ENGLISH

DEUTSCH

snom m3

User Guide SHORT VERSION
Bedienungsanleitung KURZVERSION

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Bedienungsanleitung KURZVERSION

Version 1.31

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For questions regarding the product,
please contact your snom Value Added Reseller (VAR).
Bei Fragen bezüglich des Produkts kontaktieren Sie bitte
Ihren snom Fachhändler.

Also visit us at **www.snom.com**
Besuchen Sie uns auf **www.snom.com**

WELCOME

Thank you for purchasing the **snom m3**. This user guide describes how to install, configure, and use the **snom m3**, enabling you to make SIP calls.

About this User Manual

This user guide consists of a number of sections to guide you through the process of installing, configuring, and setting up your phone for first use. These sections are best read from beginning to end. The remaining sections of this user guide serve as a reference guide for all features of the **snom m3**. In this manual we have used the following abbreviations:

DHCP – Dynamic Host Configuration Protocol
IP   – Internet Protocol
LAN   – Local-Area Network
NAT   – Network Address Translation
SIP   – Session Initiation Protocol
STUN – Simple Traversal of UDP through NAT
URL   – Uniform Resource Locator
NET   – Network

For more information see the glossary on our website. On the website you can also find additional information about the **snom m3** such as troubleshooting, frequently asked questions and support contact information.

www.snom.com

Have your serial number and MAC address ready when contacting support. You find the numbers on the bottom of the gateway. For inquiries concerning your network connection contact your network administrator.

For the EU: The telephone's conformity with EU directives is confirmed by the CE symbol. We hereby declare that the snom m3 and the snom m3 handset are in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

▪ Reorient or relocate the receiving antenna.
▪ Increase the separation between the equipment and receiver.
▪ Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
▪ Consult the dealer or an experienced radio/TV technician for help.

Modifications not expressly approved could void the user's authority to operate the equipment.

Privacy of communications may not be ensured when using this equipment.

This handset meets the FCC standard for Hearing Aid Compatibility.

Important safety information

Do not install the handset, handset charger, AC/DC adapter, gateway, power cord, and network cord outdoors. NOT FOR OUTDOOR USE!

Charge the battery or handset only in combination with snom m3 DECT Handset Desktop Charger and the SALOM SSW-1444 adapter that comes with the product. Plug the SALOM SSW-1444 AC/DC adapter in a wall outlet socket near the equipment for easy access/removal of the AC/DC adapter. Use only power adapter Sino American model A31230A/G/B or SALOM SSW-1187US which comes with the product to connect with snom m3 Gateway.

Important battery information

This product uses rechargeable Lithium-Ion batteries 3.7V, 650mAh. Only

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use batteries with "snom" brand and P/N: 60020438 or 60020438 that come with the handset or dedicated spare batteries recommended by snom technology AG. Do not use any other type, since this may present a risk of leakage, fire, explosion or other hazardous situation. For battery replacement or removal please remove the battery cover of the handset. Never disassemble, customize or short-circuit batteries. Do not place battery in fire or heat the battery. Charge battery only within the snom m3 handset together with snom m3 Charger and the SALOM SSW-1444 adapter that comes with the product.

Charging and discharging

Your device is powered by a rechargeable battery. The full performance of a new battery is achieved only after two or three complete charge and discharge cycles.
The battery can be charged and discharged hundreds of times, but it will eventually wear out. Use only snom technology AG approved batteries.
If left unused, a fully charged battery will lose its charge over time. If the battery is completely discharged, it may take a few minutes before the charging indicator appears on the display.

Use the battery only for its intended purpose. Never use any charger or battery that is damaged. Do not short-circuit the battery. Short-circuiting the terminals may damage the battery or the connecting object.
Leaving the battery in hot or cold places will reduce the capacity and lifetime of the battery. Charge batteries within an ambient temperature range of 0° C to 40° C (32° F to 104° F). A device with a hot or cold battery may not work temporarily, even when the battery is fully charged.
Avoid overcharging, repeated overcharging can lead to deterioration in battery performance. Never attempt reverse charging, charging with polarity reversed can cause a reversal in battery polarity causing gas pressure inside the battery to rise, which can activate the safety vent, lead to leakage. Storage temperature and humidity (short-term): Store batteries in a dry location with low humidity, no corrosive gases, and at a temperature range of -20° C to 45° C (-4° F to 113° F). Long-term storage: Store at a temperature ranges between +10° C and +30° C (50° F to 86° F).

