

M253



DECT single-cell base station M250 + DECT handset M53

Short User Manual



English



German



Italian



French



Spanish



Greek



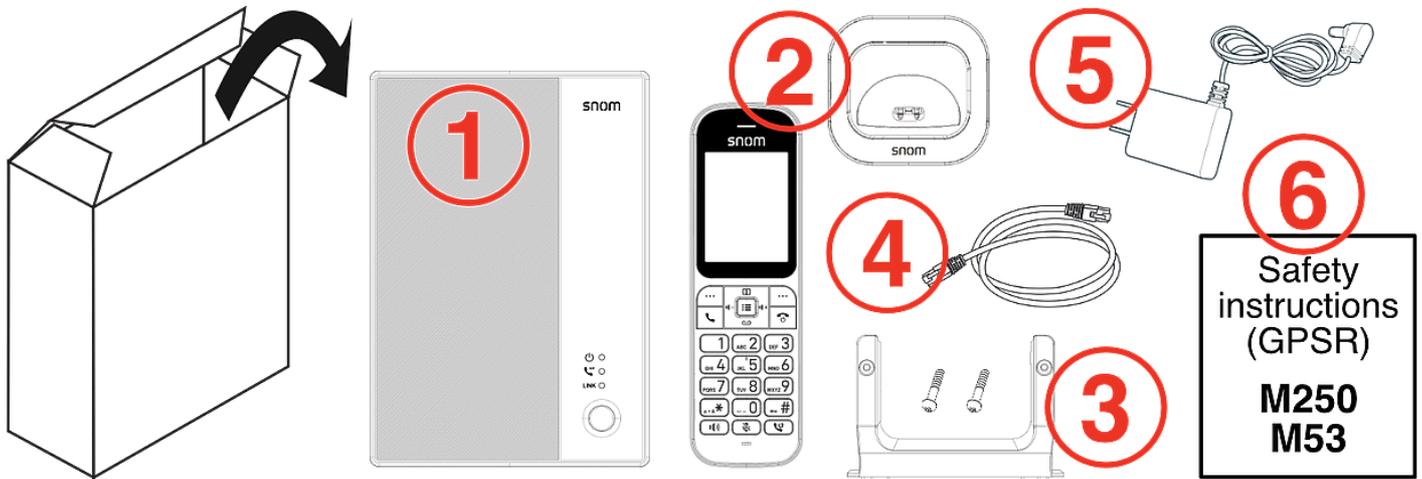
Polish



Russian

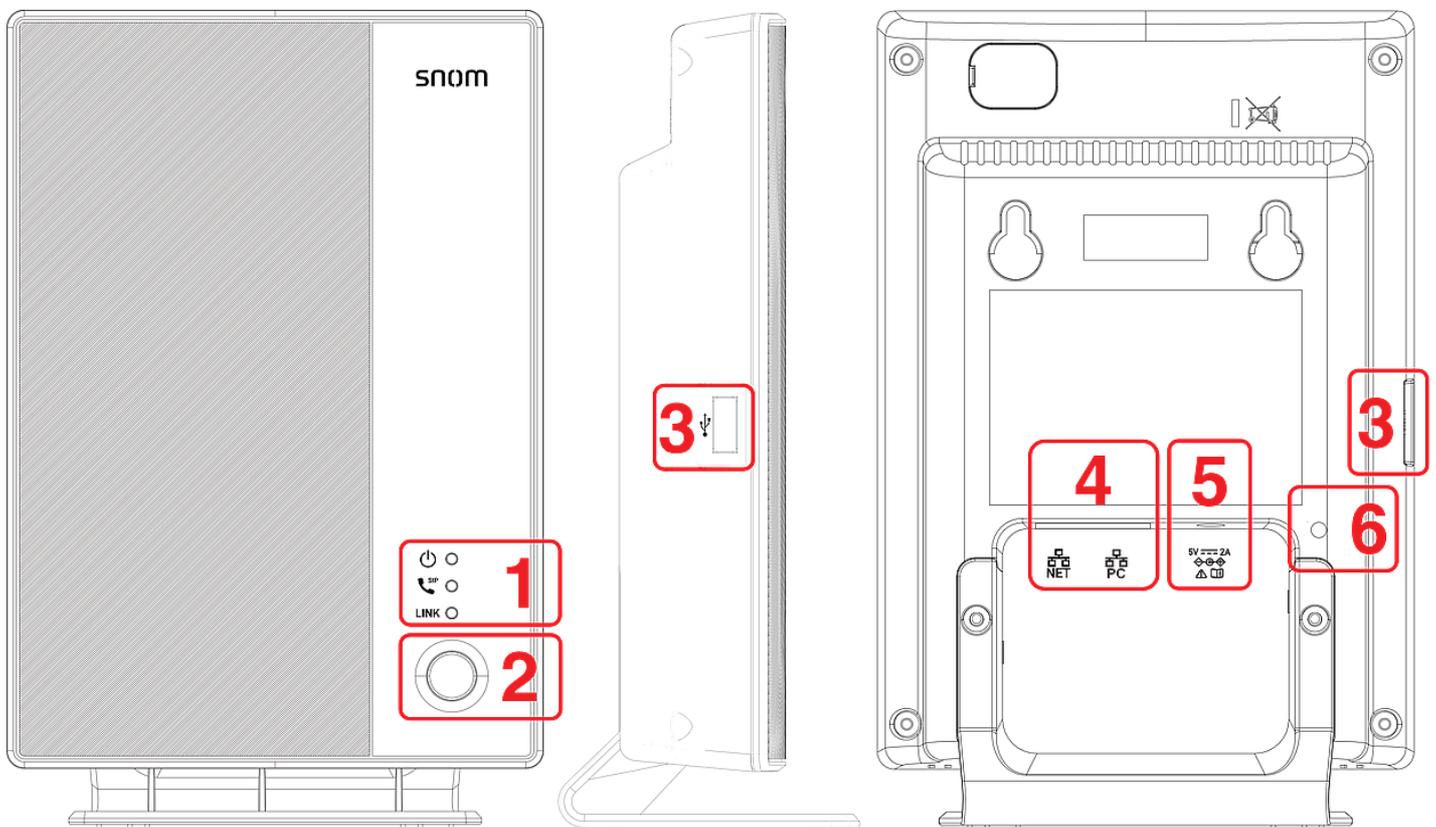
Getting started

(A) Unpacking and inspecting the delivery content



A-1: DECT single-cell base station M250 | **A-2: DECT handset M53** | Charging cradle | 2 × Battery, AAA (Ni-MH), 850 mAh | **A-3: Footstand** | Screws (2 ×) | **A-4: Ethernet cable** | **A-5: Power adapter** | **A-6: Safety instructions (M250 + M53)**

(B) Getting to know the M250 components | Interfaces and connections



B-1: LED indicators

- Power status indication: 1 green LED
- VoIP status indication: 1 multicolour LED (green, red, orange)
- LINK status indication: 1 multicolour LED (green, red, orange)

B-2: 1 dedicated function key: Link → DECT pairing | DECT locator

B-3: 1 × USB type A port¹ → Not in use

B-4: 2 × RJ45-8P8C sockets

- Network connectivity: 1 × RJ45-8P8C socket (*NET*) → Power over Ethernet (PoE), Ethernet 10/100 Mbit/s
- PC / Mac connectivity: 1 × RJ45-8P8C socket (*PC*) → Ethernet 10/100 Mbit/s

B-5: Power adapter:² coaxial power connector (socket)

B-6: 1 dedicated function key: Reset

(C) Getting to know the M53 components

C-1: Handset earpiece

C-2: Microphone

C-3: External speaker

C-4: TFT liquid crystal display (LCD)

- true colour, backlit (blue / white)
- Size (diagonal): 2.4" (51 mm)
- Resolution: 240 × 320 pixel

C-5: 2 context-sensitive function keys

C-6: 3 dedicated function keys

- **C-6.1:** Offhook | Talk
- **C-6.2:** Onhook | Cancel | Power on / off
- **C-6.3:** Redial

