edition, LDAP) if available in your network.  Please talk to your administrator. |
| 4 Int. AddrBook | Opens the phone's internal directory - see page 23 |
| 5 Contact List | Opens list of your contacts if available in your network. Please talk to your administrator. |

### CALL LISTS

Press function key C☰ to open the call list menu (missed, received, and dialled calls).

| Missed | Press 📞 | to open the list of missed calls. Select a call:  Press ↓. Show call details: 📇 Page through details:  » | Details: From To Time Missed (total no.) |
|---|---|---|---|
| Received | Press ↓ 📞 | to open the respective list. Select a call:  Press ↓. Show call details: 📇 Page through details:  » | Details: From To Time Duration Costs |
| Dialled | Press ↓ ↓ 📞 | | |

| | | |
|---|---|---|
| With a call selected: | 09:27 159<br>28.4. 17:01 154<br>24.4. 13:17 152<br>22.4. 11:43 154<br>21.4. 15:05 159<br>↓ 📇 ▭ C ↑ | Press 📞 to dial. |

| With call details on screen: | From 159 | Press ▦ and ☎ to dial Press **Save** to save number to directory Press **Del** to delete this call |
|---|---|---|

## DND (DO NOT DISTURB)

Press **DND** to turn on "Do not disturb" mode. The information line shows:
● DND active!      20.4.

All incoming calls will be forwarded to the number set in call forwarding (see "Call Forwarding" on page 36) or receive a busy signal if there is no setting for call forwarding. Press **DND** again to turn off DND mode.

## Symbols of the Function Key Line

Different symbols will appear in the function key line, depending on the phone's current status (idle, incoming call ringing, in call, etc.). Press the function key underneath the symbol to perform the action or to open the menu or list it represents.

### CONTEXT NAVIGATION SYMBOLS

| ↓ ↑ | On idle screen: Select outgoing identity In other contexts: Go up and down menus and lists |
|---|---|
| ← → | Settings: Decrease/increase (volume, for example) Selections: Go back/forward (between yes and no, for example) |

### FUNCTION KEY SYMBOLS

| | |
|---|---|
| **Add** | On idle screen: Open conference menu with directories and call lists |
| | When in call: Place current call on hold |
| | When in conference: Put conference on hold |
| ☎目 | Call lists (missed, received, dialled calls) |
| **DND** | Turn "do not disturb" mode on and off |
| **CHist** | Opens call lists |
| **Int.** | Opens phone's directory |

| | |
|---|---|
| **Ext.** | Opens external directory when available |
| **ABC** | Press to change input mode to capital letters |
| **123** | Press to change input mode numbers |
| **abc** | Press change input mode to small letters |
| **✓** | Open selected (marked) menu item |
| **✗** | Return to previous display |
| **+** | Add phone number to directory |
| **C←** | Delete character to the left of the cursor |
| **⊖** | Reject incoming call. The caller hears the busy signal. |
| **⊖!** | Reject incoming call and place phone number on Deny list. |
| **⤵** | Transfer call |
| **✉** | Retrieve new message from mailbox |
| **⊞** | Edit phone book and call list entries |
| **C** | Deletes entire currently open list |
| **⇥** | Show call details |
| **»** | Page through call details |
| **ESC** | Return to idle screen |
| **CC** | Turn on call completion for this call when called number busy |
| **◢** | Adjust volume |
| **Save** | Add phone number of on-screen call to phone book |
| **Del** | Delete on-screen call from call list |
| **Kick** | Terminate connection to marked conference participant |
| **Split** | Split marked participant from conference for one-on-one conversation |
| **Reduc** | Reduce list of timezones to entries relevant to phone language |
| **More** | Expand list of timezones to show all entries |

# THE PHONE'S WEB INTERFACE

Press ▶▤ > 5 Maintenance > 1 System Info to look up the phone's IP address. Open the web browser of your PC and type http:// followed by the IP address, for example http://192.168.9.14.  The web interface will open with the Security page which is shown only when the web interface is opened for the first time upon initialization or after reboot or a resetting of values:
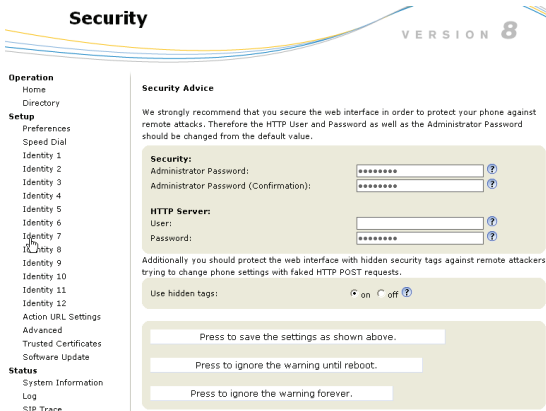


We urge you to set administrator and HTTP passwords.  The default administrator password is 0000 (4 zeros); there is no default HTTP password. If you set your own passwords, be sure to write them down and store them in a secure place.

If you do not wish to set an HTTP password, you can turn off the reminder on the phone's display until the next reboot or forever by clicking on the appropriate button.  If you change your mind later, you can set the password on the phone's web interface, "Advanced"page > "QoS Security" tab > "HTTP Server" (see "Notational conventions" on page 6) or turn off the warning later at Advanced > QoS Security > Security > Ignore security advices ⦿on >
Save.

## How the Web Interface Works

The vertical menu on the left side of the window is always the same, no matter which window happens to be open at the time. Available menu items depend on whether the phone is running in user or administrator mode.

