

# D8C



## Short User Manual



English



German



Italian



French



Spanish



Portuguese



Polish



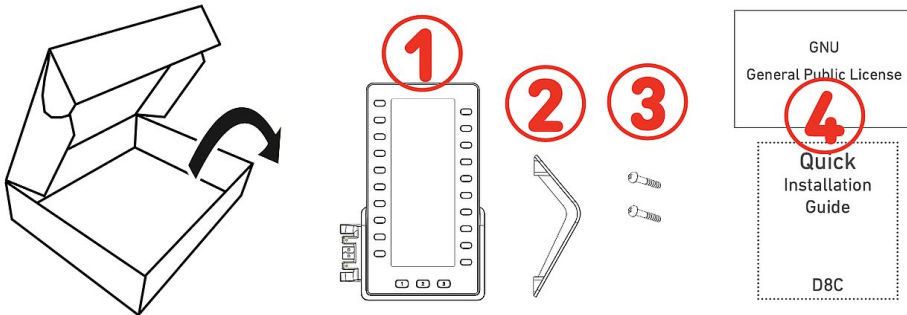
Greek



Russian

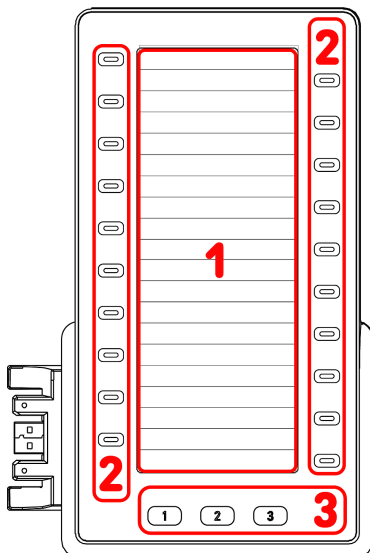
## Getting started

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



1. Expansion module D8C
2. Footstand
3. Screws (2 ×)
4. Documentation

### (2) Getting to know the D8C components



The hardware components of the D8C can be summarized as follows

- Display → 1
- Hard keys → 2 - 3

#### 1. SmartDisplay

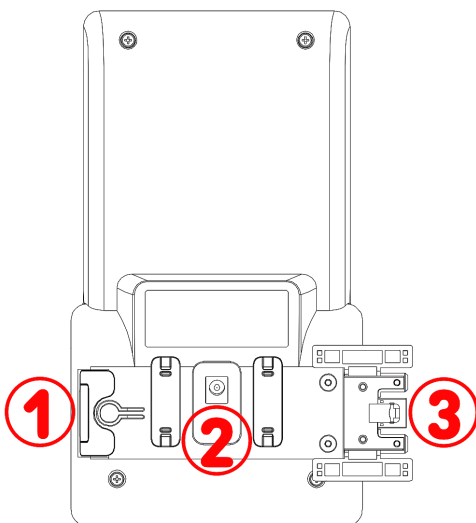
- TFT liquid crystal display (LCD), true colour, backlit
- Size (diagonal): 6.86" (172 mm)
- Resolution: 1,280 × 480 pixels

#### 2. 20 SmartLabel keys (with multicolour LED)

- Key mapping of up to 60 functions (20 keys × 3 pages)

#### 3. 3 dedicated function keys: Page 1 / 2 / 3 (with green LED)

### (3) Interfaces and connections



#### Wired interfaces

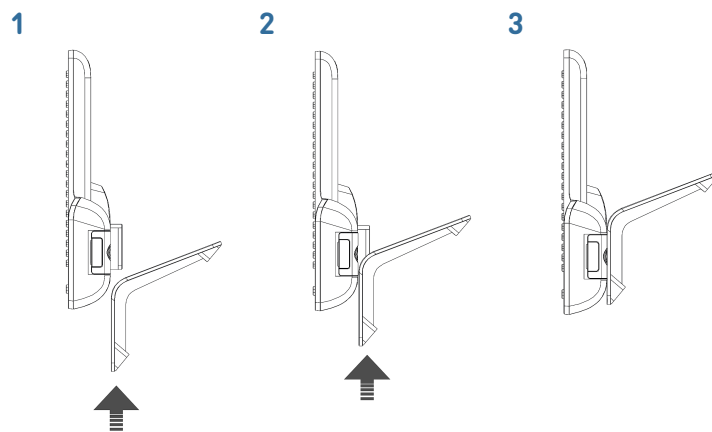
1. Daisy chaining | USB powering | [USB headsets and other accessories](#): USB 2.0 type A port
2. Power adapter:<sup>1</sup> coaxial power connector (socket)
3. USB powering | Daisy chaining: USB 2.0 type A plug

