

**snom**  
VoIP phones

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**Quick Start Guide**

**snom 300**



VoIP Business Phone

## Initializing and registering the phone

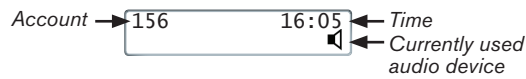
**Please note:** You will need the registration information received from your Internet service provider or your network administrator - normally the phone or extension number, the password, and the registrar.

After you have set up the phone and connected it to the network as shown on pages 2 - 5, the phone begins to initialize.

*Normally the initialization is completely automatic, using DHCP. If your network does not support DHCP, you must obtain the IP address, netmask, IP gateway, and DNS server from your Internet service provider or your network administrator and enter them manually when you are asked to do so on the display.*

Watch the display and, when asked to, make selections with  and save with .

1. Language. The default is English. Other languages are available if the phone/network is connected to the Internet during initialization, so that they can be provided from the snom server automatically (firmware 7 and higher).
2. Dial tone
3. Time zone
4. Enter the account number. Save with ✓.
5. Enter the registrar. Save with ✓. The display now shows the idle screen:



## Entering numerals, letters, and special characters

The current input mode is indicated on the display by "123" (digits), "abc" (small letters), "ABC" (capital letters).

▼	Change input mode	▲	Delete sign to the left of the cursor
◀	Move cursor to the left	▶	Move cursor to the right

Entering special characters and symbols in letter input mode: Press "1" key one or more times quickly, with a pause after each character. Examples:

1x = "."      2x = "+"      3x = "@"      4x = "1"      5x = "!"

### At a glance

#### Navigation key

Navigating in menus and lists. From idle screen:

- Call lists: ▲
- Settings menu: ▼

#### Cancel key

Cancelling actions and input

#### Volume key

Adjusting volume

#### Speaker key

- Press briefly to turn speakerphone on/off
- Press for two seconds to switch to headset mode

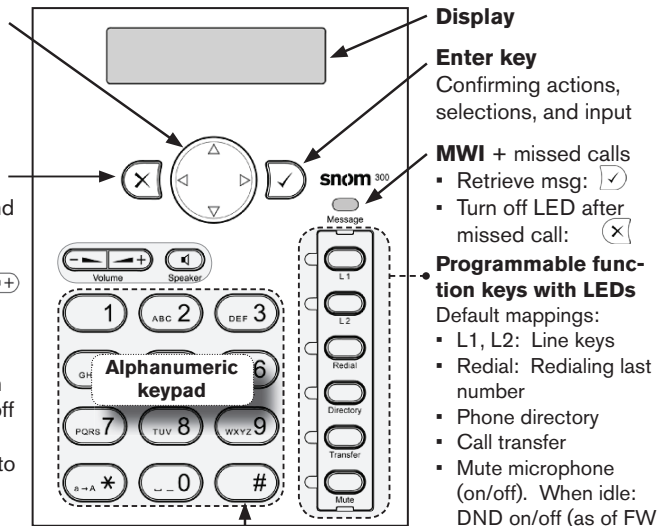
#### Star key

- Switching between upper & lower case when pressed briefly while in editing mode
- Locking & unlocking the keyboard when pressed for a few seconds

#### Pound key (hash key)

#### LEDs of line keys (L1, L2)

- Fast-blinking: Incoming call. Press key to accept call.
- Steady light: In call
- Slow-blinking: Call on hold



#### Display

#### Enter key

Confirming actions, selections, and input

#### MWI + missed calls

- Retrieve msg: [Message icon]
- Turn off LED after missed call: [X icon]

#### Programmable function keys with LEDs

- Default mappings:
- L1, L2: Line keys
  - Redial: Redialing last number
  - Phone directory
  - Call transfer
  - Mute microphone (on/off). When idle: DND on/off (as of FW 8.7.3)

### Administrator/user mode

The factory setting is administrator mode. The default administrator password is 0000 (4 x zero).

