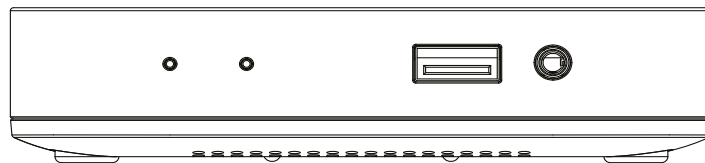snom

User Manual

# SP800

Remote controlled phone
for soft clients

**TABLE OF CONTENTS**

# Copyright, Trademarks, GPL, Legal Disclaimers

# Important information

Please read the instructions on safety and disposal and on how to set up and use the device before using it and also give them to other users to read or inform those users of their contents. Save this manual and do not give the device to third parties without it.

The nameplate is located at the bottom or rear of the product.

## Safety instructions

Follow the instructions in this manual and other applicable documentation of the device.

- **Warning**: The product included (ITE) in this manual is to be connected only to PoE networks without routing to the outside plant.
- The socket outlet for the power adaptor must be near the equipment and easily accessible.
- Mount the device only at heights not exceeding 2m.
- If the device is not supplied with power via an Ethernet cable, use only a power adapter expressly recommended by Snom technology. Other power supplies may damage or destroy the device, affect its behavior, or induce noise.
- Avoid placing the cables where people may trip over them or where they may be exposed to mechanical pressure as this may damage them.
- This device is for indoor use only! NOT FOR OUTDOOR USE!
- Do not install the device in rooms with high humidity (for example, in bathrooms, laundry rooms, damp basements). Do not immerse the device in water and do not spill or pour liquids of any kind onto or into the device.
- Do not install the device in surroundings at risk for explosions (paint shops, for example). Do not use the device if you smell gas or other potentially explosive fumes.
- Do not use the device during thunderstorms. Lightning striking the power grid may cause electric shocks.
- **Do NOT** remove the device's power supply (Ethernet cable when using PoE, power adapter when not using PoE) when the red light is on or blinking; a firmware update is ongoing. Cutting off the device's power during a firmware update (red LED on, green LED off) will damage the firmware and render the SP800 inoperational. In such cases, it will need to be returned to the vendor for resetting.
- **SELV (Safety Extra Low Voltage) Compliance**. Safety status of input/output connections comply with SELV requirements.

  **Warning**: To avoid electric shock, do not connect safety extra-low voltage (SELV) circuits to teledevice-network voltage (TNV) circuits. LAN ports contain SELV circuits, and PSTN ports contain TNV circuits. Some LAN and PSTN ports both use RJ-45 (8P8C) connectors. Use caution when connecting cables.

# Standards conformance

This device complies with the essential health, safety, and environmental requirements of all relevant European directives and UK legislation.

The declaration of conformity can be downloaded at https://www.snom.com/conformity.

Unauthorized opening, changing, or modifying the device will cause the warranty to lapse and may also result in the loss of CE, UKCA, and IC conformity, and FCC compliance. In case of malfunction contact authorized service personnel, your seller, or Snom. .

## Important additional information for the USA

**FCC Caution**:

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

## Important additional information Industry Canada

This Class A digital apparatus complies with Canadian requirements: CAN ICES-3 (A)/NMB-3(A).

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

# Disposal of the device

This device is subject to European Directive 2012/19/EU and may not be disposed of with general household garbage. If you do not know where to dispose the device at the end of its lifespan, contact your municipality, local waste management provider, or vendor.

**For countries outside the European Union**

Disposal of electrical and electronic products in countries outside the European Union should be done in line with local regulations. Please contact local authorities for further information.

# Cleaning

To clean the device, use an anti-static cloth. Please avoid cleaning liquids as they might damage the surface or internal electronics of the device.

# Product specifications

- **Safety**:  IEC 62368-1

- **Connectors**:

  ◦  2 x RJ45
  ◦  1 x RJ12
  ◦  2 x USB 2.0 ports, type A
  ◦  1 x 5V DC coaxial power connector
  ◦  1 x 3.5 mm headset connector

- **Ethernet**:  2 x IEEE 802.3, 1 Gigabit switch

- **Power over Ethernet (PoE)**:  IEEE 802.3af, Class 3.  If PoE is not available, use the separately available power adapter (not included in delivery):

  Mass Power, model NBS12E050200UV, Snom PN 00004570  (EU, UK, U.S.A.)

# Setting up

## Delivery Content
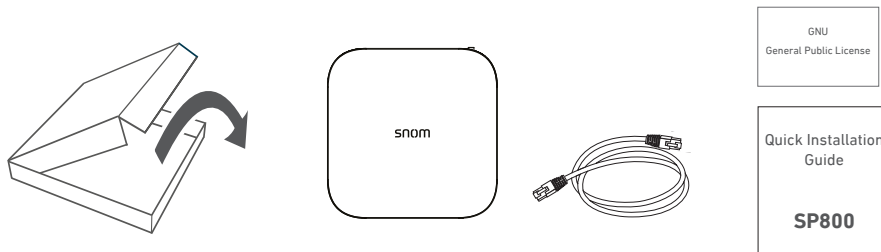


- ◦  Base unit
- ◦  Ethernet cable
- ◦  Quick Start Guide
- ◦  GNU Public License

## Wallmounting

A wallmount bracket is available separately, Snom PN 00004657. See "Appendix 1 — Wallmounting" on page 28 for the instructions on mounting the device on the wall.