<sup>1</sup> Not included in delivery

## Preparing the D8C for use

### (1) Attaching the footstand

1. Place the top of the grooves on the footstand below the slideguides on the back of the D8C.
2. Push the footstand upwards onto the slideguides until it locks into place.
3. Place the D8C on an even, horizontal surface.

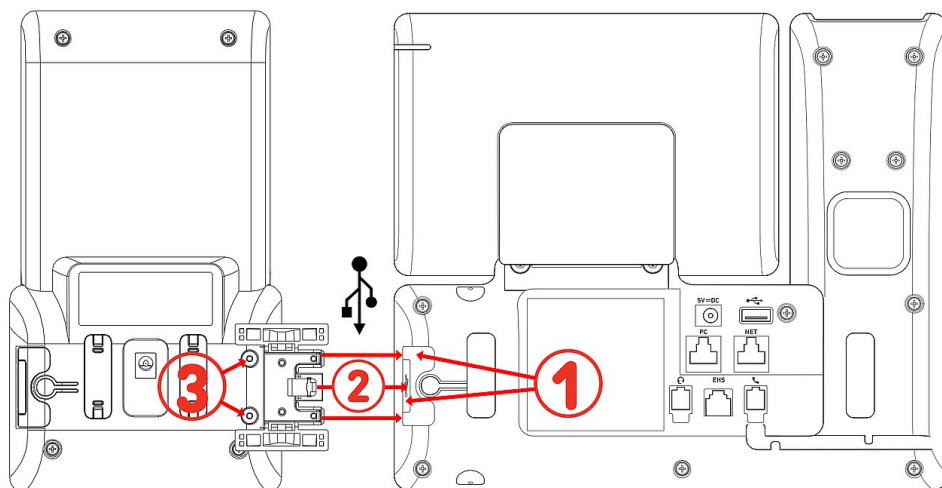


### (2) Connecting the D8C to a Snom phone

You can connect up to three D8Cs to one of the supported Snom phones. Normally, the first D8C is supplied with power by the phone via the USB connection. The second D8C is supplied with power by one of the separately available power adapters. The third D8C is supplied via its USB port from the second D8C.

