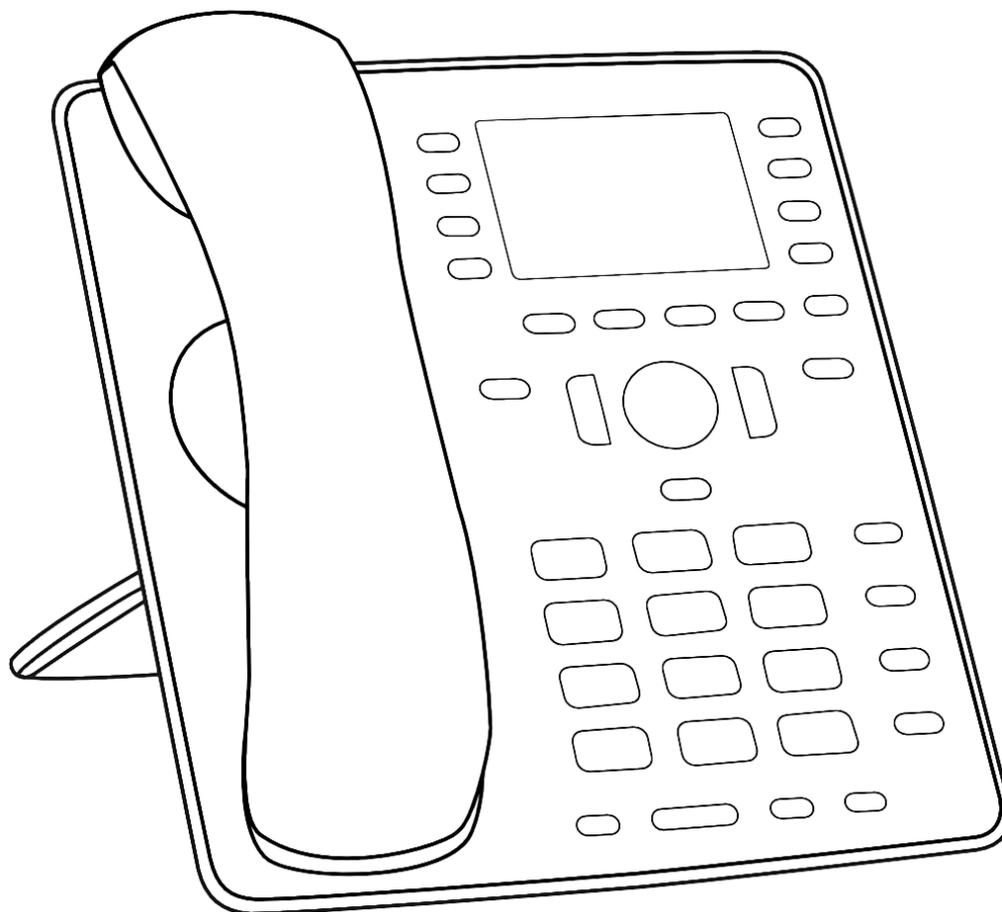


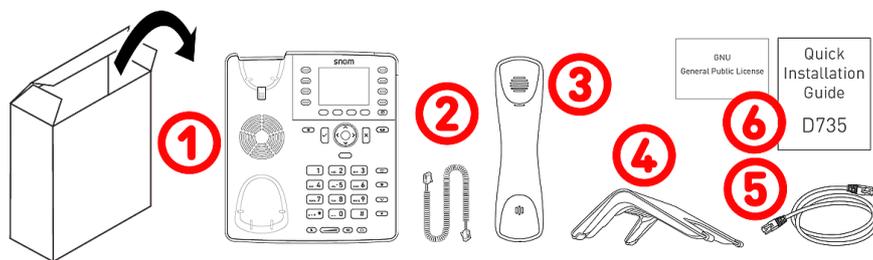
D735



Short User Manual

Getting started

□ Unpacking and inspecting the delivery content

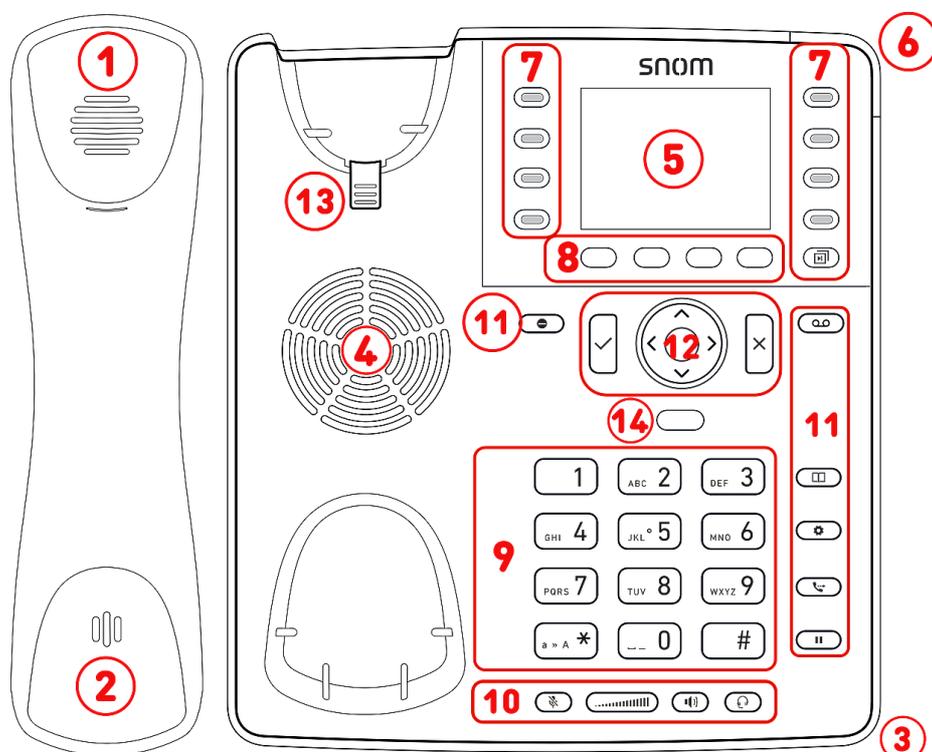


1. Telefone de escritório IP D735
2. Handset cord
3. Aparelho portátil
4. Base
5. 1,5 m Cabo Ethernet
6. Documentação

□ Getting to know the phone components

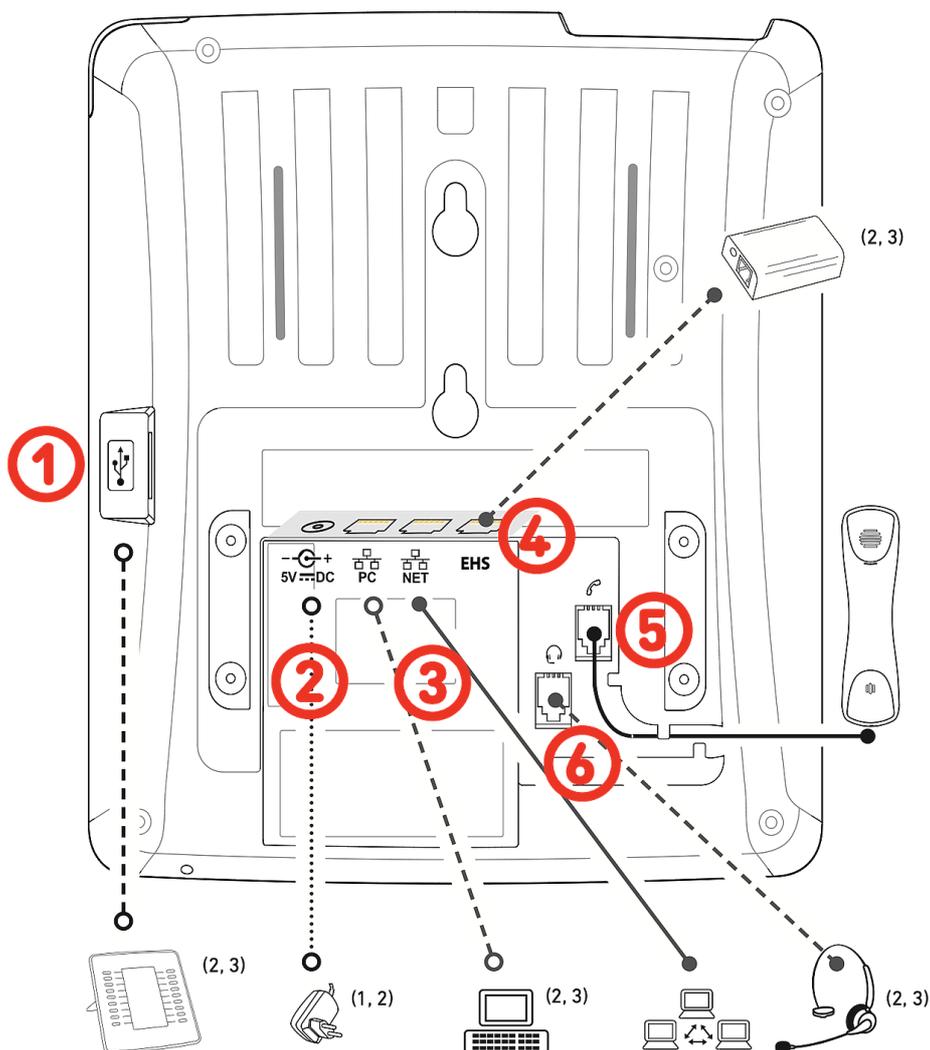
The hardware components of the D735 IP phone can be summarized as follows:

- Dispositivos de áudio □ □-□
- Ecrãs e sinais □ □ □
- Hard keys □ □-12



1. Auscultador
2. Microfone
3. Invólucro altifalante
4. Caixa do microfone
5. Ecrã
6. Indicação de estado da chamada
7. 8 teclas SmartLabel (com LED multicolor) & Página
8. 4 teclas de função sensíveis ao contexto
9. 12 teclas (teclado padrão do telefone ITU)
10. 5 teclas de áudio dedicadas
11. 7 teclas de função dedicadas
12. Tecla de navegação de 5 vias & OK / cancelar