Sensitive Electronic Environment

Any radio-based equipment can potentially cause interference with other equipment and can be interfered from other equipment. This also applies for DECT equipment. However due to the very low transmission power level the chances for interference are very small. Research proves that operational DECT phones normally don't influence electronic equipment however some precautions must be taken into account for sensitive electronic equipment e.g. sensitive laboratory equipment. When DECT phones operate in straight nearness of sensitive electronic equipment incidental influence can appear. You are advised not to place the DECT phone on or close (less than 10 cm) to this kind of equipment, even in standby mode.

Additional safety information

Small children:
Your device and its enhancements may contain small parts. Keep them out of the reach of small children.

Operating environment:
Remember to follow any special regulations in force in any area, and always

switch off your device when its use is prohibited or when it may cause interference or danger. Use the device only in its normal operating positions. Do not place credit cards or other magnetic storage media near the device, because information stored on them may be erased.

Medical devices

Operation of any radio transmitting equipment, may interfere with the functionality of inadequately protected medical devices. Consult a physician or the manufacturer of the medical device to determine if they are adequately shielded from external RF energy or if you have anyquestions. Switch off your device in health care facilities when any regulations posted in these areas instruct you to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.

Implanted medical devices

Manufacturers of medical devices recommend that a minimum separation of 15.3 centimeters (6 inches) should be maintained between a wireless device and an implanted medical device, such as a pacemaker or implanted cardioverter defibrillator, to avoid potential interference with the medical device. Persons who have such devices should: Always keep the wireless device more than 15.3 centimeters (6 inches) from the medical device when the wireless device is turned on.
· Not carry the wireless device in a breast pocket.
· Hold the wireless device to the ear opposite the medical device to minimize the potential for interference.
· Turn the wireless device off immediately if there is any reason to suspect that interference is taking place.
· Read and follow the directions from the manufacturer of their implanted medical device.

If you have any questions about using your wireless device with an implanted medical device, consult your health care provider.

Potentially explosive environments

Switch off your device when in any area with a potentially explosive atmosphere and obey all signs and instructions. Sparks in such areas could cause an explosion or fire resulting in bodily injury or even death. Switch off the device at refuelling points such as near gas pumps at service stations. Observe restrictions on the use of radio equipment in fuel depots, storage, and distribution areas; chemical plants; or where blasting operations are in progress. Areas with a potentially explosive atmosphere are often but not always clearly marked. They include below deck on boats, chemical transfer or storage facilities, vehicles using liquefied petroleum gas, and areas where the air contains chemicals or particles such as grain, dust, or metal powders.

Product disposal information

For countries in the European Union:
The symbol depicted here has been affixed to your product in order to inform you that electrical and electronic products should not be disposed of as municipal waste. Electrical and electronic products

including the cables, plugs and accessories should be disposed of separately in order to allow proper treatment, recovery and recycling. These products should be taken to a designated facility where the best available treatment, recovery and recycling techniques are available. Separate disposal has significant advantages: valuable materials can be re-used and it prevents the dispersion of unwanted substances into the municipal waste stream. This contributes to the protection of human health and the environment. Please be informed that a fine may be imposed for illegal disposal of electrical and electronic products via the general municipal waste stream. In order to facilitate separate disposal and environmentally sound recycling, arrangements have been made for local collection and recycling. In case your electrical and electronic products need to be disposed of please refer to your supplier or the contractual agreements that your company has made upon acquisition of these products.

For countries outside the European Union:
Disposal of electrical and electronic products in countries outside the European Union should be done in line with the local regulations. Please contact the local authorities for further information.

Battery disposal information:

Defect or exhausted batteries should never be disposed of as municipal waste. Return old batteries to the battery supplier, a licensed battery dealer or a designated collection facility. Do not incinerate batteries.

