

Snom phone deployment with

3CX is an open-platform, VoIP phone system that works with snom IP Phones and popular SIP trunks whether on-premise or in the cloud. Choose whether to deploy 3CX on premise; on Windows, Linux, MiniPC or virtualized; or in the cloud on Google, Amazon, Azure 1&1 and more. Offering a complete Unified Communications solution with advanced features, 3CX is more than just your average business telephone system. Simple, affordable and flexible, 3CX eliminates the cost and management headaches of outdated, traditional phone systems or the limitations of shared cloud PBXs.

3CX is fully tested and certified by Snom, offering an easy and secure phone deployment. The centralized endpoint management supports all standard telephony features, such as call transfer, central directory, and CTI functionalities with the 3CX web app.

The objective of this document is to provide an easy step-by-step guide to get your Snom phone configured and ready to use on the 3CX.

Step 1: Update to the required firmware

Ensure that the phone is running on the required firmware by 3CX. In case the device needs manual updating download the latest distributed required firmware by 3CX.

<https://www.3cx.com/support/phone-firmwares/>

Read how to check what firmware the phones are running on and how to upgrade them in this guide:

<https://www.3cx.com/sip-phones/firmware-update-snom/>

Step 2: Provisioning of the phone

There are several methods to provision a phone:

- Plug-and-play - For phones on the local LAN or behind the 3CX SBC.
- Via RPS-Server - For phones on remote networks that will connect directly to 3CX and use STUN

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Local LAN or SBC: Provision via Plug'n'Play

1. Connect the phone to the network. A PnP request will be sent automatically to 3CX.
2. Go to the 3CX Management Console ⇒ **"Phones"** page. The new phone will be marked in Bold.

Phones

Help

Phones

+ Add Phone Edit Ext Add Ext Assign Ext Reject + Firmware Reboot Reprovision Phone UI Password + Config

Search ...

EXT	Vendor	Model	Fw. Version	Name	User ID	Password	Phone pwd	PIN	IP	MAC
New	snom	snomD785	10.11.10.10	New	New	New	New	New	10.11.10.10	00041
210	Snom	snomD345	8.9.3.88	Snom-User1	User1	*****	*****	1371	10.11.10.10	00041

3. Click on the BOLD entry and choose between **"Assign Ext"** or **"Add Ext"**, depending on whether you want to assign the phone to an existing extension or create a new one.

General Voicemail Forwarding Rules **Phone Provisioning** BLF Options Rights Integration

Phone Provisioning

+ Add

Your phones

Snom D785 new Delete

For info on how to provision this phone click [here](#).

IP Phone

Provisioning Method

Local LAN (in the office)

Provisioning Link: <http://10.11.10.10:5000/provisioning/kdwypu7uyj/cfg{mac}>

Mac Address

00041

Select Interface

10.11.10.10

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4. All major provisioning settings are pre-populated. If your PBX has multiple network cards, select to which network this IP phone is connected.
5. Click **“OK”**. The phone will configure automatically and will reboot to finalize the setup.

The phone will boot up with the assigned extension registered to the phone.



Remote phones: Provision via RPS server

1. Take note of the phone's MAC address, usually written at the back.
2. Navigate to the 3CX Management Console ⇒ **“Phones”** and press **“+ Add Phone”**.
3. From the dropdown list select the extension to which this phone must be assigned.
4. In the next dialog select the Vendor/Model of the phone and enter the device's MAC address.

Add Phone
×

Choose from available models

Snom 760 ▾

Mac Address

00041-██████

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- Switch the **“Provisioning Method”** to **“Direct SIP (Stun - Remote)”** and click **“OK”**.

IP Phone

Provisioning Method

Provisioning Link: **https://company.3cx.eu/provisioning/pc56bscs195k/cfg{mac}**

Mac Address

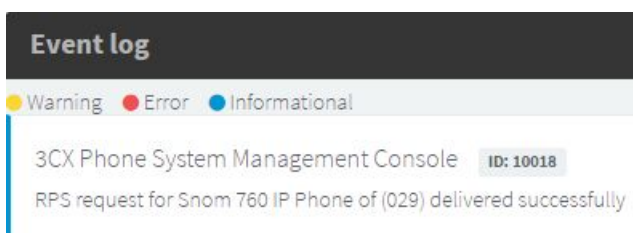
Select Interface

Local SIP Port of Phone

Local SIP Port of Phone

Local RTP Audio Ports End

- You can make sure that the extension is ready to be configured via RPS by checking the **“Event Log”** from the dashboard:



If the message appears as a **“Warning”** follow the instructions outlined in the message and use the Manual Link Provisioning method outlined.

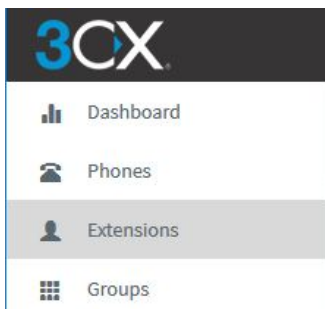
<https://www.3cx.com/sip-phones/manually-provision-snom-300-320-360-370/>

- The phone is now ready to be provisioned - you can boot up the phone anywhere in the world with access to the internet.
- The phone will prompt for username and a password: Enter the extension number as username and the voicemail pin as the password.

