

SNOM320 USER MANUAL



Thank you for purchasing Snom320.
Make sure and acknowledge that you have read this manual before using Snom320.

Package Contents:

1. Main Case
2. Handset
3. Handset Cable
4. AC Power Adaptor
5. Quick Start Guide manual

Disclaimer

- * This document is subject to change without prior notice.
- * A possibility of noise, broken voice, or disconnection may occur because of customers' or our network environment. We cannot guarantee the quality of voice.
- * The company assumes no responsibility on the difference of call or voice quality when the hearing acuity of individuals is concern.
- * The company assumes no responsibility when it was used outside Japan.
- * As for SNOM320 regular server maintenance, you may experience temporarily service stops without prior notice.
- * The company assumes no responsibility when the customers caused the phone primary source of malfunction or breakdown.

Maintenance/Cleaning

Please use soft dry clothes to clean the device.

Don't use wet clothes.

Don't use volatile chemical like benzene, or thinner since they can damage the device.

If you want to use a chemical wipe, please read the cautionary notes before using it.

Connection Method:

1. Connect the handset cord in the handset and connect it on the main body.
2. Plug the Ethernet (network) cable into the RJ 45 connector labeled "NET" and plug the other end into the network side to establish a data link.
3. The second RJ45 connector, labeled "PC", is for daisy-chaining further Ethernet devices without the need for a second Ethernet connection line.
4. Insert the plug of the power supply into the connector labeled "DC 5V" and hook up the casing into the mains.
5. If you want to use a headset, connect it to the RJ audio jack on the bottom shell of the phone.

SNOM320

SNOM320 is a phone device that can be used with our service. It cannot be used as a typical phone. The customer must subscribe to an Internet Service Provider to be able to use the device. Customer with no broadband router feature must provide a separate broadband router.

Keypad Familiarization

1. Navigation key – for navigation within the display menu and the phone book.

2. Enter key – to confirm actions, selections and inputs.

***Always press the “ENTER Key” after inputting the numbers dialed**

3. Cancel Key – to cancel actions or inputs.

4. LED for MWI - (Message Waiting Indicator)

5. Volume Key – key to adjust the volume to (lower/higher)

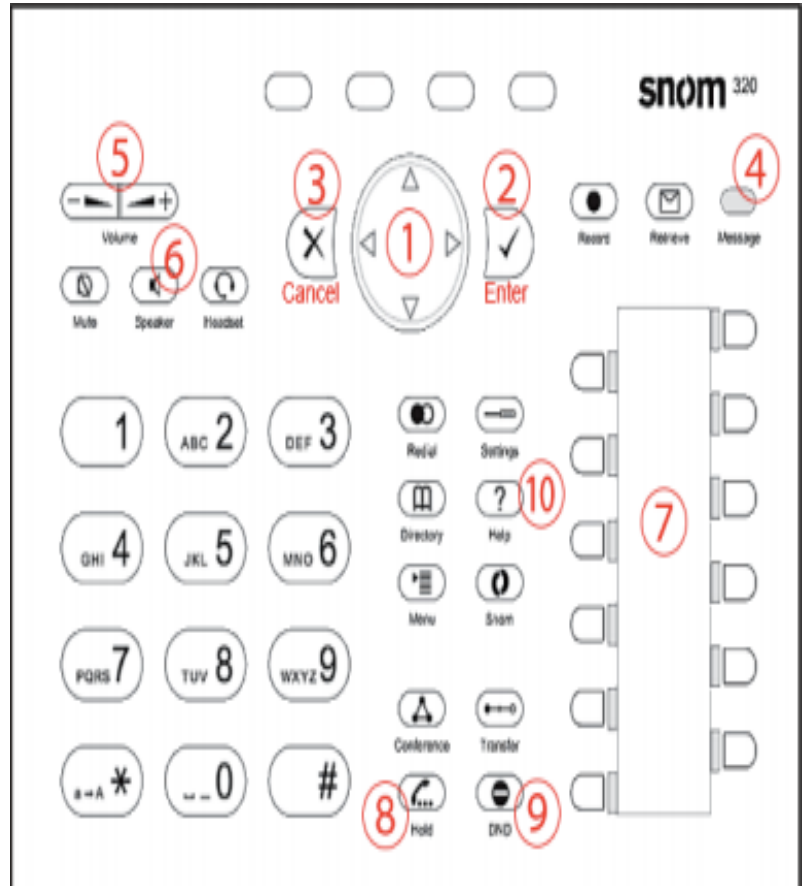
6. Speaker - turns the speaker on/off

7. The 12 keys on the right with LEDs next to them are the programmable function keys onto which different functionalities can be mapped.