#### **D8C #1 → D8xx:**

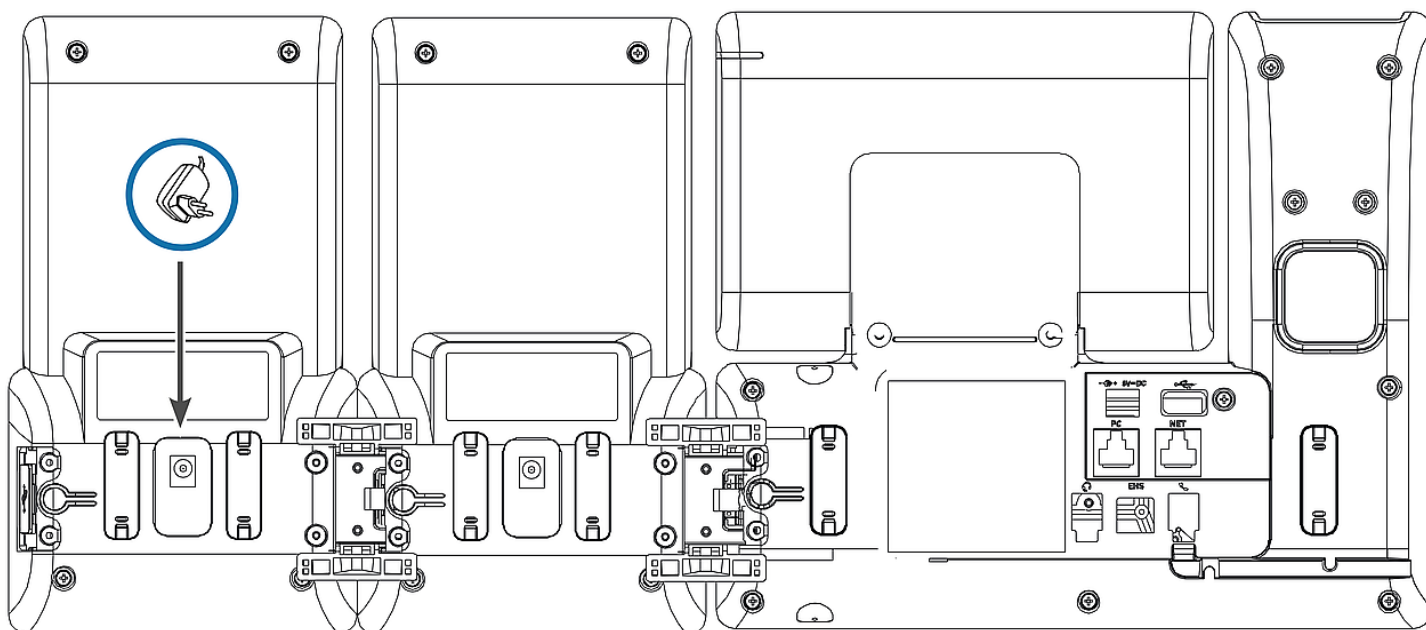
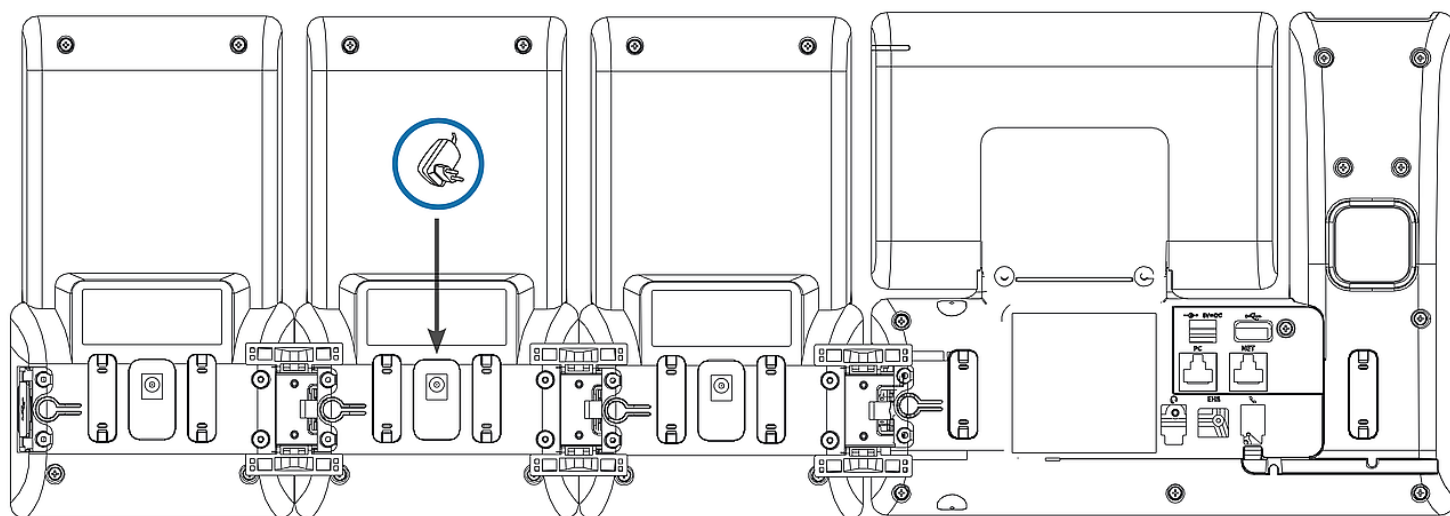
1. Remove the rubber cover from the phone's USB port and the plastic cover.
2. Connect the D8C to the phone by inserting the two pins of the D8C's connector plate into the square holes on the phone and the USB plug into the USB port.
3. Secure the connector plate to the phone with the two screws that came with the product.



After the D8C #1 has been connected to the D8xx, its LEDs will light up briefly, then turn off, indicating that the device is ready to load its software from the connected deskphone. After finishing the boot-up process, the graphical user interface is shown on the display and the device is ready for use.

