SNOM

Snom phone deployment with 3CX

3CX is an open-standards, software IP phone system that works with popular IP Phones and SIP trunks whether on-premise or in the cloud.

A complete Unified Communications solution, including web conferencing, presence, softphones, smartphone clients and more – without the cost and management headaches of an 'old style' phone system or the limitations of a shared cloud PBX.

The 3CX phone system is a fully tested and certified by Snom, providing a simple and secure phone deployment and centralized endpoint management. Its supports all standard telephony features, such as call transfer, central directory, and CTI functionalities with the 3CX web phone client.

The objective of this document is to provide an easy step-by-step guide to get your Snom phone configured and ready to use on the 3CX phone system.

Step 1: Update to the required firmware

Check whether the phone to be configured is running the minimum firmware version required by the 3CX Phone System. If the device needs to be updated manually, you can find the download links to the latest firmware certified by 3CX for the different models here:

https://www.3cx.com/support/phone-firmwares/

Step 2: Provisioning of the phone

There are several ways to provision a Snom phone for automatic configuration with settings required for 3CX Phone System:

- Plug-and-play - on LAN phones or behind a 3CX SBC (Session Border Controller)
- Via Snom's Secure Redirection Service (SRAPS) - for telephones in external networks that establish a direct connection to the 3CX PBX via STUN

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IP phone on the LAN or behind a 3CX-SBC: plug-and-play provisioning

1. Connect the IP phone to your network. An automatic PnP request is sent to the 3CX PBX.
2. From the 3CX Management Console, go to the "**Phones**" page. The new phone is highlighted in bold.

Phones
⊕ Help

Phones

+ Add Phone ✎ Edit Ext ⬤ Add Ext ⬤ Assign Ext ✖ Reject + Firmware ↻ Reboot → Reprovision ⊟ Phone UI 🔑 Password + Config

Search ...

EXT	Vendor	Model	Fw. Version	Name	User ID	Password	Phone pwd	PIN	IP	MAC	
New	**snom**	**snomD785**	**10.**	**New**	**New**	**New**	**New**	**New**	**10.11**	**00041**	✖
210	Snom	snomD345	8.9.3.88	Snom-User1	User1	*****	*****	1371	10.11	00041	✖

3. Click on the corresponding entry and select "**Edit Ext.**" or "**Add Ext.**" if you want to assign the station to an existing extension or create a new extension.

General   Voicemail   Forwarding Rules   **Phone Provisioning**   BLF   Options   Rights   Integration

Phone Provisioning

+ Add

Your phones

Snom D785 new   ✖ Delete

For info on how to provision this phone click here.

IP Phone

Provisioning Method

Local LAN (in the office)

Provisioning Link: **http://10.11   :5000/provisioning/kdwypu7uyj/cfg{mac}**

Mac Address

00041

Select Interface

10.11

4. All basic provisioning settings are already set. If your 3CX PBX has multiple network interfaces, select the one to which the IP phone is connected.

5. Click on "**OK**". The IP phone takes over the settings and restarts to complete the configuration.

The phone will boot up with the assigned extension registered to the phone.
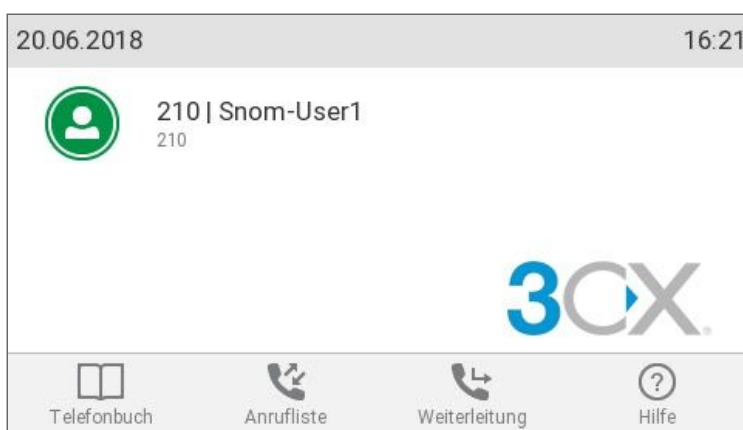
Step 3: Function keys configuration

Starting from v15.5 SP1 the provisioning of BLFs for IP phones has been extended to configure Line keys as well as BLFs. From the management console, going through an extension's properties → BLF tab, one can set BLFs of various types which are then provisioned.

First select "**Extensions**" in the menu on the left:
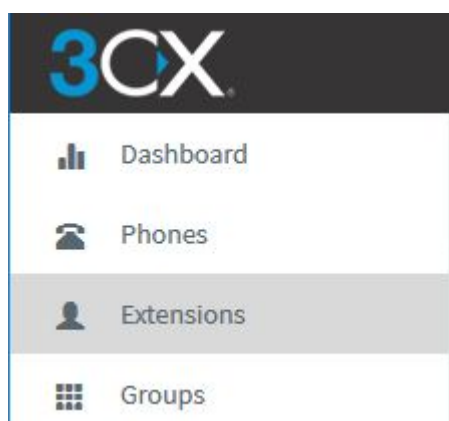
Then select the desired extension from the list and

SNOM

double-click. Now simply select the tab "**BLF**" to start it.

Afterwards click "**OK**" to save.

Line Keys

The Line key button is self-explanatory and allows to create a new call/line from the phone. It also blinks on inbound calls. There used to be two line key buttons enforced by the provisioning template for all supported phones. Now it is no longer mandatory, you can have none or as many as you wish. Note that when the 3CX Client is used in CTI mode (legacy CTI), BLFs set as Line keys are mandatory on position 1 and 2! If you are using the Web client they may be placed anywhere or omitted. Snom **Note:** It is advised to have at least 2 BLF keys set as Line keys to make attendant transfers easy for the device user.

BLF

The Busy Lamp Field (BLF) has three functions: when pressed it dials someone's extension and can also be used to ease transfers, color and flashing status changes according to the supervised extension (idle, ringing or busy) thus providing call information, and when the extension is ringing you can pickup the call.

To be able to pick up someone's call see Managing Call Pick-Up Permissions for more information.

Speed Dial

Speed dials are used to dial extension numbers only, no presence information will be displayed on the light indicator.

Custom Speed Dial

Custom Speed dials are used to dial any external number or dial code. When adding a Custom Speed Dial, the user must specify the number, and a First Name and Last Name that will be used in the label is displayed on screens. No light indicator will be used.

Profile Status

Profile Status BLFs allows to change the extension's status to the one specified: Available, Away, Do Not Disturb, Lunch, or Business Trip. No light indicator will be used.

Queue Status

The Queue Status BLF allows to change the extension's global queue Logged In status to the one specified, either Logged In or Logged Out. No light indicator will be used.

Shared Parking

The Shared Parking BLF allows to park a call to the shared park slot specified, or to unpark a call from this slot. Light indicator is used to represent call parked.

Your Snom phone is now registered to the 3CX phone system and the function keys set up.

Vendor information:

Snom Technology GmbH
snom.com

This information was presented to you by: