



Vdex-40: SNOM 360 Quick Setup

This document will guide you through connecting and modifying the configuration settings needed for a SNOM 360 telephone to be used with a Vdex40 system. This document is intended for the installer to get the telephone functioning quickly and is not a complete guide for a SNOM 360 telephone. For more information please refer to the SNOM 360 Quick Installation guide that came with the telephone or goto www.snom.com.

Please note: The steps listed here assume the installer will be using a DHCP server to assign IP addresses automatically to the phones. With that said, you can also use static IP addresses if desired, just be sure to enter the appropriate IP, subnet, gateway, and DNS settings when prompted.

Connecting and Configuring your SNOM Phone

- 1) Remove the telephone base unit, handset, handset cable and power supply from the SNOM 360 box.
- 2) Connect one end of the handset cable to the handset and the other end to the base unit of the telephone.
- 3) Connect an Ethernet cable to the RJ45 marked NET on the bottom of the phone. You can also daisy chain another network device using the RJ45 marked PC.
- 4) Be sure the Ethernet cable is connected to an available port on your network hub, switch or router.
- 5) Connect one end of the power supply to the telephone and the other end to an electrical outlet, unless using a POE (power over Ethernet) switch, then you can skip this step since power will also be provided by the Ethernet port. When the SNOM 360 boots up, it will prompt the installer to answer a series of questions about how to configure the telephone in the telephone display. Answer each question appropriately.
- 6) Select a Language. Scroll down to the language of your choice (typically English) and press the check button to accept the setting and continue.
- 7) Select Dial-tone type. Typically you would select USA, unless the system is being installed outside the US. Choose the appropriate dial-tone type based on the country where the phone will be used. Press the check button to accept the setting and continue.
- 8) Select the Time zone. Using the up and down arrows, select the time zone the user of the telephone resides in and press the check button to accept and continue. At this point you will see a message stating "Welcome! Press a key to log on". Press any key on the telephone to begin entering in the registration information.

Please note: Prior to entering in the registration information you'll need to know the name of the account, secret password for that account, and the IP address of the Vdex40 server in order to complete the next few steps. Extensions must be added to the Vdex40 system before the telephones using the extensions will be able to register.

- 9) Enter the account number to be used by the telephone. The account number is the same as the extension number to be used by the telephone.



Vdex-40: SNOM 360 Quick Setup

- 10) Enter the registrar. The registrar is the system that the SNOM 360 will register with. In this case, it's the IP address of the Vdex40 system. Enter the IP address of the Vdex40 system. Use star key for dots and press the check button when finished.
- 11) Use ENUM. When connecting a SNOM 360 to a Vdex40 system ENUM is not supported and cannot be used. Press the x button and then press the check button to continue.
- 12) Enter Password. Enter the password for the account previously entered in step 9. The password is set by the Vdex40 system administrator. In some cases the password (secret) is the same number as the extension. Press the check button to accept your entry and continue.
- 13) This completes the SNOM 360 quick setup. At this point your SNOM 360 should successfully register with the Vdex40 system. If the phone is not registering with the system you'll see a NA in the display of the telephone. When the phone is successfully registered you'll see either the extension number or name of the user assigned to the phone in the top left hand corner of the display.

Considerations

Network Configuration

If using a DHCP server to automatically assign IP addresses to your VoIP telephones, the SNOM 360 will automatically obtain an IP address and other network settings from the DHCP server upon boot up. If not using DHCP you'll have to assign an IP address, enter the gateway IP address, netmask, and DNS settings manually when prompted to do so during initialization of the telephone using the keypad and display.

Tip: If you are not sure how the phones will be configured contact the network administrator for assistance. Use DHCP whenever possible.

Check the Firmware Version

To insure proper functionality of your SNOM phone with the Vdex 40 system, please make sure the phone is running firmware version 7.1.30 (this is the latest firmware from Snom as of this writing). Firmware updates are available from the SNOM web site <http://www.snom.com>. Follow the instructions on the web site to upgrade the firmware of your phone.

Important Note: Be sure to upgrade the firmware on your phones if running firmware older than 7.1.30 it only takes about 15 minutes for the phone to download and install the updates.



