snom ONE IP telephone system

ONE system
ALL features
NO limits

- **Plug and Play with all snom phones**
- **Simultaneous ringing of cell phones and snom phones**
- **Extension specific dial plan, time zone and language support**
- **Remote worker support**
- **Centralized address book**
- **Auto attendants, hunt groups, conference rooms, call queues (ACD)**
- **Hot desking**
- **Voicemail**
- **SIP trunking & PSTN connectivity**
- **Shared line emulation**
- **Multiple extension, alias names, ANI assignments**
- **Available for Windows™, Linux and Mac-OS**
- **Full feature set with every version (blue, yellow & free)**

As a leading provider with more than 15 years of dedication to VoIP phones and SIP, snom takes a step forward and uses its experience to create a SIP based telephone system (PBX).

snom ONE is the next step in the evolution of snom products and now offers a complete solution to customers who want all snom features to be supported in one solution.

It is available in 3 versions:
- **snom ONE blue**
(unlimited extensions, full feature set, multi tenant up to 5 companies)
- **snom ONE yellow**
(up to 20 extensions, full feature set)
- **snom ONE free**
(up to 10 extensions, full feature set)

All versions of the snom ONE PBX include the key features that users have come to expect from a modern communications system: conference rooms, auto attendants, hunt groups and queues are crucial features to only name a few.

In order to maximize the convenience for each user, incoming calls can simultaneously ring any of the snom IP phones as well as connected cell phones, which means an increase in usability for every user. snom ONE also provides a huge range of standard extension features such as hot desking, voicemail to e-mail, call screening and call redirections along with presence and monitoring. In addition snom ONE is also equipped with paging features for use with the snom IP phones family and also the snom PA1 paging device.

Communication via snom ONE is secure. snom ONE supports secure web access through HTTPS, the security of phone calls is achieved by using TLS and SRTP. In addition snom ONE supports operation in environments with multiple IP addresses.

With the snom ONE calls can be made into the public telephone network (PSTN) either by standard PSTN gateways or by SIP trunking providers. snom ONE supports a range of other products, such as fax, as long as they support the SIP protocol.

snom ONE also increases the productivity of each user by supporting CSTA, which allows an easy integration into existing CRM systems. It also supports multiple languages and multiple time zones, which can be set up on system and user levels.

Crucially, all snom phones automatically work via plug and play with the new snom ONE.

Technical Data snom ONE

GENERAL INFORMATION

- Ideal for systems of 4 to 150 extensions
- Easy installation, no additional programs required
- Available for Windows™, Linux and Mac-OS
- Address book integration
- Caller-ID based agent preference routing
- Multiple call redirection events and destinations
- User input key handling
- Dynamic call routing (e.g. day/night mode)
- Web-based agent activity tracking
- Web-based call monitoring
- MoH mixing with announcements

ADVANCED FUNCTIONALITY

- Auto attendants
- Cell phone twinning
- Hunt groups
- Remote worker support
- Conference rooms
- Paging
- Service flags
- Music on hold support
- Microsoft Exchange 2007/2010 UM support
- Full System Monitoring
- Agent groups

CALL RECORDING

- System-initiated call recording
- User-initiated call recording (record button or star code)

SUPPORTED SIP PHONES

- snom 300, snom 320, snom 360, snom 370
- snom 820, snom 821, snom 870
- snom MeetingPoint

- snom m3, snom m9
- snom PA1

EXTENSION FEATURES

- Extension specific dial plan, time zone and language support
- Multiple extension alias names, ANI assignments
- Hot desking
- Remote worker support
- Park orbit and pickup preference
- Call redirection
- Picture upload
- Emergency call recording
- Intercom (2-way) support
- Emergency dialing support, EPID support for E911
- Call number limitation
- Multiple registrations per extension
- Call screening
- Presence and Monitoring (BLF)

MAILBOX

- Multiple prompts and name recording (from extension or web interface)
- Voicemail to email
- Moving and copying of messages to extensions and groups
- Fast forward and rewind for message playback
- Message waiting support (MWI)
- PIN-code−based log in
- Voicemail collection

SIP TRUNKING

- Multiple Trunks per domain
- DID-based inbound routing
- Registration for ITSP and PSTN gateways
- CO-line emulation

- Microsoft Exchange Support
- Inbound DTMF detection

PROVISIONING

- Template-based provisioning
- Provisioning of firmware
- Multicast plug and play
- TFTP, HTTP and HTTPS support

SECURITY FEATURES

- SIP TLS transport layer
- SRTP media encryption
- HTTPS provisioning
- Selectable password policy
- Automatic blacklisting after unsuccessful authentication attempts (DoS Defense)

NETWORKING SUPPORT

- Far-end NAT traversal with mini session border controller
- Multiple IP-address routing in SIP
- IPv4 and IPv6 support
- Multiple SIP ports, multiple HTTP ports, multiple TFTP ports; all ports can be bound to specific IP addresses
- QoS definition
- Support for DNS A, AAAA, SRV and NAPTR
- ENUM support

CRM INTEGRATION

- CSTA support
- Integrated TAPI Service Provider (TSP)
- Usage of favorite address book tools