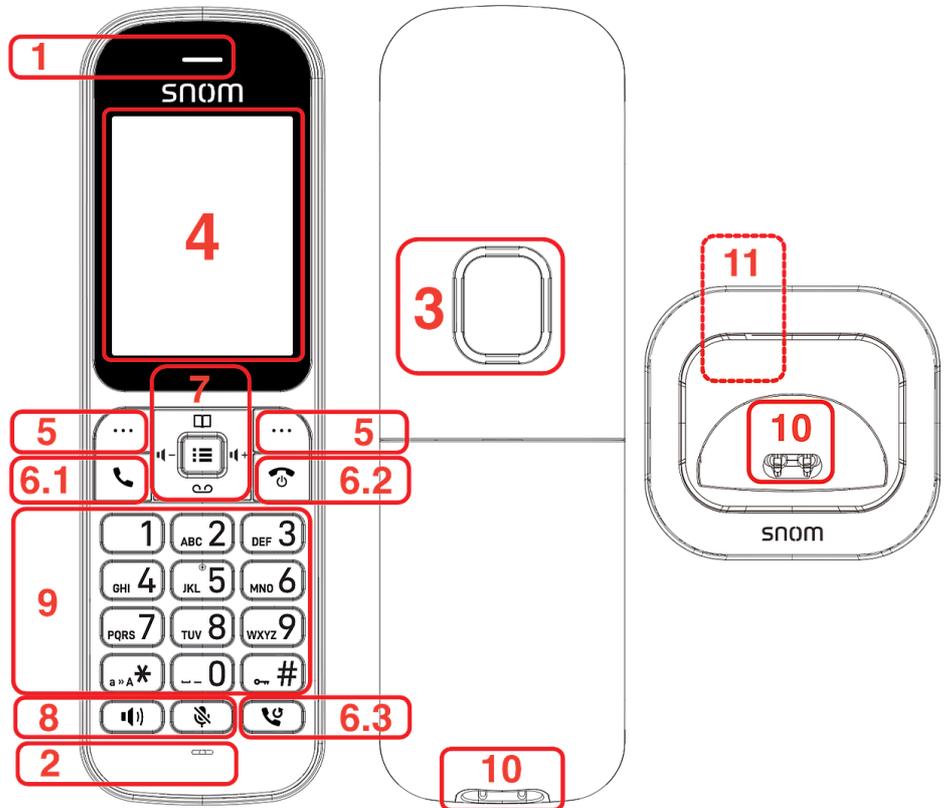
C-7: 5-way navigation key

- Ok | Menu
- Volume+
- Volume-
- Directory
- Voicemail

C-8: 2 dedicated audio keys

- Speakerphone
- Mute | Unmute

C-9: 12 keys (standard ITU telephone keypad) | **C-10:** Charging poles | **C-11:** Power adapter: coaxial power connector (socket)



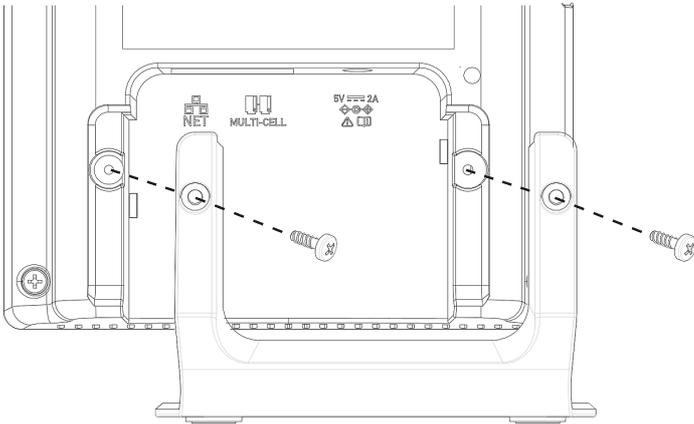
¹ Not in use

² If PoE is not available

Preparing the M253 for use

M250 → Attaching the footstand

Attach the footstand **(A-3)** to the base station **(A-1)** using the supplied screws, as shown in the picture.



M53 → Charging the battery

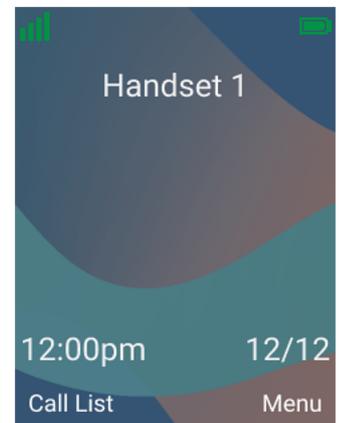
Note: Use only the rechargeable batteries supplied with the device or those expressly recommended by Snom.

1. Connect the coaxial connector of the supplied power supply **(A-5)** to the underside of the charging cradle **(C-11)**. Plug the power adapter into a wall outlet.
2. Insert the two supplied batteries into the battery compartment of the M53 with the correct polarity and then close it by sliding in the battery compartment cover. The M53 switches on automatically as long as there is sufficient battery capacity.
3. Place the handset **(A-2)** in the charging cradle to start the charging process. The battery charge level is displayed via the charge indicator in the upper right corner of the display. The battery is fully charged as soon as the indicator is completely filled with **green**.

M253 → Connecting and powering up

Note: The base station 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.

1. Plug one end of the Ethernet (network) cable into the RJ45 connector labeled **NET** and the other one into the network side to establish a data link.
2. If PoE is not available, connect the coaxial connector of the 5V DC power adapter to the socket **B-5 (5V 2A)**, and plug the power adapter into the wall outlet.
3. The second RJ45 connector, labeled **PC**, is for daisy-chaining further Ethernet devices without the need for a second Ethernet connection line.
4. Snom base stations are plug-and-play devices. Once connected to your network, it will begin to initialize. If your local network or VoIP provider supports *Snom's auto provisioning features*, the base station will start up automatically without interruption.
5. After a short time, the M53 is registered with the M250 and can be used as described.



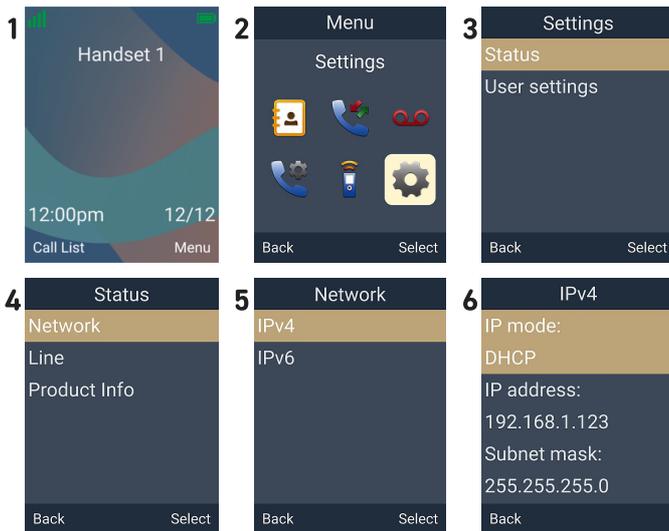
Putting the M253 into operation

In order to make calls with the already registered handset, a SIP account must be assigned to the handset. This can be done on both the handset and the base station. It is more convenient and therefore recommended to perform the initial setup via the base station's web interface.