## Connecting

1.  Plug the Ethernet cable into the RJ45 connector labelled **NET**.

    **Note**: If PoE is not available, you can use the power supply that is available separately, Snom PN 00004570 (see "Product specifications" on page 7). Connect it to the power connector labeled **5V DC**.
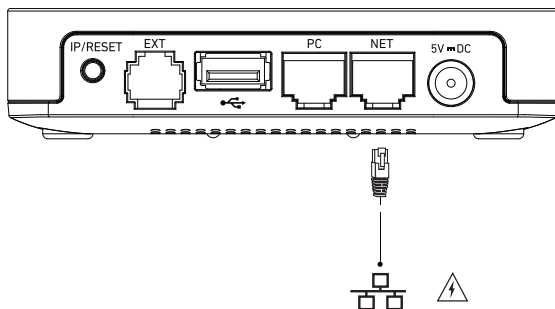


2.  The green LED and then the red one light up, indicating that the device has begun to initialize.



*Green LED     Red LED     3.5 mm headset connector*

# Initializing and registering

| | Green LED | Red LED |
|---|---|---|

| | | |
|---|---|---|
| Connect the device | On | On |
| *Sending DHCP request* | On | Blinking |

**Network with DHCP**          **Network without DHCP**

Press the "IP/Reset" button

| | | |
|---|---|---|
| *Application starts with the settings received from the server (IP address, net-mask etc.)* | *Application starts with the default IP address and netmask* | On · On |
| *Web interface available* | *Web interface available* | On · On |

Press the "IP/Reset" button to listen to the announce-ment of the IP address

*Default IP address: 192.168.0.2 - it can also be listened to by pressing the "IP/Reset" button*

Open the web interface          Open the web interface

Not secure | 192.168.          Not secure | 192.168.

Advanced > Network:
DHCP: Off
Change settings "IP address" and "Netmask"

Click on "Apply" and "Save"

"Apply setting changes?" Click on "Reboot" and con-firm by clicking on "Yes"

*Device reboots. After reboot:*

Register the first account

**After successful registration, the red LED turns off.**          On          Off

# Initializing

## Prerequisites

To be able to use VoIP, you or your company must have:

- A broadband internet connection.

- Access to the internet via a router. This could be a separate device available in various versions from many different manufacturers or in the form of a router on a server or a PC.

- Account information provided by your network administrator or a VoIP account with a VoIP service provider who supports the VoIP SIP standard. The phone supports up to 6 VoIP accounts with one or more VoIP providers.

The registration information received from your Internet service provider or your network administrator may differ and may contain required and optional data.  The required data normally includes:

- Account (usually the phone number).   On Snom phones, an account is called an "identity".
- Registrar
- Password

User name, authentication name, and outbound proxy may also be required.  The settings tare configured in the Phone Manager, the web interface of the phone, after it has been successfully registered.  If your provider or your network provides a mailbox account, that setting is also configured on the web interface.

After the SP800 has been connected to the network via Ethernet cable, the red LED marked "Power" will light up.  The SP800 begins to boot — see the diagram on page 9.

## Initializing with DHCP

After the SP800 has been connected to the network via Ethernet cable, the red and green LEDs light up.  The SP800 begins to boot.  It has a built-in DHCP client.  When DHCP is available in the network, the SP800 will initialize automatically.

1. The green LED is steady green, and the red LED begins to blink, indicating that the SP800 is sending the DHCP request.
2. After the SP800 has received an IP address and other network-related settings (netmask,  IP gateway,  DNS server, etc.) from the DHCP server, the red LED stops blinking and glows red steadily, indicating that the application is starting up.  The green LED remains steady green.
3. When the SP800 boot-up process is finished, the web interface is available (no change to the LEDs).
4. Connect a headset to the 3.5 mm headset jack.
5. Briefly press the button labelled "IP/Reset" to listen to the announcement of the IP address (in English) over the loudspeaker or headset.
6. Open a web browser on a PC connected to the same network as the SP800.

7. Type the IP address into the address bar and press **Enter** to open the SP800's web interface.

8. Continue at "Setting up the first account" on page 12.

## Initializing without DHCP

If your network does not support DHCP, the Snom SP800 will boot with the default settings. Please obtain the network IP address and netmask and, if applicable, other required network settings from your network administrator. The default settings are:

> IP address: 192.168.0.2
> Netmask: 255.255.0.0

1. The green LED is steady green, and the red LED begins to blink, indicating that the SP800 is sending the DHCP request.

2. Press the button labelled "IP/Reset". The red LED continues to blink.

   **Note:** It may take a few minutes before the SP800 aborts the DHCP request and starts the application with the default settings.

3. When the application is starting up with the default network settings, the red LED stops blinking and glows red steadily, and the green LED remains steady green.

4. When the SP800 boot-up process is finished, the web interface is available (no change to the LEDs). You can now change the default settings manually.

   **Note:** Briefly press the button labelled "IP/Reset" to listen to the announcement of the default IP address (in English) over the loudspeaker or headset.

5. Open a browser on a computer connected to the same network as the SP800, and type the default IP address in the address bar: http://192.168.0.2. The SP800 web interface will be loaded into the browser.

   **Note**: The SP800 boots with Unix time, 1970-01-01 00:00:00. To be able to connect client and server and configure an IP address for the SP800 on the laptop/PC, the laptop/PC must also be set to the same Unix time as the SP800.