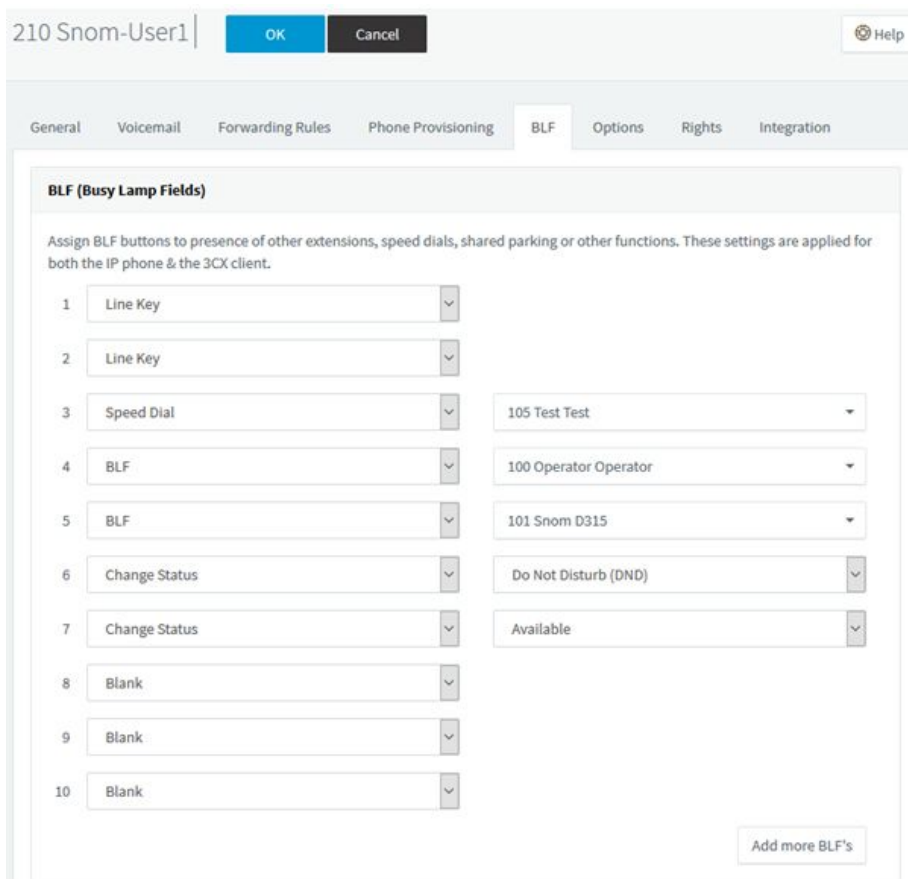
Step 3: Function keys configuration

Starting from v15.5 SP1 the provisioning of BLFs for IP phones has been extended to configure Line keys as well as BLFs. From the management console, going through an extension's properties → BLF tab, one can set BLFs of various types which are then provisioned.

First select "Extensions" in the menu on the left:



Then select the desired extension from the list and double-click. Now simply select the tab "BLF" and configure the function keys. When done, click "OK" to save the changes.



Line Keys

The Line key button is self-explanatory and allows to create a new call/line from the phone. It also blinks on inbound calls. There used to be two line key buttons enforced by the provisioning template for all supported phones. Now it is no longer mandatory, you can have none or as many as you wish. Note that when the 3CX Client is used in CTI mode (legacy CTI), BLFs set as Line keys are mandatory on position 1 and 2! If you are using the Web client they may be placed anywhere or omitted. Snom **Note:** It is advised to have at least 2 BLF keys set as Line keys to make attendant transfers easy for the device user.

BLF

The Busy Lamp Field (BLF) has three functions: when pressed it dials someone's extension and can also be used to ease transfers, color and flashing status changes according to the supervised extension (idle, ringing or busy) thus providing call information, and when the extension is ringing you can pickup the call.

To be able to pick up someone's call see [Managing Call Pick-Up Permissions](#) for more information.

Speed Dial

Speed dials are used to dial extension numbers only, no presence information will be displayed on the light indicator.

Custom Speed Dial

Custom Speed dials are used to dial any external number or dial code. When adding a Custom Speed Dial, the user must specify the number, and a First Name and Last Name that will be used in the label is displayed on screens. No light indicator will be used.

Profile Status

Profile Status BLFs allows to change the extension's status to the one specified: Available, Away, Do Not Disturb, Lunch, or Business Trip. No light indicator will be used.

Queue Status

The Queue Status BLF allows to change the extension's global queue Logged In status to the one specified, either Logged In or Logged Out. No light indicator will be used.

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Shared Parking

The Shared Parking BLF allows to park a call to the shared park slot specified, or to unpark a call from this slot. Light indicator is used to represent call parked.

Your Snom phone is now registered to the 3CX and the function keys set up.



Vendor information:

Snom Americas
snomamericas.com



This information was presented to you by: