

Configuration Guide For Snom D7XX series



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Revision History

Version	Date	Author	Change
1.0	09/26/2022	Abelardo Guajardo	Created document for D7XX Configurations
1.1	09/29/2022	Abelardo Guajardo	Updated document based on comments
1.2	10/12/2022	Amul Priya Ambrose	Modified configuration screenshots
1.3	03/28/2023	Albert Ulanday	Modified instructions to 2.2 Add Sip Devices

DUT and Zoom Software Versions

	Equipment	Software Version
Snom (Device Under Test)	D785	10.1.119.10
Zoom	Zoom app Desktop	5.11.11 (8425)
20011	Zoom app Mobile	5.11.9 (7938)

Features Supported by Snom D7XX series

- Multiple Line Keys
- Multiple Users per Device
- Custom Time Format and Zone
- Sync time with NTP server
- Enable or disable phone web admin portal
- TLS and SRTP
- Make and Receive Calls
- Inbound and Outbound Call via Opus codec negotiation
- Call Hold and Resume
- Long Duration call
- SIP Session Timer
- Call Waiting
- DND
- Call Forward Always
- Call Forward No Answer
- Call Forward Busy
- Blind/Cold Transfer



- Consultative/Warm Transfer
- 3-party Conference
- VoiceMail
- Call History
- Call Flip
- Auto Receptionist IVR
- Call Park/Retrieve



1. Overview

This document outlines the configuration best practices for the Snom D7XX as Zoom generic SIP phone.

2. Configuration Steps - Zoom Web Portal

This section provides instructions on how to configure Snom D7XX in Zoom Web Portal

This section is mainly for adding phone devices D7XX and assign Zoom users to the devices

Prerequisites:

- Zoom Phone account: a valid Zoom Phone subscription is required in order to assign an Snom D7XX endpoint.
- Zoom approval for provisioning of Snom D785 as Generic SIP devices. Administrators should contact Zoom Account Executive to start an approval process

Login to Zoom Web portal at <u>https://zoom.us/.</u>

The following Zoom SIP Device configurations are included in this section

- 1. Create Zoom Users
- 2. Add Device



1 Create Zoom Users

Zoom Users are created in order to login to Zoom clients on desktop or mobile, it can also be assigned to SIP Device. The steps for creating a user are as follows:

1. Navigate to User Management > Users. Click + Add Users to create new Zoom users.

ZOOM SOLUTIONS - PLANS & PRICIN	G CONTACT SALES		SCHEDULE A M	EETING	JOIN A MEETING	HOST A MEETING	
PERSONAL L	Add Users Add users with their ema You can add users of all t accounts will be added to	ail addresses types to your account. If you enter the email address of account owners, all users on t o this account.	heir			Document	:
Meetings	@gmail.co	m	k	Import	Export Y	+ Add Users]
Personal Contacts Recordings	User Type 🕲	Basic On-Prem O Meeting (13 available) Large Meeting (0 available) Buy Licenses	*	d Phone	Edit	٥	
ADMIN	Department	Webinar (0 available) Buy Licenses		d Phone	Edit		
Dashboard	Manager	Kis	8	d Phone	Edit		
 User Management Users 	Job Title	Engineer		d Phone	Edit		
Group Management	Location	i kung		d Phone	Edit		
e Management		Add	Cancel	d	Edit		

Figure 1 : Add Users



- 2. A Zoom activation email is sent to the email address used in creating the user, follow the instruction to active the zoom account
- 3. Navigate to Phone System Management > Users & Rooms. Click Add



Figure 2 : Add Users and Rooms





4. Click **Choose** beside Users and when the pop-up window opens, select the proper user and **Confirm**

Figure 3 : Choose user

5. Click **Assign** beside Package and at new window, select proper Calling plan, **US/CA Unlimited Calling Plan** was picked up, click **Save** to complete adding users under phone system Management



	NS & PRICING CONTACT SALE	s
PERSONAL	Users & Rooms → User	s > Add
Profile	Add Users	
Meetings	You can assign extension	n numbers to existing users in your account. After that, you can assign calling plans to
Webinars	those users who need to	o make outbound calls. You can add up to 100 users each time.
Phone	Site	Main Site ~
Recordings	Users	Chosen: 1
Settings		×
Analytics		Choose
ADMIN	Package	Assign
Dashboard		US/CA Unlimited Calling Plan () ×
> User Management		
> Room Management		
 Phone System Management 	Specify a template to	o be assigned to users
Users & Rooms	Save Cancel	
Auto Receptionists		
Call Queues		
Shared Lines		