8. Hold Key – Key to Put call on hold/resume call

9. DND Key – Do not disturb key or call rejection key.

10. Help Key - Used for checking IP and MAC address of the device.



General Settings

1. Verify device's IP Address. Press [**Help Key**] → Select [**Information**], [**IPAdr**] [**MAC**] and [**Version**] will appear. Select [**IPAdr**] and Press enter [**Check**] button.
2. Snom320 and the PC must be connected to the same network. Launch any web browser such as Internet Explorer. Enter IP Address observing the format below.

http: // (IP address)

Example: If the IP address is written as 192.168.001.002 , it should be entered as http://192.168.1.2/

*After initializing the device that you access, you will still not be prompted to enter a username/password.

In order to prevent unauthorized login, please set username and password

If you are unsure of the password please contact our customer service representative.

Operation

- Home
- Directory

Setup

- Preferences
- Speed Dial
- Function Keys
- Identity 1
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- Identity 4
- Identity 5
- Identity 6
- Identity 7
- Identity 8

Did you update your phone already?

Stay up-to-date! The latest versions of snom firmware is now available for all snom devices - click on the link below for the official 8.7.3.25 update:

[» Click here and choose your phone model](#)

This web interface makes it easy for you to set your phone up correctly and to access the advanced features. To dial a number, just enter the number in the field below. You can enter a simple telephone number (e.g. 0114930398330) or URI like info@snom.com.

Dial a Number:

Dial Hangup

Outgoing Identity:

3. On the [Setup] options, select [Identity 1].

Configuration Identity 1

VERSION 8

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- Directory



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Manual


 **Some settings are not yet stored permanently.** [Save](#) [View Changes](#) 


[Login](#) [SIP](#) [NAT](#) [RTP](#)


Login Information:


Identity active: on off 


Displayname: 


Account: 


Password: 


Registrar: 


Outbound Proxy: 


Failover Identity: 


Authentication Username: 


Mailbox: 


Ringtone: 


Custom Melody URL: 

Display text for idle screen: 

Ring After Delay (sec): 


Record Missed Calls: on off 

Record Dialed Calls: on off 

Record Received Calls: on off 

[Apply](#) [Re-Register](#) [Play Ringer](#)

[Remove Identity](#) [Remove All Identities](#)



Display Name and Account: Enter [Unique ID].

Password: Enter [Registered Password] (sent thru mail).

* If you changed password, enter your new password.

Registrar and Outbound Proxy: Enter [Login Server].

Authentication Username: Enter [Unique ID].

Display Text for Idle Screen: Enter [Extension Number].

* Click [Apply] to save changes.

*Click [Play ringer] to confirm your ringing tone. You can also listen through your device, and make sure to check the device's volume.

4. On the [Setup] options, select [Identity 1], then click [NAT].

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Warning: Some settings are not yet stored permanently. Save View Changes ?

[Login](#) [SIP](#) **[NAT](#)** [RTP](#)

NAT Identity Settings:
Offer ICE: on off ?
STUN server (IP-addr:port): ?
STUN interval (seconds): ?
Keepalive interval (seconds): ?

[Apply](#)

Keepalive Interval (seconds): Enter [20] seconds.

*Click [Save] to save changes.

5. On the [Setup] options, select [Preferences].

Preferences

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 **Some settings are not yet stored permanently.** [Save](#) [View Changes](#) [?](#)

General Information:

Webinterface Language: English [?](#)

Language: English [?](#)

Number Display Style: Number [?](#)

Tone Scheme: Japan [?](#)

MWI Notification: Silent [?](#)

MWI Dial Tone: Stutter [?](#)

Use Headset Device: None [?](#)

Use Backlight: on [?](#)

Dim after (in seconds): [?](#)

U.S. date format (mm/dd): on off [?](#)

24 Hour clock: on off [?](#)

Show Clock: on off [?](#)

U.S. dialnumber format: on off [?](#)

Use Flash Plugin: on off [?](#)

Show IVR digits during connected: on off [?](#)

Global counter for Missed Calls: on off [?](#)

Active Identity Scrolling: on off [?](#)

Show identity index: on off [?](#)

Show call status info: on off [?](#)

Advertisement: on off [?](#)

Call Forwarding:

Always on off [?](#)

Target: [?](#)

Web Interface Language: Select [English].

