

My M700,M900 refuses to join the DECT chain

Scenario

In order to create a DECT Multi-cell system some requirements must be satisfied:

1. Please make sure to have read the [Multicell deployment guide](#)
2. Check if all base stations have the same **firmware version** (ideally latest)
3. Secondary base must be resetted to default values
4. Check if all base stations have the same time set in the web interface: you have to configure an **NTP** server and set the **Timezone** and **Country**.
5. Ensure that the customer is provisioning only the **first primary base** (for Data Exchange). Or if no provisioning is used that only one base is used to enter data.
6. Check that there is some data on the primary base that can be synched, i.e. sip server configured and one SIP account
7. Check if all base stations have the same System Chain ID set under *Multicell* in the web interface
8. Check in the web interface if the Data sync method under *Multicell* is the same and if it is, check if multicast (default value) packets are not filtered by the switch/router. If packets are filtered enable peer-to-peer and define a primary data sync ip
9. Check that there is only one Primary base station and all others in the chain report as Secondary. If not, and more than one of the base stations reports as Primary, factory reset one of these and then enable multicast again
10. Check that the dBm value of the base stations that are in a multi cell is not lower than **-75dbm**
11. If you are still encountering issues please enable the debug log level (**Management -> Syslog -> Syslog Level**) and the multi cell debug (**Multicell -> Multi cell debug -> both**) and then check the logs

Solution

If you are experiencing problems when using Multicast default configuration with M700 cluster, please take a look to [Peer to Peer Configuration](#)



Further Information

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

Related articles

- [Adding M5 repeaters in a multicell environment](#)
- [After upgrading my DECT base to 400B02 my M65 cannot register anymore](#)
- [After upgrading the base to version 400B02 the provisioning via HTTPS/TLS isn't working anymore](#)
- [Are the Snom Phones Listed or Certified by the Underwriters Laboratories](#)
- [Assign a handset to a SIP account on a M300](#)
- [Attended or blind call transfer of the 2nd call results in merging the 1st and 2nd incoming call](#)
- [Auto Disconnect Page to the PA1](#)
- [BLF LEDs not working in connected state](#)
- [Can I daisy-chain M5 DECT repeaters](#)
- [Can I install a mixed system with M700 and M900 together](#)
- [Can I register a 3rd party DECT handset or repeater to a Snom M300,M700,M900 base station](#)
- [Cisco product and Snom deskphones](#)
- [DECT Solution FAQ](#)
- [Do the M300,M700,M900 support GAP](#)
- [Dropped connections and failed handset handovers in a DECT multi-cell](#)
- [End of Support for the M700 on 3CX V18](#)
- [Failover Identity does not revert back to primary identity after connection is re-established](#)
- [How can I choose a proper headset for my Snom Phone](#)
- [How can I dial text or SIP URI on my phone](#)

- [How can I enable multiple language support for SnomD120](#)