13. Handset rest tab
14. Sensor de proximidade

□ Interfaces e ligações



1. Auriculares USB e outros acessórios: porta USB 2.0 tipo A
2. Adaptador de alimentação: fonte de alimentação coaxial (tomada)
3. Conetividade de rede: 2 tomadas RJ45-8P8C (NET/PC), Gigabit Ethernet (GbE), Power over Ethernet (PoE), IEEE 802.3af, classe 3
4. Adaptador EHS: tomada RJ12-6P6C
5. Aparelho com fio: tomada RJ9-4P4C
6. Auricular: tomada RJ9-4P4C

¹ Se o PoE não estiver disponível

² Not included in delivery

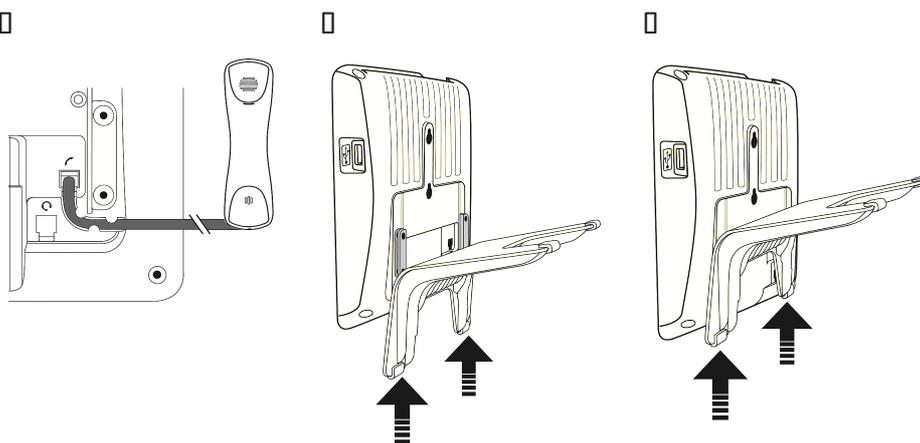
³ Optional

Preparing the phone for use

Attaching footstand and handset

Note: The footstand can be attached at two different angles: $\hat{\text{a}}\text{ngulo inferior } 28^\circ$ ou $\hat{\text{a}}\text{ngulo superior } 46^\circ$

1. Before attaching the footstand to the phone, plug the long end of the handset cord into the connector labelled  on the back of the phone and place the cord in the cable guide.