It is recommended that the customer install an AC surge arrester in the AC outlet to which this device is connected. This is to avoid damage to the equipment caused by local strikes of lightening and other electrical surges.

SELV (Safety Extra Low Voltage) Compliance

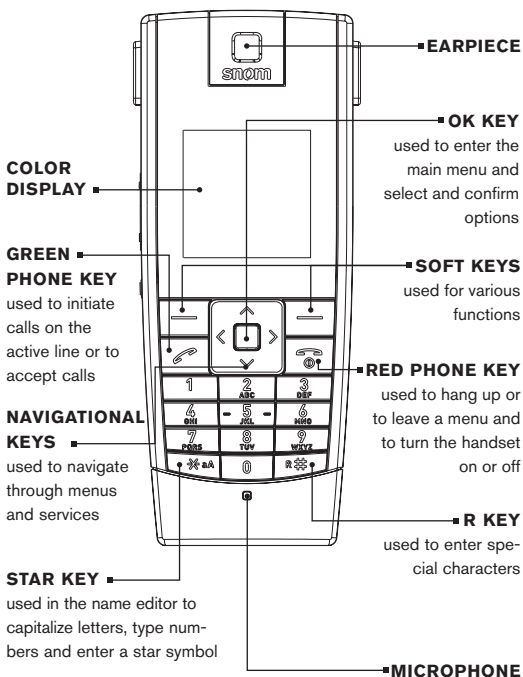Safety status of Input/Output connections comply to SELV requirements. Warning: To avoid electric shock, do not connect safety extra-low voltage (SELV) circuits to telephone-network voltage (TNV) circuits. LAN ports contain SELV circuits, and PSTN ports contain TNV circuits. Some LAN and PSTN ports both use RJ-45 (8P8C) connectors. Use caution when connecting cables.

snom technology AG reserves the right to revise this document and make changes at any time and without the obligation to notify any person and/or entity of such revisions and/or changes.
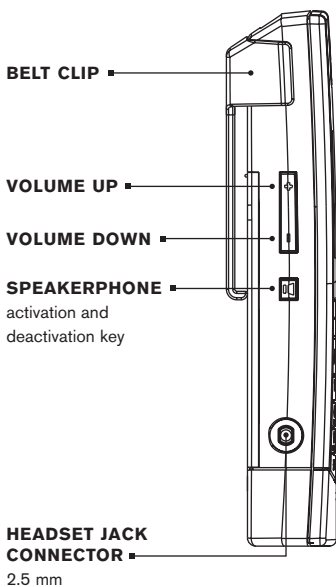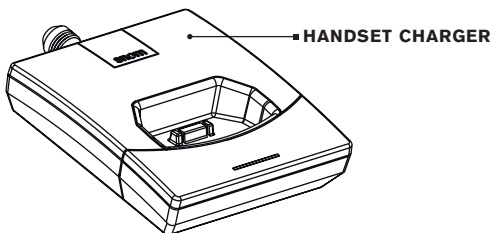Product specifications contained in this document are subject to change without notice.
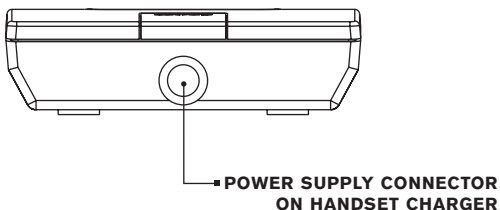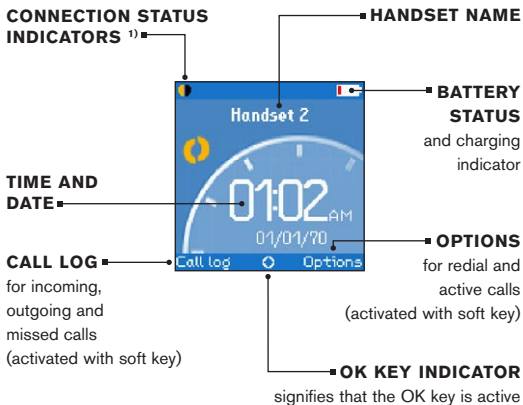
AT A GLANCE

