

## Snom M18-KLE

# SNOM M18-KLE SIP DECT 4-Line Deskset User Manual

## 1. INTRODUCTION

This manual provides detailed instructions for the setup, operation, and maintenance of your SNOM M18-KLE SIP DECT 4-Line Deskset. Please read this manual thoroughly before using the device to ensure proper functionality and to maximize its features. The SNOM M18-KLE is a versatile communication solution designed for professional environments, offering high-definition voice quality and multi-line handling capabilities.

## 2. PRODUCT OVERVIEW

Familiarize yourself with the components and controls of your SNOM M18-KLE Deskset.



**Image Description:** This image displays the SNOM M18-KLE SIP DECT 4-Line Deskset. It features a black finish, a monochrome LCD screen showing 'DESKSET' and '12:00', a numeric keypad, function keys for directory, messages, menu/func, select, call history, redial, delete, cancel, and dedicated keys for calls, hold, intercom, mute, DND, headset, volume, and speaker. Four line keys (L1-L4) and message waiting indicators are visible at the top right. A navigation pad is located next to the display. The handset rests on the left side of the base unit, connected by a coiled cord. An antenna is visible on the right side of the unit.

### Key Components:

- **LCD Display:** 3.5-inch (102 x 66 pixels) mono LCD with blue/white backlighting. Displays call information, menu options, and status.
- **Message Waiting LED:** Indicates new voicemail messages.
- **Line Keys (L1-L4):** Four programmable LED backlit keys for line handling.
- **Dedicated Feature Keys:** 17 keys for functions such as CALLS, HOLD, DIRECTORY, MESSAGES, MENU/FUNC, SELECT, CALL HISTORY, REDIAL, DELETE, CANCEL.
- **Navigation Pad:** 4-way pad for menu navigation.
- **Speed Dial Keys:** 32 keys (2 pages x 16) for quick dialing.
- **Numeric Keypad:** Standard 0-9, \*, # keys for dialing.

- **HD Audio Handset:** For high-definition voice communication.
- **Full-Duplex Speakerphone:** For hands-free communication.
- **Function Keys:** INTERCOM, MUTE, DND (Do Not Disturb), HEADSET, VOL (Volume), SPEAKER.
- **Microphone (MIC):** Integrated microphone.

## 3. SETUP

### 3.1. Power Connection

1. Connect the included AC adapter to the power port on the back of the deskset.
2. Plug the AC adapter into a standard electrical outlet.
3. Ensure the deskset powers on and the LCD screen illuminates.

### 3.2. Network Connection

1. Connect an Ethernet cable from your network router or switch to the LAN port on the back of the deskset.
2. If your network provides Power over Ethernet (PoE), the AC adapter may not be necessary.
3. Verify network connectivity on the deskset display.

### 3.3. Handset Battery Installation and Charging

1. Open the battery compartment on the handset.
2. Insert the 2.4V/750 mAh Ni-MH battery, ensuring correct polarity.
3. Close the battery compartment.
4. Place the handset on the deskset cradle to charge. The battery icon on the display will indicate charging status.

### 3.4. Initial Configuration

1. Follow the on-screen prompts for initial setup, including language selection and network settings if not automatically configured.
2. Consult your SIP service provider or network administrator for specific SIP account details (e.g., SIP server, user ID, password) required for registration.
3. Access the deskset's web interface via a web browser for advanced configuration by entering the deskset's IP address.

## 4. OPERATING INSTRUCTIONS

### 4.1. Basic Call Functions

- **Making a Call:** Pick up the handset or press the SPEAKER button. Dial the number using the numeric keypad and press the CALLS button or wait for automatic dialing.
- **Answering a Call:** Pick up the handset or press the SPEAKER button when the phone rings.
- **Ending a Call:** Place the handset back on the cradle or press the SPEAKER button again.
- **Placing a Call on Hold:** During an active call, press the HOLD button. To retrieve the call, press the HOLD button again or the flashing line key.
- **Call Transfer (Blind/Attended):** During an active call, press the TRANSFER button (if programmed) or use the menu options. For a blind transfer, dial the new number and complete the transfer. For an

attended transfer, wait for the other party to answer before completing the transfer.

- **3-Way Local Conference:** During an active call, initiate a new call to the second party. Once connected, use the menu option to merge calls into a conference.

## 4.2. Using Features

- **Do Not Disturb (DND):** Press the DND button to activate/deactivate. Incoming calls will be redirected to voicemail or receive a busy signal.
- **Headset:** Connect a 2.5mm corded headset to the headset jack. Press the HEADSET button to switch between handset/speaker and headset.
- **Speakerphone:** Press the SPEAKER button to activate hands-free mode.
- **Volume Adjustment:** Use the VOL buttons during a call to adjust handset, headset, or speakerphone volume.
- **Phonebook:** Access the local phonebook (up to 1,000 entries) via the DIRECTORY button. You can also access XML/LDAP remote phonebooks.
- **Call History:** Press the CALL HISTORY button to view recent incoming, outgoing, and missed calls (up to 200 entries).
- **Messages:** Press the MESSAGES button to access voicemail or other message services. The Message Waiting LED will indicate new messages.
- **Intercom:** Use the INTERCOM button for internal communication between DECT phones.
- **Keypad Lock:** Use the menu options to lock the keypad to prevent accidental dialing.