Language: Select [English].

Number Display Style: Select [Number].

Tone Scheme: Select [Japan].

*Click [Save] to save changes

6. On the [Setup] options, select [Function Keys]

Setting Key Allocations

Function Keys


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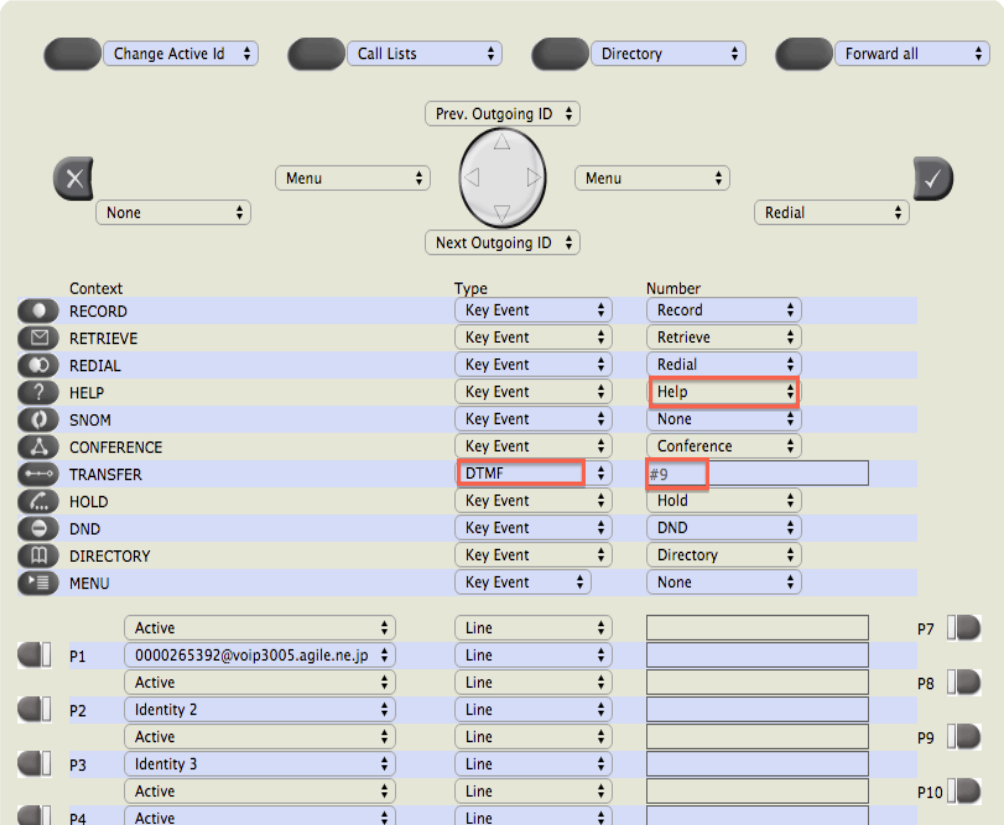
Manual



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? Key Settings:

On this page you can specify the settings for programmable keys on your snom phone. Use **Context** to specify the identity context for that key e.g. this identity will be used to subscribe for a particular extension. **Type** will select the actual functionality of a particular key. In the last argument field **Number**, the actual telephone number, sip url, dtmf sequence, action url or key type can be stored. Please refer to your phone manual for more details.



| Context | Type | Number |
|------------|-----------|------------|
| RECORD | Key Event | Record |
| RETRIEVE | Key Event | Retrieve |
| REDIAL | Key Event | Redial |
| HELP | Key Event | Help |
| SNOM | Key Event | None |
| CONFERENCE | Key Event | Conference |
| TRANSFER | DTMF | #9 |
| HOLD | Key Event | Hold |
| DND | Key Event | DND |
| DIRECTORY | Key Event | Directory |
| MENU | Key Event | None |

| Line | Active | Number | Button |
|------|--------|---------------------------------|--------|
| P1 | Active | 0000265392@voip3005.agile.ne.jp | P7 |
| P2 | Active | Identity 2 | P8 |
| P3 | Active | Identity 3 | P9 |
| P4 | Active | | P10 |

Menu Function keys:

HELP Number: Select [Help]

TRANSFER Type: Select [DTMF]

TRANSFER Number: Select [#9]

*Click [Save] to save changes

7. On the [Setup] options, select [Advanced]

Advanced Settings

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Warning: Some settings are not yet stored permanently. [Save](#) [View Changes](#) ?

