

# SNOM 320



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**1300 0 JINGL**

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[www.jingl.com.au](http://www.jingl.com.au)

## Configuring SNOM 320

1. View and record the unique MAC address of the handset which can be found at the base of the handset.



- Logon to the Jingl web portal, using specific customer domain URL  
<https://customer.jingl.com.au>  
 Enter your User Name and Password

## My Account

Remember Me

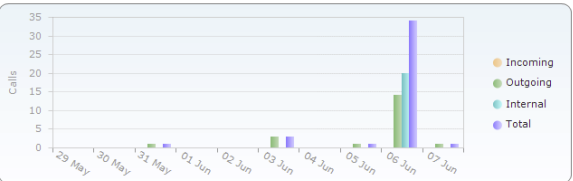
Log In
[Forgot Password](#)

## Presented with Dashboard

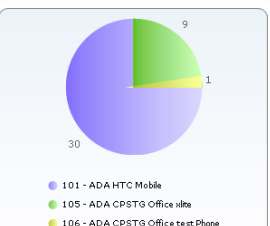
Dashboard
Calls
Settings
Reports
Status

**Dashboard**

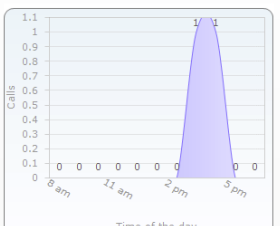
**Recent Calls Overview**  
Calls for last 10 days



**Calls per extension**  
Top 5 extensions for last 10 days



**Average Calls per Time of Day**  
Calls for last 10 days



**Handsets**  
The total number of handsets setup for the account.

7 of 100 configured (7%)

**Queues**  
The total number of queues configured for the account.

1 of 8 configured (12.5%)

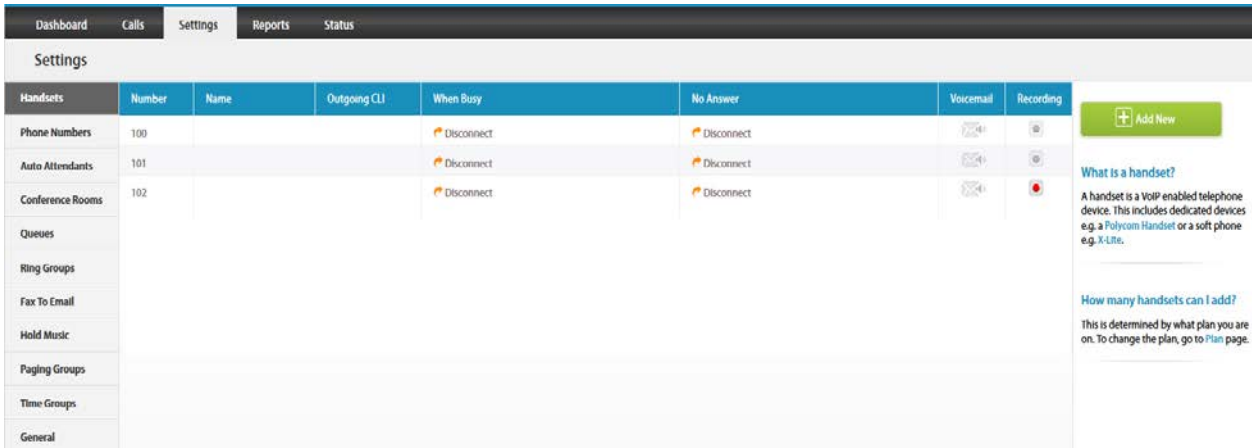
**Conferences**  
The total number of conferences setup for the account.

1 of 5 configured (20%)

**Ring groups**  
The total number of ring groups configured for the account.

1 of 5 configured (20%)

### 3. Select and click the settings menu



Handsets	Number	Name	Outgoing CLI	When Busy	No Answer	VoiceMail	Recording
Phone Numbers	100			Disconnect	Disconnect		
Auto Attendants	101			Disconnect	Disconnect		
Conference Rooms	102			Disconnect	Disconnect		

**Settings**

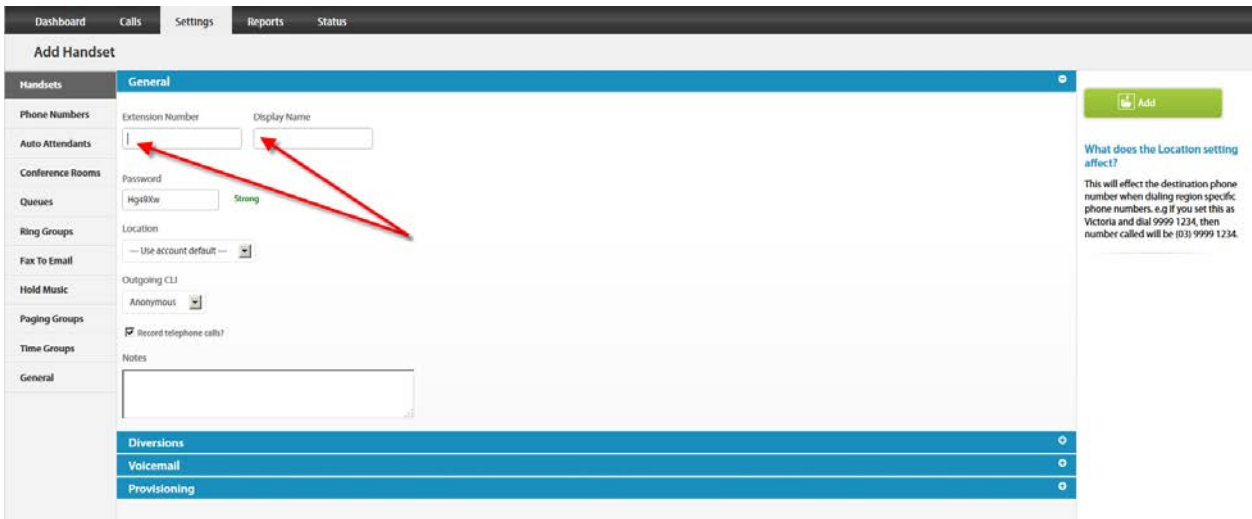
- Handsets
- Phone Numbers
- Auto Attendants
- Conference Rooms
- Queues
- Ring Groups
- Fax To Email
- Hold Music
- Paging Groups
- Time Groups
- General

**What is a handset?**  
A handset is a VoIP enabled telephone device. This includes dedicated devices e.g. a Polycom Handset or a soft phone e.g. X-Lite.

