Snom snom320

Snom 320 IP Phone User Manual

MODEL: SNOM320

1. Introduction and Overview

The Snom 320 IP Phone is a powerful and affordable SIP business telephone designed for general office and knowledge-worker environments. It features a built-in full-duplex speakerphone and supports three-party conference bridging. The 2 x 24 semi-graphic LCD display and menu-driven user interface facilitate easy feature management and custom branding.

This manual provides comprehensive instructions for setting up, operating, and maintaining your Snom 320 IP Phone to ensure optimal performance and longevity.

Figure 1.1: Front view of the Snom 320 IP Phone, showing the display, keypad, and programmable function keys.

2. Key Features

- **Two-line display:** Semi-graphic LCD display for clear information.

- **47 keys, 13 LEDs:** Comprehensive keypad and indicator lights for various functions.

- **12 programmable function keys:** Customizable keys with LEDs for flexible trunk-access and busy lamp field (BLF) configuration.

- **Dual Ethernet connection:** Allows for network pass-through to a computer.

- **Power over Ethernet (PoE):** Supports power delivery through the Ethernet cable, simplifying installation.

- **Full-duplex speakerphone:** For hands-free communication.

- **Three-party conference bridging:** Built-in capability for conference calls.

3. Package Contents

Please verify that all items listed below are included in your Snom 320 IP Phone package. If any items are missing or damaged, please contact your vendor.

Figure 3.1: Components included with the Snom 320 IP Phone, showing the phone unit, handset, handset cord, Ethernet cable, and phone stand.

- Snom 320 IP Phone unit
- Handset
- Handset cord
- Ethernet cable (RJ45)
- Phone stand

4. Setup

1. **Attach the Phone Stand:** Align the stand with the slots on the bottom of the phone unit and snap it into place. Ensure it is securely attached.

2. **Connect the Handset:** Plug one end of the coiled handset cord into the port labeled with a handset icon on the side of the phone unit. Plug the other end into the base of the handset.

3. **Connect to Network:**
   - Locate the "LAN" port on the back of the phone.
   - Connect one end of the provided Ethernet cable to the "LAN" port.
   - Connect the other end of the Ethernet cable to an available Ethernet port on your network switch or router.
   - If using Power over Ethernet (PoE), the phone will power on automatically.

4. **Connect Power (if not using PoE):** If your network does not provide PoE, connect a compatible power adapter (sold separately) to the power input port on the back of the phone and then to a power outlet.

5. **Initial Boot-up:** The phone will power on and begin its boot-up sequence. The display will show status messages. Once connected to the network, it will attempt to obtain an IP address and register with your SIP server.

Figure 4.1: Snom 320 IP Phone showing the Ethernet cable connection point.

5. Operating Instructions

5.1 Making and Receiving Calls

- **To Make a Call:** Lift the handset, press the speakerphone button, or connect a headset. Dial the desired number using the keypad. Press the ✓ (check mark) button or wait for the call to connect automatically.

- **To Receive a Call:** When the phone rings, lift the handset, press the speakerphone button, or press the flashing line key.

- **To End a Call:** Replace the handset, press the speakerphone button again, or press the **X** (cancel) button.

5.2 Using Programmable Function Keys

The Snom 320 features 12 programmable keys with LEDs on the right side of the phone. These keys can be configured for various functions such as speed dial, busy lamp field (BLF), line appearance, or feature access codes. Your system administrator typically configures these keys.

- **Speed Dial:** Press the assigned key to dial a pre-programmed number.

- **Busy Lamp Field (BLF):** The LED next to the key indicates the status of another extension (e.g., green for available, red for busy, flashing for ringing).

- **Line Key:** Press to select an available line for making a call or to answer an incoming call on that line.

5.3 Display and Menu Navigation

The 2 x 24 semi-graphic LCD display shows call information, menu options, and status indicators. Use the navigation cluster (up, down, left, right arrows, and central ✓ button) to navigate through menus and select options.

- **Menu Button:** Press to access the main menu for settings and features.

- **Arrow Keys:** Navigate through menu options or scroll through lists.

- **✓ Button:** Select an option or confirm an action.

- **X Button:** Cancel an action or go back to the previous screen.

6. Maintenance

Proper maintenance ensures the longevity and optimal performance of your Snom 320 IP Phone.

