

HD341



IP Guest room phone | Cordless handset

Short User Manual



English



German



Italian



French



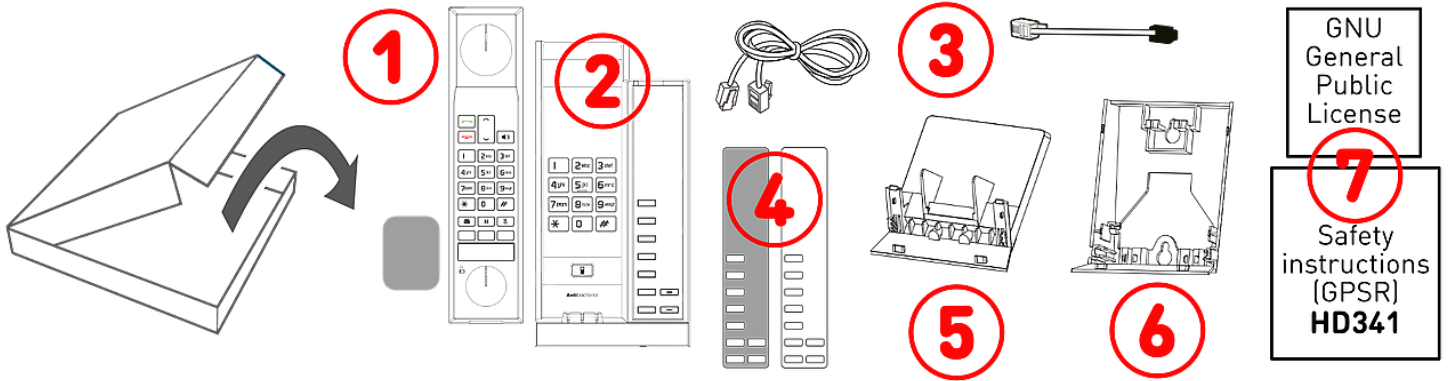
Spanish



Polish

Getting started

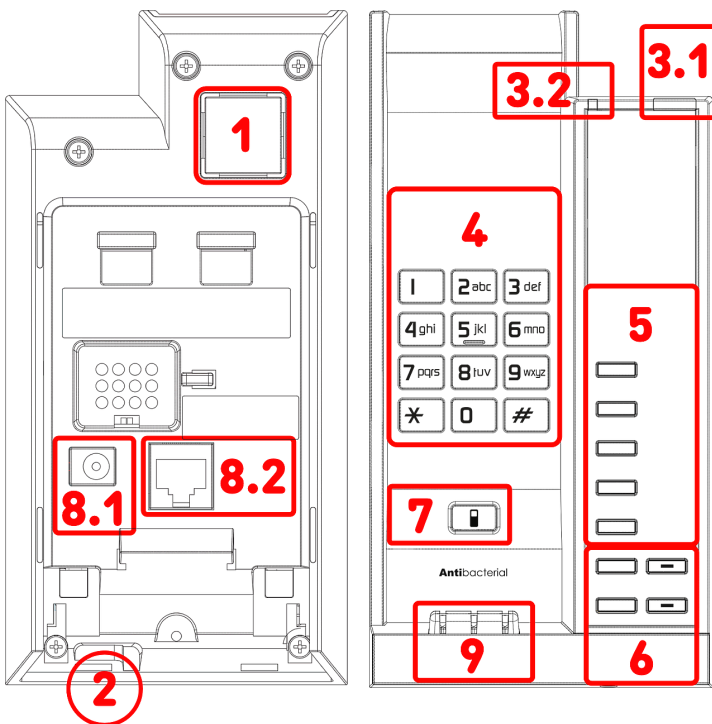
(A) Unpacking and inspecting the delivery content



A-1: Cordless handset | Battery | **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) Telephone base: Getting to know the HD341 components | Interfaces and connections

Audio devices → **B-1, B-2** | Indicators and keys → **B-3 - B-7** | Wired interfaces → **B-8**



B-1: Casing speaker

B-2: Casing microphone

B-3: 2 LED indicators

- **B-3.1:** Call status indication and Message waiting indication (MWI): 1 red LED
- **B-3.2:** Charging indication: 1 red LED

B-4: 12 keys (standard ITU telephone keypad)

B-5: 5 programmable function keys: Speed dialling

B-6: 4 dedicated audio keys

- **B-6.1:** Volume + / - (*VOL+*, *VOL-*)
- **B-6.2:** Mute *MUTE* (with red LED)
- **B-6.3:** Speakerphone (with red LED)