**How many handsets can I add?**  
This is determined by what plan you are on. To change the plan, go to Plan page.

### 4. Click on "Add new"

In general tab, choose and enter extension number and a display name



**Add Handset**

**General**

Extension Number:

Display Name:

Password:  Strong

Location:

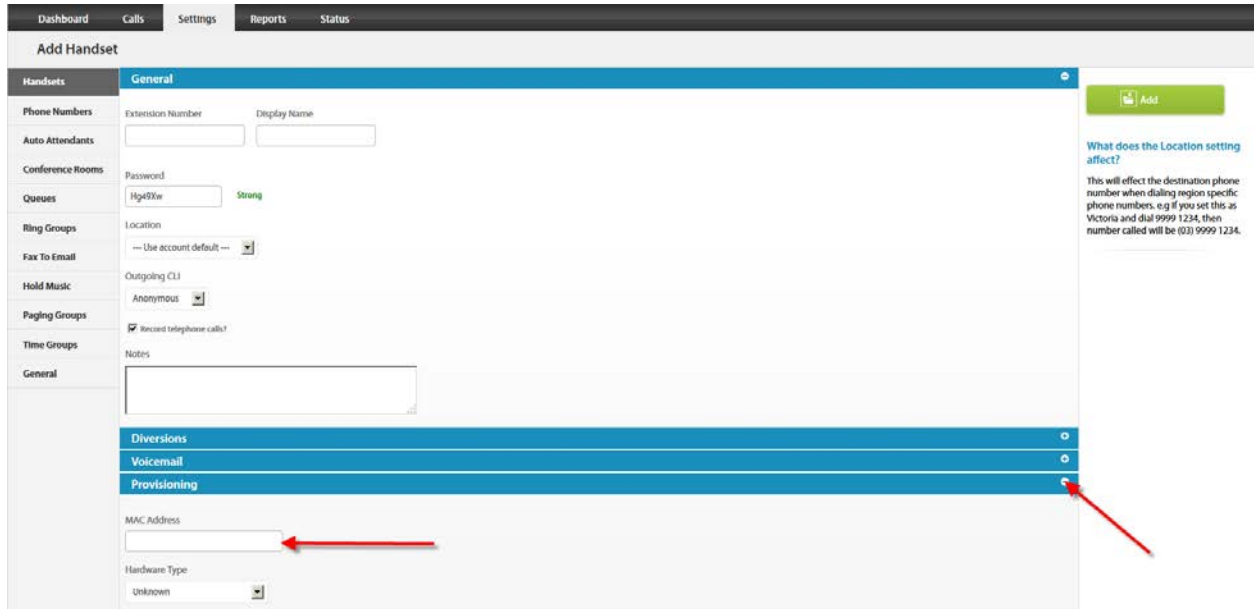
Outgoing CLI:

Record telephone calls?

Notes:

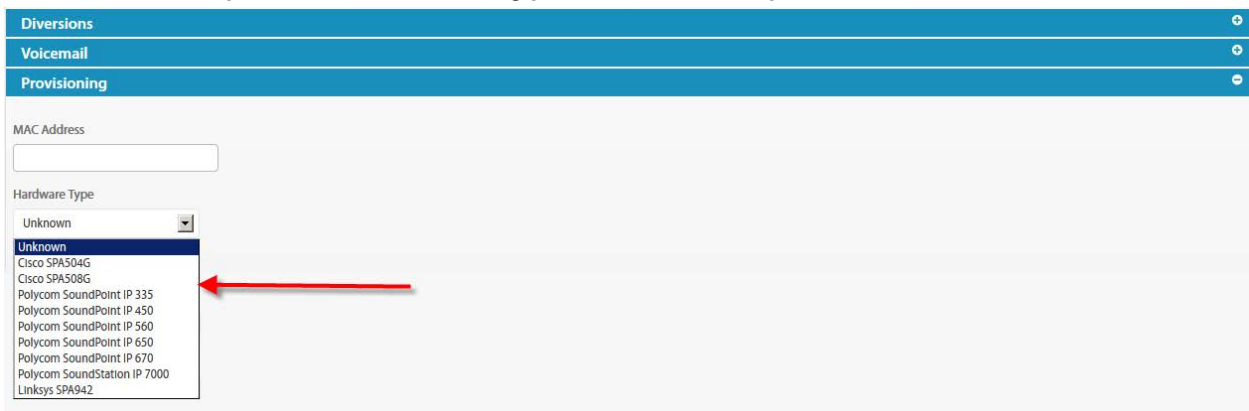
**What does the Location setting affect?**  
This will effect the destination phone number when dialing region specific phone numbers. e.g if you set this as Victoria and dial 9999 1234, then number called will be (03) 9999 1234.

**5.** Select and expand Provisioning tab. Enter the MAC address of the phone



The screenshot shows the 'Add Handset' configuration page. The 'Provisioning' tab is selected and expanded. A red arrow points to the 'MAC Address' input field, and another red arrow points to the 'Provisioning' tab header.

