

Installation Instructions

(UK)

tiptel VCM Module

Voicemail / Call Management Module



Only for authorised specialist installers

tiptel

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Introduction

Congratulations on purchasing your VCM-Module - a decision in favour of a multifunctional solution on extending your telephone system,

- Answering machine for each subscriber of the telephone system
- Greeting and transfer
- Automatic switchboard
- Information system

Notes

We reserve the right to make changes to this User's Manual or the hardware described at any time and without prior notice. The current version of the User's Manual is also available as a pdf file on the Internet at www.tiptel.com. The texts and illustrations of this User's Manual have been compiled with the utmost care. However, errors cannot be ruled out completely. The publisher cannot be held liable for any incorrect information or consequences arising as a result.

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Product package

Please check that you have received everything before starting installation. The delivery includes:

- 1 VCM module
- 1 installation manual (this document)
- 1 User's Manual

Advice on the proper operation of the VCM-Module

- Installation procedures must be carried out by a professional. Installation procedures on the 230v mains network must be carried out by a qualified electrician. VDE 0100 must be observed.
- In case of any malfunction, please disconnect the unit from the line and remove all ISDN connection cables from the NTBA.

Environmental compatibility

No contact with substances harmful to human health can occur if the system is used properly. The synthetic materials used in this device consist of partially recycled granulate. Our packaging does not contain any synthetic materials. Only cardboard and paper from partially recycled material is used.

Main features

The VCM-Module provides a large number of features that can be adapted to individual requirements. Some of the features can be activated or deactivated via settings on the individual terminals.

- Supplements the range of functions of the tiptel 30xx and tiptel.com telephone system family to include voicemail and call management functions
- Capacity for outgoing and incoming messages: depending on the module purchased
- Administrating outgoing message and incoming message by PC (web interface): playback, copy, upload to the telephone system, incoming message list

Answering machine for each subscriber of the telephone system

- Recording capacity can be set to 8, 16 or 40 minutes
- 9 individual outgoing message, of which one outgoing message only
- Separate final message and “Memory full” message
- outgoing message and incoming message length can be set from one minute up to the maximum recording capacity
- outgoing message can be switched manually or using time control via 6 different day/night profiles
- Switching on can be delayed 1 to 50 seconds
- Remote access with QRC function, individual 4-digit PIN code, remote switching, remote deleting
- Particularly simple, menu-led operation of your personal answering machine with tiptel 85 system
- Message forwarding by SMS, telephone or call with voice message, settable repeat time, reminder interval, reminder number and collective message
- Greeting and transfer
- Greets the caller with an outgoing message and then transfers to a fixed destination (text before answering)
- 2 separate independent systems available (each with its own outgoing message and destination)
- Integrated waiting loop with individual importable position message
- Number of concurrent callers can be set between 1 and 4
- Recording capacity for outgoing message can be set to 8, 16 or 40 minutes

Automatic switchboard

- Welcomes the caller with an outgoing message and then transfers to a destination selected by the caller
- 4 separate independent systems available (each with its own outgoing message and destination)
- Up to 9 destinations can be set
- Integrated waiting loop with individual importable position message
- Number of concurrent callers can be set between 1 and 4
- Recording capacity for outgoing message can be set to 8, 16 or 40 minutes

Information system

- Greets the caller with an outgoing message and offers selection between various information messages
- 2 separate independent systems available (each with its own outgoing message and destination)
- Up to 9 individual information messages
- Number of concurrent callers can be set between 1 and 4
- Recording capacity for outgoing message can be set to 8, 16 or 40 minutes

First start-up

Assembling the VCM module

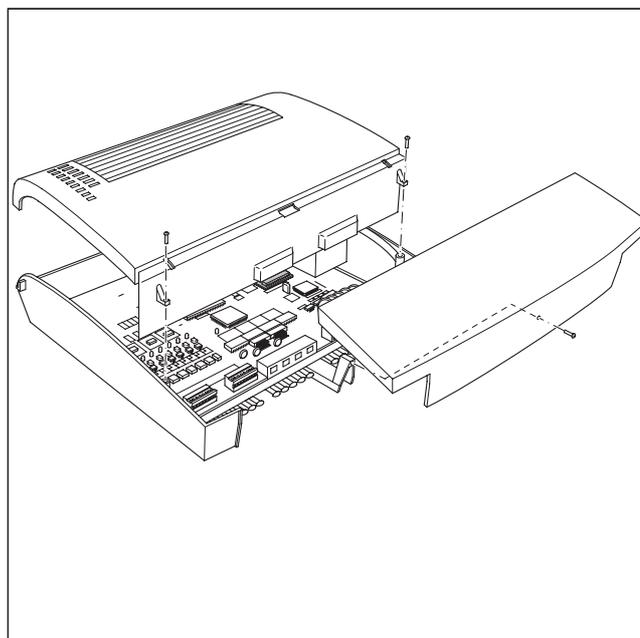
Tools required

- Cross-slot screwdriver small/medium (tiptel 30xx and tiptel.com 822XT)
- Slot screwdriver small/medium (tiptel.com 410, 810, 411, and 811)

