

## Snom REF-666949

# Snom 300 IP Phone User Manual

Model: REF-666949

## 1. INTRODUCTION

This manual provides detailed instructions for the setup, operation, and maintenance of your Snom 300 IP Phone. The Snom 300 is a SIP-based business telephone designed for efficient communication in professional environments. It features a backlit display, programmable function keys, and support for various VoIP functionalities. Please read this manual thoroughly before using your device to ensure proper functionality and to maximize its capabilities.

## 2. SAFETY INFORMATION

Observe the following safety guidelines to prevent damage to the device or injury to yourself:

- Do not expose the phone to water or moisture.
- Avoid placing the phone near heat sources or in direct sunlight.
- Use only the power supply specified for this device (if not using Power over Ethernet).
- Keep the phone away from strong electromagnetic fields.
- Do not attempt to open or repair the device yourself. Refer all servicing to qualified personnel.

## 3. PACKAGE CONTENTS

Verify that your package contains the following items:

- Snom 300 IP Phone unit
- Handset
- Handset coiled cord
- Ethernet cable
- Desk stand
- Quick Installation Guide (if included)



**Image 3.1:** Contents of the Snom 300 IP Phone package, including the main phone unit, handset, coiled cord, Ethernet cable, and desk stand.

## 4. PHYSICAL OVERVIEW

Familiarize yourself with the components of your Snom 300 IP Phone.



**Image 4.1:** Front view of the Snom 300 IP Phone, showing the display, navigation keys, dial pad, and programmable function keys.

## 4.1 Front Panel

- **Display:** 2 x 16 character backlit LCD for call information and menu navigation.
- **Navigation Keys:** Up, Down, Left, Right, and OK buttons for menu interaction.
- **Dial Pad:** Standard 12-key numeric keypad.
- **Programmable Function Keys:** 6 keys with LEDs for speed dials, line appearances, or feature access.
- **Volume Control:** Buttons to adjust handset, headset, and speakerphone volume.
- **Speakerphone Button:** Activates/deactivates the speakerphone.
- **Headset Button:** Toggles between headset and handset/speakerphone.
- **Message Waiting Indicator (MWI) LED:** Flashes to indicate new voicemail messages.

## 4.2 Rear Panel and Ports



**Image 4.2:** Rear view of the Snom 300 IP Phone, highlighting the Ethernet ports, handset port, and optional power input.

- **LAN Port (RJ45):** Connects to your network switch or router. Supports Power over Ethernet (PoE).
- **PC Port (RJ45):** Connects to your computer, allowing it to share the network connection through the phone's built-in switch.
- **Handset Port (RJ9):** Connects the coiled cord from the handset.
- **Headset Port (RJ9):** Connects an optional headset.
- **Power Input (DC 5V):** For connecting an optional external power adapter if PoE is not used.

## 5. SETUP

Follow these steps to set up your Snom 300 IP Phone.

### 5.1 Assembling the Phone

1. Attach the desk stand to the back of the phone unit. Ensure it clicks securely into place.
2. Connect one end of the coiled cord to the handset and the other end to the Handset Port (RJ9) on the rear of the phone.



**Image 5.1:** Side view of the Snom 300 IP Phone, demonstrating the attached desk stand for optimal viewing angle.

## 5.2 Connecting to the Network and Power

The Snom 300 supports Power over Ethernet (PoE) or an external power adapter.

1. **For PoE:** Connect one end of the Ethernet cable to the LAN Port (RJ45) on the phone and the other end to a PoE-enabled network switch or router. The phone will power on automatically.
2. **Without PoE:** Connect one end of the Ethernet cable to the LAN Port (RJ45) on the phone and the other end to your network switch or router. Then, connect a compatible 5V DC power adapter (sold separately) to the Power Input port on the phone and plug it into a power outlet.
3. **(Optional) PC Connection:** If you wish to connect your computer through the phone, connect an Ethernet cable from your computer to the PC Port (RJ45) on the phone.
4. **(Optional) Headset Connection:** If using a headset, connect it to the Headset Port (RJ9) on the rear of the phone.