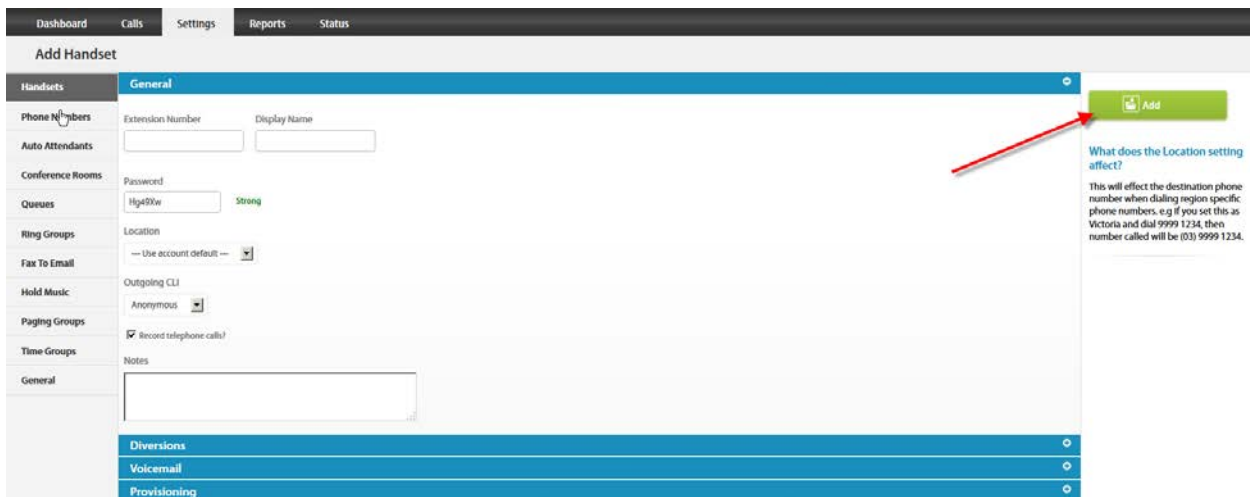
**6.** Select and expand Hardware Type. Select the phone model



The screenshot shows the 'Provisioning' configuration page. The 'Hardware Type' dropdown menu is open, showing a list of phone models. A red arrow points to the 'Cisco SPA504G' option.



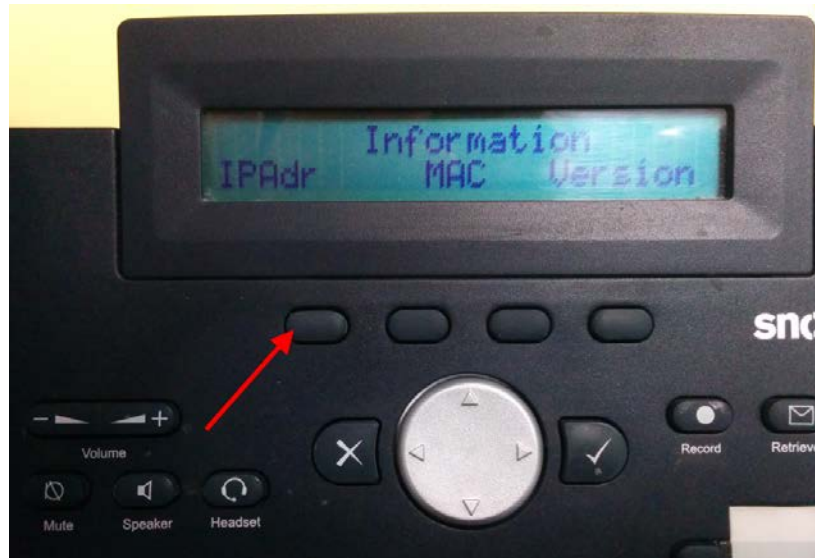
Click Add to finish your extension configuration.



7. Connect your phone on the network with a DHCP server, and find out phone's IP address. Find IP address from 'Help' Button