Handset – front view

EARPIECE

OK KEY
used to enter the
main menu and
select and confirm
options

**COLOR
DISPLAY**

**GREEN
PHONE KEY**
used to initiate
calls on the
active line or to
accept calls

SOFT KEYS
used for various
functions

RED PHONE KEY
used to hang up or
to leave a menu and
to turn the handset
on or off

**NAVIGATIONAL
KEYS**
used to navigate
through menus
and services

R KEY
used to enter spe-
cial characters

STAR KEY
used in the name editor to
capitalize letters, type num-
bers and enter a star symbol

MICROPHONE

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Handset – side view

BELT CLIP

VOLUME UP

VOLUME DOWN

SPEAKERPHONE
activation and
deactivation key

**HEADSET JACK
CONNECTOR**
2.5 mm

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Handset Charger – front view

HANDSET CHARGER

Handset Charger – rear view

POWER SUPPLY CONNECTOR
ON HANDSET CHARGER

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Idle mode

CONNECTION STATUS INDICATORS [1)]

HANDSET NAME

BATTERY STATUS
and charging indicator

Handset 2

01:02 AM
01/01/70

TIME AND DATE

CALL LOG
for incoming, outgoing and missed calls (activated with soft key)

Call log   Options

OPTIONS
for redial and active calls (activated with soft key)

OK KEY INDICATOR
signifies that the OK key is active

[1)]

🔲 black / black – out of range of the gateway

🔲 yellow / black – within range of the gateway, but not ready for SIP calls

🔲 yellow / yellow – within range of the gateway and ready for SIP calls on primary line

Main menu

SETTINGS

Contacts

INTERCOM
for communication between two handsets

CALL LOG
for incoming, outgoing and missed calls

CONTACTS

MESSAGES
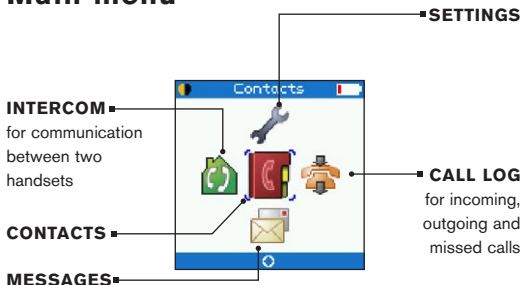
Gateway – rear view

POWER CONNECTION
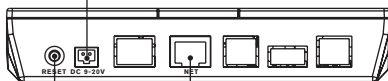
RESET BUTTON
for activating configuration changes
and enabling handset registration

NET CONNECTION PORT
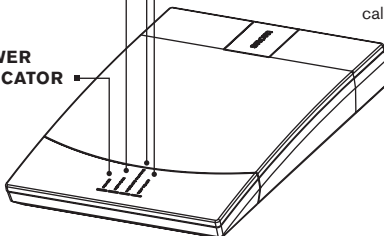for Ethernet cable

Gateway – frontview

NETWORK INDICATOR
Network indicator is
flashing during boot.
It indicates that the
gateway has received
an IP address

REGISTERED INDICATOR
indicates that the gateway is
registered (at least one line)

CALL INDICATOR
is flashing during firmware
update. Constant light indicates
call in progress

POWER INDICATOR

INSTALLING THE PHONE

This section guides you through the process of installing your **snom m3**.

Prerequisities

In order to take full advantage of the features of the **snom m3**, you need to have the following in place:

- Connection to a network
- SIP-User account information

Furthermore, before you start the installation process, make sure that you have the following close to the gateway:

- Wired Ethernet connection
- Power outlet for the gateway

> **NOTE:** The gateway can either be placed on a tabletop or mounted on the wall. If longer cables are required, you can use ordinary cable extensions. The handset has an indoor signal range of up to 50 meters (150 feet) from the gateway, and you must place your handset charger within the signal range. Concrete and metal objects might affect the signal range.