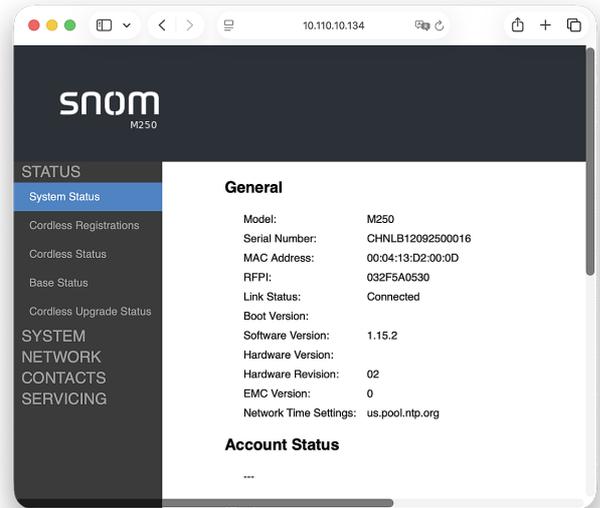
Accessing the web user interface of the M250

First, you need to determine the IP address of the M250 base station using the DECT handset M53.

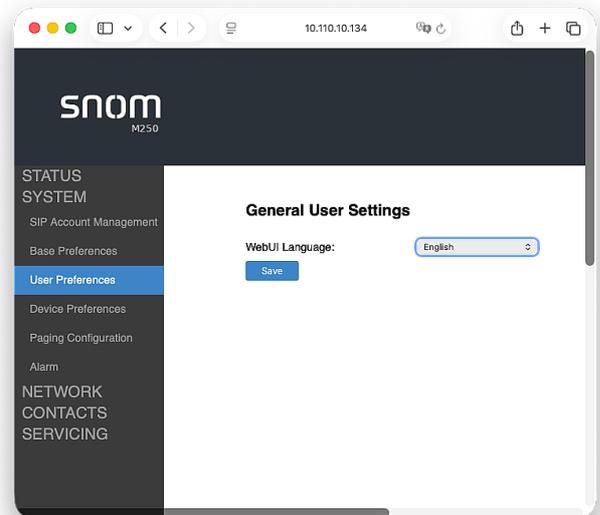
1. On the idle screen, press the key below **Menu** to access the *Main menu*. → see figure 1
2. Select **Settings** using the navigation key. → see figure 2
3. Press the key below **Select** to access the highlighted menu item. → see figure 2 - 6



4. Enter the *IP address* into the web browser's address bar on a computer in the same network as the M250.
5. The web user interface appears. The first time you log in, you must use the username (*admin*) and password (*admin*). After that, you must set a new, secure administrator and user password.¹
6. The page **STATUS - System Status** opens.



7. Navigate to page **SYSTEM - User Preferences - General User Settings**. The default is **English**.

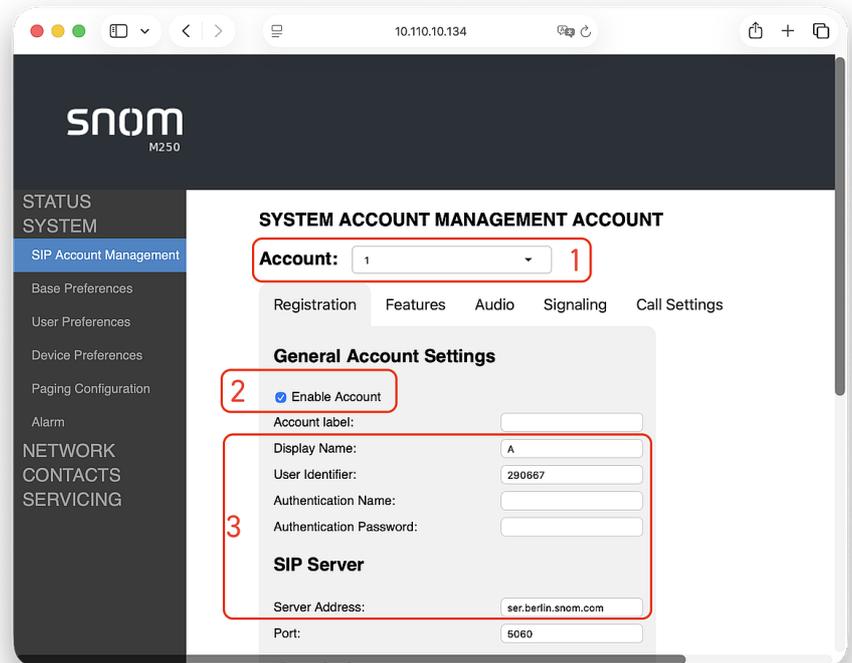


8. Select the desired language of the web user interface and save your selection.

Setting up a SIP account (extension)

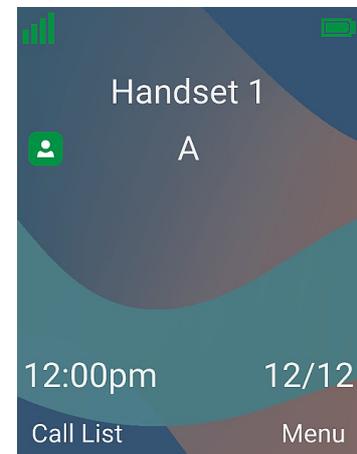
1. **Note:** You will need the **registration information** received from your Internet service provider or your network administrator - normally the **phone or extension number**, the **password**, and the **registrar (SIP domain)**.

Navigate to page **SYSTEM - SIP Account Management**. Select an available SIP account for registration **(1)** and enable it **(2)**. Enter at a minimum the user identifier (extension) and the SIP server address **(3)**.



For security reasons, you will usually need to enter your authentication password, too. When done, click **Save**.

2. The base station attempts to register the SIP account on the SIP Server. After successful registration, the handset displays the **idle screen** with the registered identity.



Using the M253

Incoming call

Accepting and rejecting incoming calls

When there is an incoming call from **B (101)** to the registered SIP number **A (100)**, the handset rings and the display shows the following:



- If you want to answer the call normally by holding it to your ear, either press the function key below **Ans (Answer)** or press



Offhook



- If you would like to answer the call in hands-free mode, press



Speakerphone



Speakerphone

- Lights up **red** while the speakerphone mode is active.
- The speakerphone symbol appears on the display.

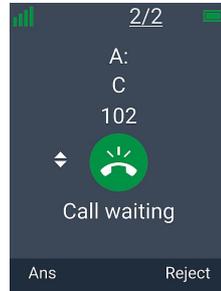
- If you want to reject the incoming call, either press the function key below **Reject (Reject)** or press



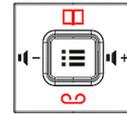
Onhook

Call waiting

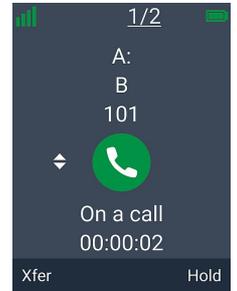
The incoming call waiting appears on-screen.



- Press



Navigation key:
up/down

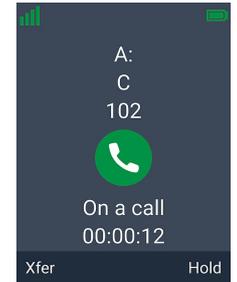


to scroll through the calls. You can accept the waiting call (**C, 102**), which will put the currently active call (**B, 101**) on hold.

- Press the function key below **Ans (Answer)** or press



Offhook



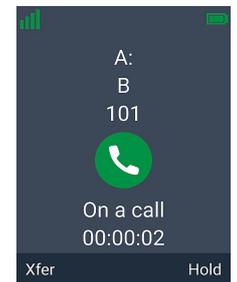
→ This allows you to speak to the caller and, if necessary, transfer them to another line. (see → [Transferring calls](#))

- If you want to reject the incoming call, either press the function key below **Reject (Reject)** or press



Onhook

→ Your active call (**B, 101**) reappears on-screen.



Active calls

Toggling between handsfree and handset mode

- During a call, press the speakerphone key to turn on speakerphone.



Speakerphone

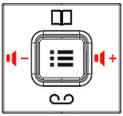


Speakerphone

- Lights up **red** while the speakerphone mode is active.
- The speakerphone symbol appears on the display.
- Press the key again to turn off speakerphone.
- The speakerphone symbol disappears from the display.

Adjusting the volume when in call

- Press



Volume - / +

The following screen is shown:

Speakerphone mode: disabled



Speakerphone mode: enabled



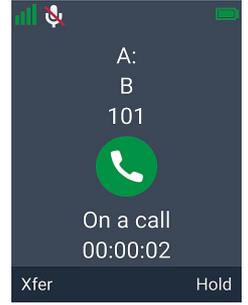
- Adjust the volume to your preference. To save this setting permanently, press the function button below **Set (Set)**.

Muting and unmuting the microphone

- During a call: Press



Mute / Unmute

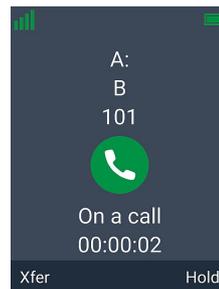


- The Mute symbol appears on top of the display.
- This will mute the microphone, i.e. you can hear the party on the other end, but they cannot hear you.