6. Click **Network** in the menu on the left side of the window. The page opens with the **Basic** settings.
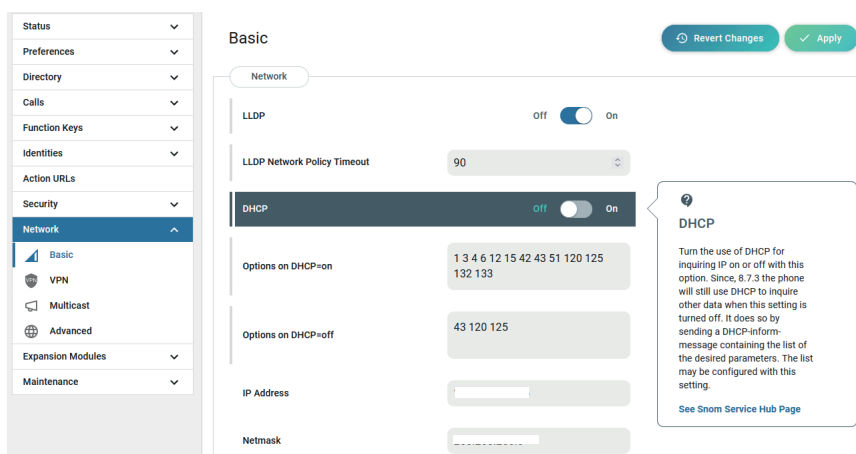


7. Make the following changes:

   a. **DHCP** setting: Click on **Off**.

   b. **IP address** and **Netmask** settings: Replace default values with network values.

   c. Other settings: Replace if and as required.

8. Click the **Apply** button in the right top corner of the page.

   **Note:** Any changes you make will not take effect until you click **Apply**. Changes will be lost if you open another page of the web interface or if you close the web interface without first clicking **Apply**.

9. Continue at "Setting up the first account" on page 12.

## Setting up the first account

When the phone has been connected, it will show the welcome screen with the IP address of the Phone Manager. Enter the IP address into the address bar of your computer's browser and press ENTER to open the Phone Manager.



1. Click **Authenticate**. The **Home** page opens.
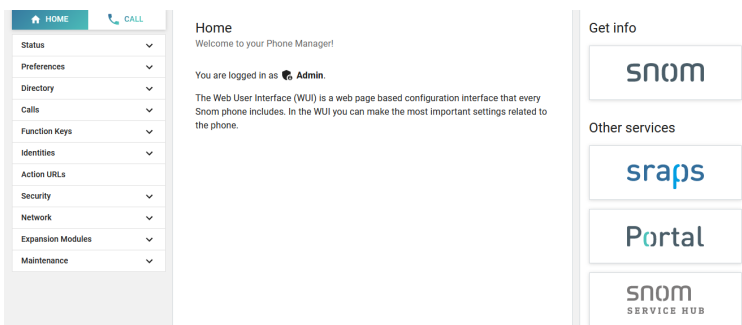


2. Click **Preferences** in the vertical menu on the left side.

3. Select the language from the drop-down menu of **Webinterface language** and click **Apply**,

4. Click **Time & Date**.

5. Select the timezone from the drop-down menu of **Time Zone** and click **Apply**.

6. Click **Audio**.

7. Select the tone scheme (dial tone) from the drop-down menu of **Tone Scheme** and click **Apply**.

8. Click **Identities** in the vertical menu on the left side. The first available identity opens.

9. Select **Profile**.

10. Enter the **account number**, the **registrar**, and the **password** received from your Internet service provider or administrator in the respective text fields and click **Apply**.

# How the Phone Manager works

When the web interface is opened for the first time upon initialization, after a reboot, and after logout you will be welcomed by the Phone Manager (Fig. 1).  Enter your username and password and click **Authenticate**.
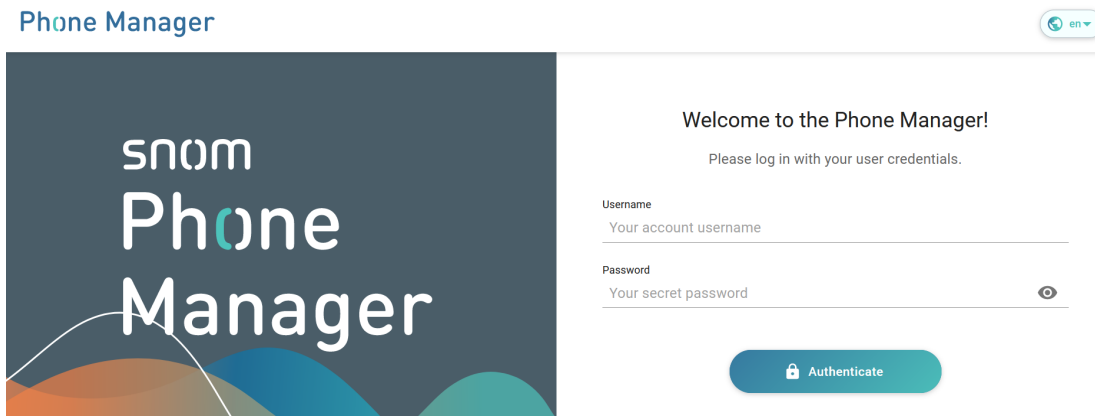


