



# Snom Active

## Provisioning and handset management



# Agenda

## Today's Topics

What is Snom Active

Who can use it

How to use it

How to register



# What is Snom Active

## Snom Active

**Snom Active provides the secure, automatic provisioning, configuration and administration of snom phones when implemented with Microsoft Lync, IP PBX or hosted VoIP solutions – speeding installation and activation and reducing deployment cost and complexity**



# What is Snom Active

## Snom Active

- Auto provisioning
- Guaranteed 99.999% system uptime
- Bulk phone configuration
- Fleet and system-wide management
- Fleet and system-wide administration
- Full remote deployment of Snom SIP endpoints
- Full HTTPS configuration
- Managed password protection



# Who can use Snom Active

## Everyone!

- All of our registered resellers
- Registration via Alloy
- Login and start deploying 😊



# How to...

## How it works

- Register with Alloy
  - <http://voip.alloy.com.au/snomactiverereg.htm>
- Added to site as reseller
- Add customer
- define groups
- Groups contain global settings for endpoints
- Add device (by MAC Address)
- Add specific device settings
- Done

# How to...



## Home Screen

- Total Devices
- Count by series
- Count by model
- Phones added by month

Count By Phone	
Total devices snom 300 :	0
Total devices snom 320 :	0
Total devices snom 360 :	0
Total devices snom 370 :	0
Total devices snom 720 :	0
Total devices snom 760 :	0
Total devices snom 820 :	0
Total devices snom 821 :	0
Total devices snom 870 :	0
Total devices M9 :	0
Total devices Meeting Point :	0
Total devices PA1 :	0

# How to...

The screenshot shows the 'snom ACTIVE' web interface. At the top, there are navigation buttons for 'Home', 'Manage Companies', and 'Logout'. Below this is a search bar with a dropdown menu set to 'MAC Address' and buttons for 'Search' and 'Reset'. A 'View Records' link is also visible. The main content area contains a table with the following data:

Organisation	Devices	Companies	Provisioning	Manage	Active
Alloy Computer Products (Internal)			Provisioning Template		
Alloy Computer Products (Internal)	Add Device Import Device	Companies (1)	Provisioning Groups (5)		✓

The second row of the table is circled in red in the original image.

# How to...

The screenshot shows the 'snom ACTIVE' web interface. At the top, there is a navigation bar with 'Home', 'Manage Companies', and 'Logout' buttons. Below this is a search bar with a 'View Records' link, a text input field, a 'MAC Address' dropdown, and 'Search' and 'Reset' buttons. The main content area displays a table with the following data:

Organisation	Devices	Companies	Provisioning	Manage	Active
Alloy Computer Products (Internal)			Provisioning Template		
Alloy Computer Products (Internal)	Add Device Import Device	<b>Companies (1)</b>	Provisioning Groups (5)		✓

# How to...

The screenshot shows the 'snom ACTIVE' web interface. At the top, there are navigation links for 'Home', 'Manage Companies', and 'Logout'. Below this is a 'View Records' link. The main content area is titled 'Alloy Computer Products (Internal) - (Companies)'. It features a search bar with 'Search' and 'Reset' buttons. To the right of the search bar are links for 'Import Devices', 'Add Device', and 'Add Company'. The 'Add Company' link is circled in red. Below the search bar is a table with the following data:

Company Name	Devices	Users	Devices at snom	Action
Alloy Technical	Devices (0)	Accounts (1)	Set 0 - Unset 0	
Jo Blogs ITSP	Devices (1)	Accounts (0)	Set 1 - Unset 0	

Below the table, there is a pagination control: '>> Back <<' and a page number '1'.

# How to...

snom ACTIVE

Home

Help

Home

Manage Companies

Logout

[View Records](#)

Reseller: Alloy Computer Products (Internal)

Company Name:

[Back](#)

[Verify Company](#)

[Create Company](#)

# How to...

**snom ACTIVE**

Home Manage Companies Logout

View Records

MAC Address Search Reset

Organisation	Devices	Companies	Provisioning	Manage	Active
Alloy Computer Products (Internal)			Provisioning Template		
Alloy Computer Products (Internal)	Devices (1)	Companies (2)	<b>Provisioning Groups (5)</b>	Manage	✓

# How to...

**snom ACTIVE**

Home Manage Companies Logout

View Records

**Alloy Computer Products (Internal) - (Provisioning Groups)** Import Devices Add Device Create New Group

Search Reset

Provisioning Group Name	Devices	Lync	Action
Default Template			
Default Lync Template		Yes	
Default Lync Group	Devices (1)	Yes	
Default Group	Devices (0)		
Test Tech Group	Devices (0)		

