

SNOM M Series User Guide

Instructions for
Snom **M Series**.





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Snom M Series Models



Snom **M30**



Snom **M70**



Snom **M400**

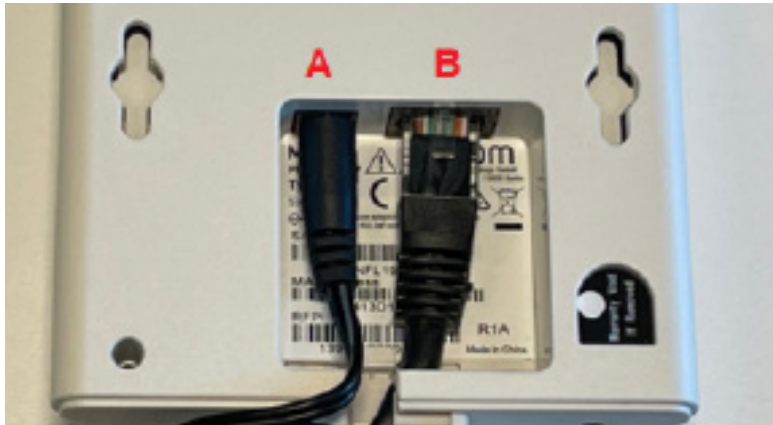


Getting Started

Please ensure you do not plug your Snom Devices in or connect them to the internet until instructed to do so by the Onboarding Team.

It is vital that Snom Devices have been added to the UC (Unified Communications) Portal by the Onboarding Team prior to activation.

Setting Up the Snom M Series Devices



Snom M400 - Base Unit

When instructed by the Onboarding Team, please follow the below guidelines to set up your Snom M400 Base Station.

Setup:

For connectivity, there are two scenarios for setting up your base unit, Power over Ethernet (PoE) or No Power over Ethernet (power supply required to be ordered separately).

Power over Ethernet (PoE) is a technology that allows electrical power to be passed through an Ethernet cable alongside data. Devices that use PoE can be connected to both a power source and a network through a single Ethernet Cable.

The steps to set this up are as follows:

Setup: Power over Ethernet

- The first step is to plug the Ethernet Cable into the Port at the back of the Snom M400 Base Station (Outlined in the above image as B).
- Ensure that the other end of the Ethernet Cable is connected to your network.

No Power over Ethernet

- If required, connect the 5V USB power adapter to the Snom M400 Base Station (Outlined in the above image as A).

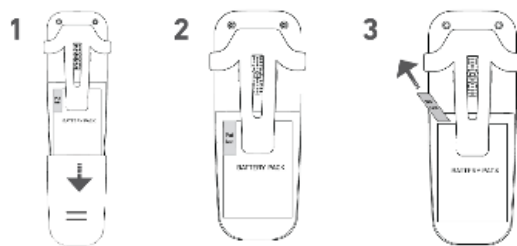
Once completed, the Base Station will begin to initialise. There is an LED indicator, located at the bottom of the device, which provides a signal status on the unit. After the device has connected to the network, the indicator will begin to blink orange, meaning the device is booting. When the indicator shows a solid green, the Snom M400 is operational.

Setting up the Snom M30/M70

Snom M30 Setup

To setup the Snom M30 handset the steps are as follows:

1. Push the cover of the battery compartment downward to get access to the pull tab of the battery.
2. Pull the tab away from the handset at a 90-degree angle until it is free from the battery.
3. Slide the cover of the battery compartment back onto the device.

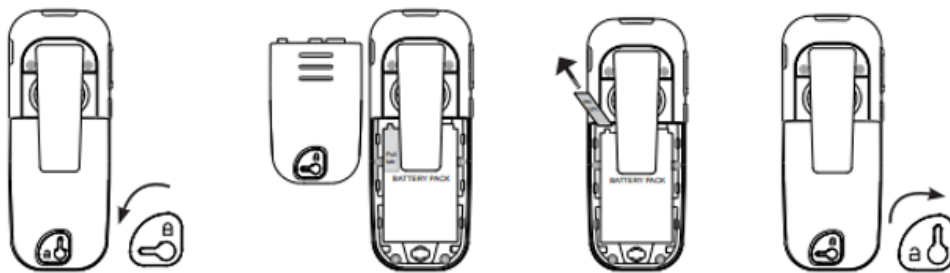


4. Plug the cable of the charger into the power adapter.
5. Connect the power adapter.
6. Place the handset into the charger.
7. The green LED on the charger will light up, indicating that the handset is charging.