## 5. MAINTENANCE

### 5.1. Cleaning

- Wipe the deskset and handset with a soft, damp cloth.
- Do not use abrasive cleaners or solvents, as they may damage the surface.
- Ensure the device is unplugged before cleaning.

### 5.2. Battery Care

- The handset battery provides approximately 36 hours of standby time and 7 hours of talk time.
- For optimal battery life, fully charge the handset before first use.
- If the handset will not be used for an extended period, remove the battery to prevent leakage.

## 6. TROUBLESHOOTING

If you encounter issues with your SNOM M18-KLE Deskset, refer to the following table for common problems and solutions.

Problem	Possible Cause	Solution
No power to the deskset	AC adapter not connected or faulty; no PoE.	Ensure AC adapter is securely connected and plugged into a working outlet. Verify PoE if applicable.

Problem	Possible Cause	Solution
No dial tone or cannot make/receive calls	No network connection; SIP account not registered; incorrect SIP settings.	Check Ethernet cable connection. Verify SIP account registration status on the display. Confirm SIP settings with your service provider.
Handset not charging	Handset not properly seated; battery faulty or not installed correctly.	Ensure handset is correctly placed in the cradle. Check battery installation and condition.
Poor audio quality (HD Voice)	Network congestion; low bandwidth; faulty cable.	Check network connection and bandwidth. Try a different Ethernet cable.
Message Waiting LED is on, but no new messages	Synchronization issue with voicemail server.	Access voicemail to clear any pending messages. Contact your SIP service provider if the issue persists.

## 7. SPECIFICATIONS

The following are the technical specifications for the SNOM M18-KLE SIP DECT 4-Line Deskset:

Feature	Detail
Display	3.5-inch 102 x 66 pixels (w x h) mono LCD, blue/white backlighting
Line Keys	4 programmable LED backlit line keys
Feature Keys	17 dedicated feature keys
Speed Dial Keys	32 (2 pages x 16)
Voice Quality	HD voice for receiver and speakerphone
Speakerphone	Full-duplex
Headset Jack	2.5mm corded headset jack
Call Handling	4-line call handling (active and held)
Local Phonebook	Up to 1,000 entries
Call History	Up to 200 entries
Remote Phonebook	XML/LDAP support
Conference Call	3-way local, N-way network
Call Transfer	Blind/attended
Battery Type	2.4V/750 mAh Ni-MH
Standby Time	36 hours

Feature	Detail
Talk Time	7 hours
Power Source	Included AC Adapter, Battery Powered
Compatible Devices	SIP-based systems and services
Dimensions	11 x 8.75 x 4.5 inches (Package)
Item Weight	2.45 pounds



## 8. SAFETY INFORMATION


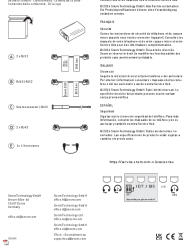


**WARNING: This product contains chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.**

Always follow basic safety precautions when using this product to reduce the risk of fire, electric shock, and injury to persons.

- Do not use this product near water or when you are wet.
- Avoid using the product during an electrical storm.
- Do not open the device casing; refer all servicing to qualified personnel.
- Use only the power adapter provided with the unit.

## Related Documents - M18-KLE

	<p><a href="#">Snom SIP Cordless Hotel Telephone HD101/HD1 User Manual</a></p> <p>User manual for the Snom HD101 SIP Cordless 1-line Hotel Telephone and HD1 SIP Cordless 1-line Handset and Charger, covering installation, setup, operation, safety instructions, and troubleshooting.</p>
	<p><a href="#">Snom M110 SC Bundle: Quick Installation Guide for SIP DECT Phone System</a></p> <p>This guide provides quick installation instructions for the Snom M110 SC Bundle, a SIP DECT 8-line base station and handset system. It covers setup, safety precautions, features, technical specifications, and compliance information.</p>

 <p>C620 SIP Wireless Conference Phone Quick Installation Guide</p>	<p><a href="#">Snom C620 SIP Wireless Conference Phone: Quick Installation Guide</a></p> <p>A quick installation guide for the Snom C620 SIP Wireless Conference Phone, covering setup, registration, safety precautions, technical specifications, and battery information.</p>
 <p>Quick Installation Guide Snom EHS Advanced Adapter for Wireless Headsets</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>Quick Start Guide M10 SC Handset SIP DECT handset</p>	<p><a href="#">Snom M10 SC Handset Quick Start Guide</a></p> <p>Get started quickly with your Snom M10 SC SIP DECT handset. This guide provides essential setup, usage, and safety information for professional environments.</p>
 <p>Connecting your Business D150</p>	<p><a href="#">Snom D150 IP Desk Phone Technical Specification and Overview</a></p> <p>Detailed technical specifications, features, and overview of the Snom D150 IP desk phone, including connectivity, audio capabilities, call features, and environmental conditions.</p>