## 5.3 Initial Boot-Up

Once connected to power and network, the phone will begin its boot-up sequence. The display will show boot progress and then typically display network information or a 'No Service' message until configured. Network configuration (IP address, SIP account details) is usually handled by your network administrator or VoIP service provider.

## 6. BASIC OPERATION

## 6.1 Making a Call

1. Lift the handset, or press the **Speakerphone** button, or press a line key.
2. Dial the desired phone number using the dial pad.
3. Press the **OK** button or wait a few seconds for the call to initiate automatically.

## 6.2 Answering a Call

When the phone rings:

- Lift the handset.
- Press the **Speakerphone** button.
- Press the flashing line key.

## 6.3 Ending a Call

- If using the handset, place it back in the cradle.
- If using speakerphone or headset, press the **Speakerphone** or **Headset** button again, or press the **End Call** soft key (if available on display).

## 6.4 Adjusting Volume

During a call, use the **Volume** buttons (up/down arrows) to adjust the volume of the handset, headset, or speakerphone.

## 6.5 Using Programmable Function Keys

The 6 programmable function keys can be configured for various features such as speed dial, busy lamp field (BLF), or direct access to specific functions. Their exact functionality depends on your system's configuration.

# 7. ADVANCED FEATURES

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## 7.1 Call Hold

During an active call, press the **Hold** soft key (if available on display) or a designated programmable key. To retrieve the call, press the same key again or the flashing line key.

## 7.2 Call Transfer

The Snom 300 supports both blind and attended transfers.

- **Blind Transfer:** During an active call, press the **Transfer** soft key, dial the transfer destination number, and press **Transfer** again.
- **Attended Transfer:** During an active call, press the **Transfer** soft key, dial the transfer destination number, wait for the party to answer, announce the call, and then press **Transfer** again to complete.

## 7.3 3-Way Conferencing

To initiate a 3-way conference call:

1. Establish a call with the first party.
2. Press the **Conference** soft key (or a designated programmable key). The first party is put on hold.
3. Dial the second party's number and wait for them to answer.
4. Press the **Conference** soft key again to join all three parties.

## 7.4 Do Not Disturb (DND)

The DND feature allows you to send all incoming calls directly to voicemail or a busy signal. Access this feature through the phone's menu or a designated programmable key. When active, a DND icon typically appears on the display.

## 7.5 Address Book and Call Lists

The phone maintains an internal address book (up to 100 entries) and lists of missed, received, and dialed calls (up to 100 entries each). Navigate to these features using the menu and navigation keys.

# 8. MAINTENANCE

## 8.1 Cleaning the Phone

To clean your Snom 300 IP Phone:

- Disconnect the phone from power before cleaning.
- Use a soft, damp cloth to wipe the surfaces.
- Do not use abrasive cleaners or solvents, as these can damage the finish.
- Ensure no moisture enters the ports or openings.

## 8.2 Firmware Updates

Firmware updates are typically managed by your network administrator or VoIP service provider. Do not attempt to update the firmware yourself unless instructed to do so by qualified personnel, as incorrect procedures can render the device inoperable.

# 9. TROUBLESHOOTING

If you encounter issues with your Snom 300 IP Phone, refer to the following common problems and solutions:

Problem	Possible Cause	Solution
Phone does not power on	No power connection; Faulty Ethernet cable/PoE switch; Faulty power adapter.	Check Ethernet cable connection to LAN port. Ensure PoE is active or external power adapter is correctly connected and functional.
No dial tone	Network issue; SIP account not registered; Handset/headset not connected properly.	Verify network connectivity. Check SIP registration status on the display. Ensure handset/headset is securely plugged in. Contact your administrator if SIP registration fails.
Cannot make/receive calls	SIP account not registered; Network firewall blocking VoIP traffic; Incorrect dial plan.	Confirm SIP account registration. Check network settings and firewall rules with your IT department. Verify dial plan configuration.
Display is blank or frozen	Temporary software glitch; Power issue.	Perform a power cycle: Disconnect power for 10 seconds, then reconnect. If the issue persists, contact support.

