D895M

IP desk phone / DECT handset

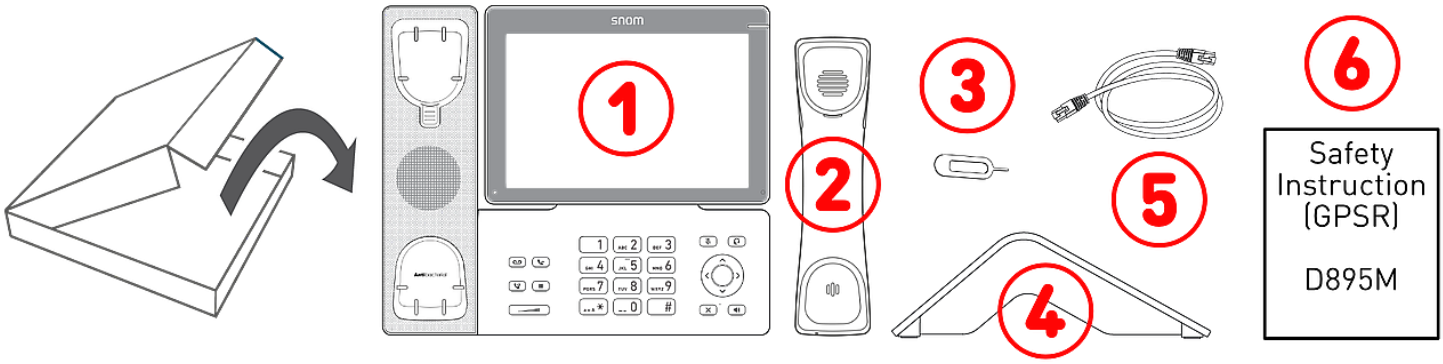
Short User Manual

English German Italian French Spanish Portuguese Greek Polish Russian

V: 6/9/2026 - 1

Getting started

(A) Unpacking and inspecting the delivery content

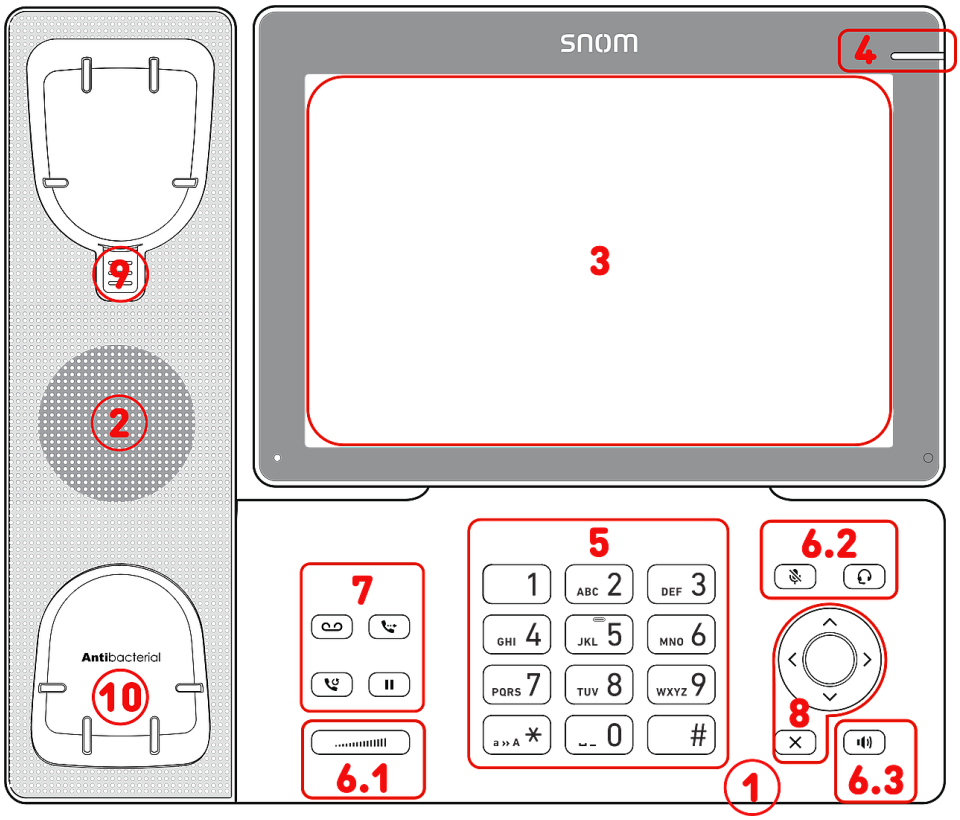


A-1: IP desk phone D895M | **A-2**: DECT handset D8M | **A-3**: Metal pin (to switch power on/off) | **A-4**: Footstand | **A-5**: Ethernet cable: 1.5 m | **A-6**: Documentation

(B) Getting to know the D895M components

The hardware components of the D895M can be summarized as follows:

- Audio devices → **B-1, B-2**
- Display and indicators → **B-3, B-4**
- Hard keys → **B-5 - B-8**



B-1: Casing microphone
B-2: Casing speaker
B-3: Display (1,280 × 800 pixels) touchscreen
B-4: Call status indication (with red LED)
B-5: 12 keys (standard ITU telephone keypad)
B-6: 5 dedicated audio keys

- **B-6.1**: Volume + / -
- **B-6.2**: Mute (with red LED) | Headset (with green LED)
- **B-6.3**: Speakerphone (with green LED)

B-7: 4 dedicated function keys
B-8: 5-way navigation key & Cancel
B-9: Handset rest tab
B-10: Hook switch sensor

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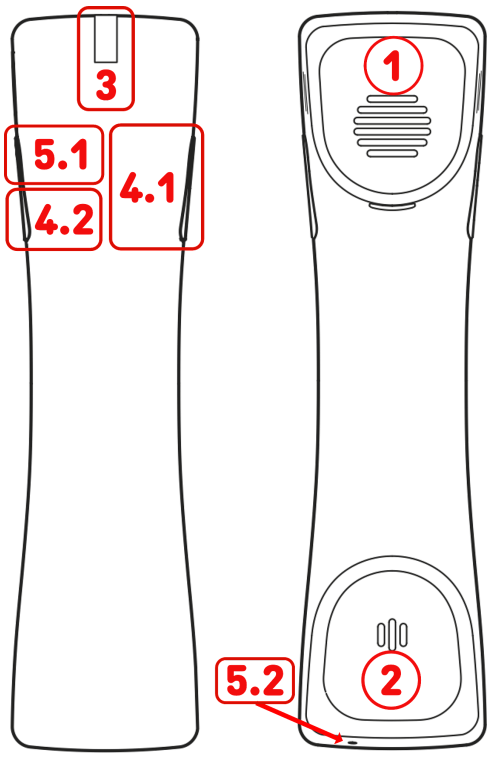
(C) Getting to know the D8M components

The hardware components of the D8M can be summarized as follows:

- Audio devices → **C-1, C-2**
- Indicators and keys → **C-3 - C-5**



C-1: Handset earpiece
C-2: Microphone
C-3: Multi-purpose status indication (with multicolour LED)

- **C-3.1**: D8M turned off (on the charging cradle)
- **C-3.2**: D8M turned on
- **C-3.3**: Charging
- **C-3.4**: Charging completed
- **C-3.5**: DECT searching mode: out of range or not registered
- **C-3.6**: DECT registration in progress
- **C-3.7**: DECT registration successful
- **C-3.8**: Mute key pressed
- **C-3.9**: Lifted off cradle or Offhook key pressed
- **C-3.10**: **Incoming call**
- **C-3.11**: DECT registration failed or cancelled

