

Snom SNO-D712

Snom SNO-D712 HD Audio IP Desk Telephone User Manual

Model: SNO-D712

[Overview](#)

[Setup](#)

[Operation](#)

[Maintenance](#)
[Warranty &](#)
[Support](#)

[Troubleshooting](#)

[Specifications](#)

1. PRODUCT OVERVIEW

The Snom SNO-D712 is an advanced HD Audio IP Desk Telephone designed for business environments. It features a 4-line display, multiple programmable keys, and supports wideband HD audio for clear communication. This manual provides instructions for setting up, operating, and maintaining your SNO-D712 telephone.



Figure 1: Front view of the Snom SNO-D712 HD Audio IP Desk Telephone. The image displays the handset on the left, the main unit with a black and white display showing "Snom", date, time, and a contact name "Steve Fuller". Below the display are context-sensitive keys, a navigation cluster with a white center button, and a message button. The numeric keypad is on the right, along with dedicated function keys for mute, volume, speaker, and headset, and five programmable keys with LEDs.

2. SETUP GUIDE

2.1. Package Contents

Before proceeding, ensure all items are present in the package:

- Snom SNO-D712 IP Desk Telephone Unit
- Handset
- Handset Cord
- Ethernet Cable
- Quick Installation Guide (if included)

2.2. Physical Connections

1. **Connect the Handset:** Plug one end of the coiled handset cord into the handset and the other end into the handset port on the telephone base.
2. **Connect to Network:**
 - If using Power over Ethernet (PoE): Connect one end of the Ethernet cable to the LAN port on the telephone and the other end to a PoE-enabled network switch or router.
 - If not using PoE: Connect one end of the Ethernet cable to the LAN port on the telephone and the other end to your network switch/router. Then, connect the power adapter (sold separately, if not included) to the power port on the telephone and to an electrical outlet.
3. **Connect Headset (Optional):** If using a headset, plug it into the dedicated headset port on the telephone.

2.3. Initial Boot-up

Once connected, the telephone will power on automatically (if using PoE) or when the power adapter is plugged in. The display will show the Snom logo and then proceed through a boot sequence. This process may take a few minutes. After booting, the phone will attempt to register with your SIP server. The display will indicate its status.

3. OPERATING INSTRUCTIONS

3.1. Basic Call Functions

- **Making a Call:**
 - a. Pick up the handset, press the Speaker button, or press a line key.
 - b. Dial the desired number using the numeric keypad.
 - c. Press the ✓ (Checkmark) button or wait a few seconds for the call to initiate automatically.
- **Answering a Call:**
 - a. When the phone rings, pick up the handset, press the Speaker button, or press the flashing line key.
- **Ending a Call:**
 - a. Hang up the handset, press the Speaker button again, or press the ✗ (Cancel) button.

3.2. Using Programmable Function Keys

The SNO-D712 features five freely programmable function keys with LEDs, located to the right of the numeric keypad. These keys can be configured for various functions such as speed dial, busy lamp field (BLF), or other system features. The LEDs provide visual indication of status (e.g., line in use, message waiting).

- **LED Indicators:** The LEDs next to the programmable keys illuminate to indicate status. Consult your system administrator for specific key assignments and LED behaviors.

3.3. Display Navigation and Soft Keys

The 4-line backlit display shows call information, menu options, and phone status. Below the display are context-sensitive soft keys. Their functions change depending on the phone's current state (e.g., idle, on a call, in a menu).

- Use the navigation cluster (up, down, left, right arrows, and the white center button) to scroll through menus and select options.
- The soft keys directly below the display will show labels corresponding to their current function (e.g., "Dir" for Directory, "Settin" for Settings, "CFwd" for Call Forward, "DND" for Do Not Disturb).

3.4. Volume Control

Adjust the volume during a call or when the phone is idle:

- Press the **Volume** button (located below the numeric keypad) to increase or decrease the handset, headset, or speakerphone volume during an active call.
- When idle, pressing the Volume button adjusts the ringer volume.

3.5. Mute Function

To mute your microphone during a call:

- Press the **Mute** button (located below the numeric keypad). The button's LED will illuminate to indicate that the microphone is muted.
- Press the Mute button again to unmute the microphone.

3.6. Speakerphone and Headset

- **Speakerphone:** Press the **Speaker** button to activate or deactivate the speakerphone.
- **Headset:** Press the **Headset** button to switch audio to a connected headset. Press again to switch back to the handset or speakerphone.

3.7. Voicemail Access

To access your voicemail messages:

- Press the **Message** button (envelope icon). The LED on this button will flash when new voicemail messages are available.
- Follow the audio prompts to listen to, save, or delete messages.

4. MAINTENANCE

4.1. Cleaning the Telephone

To maintain the appearance and functionality of your SNO-D712 telephone:

- Disconnect the phone from power before cleaning.
- Use a soft, damp, lint-free cloth to wipe the surfaces.
- Avoid using abrasive cleaners, waxes, or solvents as these can damage the finish.
- Do not spray cleaners directly onto the phone.

4.2. General Care

- Keep the telephone away from direct sunlight, heat sources, and excessive moisture.
- Ensure proper ventilation around the device.
- Avoid dropping the phone or subjecting it to strong impacts.

5. TROUBLESHOOTING

This section addresses common issues you might encounter with your Snom SNO-D712 telephone.

5.1. No Power / Phone Does Not Turn On

- **Check Power Connection:** Ensure the Ethernet cable is securely connected to both the phone's LAN port and a PoE-enabled switch/router. If using a power adapter, verify it is correctly plugged into the phone and a working electrical outlet.