**D8C #2 → D8C #1 + D8xx:**

1. Remove the rubber and plastic cover from the USB port of the D8C #1 and insert the USB plug of the D8C #2 into it. Use the screws provided to secure the attachment.
2. **Important information:** Attach a power adapter (available separately) to the second D8C and to a wall outlet before connecting the daisy-chain to the phone.
3. After the D8C #2 has been connected to the D8C #1, its LEDs will light up briefly, then turn off, indicating that the device is ready to load its software from the connected deskphone. After finishing the boot-up process, the graphical user interface is shown on the display and the device is ready for use.

**D8C #3 → D8C #2 + D8C #1 + D8xx:**

1. Remove the rubber and plastic cover from the USB port of the D8C #2 and insert the USB plug of the D8C #3 into it. Use the screws provided to secure the attachment.
2. After the D8C #3 has been connected to the D8C #2, its LEDs will light up briefly, then turn off, indicating that the device is ready to load its software from the connected deskphone. After finishing the boot-up process, the graphical user interface is shown on the display and the device is ready for use.

**Note:** If you connect a device requiring a lot of power, such as a speakerphone or conferencing device, to the third module, it may also need its own power adapter.

**(3) USB headsets and other accessories**

On phones with a single USB port, the USB port on the expansion module can be used to connect accessories. If two or three expansion modules are daisy-chained, insert the USB accessory into the USB port on the last module in the chain. If the Snom phone has two USB ports, the USB accessory can be inserted into the USB port on the expansion module or into the free USB port on the phone.

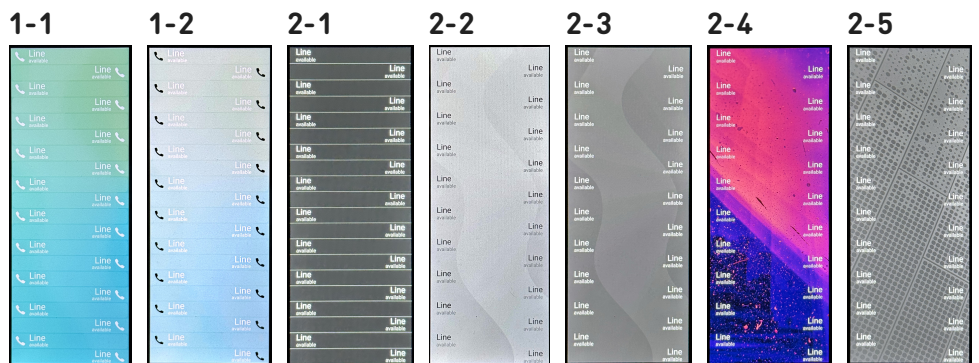
**Getting to know the display and controls**

**Display (see → *Getting started* → *Getting to know the D8C components* → 1)**

This display presents the following information: Full-screen SmartLabel area consisting of 20 separated SmartLabels that display the icon, type and state of up to 60 corresponding SmartLabel keys (20 hard keys) distributed evenly on 3 SmartLabel pages

Any D8C's display background uses the same UI colour theme as the attached phone. **Default setting:** Dark

1. D8C+**D86x**:
  1. Dark
  2. Light
2. D8C+**D81x**:
  1. Dark
  2. Light
  3. Contrast
  4. Colourful
  5. Industrial



The intensity of the backlight can be adjusted separately for periods of activity and inactivity. When the device has been inactive for a specified number of seconds, it will automatically switch the backlight intensity to idle mode.

SmartLabel keys + 3 dedicated function keys (see → [Getting started](#) → [Getting to know the D8C components](#) → 2 / 3)

20 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 (**D81x: WUI / D86x: Phone Manager**).

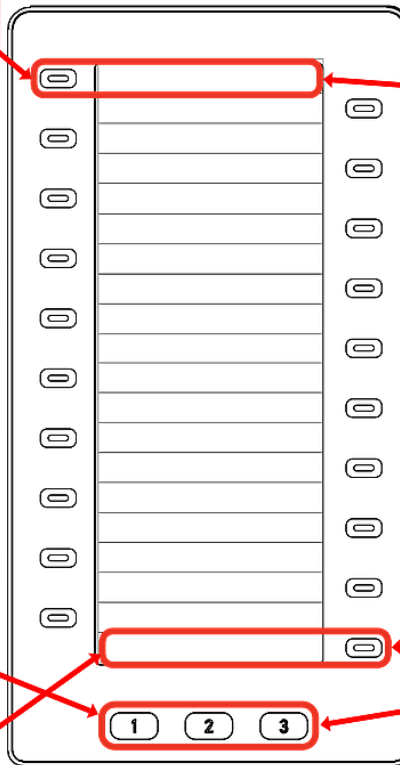
**Default setting:**

- Page 1: P1-P20 → [Line](#)
- Page 2: P21-P40 → [Line](#)
- Page 3: P41-P60 → [Line](#)

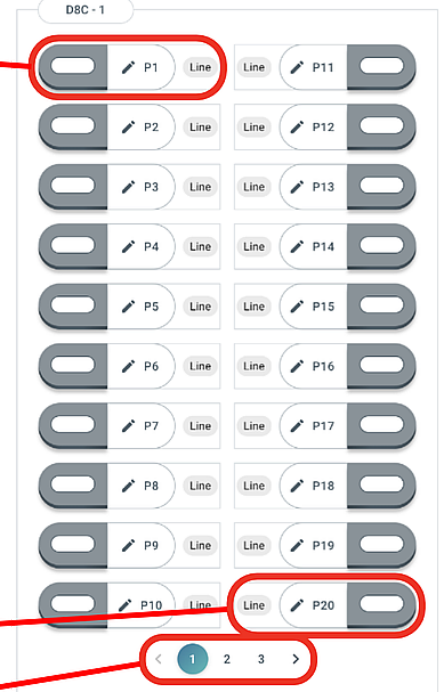
**D81x WUI:**

| Expansion Module 1 |      |        |       |           |                      |
|--------------------|------|--------|-------|-----------|----------------------|
| Context            | Type | Number | Label | XML Label | Page 1 Page 2 Page 3 |
| Active             | Line |        |       |           | 1 21 41              |
| Active             | Line |        |       |           | 2 22 42              |
| Active             | Line |        |       |           | 3 23 43              |
| Active             | Line |        |       |           | 4 24 44              |
| Active             | Line |        |       |           | 5 25 45              |
| Active             | Line |        |       |           | 6 26 46              |
| Active             | Line |        |       |           | 7 27 47              |
| Active             | Line |        |       |           | 8 28 48              |
| Active             | Line |        |       |           | 9 29 49              |
| Active             | Line |        |       |           | 10 30 50             |
| Active             | Line |        |       |           | 11 31 51             |
| Active             | Line |        |       |           | 12 32 52             |
| Active             | Line |        |       |           | 13 33 53             |
| Active             | Line |        |       |           | 14 34 54             |
| Active             | Line |        |       |           | 15 35 55             |
| Active             | Line |        |       |           | 16 36 56             |
| Active             | Line |        |       |           | 17 37 57             |
| Active             | Line |        |       |           | 18 38 58             |
| Active             | Line |        |       |           | 19 39 59             |
| Active             | Line |        |       |           | 20 40 60             |

**D8C:**



**D86x Phone Manager:**



You can switch between the SmartLabel pages using the following key



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.

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:

**D81x:**

- Unknown
- Action URL
- Auto Answer
- BLF
- Button
- Call Center Status
- Call Forward
- 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 types:**

|                         |                  |                 |            |
|-------------------------|------------------|-----------------|------------|
|                         |                  |                 |            |
| Action URL              | Auto Answer      | Busy Lamp Field | PBX Button |
|                         |                  |                 |            |
| Call Center Status      | Call Forward     | Cancel          | Conference |
|                         |                  |                 |            |
| Contact Presence (XMPP) | Disposition Code | DTMF            | Extension  |
|                         |                  |                 |            |
| Intercom                | IVR              | Multicast       | OK         |
|                         |                  |                 |            |
| Park                    | Presence         | Push-to-Talk    | Record     |
|                         |                  |                 |            |
| Send SIP INFO           | SmartTransfer    | Speed Dial      | Star Code  |
|                         |                  |                 |            |
| Transfer                | SIP INFO         | XML Definition  |            |

D81x:

- 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
- Reboot
- Record
- Redial
- Server Directory
- Settings
- Silent Mode
- Voicemail
- Voicemail Info
- None