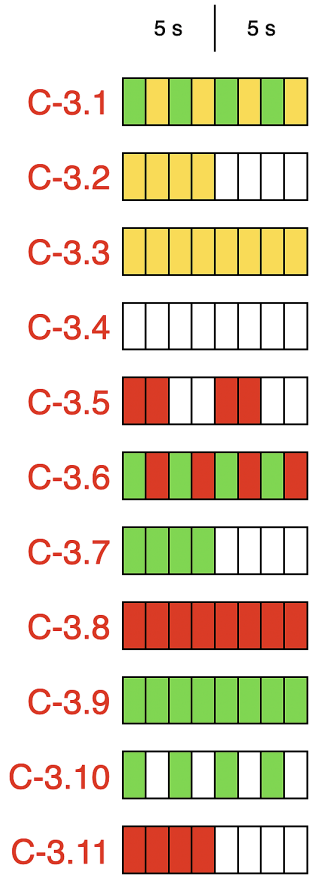
C-4: 3 dedicated audio keys

- **C-4.1**: Volume + / -
- **C-4.2**: Mute / Unmute

C-5: 2 dedicated function keys

- **C-5.1**: Onhook / offhook
- **C-5.2**: Power on / off

Multicolour LED status indicator



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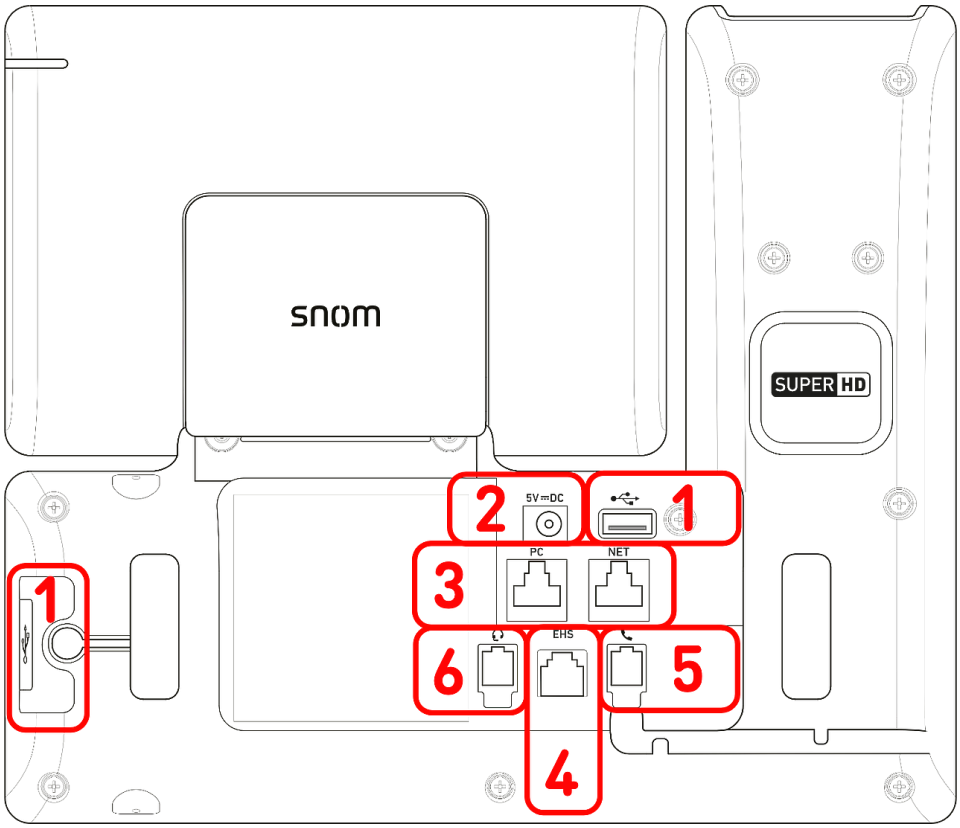
(D) Interfaces and connections



[1] If PoE is not available
[2] Not included in delivery
[3] Optional via software

Wired interfaces

D-1: USB connectivity | Expansion module D8C:[2] 2 × USB 2.0 type A ports
D-2: Power adapter:[1] coaxial power connector (socket)
D-3: Network connectivity: 2 × RJ45-8P8C (NET/PC) sockets

- Power over Ethernet (PoE), IEEE 802.3af, class 3, IEEE 802.3az[3]
- Gigabit Ethernet (GbE)

D-4: EHS adapter:[2] RJ12-6P6C socket
D-5: Corded handset:[2] RJ9-4P4C socket
D-6: Headset:[2] RJ9-4P4C socket

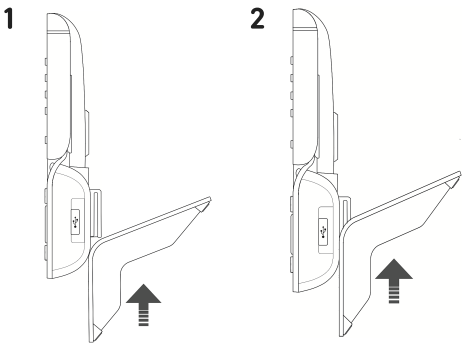
Wireless interfaces

- Cordless handset: DECT
- BT headset via integrated Bluetooth
- Network connectivity: WiFi

Preparing the D895M for use

Attaching the footstand

1. Place the top of the grooves on the footstand below the slideguides on the back of the D895M.
2. Push the footstand upwards onto the slideguides until it locks into place.
3. Place the D895M on an even, horizontal surface.



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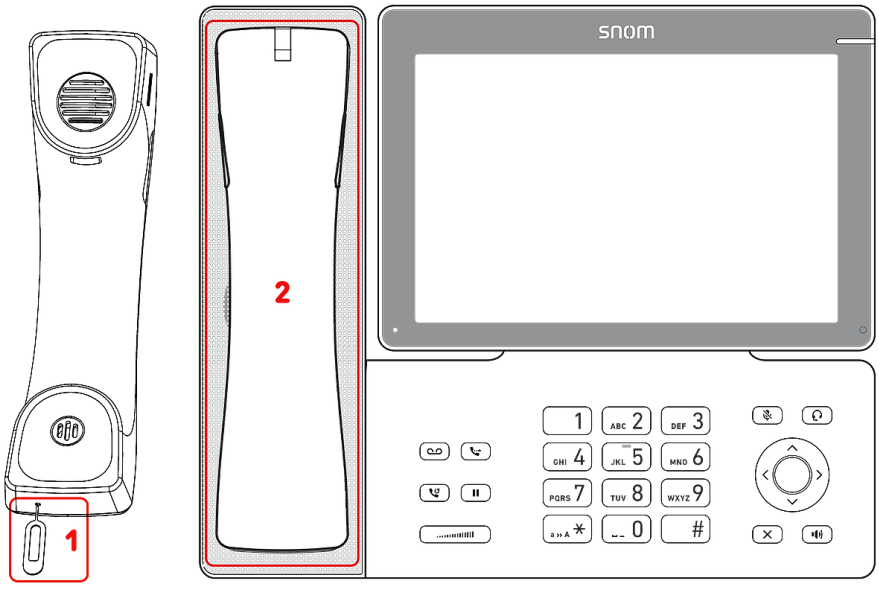
Connecting and powering up

The phone can be operated with Power over Ethernet (PoE) provided via the network cable or, if PoE is not avaible 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 D895M into operation***

Putting the D8M into operation | **Charging the battery** (see → **Getting to know the D8M components** → **Multicolour LED status indicator C-3**)

Note: The D8M is delivered with the battery inserted.