Network Behavior Audio SIP/RTP QoS/Security Update

Network:

DHCP: on off ?

DHCP ignore list: ?

IP address: ?

Netmask: ?

Host Name: ?

IP Gateway: ?

DNS:

Domain: ?

DNS Server 1: ?

DNS Server 2: ?

Time:

NTP Time Server: ?

NTP Refresh Time (sec): ?

Timezone: ?

NTP Time Server: Enter [ntp.jst.mfeed.ad.jp].

NTP Refresh Time (sec): Enter [3600]

Timezone: **Select preferred time zone**

* Click [Save] to save changes.

On the [Setup] options, select [Advanced], then click [Audio].

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 **Some settings are not yet stored permanently.** [Save](#) [View Changes](#) [?](#)

[Network](#) [Behavior](#) **[Audio](#)** [SIP/RTP](#) [QoS/Security](#) [Update](#)

Audio:

Mute Microphone: on off [?](#)

Disable Casing Speaker: on off [?](#)

DTMF echo on Speaker Phone: on off [?](#)

Keytones: on off [?](#)

Call Released Notification: [?](#)

Silence Suppression: on off [?](#)

Dialtone during Hold: on off [?](#)

Suppress ringtone during hold: on off [?](#)

Holding Reminder: on off [?](#)

Alert Info playback: on off [?](#)

Audio indication for Dialog Info pickup: on off [?](#)

Audio Device Indicator: on off [?](#)

Send silent RTP packets on mute: on off [?](#)

Call Waiting Indication: [?](#)


Casing Mic Volume (1 - 8): [?](#)

Handset Mic Volume (1 - 8): [?](#)

Headset Mic Volume (1 - 8): [?](#)

Handsfree Mode: [?](#)

[Apply](#)



Call Waiting Indication: Select [OFF].

* Click [Save] to save changes.

8. On the [Setup] options, select [Advanced], then click [SIP/RIP]

Advanced Settings

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 **Some settings are not yet stored permanently.** [Save](#) [View Changes](#) [?](#)

[Network](#) [Behavior](#) [Audio](#) **[SIP/RTP](#)** [QoS/Security](#) [Update](#)

SIP:

| | | |
|---|---|-------------------|
| Network identity (port): | <input type="text"/> | ? |
| SIP T1 (ms): | <input type="text" value="500"/> | ? |
| Timer Support (RFC4028): | <input type="radio"/> on <input checked="" type="radio"/> off ? | |
| SIP Session Timer (s): | <input type="text" value="3600"/> | ? |
| SIP Dirty Host TTL (s): | <input type="text"/> | ? |
| SIP Max Forwards: | <input type="text" value="70"/> | ? |
| ENUM Suffix: | <input type="text" value="e164.arpa"/> | ? |
| Retry interval after failed registration (s): | <input type="text" value="300"/> | ? |
| Use user:phone: | <input checked="" type="radio"/> on <input type="radio"/> off ? | |
| Publish Presence: | <input type="radio"/> on <input checked="" type="radio"/> off ? | |
| Refer-To Brackets: | <input type="radio"/> on <input checked="" type="radio"/> off ? | |
| Require PRACK: | <input checked="" type="radio"/> on <input type="radio"/> off ? | |
| Send PRACK: | <input checked="" type="radio"/> on <input type="radio"/> off ? | |
| Offer GRUU: | <input checked="" type="radio"/> on <input type="radio"/> off ? | |
| Offer MPO: | <input type="radio"/> on <input checked="" type="radio"/> off ? | |
| Use Outbound: | <input type="radio"/> on <input checked="" type="radio"/> off ? | |
| Use SIP Compact Headers: | <input type="radio"/> on <input checked="" type="radio"/> off ? | |
| Listen on SIP TCP port: | <input type="radio"/> on <input checked="" type="radio"/> off ? | |

Time Support (RFC4028): Select [OFF].