Assembly order

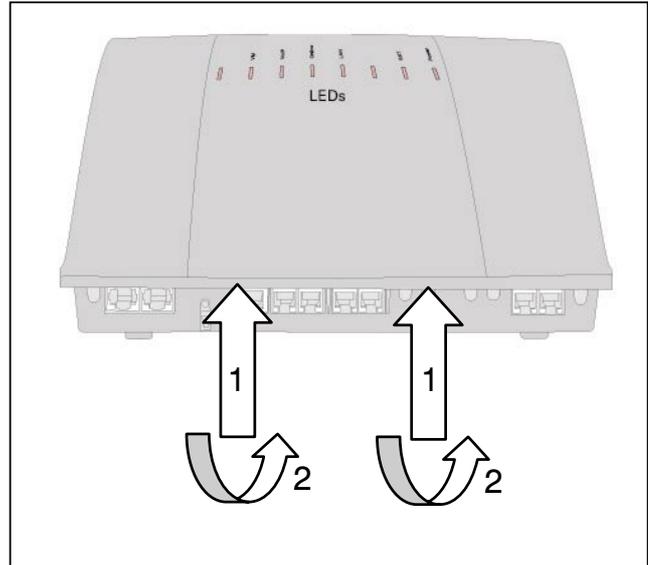
The following procedure must be observed when installing the VCM-Module:

- Switch system off (pull out mains plug)
- Open the housing (tiptel 30xx and tiptel.com 822XT)
 - Loosen the terminal cover.
 - Remove the terminal cover.
 - Loosen the two screws on the cover.
 - Remove the cover.



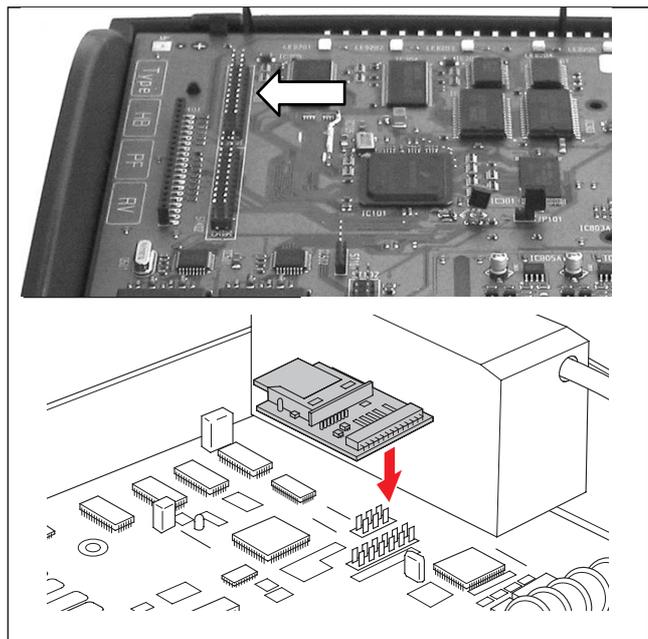
- Open the housing (tiptel.com 410, 810, 411, and 811):

- At the indicated areas (1) insert a slot screwdriver (4 mm) or a similar tool as far as it goes from bottom of the housing in the direction towards the top. Pull the screwdriver towards you (2) which will slacken the snap mechanism and lift the cover towards the back of the unit.



tiptel.com 410-811

- Assembling the VCM-Module
 - Find the slot for assembly.
 - Set the VCM-Module as shown (Memory card on the top side).
 - Ensure that the pins on the circuit board fit in the VCM-Module bore holes (tiptel 30xx and tiptel.com 822XT).
- Close the housing
 - Re-insert the covers and screws (if applicable) in the reverse order.
- Connect the system to 230 V mains.



tiptel 30xx / tiptel.com 822 XT

Note: Before initial use you can initialise the VCM-Module for up to 5 minutes. Wait for this time before accessing the module for the first time.

Disassembling the VCM-Module

Tools required

- Cross-slot screwdriver small/medium (tiptel 30xx and tiptel.com 822XT)
- Slot screwdriver small/medium (tiptel.com 410, 810, 411, and 811)

Disassembly order

To disassemble the VCM-Module proceed in the reverse order to assembly.

Note: When disassembling the VCM-Module do not under any circumstances use tools to loosen the module from its slot. This could damage your telephone system's main circuit board.
Remove the VCM-Module by moving it gently back and forth and pulling it upwards at the same time.

Configuration: Settings

General

Configuration of the VCM-Module is performed using the configuration software of the telephone system. An existing voicemail / call management module is detected automatically by the telephone system and the necessary configuration menus are released.

