TENOVIS

We give you the edge.

Analog Telephones

connected to ISDN Telecommunications Systems Integral

Operating Instructions

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Tenovis GmbH & Co. KG Frankfurt/Main

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All technical data, information and characteristics of the product described in this document were compiled to the best of our knowledge and are current at the time of printing.

We reserve the right to make technical modifications and improvements to the product.

Tenovis
Translations

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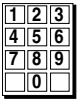
General information about this user manual:

This user manual describes how to use the telephone-system features with every telephone which meets the conditions listed below.

Conditions which your analogue telephone must meet:

- The telephone must always be configured to ”Flash”
- The telephone must always be configured to ”Tone dial (DTMF)”
- The telephone must possess at least the following keys:

	Keypad for dialing digits 0 through 9
	Star and Hash keys for activating/deactivating features
	Redial key
	R key for consultation, mediation, conference calling

This manual uses the following abbreviations:

- Ln for line
- Bdl for bundle
- Sbr for subscriber
- Clno for call number

The functions covered by this user manual are described without regard to the features programmed in your system.
You many not be able to use some of these functions if your system does not provide all of the features.
Tenovis Service would be happy to advise you on new features for your system.

Making calls

Making an internal call

Lift handset	Dial internal call number (e.g. 12)	Conduct internal call
	1 2	

Making an internal call to an assigned subscriber

Lift handset	Enter code	Conduct internal call
	* 8 6	

Making an internal call to a specific group

Lift handset	Enter code (*161 = Group 1 to *168 = Group 8)	Conduct internal call
	* 1 6 1	

Making an external call using ”0”

Lift handset	Occupy external line	Dial external call number (e.g. America)	Conduct external call
	0	0 0 1 ...	

Making an external call using a specific line

Lift handset	Occupy line 1 (max *030, Ln 30)	Dial external number (e.g. America)	Conduct external call
	* 0 0 1	0 0 1 ...	

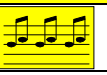
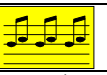
Making an external call using a specific bundle

Lift handset	Occupy line from Bdl 1 (max *108, Bdl 8)	Dial external number (e.g. America)	Conduct external call
	* 1 0 1	0 0 1 ...	

Making an internal speed-dial call			
	* 1 1 1	1 1 6	The call number stored under 116 is dialed
Lift handset	Line from Bdl 1 + code dial (*111 .. *119)	Select speed-dial destination	

Making an automatic call (without dialing)	
	The call number stored in the telephone system is automatically dialed after the programmed time.
Lift handset	

Making an automatic call (with dialing)	
	See ”Making an automatic call (without dialing)” Before the programmed time elapses, you have the option of dialing a call number
Lift handset	

Making an external call from a locked telephone (PIN code)				
	0	1 6	❑❑❑❑ 4-digit PIN	 If PIN correct: OK signal
Lift handset	Occupy line	Your internal telephone number	4 or 6-digit Personal Identification Number	 If PIN incorrect: busy signal
You can continue dialing once you hear the OK signal. If you enter the PIN incorrectly three times, the telephone will be locked. Please contact Tenovis Service to unlock your phone.				

Ending calls

Ending a call	
During call	Replace handset

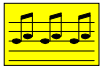
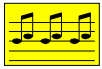
Redial

Storing automatic redial	
The subscriber you would like to reach is busy or does not answer	The call number you just dialed is automatically stored

Dialing automatic redial		
		The call number you most recently dialed is automatically dialed
Lift handset	Redial	

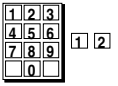
Receiving calls

Answering a call		
The telephone rings	Lift handset	Conduct call

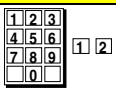
Answering a call during an existing call (call-waiting)				
				
During internal or external call	You hear a short tone	End existing call	Ringing tone	Connect with 2nd caller
Or you can ignore the second call and continue with the first conversation				

Transferring calls

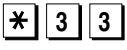
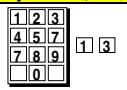
Transferring a call without an announcement