Click on a menu item to open that page. Some pages contain several documents. To make a document visible, click on its tab. The font weight of the characters on the active tab is bold. Only one tab can be active at a time.
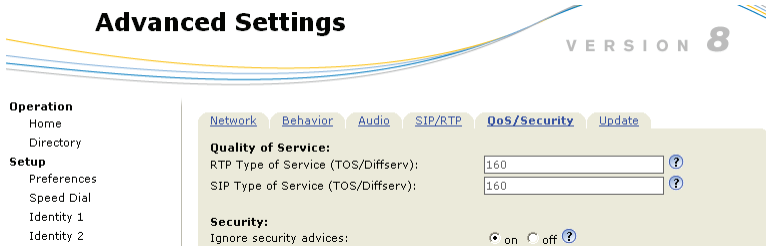


### WEB SETTINGS OVERRIDING MANUAL PHONE SETTINGS

In some cases settings activated on the web interface override manual settings on the phone. If a setting you have made on the phone does not appear to take effect, look for a conflicting setting on the web interface.

***Always click on*** Save ***before clicking on a different menu item or closing the web interface if you wish to save the changes you have made.***

# USER MODE/ADMINISTRATOR MODE

Some windows, like Preferences shown here, are available in user mode while
many are not.  The menu item Advanced is available but the settings normally
found on it are not.
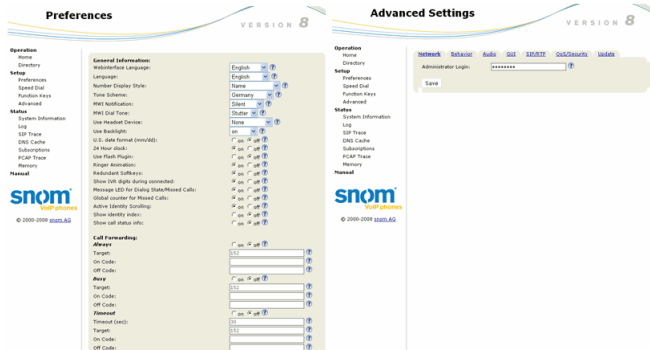


To  return the phone and its web interface to administrator mode, enter the
administrator password in Administrator Login and click on Save.  The default
password is 0000 (4 x zero).
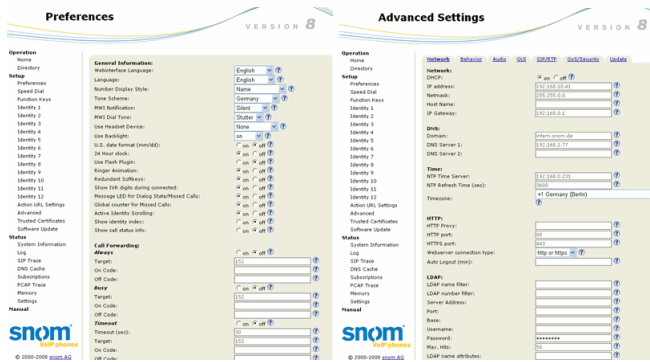
# DIRECTORIES

## PHONE DIRECTORY (INTERNAL PHONE BOOK)

The phone directory can hold 250 entries consisting of name and phone numbers. Entries can be added and edited on the phone and on the web interface.

In addition to adding and editing entries, the web interface allows you to assign a contact type and an identity for outgoing calls to each entry.

Any changes you make on the web interface will not take effect until you click on Save. Changes will be lost if you open another page of the web interface without first clicking on Save.

### Nickname

The name entered in this text field is the name used in the "Name" field of the phone book and the name under which the phone book entry will be stored. It is shown on your phone's display when you are calling the associated phone number.

### Contact Types

- VIP: Calls from numbers with this contact type will ring on your phone even when DND mode is active. You can assign a ringtone to this contact type as well. If your VIP is also assigned to a group (see below) and if that group also has a ringtone, the ringtone assigned to that group will be played.
- Deny List: Calls from phone numbers with this contact type will not ring on your phone. The caller hears the "Busy" signal.

### Identity for Outgoing Calls

When an identity, with a specific VoIP provider, for example, is to be used for calls to certain phone numbers. You must dial the number from the directory, however. If you simply type it on the keypad, the current outgoing identity, as indicated on the display, will be used.

### Group

Friends, Family, Colleagues: You can assign a distinct ringtone to each group.

## Assign Ringtones

The phone has 10 built-in ringtones. It is also possible to download a custom melody.

### PLAYING RINGTONES BACK.

On the phone: ▶≣ > 1 Preferences > 6 Ringer. The identities are shown on the display. Select one and press 📞 . The list of ringtones is shown. The tone currently set for the identity is at the top of the list and is played immediately. Press ⬇ or ⬆ to play other tones. Press 📞 twice and ESC once to return to the idle screen.

On the web interface (the ringtones will be played by the phone): Configuration Identity (1-12) > Login. Select a ringer from 1 to 10 in the drop-down menu of Ringtone and click on Play Ringer.

### ASSIGNING RINGTONES TO GROUPS AND/OR CONTACT TYPE VIP:

Preferences > Directory Ringtones.

Select a ringtone from the respective drop-down menu.

Click on Save .

## Adding/Editing Entries on the Phone

### ADDING NEW ENTRY.

Press Add > 4 Int. AddrBook > +

Type name > Press 📞 > Type number > Press 📞 .

### EDITING EXISTING ENTRY

Press Add > 4 Int. AddrBook. Move cursor to desired entry with ⬇ ⬆. Press ▦ .