Figure 4 : Assign Calling Plan

6. Select the newly added user, click Assign and select Assign Numbers

	S & PRICING	CONTACT SALES	ESOURCES v						SCHEDULE JOIN	
Phone Personal Contacts	Q Se	arch by Name, Ext. or N	umber				Package (All)	~) (s	itatus (All)	✓ Site (All)
Whiteboards NEW	Assign	Packages Apply Temp	late Move Site Re	move ~						
Recordings	•	Name ‡	Ext. ‡	Package	Number(s)	Desk Phone(s)	User Status	Site	Group	
Settings Analytics & Reports		Abc abe @tekvizion.co	8031	US/CA Unlimited			Active	Main Site		Assign ~ ···
ADMIN		m								
Dashboard		Abe agu @tekvizion.c	8030	US/CA Unlimited	(469) Abel	Online	Active	Main Site		Assign ~ ····
> User Management										
> Zoom Chat Management		Amu	8029	US/CA Unlimited	(719)	Online	Active	Main Site		Arring Y
> Device Management		apa ©tekvizion. com	0027	ob) of online	(***)		, and the second s	inter site		- injicery
> Room Management		Amu								
> Workspaces Management NEW		amu :@gmail.co m	8028	US/CA Unlimited	(719)	Online	Active	Main Site		Assign ¥
 Phone System Management 		Abh				0.00				Assign Packages
Users & Rooms		abhi 7@gmail.	8027	US/CA Unlimited		Offline	Active	Main Site		Assign Numbers
Auto Receptionists		COIII								

Figure 5 : Assign Numbers

7. Select the desired DID and click **confirm** to assign the DID to the user



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Count	ry/Region				
Unit	ted States	~			
Q s	earch		Site (All)	Number Type (All)	Get Numbers
8	Number	Area	Number Type	Capability	Site
	(719)	Canon City, Colorado, Uni States	ited Toll Number	Incoming & Outgoing	Main Site
		United States	Toll Number	Incoming & Outgoing	Main Site
		United States	Toll Number	Incoming & Outgoing	Main Site
		United States	Toll Number	Incoming & Outgoing	Main Site
		United States	Toll Number	Incoming & Outgoing	Main Site
		United States	Toll Number	Incoming & Outgoing	Main Site
		United States	Toll Number	Incoming & Outgoing	Main Site
		United States	Toll Number	Incoming & Outgoing	Main Site
		United States	Toll Number	Incoming & Outgoing	Main Site
		United States	Toll Number	Incoming & Outgoing	Main Site
Page	1 of 2 <	> Page Size 10	• Total 12		

Figure 6 : Select DID Number

2 Add SIP Devices

- 1. Navigate to ADMIN -> Phone System Management -> Phones & Devices. Click Add
 - Set Display Name: SNOM D785 is set as an example
 - Set MAC Address: add the Snom D7XX MAC Address here
 - Set Device Type: select Other
 - Click Assign under Assigned To and select the newly created user in previous steps
 - Click Save



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	PRICING	CONTACT	SALES RESOURCES -				SCHEDULE	JOIN	Host 🗸 🛛 Whi	
PERSONAL	Assig	ned	Add Desk Pho	one						
Profile										
Meetings	Desk	k Phone	Display Name	SNOM D785					Updat	e Available NEW
Webinars			Description							
Phone	Add	Ехро	(Optional)			10			Resyn	c by Account/Site
Personal Contacts	0.50	arch by L	MAC Address					Status (All)	Sit	e (All)
	4.50	Jarch by O	MAC Address	00-04-13-92-ef-27) (
Recordings			Device Type	Other		~				
Settings		Display Name		This device type supports	up to 1 assignee		Firmwar	e Version	Site	IP Addre
Analytics & Reports				This device type supports	up to 1 assignee.					
ADMIN		I Asco i63_	Assigned To	Abeelardo1 Guajardo1 × Ext. 8031	Assign				Main Site	192.168.19.
Dashboard										
> User Management		i63_				Cancel Save			Main Site	192.168.19.
> Zoom Chat Management										
Device Management		📳 Avaya	J179 Other	c8-1f-ea-83-ac-87	Somalingam Ext. 8010	Provision			Main Site	172.17.13.
h Management										