Vdex-40: SNOM 360 Quick Setup

Advanced Configuration

Now that the SNOM 360 is registered with the Vdex you may want to modify additional settings within the SNOM phone such as enabling auto dial, auto answer, or configuring the phone to connect to a remote system. Making these types of configuration changes are done via web browser. Open a web browser such as internet explorer or Firefox and enter the IP address of the SNOM 360 into the web address. Once connected to the telephone you'll see the following screen:

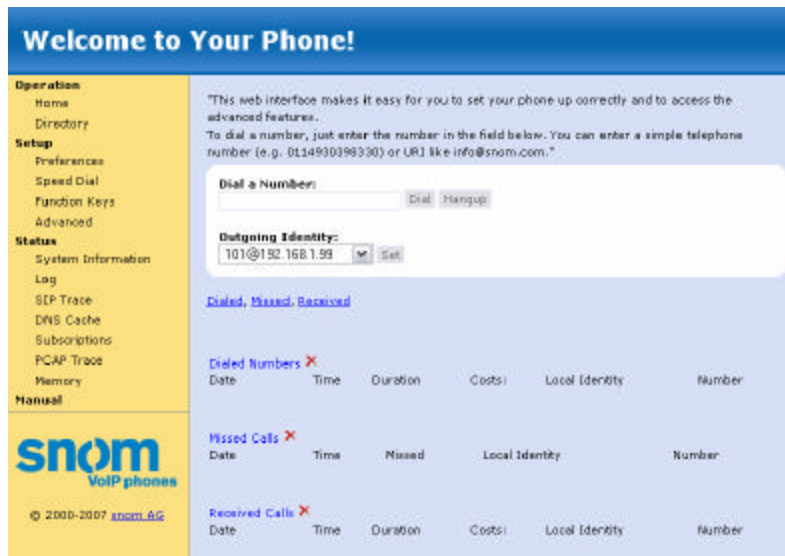


Figure 1: Default User Mode

By default, the telephone is configured for user mode and is limited to user related options. However, system administrators can enable admin mode on the telephone and gain access to the entire list of options for the telephone.

To enable admin mode press the settings button on the telephone, scroll down to maintenance (item 9) and press select. Next select item 1 Administrator mode and press select. You'll be prompted to enter the admin password (it's 0000 by default). Enter 0000 and press select again. Disconnect from your browser and then reconnect to the phone again to see the administrator web interface.



Vdex-40: SNOM 360 Quick Setup



Figure 2: Administrator Mode

Please Note: The user mode screen is limited and as the system administrator you will want to switch the phone to administrator mode. Once switched you'll see the administrative screen shown in figure 2. Remember to switch the phone back to user mode after completing all the configuration changes you want within the phone setup. Press the settings button, and then scroll down to maintenance and choose item 1 to switch the phone back to user mode. Figure 2 shows a screenshot of the administrator mode screen. You must be in admin mode to change the phone configuration, add additional identities, modify sip settings, and upgrade the firmware.



Vdex-40: SNOM 360 Quick Setup

Identities

To configure your SNOM phone to register with the Vdex system you must create at least one identity to register with the system. This is done for you automatically when you assign an account to the phone. However, identities can also be configured via the web interface. In this example, the SNOM phone is configured to register using identity 1 using extension 101, password 101, and the default IP address of the Vdex system. It's also configured to use mailbox 101.

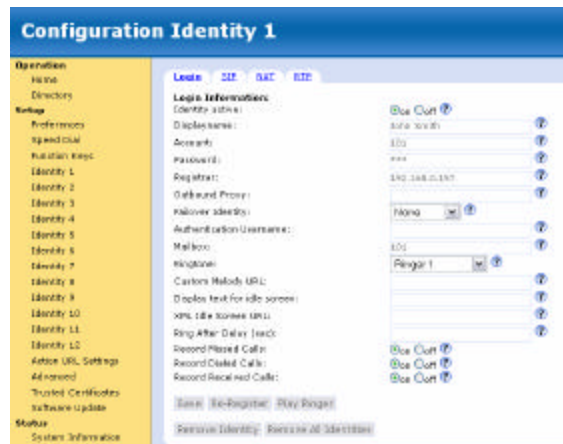


Figure 5: Typical Identity Setup

Identity settings that must be defined:

Login Settings

Display Name – Enter the name of the user.

Account – Enter the extension number to be used by the phone.

Password – Enter the secret password to be used by the phone.

Registrar – Enter the IP address of the Vdex system.

Mailbox - Enter the mailbox number that will be used by the phone. Typically, the mailbox and account are the same number.

SIP Settings

Support Broken Register – Change from off to on.

Long SIP-Contact (rfc3840) – Change from on to off.

RTP settings

RTP Encryption – Change from on to off.