Note: Depending on its charge status, charging the battery to maximum capacity can take up to 8 hours. (see → **Multicolour LED status indicator C-3.4**)

1. Before using the handset for the first time, you must turn it on. To do so, insert the included metal pin **(A-3)** into the opening below the handset microphone **(C-5.2)** and press the power button. (see → **Multicolour LED status indicator C-3.2**)
2. Place the handset in the cradle. This will immediately start the contactless charging process of the cordless DECT handset. (see → **Multicolour LED status indicator C-3.3**) The handset will simultaneously establish the connection to the phone. (see → **Multicolour LED status indicator C-3.7**)

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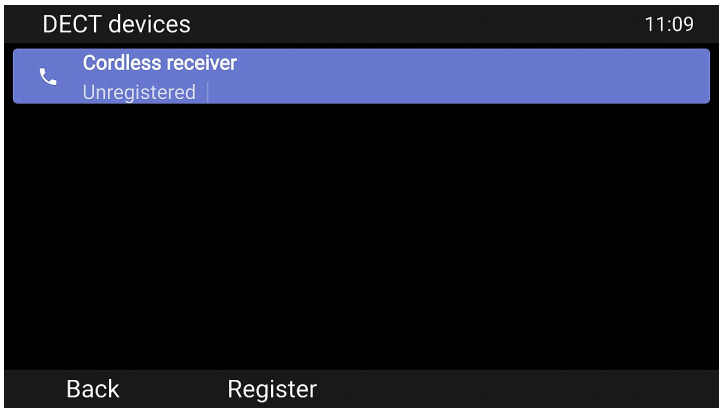
Troubleshooting

If the DECT pairing of D8M with D895M fails (see → **C-3.5 / C-3.11**), proceed as follows:

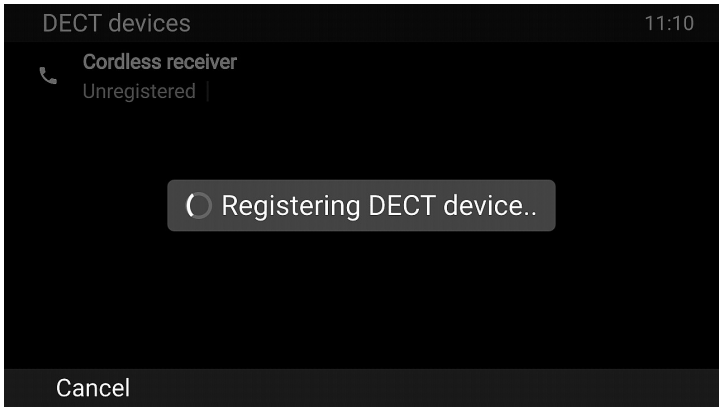
1 → Place the handset in the cradle. Put the D8M into registration mode (see → **C-3.6**) by pressing the following keys consecutively:

2 → **Phone user interface** → Navigate to page **DECT devices (page title)**

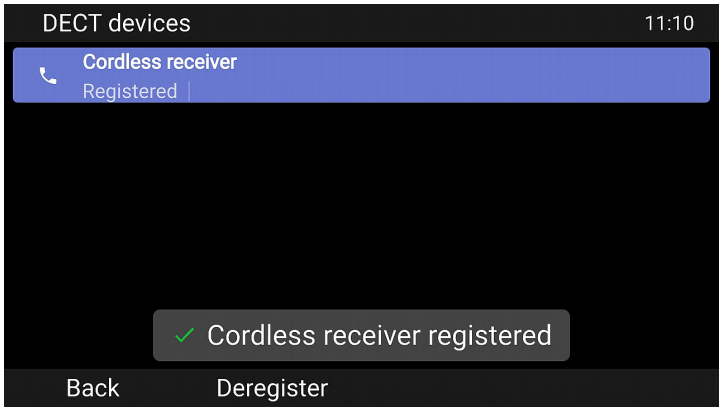
- On the idle screen, press **Settings** to open the *Settings menu* on the display.
- Use the navigation key to select and invoke the following menu item: **Connection**.
- Use the navigation key to select and invoke the following menu item: DECT
- The page **DECT devices** opens.



3 → Press the function key below **Register** → The D895M attempts registering the cordless DECT handset. (see → **Multicolour LED status indicator C-3.6**)



4 → After a short time, the D8M is registered with the D895M and can be used as described. (see → **Multicolour LED status indicator C-3.7**)



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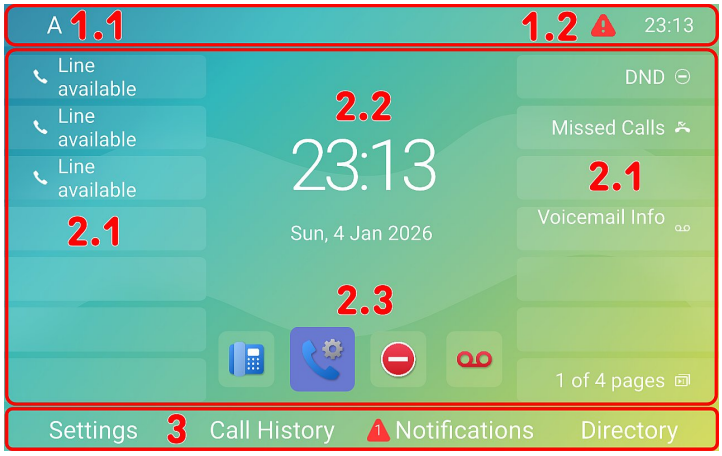
Getting to know the display and controls

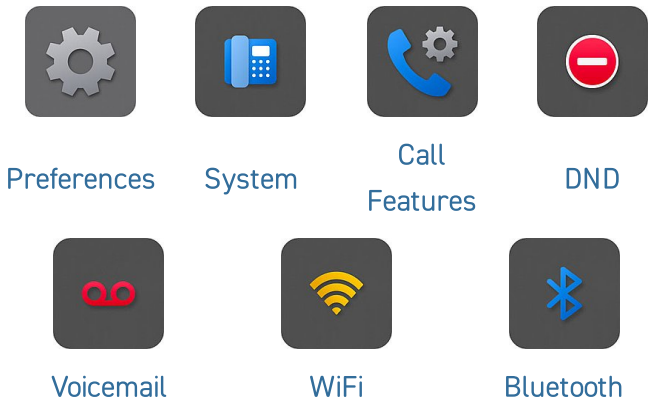
Display (see → *Getting started → Getting to know the D895M components* → B-3)

This display presents the following information:

In idle mode:



1. **Info bar/status line**
   1. Outgoing SIP identity **(see → *Navigation, confirmation, and cancel keys*)**
   2. Time | Audio devices | Info (Bluetooth, VPN...)
2. **Context area**
   1. **14 × SmartLabel touch buttons**
   2. Date and time
   3. 7 × Favicons → shortcuts to menus **(see → *Navigation, confirmation, and cancel keys*)**



3. **Touch button line, see → Programmable touch buttons**

When the phone is active:

1. **Info bar/status line**
   1. Name of current activity | Outgoing SIP identity
   2. Audio devices | Info (Bluetooth, VPN...) | Time
2. **Context area**
   1. **14 × SmartLabel touch buttons:** Depending on the context, the SmartLabels will or not be shown.
   2. 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.
3. **Touch button line:** Depending on the phone's current activity, various context-sensitive functions are displayed as text in the touch button line. These can be controlled by tapping the respective button.

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SmartLabel touch buttons

A total of **14** freely programmable SmartLabel touch buttons are available on the left and right sides of the display. They can be configured 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 **(Phone Manager)**.

- 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 **14** SmartLabel touch buttons can be assigned different functions on **4** virtual SmartLabel pages, resulting in a total of **56** SmartLabels available.