B-7: 1 dedicated function key: Handset localisation

B-8: Wired interfaces

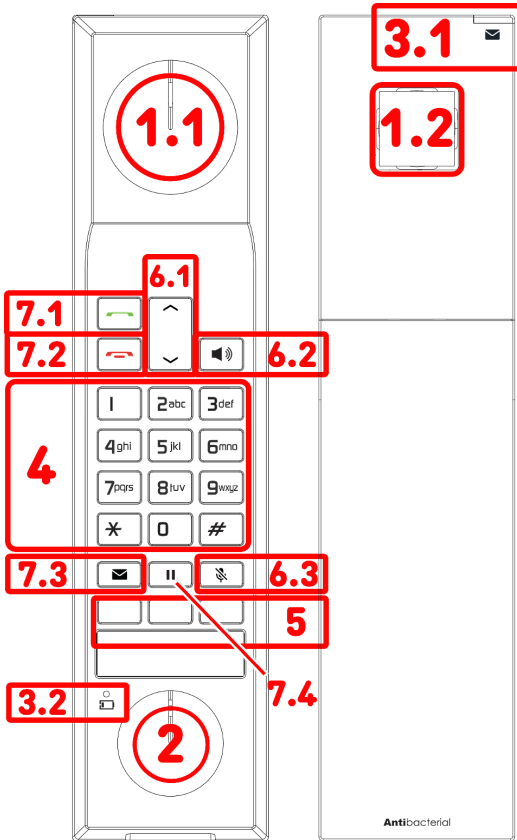
- **B-8.1:** Power adapter:¹ coaxial power connector (socket)
- **B-8.2:** Network connectivity (PoE): 1 × RJ45-8P8C socket → Gigabit Ethernet (GbE)

B-9: Charging poles

¹ Available separately | If PoE is not available

(C) Cordless handset: Getting to know the HD341 components

- Audio devices → **C-1, C-2**
- Indicators and keys → **C-3 - C-7**



C-1: Loudspeaker

- **C-1.1:** Handset earpiece
- **C-1.2:** External speaker: Speakerphone

C-2: Microphone

C-3: 2 LED indicators

- **C-3.1:** Call status indication and Message waiting indication (MWI): 1 red LED
- **C-3.2:** Charging indication: 1 red LED

C-4: 12 keys (standard ITU telephone keypad), backlit

C-5: 3 programmable function keys: Speed dialing

C-6: 4 dedicated audio keys

- **C-6.1:** Volume + / -
- **C-6.2:** Speakerphone (with red LED)
- **C-6.3:** Mute (with red LED)

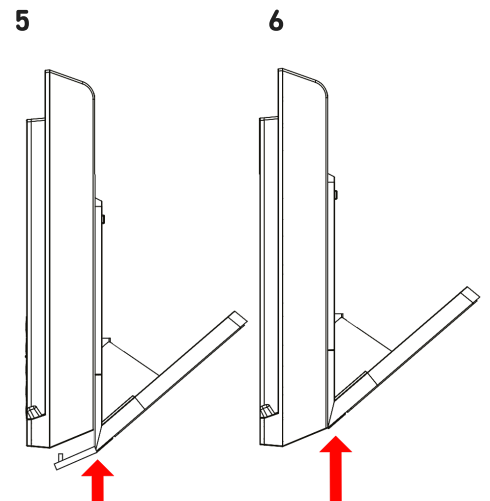
C-7: 4 dedicated function keys

- **C-7.1:** Offhook | Talk (with red LED)
- **C-7.2:** Onhook | Cancel
- **C-7.3:** Message
- **C-7.4:** Hold