				Subscriber 12 receives the internal/external call you transferred
During internal or external call	Press R key	Call subscriber 12	Replace handset, regardless of whether subscriber is free or busy	
If subscriber 12 does not answer the call, it returns to you after a short time				

Transferring a call with an announcement

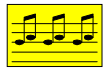
					The subscriber receives the internal/external call you transferred
During an internal or external call	Press R key	Call subscriber 12	Speak with Sbr 12	Replace handset	
If subscriber 12 does not answer, press R to return the call back to you					

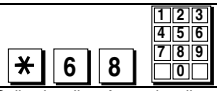
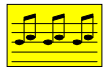
Transferring a call to another telephone system (your phone is in a secondary private branch exchange)

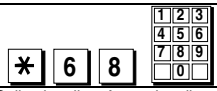
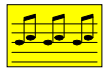
				either		
During internal or external call	Press R key	Refer-back into main system	Call number in main system		Consult with subscriber 13	Transfer call
				or		
If subscriber 12 does not answer the call, it returns to you after a short time						
If subscriber 13 does not answer, press R to return the call back to you						

Call-waiting / cutting in

You can either cut into a call directly or wait for the subscriber you called to answer (depending on whether ”cut-in” or ”call-waiting” is set in the system).
Subscriber A is speaking with subscriber B

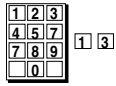
		
Lift handset	Call subscriber A or subscriber B	You hear the busy signal

either		
Call-waiting	Call subscriber A or subscriber B	You and the busy subscriber hear the ringing tone

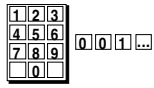
or		
Cut-in	Call subscriber A or subscriber B	The busy subscriber hears the cut-in tone

Consultation

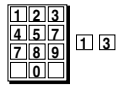
Consulting internally

					
During internal call	Press R key	Dial internal call number (e.g. 13)	Consult with subscriber 13	Return to first call	Resume internal call

Consulting externally

						
During internal call	Press R key	Occupy line	Dial external call number (e.g. America)	Consult with external party	Return to first call	Resume internal call

Consulting in another telephone system (your phone is in a secondary private branch exchange)

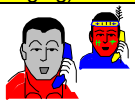
						
During internal or external call	Press R key	Refer-back into main system	Call number in main system	Consult with subscriber 13	Return to first call	Resume int. / ext. call

Mediation

Mediating during an internal or external call					
	R	1 2		R	1 3
During internal call	Press R key	Dial internal call number (e.g. 12)	Consult with subscriber 12	Press R key	Dial internal call number (e.g. 13)

	R		R	
Consult with subscriber 13	Press R key	Consult with subscriber 12	Press R key	Consult with subscriber 13

Picking up calls

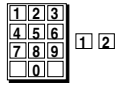
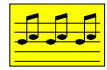
Occupying the calling line (you hear an ”external” telephone ringing)		
	* 3 2	
Lift handset	Occupy calling line	Conduct external call

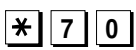
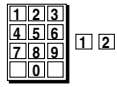
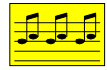
Picking up calls in general (You hear the ”internal / external” ringing of a telephone whose number you know [12])					
	* 3 4	1 2		or	
Lift handset	Enter pick-up code	Dial internal call number (e.g. 12)	Conduct internal call		Conduct external call

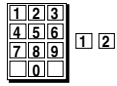
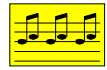
Picking up a call to an assigned subscriber (you hear your assigned subscriber’s telephone ringing)		
	* 8 5	
Lift handset	Pick up call for assigned subscriber	Conduct call

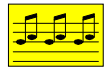
Picking up a call to a group (you hear a telephone in a group ringing)		
Lift handset	Enter code for call pick-up from group 1 (*171..*178, Group 1..Group 8)	Conduct call

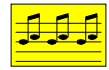
Call diversion

Diverting calls from another telephone to yours (immediately)					
					
Lift handset	Divert calls from ... to you	CIno of Sbr whose calls are to be diverted to you	Immediately	OK signal	Replace handset