- **Test Outlet/PoE:** Try plugging another device into the electrical outlet or connecting the phone to a different PoE port/switch to confirm power source functionality.

5.2. No Dial Tone / Cannot Make or Receive Calls

- **Network Connection:** Verify the Ethernet cable is firmly connected. Check the network status on the phone's display for any error messages (e.g., "Network Down," "No IP Address").
- **SIP Registration:** The phone needs to register with your SIP server. Check the display for registration status. If it shows "Unregistered" or similar, contact your system administrator.
- **Handset/Headset Connection:** Ensure the handset cord is properly connected to both the handset and the phone base. If using a headset, ensure it is plugged in correctly.
- **Mute Function:** Ensure the Mute button is not active (LED off).

5.3. Display Issues

- **Blank Display:** If the phone has power but the display is blank, try restarting the phone by disconnecting and reconnecting the power/Ethernet cable.
- **Unreadable Text:** Check if the display contrast can be adjusted in the phone's settings menu (if available).

5.4. Audio Quality Issues (Echo, Static, Low Volume)

- **Volume Adjustment:** Adjust the volume using the Volume button during a call.
- **Handset/Headset:** Ensure the handset or headset is properly connected. Try using the speakerphone to determine if the issue is specific to the handset/headset.
- **Network Quality:** Poor network connection or high network latency can affect audio quality. Contact your network administrator if issues persist across multiple calls.

5.5. Phone Freezes or Becomes Unresponsive

- **Restart the Phone:** Disconnect the power/Ethernet cable for a few seconds, then reconnect it. This will perform a soft reboot.

If these troubleshooting steps do not resolve the issue, please contact your system administrator or Snom technical support.

6. SPECIFICATIONS

Key technical specifications for the Snom SNO-D712 HD Audio IP Desk Telephone:

Feature	Detail
Model Number	SNO-D712
Display	4-line Backlit B/W display, 3.2 inches
SIP Identities	Supports four SIP identities
Programmable Keys	5 freely programmable function keys with LEDs
Audio Features	Wideband HD audio, advanced speaker and microphone system
Connectivity	Ethernet switch, Power over Ethernet (PoE) support
Dimensions (L x W x H)	10.2 x 9 x 4.4 inches (25.9 x 22.9 x 11.2 cm)

Feature	Detail
Item Weight	2.29 pounds (1.04 kg)
Material	Plastic
Power Source	Corded Electric (via PoE or optional power adapter)
Manufacturer	Snom
GTIN	00811819012173

7. WARRANTY AND SUPPORT

7.1. Manufacturer's Warranty

The Snom SNO-D712 telephone is covered by a manufacturer's warranty. Please refer to the warranty card included with your product or visit the official Snom website for detailed terms and conditions regarding warranty coverage, duration, and claims procedures. Keep your proof of purchase for warranty purposes.

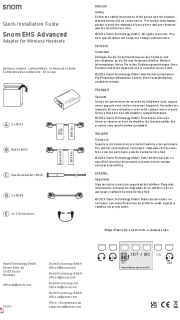
7.2. Technical Support

For technical assistance, configuration issues, or advanced troubleshooting beyond the scope of this manual, please contact your system administrator or the Snom technical support team. Contact information can typically be found on the Snom official website or through your product vendor.

When contacting support, please have the following information ready:

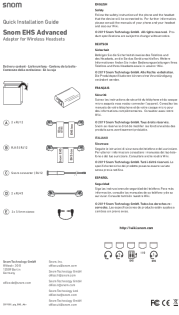


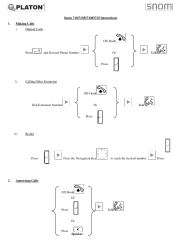
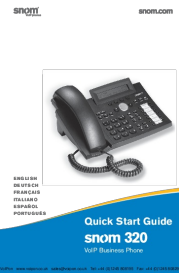
- Product Model: SNO-D712
- Serial Number (usually found on the bottom of the phone)
- Description of the issue
- Steps already taken to resolve the issue

Related Documents - SNO-D712



[Snom EHS Advanced Quick Installation Guide for Wireless Headsets](#)

A concise guide to installing and connecting the Snom EHS Advanced adapter for wireless headsets with various Snom phone models, including connection diagrams and safety information.

	<p>Snom EHS Advanced Adapter Quick Installation Guide</p> <p>This guide provides quick installation instructions for the Snom EHS Advanced adapter, which enables wireless headsets for various Snom phone models. It includes delivery contents, safety information in multiple languages, and detailed connection diagrams for different phone and headset combinations.</p>
	<p>Snom D725 Quick Start Guide - ipnordic</p> <p>Concise guide to setting up and using the Snom D725 IP phone, covering call handling, service codes, and key features provided by ipnordic.</p>
	<p>Snom D150 VoIP Phone Quick Installation Guide</p> <p>This guide provides essential information for the quick installation and setup of the Snom D150 VoIP phone, including connection diagrams, safety precautions, technical specifications, and registration steps.</p>
	<p>Snom 710/715/D710/D715 User Instructions</p> <p>Detailed instructions for using Snom 710, 715, D710, and D715 VoIP phones, covering call handling, voicemail, and call forwarding features.</p>
	<p>snom 320 Quick Start Guide</p> <p>Get started quickly with the snom 320 VoIP Business Phone. This guide covers essential installation, setup, and operation steps, along with important safety information for efficient use.</p>