Key event:

|   |   |  |   |   |   |   |   |   |
|---|---|--|---|---|---|---|---|---|
|    |    |    |    |    |   |   |   |   |
| Accepted Calls  | Alternate   | Block caller   | Call History  | Conference  |   |   |   |   |
|    |    |    |    |    |   |   |   |   |
| Consult Conference  | Contacts  | Delete Message   | Directory   | Do Not Disturb  |   |   |   |   |
|    |    |    |    |    |   |   |   |   |
| Executive-Assistant Behalf Of   | Executive-Assistant Config  | Favorites  | Headset   | Help  |   |   |   |   |
|  |  |  |  |  |   |   |   |   |
| Anonymous ID  | Hold  | Hoteling   | Info  | Instant Redial  |   |   |   |   |
|  |  |  |  |  |   |   |   |   |
| LDAP Directory  | Logoff All  | Missed Calls   | Monitor Calls   | Multicast Zones   |   |   |   |   |
|  |  |   |    |    |  |  |  |   |
| Mute  | Next Identity   | Next page  | OCI-P Directory   | Contact Pool  | Presence  | Previous Identity   | Previous Page   |   |
|   |  |   |    |    |   |  |  |  |
| Private Hold  | Reboot  | Record   | Redial  | Server Directory  | Settings  | Silent Mode   | Voicemail   | Voicemail Info  |



D86x:

|                                   |
|-----------------------------------|
| 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:

|              |                 |                  |                             |                |
|--------------|-----------------|------------------|-----------------------------|----------------|
|              |                 |                  |                             |                |
| Line         | Do Not Disturb  | Forward all      | Call history                | Speed Dial     |
|              |                 |                  |                             |                |
| Directory    | Settings        | Busy Lamp Field  | Private Hold                | Dialed calls   |
|              |                 |                  |                             |                |
| Voicemail    | Transfer        | Next page        | Conference                  | Extension      |
|              |                 |                  |                             |                |
| Call Parking | Hold            | Status           | Missed Calls                | Received calls |
|              |                 |                  |                             |                |
| Redial       | XML Definition  | Server Directory | Automatic Call Distribution | Action URL     |
|              |                 |                  |                             |                |
| Multicast    | Multicast Zones | Voicemail Info   | SIP identities              | Intercom       |

## Software update

- The phone must be running firmware **10.1.173.0** or higher.
- The name of the update's file must have the format *snomD8C-<version>-r.bin*.
- The file must be located on a server that can be reached by your phone.
- Update the expansion modules one at a time.
- Before the update, disconnect other modules from the phone.

### Manual update

1. Connect the expansion module you want to update to your phone. Wait until its LEDs have lit up and gone out and the labels are shown on the display.
2. Open the phone's web user interface (**D81x: WUI / D86x: Phone Manager**).
3. Go to [Snom's Firmware Update Center](#) and find the latest firmware version for your D8C. Please read the instructions and release notes before downloading the firmware.
4. **Right-click** the *download link* in the Firmware files table and **copy the link**.
5. **D81x:** Navigate to page *Software Update (...)*.  
**D86x:** Navigate to page *Expansion Modules / Software Update (... / ...)*.
6. In the *Manual Software Update* area, paste the link into the text field of **Firmware**.
7. Click **Load**. The phone begins to reboot.

**DO NOT DISCONNECT THE POWER WHILE THE D8C (+ D8xx) IS REBOOTING!**

### 3 UXM - D8C

#### Downloads

#### Firmware Files

|     |       |  |   |
|-----|-------|--|---|
| D8C | 64 MB | dee98ec48d9206dc5b845c6f1ac4f32a9d86294208d6dc2660211e3b85b5d5b0 | <a href="https://downloads.snom.com/fw/d8c/snomD8C-1.5.3-r.bin">https://downloads.snom.com/fw/d8c/snomD8C-1.5.3-r.bin</a> |
|-----|-------|--|---|

### 5.1 → D8C + D81x

#### Manual Software Update

### 5.2 → D8C + D86x

## 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](#)

### SIP 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 **D8C 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 **D8C user manual** regarding the following topics

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

### Disclaimer

Further information: [Snom D8C webpage](#) | [Snom Service Hub](#) | [Data sheet](#) | [User manual](#) | [Type approval](#) | [Warranty information](#) | [Company locations](#)

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