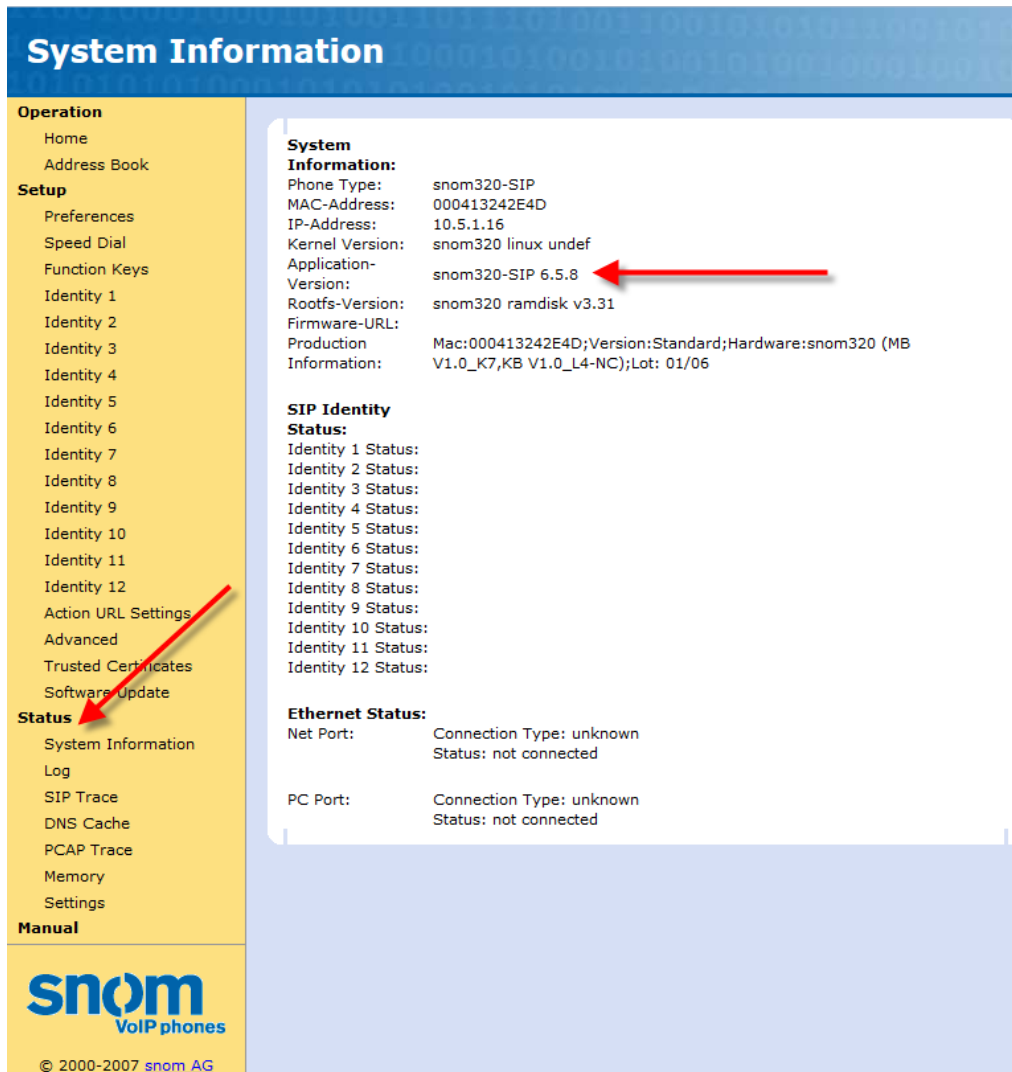


Then press IPAdr button to obtain IP Address



8. Use a compatible browser to browse the phone web menu using phones IP address <https://xxx.xxx.xxx.xxxx>

Determine which current version your phone is on  
Within your web browser go to Status\System Information  
This will show current version



**System Information**

**Operation**

- Home
- Address Book

**Setup**

- Preferences
- Speed Dial
- Function Keys
- Identity 1
- Identity 2
- Identity 3
- Identity 4
- Identity 5
- Identity 6
- Identity 7
- Identity 8
- Identity 9
- Identity 10
- Identity 11
- Identity 12
- Action URL Settings
- Advanced
- Trusted Certificates
- Software Update

**Status**

- System Information
- Log
- SIP Trace
- DNS Cache
- PCAP Trace
- Memory
- Settings

**Manual**

**System Information:**

Phone Type:	snom320-SIP
MAC-Address:	000413242E4D
IP-Address:	10.5.1.16
Kernel Version:	snom320 linux undef
Application-Version:	snom320-SIP 6.5.8
Rootfs-Version:	snom320 ramdisk v3.31
Firmware-URL:	
Production Information:	Mac:000413242E4D;Version:Standard;Hardware:snom320 (MB V1.0_K7,KB V1.0_L4-NC);Lot: 01/06

**SIP Identity Status:**

- Identity 1 Status:
- Identity 2 Status:
- Identity 3 Status:
- Identity 4 Status:
- Identity 5 Status:
- Identity 6 Status:
- Identity 7 Status:
- Identity 8 Status:
- Identity 9 Status:
- Identity 10 Status:
- Identity 11 Status:
- Identity 12 Status:

**Ethernet Status:**

Net Port:	Connection Type: unknown Status: not connected
PC Port:	Connection Type: unknown Status: not connected

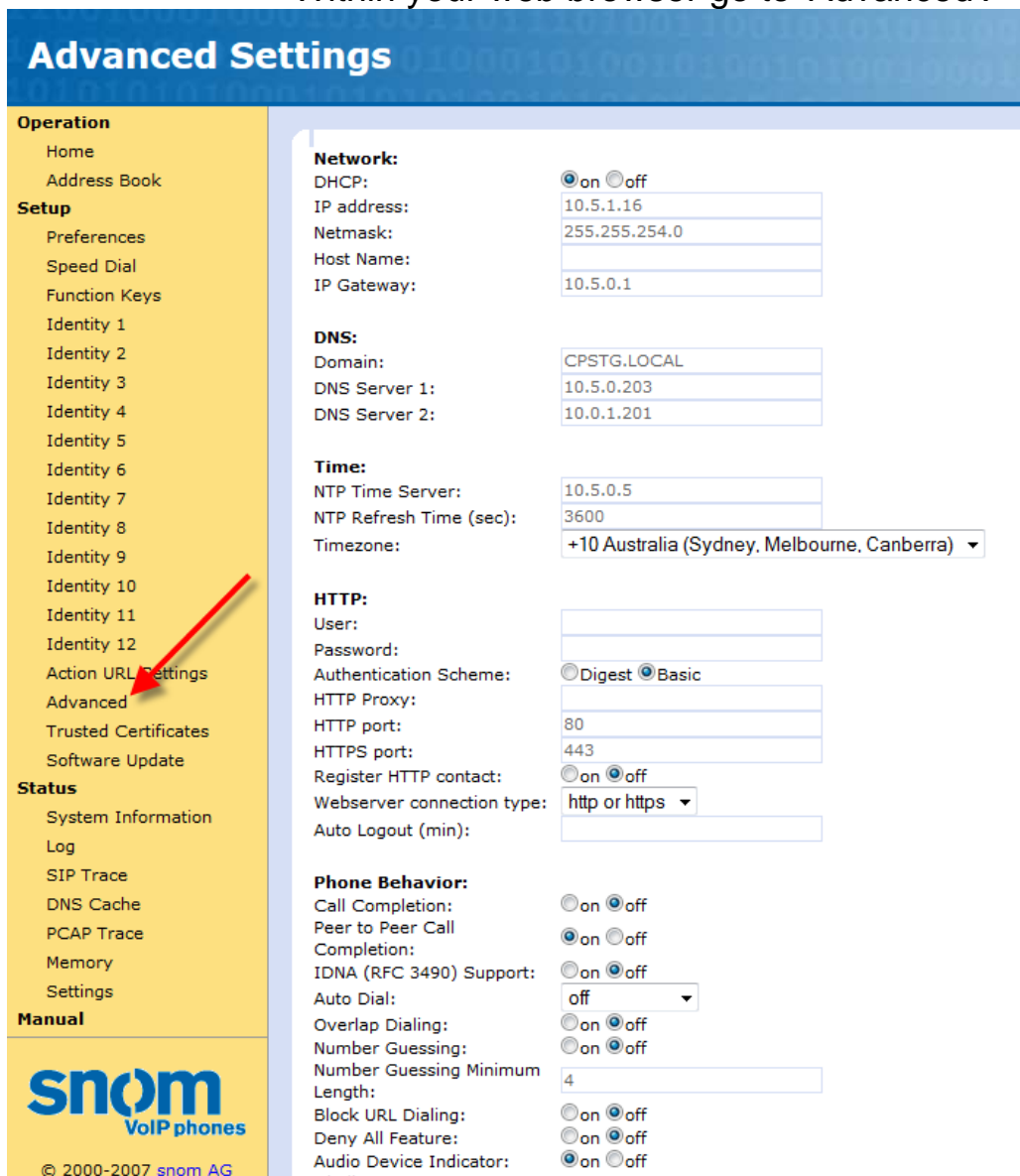
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9. If you are currently on version 6, you must upgrade to version 7 first.