>> Back <<

Change the group name

# How to...

**snom ACTIVE**

Home Manage Companies Logout

View Records

**Alloy Computer Products (Internal) - (Provisioning Groups)** Import Devices Add Device Create New Group

Search Reset

Provisioning Group Name	Devices	Lync	Action
Default Template			
Default Lync Template		Yes	
Default Lync Group	Devices (1)	Yes	
Default Group	Devices (0)		
Test Tech Group	Devices (0)		

>> Back <<

Configure provisioning parameters

# How to...

**snom ACTIVE**

Home Manage Companies Logout

View Records

**Alloy Computer Products (Internal) - (Provisioning Groups - Default Lync Group)**

snom Series Name	Devices	Live Settings	Deactivated Settings	Firmware	Action
300 Series	Devices (0)	Live (56)	Deactivated (0)	Firmware (4 / 4)	
800 Series	Devices (1)	Live (56)	Deactivated (0)	Firmware (2 / 2)	
M9 Series	Devices (0)	Live (6)	Deactivated (0)	Firmware (1 / 0)	
MP Series	Devices (0)	Live (56)	Deactivated (0)	Firmware (1 / 1)	
PA1	Devices (0)	Live (47)	Deactivated (0)	Firmware (1 / 1)	
700 Series	Devices (0)	Live (0)	Deactivated (0)	Firmware (0 / 0)	

>> Back <<

View and select the active firmware

# How to...

**snom ACTIVE**

Home Manage Companies Logout

View Records

**Alloy Computer Products (Internal) - (Provisioning Groups - Default Lync Group)**

snom Series Name	Devices	Live Settings	Deactivated Settings	Firmware	Action
300 Series	Devices (0)	Live (56)	Deactivated (0)	Firmware (4 / 4)	
800 Series	Devices (1)	Live (56)	Deactivated (0)	Firmware (2 / 2)	
M9 Series	Devices (0)	Live (6)	Deactivated (0)	Firmware (1 / 0)	
MP Series	Devices (0)	Live (56)	Deactivated (0)	Firmware (1 / 1)	
PA1	Devices (0)	Live (47)	Deactivated (0)	Firmware (1 / 1)	
700 Series	Devices (0)	Live (0)	Deactivated (0)	Firmware (0 / 0)	

>> Back <<

View and modify the Provisioning Parameters

# snom ACTIVE

[Home](#) [Help](#)

[Home](#) [Manage Companies](#) [Logout](#)

[View Records](#)

## Alloy Computer Products (Internal) Import phone-settings for (Default Lync Group - 800 Series)

[Add Setting](#) [Add Setting File](#) [Import Settings](#)

  

>> Back <<

Parameter	Value	R/W	Action
phone-settings -> admin_mode	off	Read/Write	
phone-settings -> block_url_dialing	on	Read Only	
phone-settings -> cancel_conference	TRUE	Read/Write	
phone-settings -> codec7_name1	0	Read/Write	
phone-settings -> conf_hangup	on	Read/Write	
phone-settings -> date_us_format	off	Read/Write	
phone-settings -> dialnumber_us_format	off	Read/Write	
phone-settings -> dialplan_count_failed_match_groups	TRUE	Read/Write	
phone-settings -> dkey_directory	keyevent F_ABS	Read/Write	
phone-settings -> firmware_interval	14400	Read Only	
phone-settings -> firmware_status	Default is: <a href="https://alloy.snomactive.com">https://alloy.snomactive.com</a>	Read Only	
phone-settings -> gui_fkey1	F_CONTACTS	Read/Write	
phone-settings -> gui_fkey2	F_CALL_LIST	Read/Write	
phone-settings -> gui_fkey3	F_REDIRECT	Read/Write	
phone-settings -> gui_fkey4	F_PRESENCE	Read/Write	

Modify

Delete

Deactivate

# Review so far

## How it works

- Register with Alloy
- Added to site as reseller
- Add customer
- define groups
- Groups contain global settings for endpoints
- Add device (by MAC Address)
- Add specific device settings
- Done

# Adding Devices

The screenshot shows the 'snom ACTIVE' web interface. At the top, there are navigation buttons for 'Home', 'Manage Companies', and 'Logout'. Below these is a search bar with a dropdown menu set to 'MAC Address' and buttons for 'Search' and 'Reset'. A 'View Records' link is also visible. The main content is a table with the following data:

Organisation	Devices	Companies	Provisioning	Manage	Active
Alloy Computer Products (Internal)			Provisioning Template		
Alloy Computer Products (Internal)	Devices (2)	Companies (2)	Provisioning Groups (5)	Manage	✓

# Adding Devices

**snom ACTIVE**

Home Manage Companies Logout

Home Help

View Records

Alloy Computer Products (Internal) **Add Device** Import Devices

MAC :  Search Reset

Part	MAC	Help	Param/FW	Config	Profile	Company Name	Records
snom 370	000413260026		(6/0) / (0/0)		Test Tech Group	Alloy Technical	
snom 821	0004134599E5		(0/0) / (0/0)		Default Lync Group	Jo Blogs ITSP	

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# Adding Devices

**snom ACTIVE**

Home Manage Companies Logout

Home Help

View Records

Reseller: Alloy Computer Products (Internal)

MAC Address:

Company Name: **-- Select Part --** ▼

Provisioning Group: -- Select Part -- ▼

snom Device: -- Select Part -- ▼

Device Email (for emailing reports):

Device PIN:

Back Verify Device Add Device

# Adding Devices

**snom ACTIVE**

Home Manage Companies Logout

Home Help

View Records

Reseller: Alloy Computer Products (Internal)

MAC Address:

Company Name: -- Select Part --

Provisioning Group: -- Select Part --

snom Device: -- Select Part --

Device Email (for emailing reports):

Device PIN:

Back Verify Device Add Device

# Adding Devices

**snom ACTIVE**

Home Manage Companies Logout

Home Help

View Records

Reseller: Alloy Computer Products (Internal)

MAC Address:

Company Name: -- Select Part -- ▾

Provisioning Group: -- Select Part -- ▾

snom Device: **-- Select Part -- ▾**

Device Email (for emailing reports):

Device PIN:

Back Verify Device Add Device

# Adding Devices

**snom ACTIVE**

Home Manage Companies Logout

Home Help

View Records

Alloy Computer Products (Internal) Add Device **Import Devices**

MAC :  Search Reset

Part	MAC	Help	Param/FW	Config	Profile	Company Name	Records
snom 370	000413260026		(6/0) / (0/0)		Test Tech Group	Alloy Technical	
snom 821	0004134599E5		(0/0) / (0/0)		Default Lync Group	Jo Blogs ITSP	

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# Adding Devices

snom ACTIVE



Home



Help



Home



Manage Companies



Logout

[View Records](#)

Reseller: Alloy Computer Products (Internal)

Import MAC Addresses File:  

Company Name: -- Select Part --

Provisioning Group: -- Select Part --

### File Format

**CSV File Format:** 4 Fields [mac-address,email,pin,lync-email]

MAC Address: 000413xxxxxx - 12 digits long

Email Address: user@user.com - a valid email address for sending reports for this device (can be blank)

User PIN: 9999 - (Any length) OR enter \_\_RANDOM\_AUTO\_SET\_\_ for a random PIN Number - EMPTY will result in \_\_RANDOM\_AUTO\_SET\_\_

Lync Email: A valid email address already assigned at company level -  
**Provisioning Group must be a Lync Group**

# Review so far

## How it works

- Register with Alloy
- Added to site as reseller
- Add customer
- define groups
- Groups contain global settings for endpoints
- Add device (by MAC Address)
- Add specific device settings
- Done

# Device Specific Settings

snom ACTIVE

Home Manage Companies Logout

View Records

Alloy Computer Products (Internal) Add Device Import Devices

MAC:  Search Reset

Part	MAC	Help	Param/FW	Config	Profile	Company Name	Records
snom 370	000413260026		(6/0) / (0/0)		Test Tech Group	Alloy Technical	
snom 821	0004134599E5		(0/0) / (0/0)		Default Lync Group	Jo Blogs ITSP	

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Change Device Details  
Change company and group

# Device Specific Settings

**snom ACTIVE**

Home Manage Companies Logout

View Records

Alloy Computer Products (Internal) Add Device Import Devices

MAC:  Search Reset

Part	MAC	Help	Param/FW	Config	Profile	Company Name	Records
snom 370	000413260026		(6/0) / (0/0)		Test Tech Group	Alloy Technical	
snom 821	0004134599E5		(0/0) / (0/0)		Default Lync Group	Jo Blogs ITSP	

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Configure Settings  
Device specific settings

