

# D785 / D785N



**IP desk phone / Corded handset**

**Short User Manual**



English



German



Italian



French



Spanish



Portuguese



Greek



Polish



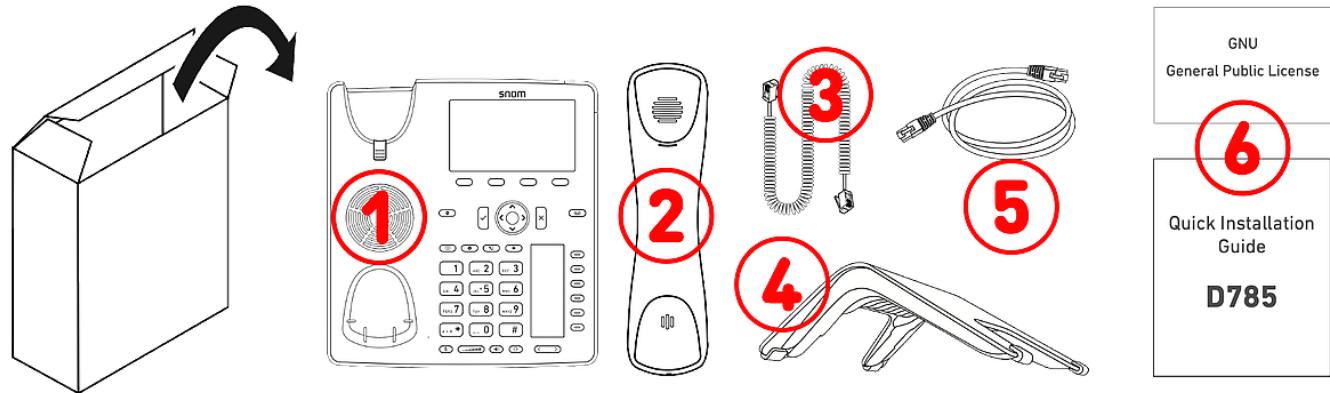
Russian



Turkish

## Getting started

### (A) Unpacking and inspecting the delivery content

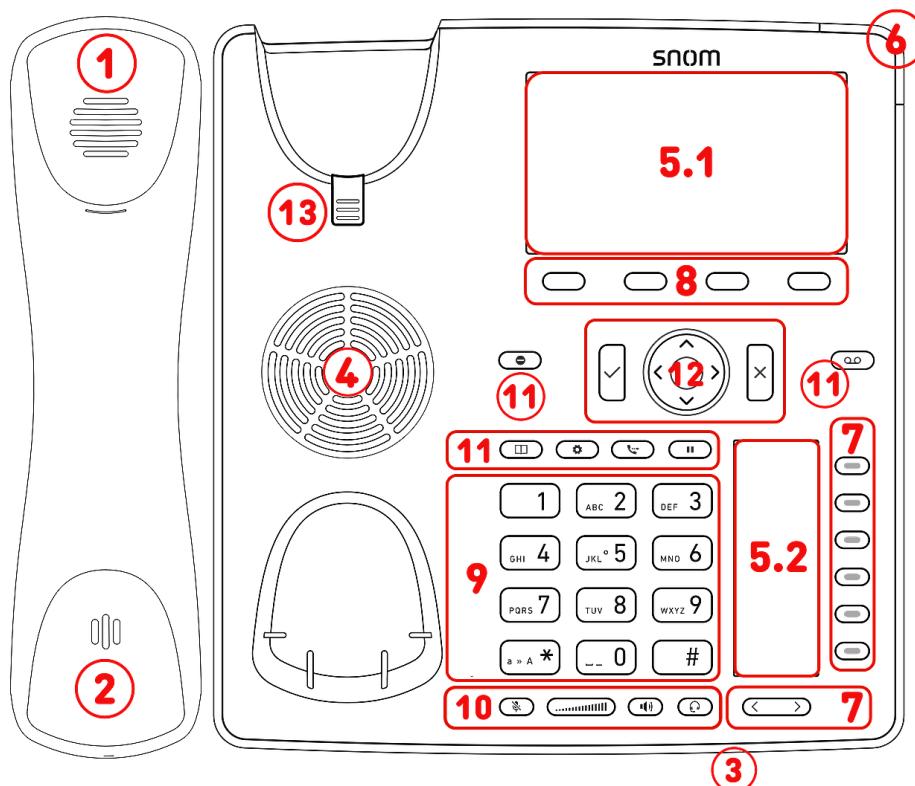


**A-1:** IP desk phone D785 / D785N | **A-2:** Handset | **A-3:** Handset cord | **A-4:** Footstand | **A-5:** Ethernet cable: 1.5 m | **A-6:** Documentation

### (B) Getting to know the D785 / D785N components

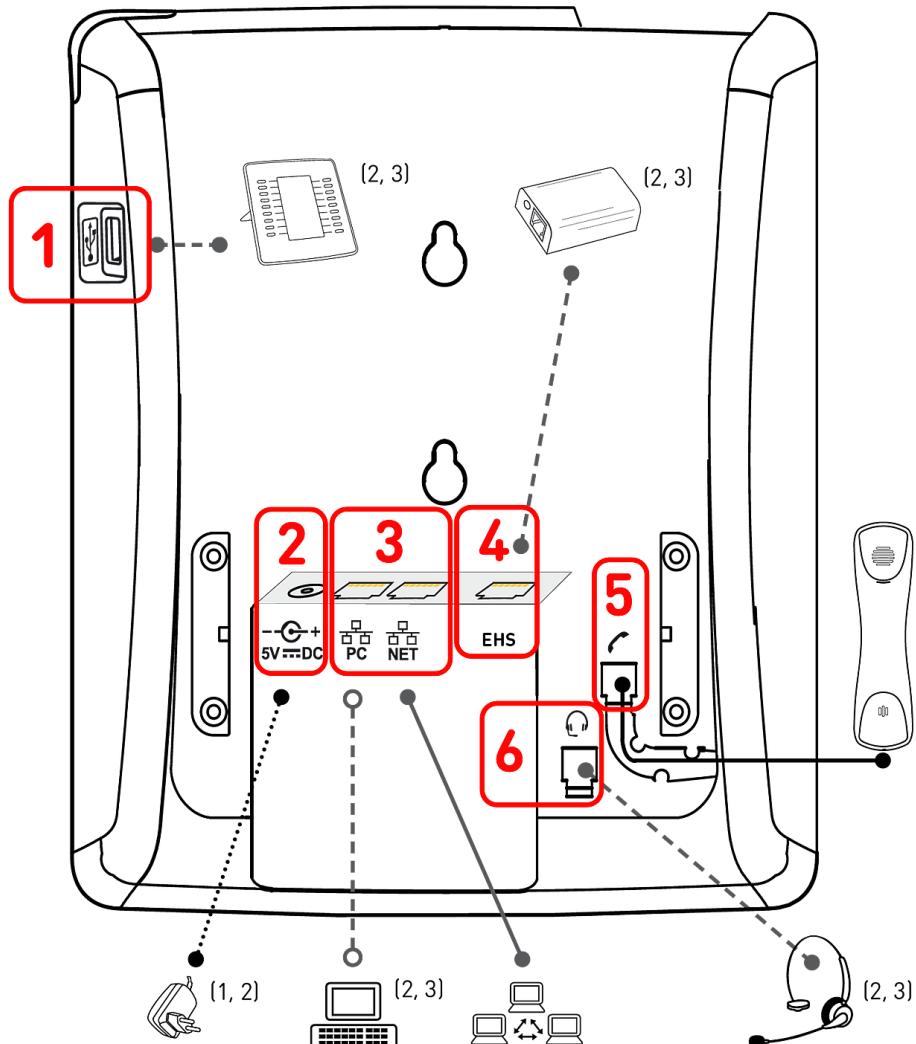
The hardware components of the D785 / D785N can be summarized as follows:

