SNOM

D862

USB port	HD audio	SmartLabel	Security (TLS & SRTP)	OpenVPN

The right start

The D862 is our entry-level device in the Snom D8xx series, well suited to the communication requirements of business professionals. Its minimalistic and functional design makes it the ideal candidate for any office desktop. Equipped with an ergonomic, 40° adjustable 5 inch LCD display, the D862 offers outstanding viewing comfort, regardless of workplace lighting conditions.

The 8 freely programmable function keys combine choice with efficiency, such as storing speed dials or frequently called groups. The Snom D862 combines advanced technology, excellent voice quality and an optimal design in one device - at an unbeatable price. This makes the D862 the ideal entry-level device into the world of professional IP telephony.

Basics

- Product information
  - IP desk phone **D862** | gunmetal black | PN **00004535**
- Operating system: Linux
- Placement
  - indoor, desktop, wall mounting[1]

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, 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

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, μ-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[3]
  - Power adapter[1]
    - 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:[1] RJ12-6P6C socket
- Sensors
  - Hook switch sensor
  - Ambient light 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)[2]
  - Intercom
  - Multicast paging
- Incoming call features
  - Call waiting/swapping
  - Auto answer
  - Call diversion
  - Call barring/blocking: deny list, dynamic central blacklist check[2], anonymous calls, Do Not Disturb (DND) mode
- Connected call features
  - Mute microphone
  - Hold
  - Music on hold[2]
  - Blind call transfer
  - Attended call transfer
  - 2+1 local conferencing
  - Call park / unpark[2]
  - Client Matter Code (CMC)[2]
- Related features
  - Call history lists of missed, received, dialed, rejected, and deflected calls

- Extension monitoring (Busy lamp field), call pickup[2]

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

- 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)
  - Monaural: A100M (PN 00004341)
- 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 | A330D | A330M |

[1] Available separately
[2] If supported by PBX

[3] Optional via software

Series overview

D862

D865

Disclaimer

Further information: Snom D862 webpage | Snom Service Hub | Type approval | Warranty information | Company locations

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