*Fig. 1*

You are then taken to the **Home** page (Fig.2) .  It contains a vertical menu bar on the left side and buttons on the right side to take you directly to Snom's web page, SRAPS redirection server, partner portal, and service hub, respectively.
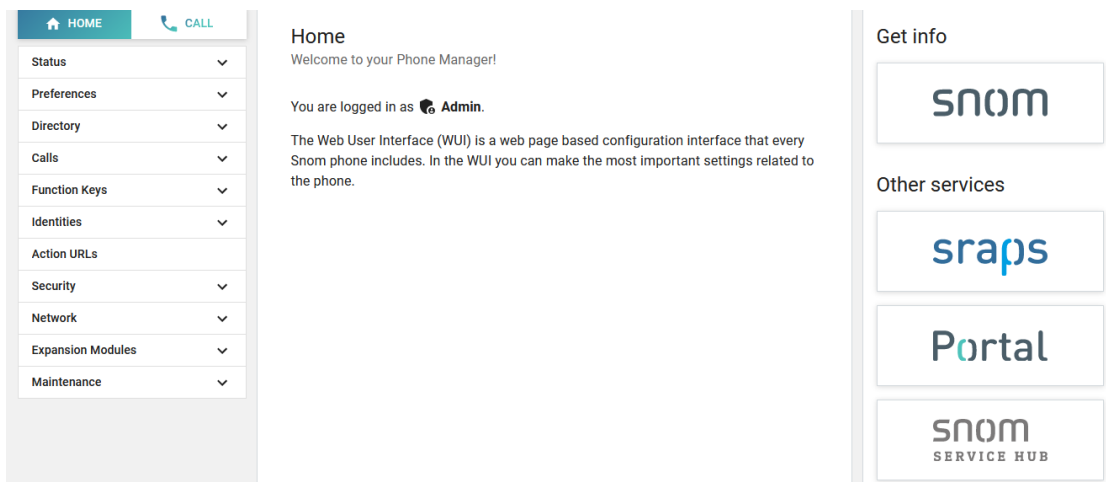


*Fig. 2*

Click an item in the vertical menu bar to open a drop-down menu with the item's submenus.  Click  a submenu to show its settings in the main area of the page (Fig. 3).
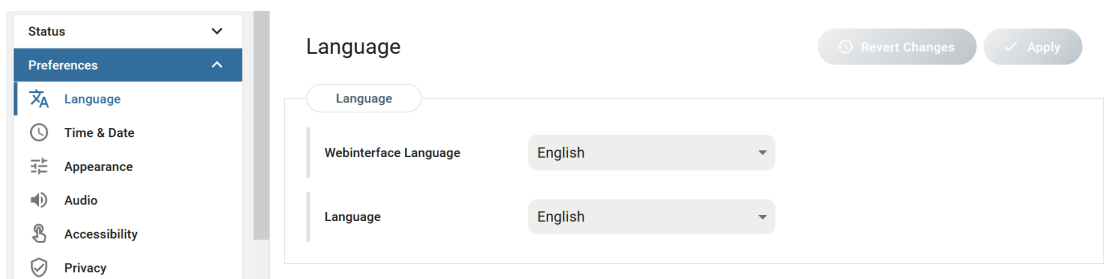


*Fig. 3*

The settings either have drop-down menus (Fig. 4), text fields (Fig. 5), or on/off buttons (Fig. 6). Click the setting to activate it and to open a pop-up window with an explanation of the setting and a link to the setting on the Service Hub that may offer further information.
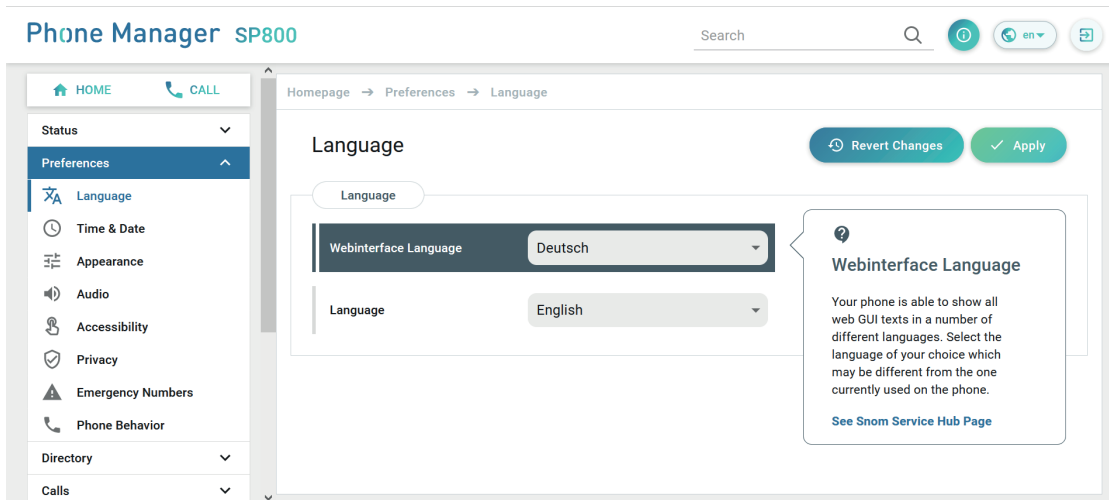


*Fig. 4*
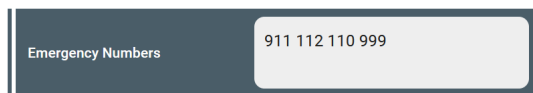


*Fig. 5*



*Fig. 6*

When you have changed a setting, the **Revert Changes** and **Apply** buttons in the top right corner of the window turn green (Fig. 4). Click **Apply** to save the change, click **Revert Changes** if you don't want to save it.
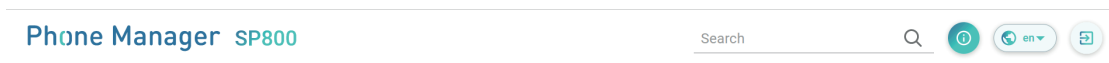


*Fig. 7*

Click in the upper right corner of the window (Fig. 7) to log out.