Vdex-40: SNOM 360 Quick Setup

Advanced/Behavior – Auto Dial

Normally, when a user enters a phone number, they must press the check button to confirm that is the number they want to dial. Some users may not like this and want the phone to assume they entered the correct number and auto dial that number after a few seconds. This is done by clicking advanced and then behavior. Change the value assigned for auto dial from off (default) to some number of seconds such 5 (figure 3). Also change the value for challenge response on phone from on to off.

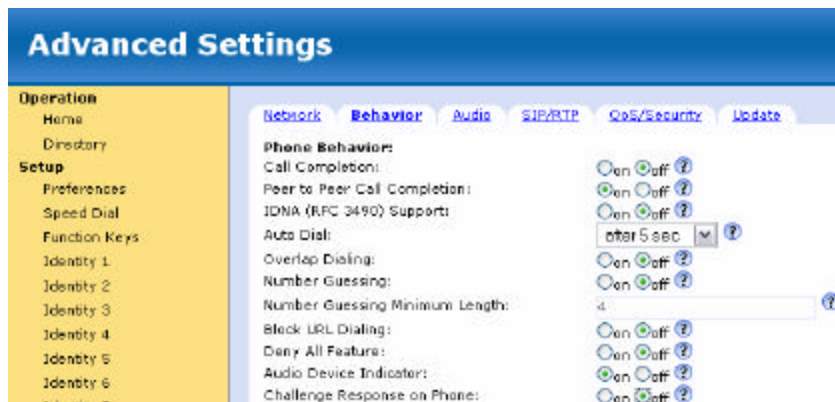


Figure 3: Advanced Behavior

Identity/SIP - Auto Answer

Some users may want to enable auto answer. When enabled the phone will automatically answer the call without the called party having to pickup the handset. Auto answer can be enabled on an identity by identity basis. SNOM 360 phones can be configured for up to 12 identities. Identities can be configured to register with a local or remote Vdex 40 system. To enable auto answer, click on the identity (extension) you would like to enable auto answer for and then click on SIP, and change the default value for auto answer from off to on. Save your changes to have the setting take effect.

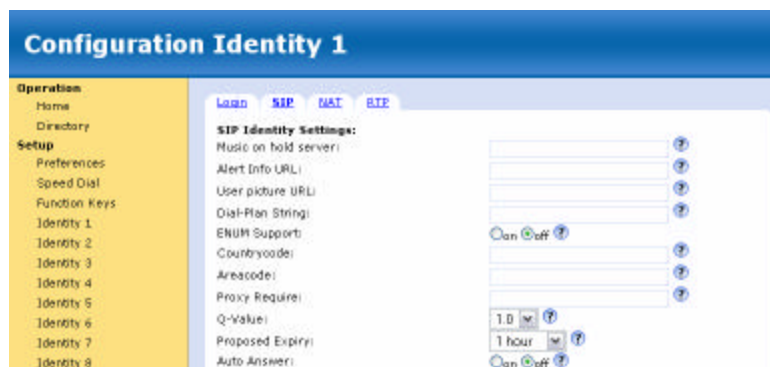


Figure 4: Auto Answer



Vdex-40: SNOM 360 Quick Setup

Advanced - Qos/Security

Within the quality of service/security tab, change the value for

Filter Packets from Registrar – From on to off.

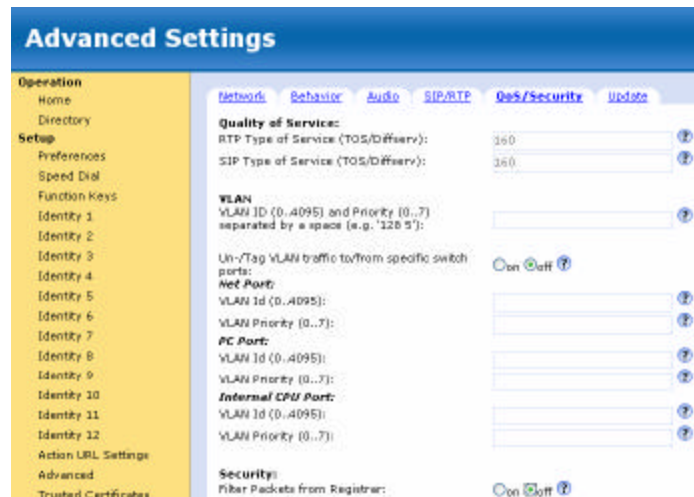


Figure 4: Qos/Security



Vdex-40: SNOM 360 Quick Setup

Remote Configuration

In order to connect SNOM phones to Vdex (or other asterisk based systems remotely), you MUST make sure the SIP port is set to port 5060, and the RTP ports start and end are set for 10,000 to 20,000.