2. Place the top of the grooves on the footstand below the slideguides on the back of the phone.
3. Push the footstand upwards onto the slideguides until it locks into place.
4. Plug the short end of the handset cord into the connector on the handset.
5. Place the phone on an even, horizontal surface.

Connecting and powering up the phone

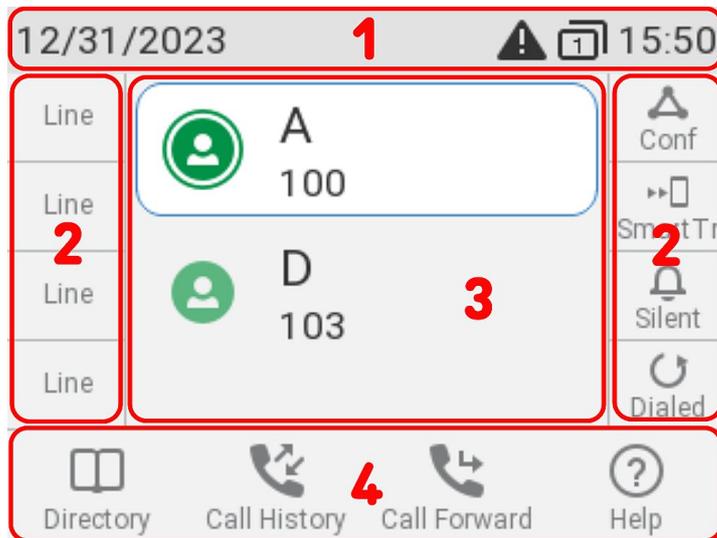
The phone can be operated with Power over Ethernet (PoE) provided via the network cable or, if PoE is not available in your network, with the separately available 5V DC power adapter

1. Plug one end of the Ethernet (network) cable into the RJ45 connector labeled **NET** and the other one into the network side to establish a data link.
2. If PoE is not available, insert the plug of the power supply into the connector labeled **PS** and hook up the plug to the wall outlet.
3. The second RJ45 connector, labeled **PC**, is for daisy-chaining further Ethernet devices without the need for a second Ethernet connection line.
4. Snom phones are plug-and-play. Once the phone is connected to your network, it will begin to initialize. If your local network or VoIP provider supports *Snom's auto provisioning features*, the phone will start up automatically without interruption. In this case continue with the next chapter, otherwise refer to chapter **Putting the phone into operation**.

Getting to know the phone's display and controls

Ecrã

The display presents the following information:



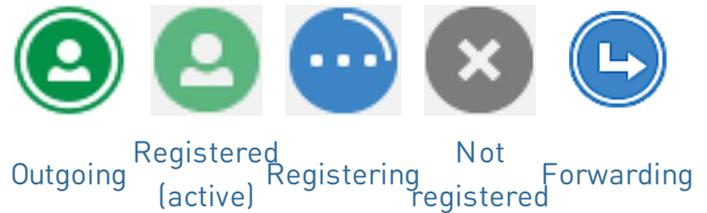
In idle mode:

1. Info bar/status line

- when there are no active status messages □
Date and time
- when there are active status messages □
Status messages

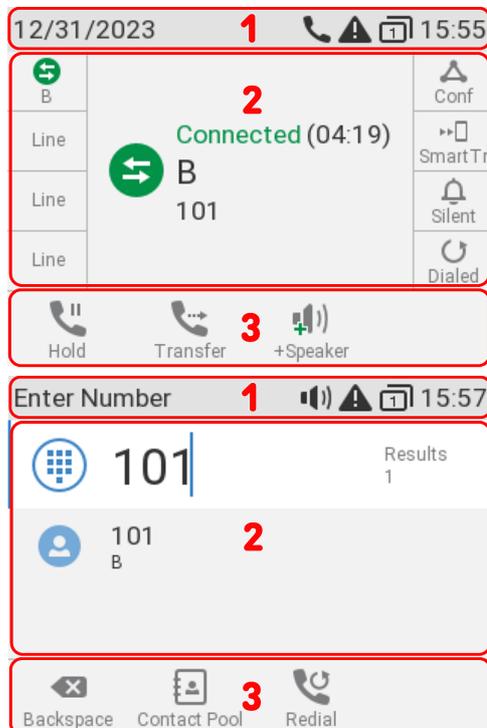
2. Context area: SmartLabel □ □

3. Context area: Configured identities



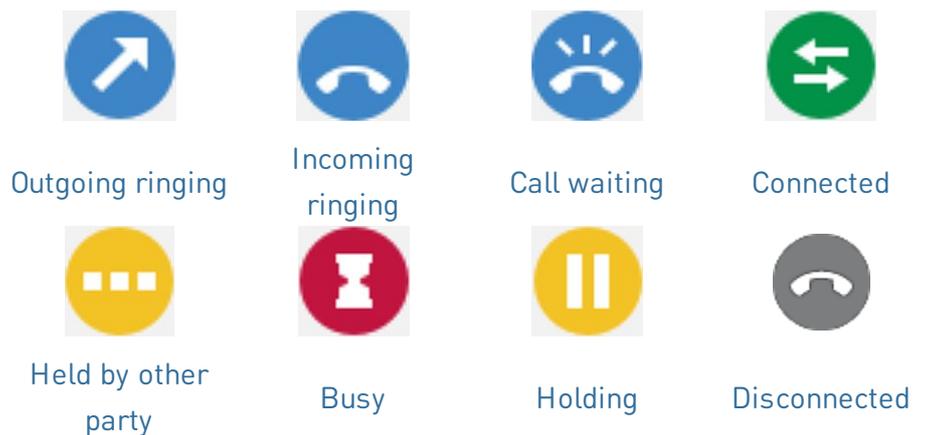
4. Function key line, context-sensitive □ □

When the phone is active:



1. Info bar/status line □ Name of current activity and time

2. **Context area:** Depending on the activity, this area will contain symbols (incoming call ringing, outgoing call ringing, list entries, etc.) and text like the phone number calling, the extension number being called, conference partners, etc. Depending on the context, the SmartLabels will or not be shown.



