

## Digium D65

# Digium D65 6-Line SIP HD Voice Gigabit Phone User Manual

Model: D65 (1TELD065LF)

## 1. INTRODUCTION

The Digium D65 is an executive-level, feature-rich HD Voice over IP (VoIP) phone designed for professional environments. It offers a 4.3-inch color display, support for up to 6 lines, and dual Gigabit Ethernet ports for high-speed network connectivity. This manual provides detailed instructions for setting up, operating, and maintaining your Digium D65 phone.

### Key Features:

- 4.3-inch, 480 x 272 pixel full-color LCD display
- 6 line appearance keys for multiple call handling
- Scroll key with up to 20 pages of Rapid Dial / Busy Lamp Field (BLF) keys
- 4 feature keys and 4 context-sensitive soft keys for intuitive navigation
- 4-way navigation controller for menu access
- Dedicated Headset, Speaker, and Mute keys
- 2-color LED Message Waiting Indicator
- Volume control
- 2P2C handset jack and 2P2C headset jack
- Electronic Hookswitch (EHS) port for wireless headset support
- Dual switched 10/100/1000Mbps Gigabit Ethernet ports
- Supports 802.3at/af Power over Ethernet (PoE) or optional 5-volt DC power adapter

## 2. PACKAGE CONTENTS

Verify that your package contains the following items:

- Digium D65 IP Phone Unit
- Handset

- Handset Cord
- Phone Stand
- Ethernet Cable
- (Optional) AC Power Adapter (sold separately, not included if using PoE)

### 3. PHYSICAL OVERVIEW

Familiarize yourself with the various components of your Digium D65 phone.



Figure 3.1: Front view of the Digium D65 IP Phone, showing the handset, color display, keypad, and function buttons.

#### Front Panel:

- **Color Display:** 4.3-inch LCD for menus, call information, and status.
- **Line Keys (6):** Programmable keys for line appearances, speed dials, or BLF.
- **Soft Keys (4):** Context-sensitive buttons that change function based on the display.
- **Navigation Cluster:** 4-way directional pad with a center select button for menu navigation.
- **Keypad:** Standard 12-button dial pad.
- **Function Keys:** Dedicated buttons for Headset, Speaker, Mute, Volume Control, and Message Waiting Indicator.

#### Rear Panel and Ports:

- **LAN Port:** Connects to your network switch or router (supports PoE).
- **PC Port:** Connects to a computer for network pass-through.

- **Handset Port:** Connects the coiled handset cord.
- **Headset Port:** Connects a wired headset.
- **EHS Port:** Connects an Electronic Hookswitch cable for compatible wireless headsets.
- **DC Power Port:** For optional AC power adapter (if PoE is not used).

## 4. SETUP

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### 4.1 Assembling the Phone

1. Attach the phone stand to the back of the phone unit. Ensure it clicks securely into place.
2. Connect the coiled handset cord to the handset and to the handset port on the phone unit.

### 4.2 Connecting Power and Network

The Digium D65 phone can be powered via Power over Ethernet (PoE) or an optional AC power adapter.

1. **Network Connection:** Connect one end of the Ethernet cable to the LAN port on the back of the phone and the other end to a network switch or router.
2. **Power Options:**
  - **PoE:** If your network switch supports PoE (802.3at/af), the phone will power on automatically once connected to the LAN port. No separate power adapter is needed.
  - **AC Power Adapter:** If PoE is not available, connect an optional 5-volt DC power adapter (sold separately) to the DC power port on the phone and then to a power outlet.
3. **PC Connection (Optional):** If you wish to connect a computer through the phone, connect an Ethernet cable from your computer to the PC port on the phone.

### 4.3 Initial Boot-up

Once powered, the phone will begin its boot-up sequence. This process may take a few minutes as the phone obtains an IP address and connects to your SIP server. The display will show progress indicators. Upon successful boot-up, the display will show the idle screen, typically with date, time, and line status.

## 5. OPERATING INSTRUCTIONS

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### 5.1 Making a Call

1. Pick up the handset, press the Speaker button, or press an available Line key.
2. Dial the desired phone number using the keypad.
3. Press the "Dial" soft key or wait a few seconds for the call to connect automatically.

### 5.2 Receiving a Call

1. When the phone rings, pick up the handset, press the Speaker button, or press the flashing Line key associated with the incoming call.
2. To decline a call, press the "Ignore" or "Decline" soft key (if available).

### 5.3 Using Line Keys and Soft Keys

- **Line Keys:** Use these to select a line for making a call, answer an incoming call, or access programmed speed dials/BLF functions.
- **Soft Keys:** The functions of these keys change based on the phone's current state (e.g., idle, on a call, in a menu). The current function is displayed directly above each key on the screen.

## 5.4 Headset Operation

Connect your wired headset to the dedicated headset port. For wireless headsets, connect the EHS cable (if required by your headset model) to the EHS port. Press the Headset button to toggle between headset and speakerphone/handset modes.