Delete letter to left of cursor with C← > Make changes > Press 📞 to save.

### ADDING NUMBER FROM CALL LISTS.

Opening call list (missed/received/dialled calls), selecting call, showing call details:  See "Call Lists" on page 17.

Press ▭▭➔ > Press **Save** to put the number in the directory.  Edit entry to add the name.

## Adding/Editing Entry on Web Interface

Click on Directory in Menu on the left side.

### ADDING/EDITING.

If editing, click on 📝 in entry's line.  Current information will be displayed in the text fields of Add or Edit Entry.  Make changes as necessary.

If new entry, type data in text fields of "Add or Edit Entry".

- If you wish to assign a contact type, select one from the drop-down list. The default setting is None.
- You can assign distinct ringtones to the groups "Friends", "Family", "Colleagues", and to the contact type "VIP".
- Calls from entries on the VIP list will always ring on the phone, even when the phone is in a call or in DND mode.
- Calls from entries on the Deny list will not ring on the phone and always receive a busy signal.
- Outgoing identity.  The drop-down list shows all identities configured on the phone.   If you select one of the identities for one of the numbers listed in the phone book, all calls to that number initiated from the phone book will show that identity on the callee's phone.

Click on ⸢ Add/Edit ⸣.

## Delete whole directory

Deletes entire directory irretrievably!

## Import/Export Directory

See our Wiki at http://wiki.snom.com/Web_Interface/V7/Directory.

## EXTERNAL DIRECTORIES

Provided by your network, your VoIP provider, or another external source.

### LDAP

Enter the necessary data obtaintained from your administrator, VoIP provider or other external source in the text fields of the phone's web interface > Advanced > Network > LDAP.

When available, press **Add** > 3 Ext. AddrBook to open.

Enter first letter of name you are searching for.

Typo?  Press **C←** to delete character to the left of cursor.

Type more letters if name shown isn't the right one, or press **←** **→**.

## CONTACTS

Provided by your network, your VoIP provider, or another external source. Enter the contact list's URI in the text field of the phone's web interface > Configuration Identity # > SIP tab > Contact list URI.

When available, press **Add** > 5 Contacts to open.

Selecting a contact:    **↓** **↑** .

# USING THE PHONE

This section describes the functions of the phone with the standard factory settings. If your phone was installed and/or set up by someone else, the standard settings may have been changed. Please check with that person or company if the phone does not react as described here.

The caller information displayed on the screen is controlled by the setting on the phone's web interface > Preferences > General Information > Number Display Style > drop-down list. The default setting is "Name".

## MAKING CALLS

See "Entering Letters, Numerals, and Special Characters" on page 13 for input modes. See "Display Layout" on page 12 on identities available for outgoing calls. See "Identities/Accounts" on page 39 on how to configure identities.

If more than one identity is shown on the display, the one with the black one is the outgoing identity for the call and the number/name that will show on the callee's phone. Select a different identity with the up or down arrows.

*Note: See "Adding/Editing Entry on Web Interface" on page 25 on how to assign a fixed outgoing identity to calls being made to a certain number. The outgoing number will only be used automatically when the call is initiated from the phone book!*

### Selecting Identity for Current Outgoing Call

Use ⬇ ⬆ to select a different identity, if necessary.

### Using Auto Dial

A timespan in seconds must be selected from the drop-down menu of Advanced > Behavior > Phone Behavior > Auto Dial. The phone will dial the number on the display when the specified number of seconds has passed.

## Calling Number from Call List

Press LIST and the down arrow, if necessary, to select missed, received, or dialled calls.  Use the down arrow, if necessary, to select a phone number. Press ![phone] to dial.

## Calling Number from Directory

### FROM PHONE DIRECTORY

Press `Add` > 4 Int. AddrBook > ⬇️ ⬆️ > ![phone] or `Int.` to dial.

### FROM LDAP DIRECTORIES.

Press `Add` > 3 Ext. AddrBook > ⬇️ ⬆️ > ![phone] or ![keypad] to dial.

Enter first letter of name you are searching for.   Type more letters if name shown isn't the right one, or press ⬅️ ➡️.

If you need to correct an error, use ⬅️ ➡️ to backspace and space forward; press `C⬅` to delete the character to the left of cursor.

## Speed Dial

See "Speed Dial" on page 46 on setting speed dial numbers.  Enter the number (0-30) or the special character (#, *) assigned to a phone number and press ![phone] .

## Emergency Numbers

Can be dialled even when the keyboard is locked!  See "Emergency Numbers" on page 43 on how to set them.  Enter the number and press ![phone] .

## Call Completion

Depends on availability in your network.  On snom phones call completion means that when a called number is busy, the phone will call you back as soon as the dialled number is no longer busy.  The factory default setting is "off".

Changing the setting to turn it on:

- Press ▶☰ > 2 Call Features > 2 Outgoing Calls > 3 Call Completion.
- Press ← or → to show "On" on display.
- Press 📞 to save setting and ESC to return to idle screen.