Installing the gateway and registering the handset

HOW TO INSTALL THE GATEWAY

1) To prepare the gateway for SIP telephony, connect the Ethernet cable to the **NET** port on the gateway and then to a **LAN** port on your network.
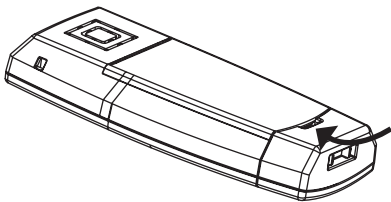
Gateway

network/
switch
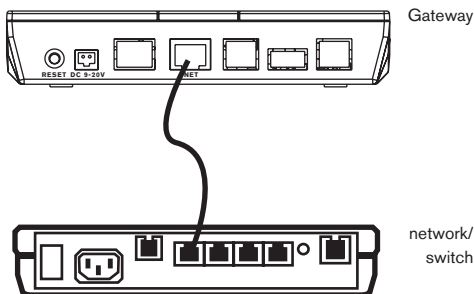
2) Connect the power adapter to the gateway and to an active power outlet (preferably a continuous power outlet without a switch to interrupt its power)
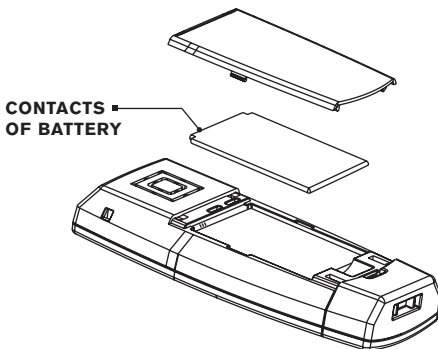
Gateway

© snom technology AG 2007
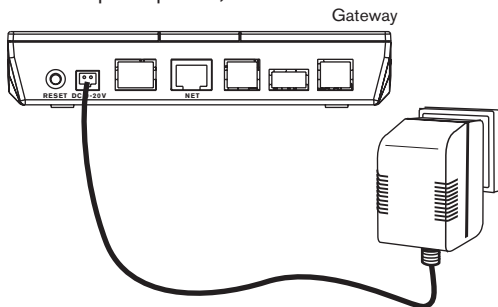
HOW TO INSTALL AND REGISTER THE HANDSET

1) Open the battery cover.

2) Insert the battery in the handset, making sure that contacts of battery are correct.

CONTACTS OF BATTERY

3) Connect the power adapter to the charger and the other end to an active power outlet (preferably a continuous outlet without a switch to interrupt its power).

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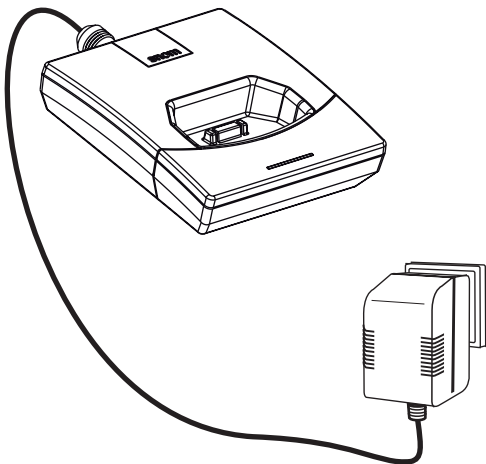
4) Place the handset in the charger, and charge the battery. We recommend that you charge the batteries fully before first use. This takes approximately 10 hours. When you place the handset in the charger, the handset automatically registers with the gateway.
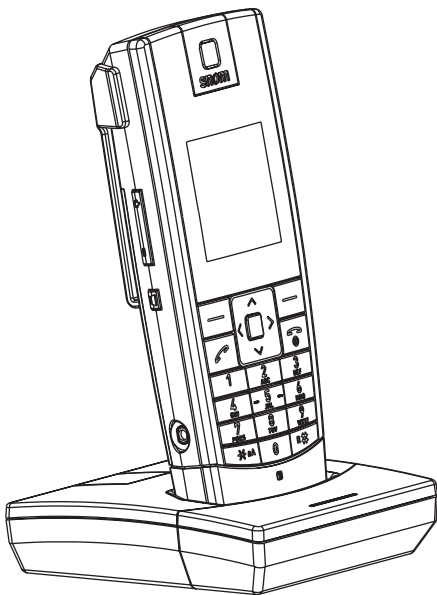
NOTE: After registration of the first handset, there is a 5-minute period during which you can register additional handsets. If you want to register additional handsets after the 5-minute period has expired, press the Reset button on the back of the gateway to start a new 5-minute registration period.