## 5.5 Voicemail Access

When you have new voicemail messages, the Message Waiting Indicator (MWI) LED will flash. Press the Message button (often represented by an envelope icon) to access your voicemail system. Follow the audio prompts to listen to your messages.

# 6. MAINTENANCE

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## 6.1 Cleaning the Phone

To maintain the appearance and functionality of your phone:

- Use a soft, slightly damp, lint-free cloth to wipe the phone's surfaces.
- Avoid using harsh chemicals, abrasive cleaners, or aerosol sprays, as these can damage the phone's finish and internal components.
- Do not spray cleaners directly onto the phone.

## 6.2 Firmware Updates

Periodically, Digium may release firmware updates to improve performance, add features, or address issues. It is recommended to keep your phone's firmware updated to the latest version. Consult your system administrator or the Digium support website for instructions on how to perform firmware updates for your specific system configuration.

# 7. TROUBLESHOOTING

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This section addresses common issues you might encounter with your Digium D65 phone.

Issue	Possible Solution
Phone does not power on.	<ul style="list-style-type: none"><li>• Ensure the Ethernet cable is securely connected to the LAN port.</li><li>• Verify that your network switch provides Power over Ethernet (PoE).</li><li>• If not using PoE, ensure the optional AC power adapter is correctly connected and plugged into a working power outlet.</li></ul>

Issue	Possible Solution
No dial tone or cannot make/receive calls.	<ul style="list-style-type: none"><li>• Check network cable connection.</li><li>• Verify network connectivity (check if other network devices are working).</li><li>• Ensure the phone has successfully registered with your SIP server (check the display for registration status).</li><li>• Contact your system administrator for SIP account or network configuration issues.</li></ul>
Poor audio quality (echo, static).	<ul style="list-style-type: none"><li>• Adjust volume levels.</li><li>• Check handset/headset connections.</li><li>• Ensure there is no network congestion or bandwidth issues.</li><li>• If using a headset, try a different headset or connect the handset directly.</li></ul>
Display is blank or frozen.	<ul style="list-style-type: none"><li>• Restart the phone by unplugging and re-plugging the Ethernet cable (or power adapter).</li><li>• If the issue persists, contact technical support.</li></ul>

## 8. SPECIFICATIONS

Feature	Detail
Model Number	1TELD065LF
Display	4.3-inch, 480 x 272 pixel full-color LCD
Line Keys	6
Ethernet Ports	2 x 10/100/1000 Mbps Gigabit Ethernet (LAN, PC)
Power Options	802.3at/af Power over Ethernet (PoE) or 5V DC (adapter sold separately)
Headset Support	2P2C Headset Jack, Electronic Hookswitch (EHS) port
Dimensions (L x W x H)	19.69 x 19.69 x 11.02 inches (approx. 50 x 50 x 28 cm)
Item Weight	4 pounds (approx. 1.81 kg)
Color	Black
Material	Plastic
Compatible Devices	Asterisk, Switchvox




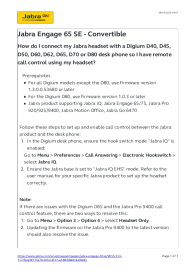

## 9. WARRANTY AND SUPPORT INFORMATION

For warranty information, technical support, and additional resources, please refer to the official Digium website or contact your authorized Digium reseller. Keep your purchase receipt and product serial number

handy when seeking support.

Digium provides comprehensive support for its products, including documentation, FAQs, and customer service channels. Regular firmware updates and support resources are available to ensure optimal performance and security of your device.

## Related Documents - D65

	<p><a href="#">Digium D50 IP Phone User Guide</a></p> <p>A comprehensive guide to using the Digium D50 IP Phone, covering dialing, receiving calls, voicemail, contacts, and advanced features like intercom, conferencing, and queues.</p>
	<p><a href="#">Digium D6X Series IP Phone User Guide and Voicemail Instructions</a></p> <p>Comprehensive user guide for the Digium D6X Series IP Phone, covering call handling, transfers, conference calls, and voicemail setup and management.</p>
	<p><a href="#">Digium D40 IP Phone: Features, Specifications, and Connectivity</a></p> <p>Detailed overview of the Digium D40 IP Phone, including its features, technical specifications, connectivity options, and audio capabilities. Learn about its HDVoice technology and suitability for Asterisk and Switchvox.</p>
	<p><a href="#">How to Connect Jabra Engage 65 SE Headset with Digium Desk Phones for Remote Call Control</a></p> <p>This guide explains how to connect the Jabra Engage 65 SE convertible headset with Digium D40, D45, D50, D60, D62, D65, D70, and D80 desk phones to enable remote call control. It covers necessary prerequisites, setup steps, and troubleshooting notes.</p>
	<p><a href="#">Digium D6X Series IP Phone Quick Start Guide</a></p> <p>Quick start guide to using your Digium D6X Series IP phone, covering dialing, receiving calls, voicemail, contacts, and additional features like conferencing and intercom.</p>