The individual configuration items are described below.

Note: The configuration includes comprehensive online help. After clicking a coloured heading, a pop-up window appears displaying the help text for this topic.

Expert mode: Voicemail

Unassigned directories on the MMC

ICM and OGM from deleted subscribers or cancelled voice boxes are saved until they are deleted manually. Here you can assign the complete directory with all incoming and outgoing messages of a subscriber or service for which voicemail has not yet been activated. Please note that under some circumstances there is no access to incoming messages or certain outgoing messages if the subscriber or service does not use incoming messages or certain outgoing messages.

Outgoing message

The existing outgoing messages that cannot be assigned to any subscriber are indicated here.

Incoming messages

The existing incoming messages that cannot be assigned to any subscriber are indicated here.

Memory allocation

The memory allocation lists all the voice boxes that are switched on and the memory space reserved for them. Please note that for technical reasons it is not possible to reserve the whole space on the MMC for voicemail boxes. Unassigned directories from former voicemail boxes also reduce the available amount of memory.

Configuration menu: Subscriber

Configuration of the VCM-Module is carried out via the menu on the left "Subscriber - Answering Machine". For details, please see the User's Manual. Every subscriber may set up his/her own answering machine this way.

Menu: Setting up service - Sub-menu: SMS

The SMS service allows you to send or receive SMS messages to/from other terminals. The messages are not transferred directly to the other terminal but instead are sent to the other terminal via the message centre. The SMS function is used for SMS message forwarding. The message is comprised of the date, time and caller's phone number. You configure access to the message centre here.

Set up SMS

Name

Enter the name of your provider here.

Call number provider

Enter the call number of your SMS provider here.

Log in call number

To log in and out you have to send an SMS to an address specified by the provider. The destination address for Deutsche Telekom is 8888. This is set as the default.

Log on

The log in text for the SMS service is stipulated here. For Germany this is "ANMELD" and is preset.

Log off

The log out text for the SMS service is specified here. For Germany this is "ABMELD" and is preset.

Outgoing MSN

Here you specify the outgoing MSN to be used for logging in to the provider.

Menu: Call manager - Sub-menu: Switchboard

General

By pressing a number on his tone dialling (DTMF) telephone the caller uses the automatic switchboard function to decide the calling destination. This enables your telephone system to be extension-ready. In addition, this removes calls from any available switchboard as the caller himself can connect to the desired contact. A total of 9 transfer destinations with names can be entered. Extensions are allowed to occur more than once here. You can specify a distinction on the system telephone using the names that are transferred (e.g. target 1 with number 50 and the name "Service", target 2 with the number 50 and the name "Sales")

Day/night profile

Here you select the day/night profile for which your settings should apply.

Automatic switchboard

AS selection

Select the automatic switchboard that you wish to configure here.

Automatic switchboard on/off

You activate the automatic switchboard here.

Language selection

Specify the language used to announce the position in the waiting loop. The following languages are available:

- German
- French
- English
- Dutch

Maximum memory

Allocate the maximum recording capacity of your system here. Select one of the following options:

- 8 minutes
- 16 minutes
- 40 minutes

Memory allocation

The current memory allocation for the selected switchboard is indicated here.

Name

Assign a name for the automatic switchboard here.

Call number

The call number assigned by the system is indicated here.

Maximum number of concurrent calls

Set the maximum number of concurrent calls here. This setting depends on the number of external S0 ports. You can set a maximum of 2 for one external S0 connection. You can set a maximum of 4 for 2 external S0 connections.

Transfer messages

Select outgoing message for editing

Select here whether you want to edit the welcome message or the position message.

Upload outgoing message

If no OGM has been saved, you can transfer it to the telephone system here.

Save/delete outgoing message

If an OGM has already been saved, you can edit it here.



Save the outgoing message to the PC



Delete the outgoing message

Message name

Enter a meaningful name for the outgoing message here.

Enter transfer destinations

Here you define the key that users press to select the destination you have set under transfer destination. You can select the following as destinations:

- An extension
- A group
- Another automatic switchboard
- An information system

This enables you to build up a comprehensive outgoing message, transfer and information system.

Assignment table: incoming external calls

Here you define the MSN/DDI for which the automatic switchboard responds for of external calls.

Menu: Call manager - Sub-menu: Transfer

General

The transfer function transfers a caller directly to the transfer destination after playing a greeting. If the destination is busy, the caller hears the message indicating the position until they are connected.

Day/night profile

Here you select the day/night profile for which your settings should apply.

Greeting and transfer

G&T selection

Select the greeting and transfer that you wish to configure here.

Greeting and transfer on/off

You activate the greeting and transfer function here.

Language selection

Specify the language used to announce the position in the waiting loop. The following languages are available:

- German
- French
- English
- Dutch

Maximum memory

Allocate the maximum recording capacity of your system here. Select one of the following options:

- 8 minutes
- 16 minutes
- 40 minutes

Memory allocation

The current memory allocation for the selected switchboard is indicated here.

