D865

Bluetooth	WLAN	USB port	Anti-bacterial housing	Expansion module connectable	HD audio	SmartLabel	Security (TLS & SRTP)	OpenVPN

Our all-rounder

The D865 is a true all-rounder in the Snom D8xx series, combining more intensive communication requirements with wireless connectivity. The 10 freely programmable SmartLabel keys featuring LED backlight offer most configuration options. The 40° freely-adjustable LCD display has crystal-clear colours and blends perfectly into any office environment, regardless of the lighting conditions. It is also hearing aid compatible, has integrated Bluetooth & WLAN, and furthermore, can be connected to a DECT headset via an appropriate dongle. The Snom D865 has not just been specifically designed and developed for versatile professional users but also to meet the requirements of just about any IT project, thanks to its well-balanced and usability tested set of features.

Product variants

D865 | EU & UK | PN 00004536

D865 | Americas | PN 00004546

Basics

- Product information
  - IP desk phone
  - Colour: gunmetal black
  - Anti-bacterial housing
  - 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, true colour, backlit
  - Size (diagonal): 5.0" (127 mm)
  - Size (W × H): 110 mm × 62 mm
  - Resolution: 1,280 × 720 pixels
- 15 LED indicators
  - Call status indication: 1 red LED
  - Message waiting indication (MWI): 1 red LED
  - Function key status indication: 10 multicolour LEDs
  - Audio key status indication: 3 LEDs (1 red / 2 green)

Keypad and function keys

- 43 hard keys in total
  - 12 keys (standard ITU telephone keypad)
  - 5-way navigation key

- 4 context-sensitive function keys
- Programmable function keys
  - 10 SmartLabel keys (with multicolour LED)
  - Key mapping of up to 40 functions (10 keys × 4 pages)
- 5 dedicated audio keys
  - Mute (with red LED)
  - Speakerphone (with green LED)
  - Headset (with green LED)
  - Volume + / - (rocker)
- 7 dedicated function keys
  - Cancel
  - Message (with red LED)
  - Directory
  - Transfer
  - Hold
  - Conference
  - Redial
- Related features
  - Keyboard lock
  - Expansion module connection via USB port for up to 3 × D8C[1]

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
  - Noise cancellation, HD audio
  - Frequency range: 150 Hz - 8.0 kHz
  - 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)
  - Gigabit Ethernet (GbE) 2 × RJ45-8P8C sockets
  - USB connectivity: 2 × USB 2.0 type A ports
  - Corded handset: RJ9-4P4C socket
  - Headset: RJ9-4P4C socket
  - EHS adapter:[1] RJ12-6P6C socket
- Wireless interfaces
  - Third party headset support: Bluetooth
  - Network connectivity: Wireless LAN

- 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 (USP)
  - Plug & Play (PnP) support
- Localization
  - Languages
  - Time zone, dial tone
- Diagnostic
  - SIP / PCAP trace
  - Syslog
- Related features
  - Local call recording via USB
  - Dual firmware partition

Networking technologies and protocols

- Wireless LAN
  - Frequency band (2G): 2,400.0 - 2,483.5 MHz
    - IEEE 802.11b (Wi-Fi 2): up to 11 Mbps
    - IEEE 802.11g (Wi-Fi 3): up to 54 Mbps
    - IEEE 802.11n (Wi-Fi 4): up to 150 Mbps
  - Frequency band (5G): EU: 5,150 - 5,350 MHz, 5,470 - 5,725 MHz | Americas: 5,150 - 5,350 MHz, 5,470 - 5,825 MHz
    - IEEE 802.11a (Wi-Fi 1): up to 54 Mbps
    - IEEE 802.11n (Wi-Fi 4) up to 150 Mbps
    - IEEE 802.11ac (Wi-Fi 5) up to 433 Mbps
- Network technologies
  - OpenVPN, VLAN (IEEE 802.1q)
  - Bluetooth: BT 5.0, class 2
- 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

- 12 SIP identities / accounts
  - Up to 12 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 barring/blocking: deny list, dynamic central blacklist check[2], anonymous calls, Do Not Disturb (DND) mode
  - Call diversion
  - Call deflection
- Connected call features
  - Mute microphone
  - Hold
  - Music on hold[2]
  - Blind call transfer
  - Attended call transfer
  - 4+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]

Package contents

- Hardware
  - IP desk phone D865
  - Corded handset
  - Footstand
  - Ethernet cable: 1.5 m
- Documentation
  - Quick Installation Guide

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 %

Snom accessories and compatible devices

- PoE injector
  - A5E (PN 00004079)

- Power adapter
  - Snom 10 W PSU (PN 00004570)
- Wall mount kit
  - D8xx WM (PN 00004544)
- Corded wideband receiver
  - D8xx WB handset (PN 00004561)
- EHS adapter
  - EHS Advanced 2.0 (PN 00002362)
- Expansion module
  - D8C (PN 00004562)
- Wired headset via RJ9
  - Binaural: A100D (PN 00004342), A310D (PN 00004626)
  - Monaural: A100M (PN 00004341), (PN)
- 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)

| A5E | 10 W PSU | EHS 2.0 | A100D | A100M | A310D | A310M | A330D | A330M | A170 | C300 |

[1] Available separately
[2] If supported by PBX
[3] Optional via software

Series overview

| D812 | D815W | D862 | D865 | D8C |

Disclaimer

Further information: Snom D865 webpage | Snom Service Hub | User manual | **Short User Manual** | Type approval | Warranty information | Company locations

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