# Directories

## Phone directory

The directory is the built-in directory of the phone. It can hold up to 10,000 entries. Entries can be added and edited on the phone's web interface.

## Definitions, explanations

**Directory entries**

Each entry must have at least one phone number; multiple associated phone numbers are possible. If you do not enter a first and/or last name and/or nickname, the phone number will appear under both "Name" and "Number".

**Contact Types**

VIP: Calls from numbers with this contact type will ring on your phone even when DND mode is active. You can assign a ringtone to this contact type. If your VIP is also assigned to a group (see below) and if that group has a distinct ringtone, the ringtone assigned to the group will be played.

Blacklist (Deny List): Calls from phone numbers with this contact type will not ring on your phone. The caller hears the "Busy" signal. To remove the number from the Deny list, you can either

- ◦ delete the entry from the directory by clicking on the "delete" symbol  ✕
- ◦ or – if you want to keep the number in the directory - change the contact type to none or VIP by editing the entry. See "Editing entries" on page 16 for more information.

**Outgoing identity**

The default setting is "Active" which means that the phone will use the current outgoing identity whenever you dial the number of the phone book entry.

You can also select a specific identity to be used as the outgoing identity whenever the number is dialed, for example, if you want to use a specific VoIP provider for these calls.

> **Note:** To use an outgoing identity specified in the directory, you must dial the number from the directory. If you simply type it on the keypad, the current outgoing identity, as indicated on the display, will be used.

**Group**

The available group types are **Friends**, **Family**, **Work**, **Colleagues**, or **None**. The default setting is none. You can assign a distinct ringtone to each group type.

## Adding entries

1. Click **Directory** in the menu on the left side of the window.

2. Click **Local Directory**.

3. Click **Add** to open the **Add contact** pop-up window.

4. Enter the name(s) and number(s).

5. Optional:  Select **Groups**, **Number type** and **Outgoing Identity** from the drop-down menus.

6. Click **Create contact**.

## Editing entries

1. Click **Directory** in the menu on the left side of the window.

2. Click **Local Directory**.

3. Click on a contact to open its the **Edit contact** pop-up window.

4. Edit the contact.

5. Click **Apply**.

# External directories

Available if provided by your network, your VoIP provider, or another external source.

## LDAP

1. In the Phone Manager, click Directory in the left lateral menu.

2. Click LDAP.

3. Enter the necessary data received from your administrator, VoIP provider or other external source in the text fields.

4. Click **Apply**.

LDAP search on the phone:  Enter the first letter of the name you are searching for.  Type more letters if the name shown isn't the right one or scroll through the list.  Press **Dial** to dial.

## Contacts

If you want to use an external contacts list, the **Contact list** and **Contact list URI** settings are mandatory.  **Publish presence** is optional;  when enabled, the phone sends out "PUBLISH" SIP messages with the phone's status, e.g. busy, etc.

1. On the phone's web interface, **Configuration Identity** # page, **SIP** tab, click on the radio button **on** of the **Contact list** entry.

2. Enter the URI received from your administrator, VoIP provider or other external source in the text field of **Contact list URI**.

3. Optional:  Click on the radio button **on** of the **Publish presence** setting.

4. Click on **Apply** and **Save**.

# Settings

## Identities/accounts

The phone supports up to 8 accounts or "phone numbers" with one or more providers or within an office or organization network. On Snom phones these accounts or phone numbers are called "identities".

> **Note:** If your phone is part of an office network, you may need to contact your administrator to configure new or change existing identities, as this can only be done when the phone is running in administrator mode and when the PBX settings allow it.

See "Prerequisites" on page 10 for more information on required input data.

## Configuring and editing identity/account

The settings are accessible in administrator mode only. In user mode it is possible to select a different outgoing identity and to reregister active identities.

Open the phone manager, click **Identities** in the menu on the left, and select a configured identity or **Add identity** to open the configuration menu.
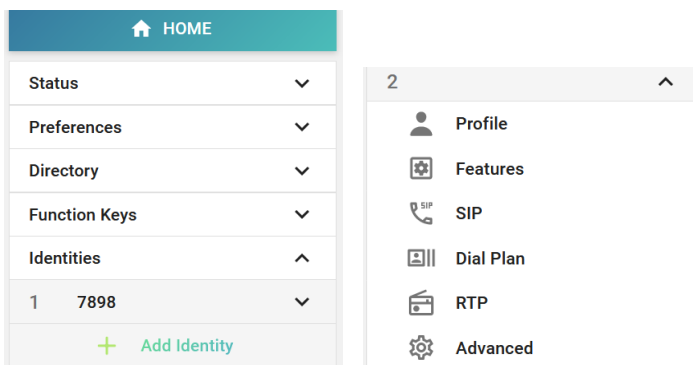


Click **Apply** to save your settings.

1. **Profile**. Enter the information received from your provider or your administrator in the appropriate fields.

   ◦ Display name

     The display name is optional and freely selectable. It will be sent to any parties you call unless you hide your identity (see "Hiding my caller ID" on page 22). If you do not enter a display name, the data in the "Account" text field will be shown on your display and sent to any parties you call unless you hide your identity. Provider settings may override any text you enter.

   ◦ Account, password, registrar, outbound proxy, mailbox: please obtain this information from your service provider or your network's administrator.

   ◦ Display text and number for idle screen

     Any text/number you enter in in these text fields will be shown - instead of your display name or account - on your display only. They will not be sent to any parties you call.

2. **Features**.

   ◦ **Call forwarding**. This feature automatically forwards all or certain incoming calls to another phone or a mailbox.