3. **Function key line, context-sensitive:** Depending on the current activity of the phone, the function key line will present various functions that can be activated by pressing the function key underneath the respective symbol. □ □

Indicadores Call indicator

The bright-red LED situated on the top right corner of the phone indicates **incoming, ongoing, held, and missed calls**. LED status indications:

- Blinking rapidly when a call is coming in.
- Glowing steadily when dialing, when in a call, and when you have missed a call. To turn the LED off after a missed call, press the right arrow on the navigation key to view the **Missed calls** menu and simultaneously turn off the LED.
- Blinking slowly when you have put a call on hold.

Hard keys SmartLabel keys

SmartLabel keys (freely programmable function keys with LEDs) on the both sides of the display control the SmartLabels. They can be programmed and labeled on the phone via menu-driven phone user interface (PUI) and on the **Function Keys** page of the phone's web user interface (WUI).

Each of the **8** physical keys can be assigned to different functions on **4 SmartLabel pages** (selectable by the **SmartLabel page** key), which finally gives a total number of **32** SmartLabel keys.



Página
SmartLabel

Page	Context	Type	Number
P1	Active	Line	
P2	Active	Line	
P3	Active	Line	
P4	Active	Line	
P5	Active	Key Event	Conference
P6	Active	Smart Transfer	
P7	Active	Key Event	Ringer Silent
P8	Active	Key Event	Redial

Default setting:

-  **P1-P4**  Line, **P5**  Conferência, **P6**  Smart Transfer, **P7**  Silent Mode, **P8**  Dialed (Redial)  List dialled calls
-  **P9-P16**  Line
-  **P17-P24**  Line
-  **P25-P32**  Line

Depending on the function mapped onto the key, the red or green LEDs on the key will be activated when the key event occurs. The LEDs of a **line** key will

- blink rapidly when a call is ringing on the line
- glow steadily when there is an ongoing call on the line
- blink slowly when a call is on hold on the line
- be off when the line is free

When other functions are mapped onto the keys, the LEDs may glow or blink. For example: When the **extension** function has been mapped onto a key and monitoring of extensions is enabled on both phones, the LED will

- blink rapidly when a call is ringing on the extension
- glow steadily when the extension is busy
- be off when the extension is not busy

Hard keys Context-sensitive, programmable function symbols and function keys

4 context-sensitive, programmable function keys (F1 - F4) are located directly below the display and can be programmed on the **Function Keys** page of the phone's web interface (WUI) with a number of key events; these functions will then be available when the phone is in idle mode.

Type	Number	Label	
Key Event	Directory		F1
Key Event	Call History		F2
Call Forward			F3
Key Event	Help		F4

Default setting:

Standard functions available on idle screen. Default settings depend on the firmware installed on the phone.



Agenda

F1 Internal phone directory



Histórico de chamadas

F2 Call lists (missed, received, dialled calls)



Forward all

F3 Forwarding all calls (turning CFwd on/off)



Status messages

F4 Status information ou IP address

ou

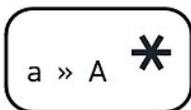


Ajuda

Press the function key underneath the display symbol to activate the function, open the list etc. depicted by the symbol above the key.

Hard keys Alphanumeric keypad

1 alphanumeric keypad consisting of 12 hard keys, located in the center of the lower device part.

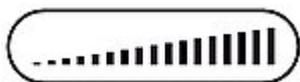


Star key

- **In editing mode:** Press for one second to change input mode (numerals > lower case > upper case) or press briefly to type *
- **On idle screen:** Press for 3 seconds to lock/unlock the keypad.

Hard keys **10** Audio control keys

5 audio control keys are used to adjust the volume, for muting and unmuting the microphone, to activate speakerphone and headset mode.



volume + / -

- Adjusting the volume of the ringer when the phone is idle or ringing
- Adjusting the volume of the loudspeaker in handset, casing, or headset, respectively, when in call



silencioso

- Muting and unmuting the microphone
- Has a **red LED** that lights up when and as long as the microphone is muted.



viva-voz

- Toggling between handsfree and handset mode
- Dialling and accepting calls on speakerphone
- Has a **green LED** that lights up when and as long as the mode is activated

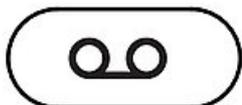


auricular

- Toggling between headset and handset modes
- Has a **green LED** that lights up when and as long as the mode is activated

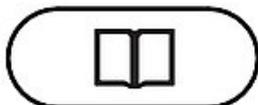
Hard keys **11** Dedicated, customizable function keys

6 preprogrammed, variably programmable function keys have their factory settings printed on the key. Other functionalities can also be programmed onto them.



mensagem

- Retrieving messages from the mailbox (if applicable)
- Has a **red LED** that lights up when there is a new message on the mailbox



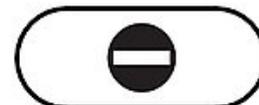
agenda

- Accessing the built-in directory of the phone



Chamada em espera

- Holding/unholding an active call



DND

- Toggling **do not disturb (DND)** mode for all identities registered on the phone



Configurações

- Invoking the settings menu of the phone user interface (PUI)



transferir

- **Transferring calls**

Hard keys **012** Navigation, confirmation, and cancel keys

They can be programmed with the key events available in their drop-down menus. You can select a different key event to be available on each respective key when the phone is in idle mode. You cannot change the functions that are available when the phone is active, for example when you are in a call, when the phone is ringing, etc. **Default setting:**



Navigation key: up/down

- **On idle screen:** Select the outgoing identity
- In other contexts: Navigate up/down



Navigation key: right

- **On idle screen:** Opening the list of missed calls and simultaneously turning off the missed call LED



Navigation key: left

- **On idle screen:** Opening list of received calls
- **In editing mode:** Moving the cursor to the left one character at a time



Navigation key: center



OK

- **On idle screen:** List dialled calls
- Accepting calls on speakerphone and in headset mode
- Confirming, saving actions & input, and returning to previous screen



cancelar

- Terminating calls on speakerphone and in headset & handset modes
- Canceling actions & input, and returning to previous screen

