HD300

IP Guest room phone | Corded handset

Short User Manual
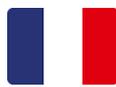
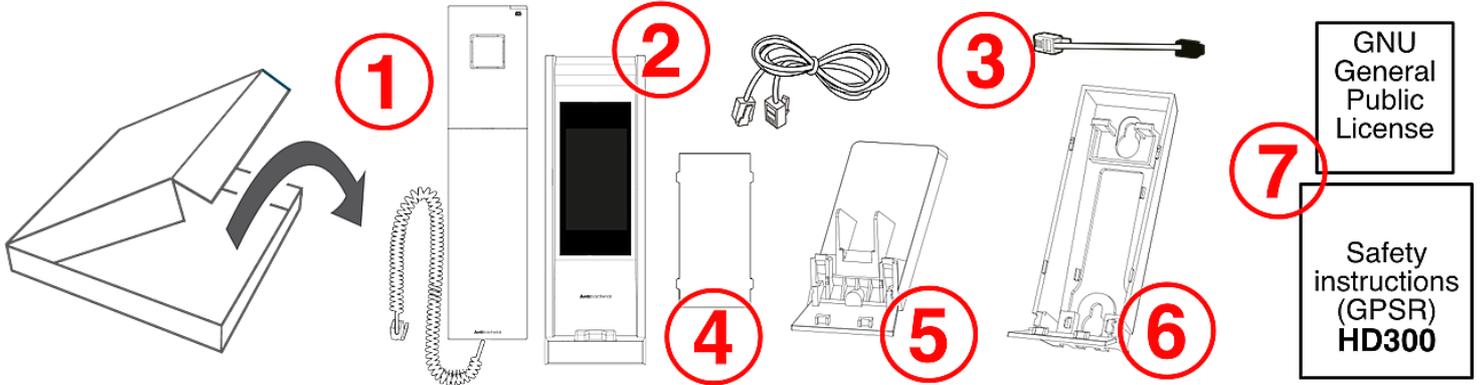|						
English	German	Italian	French	Spanish	Portuguese	Polish

Getting started
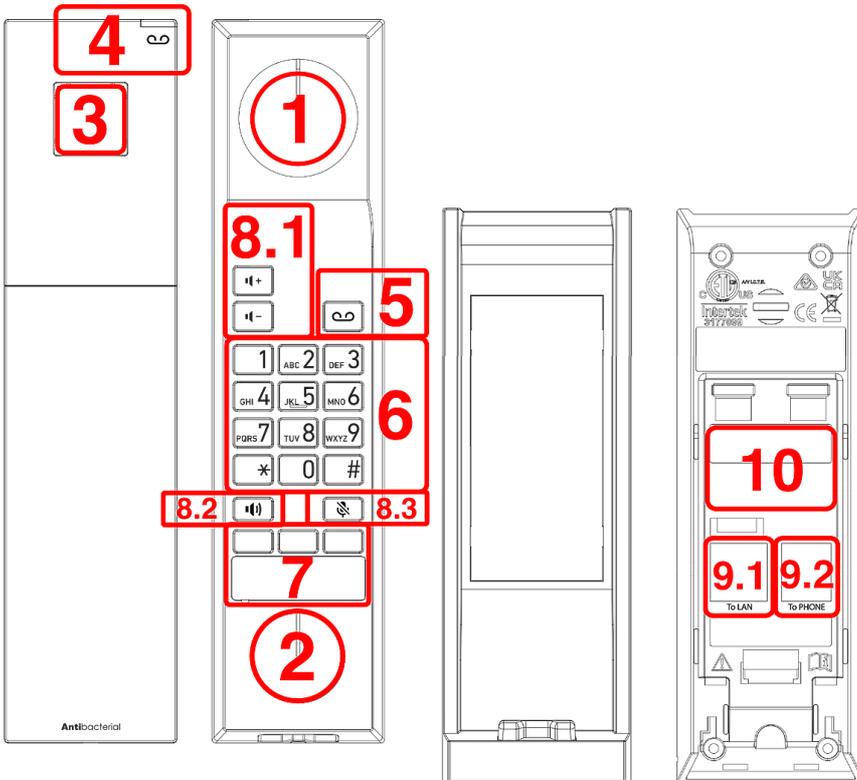
(A) Unpacking and inspecting the delivery content

A-1: Corded handset │ **A-2**: Telephone base │ **A-3**: 2 Ethernet cables: 2 m and 140 mm │ **A-4**: Blank faceplate and transparent cover │ **A-5**: Footstand │ **A-6**: Wall mount plate │ **A-7**: Documentation

(B) Getting to know the HD300 components │ Interfaces and connections

The hardware components of the HD300 can be summarized as follows: Audio devices → **B-1 - B-3**, Indicators and keys → **B-4 - B-8**, Wired interfaces → **B-9**
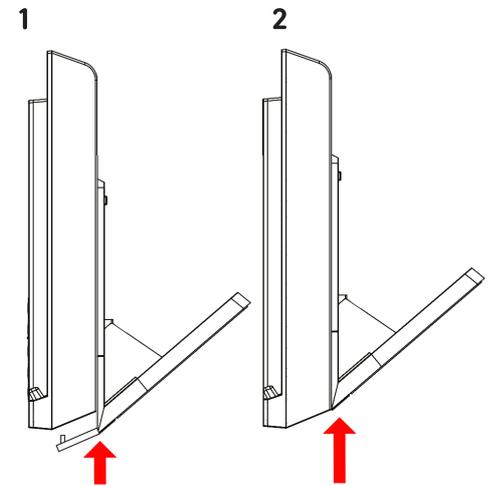

B-1: Handset earpiece │ **B-2**: Microphone │ **B-3**: External speaker │ **B-4**: Call status indication and Message waiting indication (MWI): 1 red LED │ **B-5**: 1 dedicated function key: Message │ **B-6**: 12 keys (standard ITU telephone keypad) │ **B-7**: 3 programmable function keys: Speed dialling │ **B-8**: 4 dedicated audio keys │ **B-8.1**: Volume + / - (*VOL+*, *VOL-*) │ **B-8.2**: Speakerphone (with red LED) │ **B-8.3**: Mute (with red LED)

B-9: Wired interfaces │ **B-9.1**: Network connectivity (PoE): 1 × RJ45-8P8C socket (*To LAN*) → Gigabit Ethernet (GbE) │ **B-9.2**: Corded handset: custom socket (*To PHONE*) │ **B-10**: Voicemail voltage detection
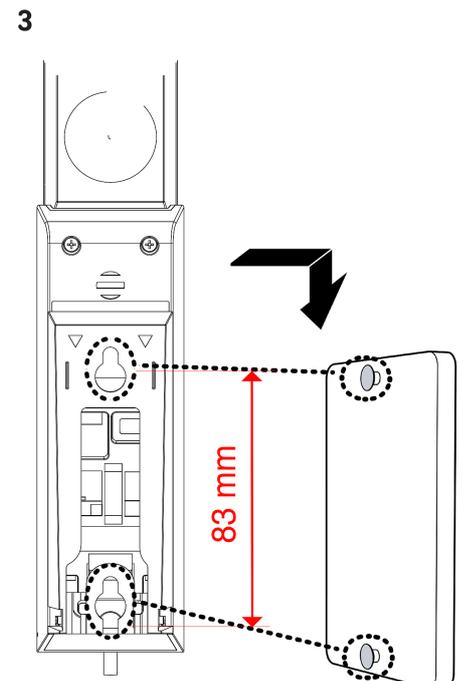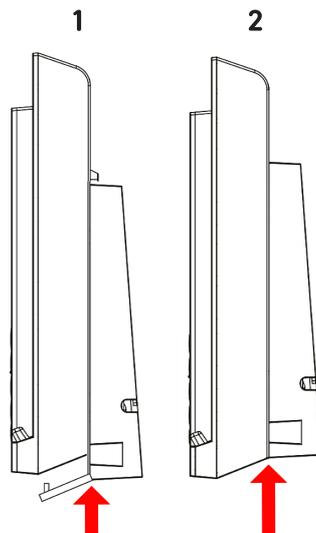
Preparing the HD300 for use

Installing the base stand for desktop usage

1. Turn the telephone base **(A-2)** over with the bottom side facing up.
2. Plug one end of the Ethernet cable **(A-3)** into the RJ45 socket **(B-9.1)** labeled **To LAN**.
3. Connect the handset cord plug **(A-1)** into the socket **(B-9.2 To PHONE)**.
4. Route all cables along the wire ducts accordingly.
5. Align the base stand with the telephone base. (see figure 1)
6. Slide the base stand up to secure it. (see figure 2)
7. Place the HD300 on an even, horizontal surface.

1   **2**

Installing the wall mount bracket for wall usage

1. Turn the telephone base **(A-2)** over with the bottom side facing up.
2. Align the wall mount bracket with the telephone base. (see figure 1)
3. Slide the wall mount bracket up. (see figure 2)
4. Plug one end of the Ethernet cable **(A-3)** into the RJ45 socket **(B-9.1)** labeled **To LAN**.
5. Connect the handset cord plug **(A-1)** into the socket **(B-9.2 To PHONE)**.
6. All cables and cords stick out from the hole in the wall mount bracket. Route all cables along the wire ducts accordingly.