Now, whenever a dialled number is busy, CC will appear in the function key line.

```
─────── Calling ───────
152
                    🔒
  ▒▒  CC   ◢◣   X   ▒▒
```

Press CC to activate call completion. Press X to return to idle screen without activating call completion. If you have activated call completion for this call:

```
───── Call Completion ─────
Waiting: 152


  ▒▒  X   ✓   ▒▒▒▒
```

Press X to end call completion for this call. Press ✓ to return to the idle screen, keeping call completion active for this call. You can now make other calls. When the number called is no longer busy, your phone will beep (three short beeps) and ask whether to dial or not.

```
☎151 Office B..........╲ ⟋          ─────── Call Completion ───────
☎152 ..................─     ─      Dial: 152?
☐153 ..................╱   ╲
........................
Call Completion    17.4.
 ↓  Add  C▤  DND  ↑                  ▒▒  X   ✓   ▒▒▒▒
```

## Redial

From the idle screen:

Press 📞 to show the last 100 dialled numbers on the display. Press ⬆ ⬇ to move up and down the list.
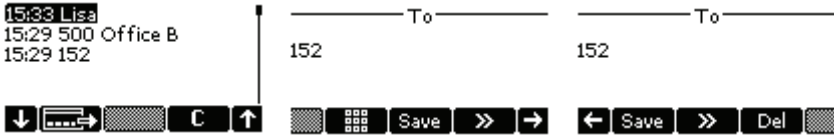
| | Show details of marked call: | To ≫ From ≫ Time ≫ Duration ≫ Costs ≫ To |
|---|---|---|
| **C** | **Caution:** **Pressing this key will delete entire list of calls** | |
| ⊞ or ☎ | Dial on-screen number | |
| Save | Add number to phone's directory | |
| Del | Delete this call | |
| ← → | Move function key line to the left/right | |

### Number Guessing (Auto Completion)

To set this function, see "Number Guessing" on page 46 .  When you dial and have typed the minimum number of digits, the phone offers numbers containing the typed string from its call lists and from the directory for selection.  Example: The setting is 4 digits; when you have typed four digits the phone offers the first number containing that string, if any.

| ← | Backspace |
|---|---|
| C← | Delete character to the left of the cursor |
| ☎ | Dial offered number |
| → | Edit offered name and number |
| abc ABC 123 | Change input mode to small/capital letters/numbers |

## ACCEPTING CALLS

When a call is ringing, press ☎ to accept it:

# MISSED CALLS

Missed calls are indicated by the three call indication LEDs glowing blue and by the text message "Missed" followed by the number of missed calls in the information line.   Press ◯ to turn both indicators off.

```
☎151 Office B.........
☎152 ..................
☐153 ..................

☎Missed: 1              17.4.
↓  Add  C📄  DND  ↑
```
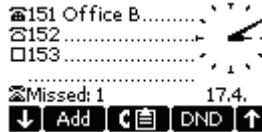
# ACTIVE CALLS

Mute/unmute and volume control:  See "Mute Key" on page 11 and "Volume Keys" on page 11.

## Hold

Press **Add** to put current call on hold.  Press ◯ to get caller back on the line.

## Attended and Blind Transfer

When you have a call on the line, there are two ways to transfer the call to a third party.

### ATTENDED TRANSFER.

| Press | **Add** | to put call on hold |
|-------|---------|---------------------|
| Press | 1 | to get the dial screen |

Type the number you wish to transfer the call to.

| Press | ☎ | to dial |
|-------|-----|---------|

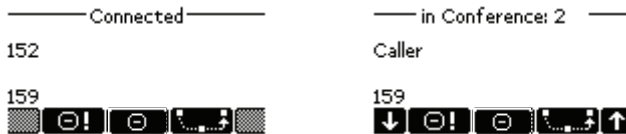Announce the call.  If the party wishes to accept the call

| Press | ▭ | |
|-------|-----|---|
| Press | ☎ | |

## BLIND TRANSFER

| Press | ▓▓▓ | to get dial screen |
|-------|-----|--------------------|
| Type the number you wish to transfer the call to | | |
| Press | ☎ | to dial number and transfer call |

## Call Waiting

When you are in a call or in a conference, another call coming in will be announced visually by the phone number of the calling phone in the information line. Incoming call during conference: See page 35.

```
———— Connected ————          ——— in Conference: 2 ———
152                          Caller

159                          159
```

| **Reject the call:** | | |
|-----------------------|-----|--------|
| Press | ⊖ | The caller hears the "busy" signal |

| **Transfer the call (blind transfer):** | | |
|------------------------------------------|-----|--------|
| Press | ▓▓▓ | You remain in the first call |
| Dial the number you wish to transfer the second call to | | |
| Press | ☎ | |

| **Accept the call:** | | |
|-----------------------|-----|--------|
| Press | ☎ | to accept the second call. The first call is put on hold |
| Press | ▓▓▓ | to initiate call transfer, enter the target phone number, and press ☎. The second call rings on the target phone. |
| Press | ☎ | to get the first call back on the line |

## TERMINATING CALLS

Press ☎.

## CONFERENCE

It is possible to hold phone conferences with up to four other phones plus your phone.

### TURN RINGER OFF:

Press ▶▤ > ⌗1 Preferences > ⌗ MNO 6 Ringer > Select line with ⬆⬇ >
Press 📞 > Select ringer "Silence" with ⬆ > Press 📞 > Press ✖ to
return to Preference menu > Press ESC to return to idle screen

### ESTABLISHING A CONFERENCE

Call first participant

| Press | Add | to put the call on hold and to open the menu "Add to conference" | |
|---|---|---|---|

Call second participant:

| Press | 1 | and type phone number | OR |
|---|---|---|---|
| press | ABC 2 | and select phone number from one of the call lists | OR |
| press | DEF 3 | and select phone number from an external directory | OR |
| press | GHI 4 | and select phone number from the phone directory | OR |
| press | JKL 5 | and select phone number from your list of contacts | |
| Press | 📞 | to dial. When connected | |
| press | Add | to place second participant on hold. Repeat to add third and fourth participant | OR |
| Press | ⟁ | to start conference | |

### PUT CONFERENCE ON HOLD

| Press | Add | All participants are on hold | |
|---|---|---|---|
| Press | 📞 | to return to conference | |

## ADDING PARTICIPANT(S) TO ONGOING CONFERENCE

Press [Add] to put the conference on hold and to open the menu "Add to conference".

