

OVERVIEW & REQUIREMENTS

This guide walks through configuring the **Snom HD350W** IP phone to register with **the PBX platform v7.6.0** — from installation through manual configuration and auto provisioning (TFTP, HTTP/HTTPS).



Snom HD350W IP phone

IDENTIFYING YOUR PHONE MODEL

The exact model information is printed on the back of each Snom phone. Models can have significantly different requirements and installation procedures — confirm you have the **HD350W** before starting, or the setup may not complete successfully.

BEFORE YOU BEGIN

- **Phone model** — Confirm the exact model on the back of the phone
- **Firmware** — Version 1.0.2.5, checked via the phone's web interface
- **DHCP** — A fully configured, operational DHCP server
- **PBX version** — Release 7.6.0

CHECK PHONE FIRMWARE

- 1 Browse to the phone's IP, e.g. `http://192.168.1.22`
- 2 Go to **Status** in the top menu
- 3 The **Software Version** field displays the phone's firmware

FIND PHONE IP ADDRESS

- 1 With the phone idle, lift the handset and press *** * * *** to access the Voice Menu
- 2 Press **1** for Network Configuration, then **2** — the phone announces its IP address

CHECK PBX VERSION

- 1 Log in to the PBX platform, navigate to **Settings > About**

```
Edition: Business, Release: 7 (251dc1c5), Running: 18.15.0-  
gc-c6df9197, Proxy v7 (4807ca1), API: 7
```

INSTALLATION

OPTION A – POWER ADAPTER

- 1 Connect the DC plug on the power adapter to the DC port on the phone, and the other end into an electrical outlet
- 2 Connect an Ethernet cable between the Internet port on the phone and a network port on your router or switch

OPTION B – POWER OVER ETHERNET (POE)

- 1 Connect an Ethernet cable between the Internet port on the phone and an available port on a PoE-compliant router or switch

NOTE: If using PoE, you do not need the AC adapter. Ensure the Ethernet cable and router/switch are PoE compliant.

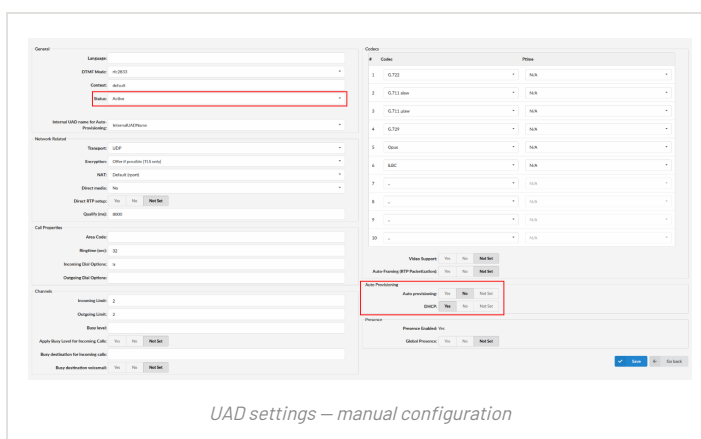
RESET TO FACTORY SETTINGS

Not required for brand-new phones – but a must for any phone previously used.

- 1 Browse to the phone's IP, e.g. <http://192.168.1.22>
- 2 Click **Servicing** in the left navigation menu and go to **Provisioning**
- 3 In the **Reset Configuration** section at the bottom, click **Reset**, then confirm with **OK** – the phone resets and reboots automatically
- 4 Wait for the device to finish rebooting before continuing

MANUAL CONFIGURATION – UAD SETTINGS

- 1 Browse to the PBX platform, e.g. <http://192.168.1.10>, and log in with your e-mail address and password
- 2 Navigate to **Settings > UAD**
- 3 Make sure the Snom HD350W UAD is enabled – click the **Edit** icon for the Snom HD350W
- 4 Set **Status** = **Active**, **Auto provisioning** = **No**, **DHCP** = **Yes**
- 5 Click **Save**



UAD settings – manual configuration

WARNING: Do not unplug or remove power while the phone is updating firmware or configuration.