7. Drill two holes into the wall at a vertical distance of 83 mm and insert wall plugs. Use screws with the specified dimensions. (see figure 3)
8. Mount the telephone base to the wall by sliding the two eyelets over the screw heads until they click into place. (see figure 3)

3

83 mm

1   **2**

Replacing the coiled handset cord

1. Hold the handset. Press both thumbs down on the edge of the handset cover near the back of the earpiece, and slide the handset cover downwards.
2. Lift the handset cover off the handset.
3. Unplug the connector of the coiled handset cord from the jack.
4. Plug the connector of another coiled handset cord into the jack.
5. Align all the tabs on the handset cover against the corresponding grooves on the handset, then slide the handset cover closed.

Putting the HD300 into operation

Connecting and powering up

1. The PoE power supply and the Gigabit Ethernet connection allow the device to be integrated into a centrally managed, future-proof network infrastructure. Connect the other end of the Ethernet cable to your network to establish a data link.
2. Snom phones are plug-and-play. Once the phone is connected to your network, it will begin to initialize.

Adjusting the HD300 settings

All telephone settings are programmed through the administrative web portal. Please refer to the *Snom SIP Phone Configuration Guide* for details. Click on the text or scan the corresponding QR code to access the respective online resource: **Snom Service Hub HD300**

Settings	Valid values	adjustable
Volume • Handset earpiece • Speakerphone • Ringer	• 1, 2, 3, 4, **5**, 6, 7, 8, 9 • Default Value **5**	• User • Administrator
Ringer tone	• **1**, 2, 3 • Default Value **1**	• Administrator

Another way of querying and changing telephone settings from the telephone base is the **Voice menu**. The list of menu options is shown below. Menu entries with a footnote reference (1) require a password, the default is **1234**.

1. When the telephone is idle, lift the handset from the telephone base. Enter the key sequence ****, and a digitized voice will announce the **Voice Menu** options.

2. Press a number key to select the desired menu option, or enter information. For example, to find out the IP address of the telephone, press **1** for *Network Configuration*, then press **2** for *IP Address*.

- Network Configuration → **1** WAN Port Type, **2** IP Address, **3** Subnet Mask, **4** Gateway, **5** DNS
- Phone Configuration → **1** Phone Number, **2** Server IP Address, **3** Port, **4** Call Forward

- Factory Reset → **1** Reset Speed Dial to Default[1], **2** Clear All Speed Dial[1]
- Edit Speed Dial
- Reboot[1]
- Web Access Portal → **1** Enable, **2** Disable
- Software Version

3. When you are finished with the **Voice menu**: Place the handset in the cradle.

Note: If you changed any network settings, your telephone will automatically reboot. This will enable your new settings to take effect.

Using the HD300

Receiving calls or voice messages

- When there is an incoming call, the telephone rings and the message waiting LED flashes.
- When a voice message is received, the red message waiting LED on the telephone base flashes.

Accepting calls

With a call ringing:
- Pick up the handset

Toggling between handsfree and handset mode

With an active call on the line, press

Note: Lights up red while the speakerphone mode is active.

Speakerphone

Making calls

- Pick up the handset or press

Note: Lights up red while the speakerphone mode is active.

Speakerphone

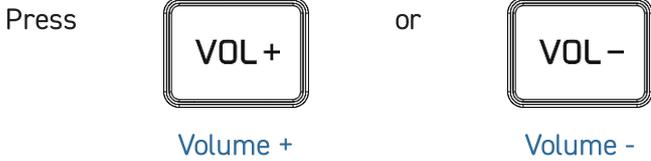- Enter the phone number or press a speed dial key.

Terminating calls

- Place the handset in the cradle or
- When using speakerphone: Press

Speakerphone

Adjusting the volume when in call | Adjusting the volume of the ringer when the phone is idle or ringing

Press   [VOL +]   or   [VOL −]

Volume +   Volume −

The next call returns to the default listening volume, while the ringer volume remains as adjusted before.

Muting and unmuting the microphone

With an active call on the line, press

[🔇]

Note: Lights up red when and as long as the microphone is muted.

Mute / Unmute

This will mute the microphone, i.e. you can hear the party on the other end, but they cannot hear you. Press again to resume the conversation.

Troubleshooting

Contacting Snom Support

Click this text (or scan the QR code) to read and follow the detailed instructions given on our website.

Submitting a ticket

Click this text (or scan the QR code) to read and follow the detailed instructions given on our website.

Disclaimer

Further information: HD300 webpage | Snom Service Hub HD300 | Data sheet HD300 | Safety instructions HD300 | General Public License (GNU) | Warranty information | Type approval | Company locations

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