Call new participant:

| Press | 1 | and type phone number | OR |
|---|---|---|---|
| press | ABC 2 | and select phone number from one of the call lists | OR |
| press | DEF 3 | and select phone number from an external directory | OR |
| press | GHI 4 | and select phone number from the phone directory | OR |
| press | JKL 5 | and select phone number from your list of contacts | |
| Press | 📞 | to dial. When connected | |
| press | Add | to put new participant on hold and call another participant | OR |
| Press | △ | to return all participants to conference | |

### TALKING TO PARTICIPANT ONE-ON-ONE

| Press | ⬇ ⬆ | to select one of the participants |
|---|---|---|
| Press | Split | to talk to marked participant alone and put the other conference participants on hold |
| Press | △ | to return all participants to conference |

### TERMINATING CONNECTION WITH ONE PARTICIPANT

| Press | ⬇ ⬆ | to select one of the participants |
|---|---|---|
| Press | Kick | to cut the connection to this participant |

### INCOMING CALL DURING CONFERENCE

```
——— in Conference: 2 ———
Caller

159
↓  ⊖!  ⊖  ⌊▪▪⌋  ↑
```

You can:

1. Reject the call.  Press ⊖ .  The caller hears the "busy" signal.
2. Transfer the call.  Press ⌊▪▪⌋ > Dial the number you wish to transfer the call to > Press ✆ .
3. Accept the call.  Press ✆ to put conference on hold and accept the call. You can then:

    a.  press △ to unhold the conference and add the caller to it; OR

    b.  press ☎ to end the call, press △ to unhold the conference.

### END CONFERENCE

| Press | △ | Display prompt: | ——— Cancel conference ———<br>Quit the conference?<br><br>↓  ✕  ▒▒▒  ✓  ↑ | |
|---|---|---|---|---|
| Press | ✓ | to terminate the conference | | OR |
| press | ✕ | to continue the conference | | |

## REJECTING OR REDIRECTING INCOMING CALLS

This includes manual and automatic rejection and redirection and rejection of anonymous calls.

## Manually

If you do not wish to pick up a ringing call, you can obviously let it ring, or reject or blindly transfer it:

### REJECT

| Press | ⊖ | The caller hears the "busy" signal |
|---|---|---|

| Press | ⊝! | The caller hears the busy signal and the number will be placed on the Deny list so that incoming calls from that number will always be rejected.  This function is available only if set beforehand on the phone's web interface, Advanced > Behavior >. Phone Behavior > Deny All Feature: "on" |
|-------|-----|---|

### REDIRECT (BLIND TRANSFER)

Press ▦ > Dial the number you wish to transfer the call to > Press 📞 > The incoming call will start to ring on the other phone.

## Automatically

These are your options when you want to have incoming calls rejected or forwarded automatically:

- Deny List.  See "Contact Types" on page 23.
- DND (do not disturb mode).  All incoming calls will be forwarded to the number set in call forwarding or receive a busy signal if there is no setting for call forwarding.

    Press DND to activate, press DND again to turn DND off.
    ⊝ DND active!          20.4.

- Call Forwarding.  See page 44.

## Reject anonymous calls

*Please note that calls from analog phone connections without caller ID will, most likely, be received as anonymous calls and rejected if you turn this function on.*

▶☰ > 2 Call Features > 3 Incoming Calls > 2 Reject anonymous >  Press ◀ or ▶ to show "On" on display > Press 📞 > Press ESC.

## CALL FORWARDING

**Forward All**:  Forwarding all incoming calls to the number of the phone, extension, or mailbox specified as this function's target.

**Forward when Busy**:  Calls ringing while phone is busy are forwarded to the number of the phone, extension, or mailbox specified as this function's target.

**Forward after Timeout**:  When a call starts ringing, the phone will wait for

the number of seconds specified. If the call is not accepted by the end of this time period, it is forwarded to the number of the phone, extension, or mailbox specified as this function's target.

## Making/changing settings on the phone
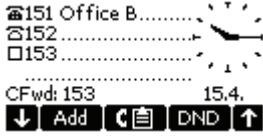
Setting phone numbers incoming calls will be forwarded to:

| | Forward all | Forward when busy | Forward after timeout |
|---|---|---|---|
| Press | ▸☰ MENU | ▸☰ MENU | ▸☰ MENU |
| Press | [ABC 2] Call Features | [ABC 2] Call Features | [ABC 2] Call Features |
| Press | [1] Call Forwarding | [1] Call Forwarding | [1] Call Forwarding |
| Press | [1] Forward all | [ABC 2] Forward when busy | [DEF 3] Forward after timeout |
| Press | [ABC 2] Target when forwarding | [ABC 2] Target when forwarding | [ABC 2] Target when forwarding |
| Type | phone number | phone number | phone number |
| Press | | | [DEF 3] Call forwarding time |
| Type | | | number of seconds |
| Press | 📞 to save new/changed setting(s), press 📞 to abort | | |
| Press | [ESC] to return to idle screen or press [1] Enable Forwarding to turn on call forwarding. | | |
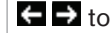
## Turning on call forwarding

from the idle screen. If the phone number has not been set or needs to be changed, follow the instructions above and continue with step 6 below gray-shaded area.