Preparing the HD341 for use

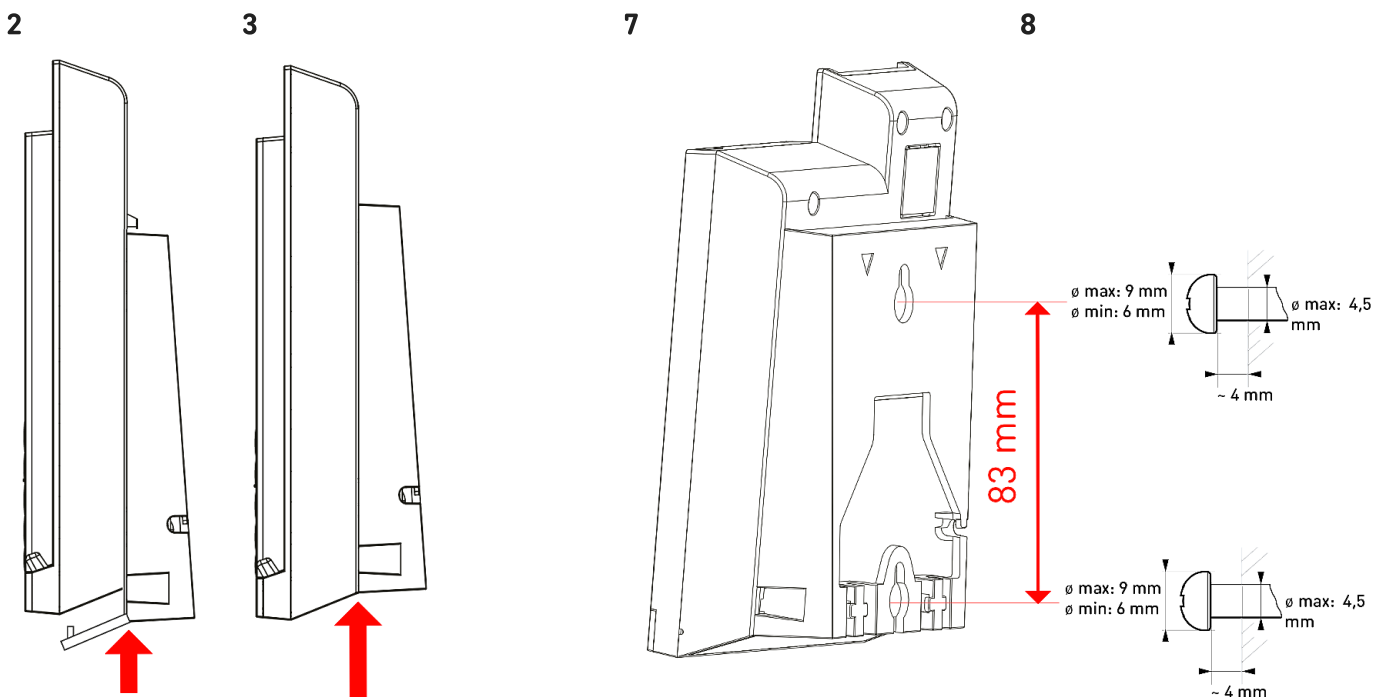
Installing the base stand for desktop usage

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-8.2**) labeled (**To TEL**).
3. If PoE is not available, insert the plug of the optional available power supply into the connector (**B-8.1**) labeled (**5.0V 2000mA**).
4. Route all cables along the wire ducts accordingly.
5. Slide the base stand up to secure it.
6. Align the base stand with the telephone base.
7. Place the HD341 on an even, horizontal surface.



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.
3. Slide the wall mount bracket up.
4. Plug one end of the Ethernet cable (**A-3**) into the RJ45 socket (**B-8.2**) labeled (**To TEL**).
5. If PoE is not available, insert the plug of the optional available power supply into the connector (**B-8.1**) labeled (**5.0V 2000mA**).
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.
8. Mount the telephone base to the wall by sliding the two eyelets over the screw heads until they click into place.



Installing or replacing a cordless handset battery

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. If you are replacing the battery: Place your thumb in the slot below the battery, and lift it out of the handset battery compartment.
4. Place the top of the battery in the handset battery compartment so that the battery connectors are aligned. Push the bottom down into the battery compartment.
5. Align all the tabs on the handset cover against the corresponding grooves on the handset, then slide the handset cover closed.

Charging the battery

The battery must be fully charged before using the cordless handset for the first time. The charging indication LED (**B-3.2**) turns on when the cordless handset is charging on the telephone base. The battery is fully charged after 11 hours of continuous charging. For best performance, keep the cordless handset in the telephone base or HD3 charger when not in use.

Putting the HD341 into operation

Connecting and powering up

1. The phone can be operated with Power over Ethernet (PoE) provided via the network cable or, if PoE is not available in your network, with the separately available 5V DC power adapter
 - Connect the other end of the Ethernet cable to your network to establish a data link.
 - If PoE is not available, hook up the plug of the power supply to the wall outlet.
2. Snom phones are plug-and-play. Once the phone is connected to your network, it will begin to initialize.

Registering/deregistering the cordless handset at the telephone base

1. Place the cordless handset on the telephone base cradle. Handset registration happens automatically the first time a cordless handset is placed on the telephone base.
2. When the registration process completes, you hear 3 beeps as confirmation.
3. Each telephone base accommodates up to four cordless handsets. When you already have four of them registered, you can replace one of them by a new one if it was disconnected from the base, e.g. it was out of range, or its battery was removed or depleted. The previous registered handset is then deregistered from the telephone base.