- **Cleaning:** Use a soft, dry, lint-free cloth to clean the phone's surface and display. For stubborn marks, slightly dampen the cloth with water. Avoid using harsh chemicals, abrasive cleaners, or solvents, as these can damage the phone's finish.
- **Dust Removal:** Regularly wipe down the phone to prevent dust buildup, especially around the speaker and microphone grilles.
- **Environmental Conditions:** Keep the phone away from direct sunlight, excessive heat sources, and high humidity. Ensure it is placed on a stable surface to prevent accidental falls.
- **Cord Management:** Ensure all cords (handset, Ethernet) are not tangled or pinched, which can lead to damage over time.

7. Troubleshooting

This section addresses common issues you might encounter with your Snom 320 IP Phone. For more complex problems, please contact your IT support or the manufacturer.

Problem	Possible Cause	Solution
Phone does not power on.	No power from PoE or power adapter not connected/faulty.	Check Ethernet cable connection to the "LAN" port. If not using PoE, ensure power adapter is securely connected and outlet is functional.
No dial tone / Cannot make or receive calls.	Network connection issue, SIP registration failure, or incorrect configuration.	Verify Ethernet cable is securely connected. Check network status on the phone's display. Restart the phone by unplugging and re-plugging the power/Ethernet cable. Contact your IT administrator to verify SIP registration and network settings.
Display is blank or frozen.	Software glitch or power issue.	Perform a power cycle: unplug the power/Ethernet cable, wait 10 seconds, then plug it back in. If the issue persists, contact support.
Poor audio quality (echo, static).	Handset/headset connection, network congestion, or faulty hardware.	Ensure handset/headset cord is fully inserted. Try using the speakerphone to isolate the issue. Check network bandwidth. If problem persists, contact support.

8. Specifications

Product Dimensions	9.84 x 7.87 x 4.72 inches
Item Weight	2.03 pounds (920 Grams)
Model Number	snom320
ASIN	B000FIHMSK
Manufacturer	SNOM Technology

Color	Black
Telephone Type	Corded
Power Source	Corded Electric (supports Power over Ethernet)
Compatible Devices	VoIP services, computer systems, PSTN, ISDN
Display	2 x 24 semi-graphic LCD
Programmable Keys	12 with LEDs

9. Warranty and Support

The Snom 320 IP Phone comes with a standard manufacturer's warranty. For specific details regarding warranty coverage, duration, and terms, please refer to the warranty card included with your product or visit the official Snom website.

For technical support, troubleshooting assistance beyond this manual, or to inquire about replacement parts, please contact your product vendor or visit the official Snom support portal:
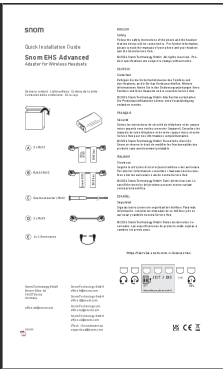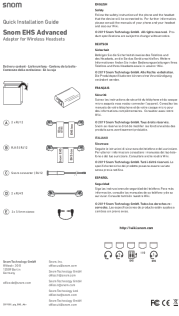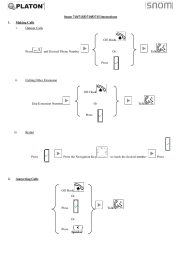
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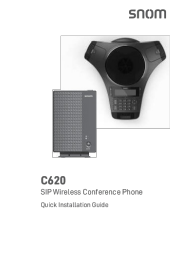
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Related Documents - snom320

[Snom EHS Advanced Quick Installation Guide for Wireless Headsets](#)
A concise guide to installing and connecting the Snom EHS Advanced adapter for wireless headsets with various Snom phone models, including connection diagrams and safety information.

[snom 320 Quick Start Guide](#)
Get started quickly with the snom 320 VoIP Business Phone. This guide covers essential installation, setup, and operation steps, along with important safety information for efficient use.

[Snom EHS Advanced Adapter Quick Installation Guide](#)
This guide provides quick installation instructions for the Snom EHS Advanced adapter, which enables wireless headsets for various Snom phone models. It includes delivery contents, safety information in multiple languages, and detailed connection diagrams for different phone and headset combinations.

[Snom 710/715/D710/D715 User Instructions](#)
Detailed instructions for using Snom 710, 715, D710, and D715 VoIP phones, covering call handling, voicemail, and call forwarding features.

[Snom C620 SIP Wireless Conference Phone: Quick Installation Guide](#)
A quick installation guide for the Snom C620 SIP Wireless Conference Phone, covering setup, registration, safety precautions, technical specifications, and battery information.

[Snom D812 VoIP Phone: Quick Installation Guide](#)
Concise guide to installing and setting up the Snom D812 VoIP phone, covering delivery, assembly, connections, and initial registration. Includes safety and technical specifications.