Snom M18 KLE

Snom M18 KLE SIP DECT 4-Line Desk Office Phone User Manual

Model: M18 KLE

This manual provides comprehensive instructions for the setup, operation, and maintenance of your Snom M18 KLE SIP DECT 4-Line Desk Office Phone.

SETUP GUIDE

Package Contents

- Snom M18 KLE Desk Phone Unit
- Handset
- Handset Cord
- Ethernet Cable
- AC Power Adapter

Physical Installation

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

2. **Connect to Network:** Connect one end of the Ethernet cable to the LAN port on the back of the phone and the other end to your network router or switch.

3. **Connect Power:** Plug the AC power adapter into the power port on the back of the phone, then plug the adapter into a standard electrical outlet. The phone will power on automatically.

Initial Configuration

Upon first power-on, the phone may display a setup wizard or attempt to obtain network settings via DHCP. Follow the on-screen prompts to configure basic settings such as language, time zone, and network parameters if not automatically assigned.

Image: Front view of the Snom M18 KLE Desk Office Phone, showing the display, keypad, and function buttons. The handset is cradled on the left side, and a DECT antenna is visible on the right.

OPERATING INSTRUCTIONS

Basic Call Functions

Making a Call:

1. Pick up the handset or press the **SPEAKER** button.
2. Dial the desired phone number using the keypad.
3. Press the **CALLS** button or wait a few seconds for the call to connect automatically.

Answering a Call:

When the phone rings, pick up the handset or press the **SPEAKER** button to answer.

Ending a Call:

Place the handset back in the cradle or press the **SPEAKER** button again.

Advanced Call Features

Hold: During an active call, press the **HOLD** button to place the call on hold. Press **HOLD** again to resume the call.

Transfer:

1. During an active call, press the **TRANSFER** soft key (may be labeled differently on screen).
2. Dial the number to which you want to transfer the call.
3. To perform a *blind transfer*, press the **TRANSFER** soft key again before the recipient answers. To perform an *attended transfer*, wait for the recipient to answer, announce the call, then press **TRANSFER**.

Conference: The phone supports 3-way local conferencing. During an active call:

1. Press the **CONF** soft key (or similar). The first call is placed on hold.
2. Dial the number of the third party.

3. Once the third party answers, press the **CONF** soft key again to join all parties.

Mute: Press the **MUTE** button to mute your microphone during a call. Press it again to unmute.

Do Not Disturb (DND): Press the **DND** button to activate or deactivate Do Not Disturb mode. When active, incoming calls will be redirected or sent to voicemail without ringing the phone.

Menu Navigation

Use the 4-way navigational pad and the **SELECT** soft key to navigate through the phone's menus. Soft keys below the display change functionality based on the current screen.

Phonebook and Call History

Directory: Press the **DIRECTORY** soft key to access your local phonebook. You can add, edit, and delete contacts.

Call History: Press the **CALL HISTORY** button to view a list of dialed, received, and missed calls.

MAINTENANCE AND CARE

Cleaning the Device

To clean the phone, use a soft, damp cloth. Avoid using abrasive cleaners or solvents, as these can damage the phone's surface. Ensure the phone is unplugged before cleaning.

Battery Replacement

The deskset contains a 2.4V/750 mAh Ni-MH battery. If battery performance degrades significantly over time, contact Snom support or a qualified technician for replacement. Do not attempt to replace the battery yourself unless specifically instructed by Snom.

Firmware Updates

Periodically, Snom may release firmware updates to improve performance and add new features. Consult your system administrator or the Snom website for instructions on how to update your phone's firmware.

TROUBLESHOOTING

Problem	Possible Cause	Solution
No dial tone	Phone not powered, network cable disconnected, or SIP registration failure.	Check power connection. Ensure Ethernet cable is securely connected. Verify SIP account registration status on the display. Restart the phone.
Cannot make/receive calls	SIP registration issue, DND active, or network problem.	Check SIP registration. Deactivate DND. Verify network connectivity. Contact your IT administrator.
Display is blank or frozen	Power issue or software error.	Unplug the power adapter, wait 10 seconds, then plug it back in. If the issue persists, contact support.
Poor audio quality	Network congestion, faulty cable, or handset issue.	Check network connection and bandwidth. Try a different handset or headset.

TECHNICAL SPECIFICATIONS

- **Display:** 3.5-inch 102 x 66 pixels (w x h) mono LCD with blue/white backlighting
- **Line Keys:** 4 programmable LED backlit line keys
- **Feature Keys:** 17 dedicated feature keys
- **Navigation:** 4-way navigational pad
- **Speed Dial:** 32 speed dial keys (2 pages x 16)
- **Voice Quality:** HD voice for receiver and speakerphone, Full-duplex speakerphone
- **Headset Support:** HAC receiver, 2.5mm corded headset jack
- **Call Handling:** 4-line call handling (active and held), 3-way local conference, N-way network conference, Intercom, Call transfer (blind/attended), Call hold, Call forwarding, Mute, Redial, Caller ID
- **Phonebook:** Local up to 1,000 entries, XML/LDAP remote phonebook
- **Call History:** Up to 200 entries
- **Battery:** Deskset battery: 2.4v/750 mAh Ni-MH
- **Power Source:** Corded Electric (Included AC Adapter)
- **Standby/Talk Time:** 36 hours standby / 7 hours talk time
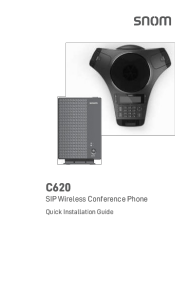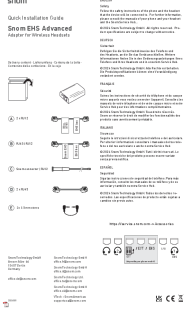
WARRANTY INFORMATION

The Snom M18 KLE SIP DECT 4-Line Desk Office Phone comes with a 3-year limited warranty from the date of purchase. This warranty covers defects in materials and workmanship under normal use. For full terms and conditions, please refer to the official Snom warranty policy available on their website or contact customer support.

CUSTOMER SUPPORT

For technical assistance, warranty claims, or further information, please visit the official Snom website or contact their customer support department. Keep your product model number (M18 KLE) and purchase details ready when contacting support.

Related Documents - M18 KLE

SIP Series HD101 SIP Cordless 1-line Hotel Telephone HD1 SIP Cordless 1-line Handset and Charger snom User Manual	[Snom SIP Cordless Hotel Telephone HD101/HD1 User Manual](#) 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.

Snom D150 IP Desk Phone Technical Specification and Overview

Detailed technical specifications, features, and overview of the Snom D150 IP desk phone, including connectivity, audio capabilities, call features, and environmental conditions.

Snom D785 / D785N / D787 Kısa Kullanıcı Kılavuzu

Bu belge, Snom D785, D785N ve D787 IP masa telefonlarının hızlı kurulumu ve temel kullanımı hakkında bilgi sunmaktadır. Snom tarafından sunulan bu kısa kılavuz, cihazlarınızı tanımanıza, bağlamanıza ve ilk kullanıma hazırlamanıza yardımcı olmak üzere tasarlanmıştır.

Snom M110 SC Bundle: Quick Installation Guide for SIP DECT Phone System

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.

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 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.