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# Snom300 User's Manual

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Ver2.0.2 november 07 2017  
Ver2.0.1 november 10 2016



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Thank you for purchasing Snom300.  
Make sure and acknowledge that you have read this manual before using Snom300.

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 SNOM300 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.

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## **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:**

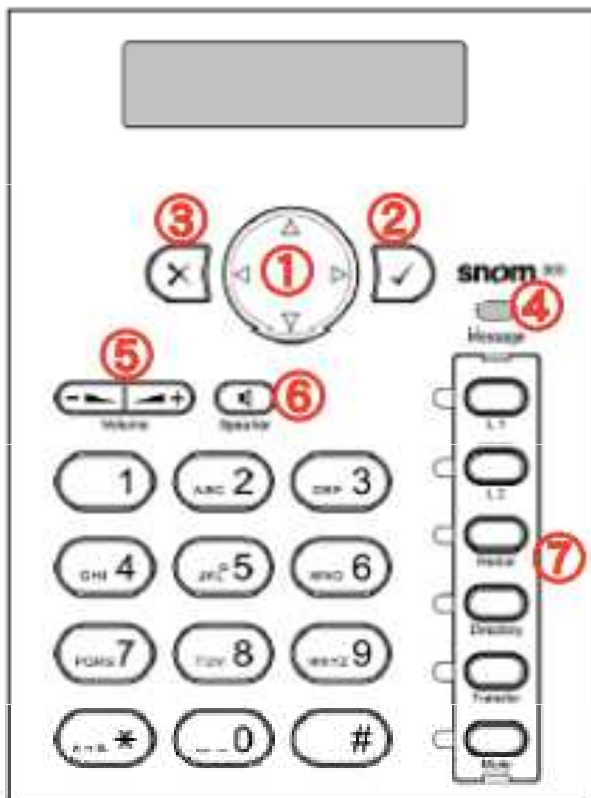
1. Connect the handset cord in the handset and connect it on the main body.
2. Plug the Ethernet (network cable into the RJ 45 connector labeled [Net] and plug the other end into the network side to establish a data link.
3. The second RJ45 connector, labeled [PC], is for chaining further Ethernet devices without the need for a second Ethernet connection line.
4. Insert the plug of the power supply into the connector labeled [DC 5V] and hooks 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.







## **SNOM300**

SNOM300 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



-  Navigation key - for navigation within the display menu and the phone book
-  ENTER key - to confirm actions, selections and inputs
-  CANCEL key - to cancel actions or input
-  LED for MWI (message waiting indication)
-  Adjusts the volume (lower/higher)
-  Turns the casing speaker on/off

## General Settings

1. Verify device's IP Address. Press the Navigation key [**Down Arrow**] → Select [**Information IPAdr**] and Press enter [**Check**] button.
2. Snom300 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/>

**Security** HTTP Password not set!

VERSION 8

**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

**Manual**

**Security Advice**

We strongly recommend that you secure the web interface in order to protect your phone against remote attacks. Therefore the HTTP User and Password as well as the Administrator Password should be changed from the default value.

**Security:**

Administrator Password:

Administrator Password (Confirmation):

**HTTP Server:**

User:

Password:

Additionally you should protect the web interface with hidden security tags against remote attackers trying to change phone settings with failed HTTP POST requests.

Use hidden tags:  on / off

Press to save the settings as shown above.

Press to ignore the warning until reboot.

Press to ignore the warning forever.

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

**Configuration Identity 1** VERSION 8

**Operation**  
Home  
Directory

**Setup**  
Preferences  
Speed Dial  
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Identity 1  
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**Warning:** Some settings are not yet stored permanently. Save View Changes

**Login** SIP NAT RTP

**Login Information:**

Identity active:  on  off ?

Displayname: Unique ID ?

Account: Unique ID ?

Password: \*\*\*\*\* ?

Registrar: Login Server ?

Outbound Proxy: Login Server ?

Failover Identity: None ?

Authentication Username: Unique ID ?

Mailbox: 999 ?

