

D862



- ✔ Large tiltable 5" IPS colour display
- ✔ USB 2.0 high speed connection
- ✔ 8 programmable function keys
- ✔ Optimized noise reduction



USB port



Security (TLS & SRTP)



OpenVPN



HD audio

D862 - The perfect Entry

The D862 is a beautifully designed entry-level device in the Snom D8xx series. Its clear design makes it ideal for any desk. Equipped with a beautiful, 40° continuously adjustable LC display of 5" size, it offers a very good overview, regardless of the lighting situation at the workplace. The 8 freely programmable function keys are ideal for storing speed dials or call 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 a perfect entry-level device into the world of professional IP telephony.

Basics

- Operating system Linux
- 3-year warranty
- Colour, gunmetal black
- Wall mountable¹
- Product numbers
 - D862 | PN 00004535

Dimensions and weight

- Dimensions (D x W x H, approx.)
 - 45 mm x 243 mm x 210 mm w/o footstand
 - 165 mm x 243 mm x 193 mm with footstand
- Weight (approx.)
 - 1,12 kg with footstand

Display and indicators

- Display
 - TFT liquid crystal display (LCD), tiltable, IPS panel, backlit
 - Display size (W x H) 110 mm x 62 mm
 - 5" (127 mm) display size (diagonal)
 - Resolution 1280 x 720 Pixel
- 13 LED indicators
 - 1 red call indication LED
 - 1 red message waiting indication (MWI) LED
 - 8 multicolour function key indication LEDs
 - 3 audio key indication LEDs (1 red / 2 green)

Keypad and function keys

- 39 hard keys in total
- Standard ITU telephone keypad: 12 keys with star and pound/hash key
- 5-way navigation key
- 4 context-sensitive function keys
- Programmable line / function keys
 - 8 freely programmable line / function keys with multicolour LEDs
 - Multiple key occupancy up to 28 functions on 4 pages
- 5 dedicated audio keys
 - 1 mute key with red LED, 1 speakerphone key with green LED, 1 headset key with green LED, 1 volume control rocker
- 5 dedicated function keys
 - 1 cancel key, 1 message key with red LED, 1 transfer key, 1 hold key, 1 redial key
- Related features
 - Keyboard lock

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 via keypad: 10 numbers
 - 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
 - Call blocking (deny list)
 - Dynamic central blacklist check²
 - Blocking of anonymous calls
 - Auto answer
 - Call diversion
 - Do Not Disturb (DND) mode
- Connected call features
 - Mute microphone
 - Hold
 - Music on hold²
 - Blind call transfer
 - Attended call transfer
 - 2+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, call pickup²

Audio devices, codecs, and features

- Headset connectivity³
 - USB headset via USB
 - Wired headset via RJ9-4P4C
 - Compatible wireless headset via EHS
 - DECT headset via optional DECT dongle
 - BT headset via optional Bluetooth dongle
- Corded receiver
 - HD audio
 - Hearing aid compatible (HAC)
 - Frequency range 150 Hz - 8 kHz
 - Noise cancellation
- Speakerphone mode
 - HD audio
 - Frequency range 100 Hz - 8 kHz
 - Full duplex
 - 2 dedicated microphones
- Audio codecs
 - G.711 (A-law, μ -law), G.722, G.723.1, G.726, G.729, Opus
- Dual-tone multi-frequency signalling (DTMF)
 - In-band, out-of-band, SIP-INFO
- Related features
 - Comfort noise generator (CNG)
 - Voice activity detection (VAD)
 - Audio response time
 - Adaptive jitter buffer
 - Packet loss concealment (PLC)

Interfaces and connections

- D862 power options
 - Power over Ethernet (PoE), IEEE 802.3af, class 3
 - Power adapter 100 - 240 V AC / 50 - 60 Hz | 5 V DC (SELV) / 2 A / 10 W¹
- Wired interfaces
 - 1 coaxial power adapter connector
 - 2 RJ45-8P8C Gigabit Ethernet ports
 - 1 USB 2.0 type A port for USB headsets and other accessories³
 - 1 RJ9-4P4C standard connector for corded receiver
 - 1 RJ9-4P4C standard connector for wired headset connection
 - 1 RJ12-6P6C connector for Snom EHS adapter¹
- Wireless interfaces
 - Bluetooth optional via USB Bluetooth dongle
 - WLAN optional via Snom USB WLAN Dongle¹
 - DECT optional via Snom USB DECT Dongle¹
- Sensors
 - Ambient light sensor
 - Hook switch sensor

Technologies and protocols

- Network technologies
 - OpenVPN, VLAN (IEEE 802.1Q)
- VoIP related protocols and techniques
 - SIP (RFC 3261), SDP (RFC 3261), RTP (RFC 8866), RTCP (RFC 3550), RTCP-XR, SIP REFER method (RFC 3515), rport (RFC 3581), ENUM, ICE, STUN (RFC 5389)
- Secure VoIP protocols
 - SIPS (SIP over TLS), SRTP (RFC 3711), 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)

User interfaces and setup

- Configuration and setup via menu-driven [web user interface \(WUI\)](#)
 - Visual and functional UX based re-design of web user interface (phone manager)
 - Password-protected login
 - Secure web server/client (HTTPS)
 - [Languages](#)
- Configuration and setup via menu-driven [phone user interface \(PUI\)](#)
 - [Languages](#)
- 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-369
 - Plug & Play (PnP) support
- Localization
 - Timezone
 - Additional language support
 - Dial tone
- Related features
 - Dual firmware partition

Environmental conditions

- Operating ambient temperature: 0 °C to 35 °C (32 °F to 95 °F)
- Nonoperating temperature - 10 °C to 45 °C (14 °F to 113 °F)
- Humidity (non-condensing): 5% - 95%

Package contents

- Desk phone unit
- Footstand
- Corded receiver
- 1.5 m (5 ft) Ethernet cable
- Quick Installation Guide (QIG)

Accessories

- 00004544 | Wall mount kit (D8XX)
- 00004561 | Corded wideband receiver (D8XX)
- 00004570 | [10 W Power adapter](#)
- 00004341 | [A100M](#) | Monaural Headset
- 00004342 | [A100D](#) | Binaural Headset
- 00004388 | [A150](#) | DECT-Headset
- 00004387 | [A170](#) | DECT-Headset
- 00002362 | [EHS Advanced 2.0](#)
- 00004384 | [A210](#) | USB WLAN dongle
- 00004386 | [A230](#) | USB DECT dongle

¹ Available separately

² If supported by PBX

³ Please check compatibility list

Series overview



D862



D865

Footer and disclaimer

On the Website: <https://www.snom.com/d862>

On the Service-Hub: <https://service.snom.com/display/wiki/D862>

Snom Technology GmbH. All rights reserved.

Snom is a registered trademark of Snom Technology GmbH in the European Union, USA, Japan, China and certain other countries and regions. Unless specified otherwise, all trademarks, in particular product names, are legally protected trademarks of Snom Technology GmbH. Other mentioned trademarks or registered trademarks are the property of their respective manufacturers or owners. Product specifications are subject to change without notice. We do not accept liability for printing errors and mistakes. [snom.com](https://www.snom.com)