      **Always**

      All incoming calls are forwarded to the number of the phone, extension, or mailbox specified as this function's **target**.  Alternatively, the function can be turned on and off with a star code if your PBX or provider offers this feature.

      **When busy**

      Calls ringing while the phone is busy are forwarded to the number of the phone, extension, or mailbox specified as this function's **target**.  Alternatively, the function can be turned on and off with a star code if your PBX or provider offers this feature.

      **After timeout**

      When a call starts ringing, the phone will wait for the number of seconds specified as **wait time**.  If the call has not been accepted by the end of this time period, it is forwarded to the number of the phone, extension, or mailbox specified as this function's **target**. Alternatively, the function can be turned on and off with a star code if your PBX or provider offers this feature.

      d. Click the on/off toggle to **on** for each forwarding event you want to set.

      e. Enter the target phone number/account.  Alternatively, enter the star codes for **On Code** and **Off Code.**

      f. Click **Apply**.

   ◦ **DND** - do not disturb mode 🚫.  When this function is turned on, callers hear the busy signal. If there is an active setting for call forwarding on busy, incoming calls will be forwarded to the number specified in the setting.  If DND is handled by the PBX, the star codes are entered here.

   ◦ **Privacy settings**.  When set to Hide, this setting suppresses sending your own number (CLIP/ CLIR) during calls.  May be overridden by provider or network settings.

3. **SIP settings**.  Contain a number of technical settings and text fields for entering URIs/URLs to various servers (for music-on-hold, for example), as well as some behavior settings.  These are:

   ◦ Automatic acceptance of incoming calls:  **Auto Answer**.  The default setting is **off**.

      If you change the setting to on, you may also want to be alerted by a short beep when the phone accepts the call.

      1. Click **Preferences**, then **Audio**.

      2. Scroll dow**n to Auto answer indication and click the on/off toggle to On.**

      3. **Click** Apply.

   ◦ Contact List.  A contact list must be available on a server.  Click **on** and enter the Contact List URI .

   ◦ Identity can receive calls.  The default setting is **on**.  If you want to be able to use the identity for outgoing calls but do not want other phones to be able to call the identity, turn the setting off.

   ◦ Allow incoming extension monitoring.  If you do not want other phones to be able to monitor the activity on your phone, turn the setting **off**.

      You can also allow only certain phones to monitor and pick up your calls.  In this case, select the **On** setting and enter a password into the next field of the next setting, "Extension

monitoring group ID". **The password cannot start with a "{" bracket**.

Any phone allowed to monitor and pick up your calls must also use the same password in this text field.

> **Note:** If you want the activity on the monitored phones to be displayed on your idle screen, click **Preferences**, then **Phone behavior** in the Phone Manager's left lateral menu and enable the setting **Go to Call Monitor on Activity** by clicking **on**.

# Date and time formats

Date and time formats can be set on the web interface. The defaults are U.S. date format (mm/dd) and 24-hour clock.

## Date

| | U.S. Date Format | |
|---|---|---|
| **Date** | **Setting "On"** | **Setting "Off"** |
| March 5, 2024 | 03/05/2024 | 05.03.2024 |
| March 12, 2024 | 03/12/2024 | 12.03.2024 |
| December 5, 2023 | 12/05/2023 | 05.12.2023 |
| December 10, 2023 | 12/10/2023 | 10.12.2023 |

1. Click **Preferences** in the left lateral menu.

2. Click **Appearance**.

3. Scroll to **U.S. Date Format (mm/dd)** and click **off**.m if you want to change to European format (dd/mm/yr).

4. Click **Apply**.

## Time

The time setting affects phones and/or firmware versions with a digital clock only. The default setting is 24-hour clock.

1. Click **Preferences** in the left lateral menu.

2. Click **Appearance**.

3. Scroll to **24-Hour Clock** and click **off** if you want to change to 12-hour am/pm settings (00:01 am to 12:00 pm).

4. Click **Apply**.

## Time zone

The phone receives the time and date from your NTP time server. If the time and/or date on the display are incorrect, you may need to set the correct time zone. If you have set the correct time zone and the time is still incorrect, there may be a problem with the time server. Contact your network administrator or your IP provider.

The list of time zones is arranged by the difference in hours (+/-) to the UTC and, within each time zone, alphabetically by selected locations (country or country and city).  Selecting and setting the time zone:

1. Click **Preferences** in the left lateral menu.

2. Click **Time & Date**.

3. Scroll to **Time.**

4. Select your location from the pull-down menu of **Time Zone**.

5. Click **Apply**.

## Language settings

1. Click **Preferences** in the left lateral menu.

2. Click **Language**.

3. Select the language from the pull-down menu of **Web interface language**.

4. Click **Apply**.

## Call forwarding

This feature automatically redirects all or certain incoming calls to another phone or a mailbox.  **Call forwarding is configured for each identity separately.**

**Always**

All incoming calls are forwarded to the number of the phone, extension, or mailbox specified as this function's **target**.

**When busy**

Calls ringing while the phone is busy are forwarded to the number of the phone, extension, or mailbox specified as this function's **target**.

**After timeout**

When a call starts ringing, the phone will wait for the number of seconds specified as **wait time**.  If the call has not been accepted by the end of this time period, it is forwarded to the number of the phone, extension, or mailbox specified as this function's **target**.

If your internet telephony provider or your PBX uses codes to turn functions on and off, refer to their manuals for the codes to enter in **On Code** and **Off Code** text fields or ask your administrator.

