

Snom D815 Desk Phone

User Guide

Overview

The Snom D815 is a business IP desk phone featuring SmartLabel programmable keys, HD audio, and flexible connectivity options. This guide covers everything you need to get your phone set up and ready to use.

What's in the Box

Your D815 package includes:

- D815 phone unit
 - Handset
 - Handset cord
 - Footstand
 - Ethernet cable
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Device Setup

Step 1: Attach the Stand and Handset

1. Plug the long end of the handset cord into the handset port on the back of the phone.
2. Lay the cord into the cable guide channel on the back of the phone.
3. Align the footstand with the slide guides on the back of the phone, then push upward until it clicks and locks into place.
4. Plug the short end of the handset cord into the handset.
5. Place the phone on a flat, stable surface with the screen facing you.

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Step 2: Connect Power and Network

6. Plug the Ethernet cable into the NET port on the back of the phone and connect the other end to your network wall outlet or switch.
7. If your network supports Power over Ethernet (PoE), the phone will power on automatically. If not, connect the power adapter to the power port on the back of the phone.
8. The phone will initialize and configure itself automatically. This may take a few minutes.

Key Features

- **10 SmartLabel Keys:** Programmable with up to 40 functions across multiple pages.
- **HD Audio:** Clear, wideband audio for handset and speakerphone calls.
- **Gigabit Ethernet:** Fast, reliable wired network connection with pass-through PC port.
- **Headset and Speakerphone:** Supports hands-free use with compatible corded or wireless headsets.
- **Web Configuration:** Settings can be managed through the phone's built-in web interface.

SmartLabel Keys

The 10 SmartLabel keys along the side of the display are fully programmable. They support multiple pages, giving you access to up to 40 functions in total. Common uses include:

- **Speed Dial:** One-touch dialling to a saved contact or extension.
- **Busy Lamp Field (BLF):** Monitor whether a colleague's line is busy, available, or ringing.
- **Call Pickup:** Answer a call ringing on another extension in your group.
- **Voicemail:** Direct access to your voicemail inbox.
- **Do Not Disturb:** Silence incoming calls with one press.
- **Call Transfer:** Transfer an active call to another extension or number.

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Hardware Components

Use this reference to identify each component on your D815 phone.

Audio Components

- **Handset Earpiece:** Speaker at the top of the handset for listening during calls.
- **Handset Microphone:** Microphone at the bottom of the handset for speaking during calls.
- **Casing Microphone:** Built-in microphone on the phone body used during speakerphone calls.
- **Casing Speaker:** Built-in speaker on the phone body for speakerphone and ringer audio.

Display and Keys

- **Display:** Main screen showing call status, time, date, and menu information.
- **Call Status LED:** Red LED indicator that shows incoming calls, missed calls, and voicemail waiting.
- **10 SmartLabel Keys:** Multicolor LED keys beside the display. Programmable for speed dial, BLF, call pickup, and more.
- **4 Context-Sensitive Function Keys:** Keys below the display whose functions change depending on what is shown on the screen.
- **Standard Dial Keypad:** Standard 12-key ITU telephone keypad (0–9, *, #) for dialling.

Dedicated Function Keys

- **5 Audio Keys:** Dedicated keys for volume, mute, speakerphone, and headset control.
- **6 Function Keys:** Dedicated keys for common call actions including hold, transfer, and redial.
- **5-Way Navigation Key and Cancel:** Directional pad for moving through menus, plus a Cancel key to go back or exit.

Physical Components

- **Handset Rest Tab:** Cradle tab that holds the handset in place when not in use.
- **Hook Switch Sensor:** Detects whether the handset is on or off the cradle to automatically connect or end calls.

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Need Help?

If you have questions or run into any issues with your D815, your Sunco team is here to help.

Phone: [\(855\) 850-5266](tel:(855)850-5266)

Website: [SUNCO.ca](https://www.sunco.ca)

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