Then upgrade from version 7.x to 8.7.3.25  
 Within your web browser go to 'Advanced'.



**Advanced Settings**

**Operation**

- Home
- Address Book

**Setup**

- Preferences
- Speed Dial
- Function Keys
- Identity 1
- Identity 2
- Identity 3
- Identity 4
- Identity 5
- Identity 6
- Identity 7
- Identity 8
- Identity 9
- Identity 10
- Identity 11
- Identity 12
- Action URL Settings
- Advanced
- Trusted Certificates
- Software Update

**Status**

- System Information
- Log
- SIP Trace
- DNS Cache
- PCAP Trace
- Memory
- Settings

**Manual**

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**Network:**

DHCP:  on  off

IP address: 10.5.1.16

Netmask: 255.255.254.0

Host Name:

IP Gateway: 10.5.0.1

**DNS:**

Domain: CPSTG.LOCAL

DNS Server 1: 10.5.0.203

DNS Server 2: 10.0.1.201

**Time:**

NTP Time Server: 10.5.0.5

NTP Refresh Time (sec): 3600

Timezone: +10 Australia (Sydney, Melbourne, Canberra) ▼

**HTTP:**

User:

Password:

Authentication Scheme:  Digest  Basic

HTTP Proxy:

HTTP port: 80

HTTPS port: 443

Register HTTP contact:  on  off

Webserver connection type: http or https ▼

Auto Logout (min):

**Phone Behavior:**

Call Completion:  on  off

Peer to Peer Call Completion:  on  off

IDNA (RFC 3490) Support:  on  off

Auto Dial: off ▼

Overlap Dialing:  on  off

Number Guessing:  on  off

Number Guessing Minimum Length: 4

Block URL Dialing:  on  off

Deny All Feature:  on  off

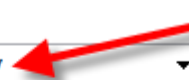

Audio Device Indicator:  on  off

Browse to field "Update"

Ensure that Update Policy field is set to: Update automatically

In Setting URL field:


Paste '[http://provisioning.snom.com/update6to7/update\\_once.php](http://provisioning.snom.com/update6to7/update_once.php)'

**Update:**  
Update Policy:    
Setting URL:    
Subscribe Config:  on  off  
PnP Config:  on  off

Click Save  
Click Reboot

Hit Yes to Acknowledge

**Attention!**  
Are you sure you want to reboot the phone ?

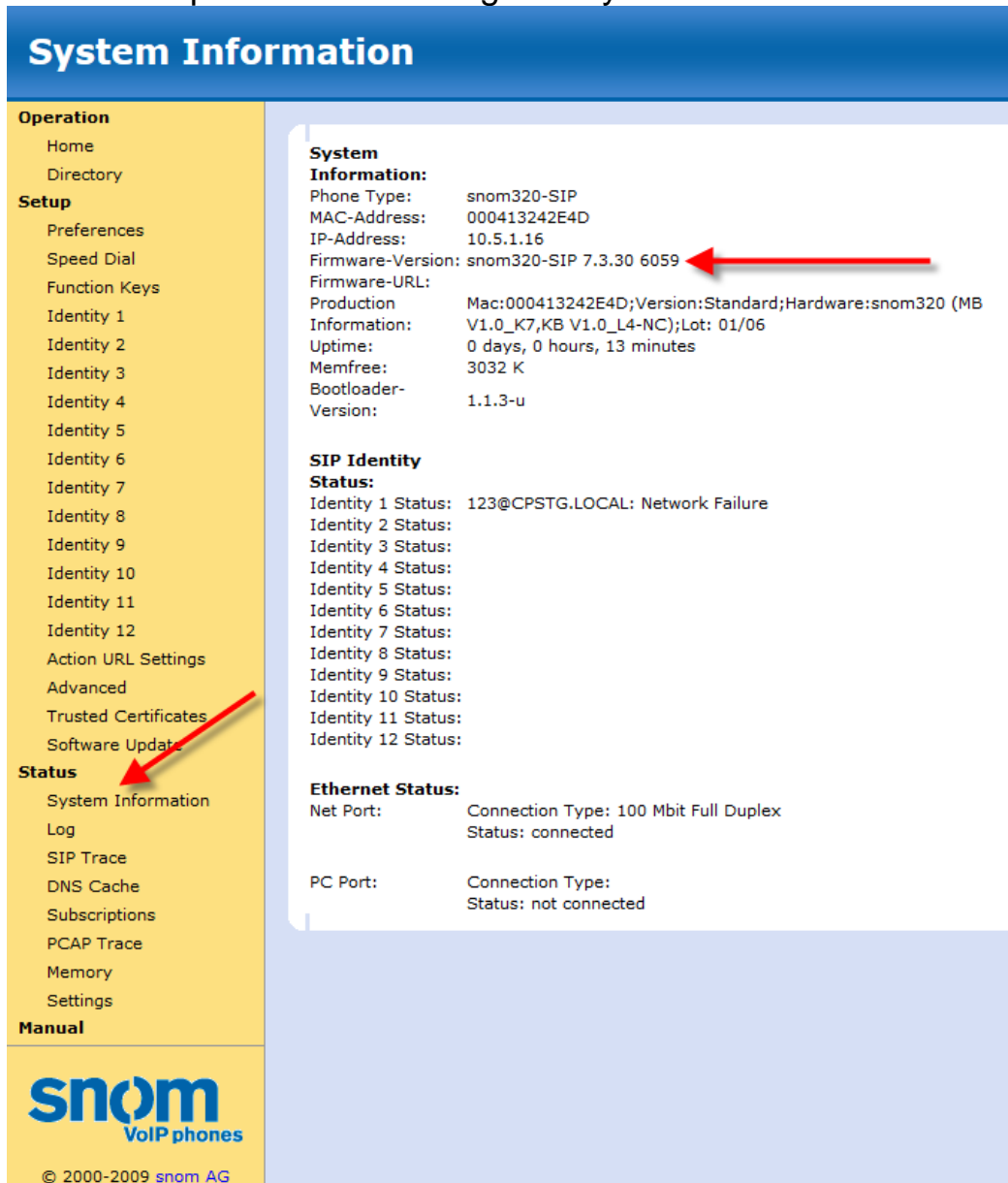


**Rebooting...**  
Your snom phone is restarting in a moment. Please be patient until it is started up again completely! If the well known idle screen is again shown on the display, the phone including the web interface can be used again.