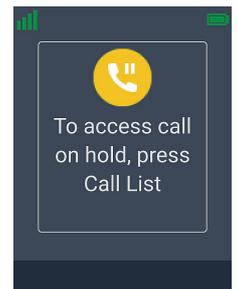
- Press again to resume the conversation.

Holding or unholding an active call

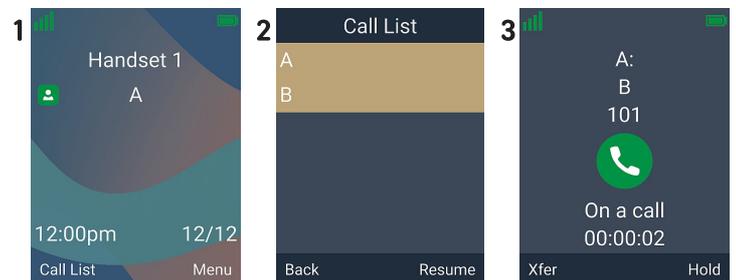
- Press the function key below **Hold (Hold)**.



The following screen is shown:
To take the call off hold:



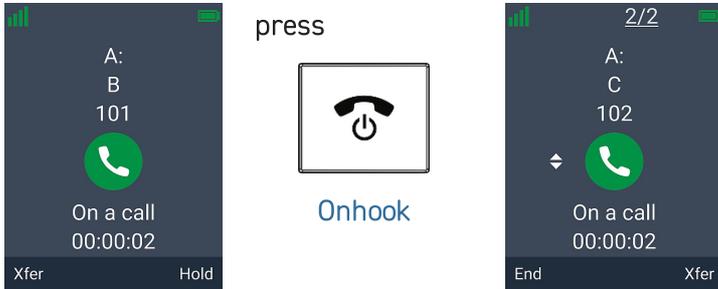
- Press the function key below **Call List (Call lists)**. → see figure 1 + 2
- Press the function key below **Resume (Resume)**. → see figure 2



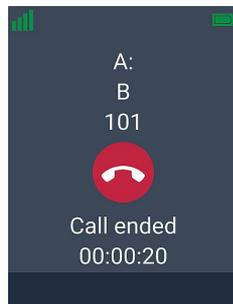
- Your active call (**B, 101**) reappears on-screen. → see figure 3

Terminating calls

- During a call: Press the function key below **End (End call)** or



→ This will end the active call.
 → You may briefly see screen message **Call ended** indicating that the call was ended. (**Call ended B 101**)



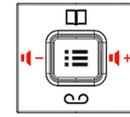
Note: An active call will also end if you place the DECT handset in the charging cradle. Only in hands-free mode will the call remain active.

Adjusting the volume of the ringer when the phone is idle or ringing

In idle mode:

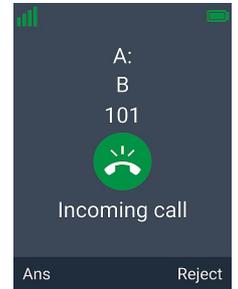


- Press



Volume + / -

Incoming call:



→ The following screen is shown:



- Adjust the volume to your preference. To save this setting permanently, press the function button below **Set (Set)**.

Making calls

In idle mode: Take the DECT handset **M53** out of the charging cradle and hold it in your hand. There are three ways to make a call.

(1) Entering the phone number without dial tone

- Enter the phone number **101 (B)**. → see figure 1 / 2
- Press the function key below **Dial** (**Dial**) (see figure 2) or press

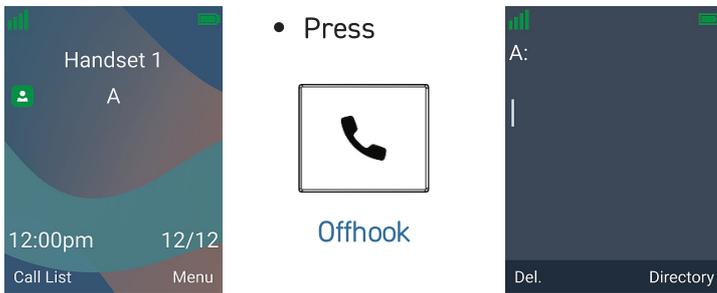


Offhook

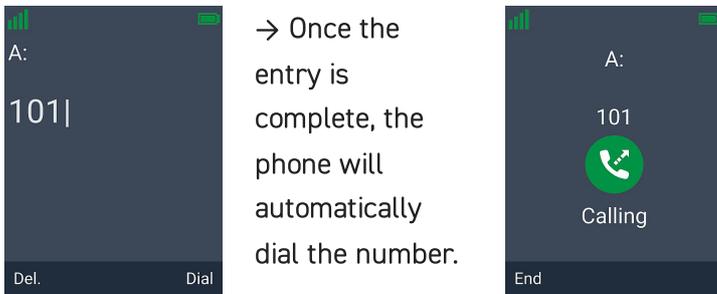
- **A (100)** is now calling **B (101)**. → see figure 3