GETTING STARTED

Using the Menus and Typing Text and Numbers

The **snom m3** has 5 menus all of which you access from the Main menu.

HOW TO ENTER THE MAIN MENU

1) In Idle mode, press the **OK** key. The Main menu opens.

TYPING TEXT AND NUMBERS

When you are in a number editor or text editor use the Erase soft key to erase text that is already in the editor, or to erase text that you have just typed. The Options soft key in text mode only provides you with the following two options: Insert symbol and Input mode.

HOW TO INSERT A SYMBOL

1) In a text editor, press the Options soft key, choose Insert symbol, and then press the OK key.
2) Use the navigation keys to choose a symbol, and then press the OK key. The symbol is inserted in the text.

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HOW TO CHANGE THE TEXT FORMAT

When you are in a text editor, the upper right corner of the display shows which text input mode is currently active. You can change the input mode of the text editor at any time during editing.

1) In a text editor, press the Options soft key, choose Input mode, and then press the OK key.
2) Choose the preferred input mode, and then press the OK key. The following options are available:

Option	What it does
ABC	Types upper case letters.
Abc	Types first letter in a sentence in upper case and remaining letters in lower case.
abc	Types lower case letters.
123	Types numbers only.

You can also change the case of letters on the fly or type a number in the middle of a text.
Press the **Star** key once to change the case, press the **Star** key twice to type numbers.

HOW TO LOCK AND UNLOCK THE KEYPAD

If you are carrying the handset around, you can lock the keypad so that you do not use it accidentally.

1) In **Idle** mode, press the **Star** key, and then press the **Lock** soft key.
2) To unlock, press the **Star** key, and then press the **Unlock** soft key.

NOTE: The keypad unlocks automatically when you answer an incoming call or when you make an emergency call.

Configuring the snom m3

The following sections describe how to configure and set up your snom m3 for first use.

You have to configure your phone before it is ready for first use. You will need the account information that you received from your SIP Service Provider to complete the configuration of your snom m3.

HOW TO CONFIGURE USING A WEBBROWSER

1) Open a browser on your PC, go to the IP address of the gateway (Press the **volume up** key to get the IP address)
2) Log in to the menu. default settings:
   username: admin
   password: admin
3) In the menu, choose Identity 1 ... 8
4) Fill in the SIP user data:

- Server is local: Choose Yes or No
- Display name (optional): Caller ID that the called party sees
- Account: Usually the phone number you received from your service provider
- Password: the password you received from your SIP Provider
- Account name: Name of the account used in call groups
- Registrar: IP or DNS address of the SIP Server
- Outbound Proxy: IP or DNS address of the Outbound Proxy

Press the Save button. You will be redirected to the main page. Choose the Identity 1...8 again and press Reboot button to apply the settings. Please wait for the reboot of the Gateway. After a few seconds, both status indicators in the upper left corner of the display will turn yellow, indicating that you have successfully configured your **snom m3**.

HOW TO CONFIGURE THE snom m3 USING THE HANDSET

You can configure your **snom m3** using the handset.

1) In **Idle** mode, press the **OK** key, choose **Settings**, and then press the **OK** key.

2) Choose **VoIP settings**, and then press the **OK** key.
3) When prompted for a PIN code, type the default PIN code 0000, and then press the **OK** key.
3) Choose Accounts.

You then enter the data for the SIP account.