You can switch between the virtual pages by touching the following button:

Next page

Default setting:

- Page **1**: **P1-P3** → Line, **P4 - P7** → Unassigned, **P8** → Do Not Disturb (DND) mode, **P9** → Missed calls, **P10** → Unassigned, **P11** → Voicemail Info, **P12 + P13** → Unassigned, **P14** → Next page
- Page **2**: **P15-P27** → Unassigned, **P28** → Next page
- Page **3**: **P29-P41** → Unassigned, **P42** → Next page
- Page **4**: **P43-P55** → Unassigned, **P56** → Next page

Depending on the activity of a SmartLabel touch button's function, a virtual LED illuminates at the button's edge. The virtual LED of a SmartLabel button configured with the **Line** key event behaves as follows:

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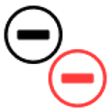
Depending on the key type, label areas are composed of icon and text, or only text respectively. Both can also be customised. The following **key types** are available with current firmware:

- Unassigned
- Line
- Do Not Disturb
- Call Forward Always
- Call History
- Speed Dial
- Directory
- Menu
- Busy Line Field
- Private Hold
- Dialed Calls
- Voicemail
- Transfer
- More
- Conference
- Extension
- Call Parking
- Hold
- Status
- Missed Calls
- Received Calls
- Redial
- XML Definition
- Server Directory
- ACD (Automatic Call Distribution)
- Action URL
- Multicast
- Multicast Zones
- Voicemail Info
- Identities
- Intercom

Key types: Unassigned


Line


Do Not Disturb


Forward all


Call history


Speed Dial


Directory


Settings


Busy Lamp Field


Private Hold


Dialled calls


Voicemail


Transfer


Next page


Conference


Extension


Call Parking


Hold


Status


Missed Calls


Received calls


Redial


Server Directory


XML Definition


Automatic Call Distribution


Action URL


Multicast


Multicast Zones


Voicemail Info


SIP identities


Intercom

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Programmable touch buttons

At the bottom of the display are 4 touch buttons (F1-F4). When the phone is idle, these buttons can be used to control key events assigned on the **Function Keys** page of the phone's web interface **(Phone Manager)** by tapping the button. Default settings depend on the firmware installed on the phone.

Standard functions available on idle screen:

- **F1**: Settings → Settings menu
- **F2**: Call History → Call lists (missed, received, dialled calls)
- **F3**: Notifications or Info → Status information
- **F4**: Directory → Accessing the built-in directory of the phone

Call indicator (see → *Getting started → Getting to know the D895M components* → B-4)

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.

Alphanumeric keypad (see → *Getting started → Getting to know the D895M components* → B-5)

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

- **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.

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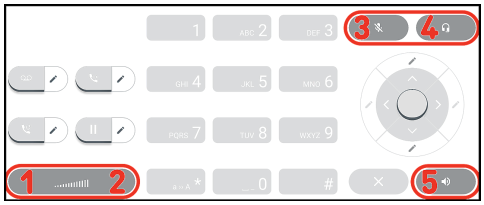
Audio control keys (see → *Getting started → Getting to know the D895M components* → B-6)



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

1  2

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

3 

Mute

- **Muting and unmuting the microphone**
- Lights up red when and as long as the microphone is muted.

4 

Headset

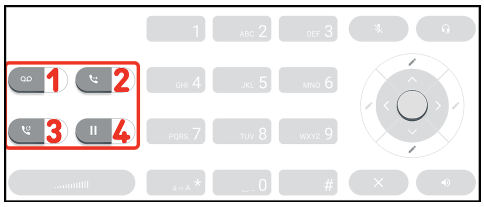
- Toggling headset mode on and off
- Lights up green when and as long as the mode is activated.

5 

Speakerphone

- **Toggling between handsfree and handset mode**
- Dialling and accepting calls on speakerphone

Dedicated, customizable function keys (see → *Getting started → Getting to know the D895M components* → B-7)



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

1 

Message

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

2 

Transfer

- see → *Using the phone → Transferring calls*

3 

Redial

- Redial (via dialled calls list)

4 

Hold

- **Holding or unholding an active call**

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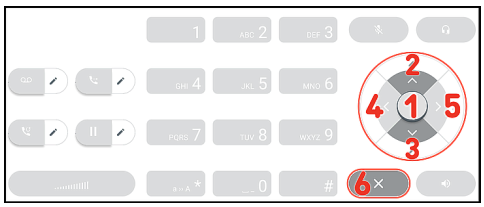
Navigation, confirmation, and cancel keys (see → *Getting started → Getting to know the D895M components* → B-8)



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.

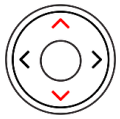
Default setting:

1

Confirm

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

2
3



Navigation key: up/down

- **On idle screen:** Select the outgoing identity

- In other contexts: Navigate up/down

4

Navigation key: left

- **On idle screen:** Select a favicon (shortcuts to menus)

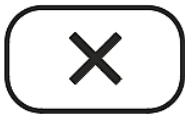
Preferences | DND | System | Bluetooth | WiFi | Voicemail | Call Features

5

Navigation key: right

- **In editing mode:** Moving the cursor to the right one character at a time or Moving the cursor to the left one character at a time

6



Cancel

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

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Getting to know the D8M controls

The D8M is designed to be used like a conventional corded receiver when it is in the phone's charging cradle. The integrated DECT technology allows you to use the cordless handset separately from the desk phone like a mobile device, provided the battery is sufficiently charged and the device is within the approved DECT range. In this case, you will need the additional controls, which are briefly explained below.

Audio control keys (see → *Getting started → Getting to know the D8M components* → C-4)

3 audio control keys are used to adjust the volume, for muting and unmuting the microphone.

Adjusting the volume when in call

- With an active call **(→ C-3.9)** on the line, press

Volume +

or

Volume -

Muting and unmuting the microphone

- With an active call **(→ C-3.9)** on the line, press

Mute / Unmute

This will mute the microphone, i.e. you can hear the party on the other end, but they cannot hear you. (see → **C-3.8**)

Press again to resume the conversation. (see → **C-3.9**)

Dedicated function keys (see → *Getting started → Getting to know the D8M components* → C-5.1)

Accepting calls

- With an incoming call ringing **(→ C-3.10)**, press

Onhook / offhook

Terminating calls

- With an active call **(→ C-3.9)** on the line, press

Onhook / offhook

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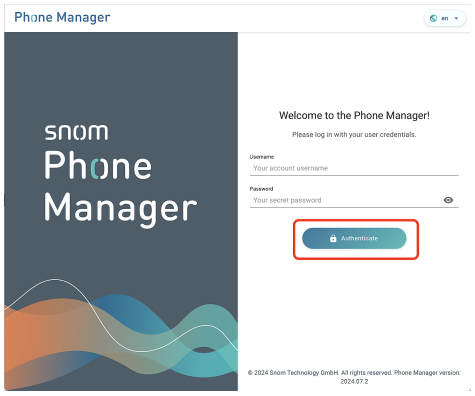
Putting the D895M into operation

Initializing and registering the phone

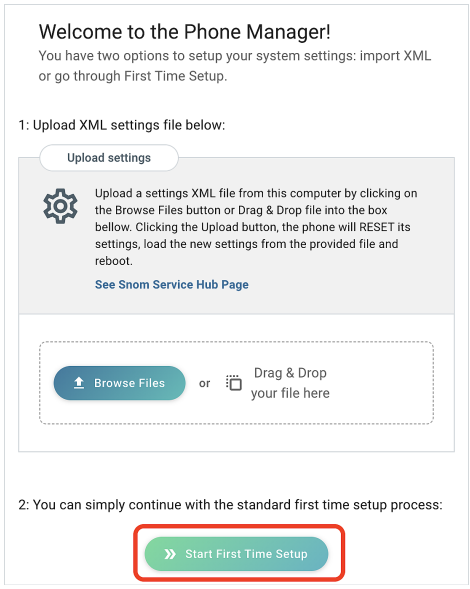
1 → When the phone has been connected, it will show the welcome screen with the IP address of the **Phone Manager**. It is more convenient and therefore recommended to perform the first time setup using the **Phone Manager**. Enter the *IP address* into the web browser's address bar on a computer in the same network as the D895M.

2 → The page **Snom Phone Manager** opens.