- Audio devices → **B-1 - B-4**
- Display and indicators → **B-5 - B-6**
- Hard keys → **B-7 - B-12**



- B-1:** Handset earpiece
- B-2:** Microphone
- B-3:** Casing microphone
- B-4:** Casing speaker
- B-5:** Dual display
  - **B-5.1** Display
  - **B-5.2** SmartDisplay
- B-6:** Call status indication (with red LED)
- B-7:** 6 SmartLabel keys (with multicolour LED) & Page
- B-8:** 4 context-sensitive function keys
- B-9:** 12 keys (standard ITU telephone keypad)
- B-10:** 5 dedicated audio keys
- B-11:** 6 dedicated function keys
- B-12:** 5-way navigation key & Ok / Cancel
- B-13:** Handset rest tab

## (C) Interfaces and connections



## Wired interfaces

**C-1:** USB headsets and other accessories: 1 × USB 2.0 type A port

**C-2:** Power adapter: coaxial power connector (socket)

**C-3:** Network connectivity: 2 × RJ45-8P8C (NET/PC) sockets

- **Power over Ethernet (PoE):** IEEE 802.3af class 2/3<sup>5</sup>
- Gigabit Ethernet (GbE)

**C-4:** EHS adapter: RJ12-6P6C socket

**C-5:** Corded handset: RJ9-4P4C socket

**C-6:** Headset: RJ9-4P4C socket

## Wireless interfaces

- D785 → **Headset connectivity:** Bluetooth 4.0, class 2
- D785N<sup>4</sup> → -/-

<sup>1</sup> If PoE is not available

<sup>2</sup> Not included in delivery

<sup>3</sup> Optional

<sup>4</sup> D785N without Bluetooth

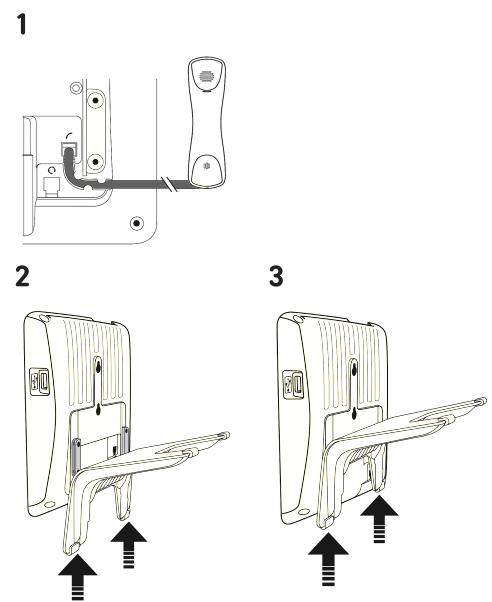
<sup>5</sup> Class 2 w/o USB and Bluetooth

## Preparing the D785 / D785N for use

### Attaching footstand and handset

**Note:** The footstand can be attached at two different angles: low angle **28°** or high angle **46°**

1. Before attaching the footstand to the phone, plug the long end of the handset cord into the RJ9-4P4C 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 D785 / D785N.
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 D785 / D785N on an even, horizontal surface.



### Connecting and powering up

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

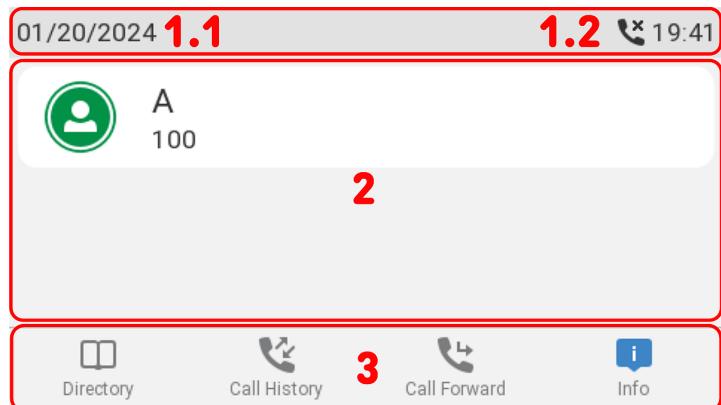
1. Plug one end of the Ethernet (network) cable into the RJ45 connector labeled **NET** and the other one into the network side to establish a data link.
2. If PoE is not available, hook up the plug of the power supply to the wall outlet.
3. The second RJ45 connector, labeled **PC**, is for daisy-chaining 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 D785 / D785N into operation\*\*](#)

## Getting to know the display and controls

Display (see → *Getting started → Getting to know the D785 / D785N components → B-5.1*)

This display presents the following information:

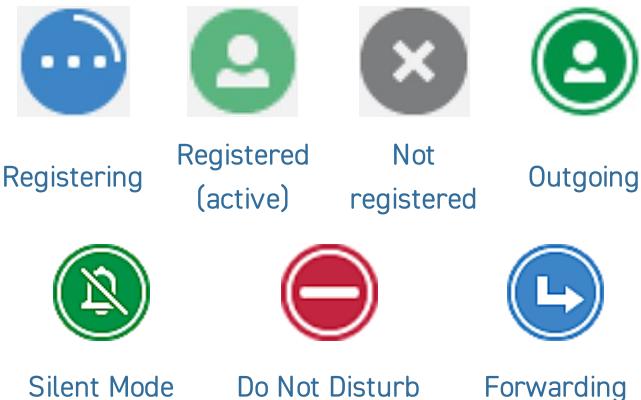
*In idle mode:*



**1. Info bar/status line**

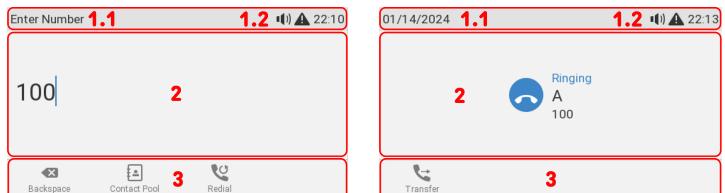
1. Date
2. Audio devices | Status messages | Time

**2. Context area:** Configured identities and their actual state



**3. Function key line, context-sensitive:** (see → *Context-sensitive, programmable function symbols and function keys*)

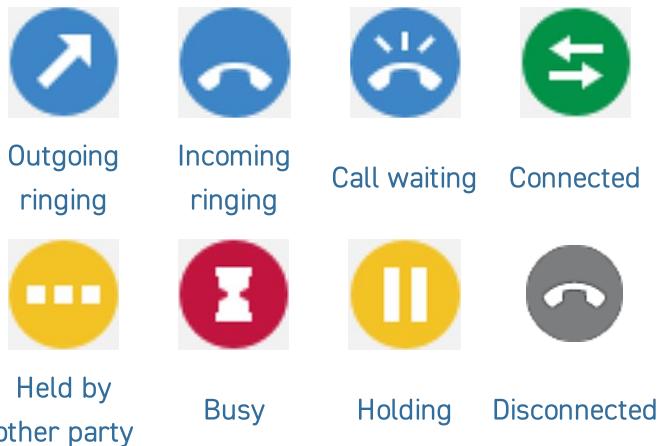
*When the phone is active:*



**1. Info bar/status line**

1. Name of current activity | Date
2. Audio devices | Status messages | Time

**2. Context area:** Depending on the activity, this area will contain symbols and text.



**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.

**SmartDisplay (see → Getting started → Getting to know the D785 / D785N components → B-5.2)**

The phone has a second screen (SmartDisplay) where the SmartLabels of the 24 freely programmable function keys (SmartLabel keys) are displayed on 4 pages in 6 label areas each. The black horizontal bar at the top of the screen indicates which page is on-screen at the moment.

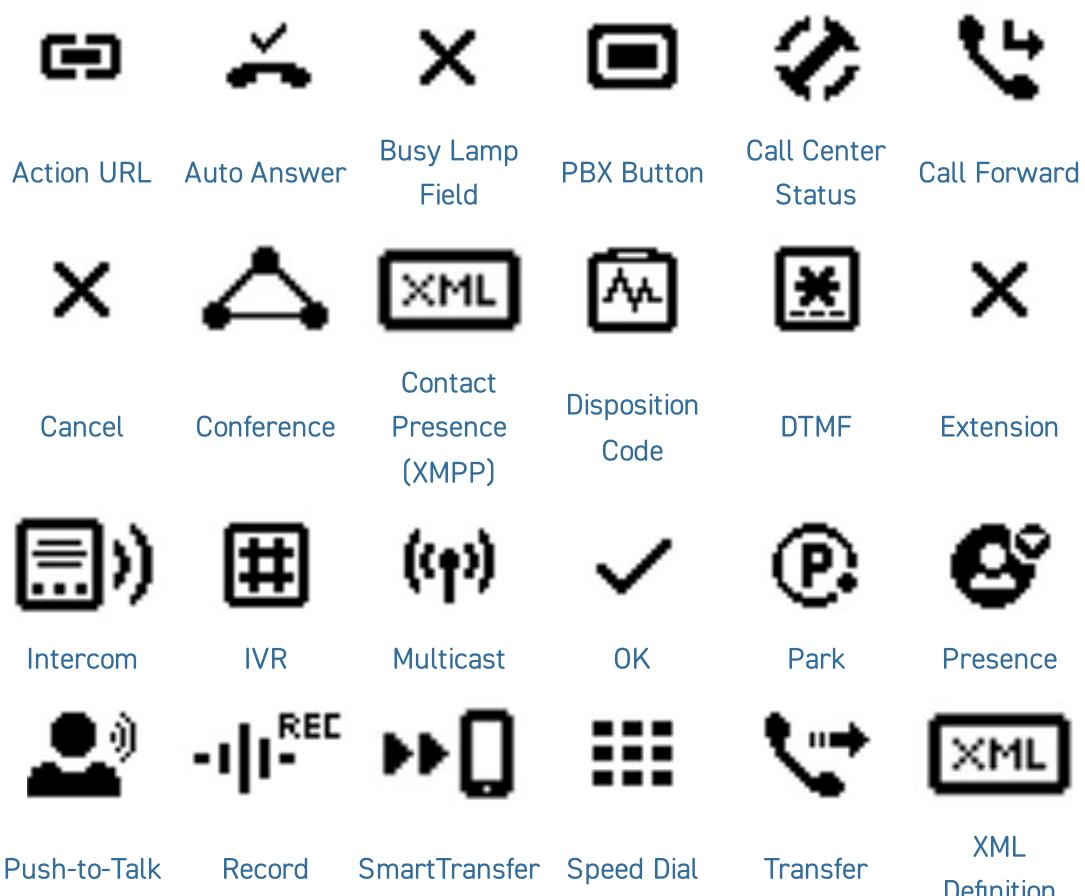
Depending on the key type, label areas are composed of icon and text, or only text respectively. Both can also be customised. The following **key types** are available with current firmware:

**Default setting:**

Page 1	Page 2	Page 3	Page 4
Line	Line	Line	Line
Line	Line	Line	Line
Conference	Line	Line	Line
SmartTransfer	Line	Line	Line
Silent Mode	Line	Line	Line
Dialed	Line	Line	Line

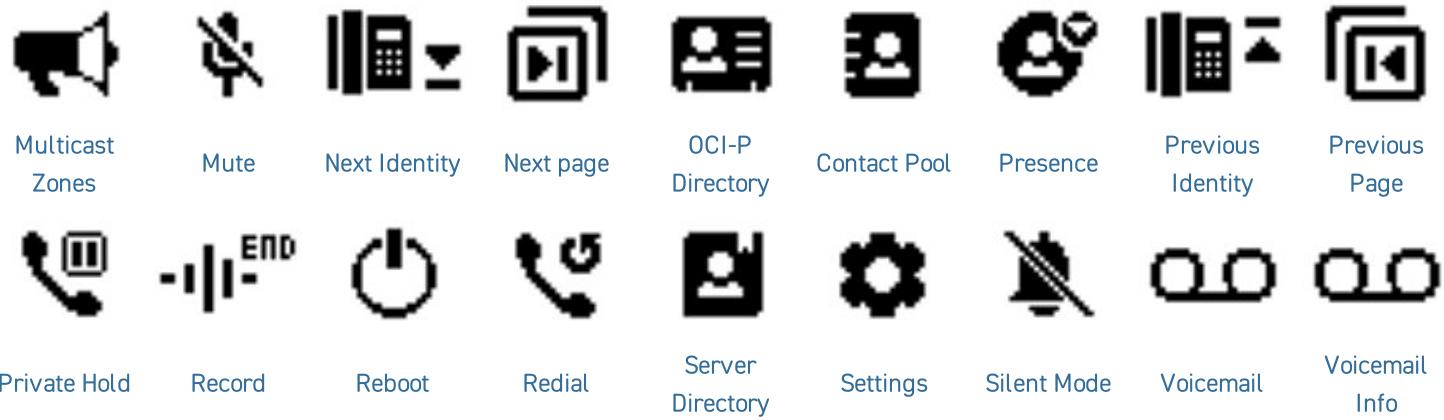
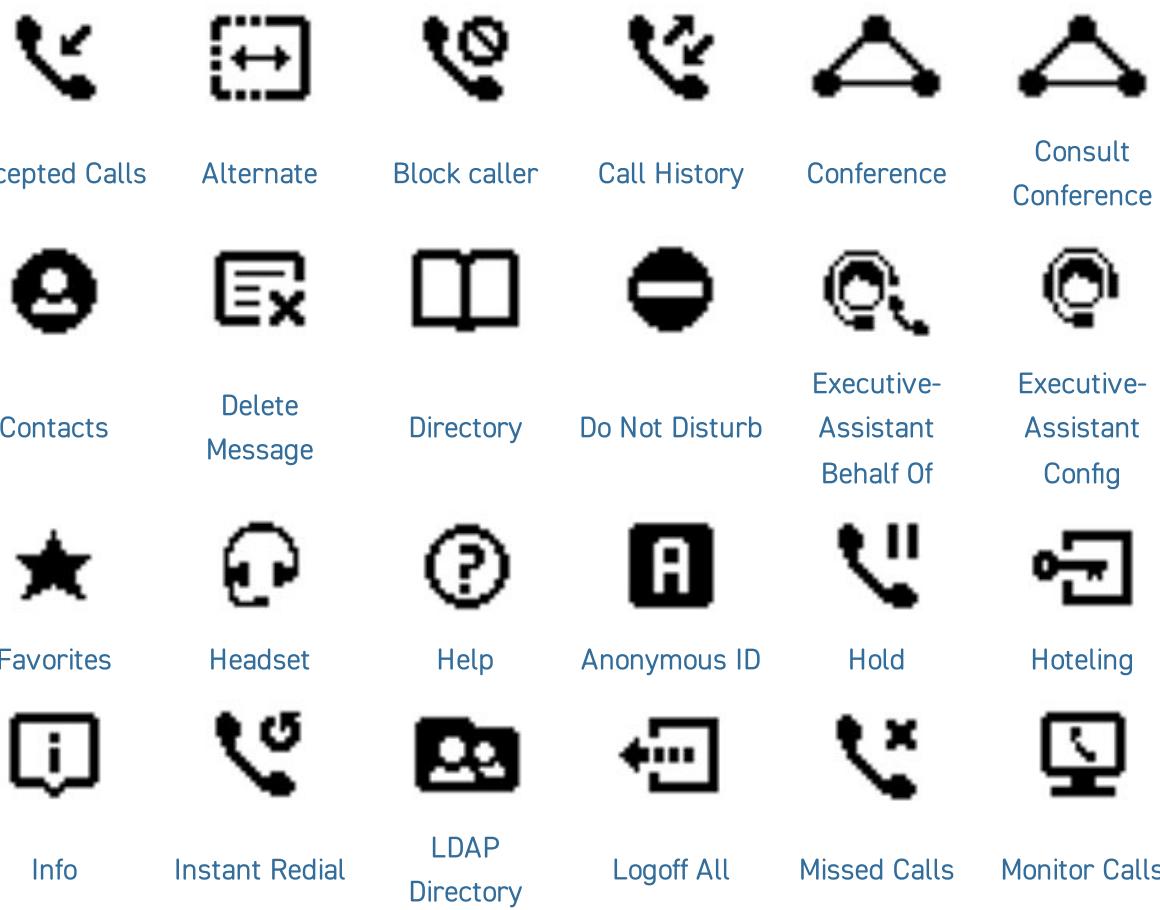
**Key types:** Line, Send SIP INFO, Star Code, Key event

Unknown
Action URL
Auto Answer
BLF
Button
Call Center Status
Call Forward
Call Park
Cancel
Conference
Contact (XMPP)
Disposition Code
DTMF
Extension
Intercom
IVR
Key Event
✓ Line
Multicast
OK
Park
Presence
Push-to-Talk
Record
SendSipInfo
SmartTransfer
Speed Dial
Star Code
Transfer
UserInputAndSendSipInfo
XML Definition
None



## Key event:

✓ Unknown
Accepted Calls
Alternate
Block Caller
Call History
Conference
Consult Conference
Contacts
Delete Message
Directory
DND
Executive-Assistant Behalf Of
Executive-Assistant Config
Favorites
Headset
Help
Hide Outgoing ID
Hold
Hoteling
Info
Instant Redial
LDAP Directory
Logoff All
Missed Calls
Monitor Calls
Multicast Zones
Mute
Next Identity
Next Page
OCI-P Directory
Pool
Presence
Previous Identity
Previous Page
Private Hold
Record
Reboot
Redial
Server Directory
Settings
Silent Mode
Voicemail
Voicemail Info
None



**Call indicator (see → *Getting started → Getting to know the D785 / D785N components → B-6*)**

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.

**SmartLabel keys (see → *Getting started → Getting to know the D785 / D785N components → B-7*)**

6 SmartLabel keys (freely programmable function keys with LEDs) on the right side of the SmartDisplay execute the functions defined by the SmartLabel. 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.

Context	Type	Number
P1	Active	Line
P2	Active	Line
P3	Active	Key Event
P4	Active	SmartTransfer
P5	Active	Key Event
P6	Active	Key Event

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 LED 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.

