

FAQ



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Deskphone

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- [How can I choose a proper headset for my Snom Phone](#)
- [How can I enable multiple language support for snomD120](#)

- How can I obtain a license for using the AMR Wideband Codec
- How can I use the - Music on hold server - functionality
- How do I apply customized ringtones and what is the required format
- How to prepare images for the D717 display
- Is my Snom phone still covered by warranty
- My phone is showing the error message: Provisioning Failed, how can I get rid of that
- Unable to upgrade - downgrade after downgrade from 8.9.3.x to 8.7.5.x
- Why doesn't the phone show the waiting call on the display
- How to store a PCAP trace into an USB mass-storage device
- Snom products lifecycle
- How can I enable VPN support for the D305

DECT

- Is it possible to assign more than one DECT handsets to an identity
- Is it possible to assign more than one identity to a Snom DECT Handset
- How to use the pound key to debug in-a-call issues
- Why did the central address book icon disappear on my handset
- Adding M5 repeaters in a multicell environment
- Attended or blind call transfer of the 2nd call results in merging the 1st and 2nd incoming call
- How to get a SIP trace from the DECT base
- My M700,M900 refuses to join the DECT chain
- What DECT frequency bands are supported by M-series base stations
- Why does the configured SIP Server change after I reboot a M300, M700, M900
- Why does my local central directory does not import contacts from the .txt file?
- Which M85 hardware revision contains all alarm functions and how do I configure the alarms
- What does the error -Insufficient capacity- mean
- What is the syntax of the LDAP filter on the M300,M700,M900
- My DECT M-Series base is resetting the ethernet link periodically
- Do the M300,M700,M900 support GAP
- After upgrading the base to version 400B02 the provisioning via HTTPS/TLS isn't working anymore
- Is the differentiated ringtone feature supported on M300, M700, M900
- The central address book icon is disappeared on my handset. Why
- What the - Insufficient resources - error means
- How to factory reset an M15 SC handset
- How to get a Log from the DECT base
- Is the Snom M85 ATEX 2014,34,EU compliant a for use in potentially explosive atmospheres
- What does the error -Multi cell system version conflict , Provider conflict , Primary conflict IP- mean?
- After upgrading my DECT base to 400B02 my M65 cannot register anymore
- Assign a handset to a SIP account on a M300
- Can I daisy-chain M5 DECT repeaters
- Why my Snom M65 doesn't show the transfer Key
- Dropped connections and failed handset handovers in a DECT multi-cell
- Can I register a 3rd party DECT handset or repeater to a Snom M300,M700,M900 base station
- What is the meaning of the LED colours on the M300 and M700
- Snom products lifecycle
- Troubleshooting Audio Issues DECT M700,M300,M85,M65,M25
- How can I trigger a settings sync on a DECT M300,M700,M900
- Why am I not able to add a repeater to a M300,M700,M900

Deployment

- [Can I use self-signed certificates for secure provisioning](#)
 - [Can I provide encrypted user passwords via mass deployment](#)
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Security

- [Vpn Issue](#)
 - [Can I use two snom phones for VPN without additional equipment](#)
 - [Security FAQ](#)
 - [How can I set up Snom phones for TCP support](#)
 - [Where can I find the supported CAs](#)
 - [Can I use self-signed certificates for secure provisioning](#)
 - [Does this phone series support encrypted calls via TLS and SRTP](#)
 - [Can I provide encrypted user passwords via mass deployment](#)
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Troubleshooting

- [How to deal with defective products](#)
- [Trouble Shooting FAQ](#)
- [Scrambled menu or missing menu entries after upgrade from 8.x to 10.x](#)
- [TLS - HTTPS no longer works after upgrade from version 8.x to 10.x](#)
- [How can I obtain a SIP trace from the phone](#)
- [How to get a Log from the DECT base](#)
- [LDAP stopped working after upgrade from Fw v8.x to v10.x](#)
- [How can I backup and restore the phone configuration](#)
- [How to store a PCAP trace into an USB mass-storage device](#)
- [How can I trigger a settings sync on a DECT M300,M700,M900](#)