Phone will reboot several times and will reach version 7.3.30  
Please be patient

**10.** Next step is to upgrade from version 7.x to 8.7.3.25

Access phone via web browser and check current version  
Web into phone admin and go to 'System Information'.



**System Information**

**Operation**  
Home  
Directory

**Setup**  
Preferences  
Speed Dial  
Function Keys  
Identity 1  
Identity 2  
Identity 3  
Identity 4  
Identity 5  
Identity 6  
Identity 7  
Identity 8  
Identity 9  
Identity 10  
Identity 11  
Identity 12  
Action URL Settings  
Advanced  
Trusted Certificates  
Software Update

**Status**  
System Information  
Log  
SIP Trace  
DNS Cache  
Subscriptions  
PCAP Trace  
Memory  
Settings

**Manual**

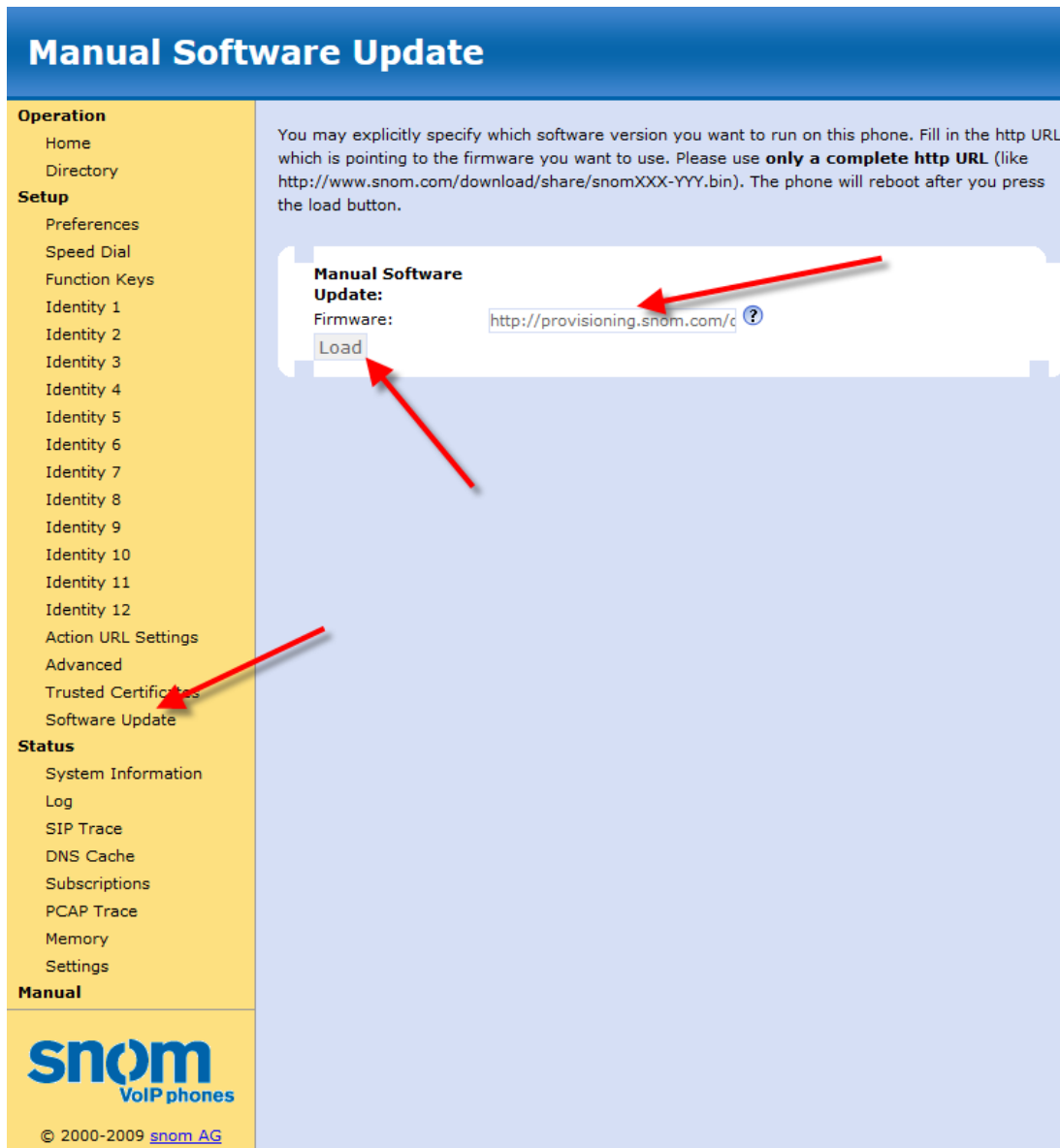
**System Information:**  
Phone Type: snom320-SIP  
MAC-Address: 000413242E4D  
IP-Address: 10.5.1.16  
Firmware-Version: snom320-SIP 7.3.30 6059  
Firmware-URL:  
Production Information: Mac:000413242E4D;Version:Standard;Hardware:snom320 (MB V1.0\_K7,KB V1.0\_L4-NC);Lot: 01/06  
Uptime: 0 days, 0 hours, 13 minutes  
Memfree: 3032 K  
Bootloader-Version: 1.1.3-u

**SIP Identity Status:**  
Identity 1 Status: 123@CPSTG.LOCAL: Network Failure  
Identity 2 Status:  
Identity 3 Status:  
Identity 4 Status:  
Identity 5 Status:  
Identity 6 Status:  
Identity 7 Status:  
Identity 8 Status:  
Identity 9 Status:  
Identity 10 Status:  
Identity 11 Status:  
Identity 12 Status:

**Ethernet Status:**  
Net Port: Connection Type: 100 Mbit Full Duplex  
Status: connected  
PC Port: Connection Type:  
Status: not connected

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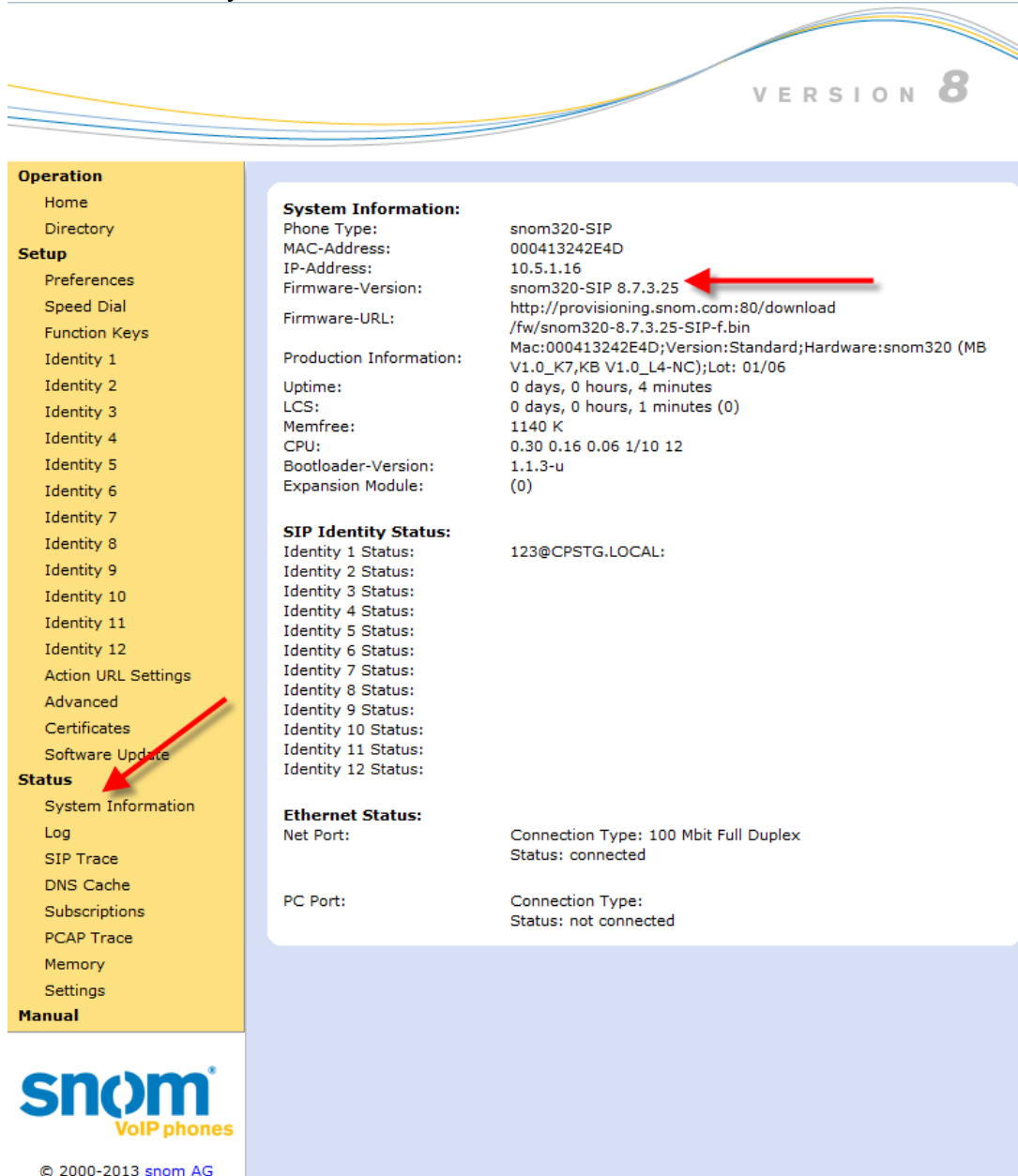
Next within web admin go to 'Software Update'  
Paste '<http://provisioning.snom.com/download/fw/snom320-8.7.3.25-SIP-f.bin>'  
In the Firmware: field  
Then click "Load"



**On the handset** You are presented with  
Update new firmware?  
press OK (the tick)  
Phone will reboot and will upgrade to version 8.7.3.25

## 11. Access phone via web browser and check current version

(You will be requested to change web/HTTP password for security)  
Go to 'System Information' to check Firmware-version



The screenshot shows the web interface of a snom320 SIP phone. At the top right, it says "VERSION 8". On the left is a navigation menu with categories: Operation, Setup, Status, and Manual. Under "Status", "System Information" is selected and highlighted with a red arrow. The main content area displays the following information:

**System Information:**

Phone Type:	snom320-SIP
MAC-Address:	000413242E4D
IP-Address:	10.5.1.16
Firmware-Version:	snom320-SIP 8.7.3.25
Firmware-URL:	http://provisioning.snom.com:80/download/fw/snom320-8.7.3.25-SIP-f.bin
Production Information:	Mac:000413242E4D;Version:Standard;Hardware:snom320 (MB V1.0_K7,KB V1.0_L4-NC);Lot: 01/06
Uptime:	0 days, 0 hours, 4 minutes
LCS:	0 days, 0 hours, 1 minutes (0)
Memfree:	1140 K
CPU:	0.30 0.16 0.06 1/10 12
Bootloader-Version:	1.1.3-u
Expansion Module:	(0)

**SIP Identity Status:**

Identity 1 Status:	123@CPSTG.LOCAL:
Identity 2 Status:	
Identity 3 Status:	
Identity 4 Status:	
Identity 5 Status:	
Identity 6 Status:	
Identity 7 Status:	
Identity 8 Status:	
Identity 9 Status:	
Identity 10 Status:	
Identity 11 Status:	
Identity 12 Status:	