Name

Assign a name for the automatic switchboard here.

Call number

The call number assigned by the system is indicated here.

Connection target

Here you can set the subscriber to whom the call is to be transferred.

Maximum number of concurrent calls

Set the maximum number of concurrent calls here. This setting depends on the number of external S0 ports. You can set a maximum of 2 for one external S0 connection. You can set a maximum of 4 for 2 external S0 connections.

Transfer messages

Select outgoing message for editing

Select here whether you want to edit the welcome message or the position message.

Upload outgoing message

If no OGM has been saved, you can transfer it to the telephone system here.

Save/delete outgoing message

If an OGM has already been saved, you can edit it here.

-  Save the outgoing message to the PC

-  Delete the outgoing message

Message name

Enter a meaningful name for the outgoing message here.

Assignment table: incoming external calls

Here you define the MSN/DDI for which the automatic switchboard responds for of external calls.

Menu: Call manager - Sub-menu: Information

General

The caller decides what information (10 different outgoing messages) he/she wants to hear from the information system by pressing a number on his touchtone (DTMF) telephone. Any company that wants to provide customers various sorts of information that stay the same over longer periods of time (travel agent, weekly retail offers, manufacturer's product information line) uses the "Information system" function so that the employees do not have to provide the same information repeatedly.

Day/night profile

Here you select the day/night profile for which your settings should apply.

Information system

IS selection

Select the information system that you wish to configure here.

Information system on/off:

You activate the information system function here.

Maximum memory

Allocate the maximum recording capacity of your system here. Select one of the following options:

- 8 minutes
- 16 minutes
- 40 minutes

Memory allocation

The current memory allocation for the selected switchboard is indicated here.

Name

Enter here a name for the information system.

Call number

The call number assigned by the system is indicated here.

Maximum number of concurrent calls

Set the maximum number of concurrent calls here. This setting depends on the number of external S0 ports. You can set a maximum of 2 for one external S0 connection. You can set a maximum of 4 for 2 external S0 connections.

Transfer messages

Select outgoing message for editing

Select here whether you want to edit the welcome message or one of up to 9 information messages.

Upload outgoing message

If no OGM has been saved, you can transfer it to the telephone system here.

Save/delete outgoing message

If an OGM has already been saved, you can edit it here.

-  Save the outgoing message to the PC
-  Delete the outgoing message

Message name

Enter a meaningful name for the outgoing message here.

Assignment table: Incoming external calls

Here you define the MSN/DDI for which the automatic switchboard responds for of external calls.

Remote access

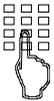
You can access your personal answering machine remotely from anywhere in the world using the keypad on a Dual-tone Multiple Frequency (DTMF) touchtone telephone. You need a personal access code to access the phone remotely. You can set your personal remote access code as described in "Settings".

Remote access



Call your personal answering machine. Internally available under 930 from the assigned subscriber. Otherwise, call the subscriber using the extension/direct dial number.

You hear the current greeting.



Enter the remote access code via the telephone keypad. If you make a mistake delete entry using the * key and start again.

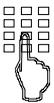
A voice message confirms recognition of each digit.



To confirm the entry press the # button.

If the correct code is detected your VCM-Module notifies you via a voice message. If the code is incorrect, the device terminates the connection.

Note: If you have activated the QRC function (refer to User's Manual) for the call number from which you are calling, your personal answering machine answers directly with the voice message. Then you do not have to enter your remote access code.



Start the desired function by entering the relevant digit (e.g. Number 2 to playback all new incoming message).

Each digit is confirmed.



Press digit 8 to end a function.

The current function ends.



End remote access by pressing star and hash in succession.

Remote access functions

Playback incoming message function

- | | | |
|------------|--|--|
| 3 | To playback all messages
Press 3. | The playback starts with the first recording. |
| 2 | To playback new messages
Press 2. | Starts playback of recordings that have not yet been heard. |
| 5 | Repeat
Press 5 during playback. | The last three seconds are repeated. |
| 8 | To pause playback
Press 8. | Playback is paused. |
| 5 | To continue playback
Press 5. | Playback is continued from where it was paused. |
| 4 6 | Skip
Press 4 for back or 6 for forwards during playback. | The message you are listening is skipped or repeated. |
| 2 | Repeat
Press 2 during playback. | Playback is paused and the caller's number is announced (requires call number transfer being permitted by the network provider). |
| 7 | To delete the current message
Press 7 during playback. | The current incoming message is deleted. |
| * 7 | To delete all messages
Press * and 7 in succession. | All incoming messages are deleted. |

Switching functions

- | | | |
|------------------|---|--|
| * 4 | To switch message transfer on/off
Press * and 4 in succession. | The current status "on" or "off" is announced. Important note: The type of message forwarding (e.g. SMS or call) matches the most recent setting in the web interface. |
| 7 0 ... 9 | Changing the outgoing message
One after another Press 7 and desired outgoing message 0 ... Press 9. | The selected outgoing message is played back for checking. The next caller is greeted with this message. |

Changing announcement

9

1 ... 9

Changing the outgoing message

One after another press 9 and desired outgoing message 1 ... Press 9.