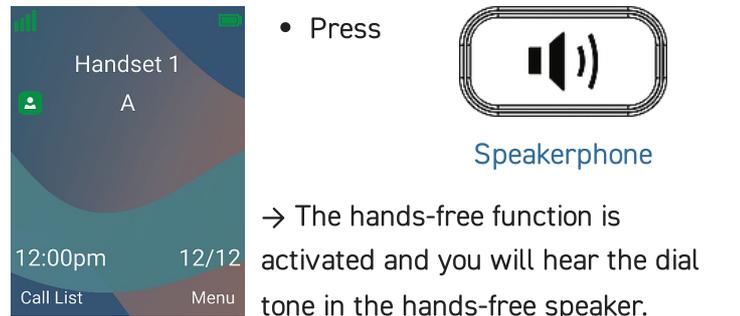
(2) Entering the phone number with dial tone and automatic dialing



- Hold the handset to your ear and you will hear the dial tone.
- Enter the phone number, digit by digit. You will hear a tone as you enter each digit.



(3) Entering the phone number with dial tone and automatic dialing (Speakerphone mode)

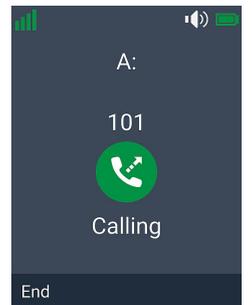


- Lights up red while the speakerphone mode is active.
- The speakerphone symbol appears on the display.



- Enter the phone number, digit by digit. You will hear a tone as you enter each digit.

→ Once the entry is complete, the phone will automatically dial the number.

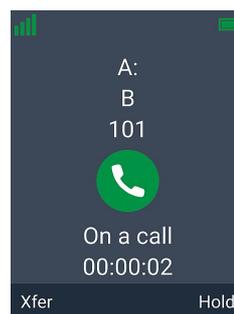


Transferring calls

When you have a call on the line, there are two ways to transfer it to a third party:

1. **Attended call transfer:** Announcing the call to the third party first, to make sure the call is welcome and will be accepted.
2. **Blind call transfer:** Transfer the call without any feedback on whether the third party is available and/or picking up the call.

Attended call transfer / Blind call transfer



- Press the function key below **Xfer (Transfer)**.

→ The call (**B, 101**) is put on hold.

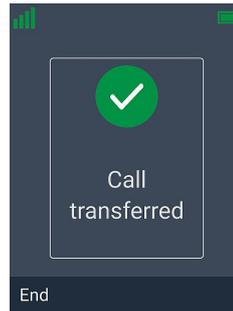


- Press the function key below **Dial (Dial)** or press

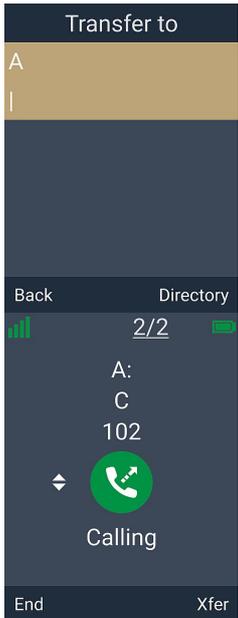


Offhook

→ **A (100)** is now calling **C (102)**.



→ **B (101)** is now in a call with **C (102)**.



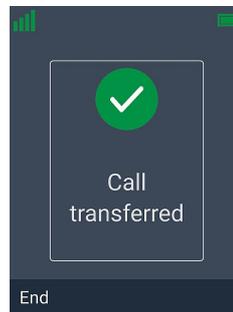
- Enter the number to which you want to transfer the held call, or select a contact from the phone's directory by pressing the function key below **Directory (Directory)**

While the call **(2/2: C,102)** is ringing on the phone of the third party to whom you want to transfer the call **(1/2: B,101)**, you can:

- wait for the third party's confirmation to accept the call (Option 1)

(2) Blind call transfer

While you continue to hear the ring-back tone, meaning the call has not yet been answered:



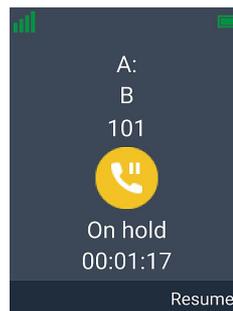
- Press the function key below **Xfer (Transfer)**.

→ **B (101)** is now calling **C (102)**.

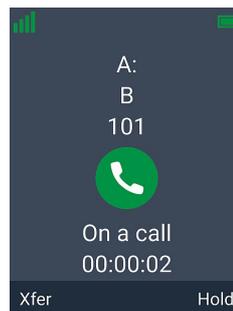
→ The completed call transfer is indicated by the brief appearance of the screen message **Call transferred (Call transferred)**.

However, there is no guarantee that the call will actually be transferred, so it is possible that the original caller will contact you again.

(3) End call transfer



Call transfer can be terminated at any time by you or the third party to whom the call was to be transferred. In both cases, the original call remains on hold and can be resumed.