4. When a registered cordless handset is idle, enter ***331734#**. Press



Hold

You will hear a confirmation tone when the deregistration process completes.

5. Snom HD3 handsets are compatible with other Snom HD3xx telephone bases. If a registered HD3 is inactive, you can simply place it on another HD3xx telephone base, and it will automatically register with it.

Adjusting the HD340 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 HD341](#)



Settings	Valid values	adjustable
Cordless handset <ul style="list-style-type: none"> Volume: Handset earpiece Volume: Speakerphone 	<ul style="list-style-type: none"> User Administrator 	<ul style="list-style-type: none"> 1, 2, 3, 4, 5, 6 Default Value 4
Telephone base <ul style="list-style-type: none"> Volume: Speakerphone Volume: Ringer 	<ul style="list-style-type: none"> 1, 2, 3, 4, 5, 6, 7, 8, 9 Default Value 5 	<ul style="list-style-type: none"> User Administrator
Ringer tone	<ul style="list-style-type: none"> 1, 2, 3 Default Value 1 	<ul style="list-style-type: none"> 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 require a password, the default is **1234**.

- When the telephone is idle, lift the handset from the telephone base. Press



Offhook

Enter the key sequence ********, and a digitized voice will announce the **Voice Menu** options.

- 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 Default¹, **2** Clear All Speed Dial¹
- Edit Speed Dial
- Reboot¹
- Web Access Portal → **1** Enable, **2** Disable
- Software Version

- When you are finished with the **Voice menu**: Place the handset in the cradle or press



Onhook

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

Using the HD341

Note: The cordless handset and the telephone base speakerphone cannot be used at the same time on a call. However, calls can be switched between the cordless handset and the telephone base speakerphone.

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 (using the cordless handset while it is not on the telephone base or charging base)

- With a call ringing: Press



Offhook

or



Speakerphone

Note: Each key lights up when activated.

Accepting calls (using the cordless handset while it is cradled on the telephone base or charging base)

- Pick up the handset.



Offhook

Note: The key lights up when activated.

Accepting calls (using the telephone base)

- Press



Speakerphone

Note: Lights up red when and as long as the speakerphone mode is active.

Making calls (using the cordless handset while it is not on the telephone base or charging base)

- Press



Offhook

or



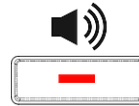
Speakerphone

Note: Each key lights up when activated.

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

Making calls (using the telephone base)

- Press



Speakerphone

Note: Lights up red when and as long as the speakerphone mode is active.

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

Terminating calls (using the cordless handset while it is not on the telephone base or charging base)

- Place the handset in the cradle or press



Onhook

Terminating calls (using the telephone base)

- Press



Speakerphone

Switching a call between the cordless handset and the telephone base speakerphone (using the cordless handset while it is not on the telephone base or charging base)

- Telephone base: During a call press



Speakerphone

Note: Lights up red when and as long as the speakerphone mode is active.

- Cordless handset: During a call:

Press



Offhook

or



Speakerphone

Note: Each key lights up when activated.

Sharing a call

A maximum of two cordless handsets can be used at the same time on an external call. Another HD3 can join an ongoing call. During a call:

- Press



Offhook

or



Speakerphone

Toggleing between handsfree and handset mode (using the cordless handset while it is not on the telephone base or charging base)

- During a call: Press



Speakerphone

Note: The key lights up when activated.

Call waiting/swapping (using the cordless handset while it is not on the telephone base or charging base)

When you hear a call waiting tone during an active call, you can put it on hold and attend the incoming call instead:

- Press



Offhook

Note: The key lights up when activated.

Use the same key to switch back and forth between calls.

Holding or unholding an active call

Put the connected call on hold.

- Cordless handset: Press



Hold

To take the call off hold:

- Cordless handset: Press



Hold

or



Offhook

or



Speakerphone

- Telephone base: Press



Speakerphone

Note: Lights up red when and as long as the speakerphone mode is active.

Retrieving messages from the mailbox (if applicable)

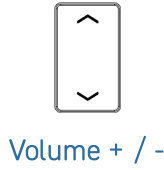
- In idle mode: Press



Message

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

- Cordless handset: Press



- Telephone base: Press



or



Muting and unmuting the microphone

- Cordless handset: During a call press



Note: The key lights up when activated.

- Telephone base: During a call press



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

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

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: [Snom HD341 webpage](#) | [Snom Service Hub HD341](#) | [Data sheet HD341](#) | [Safety instructions HD341](#) | [GNU General Public License](#) | [Warranty information](#) | [Type approval](#) | [Company locations](#)

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