Your personal answering machine requests you to speak.



If you have called the MSN of an answering machine you can only change your own messages 8 and 9!



Record an outgoing message.

8

For an outgoing message with incoming message option. After recording the outgoing message press 8.

The greeting is played back for checking. At the end you hear one signal tone.

or

#

For a greeting without incoming message option (greeting only):
After recording the greeting press #.

The greeting is played back for checking. At the end you hear two signal tones.

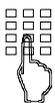
Message transfer function

* 9

Change the destination call number for message forwarding

Press buttons * and 9 in succession.

The current destination call number is announced. A request to enter a new target call number then follows.



Enter the new target call number.

Each digit is confirmed.

*

To delete the target call number press the * button.

The destination call number is deleted.

#

To accept the target call number, press the # button.

The new target call number is played back for checking.

Switch off device function

* 0

Switching answering mode off

Press * and 0 in succession.

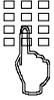
Your personal answering machine is deactivated and will not answer any more calls.

Remote activation of answering mode



Call the call number of your personal answering machine (MSN).

After 50 seconds the device answers with a beep.



Enter remote access code via the telephone keypad and accept with the # button.

The greeting is played for checking. The device can be operated remotely (e.g. to record a greeting). After terminating the remote access your personal answering machine is ready and will answer calls.

Note: The remote activation option requires that you have previously entered a remote access code in your telephone system for the MSN called and that you have switched on the “Remote activation” function (refer to User's Manual).

Note: If you call the device from a call number stored as a “QRC” (refer to User's Manual) in your telephone system and the device is switched off, it answers immediately with the usual voice message. By entering *1 you can now remotely switch your personal answering machine on at any time. You receive a voice confirmation (“answering mode on”).

Troubleshooting

Description of possible malfunctions

A number of possible errors and suggestions for remedying these are described below.

The VCM-Module is not being detected.

- The module has not yet been installed. Look at the corresponding LED (refer to Installation Manual tiptel 30xx or tiptel.com 822XT). Around two minutes after the system starts, the LED lights up irregularly for a longer period of time. In this time the module is being initialised and is not yet available (see below).
- With tiptel.com 410 through 811 the module won't be ready before the "VM" Led is lit permanently.
- Check whether you have inserted the VCM-Module in the correct direction. If necessary, rotate the module.
- The module is defective. Consult your supplier.

“No access to MMC possible” error message

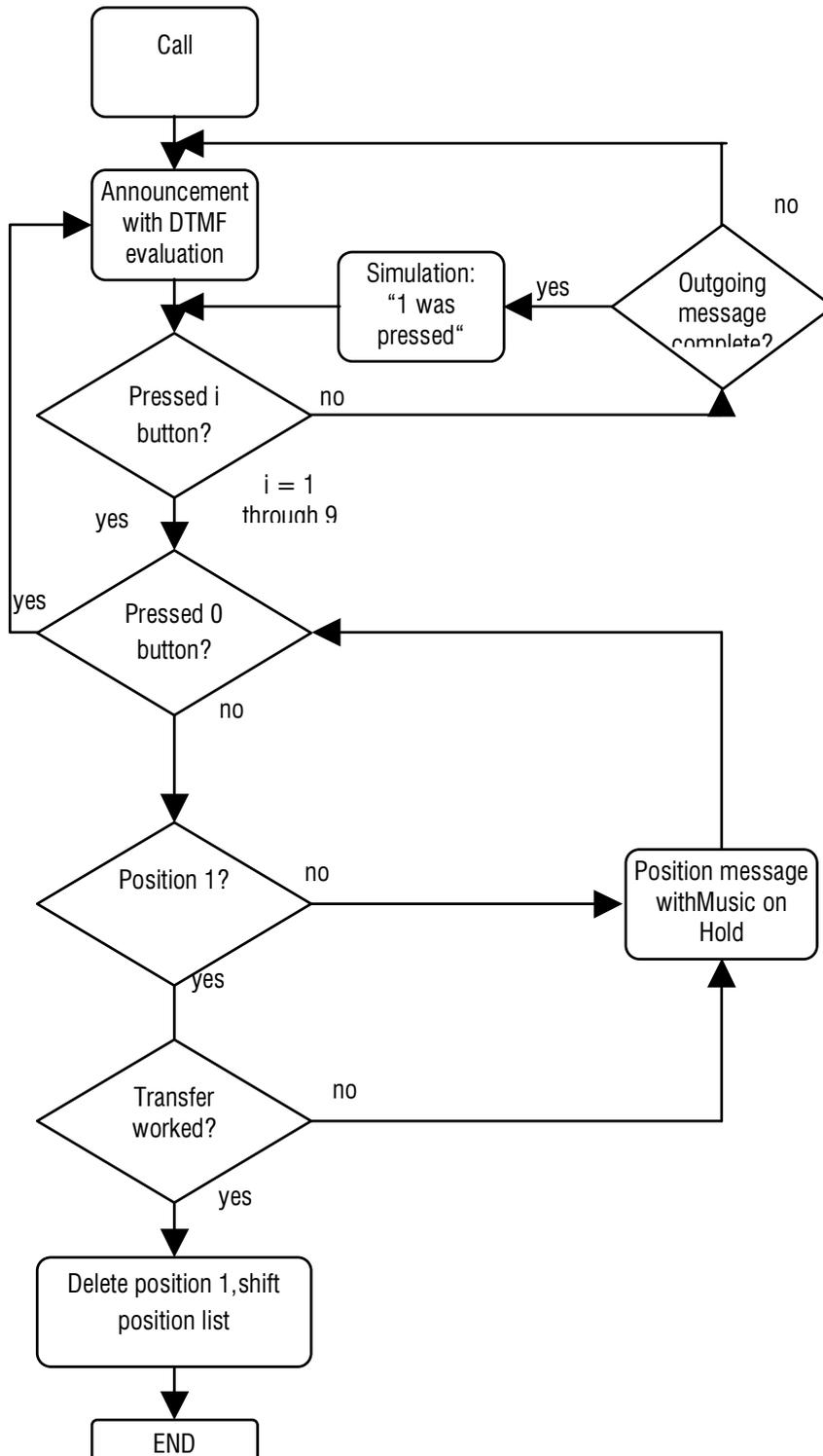
The VCM-Module is not being initialised.