# Device Specific Settings

snom ACTIVE

Home Manage Companies Logout

View Records

Alloy Computer Products (Internal) Add Device Import Devices

MAC:  Search Reset

Part	MAC	Help	Param/FW	Config	Profile	Company Name	Records
snom 370	000413260026		(6/0) / (0/0)		Test Tech Group	Alloy Technical	
snom 821	0004134599E5		(0/0) / (0/0)		Default Lync Group	Jo Blogs ITSP	

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Configure Firmware  
Change firmware from drop-list

# Device Specific Settings

snom ACTIVE

Home Manage Companies Logout

View Records

Alloy Computer Products (Internal) Add Device Import Devices

MAC:  Search Reset

Part	MAC	Help	Param/FW	Config	Profile	Company Name	Records
snom 370	000413260026		(6/0) / (0/0)		Test Tech Group	Alloy Technical	
snom 821	0004134599E5		(0/0) / (0/0)		Default Lync Group	Jo Blogs ITSP	

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Provisioning Status  
Waiting on restart etc

# Device Specific Settings

snom ACTIVE

Home Manage Companies Logout

View Records

Alloy Computer Products (Internal) Add Device Import Devices

MAC:  Search Reset

Part	MAC	Help	Param/FW	Config	Profile	Company Name	Records
snom 370	000413260026		(6/0) / (0/0)		Test Tech Group	Alloy Technical	
snom 821	0004134599E5		(0/0) / (0/0)		Default Lync Group	Jo Blogs ITSP	

>> Back <<

View Snom Provisioning Status

To remove phone from the provisioning server

# Device Specific Settings

**snom ACTIVE**

Home Manage Companies Logout

View Records

Alloy Computer Products (Internal) Add Device Import Devices

MAC :  Search Reset

Part	MAC	Help	Param/FW	Config	Profile	Company Name	Records
snom 370	000413260026		(6/0) / (0/0)		Test Tech Group	Alloy Technical	
snom 821	0004134599E5		(0/0) / (0/0)		Default Lync Group	Jo Blogs ITSP	

>> Back <<

View Provisioning History  
See all xml sent to this device

# Device Specific Settings

snom ACTIVE

Home Manage Companies Logout

View Records

Alloy Computer Products (Internal) Add Device Import Devices

MAC:  Search Reset

Part	MAC	Help	Param/FW	Config	Profile	Company Name	Records
snom 370	000413260026		(6/0) / (0/0)		Test Tech Group	Alloy Technical	
snom 821	0004134599E5		(0/0) / (0/0)		Default Lync Group	Jo Blogs ITSP	

>> Back <<

View Firmware History  
See firmware sent to this device

# Device Specific Settings

snom ACTIVE

Home Manage Companies Logout

View Records

Alloy Computer Products (Internal) Add Device Import Devices

MAC :  Search Reset

Part	MAC	Help	Param/FW	Config	Profile	Company Name	Records
snom 370	000413260026		(6/0) / (0/0)		Test Tech Group	Alloy Technical	
snom 821	0004134599E5		(0/0) / (0/0)		Default Lync Group	Jo Blogs ITSP	

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Enable report tracking  
Send reports after each reboot

# Device Specific Settings

The screenshot shows the 'snom ACTIVE' management interface. At the top, there are navigation buttons for 'Home', 'Manage Companies', and 'Logout'. Below this is a search bar for 'Alloy Computer Products (Internal)' with 'Search' and 'Reset' buttons. A table lists device records with columns for Part, MAC, Help Param/FW, Config, Profile, Company Name, and Records. Two red circles highlight the '(6/0)' and '(0/0)' values in the 'Help Param/FW' column for the first device (snom 370). Red arrows point from these circles to explanatory text below the screenshot.

Part	MAC	Help Param/FW	Config	Profile	Company Name	Records
snom 370	000413260026	(6/0) (0/0)	[Icons]	Test Tech Group	Alloy Technical	[Icons]
snom 821	0004134599E5	(0/0) / (0/0)	[Icons]	Default Lync Group	Jo Blogs ITSP	[Icons]

Number of active settings/disabled settings in settings file

Number of firmware loads/versions of firmware

# Device Specific Settings

snom ACTIVE

Home Manage Companies Logout

View Records

Alloy Computer Products (Internal) Add Device Import Devices

MAC :  Search Reset

Part	MAC	Help	Param/FW	Config	Profile	Company Name	Records
snom 370	000413260026		(6/0) / (0/0)		Test Tech Group	Alloy Technical	
snom 821	0004134599E5		(0/0) / (0/0)		Default Lync Group	Jo Blogs ITSP	