Putting the phone into operation

Initializing and registering the phone

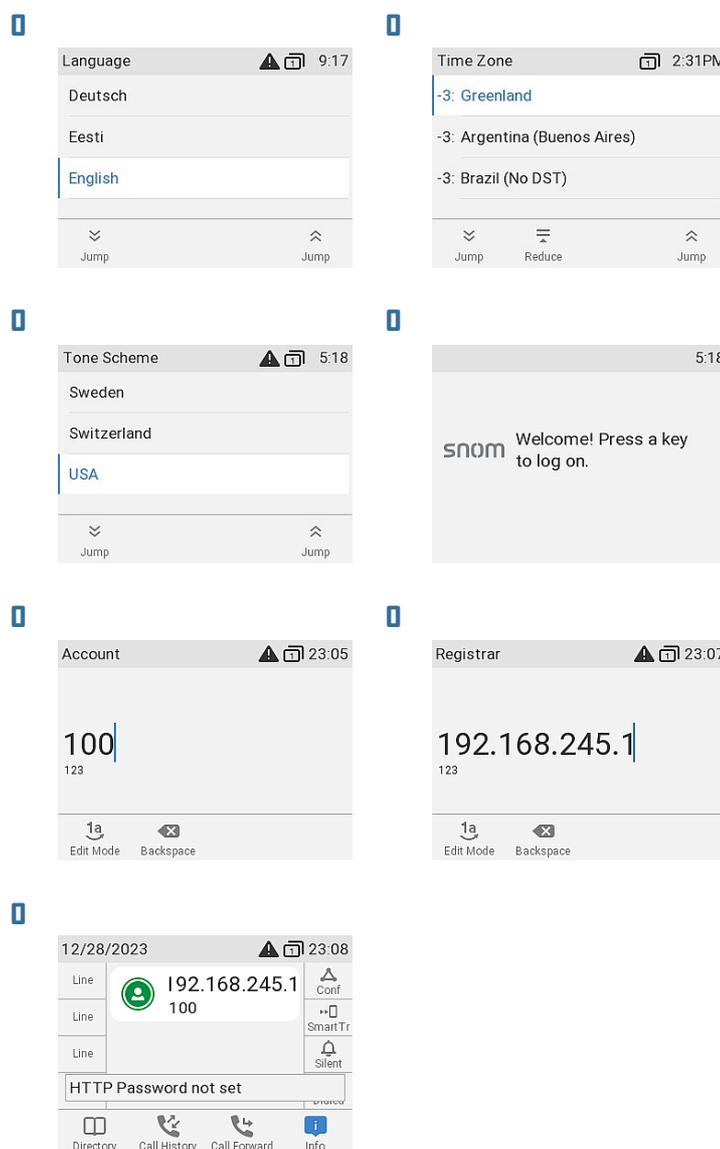
Note: You will need the **registration information** received from your Internet service provider or your network administrator - normally the **phone or extension number**, the **password**, and the **registrar (SIP domain)**.

Normally the initialization is completely automatic, using DHCP. If the phone cannot discover a DHCP server in the subnet, you will be asked: **Are you using DHCP?** If your network **does not** support DHCP, **press the Cancel key and enter the IP address, netmask, IP gateway, and DNS server manually.**

Watch the display and, when prompted, **select** an option by **pressing the up or down arrow on the navigation key.** **Save** your selection by **pressing the OK key.**

1. **Línguas:** You will be prompted to select a **language**. The default is **English**.
2. **Fuso horário:** Next, you will be prompted in the language of your choice to select a **time zone**. This affects the time shown on your display.
3. **Tone scheme:** Next, you will be prompted to select the **tone scheme** of a country. This affects the **dial tone** you hear when you pick up the receiver. Different countries use different dial tones.
4. The display shows the **Welcome** screen. Press any key to log on.
Note: To view the phone's **IP address** at this stage, press **Settings** key.
5. Enter the **account number** and save with OK key.
6. Enter the **registrar** and save with OK key. **Reboot** the phone.
7. Enter the **password** received from your Internet service provider or administrator. Press **OK key** to save.
8. After successful registration you will see the **idle screen**.

Note: You are strongly advised to set **HTTP passwords** to ensure minimal system security.



Adjusting phone settings

A comparatively small number of settings can be adjusted directly **on the phone** via *menu-driven phone user interface (PUI)*; many more can be conveniently customized via the *phone's web user interface (WUI)* from a **computer with web browser**.

Note:

- Snom phones can be operated in administrator or user mode. In administrator mode, all settings are accessible and can be modified; in user mode, a number of settings are not accessible.
- **Default setting:** administrator mode
- If your phone is administered centrally, **user mode** may be the rule. Please check with your network administrator or VoIP provider.
- When the phone is running in user mode, the administrator password is required to switch to administrator mode. The default administrator password is 0000 (4 x zero). We recommend that you change the password for security reasons.

Phone user interface (PUI)

Press



Configurações

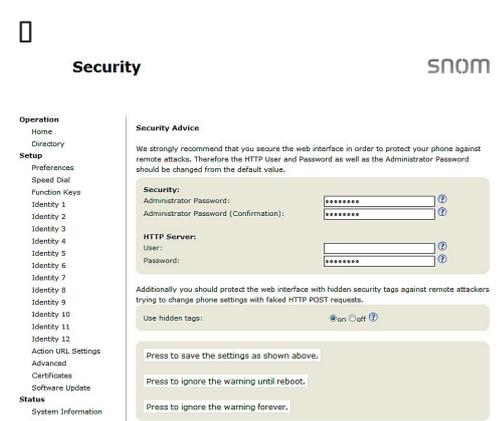
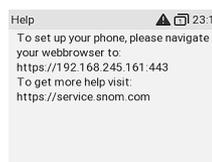
to open the settings menu on the display. To open submenus and settings, select the submenu or setting with the navigation key and press



OK

Web user interface (WUI)

1. Look up the phone's **IP address**. Press  **Configurações**  **Information**  **Help**
 2. Enter the *IP address* into the browser's address bar on a computer in the same network as the phone.
 3. The web user interface (WUI) will be invoked. If this is the first time upon manual initialization, the *Security* page is shown, otherwise the *Home screen* opens.
- Note:** You are strongly advised to set **HTTP passwords** to ensure minimal system security.



Note: Available items in the vertical menu on the left side of the window depend on whether the phone is running in user or administrator mode. Any changes you make on the web interface will not take effect until you click on **Save** or on **Apply** and **Save**, depending on your firmware version. Changes will be lost if you open another page of the web interface without first clicking on **Apply/Save**.

Using the phone

This section describes the functions of the phone with the factory default settings. If your phone was installed and/or set up by someone else, the default settings may have been changed. Please check with that person or company if the phone does not react as described here.

The caller information displayed on the screen is controlled by a setting on the phone's web interface. The default setting is *Name + Number*. You can change the setting at *Preferences > General Information > Number Display Style* by selecting a different option from the drop-down list.

Making calls

1. **Selecting identity** for current outgoing call

2. Using different **audio devices**

- Aparelho portátil:

Pick up the handset, enter the phone number, and confirm with



OK

ou



Navigation
key: center

ou enter the phone number and pick up the handset.

- Auricular:

Enter the phone number and press



auricular

- viva-voz:

Enter the phone number and press



viva-voz

Accepting calls

Using different **audio devices**

- Aparelho portátil: Pick up the handset.

- Auricular:
Press



auricular

- viva-voz:

Press



viva-voz

ou



OK

ou



Navigation
key: center

If the phone is already in headset mode, you can also press the blinking line key.

Terminating calls

- When using the handset: place the handset in the cradle ou
- When using speakerphone or a headset:

Press



cancelar

Active calls

One call on hold

Press



Chamada em
espera

When you press the function key underneath the following symbol



Chamada em
espera

to put the ongoing call on hold. Held calls are indicated as follows:

- By the text on the display.
- By the slowly blinking line key.
- By the slowly blinking call indication LED.
- By the double beep when you put a call on hold.

You can now:

- transfer the held call blindly or with prior announcement.
- receive and make calls and put other calls on hold.

Pick up the held call by pressing its line key or press again



Chamada em
espera

When you press the function key underneath the following symbol



Retrieve

If the other party hangs up while on hold, the call is terminated on your phone as well and the LED indicators are turned off.

Holding multiple calls

If you are in a call with one party and have one or more calls on hold or if there is more than one call on hold, the following symbols are shown in the function key line according to the use case.



Back to active
call



Previous held
call



Next held call

You can now:

- switch back and forth between the active call and any call on hold. Up to 12 simultaneous calls are possible, if supported by the VoIP telephony system.
- When the connected call is on-screen, you can transfer it to a third party or terminate it.
- When a held call is on-screen, press



OK

to connect to it and put the currently connected call on hold.

Conference

The maximum number of participants in phone-based conferences is **3** (you and 2 others). For the number of participants in server-based conferences and how to set up and join them, please check with your network administrator or your VoIP provider.

Initiating a conference

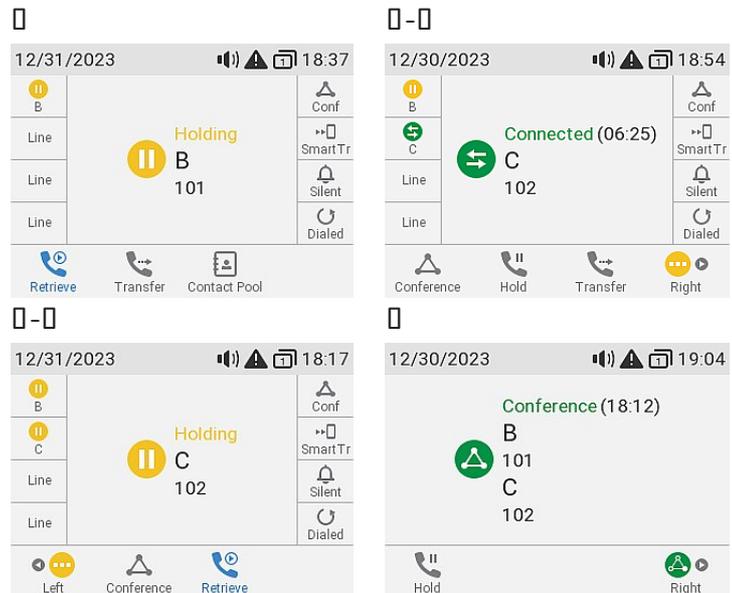
1. Call the first intended participant (**B, 101**) and put the connected call on hold.
2. Call the next intended participant (**C, 102**), announce the conference, and put the connected call on hold as well.

3. Press the function key underneath the following symbol



Establish conference

to start the 3-way conference



You can now:

- Select individual participants by pressing the corresponding function key below one of these icons



Previous participant



Next participant



Back to conference

- Talk to one of the participants in private. With one of the participants on-screen, press



OK

To restart the conference, press the function key below



Establish conference

- Put one participant on hold. With one of the participants on-screen, press



Chamada em espera

To restart the conference, press the function key below



Establish conference

- Terminate the conference and the connections to both parties by returning to the conference screen.



Back to conference

Press



cancelar

Transferring calls

You can transfer connected calls as well as calls ringing on your phone.

- When you have a call on the line, there are two ways to transfer it to a third party
 1. Announcing the call to the third party first, to make sure the call is welcome and will be accepted: attended transfer.
 2. Transferring the call unannounced: blind transfer. There will be no feedback on whether the third party is available and/or picking up the call.
- When a call is ringing on your phone, you can transfer it to a third party without answering it first (blind transfer only). ☐ Call deflection

• Transferência de chamada atendida with a single call on the phone

1. Put the connected call (**B, 101**) on hold.
2. Dial the number (**C, 102**) you want to transfer the call to and announce the call.
3. If the third party (**C, 102**) wants to accept the call, press



transferir

ou press the function key underneath the following symbol



Transfer

4. Press



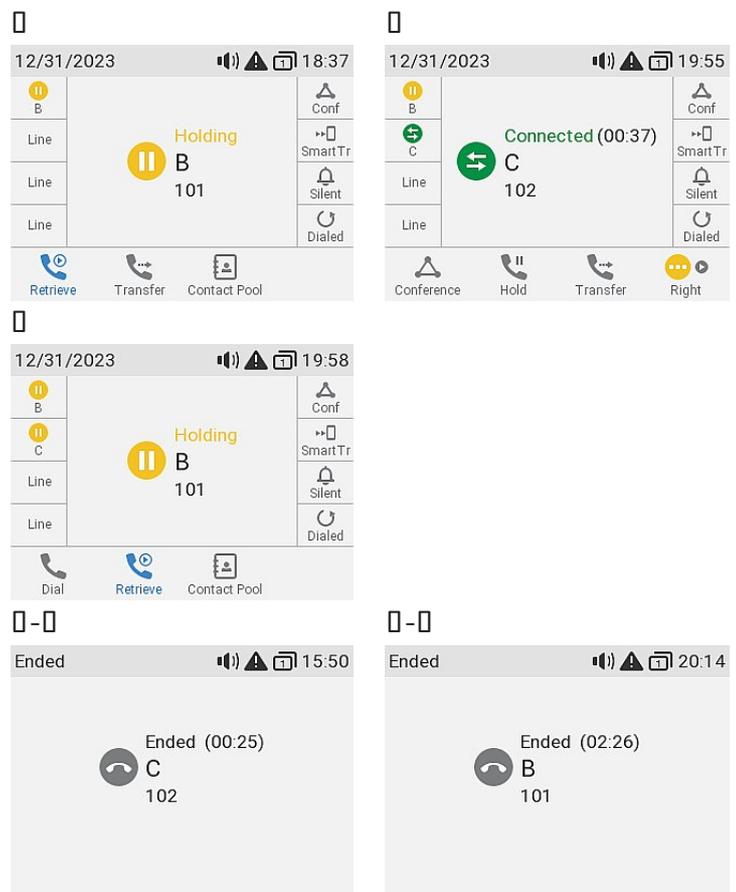
OK



Navigation key: center

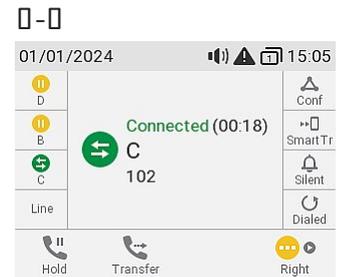
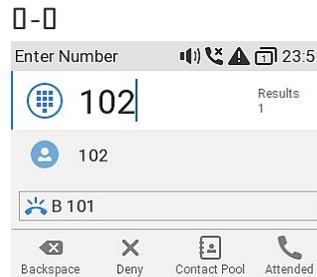
to complete the transfer.

☐ You may briefly see screen messages *Ended C 102* and *Ended B 101* indicating that the transfer was completed.



• **Transferência de chamada atendida with more than one call**

1. Dial the number (**C, 102**) you want to transfer the call to and announce the call (**B, 101**).



2. If the third party (**C, 102**) wants to accept the call, press

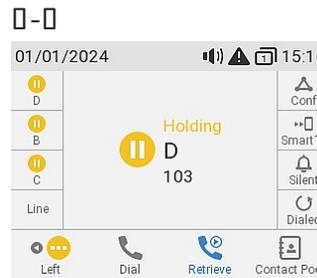


transferir

ou press the function key underneath the following symbol



Transfer



Note: If the *Holding D 103* screen, i.e., the call you do not want to transfer, appears on-screen, select the other held call **B 101** to bring *Holding B 101* on-screen.

Press the function key underneath the following symbol



Previous held call

ou



Next held call

3. Press



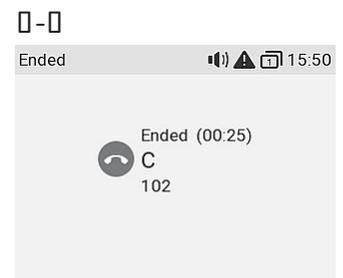
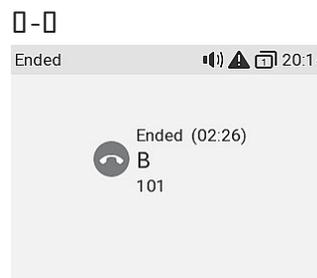
OK

ou



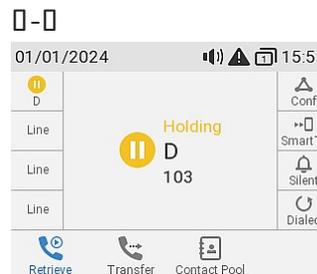
Navigation key: center

to complete the transfer.



□ You may briefly see screen messages *Ended B 101* and *Ended C 102* indicating that the transfer was completed.

□ The remaining call on hold or the first of the remaining calls on hold will then appear on-screen (**D, 103**).



• **Transferência de chamada direta (active call)**

1. With an active call (**B, 101**) on the line, press



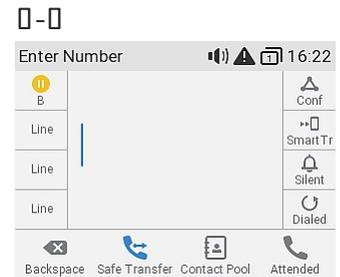
transferir

ou press the function key underneath the following symbol



Transfer

□ The **dial screen** will appear.



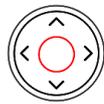
2. Dial the number (**C, 102**) you want to transfer the call to blindly (unannounced), or select one from one of the available phone directories.

3. Press



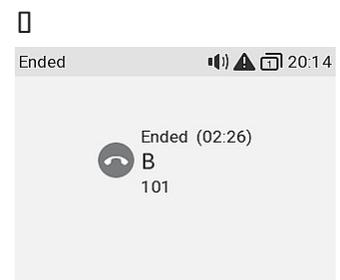
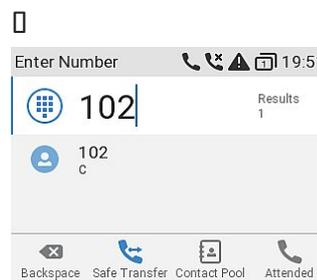
OK

ou



Navigation key: center

to complete the transfer.



□ You may briefly see screen message *Ended B 101* indicating that the transfer was completed.

• **Transferência de chamada direta (call waiting) □ Call deflection**

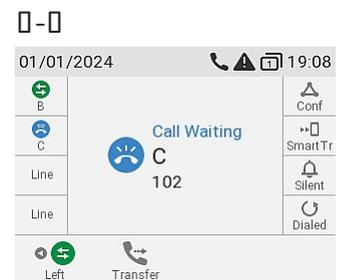
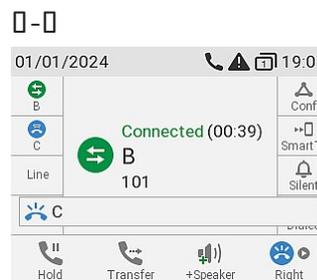
1. If you are in an active call (**B, 101**) and want to transfer an incoming call waiting (**C, 102**), press the function key underneath



Next call waiting

□ The incoming call waiting appears on-screen.

Note: Your active call remains active while you are transferring the ringing call.



2. Press



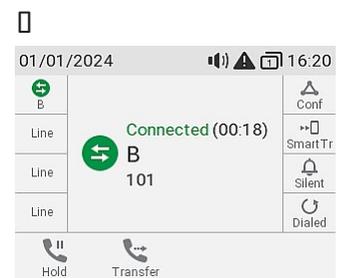
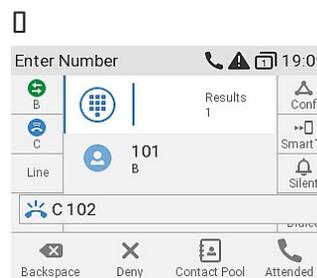
transferir

ou press the function key underneath the following symbol



Transfer

□ The **dial screen** will appear.



3. Dial the number (**D, 103**) you want to transfer the call to blindly (unannounced), or select one from one of the available phone directories. □ Your active call reappears on-screen.

• **Transferência de chamada direta (ringing call)** □ Call deflection

1. With an incoming call ringing **(B, 101)**, press

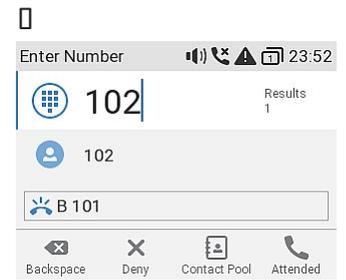
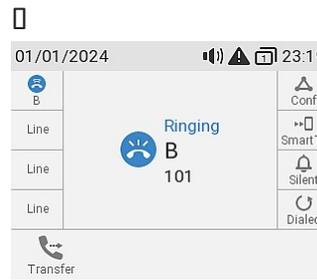


transferir

ou press the function key underneath the following symbol



Transfer



□ The **dial screen** will appear.

2. Dial the number **(C, 102)** you want to transfer the call to blindly (unannounced), or select one from one of the available phone directories.

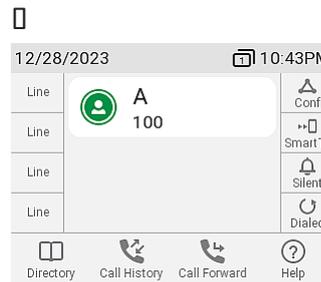
3. Press ou to complete the transfer.



OK



Navigation key: center



Call lists

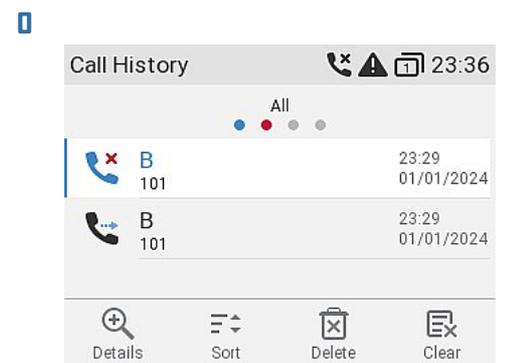
Three call lists of missed, dialed, and received calls are stored on the phone. They contain the number, time and date, and duration of the calls. If the memory allotted to storing the call lists is full, the oldest ones will be overwritten.

1. From idle screen: press the function key underneath the following symbol □ Histórico de chamadas perdidas, recebidas, marcadas



Histórico de chamadas

2. To display the lists of missed, received, or dialed calls on-screen, use the navigation key (left/right). On each list, the latest call is at the top of the list. Scroll through the list using the navigation key (up/down). The icons indicate the type of call.



Note: The red dot indicates the arrival of new missed messages since the last time the missed calls were viewed. It is removed from the list of all calls and turns blue in the list of missed calls once the list has been viewed.

Software update

Manual update

1. Go to [Snom's Firmware Update Center](#) and find the latest firmware version for your phone.
2. Please read the instructions and release notes before downloading the firmware.
3. **Right-click** the *download link* in the Firmware files table.
4. Open the phone's web user interface (WUI) and navigate to *Software Update* page.
5. In the *Manual Software Update* area, paste the link into the text field of **Firmware**.
6. Click **Load**. The phone begins to reboot. If the phone challenges a *Reboot?* message, please confirm.

Auto provisioning

1. Open the phone's web user interface (WUI) and navigate to the *Advanced Settings page > Update tab*.
2. Please click on the help symbol of each line and read the information on each setting carefully before you configure the setting.
3. When done, click **Apply**. If you have the changed the setting URL and/or the *PnP configuration*, a reboot is required before they will take effect.

For more information, see our [web page](#).

Note: DO NOT DISCONNECT THE POWER WHILE THE PHONE IS REBOOTING!

Troubleshooting

Contacting Snom Support

Click this text to read and follow the detailed instructions given on our website.

Submitting a ticket

Click this text to read and follow the detailed instructions given on our website.

Submitting system and settings information

- [System information](#)
- [Settings information](#)

Traces

Snom Support may ask you to submit a SIP Trace and/or a PCAP Trace to help them analyze your problem.

- [Performing a SIP trace](#)
- [Performing a PCAP trace](#)

Important information

This **Short User Manual for D735** has been derived from the more extensive user manual to give users a more concise overview in their own language. Please refer to the **D735 user manual** regarding the following topics:

- [Copyright, Trademarks, GPL, Legal Disclaimers](#)
- [Safety instructions](#)
- [Standards conformance](#)
- [Product specifications](#)
- [Disposal of the device](#)
- [Cleaning](#)

Isenção de responsabilidade

Outras informações: [Site da Snom D735](#) | [Snom Service Hub](#) | [Ficha de dados](#) | [Informações de garantia](#) | [Aprovações de tipo](#) | [Locais da empresa](#)

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