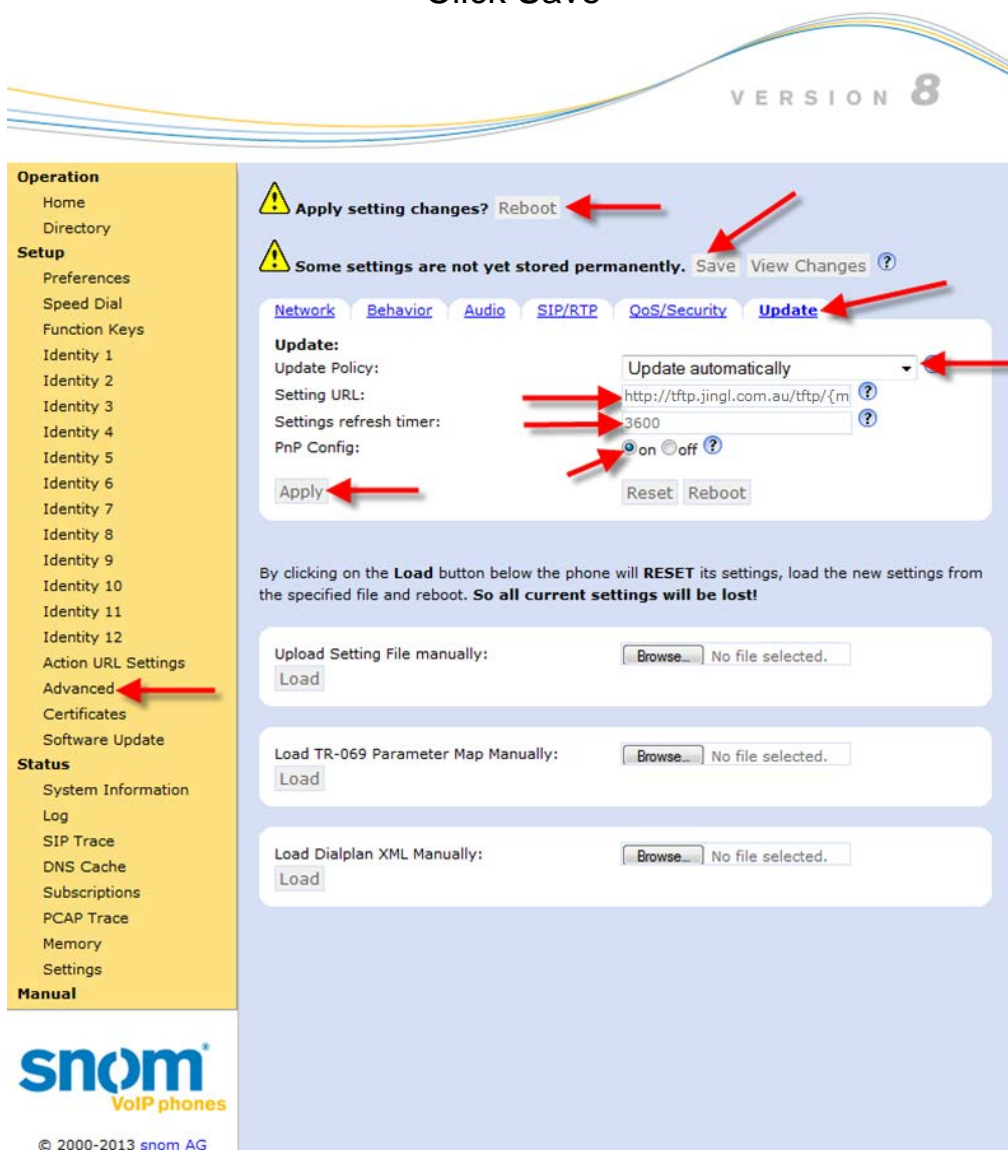
**Ethernet Status:**

Net Port:	Connection Type: 100 Mbit Full Duplex Status: connected
PC Port:	Connection Type: Status: not connected

At the bottom left of the interface is the snom logo with "VolIP phones" and the copyright notice "© 2000-2013 snom AG".

**12.** Configure the phone to get configuration settings every hour.

- Within your web browser go to 'Advanced' / 'Update'
- Set Update Policy to 'Update Automatically'
- Set the Setting URL: to 'http://tftp.jingl.com.au/tftp/{mac}.cfg'
- Set the Settings refresh timer: to 3600
- Set the PnP Config: to 'on'
- Click Apply. This will give the next option to Save and then Reboot
- Click Save



VERSION 8

**Operation**

- Home
- Directory

**Setup**

- Preferences
- Speed Dial
- Function Keys
- Identity 1
- Identity 2
- Identity 3
- Identity 4
- Identity 5
- Identity 6
- Identity 7
- Identity 8
- Identity 9
- Identity 10
- Identity 11
- Identity 12
- Action URL Settings
- Advanced**
- Certificates
- Software Update

**Status**

- System Information
- Log
- SIP Trace
- DNS Cache
- Subscriptions
- PCAP Trace
- Memory
- Settings

**Manual**

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**Apply setting changes?** Reboot

**Some settings are not yet stored permanently.** Save View Changes ?

**Update:**

Update Policy: Update automatically

Setting URL: http://tftp.jingl.com.au/tftp/{mac}

Settings refresh timer: 3600

PnP Config:  on  off

Apply Reset Reboot

By clicking on the **Load** button below the phone will **RESET** its settings, load the new settings from the specified file and reboot. **So all current settings will be lost!**

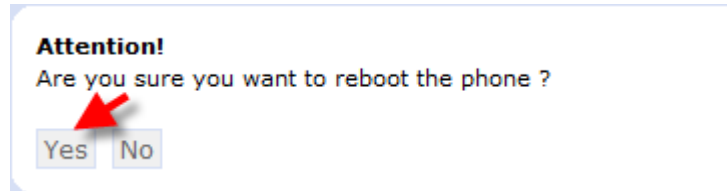
Upload Setting File manually:  No file selected.

Load TR-069 Parameter Map Manually:  No file selected.

Load Dialplan XML Manually:  No file selected.



### Click Reboot



- 13.** The phone will reboot, download and configure all settings from the provisioning server as well as any necessary firmware files.