Figure 7 : Add Desk Phone

- 2. Select the Display Name of the newly created Desk Phone to navigate to its profile and click the **Actions** and select **Provision** button. The SIP Account detail is displayed which will be used in the Snom D7XX provisioning (section Provisioning through Phone's Web Interface)
- 3. Download the Certificates and import to the device, so that device will be considered in the trust list. (Importing the certificates to the phone is described later in (section 3.4.3 Apply trusted certificates))



	& PRICING CONTACT SALES RE	Provisioning	SCHEDULE	JOIN HO	iT ▼	
Profile	SNOM D785	MAC Address 00-04-13-92-ef-27				
Meetings	No description	Device Type Other				
Webinars						
Phone	Profile	You will need to enable TLS1.2 for SIP registration and enable SRTP for secure calling on your IP phone. Please refer				
Personal Contacts	Site	to your manufacturer's instructions for these processes.				
Whiteboards NEW	Assigned To	You'll need following information for manual provisioning.				
Recordings						
Settings		SIP Account 1:				
Analytics & Reports	IP Address	1. SIP Domain: 700				
ADMIN	Device Type	2. Outbound Proxy: us0 us:5091 3. User Name: 979				
Dashboard	Firmware Version	4. Authorization ID: 821				
> User Management	MAC Address	5. Password: q3				
> Zoom Chat Management	Provision Template					
> Device Management	Status	Please download Dig/Cert Global Root CA, Dig/Cert Global Root G2, Dig/Cert Global Root G3 and import to your IP phone if they are not in the trust list of the device.				
> Room Management						
› Workspaces Management NEW	Actions ~ Remove	Note: Please note that Zoom support team will not be able to troubleshoot or configure IP phones that are provisioned in this manner. Some Zoom Phone features may not work on manually provisioned phones. It may vary				
 Phone System Management 		depending on your desk phone model.				
Users & Rooms						
to Receptionists		Close				•

Figure 8 : Provisioning

3. Snom D7XX Provisioning

This section provides instructions on how to configure Snom D7XX to register to Zoom Phone Services.



3.1 Deployment Topology Diagram



Figure 9 : Network Diagram

3.2 Network

By default, Snom D7XX has DHCP mode enabled, if the router to which phone is connected does not support DHCP, you can configure static IP manually. You can find the IP address of D7XX by navigating the physical phone: **Settings** -> **Information** -> **System Info**

3.3 Firmware Upgrade

This section ensures the phone is upgraded with the required firmware. The firmware used for this test is **10.1.119.10**.



- From the phone's home page, Navigate to: Setup-> Software Update
- Please enter a complete URL and click Load (Phone may have to restart to get applied with the changes)

Manu	ial Software Update	SN()M					
	HTTP Password not set!						
Operation							
Home	You may explicitly specify which software version you want to run on this which is pointing to the firmware you want to use. Please use only a com-	s phone. Fill in the http URL volete bttp UPL (like					
Directory	http://www.example.com/firmware.bin). The phone will reboot after you	press the load button.					
Setup							
Preferences							
Speed Dial	Manual Software Update						
Function Keys							
Identity 1	Load						
Identity 2							
Identity 3	Your phone is shipped with a valid license preinstalled. It is possible to install a new license file via						
Identity 4	the manual license upload to enable additional software reatures or to re license in case it is missing or damaged. If the uploaded license file is in:	anstall the preinstalled valid (e.g. not matching the					
Identity 5	MAC address of the phone) it will be ignored and the existing license is k	ept.					
Identity 6							
Identity 7	Manual License Upload						
Identity 8	License file Choose	File					
Identity 9							
Identity 10	Load						
Identity 11							
Identity 12							
Action URL Settings							
Advanced							
Certificates							
Software Update							



3.4 Provisioning

The Snom D785 can be provisioned in two ways:

- 1. Provisioning through a HTTP Server
- 2. Provisioning through Web Interface



3.4.1 Provisioning through a HTTP server

1. In a HTTP Server, upload the below file in order for the phone to download the necessary configuration files and get provisioned. They are,

From the phone's home page, Navigate to: Setup-> Advanced -> Update

• In the update section, configuration settings can be added for automatic updated. Or, a settings.xml file can be uploaded on the "Upload Setting File Manually".

Advanced Settings						
	НТТР Ра	ssword not set!				
Operation	Network Behavior Audio SIP/RTP	OoS/Security Undate				
Home	11- 4-4-					
Directory	Update Policy	Never update load settings only				
Setup	opuate Policy	Never update, load settings only				
Preferences	Setting URL	https://secure-provisioning.sn/				
Speed Dial	Settings Refresh Timer	0 ?				
Function Keys	Provisioning Order	dhcp:stop ?				
Identity 1	Prov Polling	🔵 on 💿 off ?				
Identity 2	Polling Mode	Relative ¥ ?				
Identity 3	Polling Poriod					
Identity 4	Polling Period					
Identity 5	Polling Time	00:00				
Identity 6	Polling Time Random End	00:00				
Identity 7	PnP Config	💿 on 🔵 off ?				
Identity 8	_					
Identity 9	Apply	Reset Reboot				
Identity 10						
Identity 11						
Identity 12	By clicking on the Load button below the phone the specified file and reheat. So all summer and	e will RESET its settings, load the new settings from				
Action URL Settings	the specified file and repoot. So all current set	ttings will be lost!				
Advanced						
Certificates	Upload Setting File Manually	Chasse File				
Software Update		Choose File				
Status	Load					

Figure 11 : Manual Provisioning

• From Web UI of phone, Click Reset

Adva	Advanced Settings						
	Н	TTP Password not set!					
Operation	Network Bebavior Audio	SIP/RTP OoS/Security Undate					
Home							
Directory	Update Update Deliev	Never undate land settings only 12					
Setup							
Preferences	Setting URL	https://secure-provisioning.sn/					
Speed Dial	Settings Refresh Timer	0 ?					
Function Keys	Provisioning Order	dhcp:stop ?					
Identity 1	Prov Polling	🔵 on 💿 off ?					
Identity 2	Polling Mode	Relative ¥ ?					
Identity 3	Polling Period						
Identity 4							
Identity 5	Polling Time	00:00					
Identity 6	Polling Time Random End	00:00					
Identity 7	PnP Config	💿 on 🔵 off ?					
Identity 8							
Identity 9	Apply	Reset Reboot					
Identity 10							
Identity 11							
Identity 12	By clicking on the Load button below t the specified file and reboot. So all cu	he phone will RESET its settings, load the new settings from rrent settings will be lost!					
Action URL Settings	and specified file and reboot, 30 all cu	none socialitys will be lost:					
Advanced	Upload Sotting File Manually						

2. Give **Yes** to confirm to factory reset the phone

Con	firmation SNO	m
Operation	HTTP Password not set!	
Home	Attention	
Directory	Please keep in mind, that all settings including call lists, directory etc. will be lost if you confirm	m
Setup	with Yes. Are you really sure you want to reset the phone to factory defaults ?	
Preferences	Yes No	
Speed Dial		



3. Once the Phone reboots, enter the phone's IP address in the browser's address bar (https://ip-address) and enter. There is no default administrator username and password. It is recommended to setup a phone's username and enter the password.

3.4.2 Provisioning through Phone's Web Interface

This section explains how the device can be registered in Zoom portal using SIP Account details that is populated in Zoom portal (explained earlier in <u>2. Add SIP Devices -> Provisioning</u>)



- D7XX configuration is done via web interface, enter the phone's IP address in the browser's address bar (https://ip-address) and enter
- Navigate to Setup -> Identity 1
 - 1. Identity Active: Set to "On"
 - 2. Displayname: Enter any name
 - 3. Account: User Name (provided by Zoom)
 - 4. Password: Password (from Zoom provisioning)
 - 5. Registrar: SIP Domain followed by semicolon and "transport=tls". For example: **7000766862zoom.us** (Provided by Zoom)
 - 6. Outbound Proxy: Outbound Proxy followed by semicolon and "transport=tls". For example: us01sip0h.sc.zoom.us:5091;transport=tls (Provided by Zoom)
 - 7. Authentication Username: Authorization ID (from Zoom provisioning)
 - 8. Click Apply