| | Forward all | Forward when busy | Forward after timeout |
|---|---|---|---|
| Press | ▸☰ MENU | ▸☰ MENU | ▸☰ MENU |

| Press | [ABC 2] Call Features | [ABC 2] Call Features | [ABC 2] Call Features |
|---|---|---|---|
| Press | [1] Call Forwarding | [1] Call Forwarding | [1] Call Forwarding |
| Press | [1] Forward all | [ABC 2] Forward when busy | [DEF 3] Forward after timeout |
| Press | [1] Enable Forwarding | [1] Enable Forwarding | [1] Enable Forwarding |
| Press | ← → to select "Yes' | ← → to select "Yes" | ← → to select "Yes" |
| Press | ✆ to save new/changed setting, press ☎ to abort | | |
| Press | ESC to return to idle screen. The information line now contains "CallFwd" and the target phone number  | | |

## Turning off call forwarding

| | Forward all | Forward when busy | Forward after timeout |
|---|---|---|---|
| Press | [MENU] | [MENU] | [MENU] |
| Press | [ABC 2] Call Features | [ABC 2] Call Features | [ABC 2] Call Features |
| Press | [1] Call Forwarding | [1] Call Forwarding | [1] Call Forwarding |
| Press | [1] Forward all | [ABC 2] Forward when busy | [DEF 3] Forward after timeout |
| Press | [1] Enable Forwarding | [1] Enable Forwarding | [1] Enable Forwarding |
| Press | ← → to select "No" | ← → to select "No" | ← → to select "No" |
| Press | ✆ to save, press ☎ to abort | | |

# CUSTOMIZING PHONE SETTINGS

See "The Phone's Web Interface" on page 20 on how to open the phone's web interface, how the web interface works and how you change the settings, and what the difference between administrator and user mode is.

If you have access to administrator mode, but do not consider yourself to be an expert on SIP and SIP phones, we recommend that you do not change any of the technical settings since this may adversely affect the phone's performance or put it out of order altogether.

If you want more information on a web interface setting, click on the radio button with the question mark that you see to the right of each item.  It links to a page on snom's Wiki with detailed information about that particular item.

Any changes you make on the web interface will not take effect until you click on  Save .  Changes will be lost if you open another page of the web interface without first clicking on  Save .

## IDENTITIES/ACCOUNTS

The phone supports up to twelve accounts or "phone numbers" with one or more providers or within an office or organization network.   On snom's phones these accounts or phone numbers are called "identities".

If your phone is part of an office network,  you may need to contact your administrator to configure new or change existing identities, as this can only be done when the phone is running in administrator mode.

See "Phone Installation and initialization" on page 7 for the information on required input data.

### Configuring New Identity/Account

***Web interface only!***

Click on an identity in the menu on the left.  The configuration window for that identity will open; it contains four tabs, with the left one, Login, visible in the front.

Enter the information received from your provider or your administrator in the appropriate fields.

- The display name is optional and freely selectable.  It will be sent to any parties you call unless you hide your identity (see "" on page 45).  If you do

not enter a display name, the data in the "Account" text field will be shown on your display and sent to any parties you call unless you hide your identity.

▪ Any text you enter in "Display text for idle screen" will be shown - instead of your display name or account - **on your display only**.  It will not be sent to any parties you call.

▪ You can choose one of 10 built-in ringtones or a custom melody, or turn off the ringer by selecting "Silence".

Select a ringer from the ringtone drop-down list of Login > Ringtone and click on "Play Ringer".  The tone will be played by your phone.

If you have selected the custom melody, enter the URL to the data file in the text field underneath.  It must be a file of the type PCM 8 kHz 16 bit/ sample (linear) mono WAV.

Click on "Re-Register" and "Save".

*Please note:  The ringer set for a contact type overrides the ringer for a particular identity; in case of a conflict the phone will use the contact type ringer.  If your ringtones don't seem to work as expected, contact your administrator.  There may be an overriding setting on the PBX.*

### AUTOMATIC ACCEPTANCE OF INCOMING CALLS

1. Setting:  Identity # > SIP tab > Auto Answer  ⊙ on  >  Save

2. Select audio device for automatic acceptance:  Preferences > Auto Answer > Type of Answering > pull-down list > Save

3. If you wish to be alerted acoustically whenever the phone accepts a call automatically:  Preferences > Auto Answer > Auto Answer Indication ⊙ on

### CONTACT LIST

A contact list must be available on a server. Setting:

▪ Identity # > SIP tab > Contact List > ⊙ on .  Enter URI in text field and click on "Save".

▪ Identity # > SIP tab > Contact List URI > Enter URI in text field.

▪ Click on "Save"

## Editing an Existing Identity/Account

Can be done on the web interface and on the phone itself.

### ON THE WEB INTERFACE.

Open the Configuration page of the identity and make the changes in the text fields. See "Configuring New Identity/Account" on page 39.

If you have changed the account or the registrar, click on "Re-Register". If you have made other changes, clicking on "Save" suffices.

### ON THE PHONE.

▸☰ > 3 Identity > 3 Edit User > Select identity with ⬇ ⬆ > Open edit mode with ☎ > Edit number, if necessary > Press ☎ or ☎ > Edit name, if necessary > Press ☎ or ☎ to return to idle screen.

## LANGUAGE SETTINGS OF PHONE AND WEB INTERFACE

The language used on the phone can be changed on the phone as well as on the web interface. The language used on the web interface can be changed on the web interface only.