Each of the **6** physical keys can be assigned to different functions on **4 SmartLabel pages**, which finally gives a total number of **24** SmartLabel keys.

You can switch between the SmartLabel pages using the following key:



SmartLabel page

**Default setting:**

- Page 1: **P1-P2** → **Line**, **P3** → **Key event: Conference**, **P4** → **SmartTransfer**, **P5** → **Key event: Silent Mode**, **P6** → **Key event: Dialled (Redial)** → List dialled calls
- Page 2: **P7-P12** → **Line**
- Page 3: **P13-P18** → **Line**
- Page 4: **P19-P24** → **Line**

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

Context-sensitive, programmable function symbols and function keys (see → *Getting started → Getting to know the D785 / D785N components* → B-8)

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



Directory



Call history



Forward all



Status messages



Help

**F1** Internal phone directory   **F2** Call lists (missed, received, dialled calls)

**F3** Forwarding all calls (on/off)

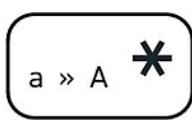
**F4** Status information or IP address

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

**Alphanumeric keypad** (see → *Getting started → Getting to know the D785 / D785N components* → B-9)

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

1

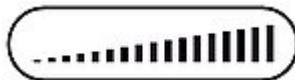


Star key

- **In editing mode:** Press (1) for one second to change input mode (numerals > lower case > upper case) or press (1) briefly to type \*.
- **On idle screen:** Press (1) for 3 seconds to lock/unlock the keypad.

**Audio control keys (see → *Getting started → Getting to know the D785 / D785N components → B-10*)**

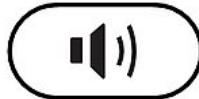
5 audio control keys are used to adjust the volume, for muting and unmuting the microphone, to activate speakerphone and headset mode.



Volume + / -



Mute



Speakerphone



Headset

- **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

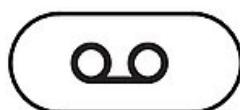
- **Muting and unmuting the microphone**
- This will mute the microphone, i.e. you can hear the party on the other end, but they cannot hear you.
- Lights up red when and as long as the microphone is muted.

- **Toggling between handsfree and handset mode**
- Dialling and accepting calls on speakerphone
- Lights up green when and as long as the mode is activated.

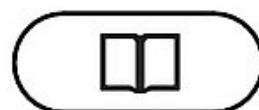
- Toggling headset mode on and off

**Dedicated, customizable function keys (see → *Getting started → Getting to know the D785 / D785N components → B-11*)**

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



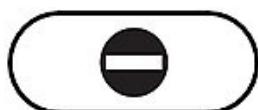
Message



Directory



Hold



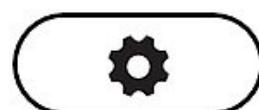
Do not disturb (DND)

- **Retrieving messages from the mailbox (if applicable)**
- Lights up red when there is a new message on the mailbox.

- Accessing the built-in directory of the phone

- **Holding or unholding an active call**

- Toggling Do not disturb (DND) mode for all identities registered on the phone.



Settings



Transfer

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

- **Transferring calls**

## Navigation, confirmation, and cancel keys (see → *Getting started → Getting to know the D785 / D785N components* → B-12)

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:



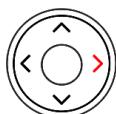
- **On idle screen:** Select the outgoing identity
- In other contexts: Navigate up/down

Navigation key: up/down



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

Navigation key: left



- **On idle screen:** Opening the list of missed calls and simultaneously turning off the missed call LED
- **In editing mode:** Moving the cursor to the right one character at a time

Navigation key: right



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

Navigation key:

center

Ok



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

Cancel

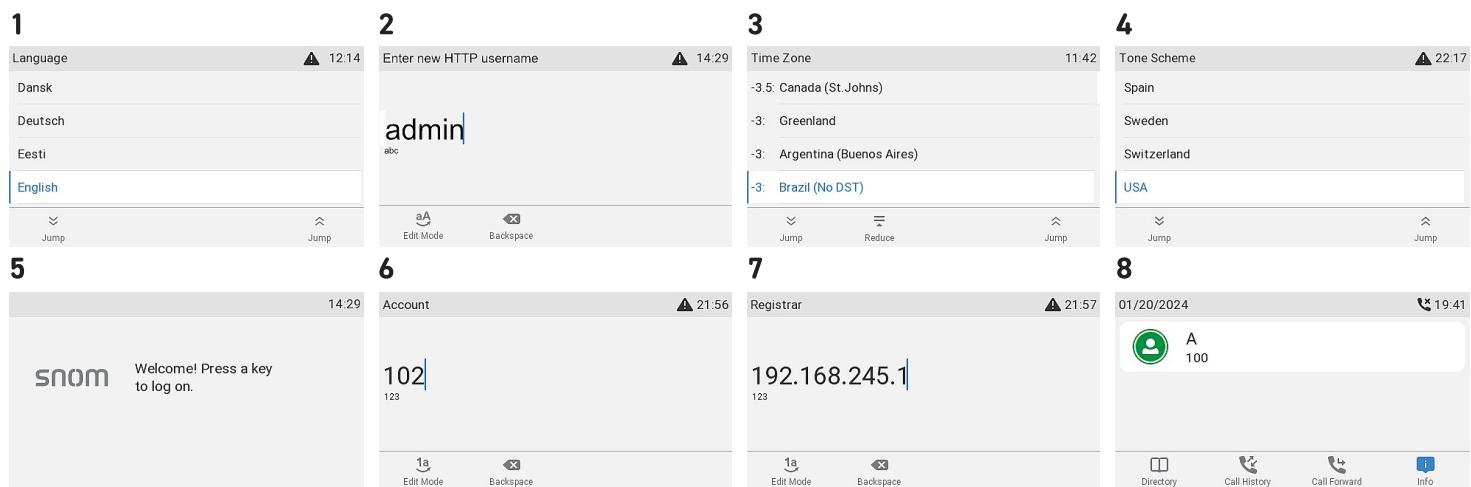
## Putting the D785 / D785N into operation

### 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 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. You will be prompted to select a **language**. The default is **English**.
2. Next, you will be prompted to enter a **HTTP username and password** for accessing the phone's web user interface in 2 steps. **(1)** The suggested user name can be used or a new one can be entered. **(2)** You are obliged to set a proper **HTTP password** to operate the phone.
3. Next, you will be prompted in the language of your choice to select a **time zone**. This affects the time shown on your display.
4. 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.
5. 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.
6. Enter the **account number** and save with **OK key**.
7. Enter the **registrar** and save with **OK key**. If required, 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**.