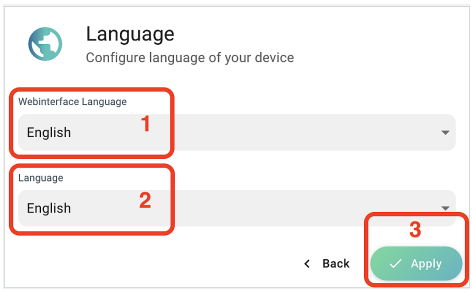


Click on **Authenticate (button label)**. → The page **Welcome to the Phone Manager** opens **(page title)**

3 → Click on **Start First Time Setup (button label)**.



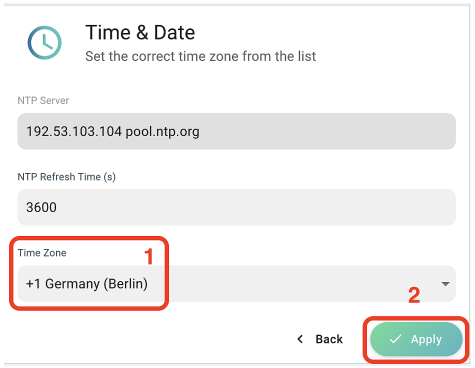
4 → The page **Language** opens **(page title)**.



You will be prompted to select a **language**:

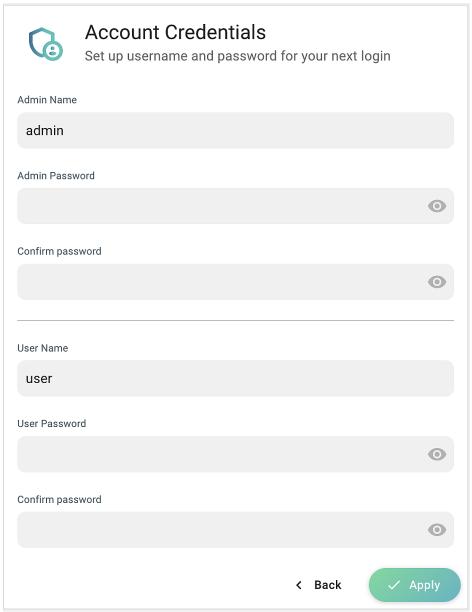
1. **Web user interface (WUI)**
2. **Phone user interface (PUI)**
3. When done, click **Apply**.

5 → The page **Time & Date** opens **(dialog title)**.



1. Next, you will be prompted in the language of your choice to select a **time zone**. This affects the time shown on your display.
2. When done, click **Apply**.

6 → The page **Account Credentials** opens **(dialog title)**.



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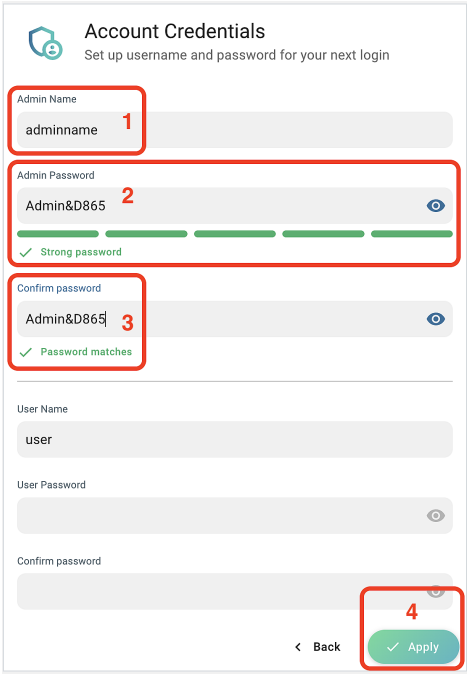
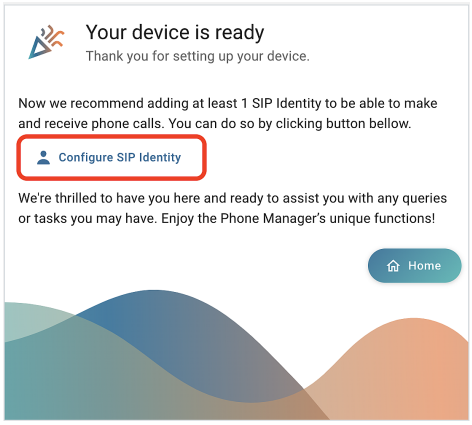
7 → Enter an **admin username and password** for accessing the phone's web user interface (Phone Manager).

1. The suggested user name can be used or a new one can be entered.
2. You are obliged to set a proper **admin password** to operate the phone.
3. Re-enter the password for confirmation.
4. When done, click **Apply**.



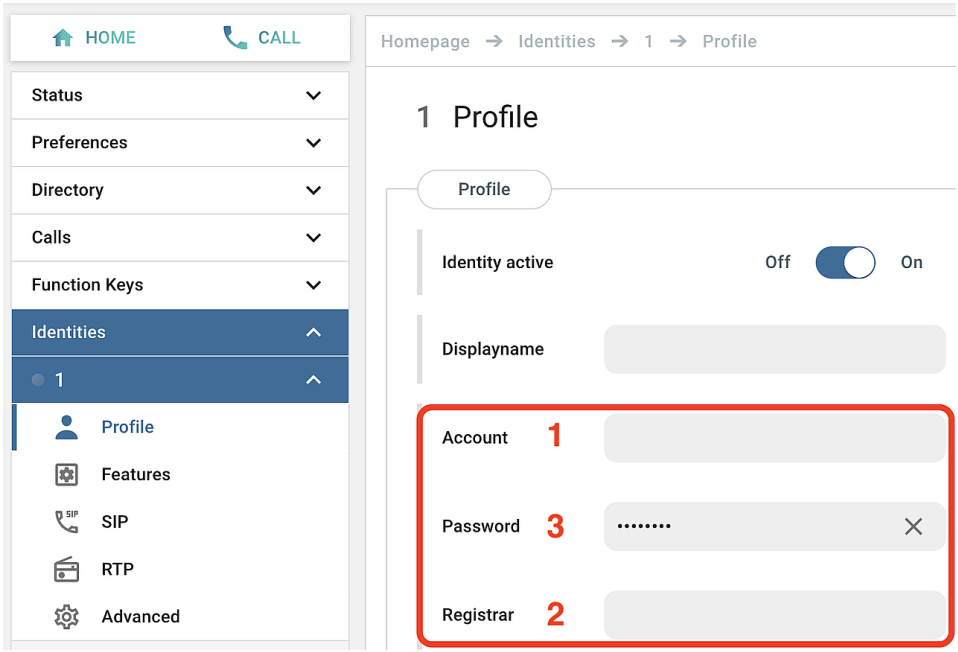
The page **Your device is ready** opens **(dialog title)**.



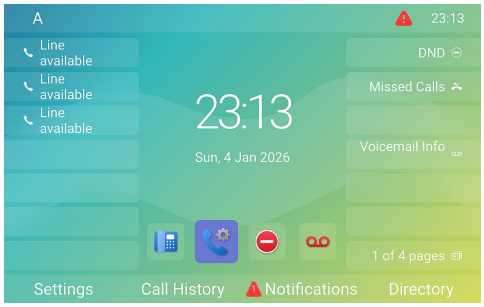
The phone is now ready to set up the first SIP identity (account) to be fully operational.

8 → Click on **Configure SIP Identity (button label)**. → The page **Homepage / Identities / 1 / Profile** opens **(page title / sub page / 1 / sub page)**.

9 → Enter the **(1) Account**, the **(2) Password**, and the **(3) Registrar** received from your Internet service provider or administrator. When done, click **Apply**.



After successful registration you will see the **idle screen** with the registered identity in the upper left corner.