* Click [Save] to save changes

9. On the [Setup] options, select [Advanced], then click [Update].

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Update:

Update Policy: Never update, do not load settings

Setting URL: http://provisioning.snom.com/sr

Settings refresh timer: 0

Subscribe Config: on off

PnP Config: on off

Apply **Reset** **Reboot**

Update Policy: Select [Never update, do not load settings].

Subscribe Config: Select [OFF].

PnP Config: Select [ON].

* Click [Apply] to save changes.

*Click [Reboot] to reboot the device to apply all changes.

10. On the [Setup] options, select [Software Update].

Manual Software Update

Manual Software Update VERSION 8

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Warning: Some settings are not yet stored permanently. [Save](#) [View Changes](#) ?

You may explicitly specify which software version you want to run on this phone. Fill in the http URL which is pointing to the firmware you want to use. Please use **only a complete http URL** (like <http://www.snom.com/download/share/snomXXX-YYY.bin>). The phone will reboot after you press the load button.

Manual Software Update:
Firmware: ?
Load

Firmware: Enter [<http://provisioning.snom.com/download/fw/snom320-8.4.35-SIP-f.bin>]

Click [**Load**] to load the firmware

*It takes few minutes to load the firmware. Please do not unplug or disconnect the device during firmware loading.

*The Phone is delivered with preinstalled software (firmware), which allows operating your phone flawlessly. If you require updating the phone's firmware please follow the instructions above.

[**Disconnected Network**] displayed during an outgoing call.

- Currently used version is not updated.
- IP address in the web browser and device does not match. IP address: [http://IP address of the device/dummy.htm?settings=save&ip-_frag_enable=on]
- Firmware may not be updated.

* Configuration of settings depends on the version of the device.

VIEWING OF CALL HISTORY

11. On the [Operation] options, select [Home].

You can view the call history on the figure below.

The screenshot shows the 'Welcome to Your Phone!' web interface. The 'Operation' menu on the left has 'Home' selected. The main content area includes a 'Dial a Number' section with a text input field, 'Dial', and 'Hangup' buttons. Below this, there are three tables for call history: 'Dialed Numbers', 'Missed Calls', and 'Received Calls'. Each table has columns for Date, Time, Duration, Costs, Local Identity, and Number. The 'Dialed Numbers' table has a red box around the 'Dialed Numbers' header. The 'Missed Calls' table has a red box around the 'Missed Calls' header. The 'Received Calls' table has a red box around the 'Received Calls' header.

Verify from Settings Screen

Dialed Numbers: List of previously called/dialed numbers.

Missed Calls: List of calls that is terminated before being answered by its intended recipient.

Received Calls: List of calls answered by the call recipient.

* Calls can be made with just a click from the numbers on the list.

Verify from the device.

Press the second button to the left on the display menu of the phone or the “CHist” which means “Call History”.

Select among [Missed, Received, Dialed] on what to display on the screen.

SETTING BLOCKED NUMBERS

11. On the [Operation] options, select [Directory].

Directory

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Some settings are not yet stored permanently. Save View Changes

| Name: | Number: | Contact Type: | Outgoing Identity: | Edit | Delete |
|-------|---------|---------------|--------------------|------|--------|
|-------|---------|---------------|--------------------|------|--------|

Add or Edit Entry:

Number:

Number Type: sip

Contact Type: Deny List

Outgoing Identity: Active

Group: None

Title:

Organization:

Email:

Note:

Nick Name:

First Name:

Family Name:

Birthday:

Favorite:

Add/Edit

Set blocked numbers in the [Add or Edit Entry] area.

Example:

Name: Type the name of the contact.

Number: Type the number @XXX.XXX.XXX.XXXX (Server IP address).

Number Type: Select [sip].

Contact Type: Select [Deny List].

Outgoing Identity: [Active]

Then, click [Add/Edit]. Configured number will be displayed. If you wish to delete a number, click [Delete].

*The Server IP address depends on your account.

You can also reject calls from anonymous callers.

The number must be registered in the device to be set as an anonymous caller.

Example:

Name: Anonymous

Number: Anonymous @XXX.XXX.XXX.XXXX (Server IP address)

SETTING PREFIX (184)

*You can make an anonymous call if you put the prefix 184 in Japan.