1) Choose the appropriate SIP account and fill in the user data.
2) If you have more than one SIP account, then you need to enter the account settings for each account.
3) Choose the listed parameters one by one, press the **OK** key.
   - Display name (optional) – Caller ID that the called party sees
   - User name – usually the phone number you received from your service provider
   - Authentication Name – usually the same as User name
   - Password – the password you received from your SIP provider
   - Account name – name of the account used in Call Groups
   - Registrar – IP or DNS address of the SIP server
   - Outbound Proxy – IP or DNS address of the Outbound Proxy

4) After each change, press the OK key and then the Yes soft key when prompted to save changes.

5) Press the Reset button on the rear of the gateway when you have completed all changes.

HOW TO CHANGE THE PIN CODE

Make sure to change the PIN code after first login to prevent unauthorized access to your VoIP settings.

1) In Idle mode, press the OK key, choose Settings, and then press the OK key.
2) Choose **VoIP settings**, and then press the OK key.
3) When prompted for a PIN code, enter the default PIN code 0000, and then press the OK key.
4) Choose **Change PIN code** and then press the **OK** key.
5) Enter a new PIN code, and then press the **OK** key.
6) Press the **Yes** soft key when prompted to save the PIN code.
7) For future reference, write down your new PIN code here:

NOTE: The handset PIN code and the online configuration password are independent of each other. Changing the handset PIN code will not affect the online configuration password.

HOW TO CHANGE ACCESS CODE

The access code is used for calculating encryption keys during the intitial pairing of handsets to the gateway. To ensure privacy, the access code must be changed. Handset and gateway access codes must be the same.
When registering a new handset, ensure that its access code is modified to the same value as the access code of the gateway.

1) Enter Settings, System settings.
2) When prompted for a PIN code, type the PIN code (default: 0000), and then press the **OK**.
3) Choose **Access Code**.
4) Press **OK**.
5) Press **Gateway**.
6) Type in the new access code. Press **OK** and press **Yes** to save.

1) Enter Settings, System settings.
2) When prompted for a PIN code, type the PIN code (default: 0000), and then press the **OK**.
3) Choose **Access Code**.
4) Press **OK**.
5) Press **Handset**.
6) Type in the new access code. Press **OK** and press **Yes** to save.

Basic Settings

Before you start using your phone, we strongly recommend that you set handset language, country selection, time zone, and routing of emergency numbers to ensure that your **snom m3** functions properly.

HOW TO SET THE HANDSET LANGUAGE

The individual handset language setting determines in which language the text on the display is presented.

1) In the **Main** menu, choose **Settings**, and then press the OK key.
2) Choose **System settings**. When prompted for a PIN code, type the PIN code (default: 0000), and then press the **OK**, and then choose **Language**. Press the OK key.
3) Choose the preferred language, and then press the **OK** key.

HOW TO CHANGE THE TIME ZONE

Setting the time zone properly ensures that the time displayed in the Idle mode screen corresponds to the time zone you are in.

1) In the **Main** menu, choose **Settings**, and then press the OK key.
2) Choose **System settings.** When prompted

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for a PIN code, type the PIN code (default: 0000). Choose **Time and date**. Press the OK key.

3) Choose **Time zone**, press the OK key, and then select the appropriate time zone. Press the OK key.

You should also verify that the time format and the daylight saving settings are correct. Date and time are automatically synchronized with a time server on the Internet to ensure that the time and date displayed on the **snom m3** is always correct.

HOW TO SET THE PRIMARY LINE FOR OUTGOING CALLS

You must set a primary line for each handset. This line is used for outgoing calls when you press the Green phone key. You can choose from eight SIP accounts.

1) In the **Main** menu, choose **Settings**, and then press the OK key.
2) Choose **Telephony settings**, press the OK key, and then choose **VoIP line**. Press the OK key.
3) When prompted for a PIN code, type the PIN code (default: 0000), and then press the OK.
4) Choose the account for the primary line, and then press the **OK** key.

HOW TO SET CALL GROUPS

If you have more than one handset, you must specify from which account or accounts you want each handset to receive calls. To do this you use Call Groups.

1) In the **Main** menu, choose **Settings**, and then press the OK key.
2) Choose **Telephony settings**, press the OK key, then choose **Call Groups** and then enter your PIN Code (the default PIN code is 0000). Press the OK key. All account names for the VoIP accounts you subscribe to are listed.