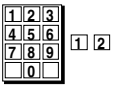
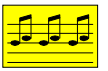
Diverting calls from another telephone to yours (after a delay)					
					
Lift handset	Divert calls from ... to you	CIno of Sbr whose calls are to be diverted to you	Delayed	OK signal	Replace handset

Diverting calls from a busy telephone to yours					
					
Lift handset	Divert calls from ... to you	CIno of Sbr whose calls are to be diverted to you	If busy	OK signal	Replace handset

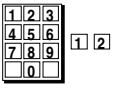
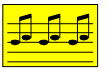
Deactivating all call diversions from another telephone to yours			
			
Lift handset	Deactivate all diversions	OK signal	Replace handset

Diverting calls from your telephone to another (immediately)					
					
Lift handset	Divert calls from you to ...	Enter call number of the Sbr to receive the diverted calls	Immediately	OK signal	Replace handset

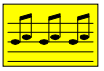
Diverting calls from your telephone to another (after a delay)

					
Lift handset	Divert calls from you to ...	Enter call number of the Sbr to receive the diverted calls	Delayed	OK signal	Replace handset

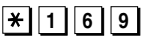
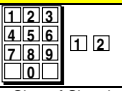
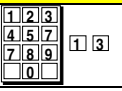
Diverting calls from your busy telephone to another telephone

					
Lift handset	Divert calls from you to ...	Enter call number of the Sbr to receive the diverted calls	If busy	OK signal	Replace handset

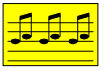
Deactivating all call diversions from your telephone to another

			
Lift handset	Deactivate all diversions	OK signal	Replace handset

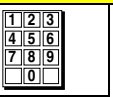
Diverting calls for other subscribers

					
Lift handset	Divert calls for other subscribers	Enter Clno of Sbr whose calls are to be diverted	Enter call destination	OK signal	Replace handset

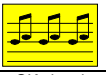
Deactivating call diversion for other subscribers (only on phone whose calls are being diverted)

			
Lift handset	Deactivate all diversions	OK signal	Replace handset

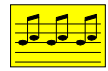
Diverting calls externally

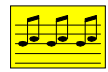
			e.g. 913456789(E) 0691234 (D)	
Lift handset	Divert calls externally	External Clno		Replace handset

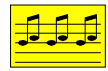
Deactivating external call diversion

			
Lift handset	Deactivate external diversion	OK signal	Replace handset

Bundle diversion				
			e.g. 913456789(E) 0691234 (D)	
Lift handset	Divert calls for Bdl 1 max *148 for Bdl 8	Enter external call number		Replace handset

Deactivating bundle diversion			
			
Lift handset	Deactivate diversion for Bdl 1 (max *148 for Bdl 8)	OK signal	Replace handset

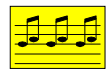
Diverting all external calls to your telephone (self-assignment)			
			
Lift handset	Activate self-assignment	OK signal	Replace handset

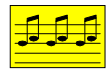
Deactivating self-assignment			
			
Lift handset	Deactivate self-assignment	OK signal	Replace handset

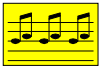
Day service

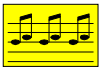
Activating day service			
Lift handset	Activate day service	OK signal	Replace handset

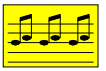
Night service

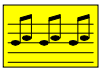
Activating night service 1			
			
Lift handset	Activate night service 1	OK signal	Replace handset

Deactivating night service 1 (= day service)			
			
Lift handset	Deactivate night service 1 (= day service)	OK signal	Replace handset

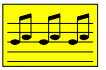
Activating night service 2			
			
Lift handset	Activate night service 2	OK signal	Replace handset

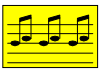
Deactivating night service 2			
			
Lift handset	Deactivate night service 2 (= day service)	OK signal	Replace handset

Activating night service 3			
			
Lift handset	Activate night service 3	OK signal	Replace handset

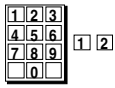
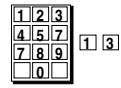
Deactivating night service 3			
			
Lift handset	Deactivate night service 3 (= day service)	OK signal	Replace handset

Automatic night service

Activating automatic night service			
			
Lift handset	Activate automatic night service	OK signal	Replace handset

Deactivating automatic night service			
			
Lift handset	Deactivate automatic night service (= day service)	OK signal	Replace handset

Conference

Internal three-way conference (any number of subscribers possible)					
			R	* 6 8	
Lift handset	Enter Clno of 1st conference Sbr (e.g. 12)	Call with 1st conference subscriber	Press R key	Conference	Enter Clno of 2nd conference Sbr (e.g. 13)

	R	
Call with 2nd conference subscriber	Press R key	Conduct conference call

Conference Sbr 1 hangs up	Conduct call with Sbr 2

Conference Sbr 2 hangs up	Conduct call with Sbr 1

	Lines are disconnected
You hang up	

Conference (1 external, 2 internal): Adding an internal subscriber to an existing external call				
		e.g. 913456789(E) 0691234 (D)	Or you receive an external call	
Lift handset	Enter external call number			Conduct external call

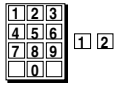
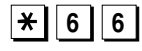
R	* 6 8	1 2		R	
Press R key	Conference	Enter Clno of conference Sbr (e.g. 12)		Press R key	Conduct external call

Conference Sbr 1 hangs up	Conduct call with Sbr 2

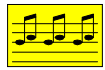
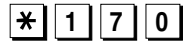
Conference Sbr 2 hangs up	Conduct call with Sbr 1

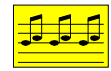
	Lines are disconnected
You hang up	

Automatic call-back

Initiating automatic call-back when a subscriber is busy				
				
Lift handset	Dial internal Clno (e.g. 12)	Called Sbr is busy	Initiate call-back	Replace handset

Subscriber you called is free, your telephone rings	Lift handset, connected with "busy" subscriber

Initiating automatic call-back for an external line (all external lines are busy)				
				
Lift handset	Occupy external line	Busy signal	Initiate line call-back	Replace handset

		
An external line is free, your telephone rings	Lift handset, connected with "busy" line	Special dialing tone

Cancelling automatic call-back for an external line		
Lift handset	Cancel line call-back	Replace handset

Cancelling automatic call-back		
Lift handset	Cancel call-back	Replace handset

Silencing the telephone (Do not disturb)

Activating "Do not disturb"		
Lift handset	Activate "Do not disturb"	Replace handset

Deactivating "Do not disturb"		
Lift handset	Deactivate "Do not disturb"	Replace handset

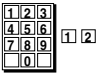
Cutting yourself out of the general call

Activating cut-out from general call		
Lift handset	Activate cut-out from general call	Replace handset

Deactivating cut-out from general call		
Lift handset	Deactivate cut-out from general call	Replace handset

Announcements

Making a general announcement			
		Speak announcement	
Lift handset	Announcement		Replace handset

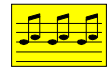
Making an announcement to a specific subscriber				
			Speak announcement	
Lift handset	Dial Clno	Announcement		Replace handset

Making an announcement to an assigned subscriber			
		Speak announcement	
Lift handset	Announcement		Replace handset

Making an announcement to a specific group			
		Speak announcement	
Lift handset	Announcement (*151..*158) to max. 8 groups		Replace handset

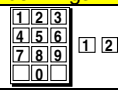
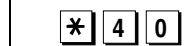
Responding to a general or group announcement			
		The subscriber who made the announcement is called	
Lift handset	Announcement		Replace handset

Messages

Selecting and sending a message					
					
Lift handset	Message	Standard text 3, for example (texts 0...9)		OK signal	Replace handset

Door opener

Opening the door during a call/connection				
Your telephone rings	You speak with door station		Select *40 ... *43 for opening door 1 .. 4 Door is opened	Replace handset

Opening the door when the doorbell rings					
					
Your telephone rings	Lift handset	Dial number of door station		Dial *40 ... *43 for door 1 .. 4 Door is opened	Replace handset

