

# D862



USB port



Anti-bacterial housing



Expansion module connectable



HD audio



SmartLabel



Security (TLS & SRTP)



OpenVPN

## Stylish design and innovative technology for the highest demands

The Snom D862 is a stylish and very versatile device from the Snom D8xx series. With its elegant design and continuously tiltable display, the D862 is perfectly suited to any environment. The modern technology,

coupled with excellent voice quality and a well thought-out design, makes the D862 the ideal choice for professional requirements.

## Basics

- Product information
  - IP desk phone | gunmetal black | PN 00004535
- Operating system: Linux
- Placement
  - indoor, desktop, wall mounting<sup>1</sup>

## Dimensions and weight

- Dimensions (L × W × H, approx.)
  - 210 mm × 243 mm × 45 mm without footstand
  - 193 mm × 243 mm × 165 mm with footstand
- Weight (approx.)
  - 1.12 kg with footstand

## Display and indicators

- Display
  - TFT liquid crystal display (LCD): tiltable, IPS panel, true colour, backlit
  - Size (diagonal): 5.0" (127 mm)
  - Size (W × H): 110 mm × 62 mm
  - Resolution: 1,280 × 720 pixels
- 13 LED indicators
  - Call status indication: 1 red LED
  - Message waiting indication (MWI): 1 red LED
  - Function key status indication: 8 multicolour LEDs
  - Audio key status indication: 3 LEDs (1 red / 2 green)

## Keypad and function keys

- 39 hard keys in total
  - 12 keys (standard ITU telephone keypad)
  - 5-way navigation key
  - 4 context-sensitive function keys
  - Programmable function keys
    - 8 SmartLabel keys (with multicolour LED)
    - Key mapping of up to 32 functions (8 keys × 4 pages)
  - 5 dedicated audio keys
    - Mute (with red LED)

- Speakerphone (with green LED)
- Headset (with green LED)
- Volume + / - (rocker)
- 5 dedicated function keys
  - Cancel
  - Message (with red LED)
  - Transfer
  - Hold
  - Redial
- Expansion module connection via USB port for up to 3 × D8C<sup>1</sup>

## Audio devices, codecs and features

- Casing microphone | Casing speaker
  - 2 dedicated microphones
  - Frequency range: 100 Hz - 8.0 kHz
  - Speakerphone mode: Full duplex, HD audio
- Corded handset: Microphone | Handset earpiece
  - Frequency range: 150 Hz - 8.0 kHz
  - Noise cancellation, HD audio, Hearing aid compatible (HAC)
- Audio codecs
  - G.711 (A-law,  $\mu$ -law), G.722, G.723.1, G.726, G.729, Opus
- Dual-tone multi-frequency signalling (DTMF / RFC2833):
  - SIP-INFO, in-band, out-of-band
- Related features
  - Comfort Noise Generator (CNG)
  - Voice Activity Detection (VAD)
  - Audio response time
  - Adaptive jitter buffer
  - Packet loss concealment (PLC)

## Interfaces and connections

- Power options
  - [Power over Ethernet \(PoE\)](#)
    - IEEE 802.3af, class 3 | IEEE 802.3az<sup>3</sup>
  - Power adapter<sup>1</sup>
    - 100 - 240 V AC, 50 - 60 Hz | 5 V DC (SELV), 2 A, 10 W
- Wired interfaces
  - Power adapter: coaxial power connector (socket)
  - Network connectivity: 2 × RJ45-8P8C sockets (PC/NET) → Gigabit Ethernet (GbE)
  - USB connectivity: USB 2.0 type A port
  - Corded handset: RJ9-4P4C socket
  - Headset: RJ9-4P4C socket
  - [EHS adapter](#):<sup>1</sup> RJ12-6P6C socket
- Sensors
  - Hook switch sensor

## User interfaces and setup

- [Configuration and setup via menu-driven web user interface \(WUI\)](#)
  - Visual and functional UX based re-design (phone manager)
  - Password-protected login
  - Secure web server/client (HTTPS)
- [Configuration and setup via menu-driven phone user interface \(PUI\)](#)
- [Automatic configuration via provisioning](#)
  - Loading of settings and firmware via HTTP, HTTPS, TFTP
  - Supported DHCP provisioning options 43 / 60 / 66 / 67
  - [Secure Redirection And Provisioning Service \(SRAPS\)](#) support
  - [Remote management via TR-069 / TR-069 Annex G \(TR-111\) / TR-369](#)
  - Plug & Play (PnP) support
- Localization
  - [Languages](#)