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Adjusting the D895M 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 (Phone Manager)* 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

Phone user interface (PUI)

On idle screen:
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

Confirm

Web user interface (WUI) (Phone Manager)

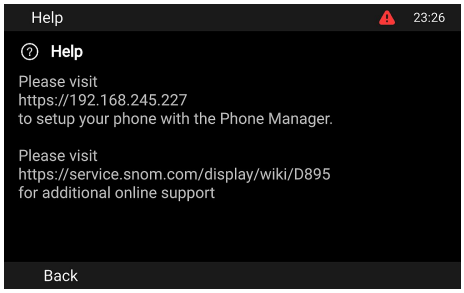
1. On the idle screen, first tap the **Settings** touch button and then **Help** on the following screen to find the phone's IP address.

Settings

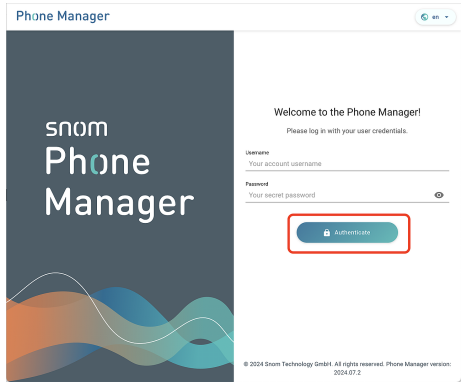
2. Enter the *IP address* into the web browser's address bar on a computer in the same network as the D895M. The page **Welcome to the Phone Manager** opens **(page title)**.
3. Log into the Phone Manager using the correct credentials. The page **Home** opens

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**.

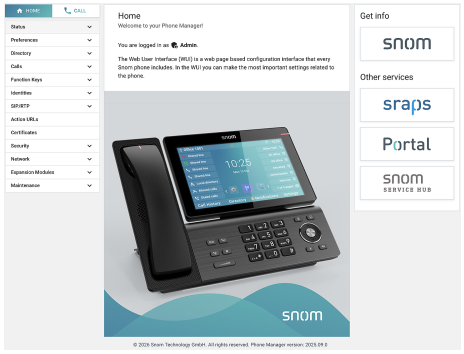
1



2



3



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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.

Note: The caller information displayed on the screen is controlled by a setting on the phone's web interface. The default setting is *Name + Number*.

Making calls

1. **On idle screen:** Select the outgoing identity
2. Using different **audio devices**
   - DECT handset: Pick up the handset, enter the phone number, and confirm with

      or  or 

     Confirm | Dial | Onhook / offhook

     or enter the phone number and pick up the handset.

- Headset: Enter the phone number and press

Headset

- Speakerphone: Enter the phone number and press

Speakerphone

or tap on

Dial

Accepting calls

- DECT 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

or tap on

Answer

Terminating calls

- DECT handset: Place the handset in the cradle or press
- Headset or Speakerphone: Press

Cancel

or tap on

End call

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Active calls

One call on hold

Press

Hold

or tap on

Hold

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

- By the text on the display.
- By the slowly flashing virtual LED on the touch button (key type → line) on which the call was answered.
- 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.

To resume the held call, tap the touch button (key type → line) on which the call is on hold or

tap on

Hold

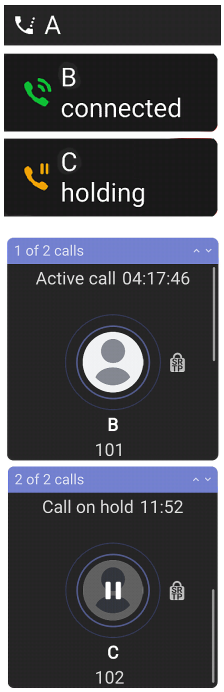
or tap on

Resume

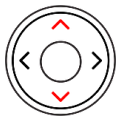
If the other party hangs up while on hold, the call is terminated on your phone as well and the LED indicators are turned off.

Holding multiple calls

- Two calls, one active, one on hold.



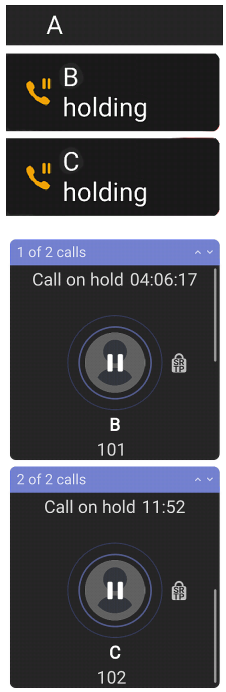
Press



Navigation key: up/down

to scroll through the calls.

- Two calls, both on hold.



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.
- Your input on the phone's keys will affect the call on the display. It can be resumed, terminated, or selected for conference setup.
- When a held call is on-screen, press

Hold

or tap on

Resume

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

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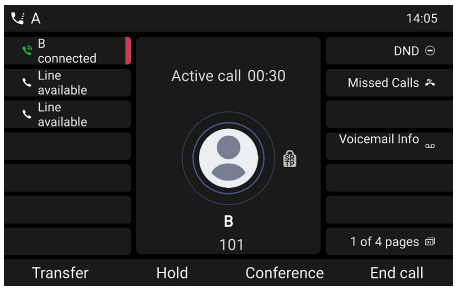
Conference

The maximum number of participants in phone-based conferences is **5** (you and 4 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.

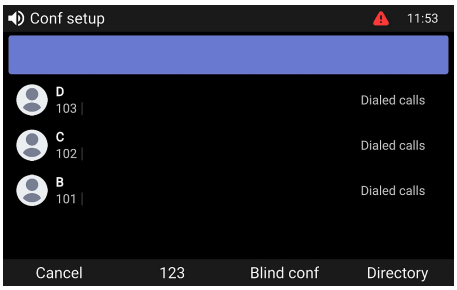
1. With a call **(B, 101)** on the line: Tap on

Conference

1



2.1



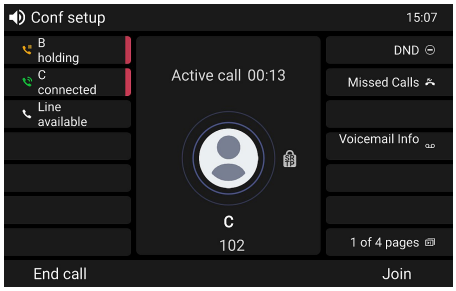
2. The call **(B, 101)** is put on hold. The page **Conf setup** opens **(page title)**. Enter the number or select a call from the phone's call list. Call the next intended participant **(C, 102)** and announce the conference.

3. Tap on

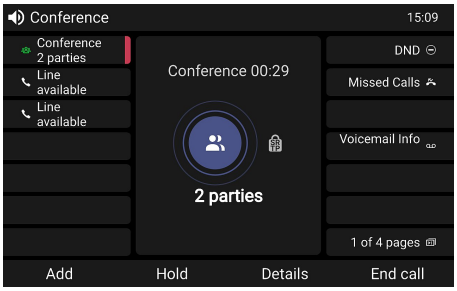
Join

to start the 3-way conference

2.2



3

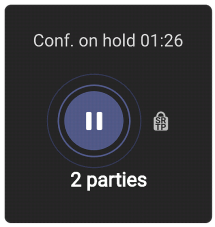


You can now:

- Put the conference on hold.
  Press or tap on

Hold

Hold

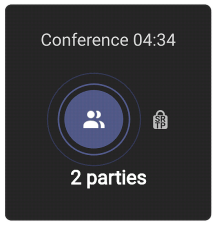


- Press or tap on

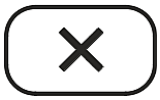
Hold

Resume

to restart the conference.



- Press or tap on



Cancel

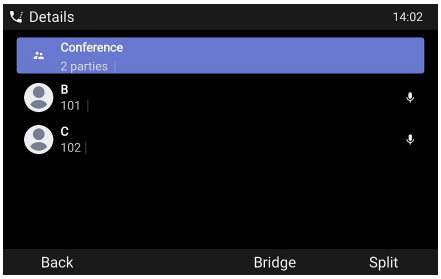
End call

to terminate the conference.