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View report tracking

# Device Specific Settings

snom ACTIVE

Home Manage Companies Logout

View Records

Alloy Computer Products (Internal) Add Device Import Devices

MAC :  Search Reset

Part	MAC	Help	Param/FW	Config	Profile	Company Name	Records
snom 370	000413260026		(6/0) / (0/0)		Test Tech Group	Alloy Technical	
snom 821	0004134599E5		(0/0) / (0/0)		Default Lync Group	Jo Blogs ITSP	

>> Back <<

Edit device settings

# Device Specific Settings

snom ACTIVE

Home Manage Companies Logout

View Records

Alloy Computer Products (Internal) - (0004134599E5 - snom 821) **Add Setting** Add Setting File Import Settings

Search Reset

Parameter	Value	R/W	Action
phone-settings -> ack_before_reinvite_when_holding7	on	Read/Write	Help Edit Delete Disable
phone-settings -> user_dp1	^1{[0-9]{2}}\$ sip:1\1@\d\d	Read Only	Help Edit Delete Disable

>> Back <<

Edit this setting

Disable setting

Help for this device setting

Delete setting

# Device Specific Settings

**snom ACTIVE**

Home Manage Companies Logout

Home Help

View Records

**Alloy Computer Products (Internal) - (0004134599E5 - snom 821)** Add Setting Add Setting File **Import Settings**

Search Reset

Parameter	Value	R/W	Action
phone-settings -> ack_before_reinvite_when_holding7	on	Read/Write	
phone-settings -> user_dp1	^1{[0-9]{2}}\$ sip:1\1@\d\d	Read Only	

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# Device Specific Settings

**snom ACTIVE**

Home Manage Companies Logout

Home Help

**Import phone-settings for (0004134599E5 - snom 821)**

Import Settings:

**CSV FILE FORMAT**

"parameter-name,index,value,read/write"

**NOTES:**

**INDEX:** Set index to 0 if not defined

**READ/WRITE:** 1 = READ/WRITE 2 = READ ONLY

Setting	Index	Help
ack_before_reinvite_when_holding	9	<a href="#">?</a>
ack_before_reinvite_when_holding	1	<a href="#">?</a>
ack_before_reinvite_when_holding	10	<a href="#">?</a>

# Device Specific Settings

## Settings

VERSION 8

**Operation**

- Home
- Directory

**Setup**

- Preferences
- Speed Dial
- Function Keys
- Identity 1
- Identity 2
- Identity 3
- Identity 4
- Identity 5
- Identity 6
- Identity 7
- Identity 8
- Identity 9
- Identity 10
- Identity 11
- Identity 12
- Action URL Settings
- Advanced
- Certificates
- Software Update

**Status**

- System Information

**Apply setting changes?** [Reboot](#)

Click [here](#) to save the settings.

Click [here](#) to save the settings in XML format.

Click [here](#) to save the settings which have changed from default in XML format.

Click [here](#) to save the settings in XML format.

```

language!: English
redirect_number!:
redirect_busy_number!:
redirect_time_number!:
redirect_time!:
redirect_time_on_code!:
redirect_time_off_code!:
redirect_always_on_code!:
redirect_always_off_code!:
redirect_busy_on_code!:
redirect_busy_off_code!:
dnd_on_code!:
dnd_off_code!:
phone_type!: snom820
codec_tos!: 160
mac!: 00041340205A
setting_server!:
subscribe_config!: off
pnp_config!: on
ip_addr!: 172.30.0.202
network!: 255.255.0.0
                    
```

# Review so far

## How it works

- Register with Alloy
- Added to site as reseller
- Add customer
- define groups
- Groups contain global settings for endpoints
- Add device (by MAC Address)
- Add specific device settings
- Done

**Move All Devices in a Provisioning Group to Another Provisioning Group:**

Reseller: Alloy Computer Products (Internal)

**FROM** Provisioning Group: -- Select Part --

**TO** Provisioning Group: -- Select Part --

[Back](#)

**Move All Devices in Company to Another Company (Merge Companies):**

Reseller: Alloy Computer Products (Internal)

**FROM** Company: -- Select Company --

**TO** Company: -- Select Company --

[Back](#)

**Assign ALL Devices of a Provisioning Group into Company:**

Reseller: Alloy Computer Products (Internal)

**FROM** Provisioning Group: -- Select Part --

**TO** Company: -- Select Company --

[Back](#)

**RESET All Devices in a Company to Provisioning Group:**

Reseller: Alloy Computer Products (Internal)

**FROM** Company: -- Select Company --

**TO** Provisioning Group: -- Select Part --

[Back](#)

# The End