## Phone Language

### SETTING ON THE PHONE.

▸☰ > 1 Preferences > 1 Language > Select language with ⬇ ⬆ > Press ☎ to save or ☎ to return to "Preferences" menu without saving > Press ESC to return to idle screen.

### SETTING ON THE WEB INTERFACE.

Preferences > General Information > Language > Select from drop-down list > Click on Save.

## Web Interface Language

Preferences > General Information > Webinterface language > Select from drop-down list > Save.

## DIAL TONES

Different dial tones for different countries!  Select yours on the phone or on the web interface.

### On the Phone

▸☰ > 1 Preferences > 3 Tone Scheme > Select country with ⬇ ⬆ > Press 📞 to save or 📞 to return to Preferences menu without saving > Press ESC to return to idle screen.

### On the Web Interface

Preferences > General Information > Tone Scheme > Select country from drop-down list > Save.

## TIME ZONE

The list is arranged by the difference in hours (+/-/0) to the UTC and, within each time zone, alphabetically by selected locations.  The setting can be changed on the phone and on the web interface (administrator mode only).

### On the Phone

▸☰ > 1 Preferences > 2 Time Zone > Select location with ⬇ ⬆ > press 📞 to save or 📞 to return to Preferences menu without saving > ESC to return to idle screen.

- Press Reduc to collapse the open list to show only language-relevant time zones.
- Press More to expand the open list to show all time zones.

### On the Web Interface

Available in administrator mode only.

Advanced > Network tab > Time > Timezone > Select your location in the the drop-down list > Save.

## DATE AND TIME FORMATS

Can be set and changed on the web interface only.

### Date

Preferences > General Information > US Date Format

| | | |
|---|---|---|
| ⊙ on | Formats: | m/d     (example:  5/6 means May 5)<br>mm/dd  (example:  10/12 means October 12) |
| ⊙ off | Formats: | d.m     (example:  6.5 means May 5)<br>dd.mm  (example:  12.10 means October 12) |

### Time

The time setting applies to phones and/or firmware versions with a digital clock only. If the phone has a clock face, changing the setting will not affect it.

Web interface > Preferences > General Information >  24 Hour Clock

| | |
|---|---|
| ⊙ on | The time on the phone's display will be shown in 24-hour format, 00:01 to 24:00 |
| ⊙ off | The time on the phone's display will be shown in AM/PM format, 0:01 AM to 12:00 PM. |

## EMERGENCY NUMBERS

These are numbers that can be dialled even when the keyboard is locked. They must be set beforehand on the web interface.

- Click on Preferences > Lock Keyboard > Emergency Numbers (space separated).
- Enter the emergency numbers in the text field. Type each number without spaces between the digits, separate the individual numbers with one empty space between them.

  Example: If you want to set the emergency phone number 911 and the phone numbers of your doctor (986543) and a friend (234578), the entry would look this:  911 986543 234578.

- Click on  Save .

# CALL FORWARDING

This feature automatically redirects all or certain incoming calls to another phone or a mailbox. It is possible to configure the settings on the phone and on the web interface.

**Always**. All incoming calls are forwarded to the number of the phone, extension, or mailbox specified as this function's target.

**Busy**. Calls ringing while phone is busy are forwarded to the number of the phone, extension, or mailbox specified as this function's target.

**Timeout**. When a call starts ringing, the phone will wait for the number of seconds specified. If the call is not accepted by the end of this time period, it is forwarded to the number of the phone, extension, or mailbox specified as this function's target.

## On the Phone

See "Making/changing settings on the phone" on page 37 and "Turning on call forwarding" on page 38.

## On the Webpage

If your Internet Telephony provider or your PBX uses codes to turn functions on and off, refer to their manuals for the codes to enter in On Code/Off Code text fields or ask your administrator.

### SETTING FORWARDING NUMBERS

- Always (all incoming calls): Preferences > Call Forwarding > Always. Type number in Target text field.  `Save` .
- Busy: Preferences > Call Forwarding > Busy. Type number in Target text field.  `Save` .
- Timeout: Preferences > Call Forwarding > Timeout. Type number in Target text field; type number of seconds in the Timeout (sec) text field.  `Save` .

### TURNING CALL FORWARDING ON

Click on the radio-button "on" of the call forwarding event and click on  `Save` .

## CALL COMPLETION

See also "Call Completion" on page 28. The factory default setting is "off". Changing the setting to turn it on:

### On the phone

Press ▶≣ > 2 Call Features > 2 Outgoing Calls > 3 Call Completion > Press ← or → to show "On" on display > Press 📞 to save setting > Press ESC to return to the idle screen.

### On the web interface

Open the phone's web interface > Advanced > Behavior > Phone Behavior > Call completion > ⊙ on .

## RINGTONES

You can choose one of 10 built-in ringtones or a custom melody, or turn off the ringer.

- A ringtone can be assigned to an identity so that incoming calls for different identities will be announced by different ringtones. See "Configuring New Identity/Account" on page 39.
- A ringtone can also be assigned to contact types so that incoming calls from phone numbers of that type will be announced by the selected ringtone. See "Contact Types" on page 23.
- When using a headset, choose whether the ringtone will sound in the headset or on the loudspeaker: Preferences > Ringtone Defaults > Save.

Note: The ringer set for a contact type overrides the ringer for a particular identity; in case of a conflict the phone will the contact type ringer. If your ringtones don't seem to work as expected, contact your administrator. There may be an overriding setting on the PBX.

