

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>

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