- Press the function key below **Resume (Resume)**.

→ Your active call **(B, 101)** reappears on-screen.

- transfer the call to the third party without confirmation (Option 2)
- cancel the transfer (Option 3)

(1) Attended call transfer



- Wait until the third party answers the call.

If the third party **C (102)** wants to accept the call:

- Press the function key below **Xfer (Transfer)**.

→ The completed call transfer is indicated by the brief appearance of the screen message **Call transferred (Call transferred)**.

Software update

Manual update

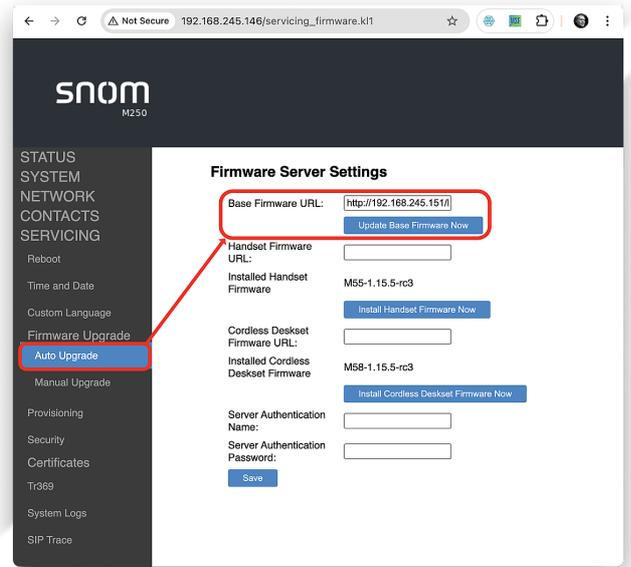
1. Visit Snom's Firmware Update Center and find the latest firmware version for your M253.
2. Please read the instructions and release notes before downloading the firmware.
3. Preferably look for the firmware that updates both the base station and the DECT handsets (via SUOTA). **Right-click** the *download link* in the Firmware files table and **copy the link**.
4. Open the web user interface of the base station. Navigate to page **Servicing - Firmware upgrade - Firmware Server Settings**. Paste the link into the text field of **Base Firmware URL**.
5. Click on **Update Base Firmware Now**. The firmware will be downloaded and installed. The phone begins to reboot.

Note: DO NOT DISCONNECT THE POWER WHILE THE M250 / M53 IS REBOOTING!

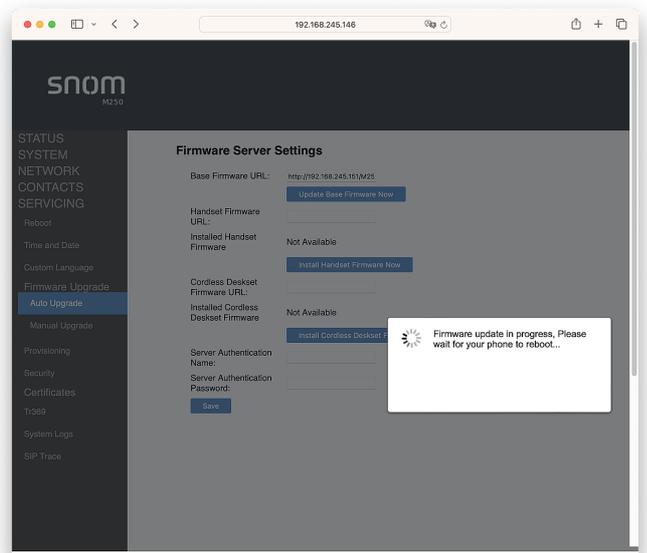
1 **M253 unified firmware image (includes firmware for base station, handset and deskset in one file)**

File Name	File size	SHA 256 Checksum	Supported language	File name
	MB	> Click here to expand...	English (US), English (UK), French, French (CA), Spanish, Spanish (MX), German, Italian, Dutch, Greek, Polish, Turkish, Russian, Portuguese	M253 unified.img

4



5



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.



Further information

Click on the text or scan the corresponding QR code to access the respective online resource:

[M253 webpage](#)

[Snom Service Hub M253](#)

[Safety instructions M53](#)

[Safety instructions M250](#)

[Data sheet M53](#)

[Data sheet M253](#)



¹ **Note:** If you lose these passwords, only a factory reset will reactivate your initial access. This will erase all previous settings.

Disclaimer

Snom, the names of Snom products, and Snom logos are trademarks owned by Snom Technology GmbH. All product specifications are subject to change without notification. Snom Technology GmbH reserves the right to revise and change this document at any time, without being obliged to announce such revisions or changes beforehand or after the fact. Although due care has been taken in the compilation and presentation of the information in this document, the data upon which it is based may have changed in the meantime. Snom therefore disclaims all warranties and liability for the accurateness, completeness, and currentness of the information published, except in the case of intention or gross negligence on the part of Snom or where liability arises due to binding legal provisions.