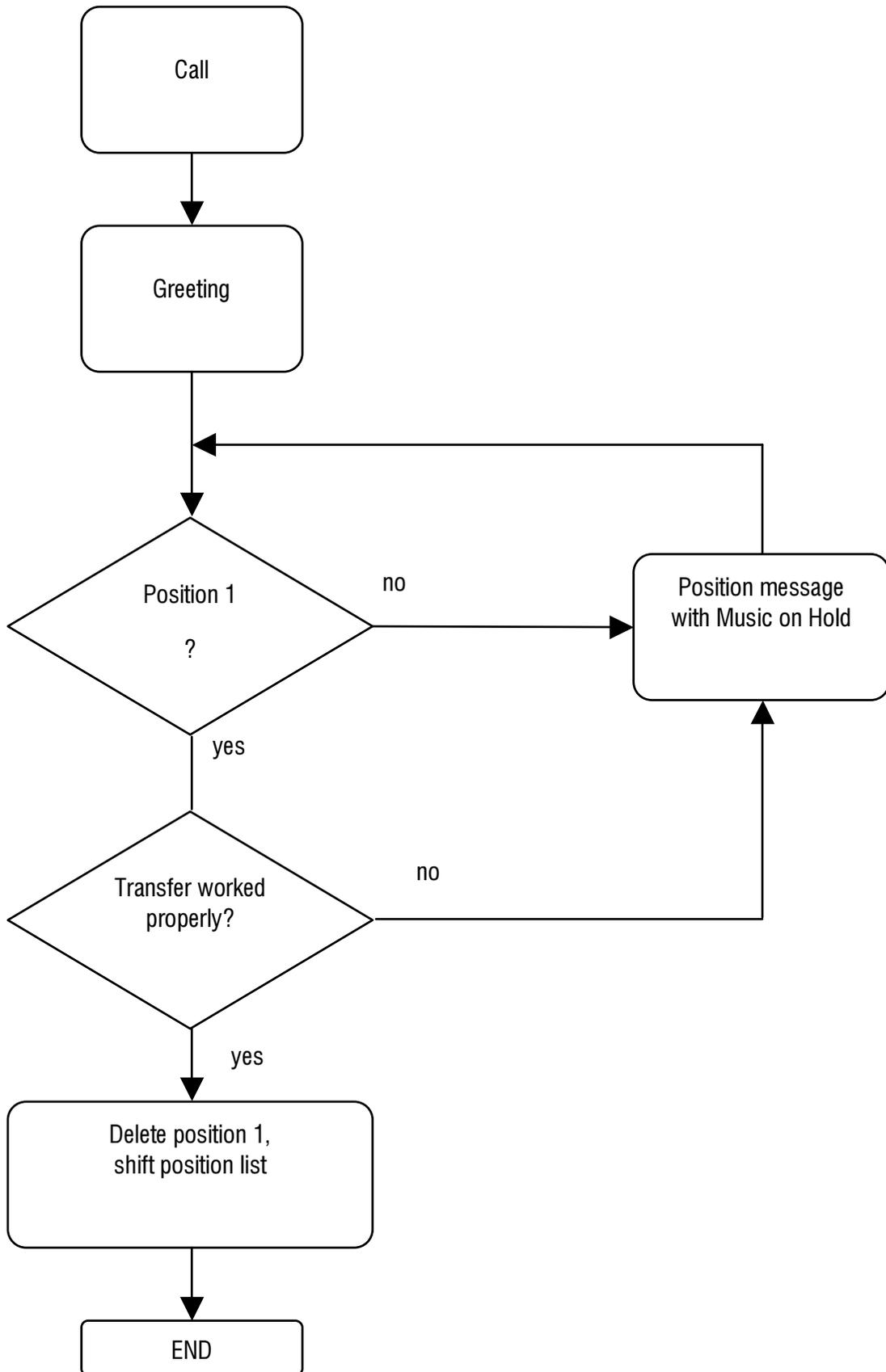
- Before first use, initialising the VCM-Module can take up to 5 minutes. Wait for this time before accessing the module for the first time.
- An incorrect MMC, the wrong size of MMC or an unsuitable type was used: Only use an original TIPTEL-card. You will only find the relevant operating data on this card (e.g. voice data).
- During access to the MMC (e.g. during voice recording) the plug was pulled, the power failed or the module was removed. The module must be reorganised and initialised. This can take up to one hour. Please be patient and occasionally reload the page in your browser. Observe the relevant LED (refer to Installation Manual tiptel 30xx or tiptel.com 822XT). Once this is turned off again, the module will be ready in a couple of seconds. With tiptel.com 410 through 811 the module won't be ready before the "VM" Led is lit permanently