- Time zone, dial tone
- Diagnostic
  - SIP / PCAP trace
  - Syslog
- Related features
  - Dual firmware partition

## Networking technologies and protocols

- Network technologies
  - [OpenVPN](#), [VLAN \(IEEE 802.1q\)](#)
- VoIP related protocols and techniques
  - [SIP](#), [SDP](#), [RTP](#), [RTCP](#), RTCP-XR, SIP REFER method (RFC 3515), rport (RFC 3581), [ENUM](#), [ICE](#), [STUN](#)
- Secure VoIP protocols
  - [SIPS \(SIP over TLS\)](#), [SRTP](#), [SRTCP](#)
- Network protocols
  - IPv4 / IPv6 (dual stack), [DHCP](#), [NTP](#), [LDAP](#), [LLDP-MED](#), [HTTP](#), [TFTP](#), [L2TP](#)
- Secure network protocols
  - [TLS V1.3](#) incl. ciphers (forward secret & authenticated), [HTTPS](#), [IEEE 802.1X \(EAP-TLS - RFC 5216\)](#)
- Remote management protocols
  - [TR-069](#), [TR-069 Annex G \(formerly TR-111\)](#), [TR-369 \(USP\)](#)

## Directory support and call features

- 8 SIP identities / accounts
  - Up to 8 simultaneous calls
- Directory support
  - LDAP (server-based directory)
  - Local directory with up to 10,000 entries
  - Import/export phone book (CSV, XML)
  - XML phonebook support
- Outgoing call features
  - Speed dialling via function keys
  - Speed dialling
  - URL dialling
  - Local dial plan
  - Redial (via dialed calls list)
  - Automatic redial on busy
  - Caller identification (CLIP)
  - Calling Line Identification Restriction (CLIR)
  - Call completion (busy/unreachable)<sup>2</sup>
  - Intercom
  - Multicast paging
- Incoming call features
  - Call waiting/swapping
  - Auto answer
  - Call diversion
  - Call barring/blocking: deny list, dynamic central blacklist check<sup>2</sup>, anonymous calls, Do Not Disturb (DND) mode
- Connected call features
  - Mute microphone
  - Hold
  - Music on hold<sup>2</sup>
  - Blind call transfer
  - Attended call transfer
  - 2+1 local conferencing
  - Call park / unpark<sup>2</sup>
  - Client Matter Code (CMC)<sup>2</sup>
- Related features
  - Call history lists of missed, received, dialed, rejected, and deflected calls

- Extension monitoring (Busy lamp field), call pickup<sup>2</sup>

## Interoperability

- Certified VoIP partner

## Environmental conditions

- Operating ambient temperature: 0 °C - +35 °C
- Nonoperating (storage) temperature: -10 °C - +45 °C
- Humidity (non-condensing): 5 % - 95 %

## Package contents

- Hardware
  - IP desk phone D862
  - Footstand
  - Corded handset
  - Ethernet cable: 1.5 m
- Documentation
  - Quick Installation Guide

## Snom accessories and compatible devices

- Expansion module
  - D8C (PN 00004562)
- Power adapter
  - Snom 10W PSU (PN 00004570)
- Wall mount kit
  - D8xx WM (PN 00004544)
- Corded wideband receiver
  - D8xx WB receiver (PN 00004561)
- EHS adapter
  - EHS Advanced 2.0 (PN 00002362)
- Wired headset via RJ9
  - Binaural: A100D (PN 00004342), A310D (PN 00004626)
  - Monaural: A100M (PN 00004341), A310M (PN 00004624)
- Wired headset via USB
  - Binaural: A330D (PN 00004598)
  - Monaural: A330M (PN 00004597)
- DECT headset via RJ9
  - A170 (PN 00004387)
- Wireless conference speakerphone (USB)
  - C300 (PN 00004584)



10 W PSU



EHS 2.0



C300



A170



A100D



A100M



A310D



A310M



A330D



A330M

<sup>1</sup> Available separately

<sup>2</sup> If supported by PBX

<sup>3</sup> Optional via software

## Series overview



D812



D815W



D862



D865



D8C

## Disclaimer

Further information: [Snom D862 webpage](#) | [Snom Service Hub](#) | [User manual](#) | [Type approval](#) | [Warranty information](#) | [Company locations](#)

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