Opening the door immediately		
Lift handset	Door opener 1 for door station	Replace handset

Special switch / special button

Activating the special switch		
Lift handset	Activate special switch	Replace handset

Deactivating the special switch		
Lift handset	Deactivate special switch	Replace handset

Activating the special button		
Lift handset	Activate special button	Replace handset

Deactivating the special button		
Lift handset	Deactivate special button	Replace handset

Appointment reminders

Entering an appointment			
Lift handset	Enter appointment		Replace handset

Deleting an appointment

Lift handset	Delete appointment	Replace handset
	# 4 5	

Entering an appointment for today

Lift handset	Enter appointment	Enter time for today	Replace handset
	* 4 5 *	1 3 4 5 Hour Minute	

Entering a regularly occurring appointment

Lift handset	Enter appointment	Exclude weekday	Enter time	Replace handset
	* 4 5 #	0 Remind on all weekdays at the same time 1 Remind on all weekdays except Mondays 2 Remind on all weekdays except Tuesdays 3 Remind on all weekdays except Wednesday 4 Remind on all weekdays except Thursdays 5 Remind on all weekdays except Fridays 6 Remind on all weekdays except Saturdays 7 Remind on all weekdays except Sundays	1 3 4 5 Hour Minute	

Entering an appointment for other subscribers

Lift handset	Enter appointment	Enter appointment for subscriber 12, for example	Replace handset
	* 4 9	1 2 e.g. 0 6 1 2 1 3 4 5 Day Month Hour Minute	

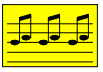
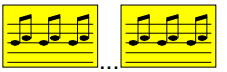
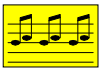
Turning off the appointment reminder tone

Reminder tone	Lift handset	Replace handset

Software lock

Locking the telephone			
		4-digit PIN	
Lift handset	Lock telephone	4 or 6-digit PIN	Replace handset

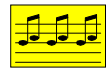
Unlocking the telephone			
		4-digit PIN	
Lift handset	Unlock telephone	4 or 6-digit PIN	Replace handset

Setting / changing your PIN					
			4-digit PIN		
Lift handset	Unlock	Internal dialing tone	Old PIN	OK signal + internal dialing tone	
The PIN can contain four or six digits. The default setting of the PIN (old PIN) is 0000 or 000000. Enter your new PIN after you have entered the old PIN.			4-digit PIN		
			New PIN	OK signal	Replace handset

Undoing your settings

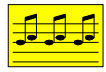
Undoing self-assignment, call diversion, ”Do not disturb”, cut-out of general call		
Lift handset	Undo your settings	Replace handset

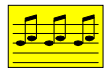
Code

Entering the code				
	* 5 3	5 6 7 8 4-digit code max. 10 digits		Telephone as usual
Lift handset	Code	Enter code	OK signal	

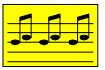
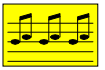
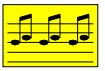
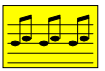
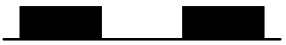
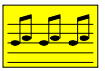
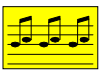
Deleting the code				
	* 5 3	0 0 0 0 4-digit code max. 10 digits		Telephone as usual
Lift handset	Code	Delete code	OK signal	

Printout of charges

Printing out telephone charges			
	* 4 7		Printout of your last call
Lift handset	Code	OK signal	

Feeding the paper on the charges printer			
	* 3 7		Paper feed on printer
Lift handset	Code	OK signal	

Tones

You hear the ...		
		**OK signal** when you have correctly executed a function (e.g. call-back).
		**Internal dialing tone** when you lift the handset.
		**External dialing tone** when you are connected with your network operator.
		**Special dialing tone** when your telephone has a special status (e.g. call diversion).
		**Free signal** when the subscriber you are calling is not occupying the line.
		Busy signal when the subscriber you are calling is occupying the line.
		**Cut-in signal** when a third subscriber cuts into your call.

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