Ringtone: Ringer 1 ?

Custom Melody URL: ?

Display text for idle screen: 803 ?

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].

**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  
**Manual**

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

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

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

\*Click [Save] to save changes.

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

**Preferences** VERSION 8

**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  
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**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): 20

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**  
Target:

Web Interface Language: Select [English].

Language: Select [English].

Number Display Style: Select [Number].

Tone Scheme: Select [Japan].

\* Click [Apply] to save changes



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

**Advanced Settings** VERSION 8

**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

**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 [Apply] to save changes.

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

The screenshot shows the 'Advanced Settings' interface for a Snom VoIP phone, version 8. The left sidebar contains a navigation menu with categories: 'Operation' (Home, Directory, Setup, Preferences, Speed Dial, Function Keys, Identity 1-4, Action URL Settings), 'Advanced' (Certificates, Software Update), 'Status' (System Information, Log, SIP Trace, DNS Cache, Subscriptions, PCAP Trace, Memory, Settings), and 'Manual'. The 'Setup' and 'Advanced' items are highlighted with red boxes. The main content area is titled 'Advanced Settings' and includes a warning: 'Some settings are not yet stored permanently. Save View Changes'. Below this are tabs for 'Network', 'Behavior', 'Audio', 'SIP/RTP', 'QoS/Security', and 'Update'. The 'Audio' tab is selected and highlighted with a red box. It contains various settings with radio buttons or dropdown menus, including 'Mute Microphone', 'Disable Casing Speaker', 'DTMF echo on Speaker Phone', 'Keytones', 'Call Released Notification', 'Silence Suppression', 'Dialtone during Hold', 'Suppress ringtone during hold', 'Holding Reminder', 'Alert Info playback', 'Audio indication for Dialog Info pickup', 'Audio Device Indicator', 'Send silent RTP packets on mute', 'Call Waiting Indication', 'Casing Mic Volume (1 - 8)', 'Handset Mic Volume (1 - 8)', 'Headset Mic Volume (1 - 8)', and 'Handsfree Mode'. The 'Call Waiting Indication' dropdown is highlighted with a red box and set to 'off'. An 'Apply' button is at the bottom.

Call Waiting Indication: Select [OFF].

\* Click [Apply] to save changes.

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

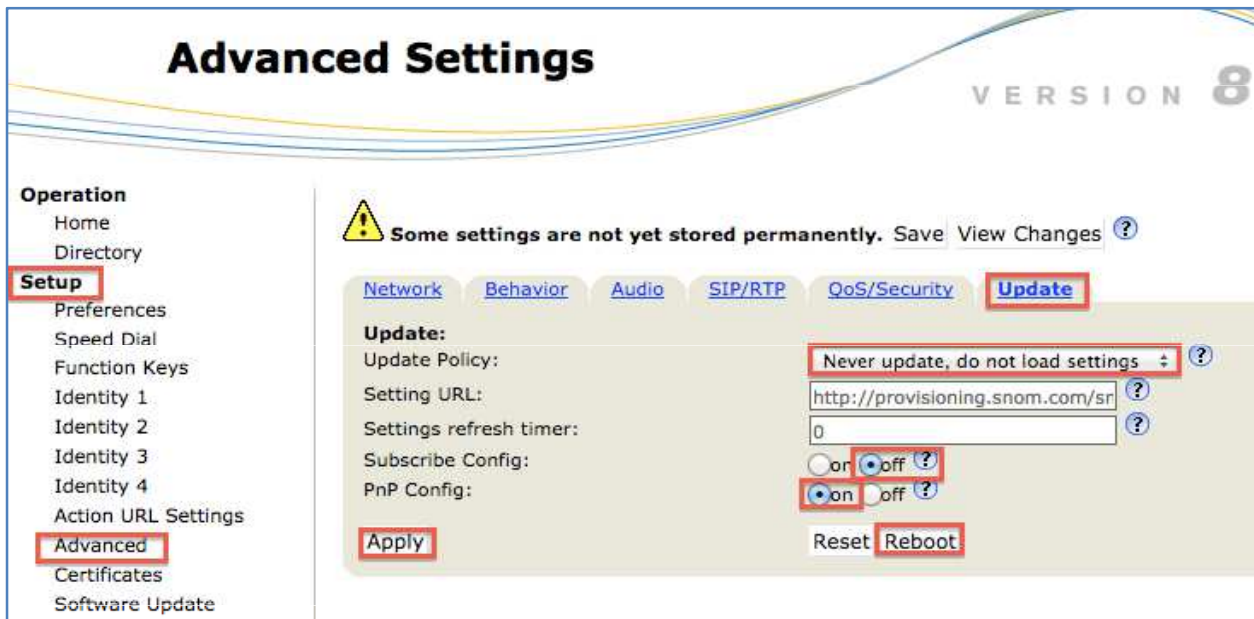
The screenshot shows the 'Advanced Settings' interface for SIP/RTP configuration. The left sidebar contains a navigation menu with 'Setup' and 'Advanced' highlighted. The main content area shows the 'SIP/RTP' tab selected, with a warning message at the top: 'Some settings are not yet stored permanently. Save View Changes'. Below this, various SIP parameters are listed with input fields or radio buttons. The 'Timer Support (RFC4028)' parameter is highlighted with a red box, showing the 'off' radio button selected.