Configuration Identity 1 SNON			
	нттр	Password not set!	
Operation			
Home	Some settings are not yet store	d permanently.	ave View Changes ?
Directory			
Setup	Login Features SIP NAT R	TP Audio	
Preferences	Login Information		
Speed Dial	Identity active	💽 on 🔵 off 📋	?
Function Keys	Displayname	test	?
Identity 1	Account	979	?
Identity 2	Password		2
Identity 3	Bogistran	70	Instrumenter 2
Identity 4		70	is, transport ?
Identity 5	Outbound Proxy	uso	is:5091;tr. ?
Identity 6	Failover Identity	None 🗸	?
Identity 7	Hidden Identity	🔵 on 💿 off 🖞	?
Identity 8	Authentication Username	821	?
Identity 9	Mailbox		?
Identity 10	Mailbox Dial-in (if different from Mailbox))	2
Identity 11			
Identity 12	Conference Server		
Action URL Settings	Display Text for Idle Screen		~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~
Advanced	Display Number for Idle Screen		?
Certificates	Display Text for Call Forwarding Target		?
Software Update	Photo		
Status			
System Information			
Log		Choose File	
SIP Trace		Reset	
DNS Cache	Max. 640x480		
Subscriptions			
PCAP Trace	Apply Re-Register		
Memory			
Settings	Remove Identity Remove All Ide	ntities	

Figure 14 : Identity Settings



- Navigate to **Setup -> Advanced -> Network**. Ensure the below parameters are set.
 - 1. DHCP: on

Advan	ced Settings	SN()N
	нт	TP Password not set!
Operation	Notwork Bobaujar Audio	STR/DTR OoS/Converter Undate
Home	Network Benavior Audio	SIP/RIP Q05/Security Opdate
Directory	Network	
Setup	IPv6	More Controls ?
Preferences	LLDP	💿 on 🕓 off ?
Speed Dial	LLDP Network Policy Timeout	90 ?
Function Keys	DHCP	on off ?
Identity 1	Options on DHCP=on	1 2 3 4 6 12 15 42 43 51 66 67 ?
Identity 2	Options on DHCB-off	43 120 125
Identity 3		43 120 123
Identity 4	IP Address	192.168.16.5
Identity 5	Netmask	255.255.255.0
Identity 6	Host Name	?
Identity 7	IP Gateway	192.168.16.1
Identity 8	MTU size	1500 ?
Identity 9		
Identity 10	WLAN	
Identity 11	AuthMode	ott 🗸
Identity 12	DNS	
Action URL Settings	Domain	?
Advanced	DNS Server 1	10.85.0.232
Certificates	DNS Server 2	?
Software Update		

Figure 15 : Network Settings



- Navigate to **Setup -> Advanced -> SIP/RTP**. Ensure the below parameters are set.
 - 1. Listen on SIP TLS port: on

Advanc	ed Settings		SNOM
	HTTP Pass	word not set!	
Operation	IIIIP Poss	Nord not set.	
Home	Network Behavior Audio SIP/RTP	QoS/Security Update	
Directory	SIP		
Setup	Network Identity (Port)		?
Preferences	TLS Listener Port		?
Speed Dial	SIP T1 (ms)	500	?
Function Keys	Timer Support (RFC4028)	💿 on 🔵 off ?	
Identity 1	SIP Session Timer (s)	3600	?
Identity 2	SIP Dirty Host TTL (s)		
Identity 3		70	
Identity 4	SIP Max Forwards	70	
Identity 5	ENUM Suffix	e164.arpa	
Identity 6	Retry Interval after Failed Registration (s)	300	?
Identity 7	Use user=phone	💿 on 🕕 off ?	
Identity 8	Require PRACK	💿 on 🕕 off ?	
Identity 9	Send PRACK	💿 on 🕥 off ?	
Identity 10	Offer GRUU	on Off ?	
Identity 11	Offer MPO		
Identity 12	Use Outbound		
Action URL Settings			
Advanced	Use SIP Compact Headers	on O off ?	
Certificates	Listen on SIP TCP Port	🔵 on 💽 off ?	
Software Update	Listen on SIP TLS Port	💿 on 🔵 off 🤶	

Figure 16 : SIP-Basic Settings



- Navigate to **Setup-> Identity 1 -> RTP**. Ensure the below parameters are set.
 - 1. RTP Encryption: on
 - 2. RTCP Encryption: on
 - 3. SRTP Auth-Tag: AES-80
 - 4. RTP/SAVP: mandatory
 - 5. Click Apply