To access the SIP and RTP port settings click on advanced and then the SIP/RTP tab. Figure 6 shows how SIP and RTP start and end ports must be configured to work with Vdex. Set the values for SIP and RTP and then save the changes.

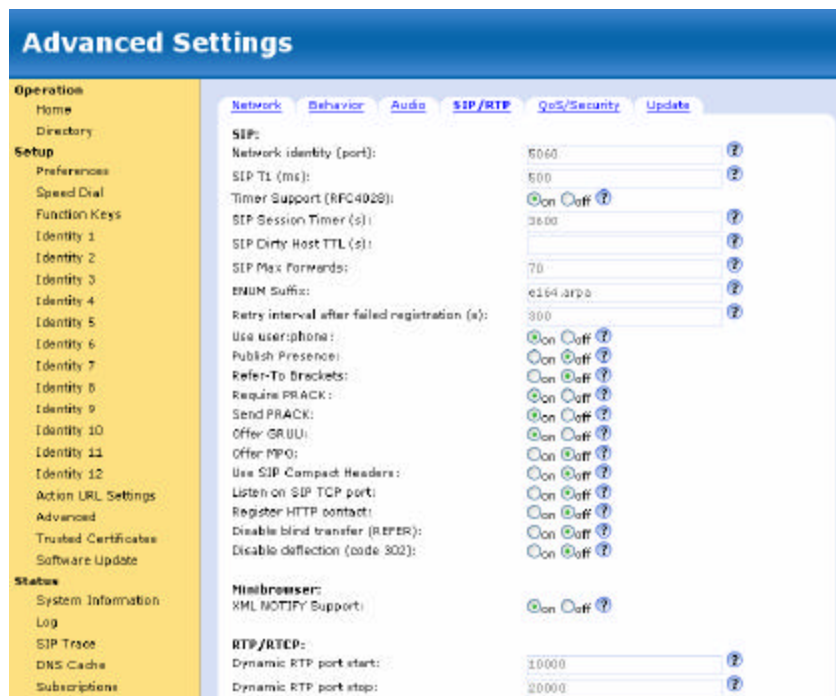


Figure 6: Example SIP/RTP Settings for SNOM Phones

Tip: Remember that you must forward ports 5060 and 10,000-20,000 for TCP/UDP to the IP address assigned to the Vdex40 system or your remote phones will not be able to connect to the system.



Vdex-40: SNOM 360 Quick Setup

Troubleshooting:

If you encounter problems registering your SNOM 360 phone with the Vdex40 server, make sure you do the following:

- 1) Make sure the SNOM 360 telephone is powered on. If the SNOM 360 is connected to a POE port, make sure it's really POE. If it's not, the phone will not boot without connecting the power supply to the phone.
- 2) Make sure the SNOM 360 is connected to the network. You can do this by checking to see if you are getting a link light on the port the phone is connected too. If not, make sure you don't have a cabling problem. Or a problem with your switch, hub, or router.
- 3) If using DHCP, make sure the SNOM 360 is getting a valid IP address from the DHCP server. You can do this by pressing the settings button and rebooting the phone. When the phone boots up, it will display the IP address assigned to the phone.
- 4) If using a static IP address, make sure you have assigned a valid available IP address to the SNOM 360 phone. Also make sure you have the correct netmask, gateway IP, and DNS settings. A good way to verify these is to compare the settings to another device on the network within the same subnet (such as a PC). Additionally, when using static IP addresses a good way to manage them is to use the same last 3 digits of the IP address as the extension value used by the phone. For example, if my SNOM 360 phone was assigned IP address 192.168.1.101, assign extension 101 to that phone, etc.
- 5) Make sure the account you are trying to register the phone as is valid and exists on the Vdex40 system.
- 6) Make sure you entered the correct password for the extension you're trying to register as. If you're not sure what the password is, check with the Vdex system administrator. For simplicity you might want to set the password for extension accounts to the same number as the extension.
- 7) Make sure you entered the correct IP address for the registrar.
- 8) If you would like to reset the SNOM 360 back to factory default press the settings button and scroll down to reset values. Press the check button, and when prompted for the admin password, enter 0000. Press the check button again to reboot the phone and start the initialization process again from the beginning.
- 9) Upgrade the firmware on the Snom phone to version 7.1.30. Problems have been reported using older SNOM firmware versions. Please visit www.snom.com for upgrade instructions.