Parameter	Value / Option
Network identity (port):	[Empty field]
SIP T1 (ms):	500
Timer Support (RFC4028):	<input type="radio"/> on <input checked="" type="radio"/> off
SIP Session Timer (s):	3600
SIP Dirty Host TTL (s):	[Empty field]
SIP Max Forwards:	70
ENUM Suffix:	e164.arpa
Retry interval after failed registration (s):	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 [Apply] to save changes

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



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

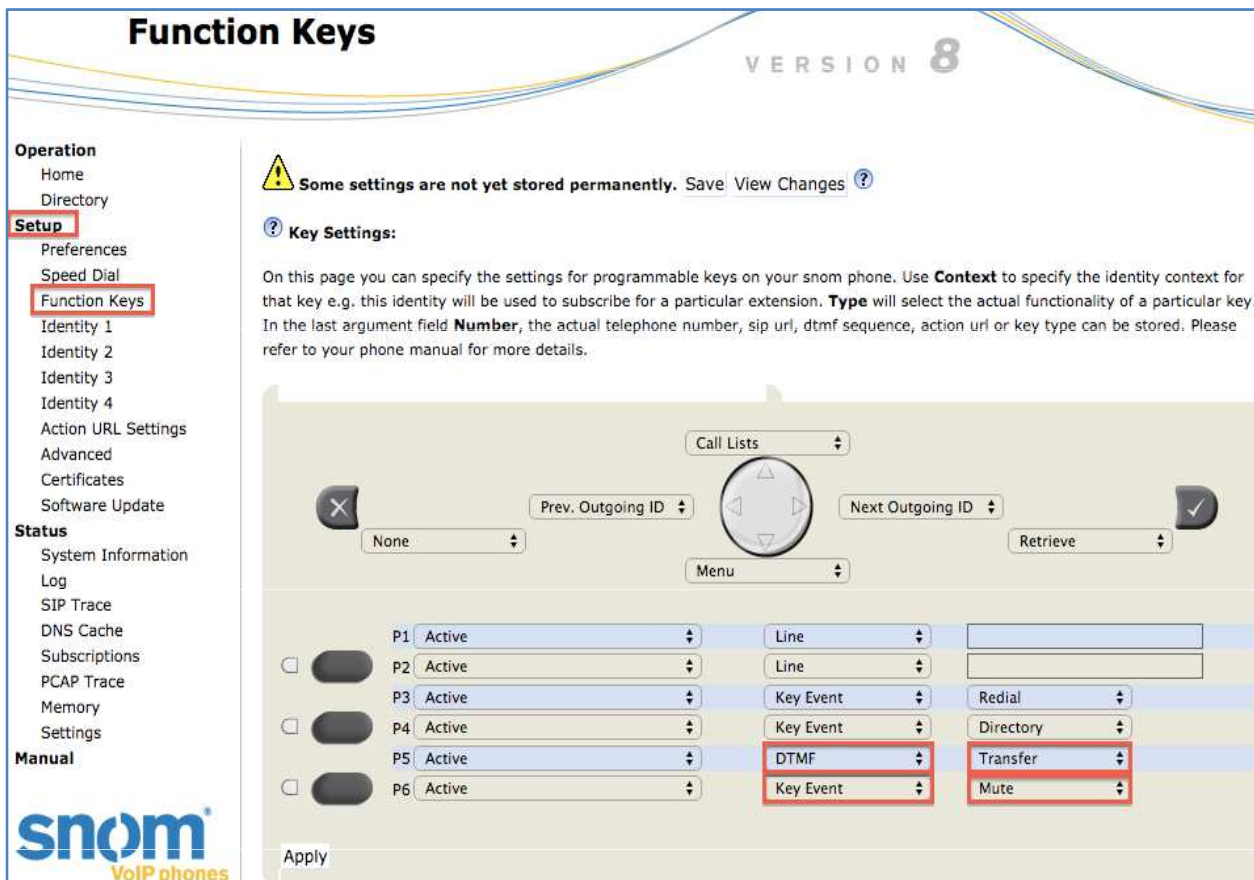
Subscribe Config: Select [OFF].