Snom M70 Setup

To setup the Snom M70 handset the steps are as follows:

1. Unlock the battery cover on the back of the handset by pushing the lever anticlockwise onto the open symbol.
2. Remove the battery cover from the back of the handset
3. Pull the tab away from the handset at a 90-degree angle until it is free from the battery.
4. Place the cover back on the battery compartment.
5. To lock the battery compartment, push the lever clockwise onto the closed lock symbol.



6. Connect the charger cable into the power adapter.
7. Place the handset into the charger.
8. The green LED on the charger will light up, indicating that the handset is charging

Pairing the Snom M30/M70

The Snom M400 Base Station can facilitate up to 10 Wireless Handsets paired to it.

Before pairing a Snom M30/M70 handset to the M400 Base Station, the Onboarding Team will first need to add a line to facilitate this on the UC Portal.

Pairing a Snom M30/M70 Handset to the device

Important: The first Snom M30/M70 can only be paired to the Snom M400 Base Station once it has been added to the UC Portal. Please only attempt to pair the device to the base station once the Onboarding Team confirm that this can be completed.

1. On the Snom M30/M70 handset, press the **Settings** key.
2. Once the Menu options appear, scroll down to the **Connectivity** icon.
3. Press **OK** (located in the centre of the navigation key).
4. This will open the Connectivity Menu
5. Ensure that the **Register** option is highlighted.
6. Click **OK**.
7. Select the 'Empty' option and press **OK**
 - a. If prompted, enter the default access code of '0000'.
 - b. Press **OK**.
8. The phone will revert to the home screen, where **Registering** will display.
9. Once the device has been successfully registered, the home screen will display the line name. I.E. Line 1, 1000, Kitchen etc.

Pairing an Additional Handset

To pair an additional handset to the Snom M400 base station, the steps are the same as above, once the Onboarding Team has confirmed the device is ready.

Important: Once your device has been paired to the handset, please ensure you place it into the charge for at least an hour to ensure that it pulls the most up-to-date firmware.

Quick Tips

Call Transferring

You can choose between attended and blind transfer to transfer calls on the Snom M30/M70 handset. The steps for both are outlined below:

Attended Transfer

- With a call on the line, press the **Hold** softkey. This will place the call on hold
- Enter the number of the party you wish to transfer the call to
- Press the **Green Call Key**
- Once you have spoken to the other party and they accept to take the call, press **Transfer**
 - The two parties will be automatically connected, and your handset will display the message **Call Ended** before returning to the idle screen

Blind Transfer: Active Call

- With a call on the line, press the **Transfer** softkey. This will place the current call on hold
- Enter the number of the party you wish to transfer the call to
 - The **Hold** screen will be replaced by the Dialpad
- Press the **Transfer** softkey and the call will automatically be transferred to the other party
- Press the **Exit** softkey to return your handset to the idle screen.
 - Do Not Press **Exit** if there is a need to know whether the call has been answered
 - If the call has been answered by the other party, the display will announce that the call has ended
 - If the call has not been answered, the call will be resumed on your device and the caller will be on hold

Blind Transfer: Incoming Call

- To transfer a call that is incoming on your handset, press the **Transfer** softkey.
- Enter the number you wish to transfer the call to
- Press the **Transfer** softkey
- The call will begin ringing on the other party's handset. Your handset will display a **Call Ended** message for a moment before returning to the idle screen.

Call Forwarding

The Snom M30/M70 handset can be set to forward calls under three circumstances: Unconditionally, Busy or No Answer.

1. **Forward Unconditionally:** If this option is selected it will forward all calls to a specified number
2. **Forward Busy:** If this option is selected it will forward calls that come through when you are already on a call to a specified number
3. **Forward No Answer:** If this option is selected it will forward any call that is unanswered, after a specified moment of time, to another number

Activating Call Forwarding

To activate Call Forwarding on the call, the steps are as follows:

- Open the Settings menu, and select Call Forward
- In the Call Forward menu, select one of the three call forwarding options
 - Forward Unconditionally, Forward Busy, or Forward No Answer
- To turn the respective forwarding function on, click the On softkey
- Scroll to Forward To and press Select, or click the centre of the navigation key
- In the text field, enter the phone number that the call(s) are to be forwarded to
- Press OK to save the setting

Forward No Answer Only: You will need to advise on a time-period that you want a call to ring on the M70 device before being forwarded to another number. To input this time-period, the steps are:

1. Scroll to **Forward after** and press **Select**
2. Enter the number of seconds you want the calls to ring for and then press **OK**

Deactivating Call Forwarding

To deactivate Call Forwarding on the handset, the steps are as follows :