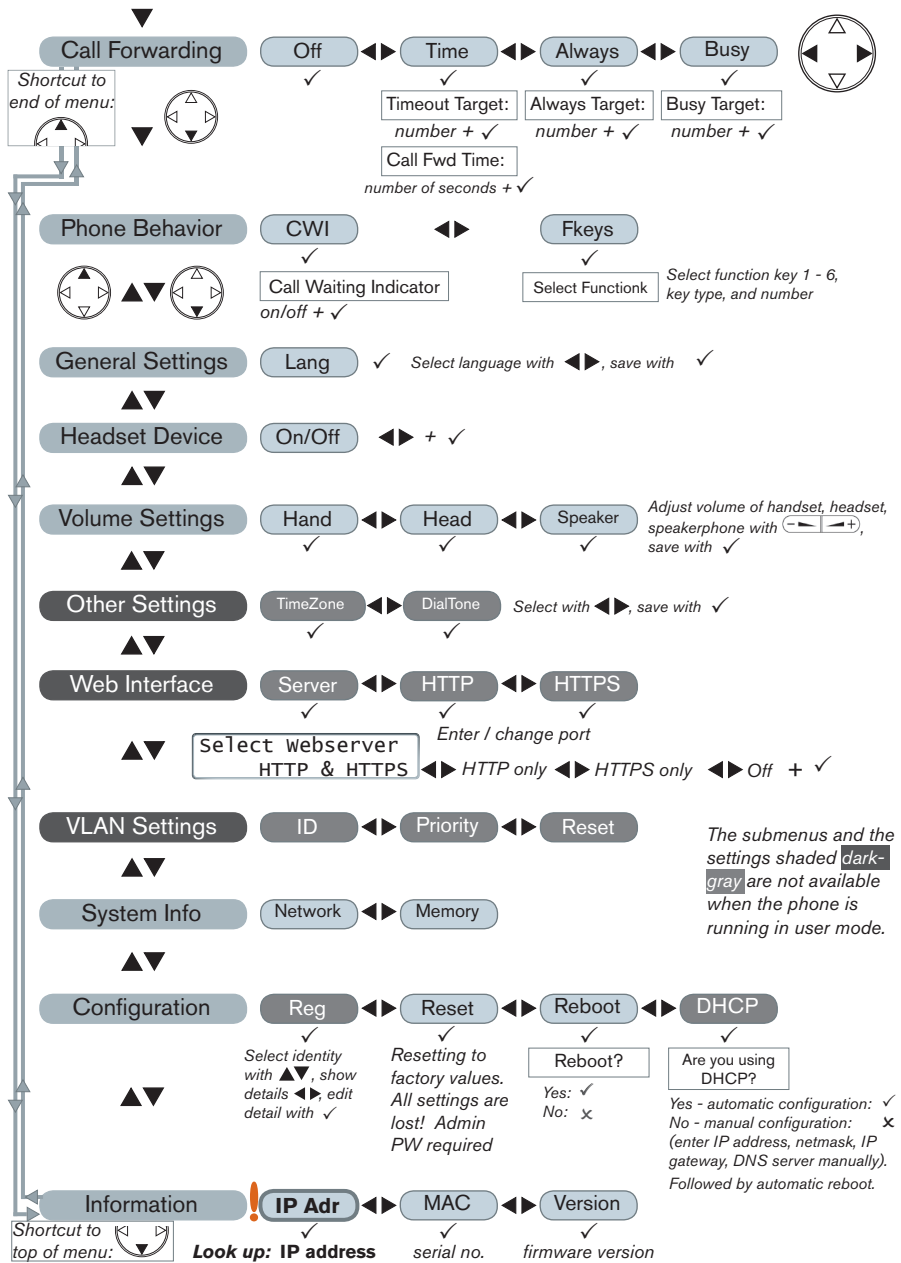
- Switch from administrator mode to user mode: Web interface > Advanced > Qos/ Security > Security > Administrator Mode: Off > Save.
- Switch from user mode to administrator mode: Web interface > Advanced > Administrator Login > enter administrator password > Save.

### Settings menu

Press ▼ to open to top of list (Call Forwarding). Press ▼ ▲ to go to end of list (Information) from idle screen. Press x to return to the idle screen.



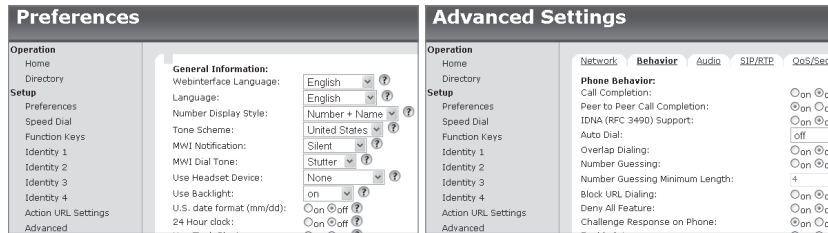
Asterisk preceding an option: Currently active selection.