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 [Function Keys]



Function keys:

**L1 and L2:** Device's extension channel. Both lines can be used simultaneously

**Redial:** Press to call the previous dialed number

**Directory:** Phonebook

**Transfer:** Transfer button \*not supported by our service.

Put the other party on hold and press [Transfer], then, dial the destination extension number. You can hang-up after transferring the call.

**Mute:** Hold Button: Press this button to put the other party on hold; music is played on the other line.

Menu Function Keys:

**P5 Type:** Select [DTMF].

**P5 Number:** Select [Transfer]. Or, Enter [#9]. When you first set configurations, you only need to select from the options. When you set it again, you need to type the configurations.

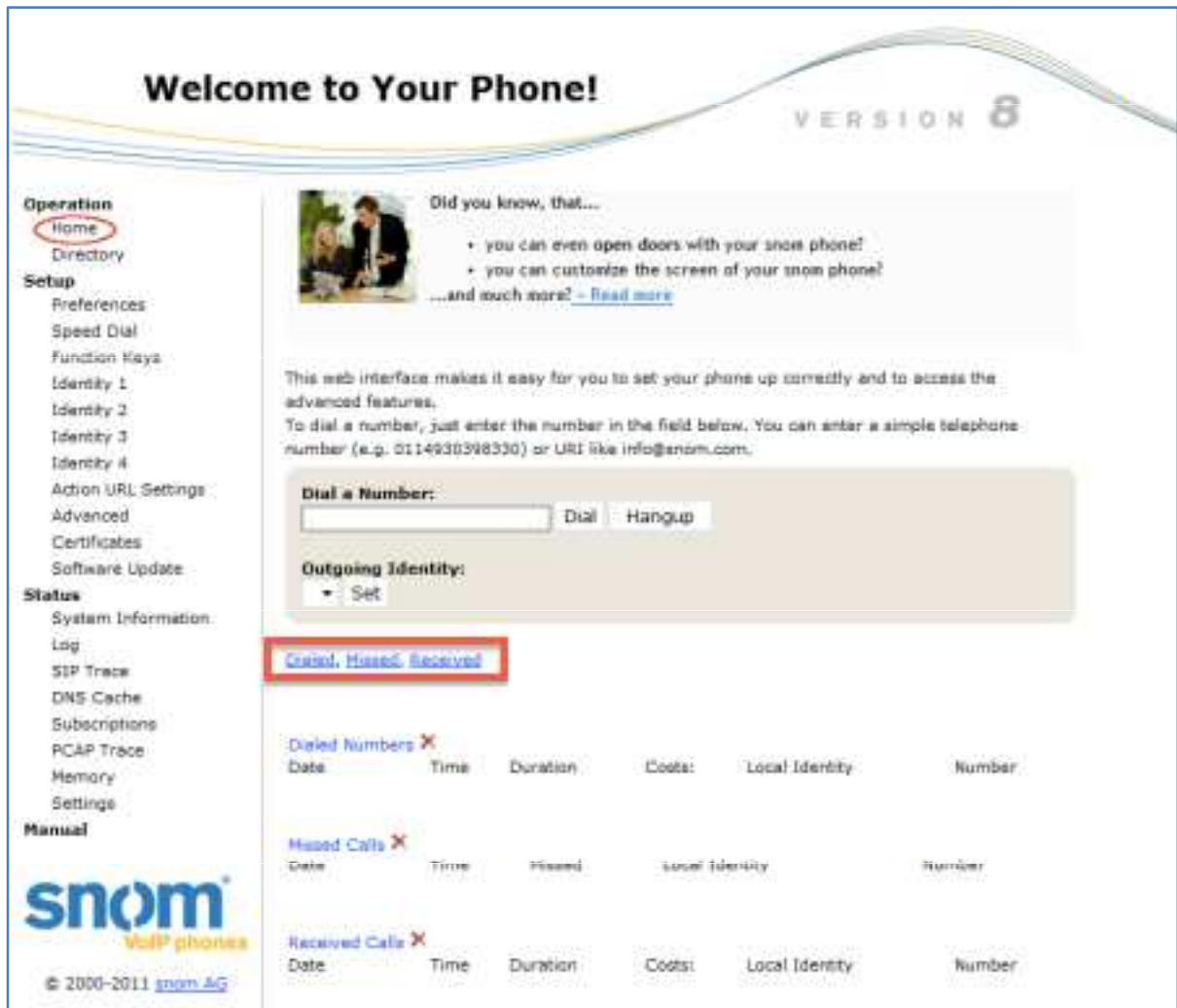
**P6 Type:** Select [Key Event].

**P6 Number:** Select [Hold].

\* Click [Apply] to save changes.



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



View Call History

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 [Navigation Key] → Select [List: Missed]. You can also view other lists such as [Missed], [Received], [Dialed].

To make a call, select a number from the list and press [Enter key].

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

### Setting Blocked Numbers

The screenshot shows the 'Directory' management interface. The sidebar on the left has 'Operation' and 'Setup' sections. 