Clear any accounts for which you do not want the current handset to receive calls, and then press the OK key.

Updating the Firmware

To ensure that your **snom m3** has the latest features installed, we recommend that you update the firmware once you have configured and set up the phone.

HOW TO UPDATE THE FIRMWARE

When new software is available the display reads, **"New firmware available"**.

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1) Press the OK key. The Firmware update menu appears.

2) To update to the latest version, choose the update listed on the **Simple** tab, press the OK key, and then press the Yes soft key when prompted wether you want to update the system. If you press the **View** soft key before you start the installation, you can find out about the software version number and the date and time it was released.

3) Select (if available) language and press **OK**.

The update time varies depending on the size of the update and the speed of your Internet connection. During the update process the following steps are listed in the display:

- Getting gateway
- Updating gateway
- Getting handset
- Updating handset

Once a step is complete, a green checkmark appears next to the step. When the entire update has been successfully completed, the display reads **"Upgraded to <version number>"**.

NOTE: While the update is in progress you cannot receive incoming calls or make calls, including emergency calls, on the snom m3. Also note that we recommend that you do not reset the gateway during the installation process.

MAKING AND ANSWERING CALLS

The following sections describe how to make calls with the **snom m3**.

When you make and receive Internet calls, the following icons are displayed:

- Calling
- Ongoing call

HOW TO MAKE A CALL

In **Idle** mode, type the number you want to dial and then press the **Green phone** key

HOW TO END A CALL

Press the **Red phone** key or place the handset in the charger.

HOW TO MAKE A CALL USING CONTACTS

1) In the **Main** menu, choose **Contacts**, and then press the **OK** key.

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2) Choose the contact you want to call and then press the **Green phone** key. The default number is dialed.

If you want to call a contact and use another number than the default number, do the following:

1) In the **Main** menu, choose **Contacts** and then press the **OK** key.
2) Choose the contact you want to call and then press the **OK** key.
3) Choose a number from the list and then press the **Green phone** key.**HOW TO MAKE A CALL USING THE CALL LOG**

1) In **Idle** mode, press the **Call log** soft key or choose **Call log** from the **Main** menu and then press the **OK** key.
2) Choose the number you want to call and then press the **Green phone** key.

HOW TO MAKE A CALL USING REDIAL

1) Press the Options soft key, choose Redial and then press the OK key. The most recently dialed number is displayed.
2) Press the Green phone key to call the number.

HOW TO MAKE AN EMERGENCY CALL

Enter the emergency number and then press the Green phone key.

You cannot make emergency calls in the following situations:

- Firmware update is in progress
- Handset batteries are drained
- Power failure
- Handset is out of range of the gatewa

HOW TO ANSWER A CALL

Pick up the handset and then press the **Green phone** key.

You can also set the **snom m3** to auto answer so that when you pick up the handset from the charger, you have automatically answered the call.

CALLWAITING – HOLD/UNHOLD

To switch between calls, you have to press the **hold** key. The call you had is put on hold.

To retrieve the call press the **Options** key, then select **Retrieve Call** and press the **OK** key or just press the **Red Phone** key.

MULTIPLE CALL HANDLING

To make another call you have to put the first party on hold, and then just dial the number of the second party as you would normally dial a number.

By pressing the **Options** key you then can
- Swap the calls,
- Initiate a 3-way conference,
- Or transfer the two active calls (join those two, see transferring calls for more details).

ATTENDED TRANSFER

If you receive a call, which you need to transfer to a third party, put the first caller on hold (see How to switch between two calls). Then dial the number of the party you want to connect the first caller. If the third party wants to talk to the first caller, press the **Options** key select **Transfer** and press **OK**.

The two parties get connected and the snom m3 returns to idle mode.

UNATTENDED TRANSFER

When receiving a call and you want to transfer the call unattended to a third party press the **Hold** key then the **Options** key, then select **Transfer** and press the **OK** key. Enter the third party extension number and press the **OK** key. The call is transferred to the third party extension.

You will find the detailed User Guide on the Internet at www.snom.com.