## 9.1 Factory Reset

A factory reset will erase all custom configurations and restore the phone to its default settings. This should only be performed as a last resort and typically under the guidance of your network administrator, as it requires re-provisioning the phone. Consult your administrator for the specific procedure for your Snom 300 model.



## 10. SPECIFICATIONS

Key technical specifications for the Snom 300 IP Phone (Model REF-666949):

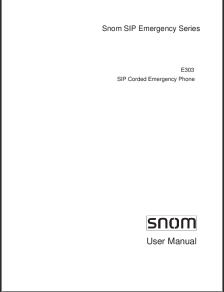
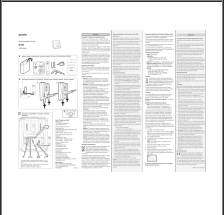
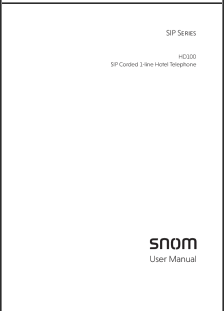
- **SIP Identities:** 4
- **Ethernet Ports:** 2 x IEEE 802.3 10/100 Mbps (LAN, PC)
- **Power:** Power over Ethernet (PoE) or optional 5V DC power adapter
- **Display:** 2 x 16 character, backlit LCD
- **Keys:** 27 keys, including 6 programmable function keys with LEDs
- **Audio Codecs:** G.711, G.729A, G.723.1, G.722, G.726, GSM 6.10 (full rate)
- **Security:** SIPs/SRTP, TLS
- **Features:** Headset connection, Speakerphone (full duplex), Caller-ID, Message Waiting Indication, Address book (100 entries), Speed dialing, Call lists (100 entries each), Call waiting, 3-way conferencing, Do Not Disturb (DND), XML mini-Browser.
- **Dimensions:** Approximately 7.87 x 4.72 x 7.28 inches (L x W x H)
- **Weight:** Approximately 1.61 pounds

## 11. WARRANTY AND SUPPORT


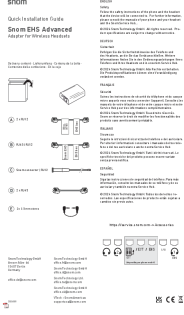

This Snom 300 IP Phone is a Certified Refurbished product. It has been tested and certified to look and work like new. The refurbishing process includes functionality testing, basic cleaning, inspection, and repackaging. The product ships with all relevant accessories and a minimum 90-day warranty.

For technical support or warranty claims, please refer to the specific support channels provided by your reseller or VoIP service provider. Do not attempt to open or modify the device, as this may void your warranty.

### Related Documents - REF-666949

	<p><a href="#">Snom E303 SIP Corded Emergency Phone User Manual</a></p> <p>User manual for the Snom E303 SIP Corded Emergency Phone, covering safety instructions, installation, operation, troubleshooting, and regulatory information.</p>
	<p><a href="#">Snom D150 VoIP Phone Quick Installation Guide</a></p> <p>This guide provides essential information for the quick installation and setup of the Snom D150 VoIP phone, including connection diagrams, safety precautions, technical specifications, and registration steps.</p>
	<p><a href="#">Snom HD100 SIP Corded Hotel Telephone User Manual</a></p> <p>Comprehensive user manual for the Snom HD100 SIP Corded 1-line Hotel Telephone, covering safety instructions, installation, setup, operation, troubleshooting, and maintenance.</p>



	<p><a href="#">Snom D725 Quick Start Guide - ipnordic</a></p> <p>Concise guide to setting up and using the Snom D725 IP phone, covering call handling, service codes, and key features provided by ipnordic.</p>
	<p><a href="#">Snom EHS Advanced Quick Installation Guide for Wireless Headsets</a></p> <p>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.</p>
	<p><a href="#">snom 320 Quick Start Guide</a></p> <p>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.</p>