'Directory' is selected under 'Operation'. The main content area has a table with columns: Name, Number, Contact Type, Outgoing Identity, Edit, and Delete. Below the table is the 'Add or Edit Entry' form. The form has the following fields: Number (with a placeholder 'Type the number @XXX.XXX.XX'), Number Type (dropdown set to 'sip'), Contact Type (dropdown set to 'Deny List'), Outgoing Identity (dropdown set to 'Active'), Group (dropdown set to 'None'), Title, Organization, Email, Note, Nick Name, First Name, Family Name, Birthday, and Favorite. The 'Add/Edit' button is highlighted. Below the form is the 'Import directory (CSV)' section with fields for Filename, Filetype (radio buttons for 'CSV File', 'Unicode TAB-separated', 'on/off'), and Skip first Line. The 'Delete whole directory' section is also visible.

et 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).

**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)

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

### Setting prefix (184)

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

**Configuration Identity 1** VERSION 8

Operation  
Home  
Directory  
**Setup**  
Preferences  
Speed Dial  
Function Keys  
**Identity 1**  
Identity 2  
Identity 3  
Identity 4  
Action URL Settings  
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PCAP Trace  
Memory  
Settings  
Manual

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

Login **SIP** NAT RTP

**SIP Identity Settings:**

Music on hold server: [text input] ?

Send hold as inactive:  on  off ?

Alert Info URL: [text input] ?

User picture URL: [text input] ?

**Dial-Plan String:** [text input] ?

ENUM Support:  on  off ?

Countrycode: [text input] ?

Areacode: [text input] ?

Proxy Require: [text input] ?

Additional supported headers: [text input] ?