# HIDE OWN IDENTITY

With this setting your phone number will not be transmitted to any phones you call.  Please note that your call may not be accepted if the other phone is set to reject anonymous calls (see next item).

Web interface > Preferences > Privacy Settings > Call Line Identification Presentation (CLIP) > radio button "Hide" >  Save .

# REJECT ANONYMOUS CALLS

With this setting you will not receive calls from phones whose number is not shown on your display.  Anonymous callers will hear the busy signal.

Please note that calls from analog phone connections will, most likely, be received as anonymous calls.

Web interface > Preferences >  Privacy Settings > Call Line Identification Restriction (CLIR) > radio button "Reject"  >  Save .

# NUMBER GUESSING

When you have typed the minimum number of characters you have specified for this function, the phone will look for numbers containing that string of characters in its call lists and directories and, if it finds matches, show the number(s) on the display.

Advanced > Behavior tab >  Phone Behavior.

Number Guessing Minimum Length:  Type number of digits in text field.

Number Guessing:  Click on radio button "on".  Save .

# SPEED DIAL

You can use the numbers from 0 to 30 and the special characters # and * to dial without having to enter the complete phone number.

Open the phone's web interface > Speed Dial.

Enter one phone number with any required prefixes in the text field for each respective number or special character.  Examples:

| Speed dial number | Type of number | Conventional notation | Entry in speed dial table |
|---|---|---|---|
| 0 | Emergency number | 911 | 911 |
| 1 | Local number | 555-1234 | 5551234 |
| 2 | Number with area code | (916) 555-1234 | 9165551234 |
| 3 | Number in foreign country, dialling "00" before phone number required | +49 30 398330 | 004930398330 |

***Do not add a name or other data before or after the number***!

# SOFTWARE UPDATE

## MANUAL UPDATE

1.  Open snom's web page at www.snom.com.
2.  Click on Support > Download > Firmware.
3.  Click on the phone to be updated.
4.  Click on the firmware version currently running on your phone.
5.  Click on the firmware version you want to update to.
6.  Right-click on the version's link and copy it.
7.  Open the phone's web interface > Software Update.
8.  Paste the link into the text field behind Firmware.
9.  Click on "Load".  The phone begins to reboot.
10. If the phone asks "Reboot?", press ☑ or 📞 .

**Do not disconnect the power while the phone is rebooting!**

## AUTO PROVISIONING

See our web page http://wiki.snom.com/Features/Mass_Deployment for information.

Open the phone's web interface > Advanced > Update tab.

**Click on the question mark ⑦ behind each line and read the instructions carefully before attempting auto provisioning!**

# TROUBLESHOOTING

## REBOOT

Required when asked for on display,  for example when a setting is changed that requires a reboot to take effect.

1. Press the Menu key.
2. Press 5 Maintenance.
3. Press 3 Reboot.
4. Press ✔ .
5. Wait for idle screen to reappear.

## HARD REBOOT

### *NEVER EVER PULL THE POWER PLUG WHILE THE PHONE IS DOWNLOADING FIRMWARE!*

1. Pull the power plug of the phone.
2. Reconnect the phone's power after a few seconds.
3. Wait for idle screen to reappear.

## RESET TO FACTORY VALUES

Please note that any customized settings will be overwritten.

1. Press the Menu key.
2. Press 5 Maintenance.
3. Press 4 Reset Values.
4. Enter administrator password.
5. Press ✆ .
6. See "Initialization" on page 8 to continue.

## CONTACT SNOM SUPPORT

Open snom's web page at www.snom.com. Click on the Support tab to open the Support window.  Click on the link to the contact form.  Complete the contact form and add the required attachments in text format before submitting it.  See the following paragraphs on how to prepare and enclose the attachments.

System and settings information must always be attached.

## Creating and enclosing attachments

1.  Open the phone's web interface > Status > System information.
2.  Open a text editor, for example, Microsoft's Windows Editor.
3.  Copy the text in the gray field into the text editor.
4.  Under Status in menu on left, click on Settings.
5.  Copy the text in the main area of the window into the text editor underneath the systems information.
6.  Save the file.
7.  Click on the Browse button and place the saved file's path in the text field to the left of it.

## SIP Trace and PCAP Trace

snom Support may need you to do a SIP Trace and/or a PCAP Trace to help them analyze your problem.

### PERFORMING A SIP TRACE

1.  Click on SIP Trace under Status in the menu on the left.  Click on Clear to clear the page.
2.  Recreate the error to be documented in the trace.  Click on Reload.
3.  See above for creating and attaching a text file to the support form.

### PERFORMING A PCAP TRACE

1.  Click on PCAP Trace under Status in the menu on the left.  Click on Start to begin recording network traffic.
2.  Cick on Stop to end recording.
3.  Click on link "here" to open file download window.  Save the file.
4.  See above for creating and attaching a text file to the support form.
5.  Click on Send.

## MANUAL INITIALIZATION

When automatic initialization via DHCP fails, enter the values for netmask, IP gateway, and DNS server manually after each prompt on the display.

# STANDARD CONFORMANCE

**Name and address of manufacturer:**
snom technology AG
Charlottenstr. 68-71
10117 Berlin
Germany

**snom technology AG assures that the product**

**Type:**    VoIP phone

**Model:**   snomMeetingPoint

**conforms with the following standards:**

Product Standard EN 60950-1:2006

FCC Part 15, Subpart B (2008) Class B

Berlin, 1 May 2009                    Dr. Christian Stredicke

                                      Vorstand (MD)