MANUAL CONFIGURATION – EXTENSION & REGISTRATION

CREATE THE EXTENSION

- 1 **Extensions > Add Extension** > **UAD** = Snom HD350W, **Location** = Local or Remote > **Next step**

Local is for extensions registered on the LAN; **Remote** is for extensions registered from remote networks, WAN, Internet, etc.

REQUIRED EXTENSION FIELDS

- **Name** – e.g. John Smith
 - **E-mail** – e.g. john.smith@yourdomain.com (receives all system notifications)
 - **Department** – e.g. Sales
- Click **Save**.

Creating the extension

REGISTER THE PHONE

- 1 Browse to the phone's IP, e.g. `http://192.168.1.22`
- 2 Click **System** in the top menu – under **SIP Account Management**, select **Account 1**
- 3 **Enable Account** – set to **On**
- 4 **Account label / Display Name** – the Extension user name, e.g. John
- 5 **User Identifier / Authentication Name** – the Extension number, e.g. `103`
- 6 **Authentication Password** – the extension Secret, e.g. `%Z4M3*Ts9y7` (generated automatically for each new extension)
- 7 **Server Address** – the PBX hostname or IP, e.g. `voip.yourdomain.com` or `192.168.1.10`
- 8 Click **Save** at the bottom of the page and wait for the device to reboot
- 9 After the reboot, dial `*123` to verify the registration.

AUTO PROVISIONING

1 UAD SETTINGS

- 1 Log in to the PBX platform, navigate to **Settings > UAD**
- 2 Click **Edit** for the Snom HD350W, set **Status** = **Active**, **Auto provisioning** = **Yes**, **DHCP** = **Yes**, click **Save**

2 CREATE THE EXTENSION

- 1 **Extensions > Add Extension** > **UAD** = Snom HD350W, **Location** = Local or Remote > **Next step**

REQUIRED EXTENSION FIELDS

- **Name** — e.g. John Smith
- **E-mail** — e.g. john.smith@yourdomain.com
- **Auto Provisioning** — set to Yes
- **MAC Address** — from the back of the phone, e.g. 001565FF1536

Click **Save**.

SERVER ADDRESS FORMATS

- **HTTP** — `http://voip.yourdomain.com/prov/snomhd350w-{mac}.cfg`
- **HTTPS** — `https://voip.yourdomain.com/prov/snomhd350w-{mac}.cfg`
- **TFTP** — `tftp://voip.yourdomain.com/snomhd350w-{mac}.cfg`

HTTP is the recommended protocol type.

3 REGISTER VIA TFTP, HTTP, OR HTTPS

- 1 Browse to the phone's IP and click **Servicing** in the top navigation menu
- 2 In the left menu, select **Provisioning**
- 3 Enter the auto-provisioning credentials into the **Server Authentication Name** and **Server Authentication Password** fields
- 4 Decide on the server type: HTTP, HTTPS, or Trivial FTP (HTTP recommended)
- 5 Enter the server address into the **Server URL** field, including protocol prefix and config filename (see formats at left)
- 6 Click **Save**, then open the **Reboot** section in the left menu and click **Reboot** — provisioning runs during the reboot
- 7 Wait a couple of seconds for the configuration to update — **do not power off the phone**. The phone picks up its configuration from the PBX during the reboot. Dial ***123** to verify.

UAD settings — auto provisioning

Extension with auto provisioning

ADDITIONAL TEMPLATE & SUMMARY

ADDITIONAL CONFIGURATION TEMPLATE

To include additional UAD configuration for the Snom HD350W, add fields to the **User Agent General Auto Provisioning Template** under **Settings > UAD > Snom HD350W** — or add them directly to a single extension in its **UAD Auto Provisioning Template** section.



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PROVISIONING SUMMARY

After successful registration via any method, dial ***123** to verify. If registration fails:

- Verify the UAD is **Active** with the correct provisioning setting
- For auto provisioning: confirm the MAC address matches
- Confirm the phone can reach the PBX on the network
- Re-check the **Server URL** and credentials

FACTORY DEFAULTS AT A GLANCE

- **Web login** — Admin + phone password
- **Firmware** — 1.0.2.5
- **Registration check** — dial *123
- **Provisioning path** — /prov
- **Recommended protocol** — HTTP