Q-Value: 1.0 + ?

Proposed Expiry: 3600 ?

Auto Answer:  on  off ?

Long SIP-Contact (RFC3840):  on  off ?

Support broken Registrar:  on  off ?

Shared Line:  on  off ?

Publish Presence on bootup:  on  off ?

DTMF via SIP INFO: off + ?

Send display name on INVITE:  on  off ?

Extension Monitoring Call Pickup List:  on  off ?

Extension Monitoring Call Pickup List URI: [text input] ?

Contact List:  on  off ?

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**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.

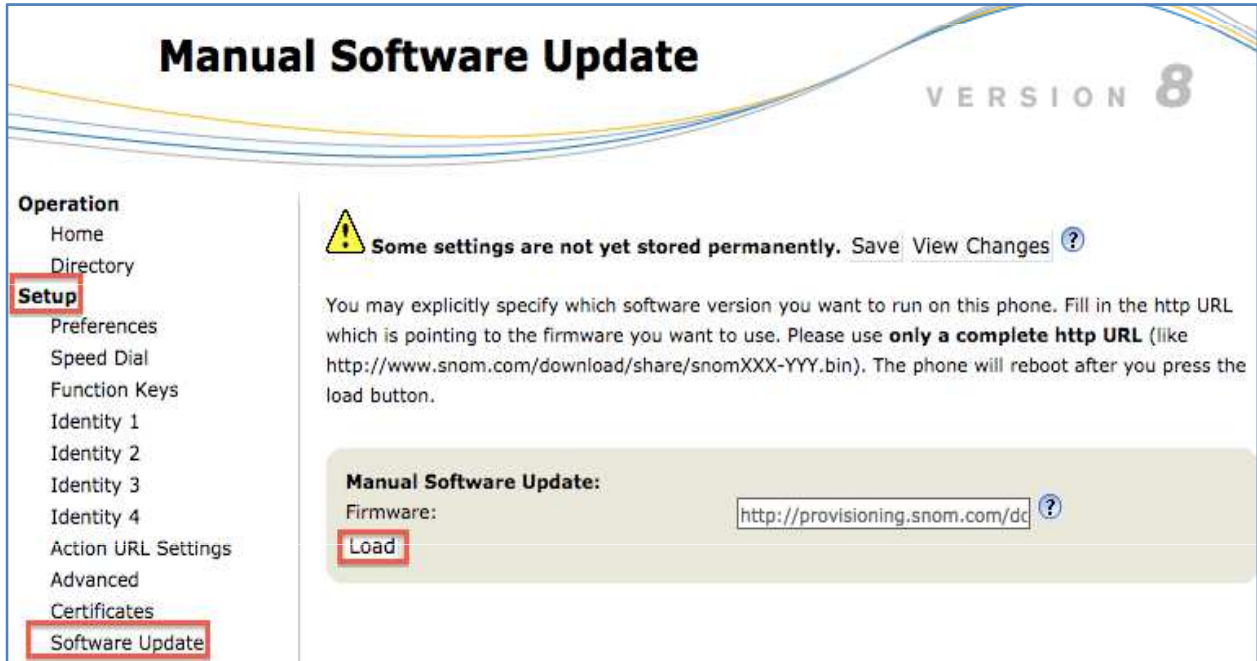
\* Use our service phone's extension number for transfers.

\* Click [Apply] to save changes.



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

## Software Update



**Firmware:** Enter [<http://downloads.snom.com/fw/snom300-8.4.35-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](http://IP address of the device/dummy.htm?settings=save&ip-_frag_enable=on)]
- Firmware may not be updated.

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

### 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.

to the magnet of the speaker so please be careful.








### WARNING.

-  \*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.

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## Troubleshooting

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

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

Problem	Cause	Solution
No Ringer Sound	Ethernet Cable is disconnected. AC Adapter is disconnected. Did you change the volume settings? Did you change the settings on the display?	Check the connection of the Ethernet cable. Check the connection of the AC Adapter. Adjust the volume on the volume button. 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.