

D862



USB port

Anti-bacterial
housingExpansion
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 D862 | gunmetal black | PN 00004535, EAN 4260059583251, UPC 811819013255
 - Operating system: Linux
- Placement
 - Indoor, desktop, wall mounting¹

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 × D8C¹

Interfaces and connections

- Power options
 - [Power over Ethernet \(PoE\)](#)
 - IEEE 802.3af, class 3 | IEEE 802.3az³
 - Power adapter¹
 - 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

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)

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
- Localisation
 - [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 dialled 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 check², anonymous calls, Do Not Disturb (DND) mode
- Connected call features
 - Mute microphone

- Hold
- Music on hold²
- Blind call transfer
- Attended call transfer
- 4+1 local conferencing
- Call park / unpark²
- Client Matter Code (CMC)²
- Related features
 - Call history lists of missed, received, dialed, rejected, and deflected calls
 - Extension monitoring (Busy lamp field), call pickup²

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
 - General Public License (GNU)

Snom accessories

- Power adapter **Snom 10W PSU** (PN 00004570)
- PoE injector **A5E** (PN 00004679)
- **Wall mount kit** D8xx WM-M (PN 00004544)
- Corded wideband handset D8xx WB receiver (PN 00004561)



- DECT headset via RJ9 / USB **A170C** (PN 00004733)
- Wired headset via RJ9
 - Monaural: **A100M** (PN 00004341)
 - Monaural: **A310M** (PN 00004624)
 - Binaural: **A310D** (PN 00004626)



Compatible Snom devices

- Expansion module **D8C** (PN 00004562)
- EHS adapter **EHS Advanced 2.0** (PN 00002362)
- USB dongle
 - WiFi: **A210** (PN 00004384)
 - Bluetooth: **A220** (PN 00004648)
 - DECT: **A230** (PN 00004386)



- Wired headset via USB
 - Monaural: **A330M** (PN 00004597)
 - Binaural: **A330D** (PN 00004598)
- BT headset via Bluetooth dongle
 - Monaural: **A350M** (PN 00004658)
 - Binaural: **A350D** (PN 00004795)
- Wireless conference speakerphone (USB) **C300** (PN 00004584)



Series overview



D8C



D810W



D812



D815W



D815WB



D862



D865



D892M



D895M

Interoperability



¹ Available separately

² If supported by PBX

³ Optional via software

Disclaimer

Further information: [D862 webpage](#) | [Snom Service Hub D862](#) | [Quick Installation Guide D862](#) | [User manual D862](#) | [Short User Manual D862](#) | [General Public License \(GNU\)](#) | [Type approval](#) | [Warranty information](#) | [Company locations](#)

Snom, the names of Snom products, and Snom logos are trademarks owned by Snom Technology GmbH. All product specifications are subject to change without notification. Snom Technology GmbH reserves the right to revise and change this document at any time, without being obliged to announce such revisions or changes beforehand or after the fact. Although due care has been taken in the compilation and presentation of the information in this document, the data upon which it is based may have changed in the meantime. Snom therefore disclaims all warranties and liability for the accurateness, completeness, and currentness of the information published, except in the case of intention or gross negligence on the part of Snom or where liability arises due to binding legal provisions.