- Tap on

Details

The page **Details** opens



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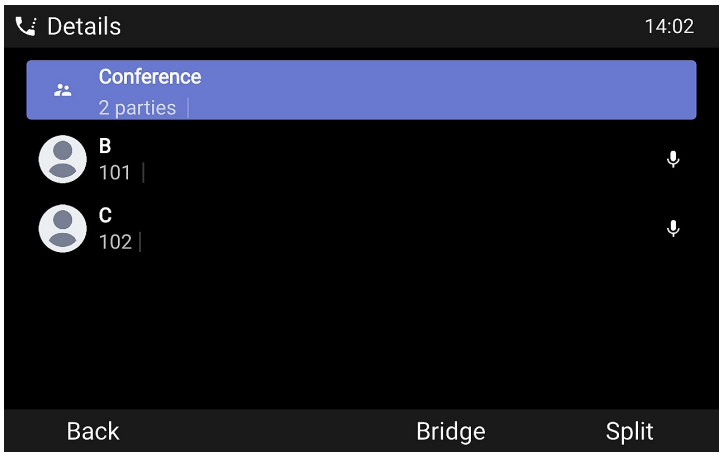
Use the navigation key to select individual participants or the conference. Your input on the phone's keys will affect the highlighted participant or the entire conference.

- You can end or split the highlighted conference.
- You can mute or remove the highlighted individual participant.



Tap on

Bridge

Bridge

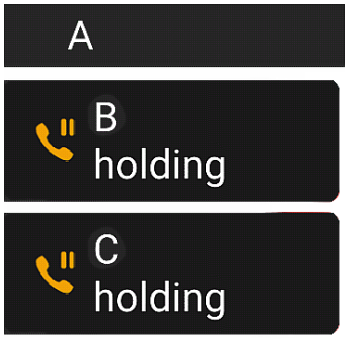
to terminate the conference. You leave the conference, the two external participants **(B, 101)** and **(C, 102)** continue talking.

Tap on

Split

Split

to terminate the conference. → Two calls, both on hold.



Tap on

Mute

Mute

or

Unmute

Unmute

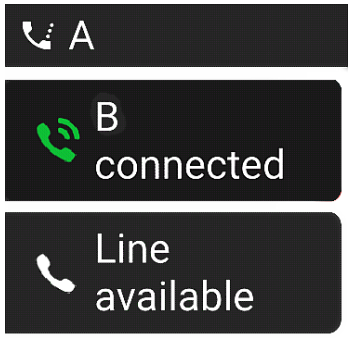
to mute/unmute the selected call **(C, 102)** during the conference.

Tap on

Remove

Remove

to remove the selected call **(C, 102)** from the conference. This will also terminate the conference. → 1 active call **(B, 101)**



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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
  1. Attended call transfer: Announcing the call to the third party first, to make sure the call is welcome and will be accepted.
  2. Blind call transfer: Transfer the call without any 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**

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

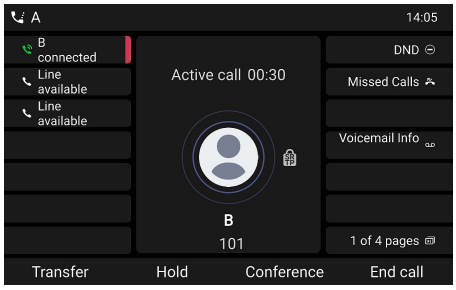
   

   or tap on

   Transfer Transfer

   1.1

   1.2

   The call **(B, 101)** is put on hold. The page **Xfer setup** opens **(page title)**.

2. Enter the number or select a call from the phone's call list. Press

   or tap on

   Confirm Dial

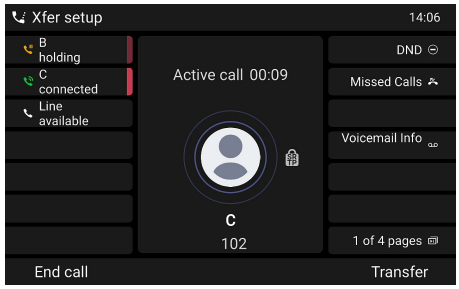
   Dial the number **(C, 102)** you want to transfer the call **(B, 101)** to and announce the call.

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

   End call

   2

3. If the third party **(C, 102)** wants to accept the call: Tap on

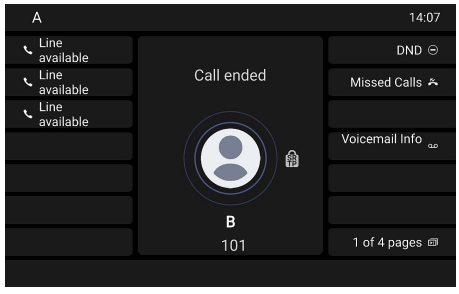
   Transfer

   to complete the transfer.

   Note: The completed call transfer is indicated by the brief appearance of the screen message **Call ended (Call ended B 101)**.

   → **B (101)** is now in a call with **C (102)**.

   3

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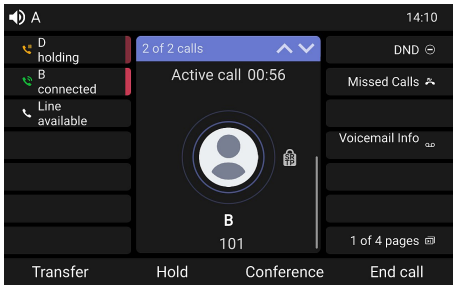
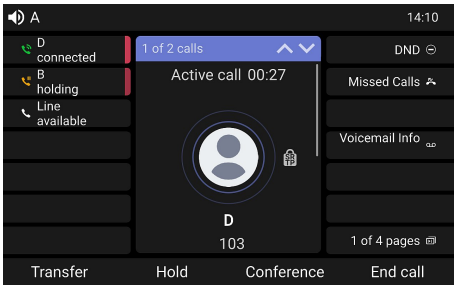
Attended call transfer: with more than one call **(B, 101 + D, 103)** → Two calls, both on hold.

1. The active call **(B, 101)** will be transferred. If the active call **(B, 101)** is not the one you want to transfer, put it on hold and select the other call **(D, 103)**.

1.1



1.2



2. Press or tap on

Transfer

Transfer

Transfer

→ The call **(B, 201)** is put on hold. The page **Xfer setup** opens **(page title)**.

2

3. Enter the number or select a call from the phone's call list. Press

Confirm

or tap on

Dial

Dial

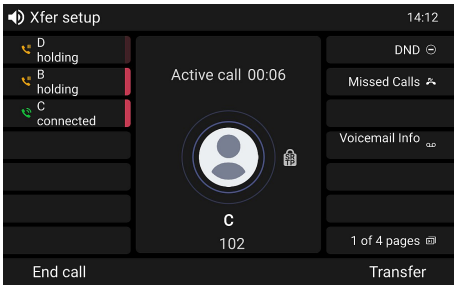
Dial the number **(C, 102)** and announce the conference.

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

End call

End call

3



4. If the third party **(C, 102)** wants to accept the call: Tap on

Transfer

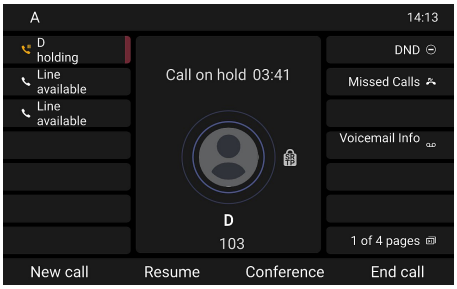
Transfer

to complete the transfer.

→ **B (101)** is now in a call with **C (102)**.