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**The phone's web interface**

1. Look up the phone's IP address: ▼ ▲ ✓. Example: 192.168.10.115.
2. Open a web browser on your PC. Enter http:// and the IP address in the address bar and press ENTER. The "welcome" screen opens.
3. Click on an item in the menu on the left side of the screen to open that window.



4. If a window contains several pages, click on the tab at the top to open the page. The font weight of the characters on the tab of the visible page is **bold**.
5. Any changes you make 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".

**Clock/time format**

Web interface > Preferences > General Information > 24 Hour Clock:

- On: 24-hour format, 00:01 to 24:00
- Off: 12-hour AM/PM format, 0:01 AM to 12:00 PM

**Configuring & modifying identities**

Web interface > Identity 1-4 >

**Using the phone**

**Select outgoing identity**

From the idle screen, press ◀▶ to select one of the configured identities.

**Making calls**

- Enter the number on the alphanumeric keypad and pick up the handset or
- pick up the handset, enter the number, ✓ or
- ◀, enter the number, ✓

**Speed Dial**

Settings: Web interface > Speed Dial. Type each phone number with any necessary area code and/or country code etc. without spaces, hyphens, etc. into one of the textboxes of the table. One phone number per text box. Do not add any names or other data. Example: To enter (911) 555-1234, type 9115551234.



Speed dialing: Type the speed dial number or character on the alphanumeric keypad and press ✓.

**Emergency Numbers**

These numbers can be called even when the keyboard is locked. They must be set on the web interface.

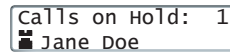
Settings: Web interface > Preferences > Lock Keyboard > Emergency Numbers (space separated). Type each number without spaces, hyphens, etc. between the digits, separate the individual numbers with one empty space between them. Example: 911 115 986543. The numbers "911", "115", and "986543" can be dialed when the keyboard is locked.

**Accepting calls**

- With handset: Pick up the handset
- With a headset: Press  or blinking line key
- With the speakerphone: Press 

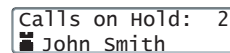
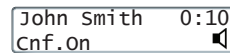
**Putting calls on hold**

Press the line key of the call. The LED starts to blink slowly. Press the key again to resume the call.



**Conference**

1. Put first party on hold.
2. Call second party. With second party on line:
3. Press ✓ to start conference. In conference:
4. Press ✓ to stop conference and put both parties on hold.
5. Resume conference: Press line key for one of the parties, then ✓.



**Call transfer**

**Attended transfer**

Put the call on hold > Dial the number that you wish to transfer the call to > If the third party wishes to accept the call, press the Transfer key.




**Blind transfer**

With the call on the line, press the Transfer key, then dial the phone number the call is to be transferred to and press ✓.

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**Call forwarding**

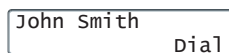
1. Turn call forwarding on.
  - a. All incoming calls: ▼ Call forwarding > ►► Always > ✓ Always target > enter phone number of forwarding target > ✓.
  - b. When busy: ▼ Call forwarding > ◀ Busy > ✓ Busy target > enter phone number > ✓.
  - c. When call is not picked up: ▼ Call forwarding > ► Time > ✓ Timeout target > enter phone number > enter number of seconds after which call will be forwarded > ✓.
  - d. The idle display when call forwarding is turned on: 
2. Turn call forwarding off: ▼ > Off > ✓.

**Call lists**

1. From the idle screen, press ▲ to open.
2. Select list of missed, received, dialed calls with ◀► and ✓.
3. Scroll through list with ▲▼.

**Directory**

- Opening list of names: Press  Directory
- Scroll with ▲▼. Shortcut to <New Item> at the end of the list: ▲.
- Dial ◀► Details ◀► Edit ◀► Clear. Select with ✓.



**Trouble shooting**

**Reboot**

Press ▼▲▲ Configuration ►► Reboot > "Reboot?" > ✓

**Hard reboot**

Disconnect power, wait for a few seconds, reconnect.

**Never disconnect the power during a firmware update!**

**Reset to factory values**

▼▲▲ Configuration ► Reset > enter administrator password > ✓

**All customized settings will be lost!**