Appendix

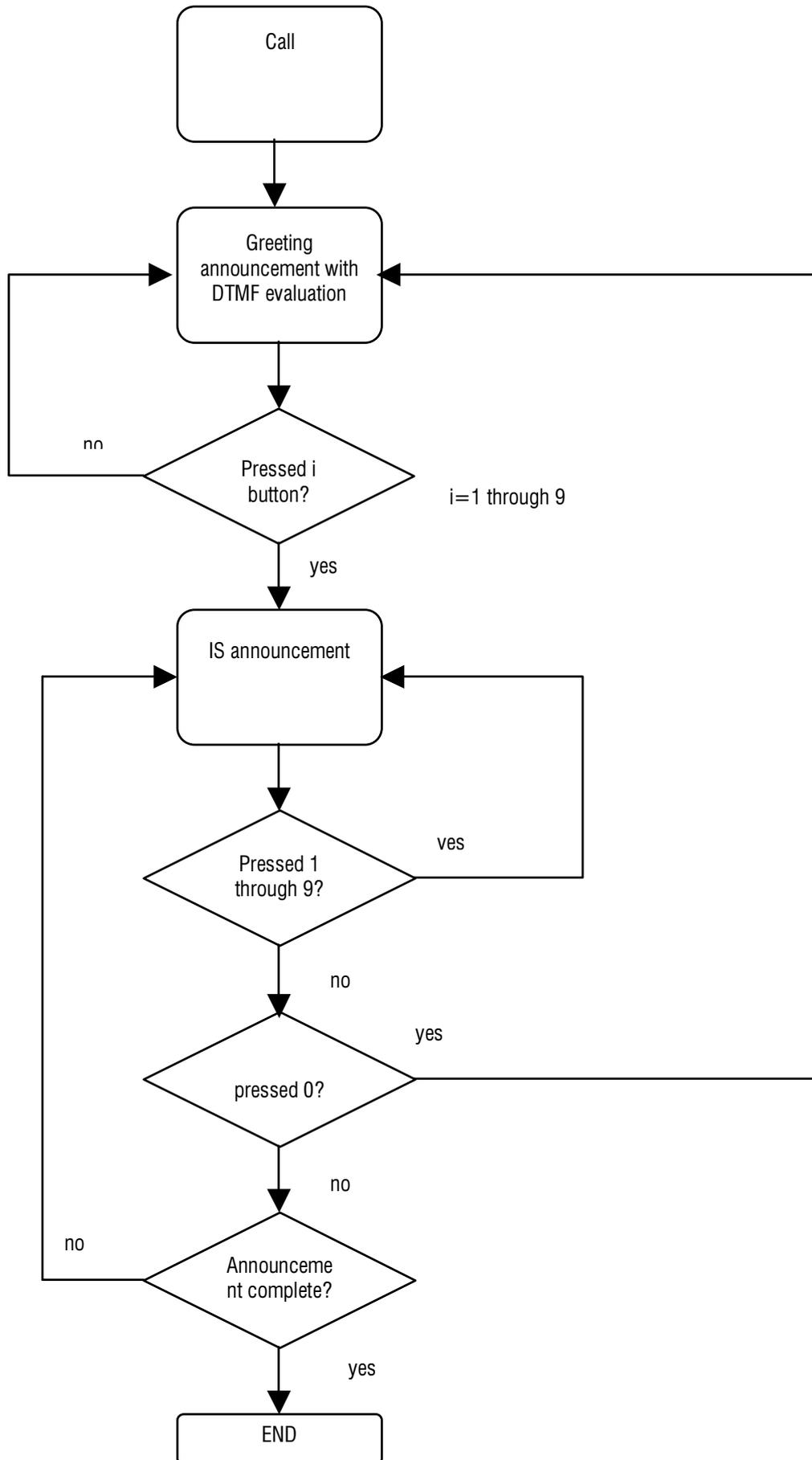
Flow diagrams

Automatic switchboard



Greeting and transfer

Information system



Service

You have purchased a modern product by Tiptel which was designed and manufactured in Ratingen near Düsseldorf. The high-tech manufacturing facilities “Made in Germany” grant a continuous level of the highest quality. This is even underlined by the certification according to DIN EN ISO 9001.

If, however, problems occur or you have questions on operating the device, please contact your local dealer.

Guarantee

Please contact your local dealer or importer for details of guarantee for non EC countries.

Within the European Community the following guarantee regulation applies:

Your contact for services arising from guarantee obligations is the authorised dealer where you bought the device.

Tiptel.com GmbH will grant a guarantee of 2 years from the date of handover for the material and for the manufacturing of the telecommunications terminal unit.

Initially, the purchaser shall have only the right of subsequent performance. Subsequent performance entails either repair or the supply of an alternative product. Exchanged devices or parts shall become the property of the authorised dealer.

If the subsequent performance fails, the purchaser can either demand a reduction in the purchase price or withdraw from the contract.

The purchaser shall notify the dealer immediately of any defects found. Proof of the guarantee entitlement shall be furnished by standard proof of purchase (receipt or invoice).

The guarantee entitlement shall expire if the purchaser or an unauthorised third party interferes with the device. Damage caused by inappropriate handling, operation, storage or by force majeure or other external influences shall not be covered by the guarantee.

The guarantee shall not cover any consumable material (e.g. batteries) or defects that only slightly impair the value or the usability of the device.

Claims for damage caused by transport shall be asserted to the delivery company.

Notes on settlement:

Repairs can only be conducted by the Tiptel Service. A warranty repair does not prolong the warranty period – neither for the replaced parts nor for the device. This guarantee is not transferable and shall expire if the device is sold on to another party. It shall also expire if the device is interfered with by third parties or if the serial number on the device has been removed or made illegible. There is a guarantee seal on the device. Please do not damage or remove this seal because otherwise, your guarantee will expire.