12. On the [Setup] options, select [Identity 1], then click [SIP].

The screenshot shows the 'Configuration Identity 1' page for a snom VoIP phone. The page title is 'Configuration Identity 1' and the version is 'VERSION 8'. On the left, there is a navigation menu with sections: 'Operation' (Home, Directory, Setup, Preferences, Speed Dial, Function Keys, Identity 1, Identity 2, Identity 3, Identity 4, Action URL Settings, Advanced, Certificates, Software Update), 'Status' (System Information, Log, SIP Trace, DNS Cache, Subscriptions, PCAP Trace, Memory, Settings), and 'Manual'. The 'Setup' section is highlighted, and 'Identity 1' is selected. The main content area shows 'SIP Identity Settings' with various fields and options. A warning message at the top says 'Some settings are not yet stored permanently. Save View Changes'. The 'SIP' tab is selected. The 'Dial-Plan String' field is highlighted with a red box. The 'Dial-Plan String' field contains the value '^([0-9]*)\$sip:184\1@\d;phone=yes!'. Other fields include Music on hold server, Send hold as inactive, Alert Info URL, User picture URL, ENUM Support, Countrycode, Areacode, Proxy Require, Additional supported headers, Q-Value, Proposed Expiry, Auto Answer, Long SIP-Contact (RFC3840), Support broken Registrar, Shared Line, Publish Presence on bootup, DTMF via SIP INFO, Send display name on INVITE, Extension Monitoring Call Pickup List, Extension Monitoring Call Pickup List URI, and Contact List.

Dial-Plan String: Enter [$^(0[0-9]*)$sip:184\1@\d;phone=yes!$]

* You can set up the dial plan for this line here. With a dial plan, you can match user input (digits via

keyboard) to specific actions like dialing, using a distinct outgoing identity, etc.

* Use our service phone's extension number for transfers.

* Click [**Save**] to save changes.

Safety Precautions

This manual contains precautions to assure user's safety while using this product. If the precautions are disregarded, the extent of consequences is presented below.



*This indicates that ignoring or mishandling of this notice might result to death or serious injury to the person.



*This indicates that ignoring or mishandling of this notice might result to harm to the person.



*Immediately unplug the device from the power supply if there is a strange smell and smoke. Don't use the device and immediately contact the dealer for repair. This may cause fire or explosion.



*Do not disassemble or modify. The device may malfunction, cause electric shock and fire.



*Do not insert metal to the opening or drop the product. If in case a metal is inserted to the device, unplug the device and contact the dealer. The device may malfunction, cause electric shock and fire.



*Do not pour water or any foreign object inside the device. If in case water or any foreign object is poured or inserted to the device, unplug the device and contact the dealer.



*Do not touch the device when lightning occurs. This may cause electric shock.



*Do not use in bathroom or shower room. The device may malfunction, cause electric shock and fire.



*Don't place in a damp, dusty or direct sunlight. The device may malfunction, cause electric shock and fire.



*This device is not waterproof. If in case water entered the device, unplug the device and contact the dealer



CAUTION



*Do not place near the kitchen table or humidifier, or near oil and moisture. The device may malfunction, cause electric shock and fire.



*Do not place in humid and dusty area. The device may malfunction, cause electric shock and fire.



*Do not place in extremely cold place or place with unstable temperature. It may cause explosion.



*Do not place in unstable or shaky place. If the device falls it may collapse, it may cause injury or explosion.



*Use after checking if foreign matters are attached to the speaker of the handset. Thumbtacks, pin, stapler wires and other metallic object may cling to the magnet of the speaker so please be careful.

Troubleshooting

Please check the troubleshooting procedure before requesting a repair. If the problem doesn't get resolved, please contact us.

| Problem | Solution |
|-----------------|---|
| General Failure | <p>Plug and Unplug from the power source. (Do this for few times).</p> <p>Wait for at least one minute before plugging the device.</p> <p>If the problem is not resolved after doing this, please contact our customer support service.</p> <p>Please provide your number and broadband products.</p> |

| Problem | Cause | Solution |
|------------------------------|---|--|
| No Ringer Sound | Ethernet Cable is disconnected. | Check the connection of the Ethernet cable. |
| | AC Adapter is disconnected. | Check the connection of the AC Adapter. |
| | Did you change the volume settings? | Adjust the volume on the volume button. |
| | Did you change the settings on the display? | Revert the changed settings. Disconnect the Ethernet cable. (Please reboot). |
| Call is interrupted by noise | Are there any abnormalities in the network environment? | Check your network environment. |