**Setting the forwarding targets**

1. Click **Identities** in the left lateral menu.

2. Click the identity.

3. Click **Features**.

4. Enter the **target** phone number/account for each call forwarding feature (always, busy, timeout) you want to set.

5. For timeout, also enter the number of seconds you want the phone to wait before forwarding the call to the target.

6. Enter the on and off star codes, if applicable.

7. Click **Apply**.

**Turning call forwarding on and off**

1. Click **Identities** in the left lateral menu.

2. Click the identity.

3. Click **Features**.

4. Scroll to the call forwarding feature (always, busy, timeout) you want to turn on or off.

5. Click **on** or **off** on the toggle switch.

6. Click **Apply**.

# Call completion

On Snom phones call completion means that when a called number is busy or not available, your phone will call you back as soon as the dialed number is not busy anymore or available again. The factory default setting is **off**.

> **Note:** This function must be supported by your VoIP provider and/or your PBX.

1. Click **Preferences** in the left lateral menu of the Phone Manager.

2. Click **Phone behavior**.

3. Click **on** or **off** on the toggle switch of **Call completion**.

4. Click **Apply**.

# Call waiting

Default setting: When in a call, another call coming in is announced visually in the status line and acoustically by a double beep. Available settings:

- **On**: Visual and acoustic announcement of calls waiting
- **Visual only**: Visual announcement of calls waiting in the status line
- **Ringer**: Acoustic announcement by double beeps
- **Off**: The call waiting is not announced visually or acoustically; callers hear the busy signal.

Call waiting is set independently for each identity.

1. Click **Identity** in the lateral menu on the left of the Phone Manager.

2. Select the identity.

3. Click **SIP** in the submenu of the identity.

4. Scroll down to **Call Waiting Indication**.

5. Select a setting from the drop-down menu.

6. Click **Apply**.

# Hiding my caller ID

With this setting your phone number will not be transmitted to any phones you call.  Please note that your call may not be accepted if the other phone is set to reject anonymous calls (see "Rejecting anonymous calls" on page 22).  The default setting is off (toggle switch setting **Show**), i.e., your identity is transmitted.  You PBX or IP provider may not allow hiding your caller ID.

1.  Open the phone manager and select **Identities**.

2.  Select the identity whose caller ID you don't want to transmit.

3.  Click **Features**.

4.  Scroll down to the **Privacy Settings** section.

5.  Click the slider of the setting **Suppress own number (CLIP/CLIR)** to change the setting.

6.  Click **Apply**.

# Rejecting anonymous calls

With this setting you will not receive calls from phones whose number is not shown on your display. Anonymous callers will hear the busy signal.

> **Please note** that calls from analog phone connections will, most likely, be received as anonymous calls.  The default is **off**.

1.  Open the phone manager and click **Preferences**.

2.  Click **Privacy**.

3.  Click **on** or **off** on the toggle switch of **Reject incoming anonymous calls**.

4.  Click **Apply**.

# Software update

Software updates can be done through provisioning from the server whose setting URL is specified on the SP800's web interface or by means of a manual update. The firmware update takes about 10 minutes.

> **CAUTION:** Cutting off the device's power during a firmware update (red LED on, green LED off) will damage the firmware and render the SP800 inoperational. In such a case, the SP800 will need to be returned to the vendor for a reset (special kit required).

> **Do NOT** remove the device's power supply (Ethernet cable when using PoE, power adapter when not using PoE) when the red light is on or blinking; a firmware update is ongoing.

**LED indications**

| | Red LED | Green LED | |
|---|---|---|---|
| **Ready or busy** | Off | On | / Blinking |

**During firmware update**

| | Red LED | Green LED | |
|---|---|---|---|
| *Firmware update initiated – automatically or manually* | On | On | ***Red LED comes on* DO NOT TURN OFF POWER!** |
| *Firmware update in progress* | On | Off | *Green LED turns off.* |
| | Blinking | Off | **Do not turn off the power until the green LED comes back on!** |
| | On | Off | |
| | Off | Off | |
| | On | Off | |
| | Blinking | Off | |
| | On | Off | |
| *FW update completed; ready* | Off | On | *Red LED turns off,* **green LED comes on** |

*Fig. 1*

## Provisioning software updates

1. Open the Phone Manager.
2. Click **Maintenance** in the menu on the left side of the window page.
3. Click **Provisioning**.
4. Follow the links to Snom's Service Hub for the instructions.

# Manual software update

1.  Open the Phone Manager.

2.  Click **Maintenance** in the menu on the left side of the window page.

3.  Click **Software Update**.

4.  The page suggests the firmware for the manual update.  If you don't want to use it, follow the instructions on the page on how to upload a different from Snom's Service Hub.

    Software Update

    | | |
    |---|---|
    | **Firmware version:** | snomD862-SIP 10.1.159.12 |
    | **U-Boot version:** | 2015.01-v2.12-rc2 (Sep 27 2022 - 12:02:06) |

    **Manual Software Update**

    You may explicitly specify which software version you want to run on this phone. Fill in the URL which is pointing to the firmware you want to use. Please use only a complete URL (like http://www.example.com/firmware.swu). Once the update has finished, the phone will reboot.

    **See Snom Service Hub Page**

    Firmware

    https://downloads.snom.com:443/fw/10.1.169.11/bin/snomD862-    ↻ Load

5.  Click **Load**.

# Troubleshooting

## Reboot

1. Open the device's web interface.

2. Click **Advanced** in the menu on the left side of the window page. The "Advanced Settings" page opens.

3. Click the **Update** tab.

4. Click **Reboot** and confirm with **Yes**. The red LED lights up, and the green LED turns off. When the SP800 has finished rebooting, the red LED turns off, the green LED lights up, and the web interface is available again.

