**SNOM M3 – If you get ‘connection error’ when checking for an IP address and the handset does not register to the gateway**

1) First, ensure the PIN of the new handset matches the gateway or existing register handset.

2)You must de-register the new handset via the handset itself by following method:

 (Settings->System Setting ->PIN->Handset settings->Deregister handset->Yes).

You will get a message display saying "Please place handset in charger to start autoregistration with the gateway. Reset the gateway to enable registration mode.”

 From this point, you need to hold handset on your hand, and please remember don't place it in the charger yet until you on step 3.

2) Press the Reset button on the rear of the gateway to enable registration mode.

3) Keep your eyes on the existing registered handset display "Searching for gateway.” When you see this message, you immediately place the handset in the charger.

4) If you still could not get it working in step 2 after the GW comes back, from the handset; you should try the following:
(Settings->System Setting ->PIN->Handset settings->Register handset->Yes).

Status will be Orange/Black after this process, which means that ‘*it is within range of the gateway but not ready to make SIP calls’*

**Check Settings:**

1. Find IP address by pressing the Up Volume button

2. Make a connection to the phone via the web page <http://192.168..x.x>

3. Put in the settings :

- Ext number

-username

-userauth

-password

-registrar/domain – PBX IP address or Gateway IP address.