

How to submit a support request

If you have technical problems with your Snom device, please follow the instructions below:

Snom partners are entitled to receive direct Snom support.

- **If you are an end user** please contact your Snom reseller where the devices were purchased
- **If you are a reseller** but not yet a Snom partner please contact your distributor, and consider to [join*](#) our [partner program**](#). If your distributor should be unable to support you, you can ask for help in our [forum community](#).
- **If you are a Snom partner** you can follow the instructions reported below.

* Snom Partner Program Portal: <https://partner.snom.com> ** Informations about the "Snom Partner Program": <https://www.snom.com/en/partners/partner-portal/>



IMPORTANT NOTE: Before issuing a support request, please check the [Snom products lifecycle page](#). In case the device is declared **End of Life** we cannot provide any support.



ATTENTION: Do you have a second hand device and problems to configure it, maybe because it is listed in our redirection server SRAPS?

Please have a look at this article: [How can I configure a second hand Snom device that still points to the old PBX because of a redirection](#)

If you are a Snom Partner:

If you are a Snom Partner **you can create a new ticket** by just logging-in the [helpdesk platform](#) and then click on the **New support ticket** link. The following form will appear:

Submit a ticket

[Add cc](#)

Device *

Subject *

Environment

Priority

Description *

B I U | **☰ ☲** | **A** **A** | **CC** **📷** **✂**

[Attach a file](#)

Firmware version

Submit

Cancel

In order to determine the cause of the problem we will need some basic information:

1. Please give us a detailed description of the problem and, if possible, a step-by-step procedure to reproduce the issue.
2. It is also important to attach to the ticket all required files: logs, device configurations, etc.. (the maximum attachment size is 15MB). This will help us to quickly solve your problem.
3. Once you have submitted the ticket, you will receive an email confirming its receipt by Snom.

4. Your ticket will be reviewed and an agent will respond by email.
5. You can then communicate with the agent simply by replying to the email (please don't modify the email subject), or, if you prefer, you can use the Helpdesk portal.
6. If we need more information from you, the agent will ask for it by email and place the ticket in an **"Awaiting reply"** status. If you have not replied to the request within 48 hours, you will receive an email reminder like the following one:

 **Issue with phone registrations #105**
Created on Wed, 16 Sep at 2:56 PM Agent: Pietro Bertera

AWAITING YOUR REPLY

7. If you have not replied to our request, asking for more information, within 6 calendar days, the ticket will be closed by the support agent.

If you are not a Snom Partner:

In this case you can **post your question into the Forum**:

Why my phone doesn't register ?

 **Arturo Bandini**
started a topic 9 minutes ago Reply Following

I have a phone that doesn't register to the PBX, what can I do ?

4 Comments Sorted by Oldest First

 **Pietro Bertera**
said 8 minutes ago

Have you inserted all the needed configuration settings ? (PBX address, username and password)

 **Arturo Bandini**
said 5 minutes ago

Yes, but still doesn't work..

 **Pietro Bertera**
said 3 minutes ago

OK, I'm going to convert this in a ticket, can you please tell me the phone model and the PBX type ?

Thanks,

 **Arturo Bandini**
said 2 minutes ago

My phone is an M700 and I'm trying to use it with Asterisk.

Thanks

In case we need more informations or troubleshooting, forum post can be converted into a ticket by an agent:

 **Why my phone doesn't register ? #116**
Created on Fri, 18 Sep at 5:18 PM Agent: Pietro Bertera

BEING PROCESSED

Further Information

- [VoIP Essentials](#)
- [Visit the Snom Forum](#)
- [Open a support ticket](#)
- [Find a local partner](#)

Related articles

- [Check the installed firmware version](#)
- [Do an Firmware Update using an USB-Stick](#)
- [Entering Snom Web Interface - WUI](#)
- [Get the snom phone ready for operation](#)
- [How can I configure a second hand Snom device that still points to the old PBX because of a redirection](#)
- [How to capture large or permanent PCAP traces](#)
- [How to enable early logs on desk phones](#)
- [How to enter M300,M700 - Web Interface](#)
- [How to factory reset the M300,M700](#)
- [How to obtain a log from a desktop phone](#)
- [How to obtain a SIP trace from a deskphone](#)
- [How to setup a Syslog server on a Desktop phone](#)
- [How to store a PCAP trace into an USB mass-storage device](#)
- [How to store a phone syslog into an USB mass-storage device](#)
- [How to store a SIP trace into an USB mass-storage device](#)
- [How to submit a support request](#)
- [How to update your firmware manually](#)
- [How to use a Syslog Server with the DECT base M300,M700,M900](#)
- [Reboot your Snom Phone](#)
- [Reset a phone to factory defaults or reset all settings](#)
- [Setting up WLAN Connection on Snom Deskphone](#)
- [Snom PA1 TFTP Recovery Procedure](#)
- [Trouble Shooting How-to](#)
- [Updating the firmware via Network, TFTP](#)