

SNOM Phone Setup Guide

Quick Installation & Setup

Overview

This guide walks you through installing and setting up your SNOM phone for the first time. Follow each step in order and your phone will be ready to use in just a few minutes.

What You Need

- SNOM phone
- Ethernet (network) cable(s)
- Power adapter (only needed if your network does not supply Power over Ethernet)
- Internet/network wall outlet
- Desktop or laptop computer *(optional, for shared connection setups)*

Step 1: Identify the Phone Ports

Turn your phone over and locate these ports on the back:

- **LAN Port** (labeled “LAN” or “NET”): connects your phone to the network.
- **PC Port** (labeled “PC”): used to connect your computer through the phone.
- **Power Port**: for the power adapter, if required.

Step 2: Connect the Phone

Choose the connection method that matches your workspace:

Option A: Direct Connection (Dedicated Wall Outlet)

Best for: simple setups with a dedicated wall port available.

1. Plug one end of the Ethernet cable into the LAN port on the back of the phone.
2. Plug the other end into the wall network outlet.
3. If your network does not provide Power over Ethernet, connect the power adapter.

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Option B: Shared Connection with a Computer (Most Common)

Best for: workstations with only one wall network port.

4. Plug an Ethernet cable from the wall outlet into the phone's LAN port.
5. Plug a second Ethernet cable from the phone's PC port into your computer.
6. Connect the power adapter if required.

Step 3: Power On and Self-Provisioning

Once connected, the phone will power on automatically. The screen will cycle through startup messages such as "Initializing...", "Configuring...", and "Registering..." This process typically takes a few minutes.

During this time the phone will automatically download its configuration. When provisioning is complete, your extension or user name will appear on the screen.

Note: Do not unplug or power off the phone during provisioning.

Step 4: Confirm Registration

Your phone is ready when all of the following are true:

- The screen shows a ready/idle display with your extension or name.
- No error messages are displayed.
- A line key is shown as active.

Step 5: Test Your Phone

Outbound Call Test

7. Pick up the handset or press the speaker button.
8. Dial a number you can verify, such as a mobile phone.
9. Confirm that audio works clearly in both directions.

Inbound Call Test

- Call your extension from another phone.
- Confirm the phone rings.
- Answer and verify audio quality.

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Additional Feature Checks

While on a test call, quickly verify the following features work as expected: mute, hold, and speakerphone.

Troubleshooting

Phone Does Not Power On

- Check that the power adapter is firmly connected.
- If using Power over Ethernet, confirm that the network switch port has PoE enabled.

No Network Connection

- Confirm the Ethernet cable is plugged into the LAN port, not the PC port.

Phone Is Not Provisioning

- Restart the phone by unplugging and reconnecting power.
- Verify the network connection is active and the phone can reach the internet.

No Dial Tone

- Return to Step 4 and confirm the phone has fully registered before attempting calls.
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Need Help?

If you are still experiencing issues after following this guide, please contact your Sunco team. We are happy to help get your phone up and running.

Phone: [780.809.1786](tel:780.809.1786)

Website: [SUNCO.ca](https://www.sunco.ca)

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