The General Terms and Conditions of Tiptel.com GmbH, which are part of the contract for a dealer, shall also apply. In the event of a complaint, the defective product shall be sent to the relevant Tiptel subsidiary, the importer or dealer along with a description of the defect and the proof of purchase.

CE sign

This device is approved for the connection and use within the public telephone networks in all EC countries – according to the European Requirements. Due to technical deviations in individual countries, we cannot grant an unlimited guarantee for the successful operation at all types of telephone accesses.

Tiptel.com GmbH hereby declares that the device complies with all fundamental requirements of the European directive 1999/5/EC. This conformity is confirmed by the CE sign on the device.

Further details on the declaration of conformity can be found under the following internet address:

<http://www.tiptel.com>

Ecological information

During the normal use of the device you will not have any contact to substances damaging to your health. The device is not battery-operated. The plastics used for manufacturing this device exclusively consist of partially recycled granules. The packaging materials do not consist of plastics but of partially recycled cardboard and paper.

If you do not have further use of your device, Tiptel.com GmbH will take back the device without any charge. The device will be properly taken to pieces for recycling.

Notes on care

Your telephone system does not require maintenance. Clean the housing surface only with a soft, slightly damp cloth or an antistatic cloth. Never use a dry cloth (electrostatic charges may result in malfunctions in the electronics). Please do not use chemicals or abrasive cleaners.

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Reference card

Overview

- 2** Playback new messages
- 3** Playback all messages
-  **7** Delete actual message during playback
- 4** Rewind search (skip)
- 5** Repeat/continue
- 6** Fast-forward search (skip)
- 7** OGM selection
- 8** Stop / playback interruption
- 9** Record new OGM
- * 4** Message transfer on/off
- * 7** Delete all messages
- * 9** Change the destination number
- * 0** Answering mode off

PIN remote code

Remote control

Follow these easy steps:



Call the answering machine and wait for the OGM to begin.



Enter the PIN code.



Press to enter.



Select the desired function by entering the corresponding number.



To end a function press 8.



End the remote control by pressing star and hatch after another.



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