## Hard reboot

Disconnect the power, wait for a few seconds, and reconnect.

> **WARNING: when the red light is on or blinking, a firmware update is ongoing. DO NOT remove the device's power supply** (Ethernet cable when using PoE, power adapter when not using PoE).

> **Never disconnect the power during a firmware update!** Cutting off the device's power during a firmware update (red LED on, green LED off) will damage the firmware and render the SP800 inoperational.

> In such a case, the SP800 will need to be returned to the vendor for resetting (special kit required).

| | Red LED | Green LED | |
|---|---|---|---|
| **Ready or busy** | Off | On / Blinking | |
| **During firmware update** | | | |
| *Firmware update initiated - automatically or manually* | On | On | *Red LED comes on* **DO NOT TURN OFF POWER!** |
| *Firmware update in progress* | On | Off | *Green LED turns off.* |
| | Blinking | Off | **Do not turn off the power until the green LED comes back on!** |
| | On | Off | |
| | Off | Off | |
| | On | Off | |
| | Blinking | Off | |
| | On | Off | |
| *FW update completed; ready* | Off | On | *Red LED turns off,* **green LED comes on** |

## Reset to factory values

Press the "IP/Reset" button to the left of the LEDs.

> **Warning:** All customized settings will be lost! See ""Initializing and registering" on page 9 for information on how to initialize and configure the SP800 anew.

# Contacting Snom Support

If you are not a Snom partner, please contact your seller or consult our troubleshooting knowledge base at https://service.snom.com/display/wiki/Troubleshooting+How-to first. You may find the answer to your question or problem in one of the topics there.

## Submitting a ticket

If you are a Snom partner, log in to the Snom Partner Portal at https://sraps.snom.com/partner and open a ticket.

## Submitting system and settings information

**System information**

1. Open the Phone Manager.
2. Click **System info**.
3. Copy the text into the email, if Support has asked you to contact them by email.

**Settings information**

1. Open the Phone Manager.
1. Click **Maintenance**.
2. Click.**Settings**.
3. Copy the settings list into the email, if Support has asked you to contact them by email.

# Traces

Snom Support may ask you to submit a SIP Trace and/or a PCAP Trace to help them analyze your problem.

## Performing a SIP Trace

1. Open the Phone Manager and click **Maintenance**.
2. Click **Diagnostic**.
3. Click the **SIP Trace** tab.
4. Click **Clear** to clear the page.
5. Recreate the error to be documented in the trace.
6. Click **Copy**.
7. Submit to Support in whatever form they requested you to use.

# Performing a PCAP Trace

1.  Open the Phone Manager and click **Maintenance**.

2.  Click **Diagnostic**.

3.  Click the **PCAP Trace** tab.

4.  Click **Start** to start recording network traffic.

5.  Click **Stop** to end recording

6.  Click **Save** to save the file to your **Download** folder.

7.  Submit the file to Support in whatever way they requested you to use.

# Appendix 1 — Wallmounting

The bracket (Snom PN 00004657) is sold separately,

1.  Use the dowels and screws provided with the bracket to affix it to the wall,
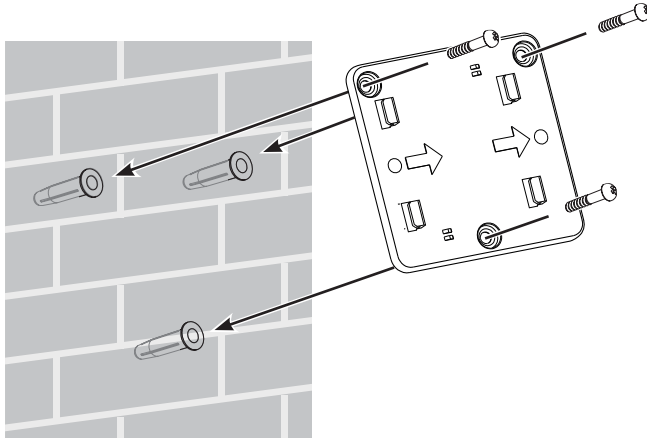


2.  Place the holes on the bottom of the SP800 over the hooks on the bracket.
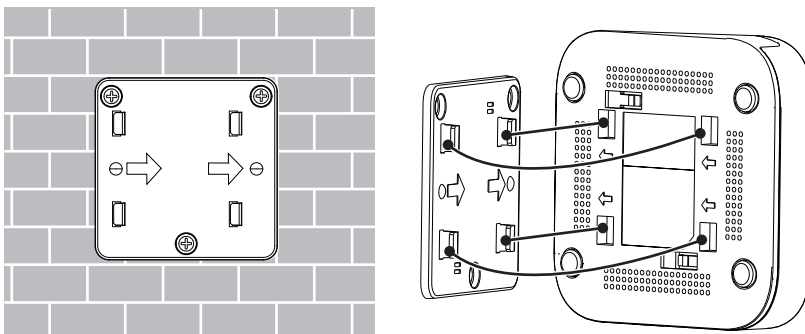


3.  Push the SP800 to the right until it snaps into place.



.
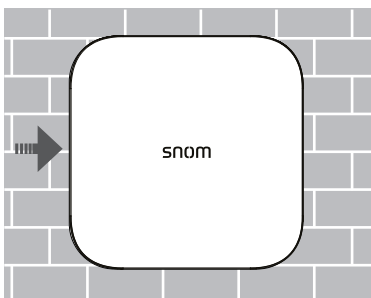
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