## Adjusting the D785 / D785N settings

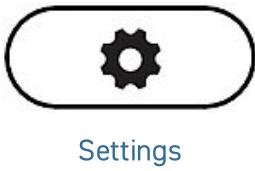
A comparatively small number of settings can be adjusted directly **on the phone** via *menu-driven phone user interface (PUI)*; many more can be conveniently customized via the *phone's web user interface (WUI)* from a **computer with web browser**.

**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.

### Phone user interface

Press



Settings

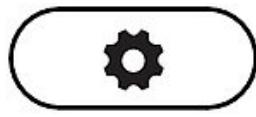
to open the settings menu on the display. To open submenus and settings, select the submenu or setting with the navigation key and press



Ok

### Web user interface (WUI)

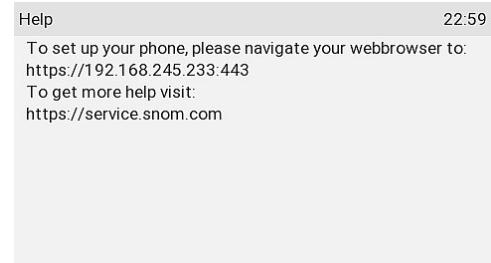
1. Look up the phone's **IP address**. Press



Settings

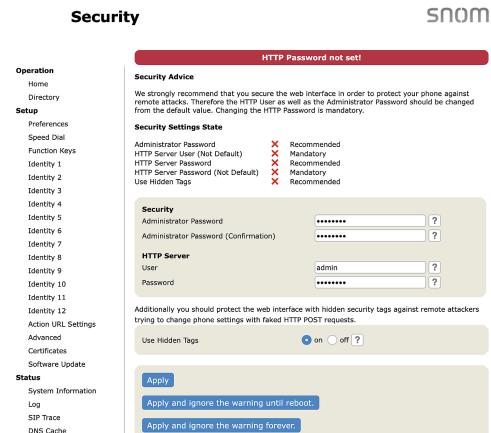
→ Information → Help

1



To set up your phone, please navigate your web browser to: <https://192.168.245.233:443>  
To get more help visit: <https://service.snom.com>

3



HTTP Password not set!

**Security Advice**  
We strongly recommend that you secure the web interface in order to protect your phone against remote attacks. Therefore the HTTP User as well as the Administrator Password should be changed from the default value. Changing the HTTP Password is mandatory.

**Security Settings State**

Administrator Password	*****	?
HTTP Server User (Not Default)	X	Not Recommended
HTTP Server User (Default)	X	Recommended
HTTP Server Password (Not Default)	X	Mandatory
HTTP Server Password (Default)	X	Recommended

Additionally you should protect the web interface with hidden security tags against remote attackers trying to change phone settings with faked HTTP POST requests.

Use Hidden Tags  on  off ?

**Security**

Administrator Password:  ?  
Administrator Password (Confirmation):  ?

**HTTP Server**

User: <input type="text"/> admin	?
Password: <input type="password"/> *****	?

Apply  
Apply and ignore the warning until reboot.  
Apply and ignore the warning forever.

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

- Handset:

Pick up the handset, enter the phone number, and confirm with **Ok** or enter the phone number and pick up the handset.



or



Navigation key: center

- Headset:

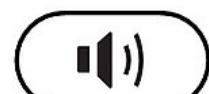
Enter the phone number and press



Headset

- Speakerphone:

Enter the phone number and press



Speakerphone

### Accepting calls

#### Using different audio devices

- Handset: Pick up the handset

- Headset:

Press

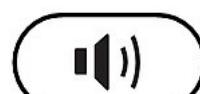


Headset

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

- Speakerphone:

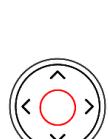
Press



Speakerphone



Ok



Navigation key: center

### Terminating calls

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

Press



Cancel

## Active calls

### One call on hold

Press



Hold

or press the function key underneath the following symbol



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



Hold

or 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



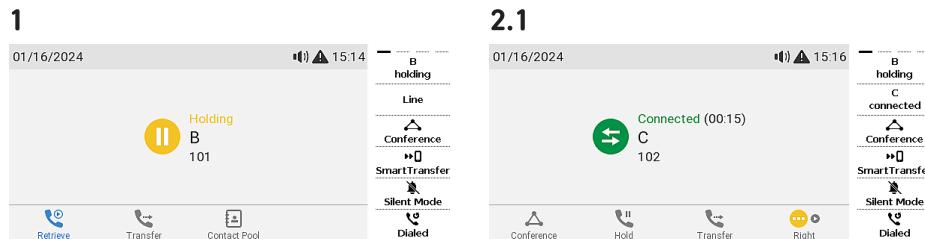
Ok

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

## Conference

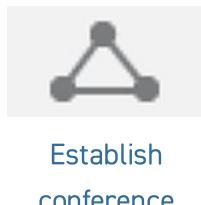
The maximum number of participants in phone-based conferences is **3** (you and 2 others). For the number of participants in server-based conferences and how to set up and join them, please check with your network administrator or your VoIP provider.

- 1. Initiating a conference:** Call the first intended participant (**B, 101**) and put the connected call on hold.



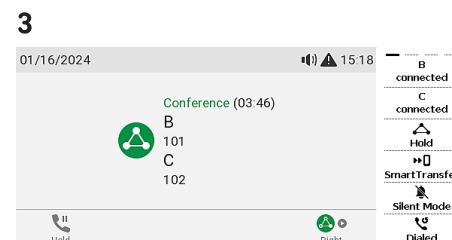
- Call the next intended participant (**C, 102**) and announce the conference. Put the connected call (**C, 102**) on hold.

- 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
- Talk to one of the participants in private. With one of the participants on-screen, press
- Put one participant on hold. With one of the participants on-screen, press
- Terminate the conference and the connections to both parties by returning to the conference screen.