- In the **Settings** menu, select **Call Forward**
- In the **Call Forwarding** Menu, select the call forwarding setting that is currently active
- Press the function key under **Off**

Call Conferencing

To start a Conferencing Call on the Snom M30/M70, the steps are follows:

- Initiate a call with the first party
- Once on an active call, place the call on hold
- Initiate the call with the second party
- Once the second party has answered the call press the **Conf** key
- This will merge the call with the first call and allow the conference to begin
- To end the Conference Call, press the **End Call** key

Do Not Disturb

You can place your handset on Do not Disturb (DnD), directly on the handset. To do so, see the following steps

- Open the **Menu** and select **Settings**
- Scroll to **Do not Disturb** and press **OK**
- Ensure that **Enabled** is highlighted and press **Select**

Muting a Call on Snom M30

The Snom M30 does not have a dedicated Mute button, so to mute the microphone, you need to do the following:

- When on a call, press the left side of the navigation key
- To unmute, press the left side of the navigation key once again

Changing the Volume on Snom

Snom M30

The M30 handset does not have a dedicated volume key. To adjust the volume when on a call, use the up and down rim of the navigation key.

Snom M70

To change the volume on the M70 for a call it is done by using the Volume Key, which is located on the left-hand side of the handset.

- To increase the volume, press the upper end of the key (marked +) one bar at a time.
- To decrease the volume, press the lower end of the key (marked -) one bar at a time.

To change the volume of the device ringer, the steps are as follows:

- Click the **Menu** button.
- Navigate to **Settings** and then select **Audio Settings**.
- Scroll to **Ring Volume**.
 - To increase the volume, press the right rim of the navigation key.
 - To decrease the volume, press the left rim of the navigation key.
- To save the Ringer Volume, press the OK function key.

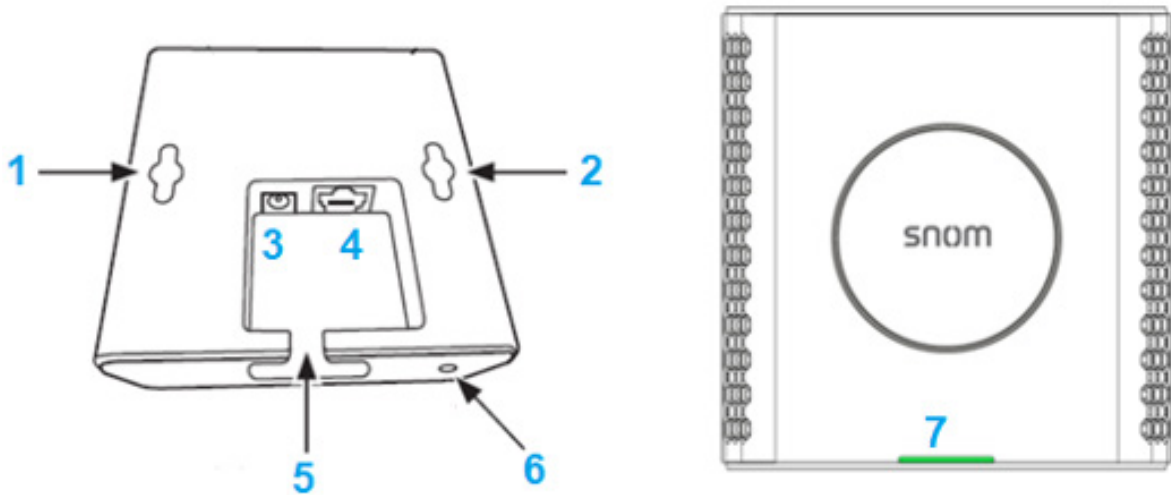
Swapping Calls

If you have two calls on the device, you can swap between them. The steps for this are as follows:

- When you wish to swap to another call, press the **Swap** soft key
- This will place the current call on **hold**, and connect you with the second caller

Snom M400

Hardware Features



1. **Hole for Wall Mounting:** This will allow you mount the M400 Base Station to a wall if required
2. **Hole for Wall Mounting:** This will allow you mount the M400 Base Station to a wall if required.
3. **Power Supply Port:** If PoE is unavailable, then the Power supply will need to be connected to the M400 unit
4. **PoE/Ethernet Port:** Connect your LAN cable here to allow for network connection
5. **Cable Guide:** Place your LAN and Power Supply cables through here.
6. **Reset Key:** This is used to return the unit to factory defaults.
7. **LED Status Indicator:** Opens the list of Settings submenus on the display screen.
 - **Green, Flashing Rapidly:** Software update in progress/provisioning
 - **Solid Green:** Device is registered and ready
 - **Blinking Orange:** Device booting
 - **Blinking Red:** Network or Registration failure
 - **No Indicator Light:** Device is powered off