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

4



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Blind call transfer: with a single call on the phone **(B, 101)**

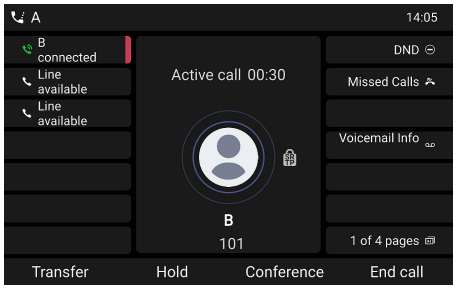
1. With an active call **(B, 101)** on the line, press

Transfer

or tap on

Transfer

1



2.1

The call **(B, 101)** is put on hold. The page **Xfer setup** opens **(page title)**.

2. Enter the number manually or select a number from the phone's call lists. Tap on

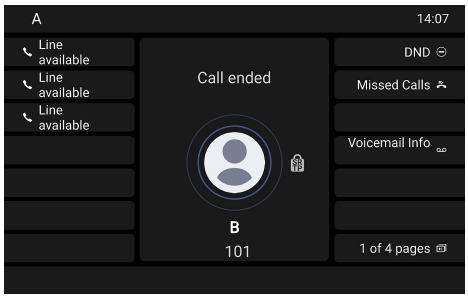
Blind call transfer

to complete the deflection.

Note: The completed call transfer is indicated by the brief appearance of the screen message **Call ended (Call ended B 101)**.

B (101) is now calling **C (102)**.

2.2



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Call deflection: with a single call on the phone **(B, 101)** + call waiting **(C, 102)**

1. If you are in an active call **(B, 101)** and want to deflect an incoming call waiting **(C, 102)**, press

Navigation key: up/down

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

2. Press

Transfer

or tap on

Forward

Forward

→ The page **Forward call** opens **(page title)**.

3. Enter the number manually or select a number from the phone's call lists. Tap on

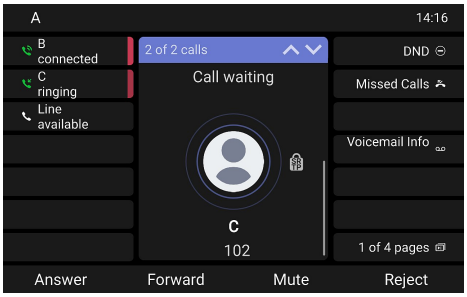
Forward

Forward

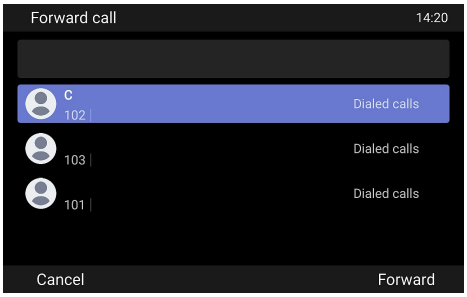
to complete the deflection.

→ **C (102)** is now calling **D (103)**.
→ Your active call **(B, 101)** reappears on-screen.

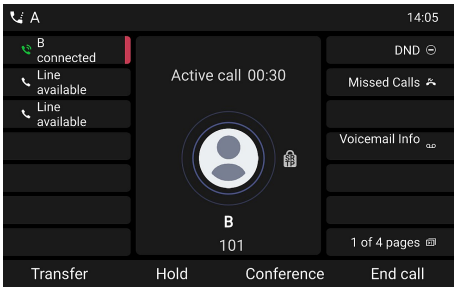
1



2



3



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Call deflection: ringing call **(B, 101)**

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

   Transfer

   or tap on

   Forward

   → The page **Forward call** opens **(page title)**.

1

2. Enter the number manually or select a number from the phone's call lists. Tap on

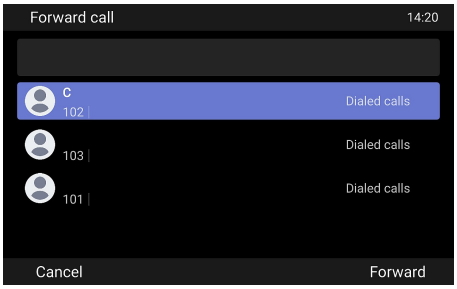
   

   Forward

   to complete the deflection.

   → **B (101)** is now calling **C (102)**.

2



Call lists

Four call lists of missed, dialed, received, and all calls are stored on the phone.

1. **On idle screen:** Tap on

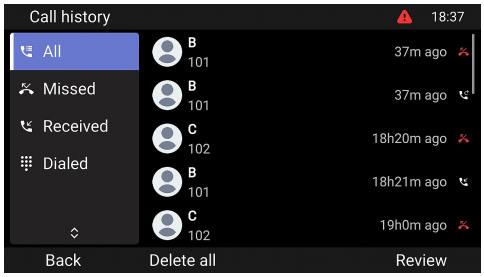
   Call history

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.

   Navigation key

1



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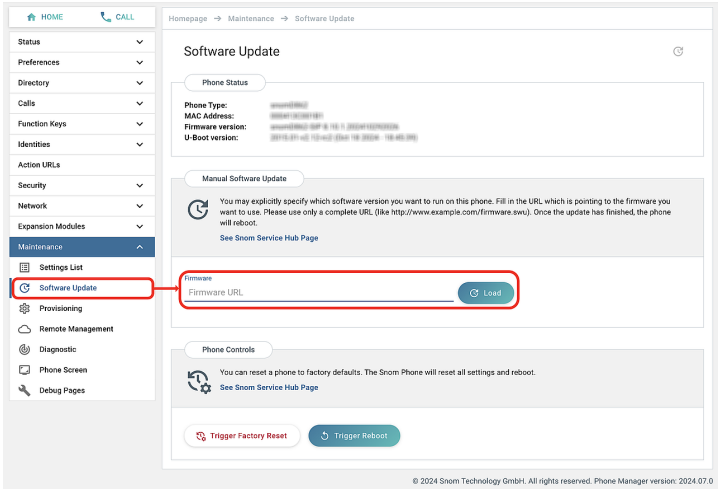
Software update

Manual update

1. Visit Snom's Firmware Update Center and find the latest firmware version for your D895M.
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 **(Phone Manager)**. 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.
6. **Note: DO NOT DISCONNECT THE POWER WHILE THE D895M IS REBOOTING!**

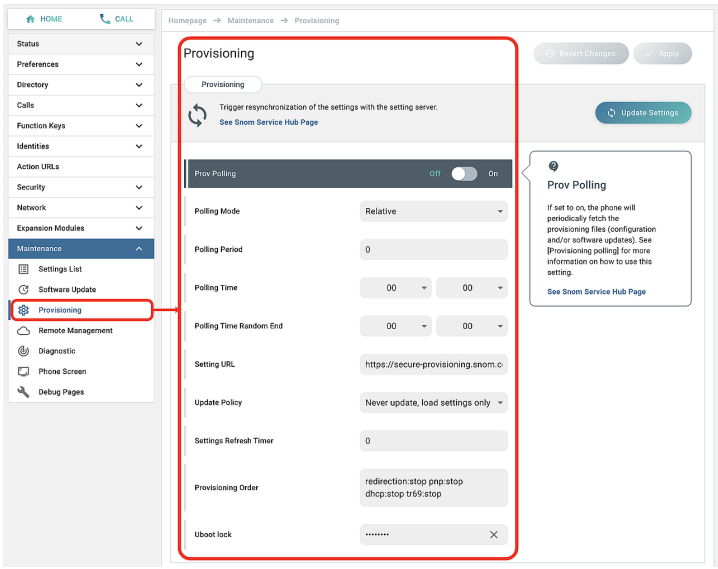
3

4



Auto provisioning

1. Open the **Phone Manager** and click **Maintenance**.
2. Click **Provisioning**.
3. Click the individual settings for their details.
4. 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.**

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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**

Disclaimer

Further information: D895M webpage | **Snom Service Hub D895M** | **Data sheet D895M** | **Safety instructions D895M** | **General Public License (GNU)** | **Warranty information** | **Type approval** | **Company locations**

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