Previous participant



Next participant

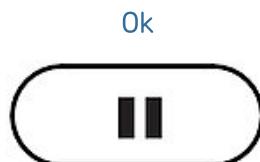


Back to conference



Ok

To restart the conference, press the function key below



Hold

To restart the conference, press the function key below



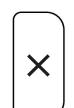
Back to conference



Establish conference



Establish conference



Cancel

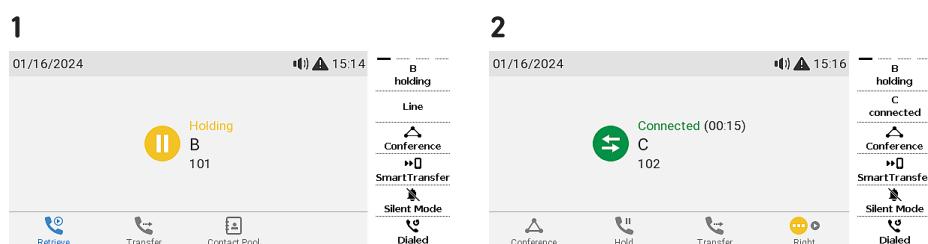
## Transferring calls

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

- When you have a call on the line, there are two ways to transfer it to a third party
  - Attended call transfer:** Announcing the call to the third party first, to make sure the call is welcome and will be accepted.
  - Blind call 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 redirect it to a third party without answering it first. → [Call deflection](#)

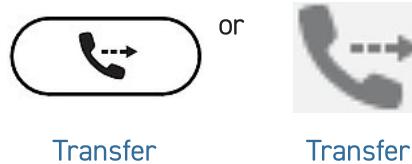
### Attended call transfer with a single call on the phone (B, 101)

- Put the connected call (B, 101) on hold.



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

- If the third party (C, 102) wants to accept the call



→ The call (C, 102) is put on hold.

- Press



Ok

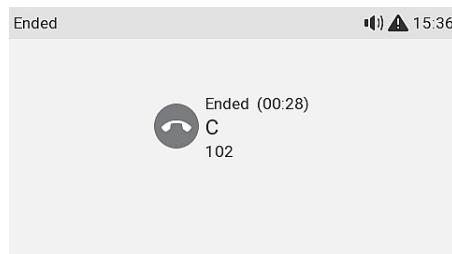
or



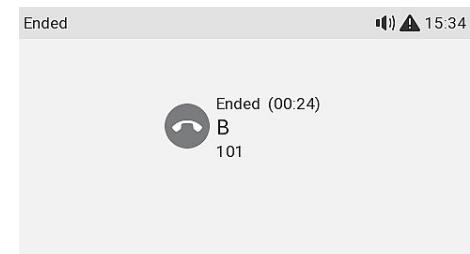
Navigation key:  
center

to complete the transfer.

#### 4.1



#### 4.2



→ You may briefly see screen messages *Ended C 102* and *Ended B 101* indicating that the transfer was completed. B (101) is in a call with C (102) now.

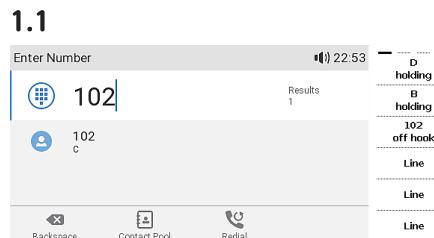
## Attended call transfer with more than one call → B (101) and D (103)

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

**Note:** If the third party does not want to take the call



Cancel



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



Transfer

or press the function key underneath the following symbol



Transfer

→ The call (C, 102) is put on hold.

3. Press



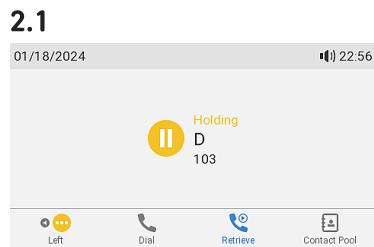
or



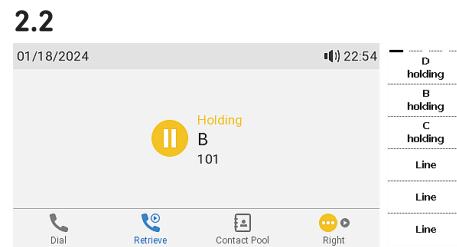
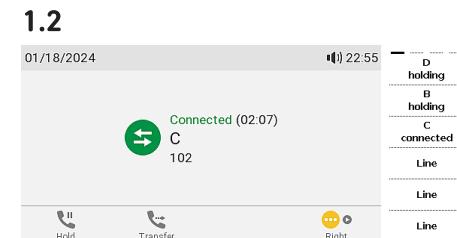
Ok

Navigation key:  
center

to complete the transfer. → B (101) is in a call with C (102) now.



**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

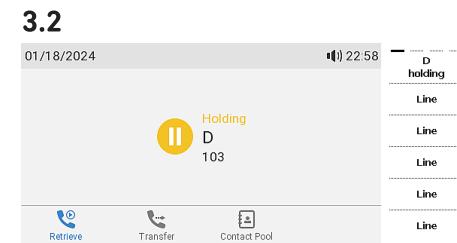


Previous held  
call

Next held call



**Note:** 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**).

## Blind call transfer: active call (B, 101)

- With an active call (B, 101) on the line, press



Transfer



Transfer

→ The call (B, 101) is put on hold. The **dial screen** will appear.

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



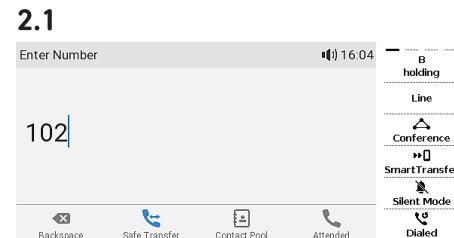
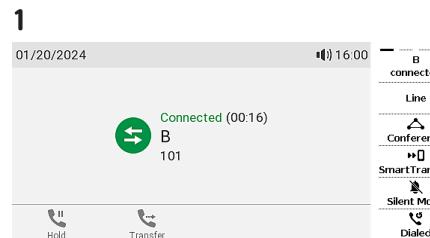
or



Ok

Navigation key:  
center

to complete the transfer.



→ B (101) is ringing C (102) now.