Snom M30

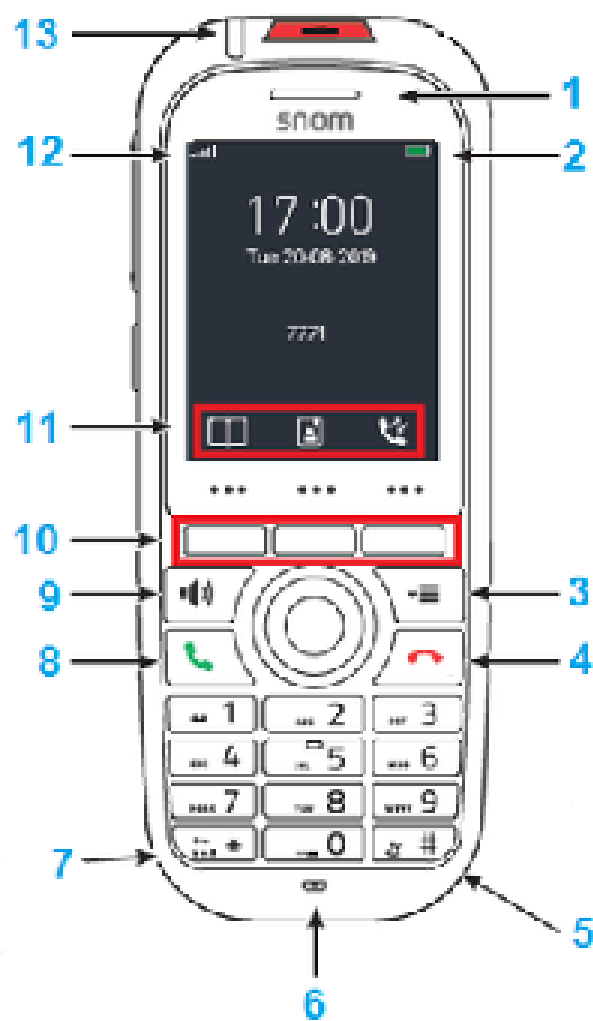
Hardware Features



1. **Speaker:** Provides ringer and audio output.
2. **Battery Charge Status:** Indicates the level of battery left on the device
3. **Settings Menu:** Allows you open the menu and select from different options.
4. **Cancel Key:** Can be used to cancel actions and calls as well as allowing you to return to the previous screen. To turn on the handset briefly hold the button and to turn off the handset, press and hold for 3 seconds.
5. **Programmable Function Keys:** 4 Function Keys that can be programmed as lines or other functions.
6. **Microphone:** Picks up your voice when you are on an active call
7. **Star Key: On idle screen:** Press for 3 seconds to lock/unlock the keypad
In editing Mode: Press for 1 second to change lettering input mode
8. **Call Key:** From the idle screen, press to see the call lists. Allows you to answer or place a call.
9. **Speakerphone:** Allows you to switch between the speakerphone and earpiece on an active call. If LED is on, then speakerphone is active..
10. **Function Keys:** Allows you to perform different functions on the device. These are context-sensitive and will change depending on what screen is displaying on the device. For Example: When on the idle screen, the function keys available are Personal Contacts, UC Contacts and Call Lists, but if the screen is showing the Settings page, then the available functions will differ.
11. **Function Key Line:** Icons will display at the bottom of the device screen to show what function is assigned to the function key below the screen. This will change depending on what screen is showing on the device.
12. **Signal Strength:** Allows you to see the level of signal you have on the device.
13. **LED Indicators:** Will indicate if you have a voicemail message, missed call or low battery.

Snom M70

Hardware Features



1. **Speaker:** Provides ringer and audio output.
2. **Battery Charge Status:** Indicates the level of battery left on the device
3. **Settings Menu:** Allows you open the menu and select from different options
4. **Cancel Key:** Can be used to cancel actions and calls as well as allowing you to return to the previous screen. To turn on the handset briefly hold the button and to turn off the handset, press and hold for 3 seconds.
5. **Pound/Hash Key:** Can be used when required to input information over the phone. Example: "To leave a message press the hash key"
6. **Microphone:** Picks up your voice when you are on an active call.
7. **Star Key: On idle screen:** Press for 3 seconds to lock/unlock the keypad.
In editing Mode: Press for 1 second to change lettering input mode
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