Configuration Identity 1 5000		
	HTTP Pass	sword not set!
Operation Home	Some settings are not yet stored pe	rmanently. Save View Changes ?
Directory	Login Features SIP NAT RTP	Audio
Preferences	RTP Identity Settings	a722 permu perma dem a723 a7
Function Keys	Packet Size	20 ms V ?
Identity 1 Identity 2	Filtered Codec List:	g722, pcmu, pcma, gsm, g723 , g726-32, aal2- g726-32, g729, telephone-event
Identity 3 Identity 4	Full SDP Answer	on off ?
Identity 5 Identity 6	Symmetrical RTP RTP Encryption	on off ?
Identity 7 Identity 8	RTCP Encryption	
Identity 9 Identity 10	Dynamic G.726 Payload	on off ?
Identity 11	G.726 Byte Order SRTP Auth-Tag	• RFC3551 • AAL2 ? • AES-32 • AES-80 ?
Action URL Settings	RTP/SAVP	mandatory V ?
Advanced Certificates	Media Transport Offer Media Transport Offer Setup	active V ?
Software Update Status	Apply	
System Information		

Figure 17: Audio Settings



- Under **Status-> Settings.** Ensure the below parameters are set.
 - 1. Search for **referred_by_brackets1**. Right click and change the value of referred_by_brackets1=on
 - 2. Click Save.
 - 3. If necessary, click Reboot

Settir	ngs SNOM
	HTTP Password not set!
Operation	
Home	Apply setting changes? Reboot
Directory	
Setup	Some settings are not yet stored permanently. Save View Changes ?
Preferences	
Speed Dial	All Sattings (ofa) All Sattings (uml) Changed Sattings (uml)
Function Keys	All Settings (.crg) All Settings (.xmi) Changed Settings (.xmi)
Identity 1	language=English
Identity 2	phone_features=ContactsDbStorage
	codec_tos=160
Identity 3	mac=00041392EF27
Identity 4	support_service_codes=on
Identity 5	brand_variant=default
Identity 6	pnp config=on
Identity 7	ip_adr=192.168.16.5
Identity 8	netmask=255.255.255.0 main network device=eth0
Identity 9	update_server=192.168.16.251
Identity 10	dns_load_balancing=on dns_domain=
Identity 11	dns_server1=10.85.0.232
	dns_server2=
Identity 12	gateway=192.168.16.1
Action URL Settings	phone_name=
Advanced	system_time=1664286982
Certificates	ntp_server=10.10.10.5
Software Update	http_proxy=
Status	http_port=80
System Information	http_user=
Log	http_scheme=on
SID Trace	https_port=443 webserver type=http
DNC Costs	webserver_cent=
	QST= timezone=USA-10
Subscriptions	backlight=15
PCAP Trace	contrast=12 smart label text alignment=center
Memory	label_text_alignment=center
Settings	label_contrast=8 label_backlight=15
Manual	label_backlight_idle=0

Figure 18: Blind Transfer Settings





Figure 19: Blind Transfer Settings (cont.)



3.4.3 Provisioning through Phone's Web Interface

In order to register the phone to zoom portal, ensure that the following certificates are uploaded in the phone successfully.

- From phone's Web UI, Navigate to Setup -> Certificates
- From the left side of window, Navigate to Custom Certificates
- Click Load and upload the following certificates: DigiCertGlobalRootCA.crt.pem, DigiCertGlobalRootG2.crt.pem, DigiCertGlobalRootG3.crt.pem

Certifi	cates 5N()M
	HTTP Password not set!
Operation Home Directory	Unknown Certificates Custom Certificates 802.1X Certificates Preinstalled Certificates
Setup Preferences Speed Dial Function Keys Identity 1 Identity 2 Identity 3	Add Custom Certificate (DER-Format) File Load
Identity 9 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	

Figure 20: Trusted CA Certificates



4. Troubleshooting

Online Troubleshooting Guides:

<u>https://service.snom.com/display/wiki/Trouble+Shooting+FAQ</u>

Support:

- Email: supportusa@snom.com
- Phone: (339) 227-6160 Option 2
- Helpdesk (create a ticket): <u>https://jira.snom.com/servicedesk/customer/user/login?destination=portals</u>

5. FAQ

Online FAQ:

<u>https://service.snom.com/display/wiki/Deskphone+FAQ</u>

6. Resources

Firmware:

• <u>https://service.snom.com/display/wiki/Firmware+Update+Center</u>

Online Service Hub:

• <u>https://service.snom.com/</u>

Snom Headsets:

• https://service.snom.com/display/wiki/Headsets

Supported Headsets:

<u>https://service.snom.com/display/wiki/Supported+Headsets</u>