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

## Call deflection (active call B 101 and call waiting C 102)

- 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

- Press



or

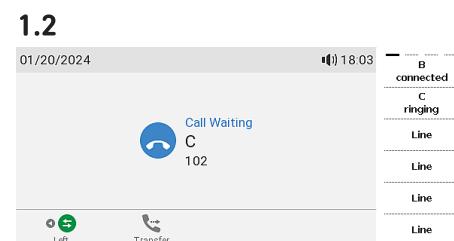
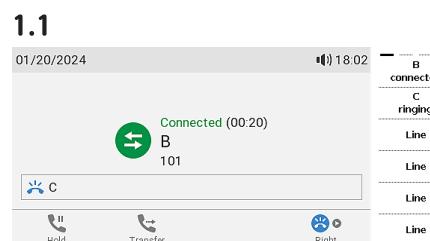


Transfer

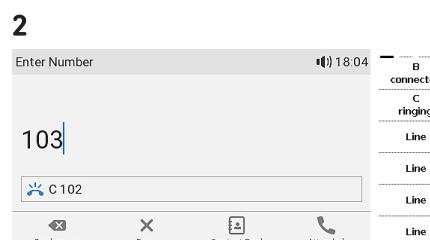
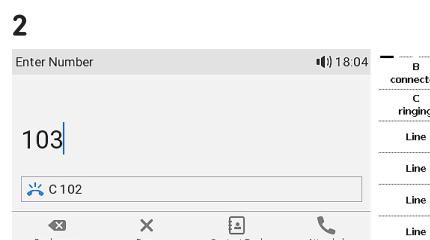
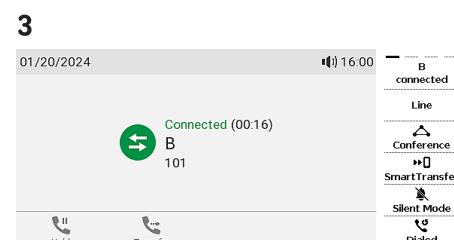
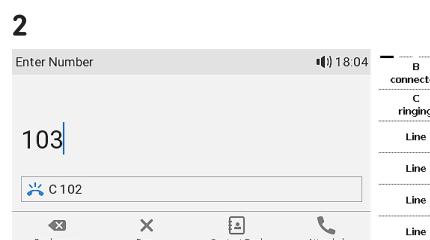
Transfer

→ The **dial screen** will appear.

- Dial the number (D, 103) you want to transfer the call to blindly (unannounced), or select one from one of the available phone directories. → C (102) is ringing D (103) now. Your active call (B, 101) reappears on-screen.



→ The incoming call waiting appears on-screen. Your active call remains active while you are transferring the ringing call.



## Call deflection (ringing call **B (101)**)

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



or



Transfer

Transfer

→ The **dial screen** will appear.

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

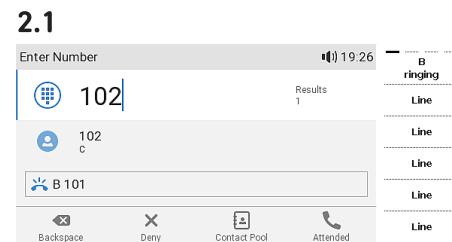
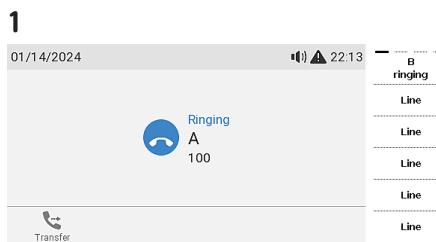


or



Ok

Navigation key:  
center



to complete the transfer. → **B (101)** is ringing **C (102)** now.

## 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**.

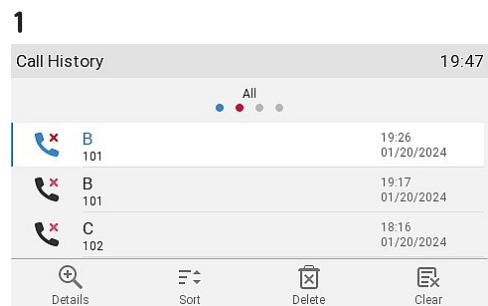
- On **idle screen**: press the function key underneath the following symbol



Call history

- 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.



2



Received  
calls



Dialed  
calls



Missed  
calls

## Software update

### Manual update

1. Go to Snom's Firmware Update Center and find the latest firmware version for your D785 / D785N.
2. Please read the instructions and release notes before downloading the firmware.
3. **Right-click** the *download link* in the Firmware files table and **copy the link**.
4. Open the phone's web user interface (**WUI**). Navigate to page *Software Update (...)*. In the *Manual Software Update* area, paste the link into the text field of **Firmware**.
5. Click **Load**. The phone begins to reboot.

**Note: DO NOT DISCONNECT THE POWER WHILE THE D785 / D785N IS REBOOTING!**

3

### Downloads

#### Firmware Files

Phone Model	File Size	SHA-256 Checksum	Download Link
D785	41.0 MB	1ddc1588dd0a4cabdc9f0b b89d7de2bf1443566f458a 3fb03a76b69b42fd1556	<a href="https://downloads.snom.com/fw/10.1.184.14/bin/snomD785-10.1.184.14-HW1-SIP-r.bin">https://downloads.snom.com/fw/10.1.184.14/bin/snomD785-10.1.184.14-HW1-SIP-r.bin</a>

4

### Manual Software Update

SNOM

<b>Operation</b>
Home
Directory
<b>Setup</b>
Preferences
Speed Dial
Function Keys
Identity 1
Identity 2
Identity 3
Identity 4
Identity 5
Identity 6
Identity 7
Identity 8
Identity 9
Identity 10
Identity 11
Identity 12
Action URL Settings
Advanced
Certificates
<b>Software Update</b>

#### HTTP Password not set!

You may explicitly specify which software version you want to run on this phone. Fill in the http URL which is pointing to the firmware you want to use. Please use only a complete http URL (like <http://www.example.com/firmware.bin>). The phone will reboot after you press the load button.

#### Manual Software Update

Firmware

Load

Your phone is shipped with a valid license preinstalled. It is possible to install a new license file via the manual license upload to enable additional software features or to reinstall the preinstalled license in case it is missing or damaged. If the uploaded license file is invalid (e.g. not matching the MAC address of the phone) it will be ignored and the existing license is kept.

#### Manual License Upload

License file

Choose File

Load

### 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 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](#).

## Troubleshooting

### Contacting Snom Support

Click this text (or scan the QR code) to read and follow the detailed instructions given on our website.



### Submitting a ticket

Click this text (or scan the QR code) to read and follow the detailed instructions given on our website.



### Submitting system and settings information

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

### SIP/PCAP traces

Our support team 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 **D785 / D785N Short User Manual** has been derived from the more extensive user manual to give users a more concise overview in their own language. Please refer to the **D785 / D785N user manual** regarding the following topics: [Copyright](#) | [Trademarks](#) | [Legal Disclaimers](#) | [Safety instructions](#) | [Standards conformance](#) | [Disposal of the device](#) | [Cleaning](#)

## Disclaimer

Further information: [D785 / D785N webpage](#) | [Snom Service Hub D785 / D785N](#) | [Data sheet D785 / D785N](#) | [User manual D785 / D785N](#) | [General Public License \(GNU\)](#) | [Warranty information](#) | [Type approval](#) | [Company locations](#)

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