Operation   (UK)
Configuration and Settings
Planning and Installation

Analogue Telephone System
tiptel 2/8 USB

tiptel

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General

This Manual as well as the telephone system it refers to are subject to change without notice. An up-to-date version of this Manual is available as pdf document at www.tiptel.com. Texts and depictions in this document were prepared with utmost care, mistakes, however, cannot be rule out completely. The publisher will not assume any liability for errors or their consequences.

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Scope of delivery

The carton box of this telephone system contain s:

- Telephone system with AC adapter
- Two telephone line cords
- USB cable for connection to a PC
- CD-ROM with drivers and configuration software
- User's Manual
- Wall mounting set: 2 screws and 2 rawlplugs ⌀ 6mm

Notes on this Manual

This Manual describes the analogue telephone system tiptel 2/8 USB. To make sure that apart from the basic functions you will also be able to make use of the numerous features and advantages of this telephone system you should keep this Manual available also after the installation. To have better overview this Manual is split up in three sections dealing with the three main issues:

Operation
Chapter 'Operation' deals with all settings that can be carried out from each of the telephones via the keypad that are connected as internal extensions of the telephone system. To make sure that all subscribers can make use of the advantageous functions and the comfort this telephone system provides this part of the manual should be available to all users.

Settings and configuration
This chapter addresses the specialist dealer who set up the system and the owner/user.
Those settings and configuration options are described with which the telephone system can be adopted to the individual environment and the requirements needed.
A PC software helps you with the complete configuration through a clearly arranged

depiction of all configuration options. But even without using the PC software most of the configuration can be made via the telephone 21 at port 1.

Planning and installation
The chapter 'Planning and installation' explains all connectors and ports, gives you advice on choosing the optimum location, the distribution of the telephone connections, and on what to keep in mind while mounting and installing the cables.

Abstract

The telephone system tiptel 2/8 USB provides you with ports for up to eight internal terminal units for internal and - by using the external line ports - external telephone communication. To support this the telephone system tiptel 2/8 USB comprises a number of comfort features making telephony even easier.

With two external line and eight internal extension telephony needs of an office, a handicraft business, or a bigger private household can be dealt with in an ideal way.

The CLIP-function (caller ID function) provides you with information on the caller.

Using the automatic fax switch even with only one external line connected fax messages and phone calls can be handled in parallel.

LED indicators provide you with information on the current system and functional status.

Configuration via your PC is well arranged and self-explaining. So, also the technically interested layman is able to perform the settings required for his local and personal needs.

The status window of the PC configuration software shows you the status of the connected telephones and serves as an easy to read busy extension indicator.

This Manual gives you information on the features and explains how to use them.

Features

- 2 analogue external lines and eight internal extensions
- Targeted occupation of external lines for individual charging
- Prioritising of external lines
- Automatic external line access for comfortable telephony

- External line authorisation to be programmed individually per phone
- Reservation of an external line
- External line authorisation, semi or full
- Authorisations for local, long distance, or abroad calls
- Automatic fax reception with integrated and activated fax switch for external line 1
- Forwarding of telephone calls
- Music on hold during forwarding process
- Internal calls free of charge
- Caller ID (CLIP) at all extensions
- System telephone book with speed dial list, 100 phone numbers
- NAME-CLIP from system telephone book and between the extensions*
- Connecting (forwarding) from external line 1 to external line 2
- Tone dialling (DTMF), also pulse dialling for internal telephones
- Internal conference
- Automatic call back with busy internal extensions
- Different ringing signals for internal and external calls
- Timer controlled day/night programmes
- Call waiting signal with external calls while there is an internal call
- Pickup, room monitoring
- Internal call groups
- Person call, urgency call
- Adjustable signalling delay with external calls
- Do not disturb
- Call deflection internal/external
- Programmable blocking list with 20 blocked numbers and 16 exception numbers
- Power line failure proof settings
- With power line failure external line still can be used (with one telephone)
- Door line intercom system interface (a/b technology)
- Door module for (4+n) door line interface available (optional)
- Easy configuration of telephone system via telephone or PC (USB port)
- Firmware update via PC or server (telephone line)

* Telephones need to support NAME-CLIP (e.g. tiptel 160 or tiptel 272, 274, 275)

Accessories (optional)

tiptel TSM 1, door intercom module (4+n-technology), no loss of any extensions

Needed when using the pharmacy function when by ringing the door bell automatically a phone call is being placed to a predefined target and a connection is made with the door loudspeaker.

Suitable terminal units

Many of the features will be shown on the display of terminal units and can be activated directly via programmable telephone function keys. Due to the large number and variety of available terminal units details on their operation cannot be given here. Please refer to the User's Manual of your terminal units.

This telephone system is suitable for analogue terminal units such as telephones, cordless phones, answering machines, and fax machines. The scope of operational features and the use of features depends on the terminal unit your using.
Please refer to the User's Manual of your terminal units.

With this telephone system you may only use analogue terminal units that do have CE approval and that are in compliance with Standards ETSI ES 203 021orTBR 21.

Telephones

The telephones must comply with the following specifications:

DTMF telephones (dual tone multiple frequency): Telephones which are using tone signals to transmit their dialling information. Apart from the keys ❶ – ❾ and ⓿ also the keys ✱ and ⌗ are available. For call forwarding also the flash key (Ⓡ) is needed.

In addition to the above for being able to use the complete set of features of the telephone system the following functions should be supported by the analogue telephones:

CLIP resp. CNIP function: Telephones, that are able to display the caller's telephone number resp. name.

Note: Telephones that use pulse dialling are only supported with limited functionality. All functions in connection with the flash key (Ⓡ) are not being supported.

Indicators (LEDs)

The indicators (LEDs) provide you with information on the different operational states of the telephone system. The meaning of each indicator can be found in the table below.

Name / icon	Function	LED on	LED off
Power	Operational state	Mains power on. Telephone system ready for operation. Flashing: Reset button pushed	Mains power off. Telephone system off Emergency phone at external line 1 ready for operation
L1	External line 1	Connection with ext. line 1 Flashing: Rhythm of the calling signal	External line 1 in stand by
L2	External line Amt 2	Connection with ext. line 2 Flashing: Rhythm of the calling signal	External line 2 in stand by
◖	Night	Night programme active	Day programme active
Fax	Fax switch	Fax switch for external line 1 on	Fax switch for external line 1 off
🕐	Time control	Time control active	Time control deactivated
🔊	Door line intercom	Connected with door intercom system via optional door module TSM1	Not connected with door intercom system
Service	Service	Data communication via remote update Tone detection Saving settings	

Overview of audio and call signals

Internal dialling signal*	— ——— — ——— — ——— ···
Fast internal dialling signal	— — — — — — — — — — — — ···
Internal busy signal	— — — — — — — — — — — — — ···
Internal ringing/call connected signal	—— —— —— —— ···
Internal call back calling signal	—— —— ···
Acknowledge signal	——
Error signal	- - - - - - - - - - - - - - - ···
Doorbell calling signal	— — — — — — — ···
Urgency call ringing/ call connected signal	——— — — — — — — — ···

*Internal dialling signal as permanent signal in B, CH, E, F, GR, NL, P, UK

Function details of audio signals

Internal dialling signal — You hear the internal dialling signal as soon as you pick up the handset. Now you can enter digits via the telephone's keypad and dial.

Fast internal dialling signal — You hear the fast internal dialling signal (special dialling signal), when your telephone is set to 'do not disturb' or call deflection has been activated.

Internal busy signal — You hear the internal busy signal when - after dialling a number - the target or the function is not available.

Call back signal — You hear the call back signal in case the telephone system initiates a call back that has been set previously.

Acknowledge signal — You hear the acknowledge signal when after activating or deactivating a feature or function of your telephone system.

Error signal — You hear an error signal in case a combination of digits could not be understood by the telephone system.

Operation

In this User's Manual following icons for activating/deactivating of functions and features are used:

☎	Pick up handset
❶❷❸❹❺❻❼❽❾⓿	Enter digits
#❶❶✱	Using special keys
ⓡ	R key (flash function)
☎	Hang up
☞	Notes

Telephone number plan

The telephone system uses a fixed not editable number plan. These numbers can be dialled from each telephone to activate the corresponding function.
Partly functions can be limited through authorisations at particular extension ports, so that they cannot be executed. In such a case you will either hear an error signal or a busy signal.

Function	Telephone number	Brief description
Telephone 1	❷❶	Call
Telephone 2	❷❷	Call
Telephone 3	❷❸	Call
Telephone 4	❷❹	Call
Telephone 5	❷❺	Call
Telephone 6	❷❻	Call

Telephone 7	❷❼	Call
Telephone 8	❷❽	Call
Door intercom system with TSM1	❺	Connect with door
Door opener with TSM1	❻	Actuate door opener
Call group 1	❷❾❶	Call of call group
Call group 2	❷❾❷	Call of call group
Call group 3	❷❾❸	Call of call group
Call group 4	❷❾❹	Call of call group
Person call	❼❶...❼❼	Call all telephones with person call rhythm
Pick Up	❼❶	Pick up call
Do not disturb	❼❽	Call signal deactivated
Deactivate 'Do not disturb'	❽❶	Call signal allowed
Reserve external line	❾❶	Call back as soon as external line is available
Automatic call back	❾❶	Call back as soon as internal line is available
Fax switch on	❾❷	Fax switch with external line 1
Fax switch off	❾❸	Fax switch deactivated
Targeted external line 1	❾❹	Connects with external line 1
Targeted external line 2	❾❺	Connects with external line 2
External line	❶	Connects with an external line

Mains power failure

In case of a mains power failure or with the AC adapter unplugged telephone 21 is directly connected with the external line. Telephone 21 in that case can call directly. All other telephones are inoperative then.

Settings and features will remain saved and will be available again once power returns or the AC adapter is plugged in again.

Setting up a call

Internal telephone calls

Internal calls can be placed between any two extensions free of charge. The extensions' telephone numbers are 21, 22, . . . , 28.

Example: Telephone 21 wants to call telephone 22.

☎	Telephone 21: Pick up handset.	Internal dialling signal can be heard.
❷❷	Call an internal number.	You hear the calling signal and the called telephone rings. In case names have been programmed for the extensions, NAME CLIP capable telephones will show the caller's name. Otherwise only the caller's number will be displayed. In cased the called telephone is busy you will hear a busy signal. Hang up and try again later or activate 'call back on busy'.
☎	Telephone 22: Pick up handset.	You are connected to the internal subscriber. Have your call.
☎	Hang up.	End of call.

Extensions that have automatic external line access activated will sound the external line dialling signal the moment the handset is being picked up. If you want to place an internal call you will have to press the ❸ key first. You will then hear the internal dialling tone.

Outgoing external call

External call with external line code number 0

With telephones authorised for external line access you can access an external line by dialling the prefix ❶ and then set up an external connection. Which of the external lines will be used then depends on your configuration.

☎	Telephone 22: Pick up handset.	Internal dialling signal can be heard.
❶	Get access to an external line.	If there is an external line available you will hear the external dialling signal. If the external

line is busy you will hear the busy signal of your telephone system. In this case try again later or reserve an external line.

In case your extension is not authorised to access an external line you will also hear the busy signal.

0❶❷❸❹ Enter the number of the external subscriber.

You will hear the calling signal. With a busy subscriber you should call again later.

📞 External subscriber: Pick up handset.

You are connected to the external subscriber. Have your call.

📞 Hang up

End of call.

External call with targeted external line access

If you wish to define the external line to be used for your external call instead of the code number **0** for external line access you will have to use the code number **❾❹** for external line 1 or **❾❺** for external line 2.

Example: Telephone 22 wants to use external line 1 for the external call.

📞 Telephone 22:
Pick up handset.

Internal dialling signal can be heard.

❾❹ Get access to an external line 1.

If the external line is available you will hear the external dialling signal. If the external line is busy you will hear the busy signal of your telephone system. In this case try again.

In case your extension is not authorised to access an external line you will also hear the busy signal.

0❶❷❸❹ Enter the number of the external subscriber.

You will hear the calling signal. With a busy subscriber you should call again later.

📞 External subscriber: Pick up handset.

You are connected to the external subscriber. Have your call.

📞 Hang up

End of call.

Query

Incoming or outgoing calls can be put on hold in order to make a query.
Example: Subscriber 22 has an external call and wants to ask subscriber 23 something.

	Telephone 22: Notify your conversational partner of the internal query	Have your external call
℞	Initiate query.	Internal dialling signal can be heard. Your conversational partner will be held in the telephone system and will hear music on hold.
❷❸	Dial number.	You will hear the calling signal. In case names have been configured for the extensions NAME-CLIP capable telephones will show the callers name, if not only the callers number will be displayed. With a busy subscriber you hear the busy signal. Hang up then. You will receive a call back and upon picking up the handset you are again connected to your conversational partner. Or you can terminate the query by pressing the **℞** key.
	Telephone 23: Pick up handset.	Have your call.
℞	Terminate query.	Have your external call.
	Hang up all handsets.	End of call.

Query with call forwarding

Forwarding external calls with notification

Incoming or outgoing calls can be put on hold and be forwarded to another subscriber.
Example: Subscriber 22 has a external call and wants to connect his conversational partner to subscriber 23 with notification.

	Telephone 22: Notify your conversational partner on the forwarding.	Have your external call.

®	Initiate query.	You will hear the calling signal. Your conversational partner will be held in the telephone system and will hear music on hold.
❷❸	Dial number.	You will hear the calling signal and the telephone you called will ring. In case names have been configured for the extensions NAME-CLIP capable telephones will show the callers name, if not only the callers number will be displayed. With a busy subscriber you hear the busy signal. Hang up then. You will receive a call back and upon picking up the handset you are again connected to your conversational partner. Or you can terminate the query by pressing the ® key.
☎	Telephone 23: Pick up handset.	Notify forwarding.
☎	Telephone 22: Hang up.	Conversational partner on hold will be connected with Telephone 23. Have your external call.
☎	Hang up.	End of call.

Forwarding external calls without notification

Incoming or outgoing calls can be put on hold and be forwarded to another subscriber without notification.
Example: Subscriber 22 has a external call and wants to connect his conversational partner to subscriber 23 without notification.

☎	Telephone 22: Notify your conversational partner on the forwarding.	Have your external call.
®	Initiate query.	You will hear the internal calling signal. Your conversational partner will be held in the telephone system and will hear music on hold
❷❸	Dial number.	You will hear the calling signal and the telephone you called will ring.
☎	Telephone 22: Hang up.	Telephone 23 will be called. If the call will not be taken within 45 seconds a call back to the forwarding telephone 22 will be carried out. The same happens if telephone 23 is busy.

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	Telephone 23: Pick up handset.	Conversational partner on hold will be connected with telephone 23. Have your external call.
	Hang up.	End of call.

Forwarding external calls to external subscribers

If you have two external lines available and you are authorised to perform an external forwarding you can put incoming or outgoing external calls on hold and forward them to another external subscriber with notification.

Example: Subscriber 22 has an external call and wants to forward his conversational partner to the external subscriber 4711.

	Telephone 22: Notify your conversational partner on the forwarding.	Have your external call.
R	Initiate query.	You will hear the internal calling signal. Your conversational partner will be held in the telephone system and will hear music on hold.
0	Occupy second external line.	With an external line available you will hear the external dialling signal. If the external line is busy you will hear the busy signal of the telephone system. In this case take your call back by pressing the R key twice and try again later.
4711	Call external subscriber.	You hear the calling signal. The external subscriber will be called.
	The external subscriber takes the call.	Notify him/her on the forwarding.
R7	Party from external line 1 is connected with party from external line 2.	You hear the busy signal of the telephone system.
	Telephone 22: Hang up.	The telephone system monitors both external lines and terminates the calls according to the settings made via the PC configuration software.

Disconnecting special external calls

External calls that have been set up by the telephone system (pharmacy function, external call deflection) can be disconnected manually from telephone 21.

☎	Pick up handset of telephone 21.	You will hear the internal dialling signal
❶❾❾❾❾❶	Dial code number **❶❾❾❾❾❶**.	The external call will be disconnected. You will hear the acknowledge signal.
☎	Hang up.	Disconnection is done.

Summary of functions with an external line on hold

Key sequence	Function	Requirement
Ⓡ	Initiate query.	External line on hold Your conversational partner will hear music on hold Internal subscriber will hear dialling signal of the telephone system
Ⓡ❶	Active external line will be disconnected.	Conversational will hear busy signal.
Ⓡ❷	Toggles between both external lines.	One external line active, the other one on hold.
Ⓡ❹	Initiate call forwarding followed by dialling the target number of the internal subscriber.	One external line active, the other one on hold.
Ⓡ❼	Connecting two external subscribers	Both external lines on hold.
Ⓡ❶	Occupy second external line	One external line on hold.

Subscriber features

Following table describes the features available to you as subscriber at your extension.

Pick up a call

If you hear another telephone ringing you can pick up that call with your own telephone. Picking up a call is available for both, internal call and external call. Example: You hear another telephone ringing and you wish to take that call.

☎	Pick up handset.	You will hear the internal calling signal
❼❶	Dial code number **❼❶** for pick up	You will be connected with the caller.

Requirement: Your extension must have authorisation for pick up. This is set via the PC configuration software.

Call deflection

With call deflection you are able to redirect calls from your telephone to another telephone within the telephone system. Then incoming calls will be no longer signalled at your telephone but will be forwarded directly to the defined target telephone. You still can place calls. But you will hear the special dialling tone which reminds you of the activated call deflection.

Activate call deflection

Example: You wish to redirect all your calls to telephone 23.

☎	Pick up handset.	You will hear the internal dialling signal
❽❷❸	Dial code number **❽❷❸**.	By dialling code number 8 followed by the target number call deflection will be activated. You will hear the special dialling signal.
☎	Hang up.	Call deflection to telephone 23 has been activated.

Call deflection to telephone 21: Code number 821   Call deflection to telephone 22: Code number 822
Call deflection to telephone 23: Code number 823   Call deflection to telephone 24: Code number 824

Call deflection to telephone 25: Code number 825   Call deflection to telephone 26: Code number 826
Call deflection to telephone 27: Code number 827   Call deflection to telephone 28: Code number 828

Deactivate call deflection

	Pick up handset.	You will hear the internal special dialling signal
80	Dial code number **8 0**.	By dialling code number 80 call deflection will be deactivated. You will hear the internal dialling signal.
	Hang up.	Call deflection has been deactivated.

Call deflections to external targets can be programmed and activated via the PC configuration software.

Reserve an external line

In case the external line is busy after dialling the external line code number you can make a reservation for that line by dialling the code number 90. As soon as that line is no longer busy you will be notified by a call back. By picking up the handset you will automatically get that line.

	Pick up handset.	You will hear the internal calling signal
0	Dial code number **0** for external line access.	The external line is busy. You will hear the busy signal.
90	Dial code number **9 0** for reserving the external line.	You hear the acknowledge signal. If you do not hear that signal that line already had been reserved by another subscriber. There can only be one reservation at a time.
	Hang up.	The external line has been reserved.
	The external line is no longer busy.	You get a call back. Your telephone rings.
	Pick up handset.	Your telephone is connected with the external line. You hear the external dialling signal.
	Dial the number you wish to dial.	As you have already been connected with the external line you do not need to dial the corresponding code number.

Speed dialling

With speed dialling external numbers saved to the central telephone book can be dialled on the external line automatically. Frequently used telephone numbers so can be used comfortably by all subscribers. Programming and maintenance of the central telephone book is made via the PC configuration software. Up to 100 entries can be saved. Each entry is assigned with a speed dial number between ❸⓿⓿ and ❸❾❾, the name of the target subscriber and his/her telephone number.

In case an incoming number will be transferred via CLIP the telephones system will verify this number if there is a match with the telephone book. In case the result is true the name of the caller from the telephone book will be sent via NAMECLIP. Telephones supporting this function will then show the callers number in plain letters.

Those 3-digit speed dial numbers can be dialled from each authorised extension. The telephones system then will dial the corresponding subscriber and make the connection.

Speed dialling will be carried out by key sequences ❸⓿⓿ - ❸❾❾.

A completion with more digits is possible. If e.g. you have a company's prefix number saved to your speed dial list and you want to call the subscriber with the company extension 15, you can enter the sequence ❸⓿⓿❶❺ where ❸⓿⓿ is the stands for the company's prefix number including area and country code, when applicable. Speed dialling will be carried out without dialling the code number for external line access.

The speed dial list can be edited and printed out via the telephone book function in the PC configuration software.

Call completion on busy subscriber (internal)

With an busy internal subscriber the connection will automatically be made as soon as the internal subscriber has hung up. The caller will have to activate this automatic call back. You need to dial the code number ❾❶ and then hang up. As soon as the internal subscriber has hung up a call back to the caller will be initiated. In case the handset is being picked up the internal subscriber will be called without any additional dialling. Then the automatic connection procedure will be finalised.

Example: Telephone 21 wants to talk with telephone 22. Telephone 22 is busy. Telephone 21 activates call completion on busy subscriber.

☎	Telephone 21: Pick up handset.	You will hear the internal calling signal.
❷❷	Dial internal telephone number.	Telephone 22 is busy. You hear the busy signal.
❾❶	Activate call completion on busy subscriber.	You hear the acknowledge signal.
☎	Telephone 21: Hang up.	Wait for call back
☎	Telephone22: Hang up.	End of call.
☎	Telephone 21: Pick up handset.	Telephone 21 receives a call back from telephone 22.
	Cal to telephone 22 automatically being placed	Telephone 22 rings. You hear the calling signal.
☎	Telephone 22: Pick up handset.	You are connected with the internal subscriber. Have your call.
☎	Hang up.	End of call.

Signal call waiting

During a telephone call incoming external calls or the ringing of the door bell (with door module TSM1) can be signalled by sending a call waiting tone.

Call waiting signal during an internal call
The call waiting signal has the same tone sequence as the external call or door bell ringing.

Call waiting signal during an external call
The call waiting signal is a single tone which only occurs once per waiting call with a duration of approximately 1 second.

The call waiting signal function can be activated/deactivated individually for every subscriber.

Hold

External calls can be put on hold in your telephone system. The hold function will be initiated and terminated by pressing the ❽ key. Your conversational partner will hear music while he/she is on hold.

In case you hang up while there still is a call on hold up to 45 seconds a call back will be carried out. In case the call is not being picked up again the telephone system will disconnect the caller on hold after those 45 seconds.

Conference (internal)

To an existing internal telephone connection additional parties can be added to have an internal conference. The door intercom system, however, can not take part in such a conference. The initiator of the call can add one additional subscriber. Due to the private nature of the conference no external subscriber can join it.

Example: Two internal subscriber 22 and 23 have a call and want to consult a third subscriber 25 in conference.

❷❺	Dial internal number ❷❺.	Telephone 25 is being called (max. 20 seconds). Subscribers 22 and 23 hear the calling signal. In case telephone 25 is busy you will hear the busy signal for 3 seconds.
	Telephone 25: Pick up handset.	The connection between all conference participants will be set up.
	Hang up.	To leave the conference just hang up. The subscribers left can continue their call.

Switch off tone dialling temporary

With internal connections tone dialling detection is active. The detection by the telephone system of DTMF (dual tone multiple frequency) signals generated by the telephones can temporarily be deactivated. This can make sense and is necessary if e.g. you would like to remote access an answering machine or you wish to send DTMF signals as data. Tone dialling detection can be switched off by pressing the ✪ key during an internal call.

Person call / urgency call

The telephone system provides you with the option to call all extensions simultaneously with an individual ringing signal. Telephones with a standard ringing signal will play back the ringing signal in the same rhythm is will be turned on and off. There are seven individual call rhythms available for person or urgency calls which can be dialled via the code numbers 71 through 77. In case the subscribers shall be assigned with an individual person call by using this individual call rhythm this particular person can be addressed. After dialling that person's person call code number alls telephones will ring with this individual rhythm. Once that subscriber recognizes his/her individual person call he/she can pick up that call at any extension and will be connected to the caller without any delay.

Via the PC configuration telephones that shall be enabled to place or receive person or emergency calls can be selected and programmed accordingly.

Table of person call signal sequences

Person call code number		Tone sequence
❼❶	_------_--__------_--_ ...	Long, 1 time short ...
❼❷	_------_-_--__------_--_ ...	Long, 2 times short ...
❼❸	_------_-_-_--__------_--_ ...	Long, 3 times short ...
❼❹	_------_-_-_-_-_-_------_--_...	Long, 4 times short ...
❼❺	_------_-_-_-_-_--_------_--_ ...	Long, 5 times short ...
❼❻	_------_-_-_-_-_-_--_------_--_ ...	Long, 6 times short ...
❼❼	_------_-_-_-_-_-_-_-_-_ ...	Long, short, short, short, ...

Example: Internal subscriber 22 tries to contact subscriber assigned with person call signal with code number 73.

☎	Telephone 22: Pick up handset.	You will hear the internal calling signal.
❼❸	Dial person call code number ❼❸.	All telephones with person call function activated will ring in call rhythm 73.

☎	Pick up handset of one of the ringing telephones.	You are connected to the internal subscriber. Have your call.

Person calls / urgency calls can also be used to forward external calls with notification.

Call groups

Internal extensions can be put together to any call group and so can be reached under the same single telephone number. There are four different call groups available. One extension can be member of one or more call groups. The door intercom system, however, cannot be a member of a call group.

When the call group number is being dialled all subscribers of that group that are not busy at the time. Only those telephones that were set to 'do not disturb' will not ring. An external call deflection will not be carried out.

The telephone numbers of the call groups are
Call group 1   ❷❾❶
Call group 2   ❷❾❷
Call group 3   ❷❾❸
Call group 4   ❷❾❹

Example:
The telephone system is being used in a sales office. Call group 1 is assigned tot the sales team with the extensions 23, 24, and 28.

You wish to talk to somebody from the sales team.

☎	Pick up handset	You will hear the internal calling signal.
❷❾❶	Dial telephone number ❷❾❶ of call group 1	You hear the calling signal. The telephones pf the call group are ringing.
☎	One subscriber in the call group takes the call.	The connection will be made. Have your call.
☎	Hang up	End of call

Call groups can also be used to forward external calls with notification.

Do not disturb

Every extension can be programmed in such a way that the telephone will not ring on incoming calls (do not disturb). This function can be activated at your telephone by dialling the code number ❼❽. You can still place calls yourself.

With help of the PC configuration software you can grant or deny authorisation to activate this function individually for each subscriber.

Activate 'do not disturb'

☎	Pick up handset.	You will hear the internal calling signal
❼❽	Dial ❼❽ for 'do not disturb'.	You will hear a fast dialling signal as acknowledge.
☎	Hang up.	The telephone will no longer ring with incoming calls (external calls, internal calls, person calls, door bell calls). The caller will here the calling signal.

Deactivate 'do not disturb'

☎	Pick up handset.	You will hear the internal calling signal
❽❿	Dial ❽❿ to deactivate 'do not disturb'. .	You will hear the standard dialling signal again.
☎	Hang up.	The telephone will now ring again when somebody calls you.

Room monitoring

The telephone system provides you with the option to acoustically monitor a room, i.e. the vicinity of an extension telephone. In order to be able to do this place this telephone in the room you wish to monitor, pick up the handset and put it down beside the telephone and dial the code number ❽❻. The handsets microphone should point in the direction you wish to monitor. Now you can call this telephone from every authorised extension and list to what happens in that room.

The 'room monitoring' function can only be carried out from an internal extension.

Example: Telephone 23 is in the nursery and shall be activated for monitoring. Telephone 21 shall be the 'receiver'.

Prepare target telephone for room monitoring

☎	Telephone 23: Pick up handset.	You will hear the internal calling signal
❽❻	Dial code number ❽❻ to prepare room monitoring.	You hear an acknowledge signal.
	Place the handset beside the telephone so that the microphone opening points in the direction you want to monitor.	Telephone is read for room monitoring.

The room monitoring function can be deactivated at the target telephone simply by hanging up. Then the telephone will resume its normal operation.

Carry out room monitoring

☎	Telephone 21:Pick up handset.	You will hear the internal calling signal
❷❸	Dial telephone number 23	Connection to the room monitoring telephone will be made without any sound. All sounds to be heard in that room will be transferred.
☎	Telephone 21: Hang up.	Connection to the target telephone will be terminated without any sound. The connection can be re-established from any other authorised telephone at any time.

Via the PC configuration connecting with a room monitoring telephone can be authorised or denied for each subscriber individually.

The fax switch

External line 1 of your telephone system can be operated with fax switch function to separate voice calls and fax messages in order to forward them to the desired target.

Operation principle

To determine whether a message is a fax or a voice message the fax signal (CNG) sent by a fax machine will be analysed. In order to be able to do this with every call on external line 1 the call will be taken and the system will then wait up to 5 seconds for the CNG signal. If such a signal is detected the call will be forwarded to your fax machine. As soon as the fax machine answers the connection will be made and the fax transfer will start.

If no CNG signal was detected a standard voice call will be assumed. The call will then be forwarded to those telephones configured as receiving telephones for incoming external calls. The telephone system will try for up to 55 seconds to set up a connection to an internal subscriber. At the same time the caller will hear a calling signal generated and sent by the telephone system.

In case an incoming fax had been taken by a telephone this 'call' should be forwarded to the fax machine at port 4.

With your telephone system 2/8 USB the fax switch will only work with the first external line.

The fax machine must be connected to port 4 and has to be ready to receive a fax after 1 or 2 ringing signals.

The fax switch will turn off after 3 unsuccessful attempts. Attempts are treated as unsuccessful when they were not taken by the fax machine, e.g. when there is no more paper in the machine.

In case the fax machine busies port 4, e.g. due to an internal call, no fax can be forwarded. Incoming calls on external line 1 in this case remain unanswered until the fax machine will release port 4 again.

For sending a fax message code number ❶ for external line access will have to be dialled or the automatic external line access will have to be programmed for that port.

The fax switch function can be activated or deactivated from every telephone.

Activate fax switch

☎	1. Pick up handset	You will hear the internal calling signal.
❾❷	2. Dial code number ❾❷.	You hear the acknowledge signal.
☎	3. Hang up.	The fax switch is activated the LED FAX is on.

Deactivate fax switch

☎	1. Pick up handset	You will hear the internal calling signal.
❾❸	2. Dial code number ❾❸.	You hear the acknowledge signal.
☎	3. Hang up.	The fax switch is deactivated the LED FAX is off.

Only for Switzerland:

Activating or deactivating the fax switch can only be carried out by the pro-
gramming telephone or the PC configuration software.
When using the programming telephone first you will have to enter the code
number ❶❾❾❾❾ and then you will have to dial the coder number ❾❷ for
switch on or ❾❸ for switch off.

Configuration and settings

This chapter addresses the installer and user of the telephone system. Settings and configuration options are described with which the telephone system can be adapted to the individual operation environment and the requirements needed.

PC configuration software

Easy, comfortable, and well arranged is the configuration via PC. The configuration software on the CD that came along with your telephone system was written for the operating systems WIN2000, XP, and VISTA 32 Bit which - apart form the configuration - can also be used for setting up and editing the telephone book. Configuration data and telephone book can be saved to a file so that they are available again in case of any problems such as accidentally deleting anything. You also have the option to print out the configuration data and/or the telephone book for documenting purposes.

Installation of the PC configuration software

When installing the PC configuration software you should proceed as follows:

- Put the CD-ROM **Configuration Software** in your CD/DVD drive. The CD should start automatically. But you can also go to the root directory of the CD and start the programme **Setup32.exe** manually.

- You will see the start window with its language selection.

- Select the language you need and click on 'Next'. In the following we will discuss the selection 'English'.

- You will see the product selection table.
  In the upper pane activate the radio button 'telephone systems / system telephones'
  In the lower pane activate the control box tiptel 2/8 USB.
  Click on the button **Install.**

The installation will start. Follow the directions. For setting up the USB interface after the successful installation please leave the CD-ROM in your drive.

```
tiptel installations V1.13

┌ Please choose product ────────────────────────────────────┐
│                                                            │
│   ⦿ PABXs/system telephones        ○ Other software        │
│                                                            │
│   ○ Telephones                     ○ Further tiptel products│
│                                                            │
│   ○ Message Center                                         │
│                                                            │
└────────────────────────────────────────────────────────────┘

┌────────────────────────────────────────────────────────────┐
│ ☐ tiptel 4011 XT RELEASE 3                                  │
│ ☐ tiptel 410/810                                            │
│ ☐ tiptel 31 home                                            │
│ ☐ tiptel 411 home (NL)                                      │
│ ☑ tiptel 2-8 USB                                            │
│ ☐ tiptel 82/83 system (plus)                                │
│ ☐ tiptel 84 system                                          │
│ ☐ TAPI 82/83 system (plus)                                  │
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│ Install configuration software V 1.0x for PABX tiptel 2-8 USB.│
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   [ ← Back ]      [ 大 Exit ]         [ 💾 Install ]
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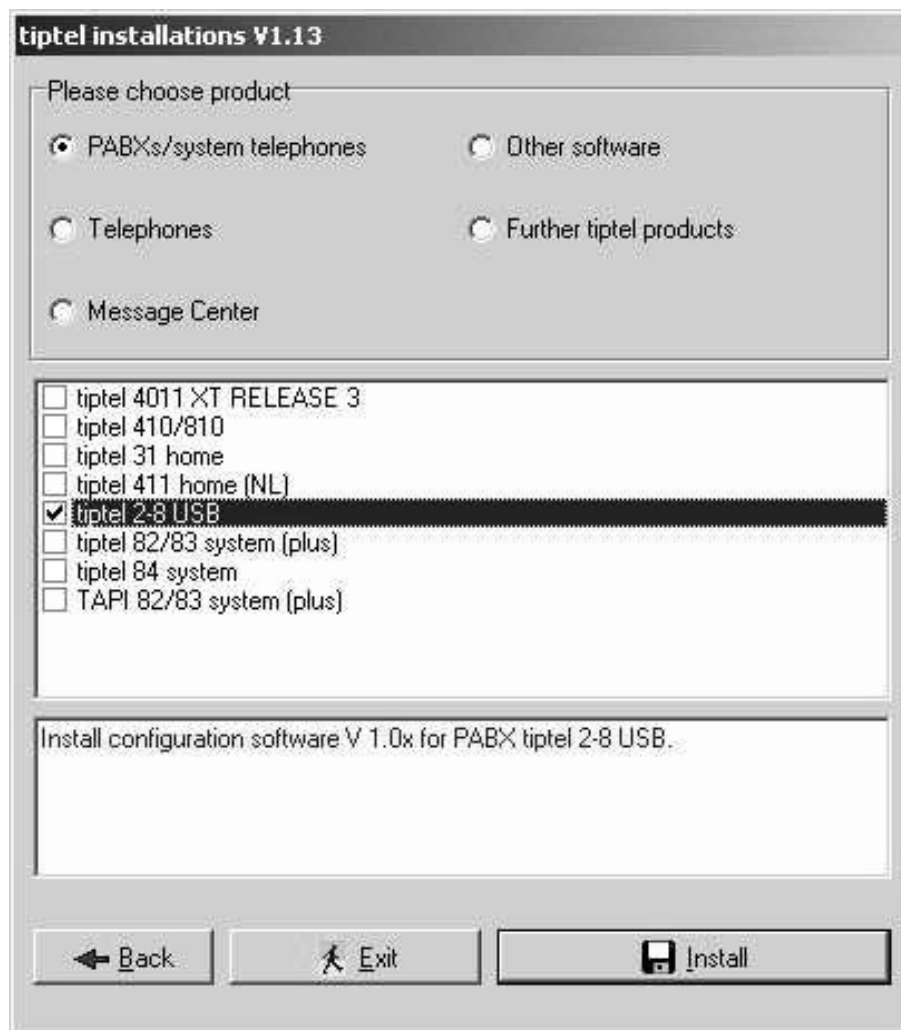
Setting up the USB interface

Connect the telephone system with one of your PC's USB ports by using the USB cable that came along with your telephone system and power up your telephone system then. You will see a prompt asking you to install a USB driver. This driver can be found on the CD-ROM **Configuration Software,** path D:\Driver\2-8 USB\USB.

After successful installation you can download, edit, and upload again the settings and the telephone book from your telephone system by using the PC configuration software. Presentation and functions are mainly self-explaining. If need you can press the function key F1 to get help to the individual topics.

In addition to the functions you can configure via the programming telephone you can configure the following features via the PC configuration:

- Authorisation speed dial
- Authorisation 'do not disturb'
- Authorisation 'pick up'
- Authorisation 'person call'
- Authorisation 'room monitoring'
- Call deflection external
- Names for extensions
- Priority of external lines
- Authorisation forwarding external/external
- Selection of ringing signals
- Definition of call groups
- Time control
- Telephone book
- Firmware update
- External cal deflection
- Connection monitoring
- Pharmacy function

The programming telephone

The basic functions of the telephone system can be programmed without the help of a PC via a telephone. The so called programming telephone has to be used for this. Due to the fact that the programming is carried out by dialling digits it is recommended to use a telephone with a display. So you can verify the digits you entered and avoid typing errors. It can also be helpful to write down the digit sequences for the settings you wish to programme. This makes the input easier and will also provide you with some documentation on your settings.

Telephone 21 at port 1 is the programming telephone with which the configurations and settings we refer to in the following can be carried out. By dialling the code number ❶❾❾❾❾ you will get to the programming level and by dialling additional digits you can carry out a variety of configurations.

Several sequences of digits can be entered in a row.
Successful inputs will be acknowledged by a continuous acknowledge signal.
In case of an incorrect input an interrupted error signal is heard. the programming level will automatically be left 30 seconds after dialling the last digit or by simply hanging up. The configuration will be saved permanently to a non volatile memory. After a power line failure the configuration will still be there. Only the clock will have to be set again.

External line authorisation

The telephone system supports three different types of authorisation here.

- Full external line authorisation
  You can take external calls and you can dial via the external line.
  - The access to an external line is on.
  - The signalling of external calls is on.

- Semi external line authorisation
  You can take external calls. But you cannot dial via the external line. Upon dialling the code number 0 for external line access you will hear the busy signal.
  - The access to an external line is off.
  - The signalling of external calls is on.

- No external line authorisation
  You cannot take external calls. You cannot dial via the external line.
  - The access to an external line is off.
  - The signalling of external calls is off.

In the factory default setting all telephones have full external line authorisation.

Setting up external line access

The external line access entitles the subscriber to dial telephones numbers via the external line, i.e. to place outgoing calls. The external line access can independently set up for both external lines for every telephone individually. Programming can be carried out via telephone 21 according to the table below. In the factory default settings external line access in on for all telephones.

The telephone system has been designed for use with 2 external lines. In case you are only using one external line it is strongly recommended to disable access to the second external line which is not in use.

Activate/deactivate external line access

Example: Access to external line 1 for telephone 23 shall be deactivated.

☎	1. Telephone 21:Pick up handset	You will hear the internal calling signal.
❶❾❾❾❾	2. Dial code number ❶❾❾❾❾.	Programming level is on. You hear the acknowledge signal
❷❷❸	3. Dial code number ❷❷❸ to deactivate access to external line 1 for telephone 23.	You hear the acknowledge signal. Telephone 23 has no longer access for outgoing calls to external line 1. When dialling ❶ for external line access telephone 23 will get external line 2.
☎	4. Hang up.	Programming is done.

Telephone	21	22	23	24	25	26	27	28	all
Ext. line access Ext. line 1 on	211	212	213	214	215	216	217	218	210
Ext. line access Ext. line 1 off	221	222	223	224	225	226	227	228	220
Ext. line access Ext. line 2 on	231	232	233	234	235	236	237	238	230
Ext. line access Ext. line 2 off	241	242	243	244	245	246	247	248	240

Setting external call signalling

Incoming external calls will be signalled in the programmed ringing rhythm. This signalling can individually be activated or deactivated for every telephone. Programming can be carried out via telephone 21 according to the table below. In the factory default settings external call signalling is activated for both external lines and for all telephones.

Activate/deactivate external call signalling

Example: External call signalling of external line 1 shall be deactivated for telephone 23.

☎ (pick up)	1. Telephone 21: Pick up handset	You will hear the internal calling signal.
❶❾❾❾	2. Dial code number ❶❾❾❾.	Activate programming level. You hear the acknowledge signal.
❸❷❸	3. Dial code number ❸❷❸ to deactivate external call signalling from external line 1 for telephone 23.	You heart the acknowledge signal. An incoming external call on line 1 will no longer be signalled at telephone 23. With the function 'pick up call' or by forwarding an external call still can be taken.
☎ (hang up)	4. Hang up.	Programming is done.

Telephone	21	22	23	24	25	26	27	28	all
Ext. line signalling Ext. line 1 on	311	312	313	314	315	316	317	318	310
Ext. line signalling Ext. line 1 off	321	322	323	324	325	326	327	328	320
Ext. line signalling Ext. line 2 on	331	332	333	334	335	336	337	338	330
Ext. line signalling Ext. line 2 off	341	342	343	344	345	346	347	348	340

Call forwarding with external calls

With your programming telephone a standard call forwarding can be programmed. In case a more sophisticated call forwarding is needed you can use the PC configuration software to do this. With call forwarding on an external call first telephones 21 and 22 will ring. After 15 seconds also telephones 23 through 28 will ring. This enable you to take a call with telephone 21 or 22 before another subscriber will be bothered by that call.

Activate call forwarding

☎	1. Telephone 21: Pick up handset	You will hear the internal calling signal.
❶❾❾❾❾	2. Dial code number ❶❾❾❾❾.	Activate the programming level. You hear the acknowledge signal.
❶❾	3. Dial code number ❶❾ to activate the call forwarding.	You hear the acknowledge signal. Call forwarding has been activated. External calls will be signalled at telephone 23 through 28 not before 15 seconds are over.
☎	4. Hang up.	Programming is done.

Deactivate call forwarding

☎	1. Telephone 21: Pick up handset	You will hear the internal calling signal.
❶❾❾❾❾	2. Dial code number ❶❾❾❾❾.	Activate the programming level. You hear the acknowledge signal
❶❾	3. Dial code number ❶⓿ to deactivate call forwarding.	You hear the acknowledge signal. Call forwarding has been deactivated. External calls will be signalled at all authorised extensions simultaneously.
☎	4. Hang up.	Programming is done.

Activate automatic external line access

When automatic external line access has been activated and the handset is being picked up you will get an external line immediately. By pressing the ® button you will return to internal.

Automatic external line access can be set up for every telephone individually. Programming can be carried out via telephone 21 according to the table below. In the factory default settings automatic external line access is deactivated for all telephones.

Example: Automatic external line access shall be activated for telephone 24.

☎	1. Telephone 21: Pick up handset	You will hear the internal calling signal.

❶❾❾❾❾	2. Dial code number ❶❾❾❾❾.	Activate the programming level. You hear the acknowledge signal.
❸❼❹	3. Dial code number ❸❼❹ to activate automatic external line access for telephone 24.	You hear the acknowledge signal. Telephone 24 now has automatic external line access.
⬇️📞	4. Hang up.	Programming is done.

Once the handset of telephones 24 is being picked up this telephone will automatically be assigned with an external line. You hear the external dialling signal and you can start dialling without the need to dial the code number 0 for external line access first.

Telephone	21	22	23	24	25	26	27	28	all
Automatic external line access on	371	372	373	374	375	376	377	378	370
Automatic external line access off	387	382	383	384	385	386	387	388	380

Set music on hold

When an external line is on hold the subscriber will hear a piece of music. This piece of music you can activate or deactivate individually for each of the two external lines. Programming can be carried out via telephone 21 according to the table below. In the factory default settings music on hold is on.

Example: Deactivate music on hold for external line 2.

Activate/deactivate Music on hold

📞	1. Telephone 21: Pick up handset	You will hear the internal calling signal.
❶❾❾❾❾	2. Dial code number ❶❾❾❾❾.	Activate the programming level. You hear the acknowledge signal.
❸❼❹	3. Dial code number ❽❺❷ to deactivate music on hold on external line 2.	You hear the acknowledge signal. Music on hold on external line in deactivated.
⬇️📞	4. Hang up.	Programming is done.

External line	1	2
Music on	841	842
Music off	851	852

Setting up blocked numbers

The telephone system provides you with the option to block dialling of certain telephone numbers or digit sequences. 20 blocked numbers and 16 (+ fixed emergency numbers that cannot be deleted) exception numbers are available. With blocking activated first the dialled number will be verified. In case a blocked number has been detected the connection will be terminated after the last digit and you will hear the busy signal. Blocking can only be applied to external calls. External line access by dialling 0 (94 or 95) is not part of the list of blocked and exception numbers.

Blocked numbers can be overruled by a list of exception numbers. The exception numbers have higher priority.

Example:
Blocked number is 0190, exception number is 01901.

Dialling telephone number 01902 456789: This dialling attempt will be terminated as soon as you dial the digit 2.

Dialling telephone number 01901 456789: This attempt will not be affected.

Activate/deactivate blocked numbers

Blocked numbers can be activated/deactivated individually for each telephone. Programming can be carried out via telephone 21 according to the table below. In the factory default settings blocked numbers are deactivated.

Example: Activate blocked numbers for telephone 24

	1. Telephone 21: Pick up handset	You will hear the internal calling signal.
❶❾❾❾	2. Dial code number ❶❾❾❾.	Activate the programming level. You hear the acknowledge signal.
❸❼❹	3. Dial code number ❽❶❶❹ to activate blocked numbers for telephone 24.	You hear the acknowledge signal. Blocked numbers are activated for telephone 24.
	4. Hang up.	Programming is done.

Telephone	21	22	23	24	25	26	27	28	all
Blocked numbers on	8111	8112	8113	8114	8115	8116	8117	8118	8110
Blocked numbers off	8101	8102	8103	8104	8105	8106	8107	8108	8100

Activate/deactivate authorisation for long distance calls

The dial lock for long distance calls blocks all numbers starting with a zero (0).
It can be activated/deactivated for every telephone individually. Die
Programming can be carried out via telephone 21 according to the table below.
In the factory default settings dial lock for long distance calls is off.

Example: Activate dial lock for long distance calls for telephone 24

	1. Telephone 21: Pick up handset	You will hear the internal calling signal.
❶❾❾❾	2. Dial code number ❶❾❾❾.	Activate the programming level. You hear the acknowledge signal.
		Activate the programming level. You hear the acknowledge signal.
❽❷❶❹	3. Dial code number ❽❷❶❹ to activate dial lock for long distance calls for telephone 24.	You hear the acknowledge signal. Dial lock for long distance calls for telephone 24 is activated.
	4. Hang up.	Programming is done.

Telephone	21	22	23	24	25	26	27	28	all

Dial lock for long distance calls on	8211	8212	8213	8214	8215	8216	8217	8218	8210
Dial lock for long distance calls off	8201	8202	8203	8204	8205	8206	8207	8208	8200

Entering blocked numbers

Blocked numbers can be entered via the programming telephone 21. A DTMF telephone with CLIP function is recommended. For confirmation the number will be shown on the display. 20 blocked numbers with up to 6 digits each can be entered. For every entry there is a separate memory index number from 01 to 20.

Entering blocked numbers

Example: 0190 shall be entered as blocked number in memory 01.

☎	1. Telephone 21: Pick up handset	You will hear the internal calling signal.
❶❾❾❾❾	2. Dial code number ❶❾❾❾❾.	Activate the programming level. You hear the acknowledge signal.
❽❸❶	3. Dial code number ❽❸❶	Enter code number for entering blocked number.
❶❶	4. Dial code number ❶❶ for memory 01	For every blocked number a memory index number between 01 and 20 has to be used. In case one location will be re-used the old blocked number will be overwritten.
❶❶❾❶	5. Dial digits of the number to block ❶❶❾❶	Blocked numbers can be digits 1,2..., *, and #. The maximum number of digits is 6. All further digits will be ignored.
☎	6. Hang up.	Entering the blocked number is done. You will be called back. The blocked number together with its memory index number will be shown on the display.
☎	7. Telephone 21: Pick up handset	You hear an acknowledge signal. For more entries proceed as described under item 3.
☎	8. Hang up.	Programming is done

Delete blocked numbers

Example: Blocked number at position 05 shall be deleted.

☎	1. Telephone 21: Pick up handset	You will hear the internal calling signal.
❶❾❾❾❾	2. Dial code number ❶❾❾❾❾.	Activate the programming level. You hear the acknowledge signal.
❽❸❶	3. Dial code number ❽❸❶	Enter code number for entry of blocked number.
❶❺	4. Dial code number ❶❺ for memory index 05	For every blocked number a memory index number between 01 and 20 has to be used. In case one location will be re-used the old blocked number will be overwritten.
☎	5. Hang up.	Blocked number on location 05 has been deleted. You will be called back. The index number of the deleted entry will be shown on the display.
☎	6. Telephone 21: Pick up handset	You hear the acknowledge signal. For more entries proceed as described under item 3
☎	7. Hang up.	Programming is done.

Enter exception numbers

Exception numbers can be entered via the programming telephone 21. A DTMF telephone with CLIP function is recommended. For confirmation the number will be shown on the display. 16 exception numbers with up to 17 digits each can be entered. For every entry there is a separate memory index number from 01 to 16.

Enter exception numbers

Example: 0190 12345 shall be entered as exception number on memory index number 01.

☎	1. Telephone 21: Pick up handset	You will hear the internal calling signal.
❶❾❾❾❾	2. Dial code number ❶❾❾❾❾.	Activate the programming level. You hear the acknowledge signal.
❽❸❶	3. Dial code number ❽❸❶	Enter code number for entering exception number.
❶❶	4. Dial code number ❶❶ for memory index number	For every exception number a memory index number between 01 and 20 has to be used. In case one location will be re-used the old blocked number will be overwritten.

①①⑨①①②③④⑤ | 5. Dial digits **①①⑨①①②③④⑤** of exception number | The exception numbers can be digits 1,2..., *, and #. The maximum number of digits is 17. Further digits will be ignored.

| 6. Hang up. | Entering the exception number is done. You will be called back. The exception number together with its memory index number will be shown on the display.

| 7. Telephone 21: Pick up handset | You hear the acknowledge signal. For more entries proceed as described under item 3

| 8. Hang up. | Programming is done.

Delete exception numbers

Example: Exception number on memory index number 05 shall be deleted.

| 1. Telephone 21: Pick up handset | You will hear the internal calling signal.

①⑨⑨⑨⑨ | 2. Dial code number **①⑨⑨⑨⑨** | Activate the programming level. You hear the acknowledge signal.

⑧③① | 3. Dial code number **⑧③①** | Dial code number for entering exception number.

⓪⑤ | 4. Dial code number **⓪⑤** for memory index number 05 | For every exception number a memory index number between 01 and 20 has to be used. In case one location will be re-used the old blocked number will be overwritten..

| 5. Hang up. | Exception number on memory index number 05 has been deleted.
You will be called back. The deleted numbers index number will be shown on the LCD.

| 6. Telephone 21: Pick up handset | You hear the acknowledge signal. For more entries proceed as described under item 3

| 7. Hang up. | Programming is done.

Table of pre-set exception numbers

Memory index number	D	A	CH	NL	B	F	int	Notes
13						3651		
14						30		
15						0800		
16					07024 5245	08365 91212		
17	110	112	117	112	100	112	112	cannot be deleted
18	112	122	118		101	15		cannot be deleted
19		133	144		112	17		cannot be deleted
20		144				18		cannot be deleted

Activate/deactivate caller ID (CLIP)

Transfer of CLIP information can be activated/deactivated for every telephone individually. Programming can be carried out via telephone 21 according to the table below. In the factory default settings CLIP information for all telephones is on.

Example: Deactivate CLIP transfer for telephone 24

☎	1. Telephone 21: Pick up handset	You will hear the internal calling signal.
❶❾❾❾❾	2. Dial code number ❶❾❾❾❾.	Activate the programming level. You hear the acknowledge signal.
❸❻❹	3. Dial code number ❸❻❹ to deactivate transfer of CLIP information to telephone 24.	You will hear the acknowledge signal. From now on no CLIP information will be transferred to telephone 24.
☎	4. Hang up.	Programming is done.

Telephone	21	22	23	24	25	26	27	28	all
CLIP transfer on	351	352	353	354	355	356	357	358	350
CLIP transfer off	361	362	363	364	365	366	367	368	360

Set up call waiting signalling

To indicate that there is another caller while you are already having a call on external line 1 or 2 you hear a call waiting signal, in case this function is activated.

When there is a door module installed also the door bell will be indicated via a call waiting signal, in case the function is activated.

Activate call waiting signal

	1. Telephone 21: Pick up handset	You will hear the internal calling signal.
❶❾❾❾❾	2. Dial code number ❶❾❾❾❾.	Activate the programming level. You hear the acknowledge signal.
❽❻	3. Dial code number ❽❻ to activate call waiting	You will hear an acknowledge signal. While in call state you will hear a call waiting signal in case another external call come in and in case your telephone is authorised to receive external calls.
	4. Hang up.	Programming is done.

Deactivate call waiting signal

	1. Telephone 21: Pick up handset	You will hear the internal calling signal.
❶❾❾❾❾	2. Dial code number ❶❾❾❾❾.	Activate the programming level. You hear the acknowledge signal.
❽❻	3. Dial code number ❽❼ to deactivate call waiting	You hear the acknowledge signal. With a second external call or with the door bell ringing you will not hear the call waiting signal.
	4. Hang up.	Programming is done.

SMS terminal unit support

Short messages (SMS)

Details on the service 'SMS in the fixed net'

SMS service allows sending short text messages to or receiving them from other terminal units. Those messages will not be sent directly to the other terminal unit, they will be transferred via the SMS service centre of your telephone company. A message can be up to 160 characters in length. Q requirement for using SMS caller ID (CLIP) support. The only ting you have to do then is to subscribe to your SMS service centre.

In case you register with your telephone company for fixed net SMS (sending and receiving) there are several options to send SMS test messages. Examples are sending your test message to a fax machine or even to subscribers that do not have an terminal unit that supports SMS. In this case the text message will be read to the subscriber as a voice message. You can also have your SMS transmission being confirmed once it has been received. For more details on these and other functions please refer to information brochures of your telephone company.

To enable you to receive or send short messages (SMS) you need a terminal unit which supports SMS (e.g. tiptel easyDECT XL$_2$, 540 Office, 570 Office, 275). Also the following requirements have to be taken into account:

Configuration of your telephony connection

Please verify that the features 'Send Caller ID' and 'Show Caller ID' (CLIP going and coming) are enabled. Please contact your telephone company to ask them whether or not these features are available at your telephony connection.

Eventually you will also have to verify if 'Show Caller ID' (CLIP) has been activated in your telephone system and that 'Send Caller ID' (CLIR) has not been disabled. In particular it is mandatory that the telephone number your are sending matches the one you are going to use to receive SMS messages.

Register/deregister at the SMS service centre

In order to be able to receive a fixed net SMS you will have to register your SMS terminal device (e.g. telephone) with the SMS service of your telephone company. In the whole of Germany, e.g. the SMS service centre of German Telecom can be accessed via the telephone number '0193010'. The SMS

service centre of www.sms-im-festnetz.de can be accessed via '09003266900' (SMS service centre 2).

The way how to register is nit the same with every provider. Please contact your telephone company how this is done.

With the telephone company German Telecom e.g., the first registration is free of charge*. You simply have to send an SMS with the message:

"ANMELD" to the telephone number 8888.

In return you will receive a registration confirmation from the SMS-Service of German Telecom. Now you can be sure that sending as well as receiving SMS messages will work with your terminal unit which supports SMS.

Sending "ANMELD" to the telephone number 8888 you can de-register your particular telephone number. Future SMS messages sent to your telephone number then would be read to you as voice messages.

*as of August 2006

Important notes:

In case you cannot get in contact with the service centre please verify whether or not your telephone access is authorised to dial that number. The SMS centre of German Telecom, e.g. cannot be reached from within networks of other telephone companies.

Many telephone companies are also blocking the prefix 0900 so that you also cannot reach the service centre of www.sms-im-festnetz.de. In this case please contact your telephone company to have that prefix authorised (can be with costs).

Receiving SMS

It is possible to set up one extension (one port) for an external line to receive SMS messages. A terminal unit which supports SMS can then be operated at this port in order to receive incoming SMS messages.

For each external line an individual SMS terminal device can be defined. It is necessary to configure external line access and external line signalling for SMS communication on this particular port. Deactivate call waiting signalling if there is only one terminal unit with SMS functionality for both external lines. If you do not deactivate the signalling you will lose SMS messages coming in on the other line while the SMS terminal device is busy.

Defining the SMS port

Programming can be carried out via telephone 21 according to the table below. In the factory default settings there is no SMS port defined.

Example: Configuration of telephone 21 for SMS communication on external line 1

☎	1. Telephone 21: Pick up handset	You will hear the internal calling signal.
❶❾❾❾❾	2. Dial code number ❶❾❾❾❾.	Activate the programming level. You hear the acknowledge signal.
❸❾❶	3. Dial code number ❸❾❶ to define the SMS port for telephone 21.	You hear the acknowledge signal. Connection for SMS communication has been set up.

For reliable SMS communication it is recommended to use the same external line (= the same telephone number) for coming and going SMS messages. Please make sure that only external line 1 will be used for coming and going connections. Following please find the assignment for telephone 21 as an example.

❸❶❶	4. Dial code number ❸❶❶.	Signalling for external line 1 on. You hear the acknowledge signal..
❸❹❶	5. Dial code number ❸❹❶.	Signalling for external line 2 off. You hear the acknowledge signal..
❷❶❶	6. Dial code number ❷❶❶.	External line access for line 1 on. You hear the acknowledge signal..
❷❹❶	7. Dial code number ❷❹❶.	External line access for line 2 off. You hear the acknowledge signal..
☎	8. Hang up.	Programming is done.

Deleting the defined SMS port

Example: Delete configuration of telephone 21 for SMS communication on external line 1

| ☎ | 1. Telephone 21: Pick up handset | You will hear the internal calling signal. |

| ❶❾❾❾❾ | 2. Dial code number ❶❾❾❾❾. | Activate the programming level. You hear the acknowledge signal. |

| ❸❾⓿ | 3. Dial code number ❸❾⓿. | You hear the acknowledge signal.. SMS communication for external line 1 has been deleted. |

| ☎ | 4. Hang up. | Programming is done. |

Telephone	21	22	23	24	25	26	27	28	off
SMS via line 1	391	392	393	394	395	396	397	398	390
SMS via line 2	301	302	303	304	305	306	307	308	300

Switching between day and night settings

Once settings have been programmed even with power line failure they will not be deleted. The day/night programme gives you the option to create two individual configuration sets and use the one you require: One configuration with authorisations for day and another one for night operation.

In the default settings your configuration will be saved as day programme.

Switching between day and night settings

| ☎ | 1. Telephone 21: Pick up handset | You will hear the internal calling signal. |

| ❶❾❾❾❾ | 2. Dial code number ❶❾❾❾❾. | Activate the programming level. You hear the acknowledge signal. |

| ❽❾ | 3. Dial code number ❽❾. | You hear the acknowledge signal.. Night programme activated. LED ◐ on. You may programme settings for the features listed below, which then can be accessed via this dial code number. |

❽❽	4. Dial code number ❽❽.	You hear the acknowledge signal.. Day programme activated. LED ☽ off. You may programme settings for the features listed below, which then can be accessed via this dial code number.
☎	5. Hang up.	Programming is done.

Following features can be affected by the day/night programmes:

- External line signalling
- External line authorisation
- Dial lock for long distance calls (0...)
- Dial lock for blocked numbers with exception numbers
- Door opener authorisation
- Door bell signalling authorisation
- Direct access to door intercom system

Set door bell signalling

The telephone system in connection with the optional door line module (TSM1) can signal your door bell at a telephone. This signalling can be activated/deactivated individually for each telephone. When the door bell rings while you are having a telephone call you will hear a call waiting signal (provided that call waiting signalling has been activated).

Programming can be carried out via telephone 21 according to the table below. In the factory default settings door bell signalling is activated for all telephones.

Activate/deactivate door bell signalling

Example: Deactivate door bell signalling for telephone 23.

☎	1. Telephone 21: Pick up handset	You will hear the internal calling signal.
❶❾❾❾❾	2. Dial code number ❶❾❾❾❾.	Activate the programming level. You hear the acknowledge signal.
❺❶❸	3. Dial code number ❺❶❸.	You hear the acknowledge signal. Telephone 23 will not signal any door bell ringing.
☎	4. Hang up.	Programming is done.

Telephone	21	22	23	24	25	26	27	28	all
Door bell signalling on	591	592	593	594	595	596	597	598	590
Door bell signalling off	501	502	503	504	505	506	507	508	500

Set door opener authorisation

The door opener can be actuated from every telephone connected to the telephone system in case the option door line module (TSM1) has been installed on the printed circuit board. This authorisation can be activated/deactivated individually for each telephone.

Programming can be carried out via telephone 21 according to the table below. In the factory default settings door opener authorisation is activated for all telephones.

Activate/deactivate door opener authorisation

Example: Deactivate door opener authorisation for telephone 23.

☎	1. Telephone 21: Pick up handset	You will hear the internal calling signal.
❶❾❾❾❾	2. Dial code number ❶❾❾❾❾.	Activate the programming level. You hear the acknowledge signal.
❹❶❸	3. Dial code number ❹❶❸.	You hear the acknowledge signal.. Telephone 23 has no door opener authorisation. When dialling door opener code number 6 the door opener will not be actuated.
☎	4. Hang up.	Programming is done.

Telephone	21	22	23	24	25	26	27	28	all
Door opener authorisation on	491	492	493	494	495	496	497	498	490
Door opener authorisation off	401	402	403	404	405	406	407	408	400

Set duration of door opener actuation

The duration of the door opener actuation can be programmed between 1 and 9 seconds. Programming can be carried out via telephone 21 according to the table below. In the factory default settings this duration is programmed as 3 seconds.

Set duration

Example: The duration shall be set to 5 seconds.

☎	1. Telephone 21: Pick up handset	You will hear the internal calling signal.
❶❾❾❾❾	2. Dial code number ❶❾❾❾❾ .	Activate the programming level. You hear the acknowledge signal.
❻❺	3. Dial code number ❻❺.	You hear the acknowledge signal.. By dialling the door opener code number 6 the door opener will be actuated for 5 seconds.
☎	4. Hang up.	Programming is done.

Actuation duration	1s	2s	3s	4s	5s	6s	7s	8s	9s
	61	62	63	64	65	66	67	68	69

Set direct access to door intercom system

Somebody rings the door bell. All authorised telephones will ring in the door bell rhythm. If you pick up a telephone for which the direct access has been activated you will immediately be connected with the door intercom system. Dialling the code number 5 for accessing the door intercom system is not necessary.

If you connect an answering machine as extension with direct access activated you can e.g. have automatically messages being playing back to the visitor via the door intercom system.

Attention: In order not to have the door answering machine take any external calls, for this telephone external line signalling must be deactivated.

Programming can be carried out via telephone 21 according to the table below. In the factory default settings direct access to the door intercom system is deactivated.

Activate/deactivate direct access to door intercom system

Example: Direct access to door intercom system for telephone 23 shall be activated.

☎	1. Telephone 21: Pick up handset	You will hear the internal calling signal.
❶❾❾❾❾	2. Dial code number ❶❾❾❾❾.	Activate the programming level. You hear the acknowledge signal.
❼❾❸	3. Dial code number ❼❾❸.	You hear the acknowledge signal.. Telephone 23 will be connected to the door intercom system immediately upon picking up the handset.
☎	4. Hang up.	Programming is done.

Telephone	21	22	23	24	25	26	27	28	all
Door line direct access on	791	792	793	794	795	796	797	798	790
Door line direct access off	701	702	703	704	705	706	707	708	700

Pharmacy function

If you wish to actively terminate calls from the door intercom system which has been deflected to an external target please proceed as follows: In the PC configuration software go to the menu "Special functions: Info - External calls" and select the option "End signal (# key)" for call monitoring.

For terminating the connection the target subscriber (e.g. a cell phone) will have to press the ❽ key. By doing so the door line intercom system connection will be terminated immediately.

☞ If you do not proceed as stated above a safe disconnection of the call cannot be guaranteed under all circumstances. Disconnection depends on the public switchboards of your telephone company (e.g. whether or not there is a

busy signal after the end of a call). Also it is not recommended to have a busy signal being played back at a door intercom system.

Miscellaneous

Following you will find some basic settings which are independent from the extensions in use.

Setting of time and date

The telephone system has its own internal clock with date and day of the week information for time controlled day/night programme and CLIP transfer. The clock will be automatically set when time and date will be transferred together with the CLIP information by your telephony company. In case there is not such transfer from your telephony company you can also set the clock manually by using the configuration software on your PC or by using the programming telephone.

Setting of time and date via the programming telephone

☎	1. Programming telephone 21: Pick up handset	
❶❾❾❾❽❾	2. Dial code number ❶❾❾❾❽❾ .	
❶❽❶❼❷❽❶❹ ❶❽❷	3. Enter time and date in format hhmmDDMMYYw hh = hour, 2 digits (00 to 23) mm = minutes, 2 digits (00 to 59) DD = Tag, 2 digits (01 to 31) MM = month, 2 digits (01 to 12) YY = Year 2 digits (00 to 99) w = day of the week 1 = Sunday, 2 = Monday, . . . , 7 = Saturday	Example: Monday, 28. April 2008 8:07 08072804082
↓ ☎	4. Hang up	The telephone will be called back
☎	5. Pick up handset	Your settings will be confirmed by an acknowledge signal.

In case you only wish to update the clock simply hang up after entering the 4 digits for the time. After the call back you will hear the acknowledge signal. The time has been updated.

Audio sample of music on hold

With an external line on hold the subscriber will hear a piece of music. For testing purposes you can listen to that music on telephone 21 for 30 seconds.

☎	1. Telephone 21: Pick up handset	You will hear the internal calling signal.
❶❼❻	2. Dial code number ❶❼❻.	You will hear music on hold for 30 seconds
☎	3. Hang up.	Stop test play back.

Restore factory default settings

All settings of the telephone system can be reset to factory default by dialling the code number ❶❿❿❿❿ at telephone 21. The telephone book, however, will not be affected.

Restore default settings

☎	1. Telephone 21: Pick up handset	You will hear the internal calling signal.
❶❿❿❿❿	2. Dial code number ❶❿❿❿❿.	You hear the acknowledge signal.. The telephone system will be reset to factory default. Call deflection and 'do not disturb' will also be reset.
☎	3. Hang up.	Reset is done.

Planning and installation

The chapter planning and installation describes the ports, helps you in choosing the right location, the distribution of the extensions, and gives you information on what to keep in mind during mounting and cable.

The telephone system has been designed for operation with two external lines. In case only one external line is being used it is strongly recommended to block access to the external line which is not being used.

Safety notes on the appropriate use of the telephone system

Please make sure to observe the following notes with mounting, connecting and operating the telephone system tiptel 2/8 USB:

- This device has been tested and approved according to the harmonised European Standard ETSI TS 203 021 and so is suitable for connection to the public analogue telephone network.

- This telephone system has been developed and manufactured in compliance with the Standard "Safety of Information Technology Equipment" (EN 60950). You may only connect equipment that also complies with this or an equivalent Standard resp. Directive.

- Installation has to be carried out professionally. Installation work regarding mains voltage connection may only be performed by a professional and authorised electrician. VDE 0100 has to be observed.

- In case of any malfunction the AC adapter has to be removed from the mains outlet and the external lines have to be disconnected. Install the cables with care so that nobody can stumble across them.

- Connect cables only to the appropriate jacks or connectors.

- Connection cables may not be bent above a certain extent, they may not be pulled or stressed mechanically.

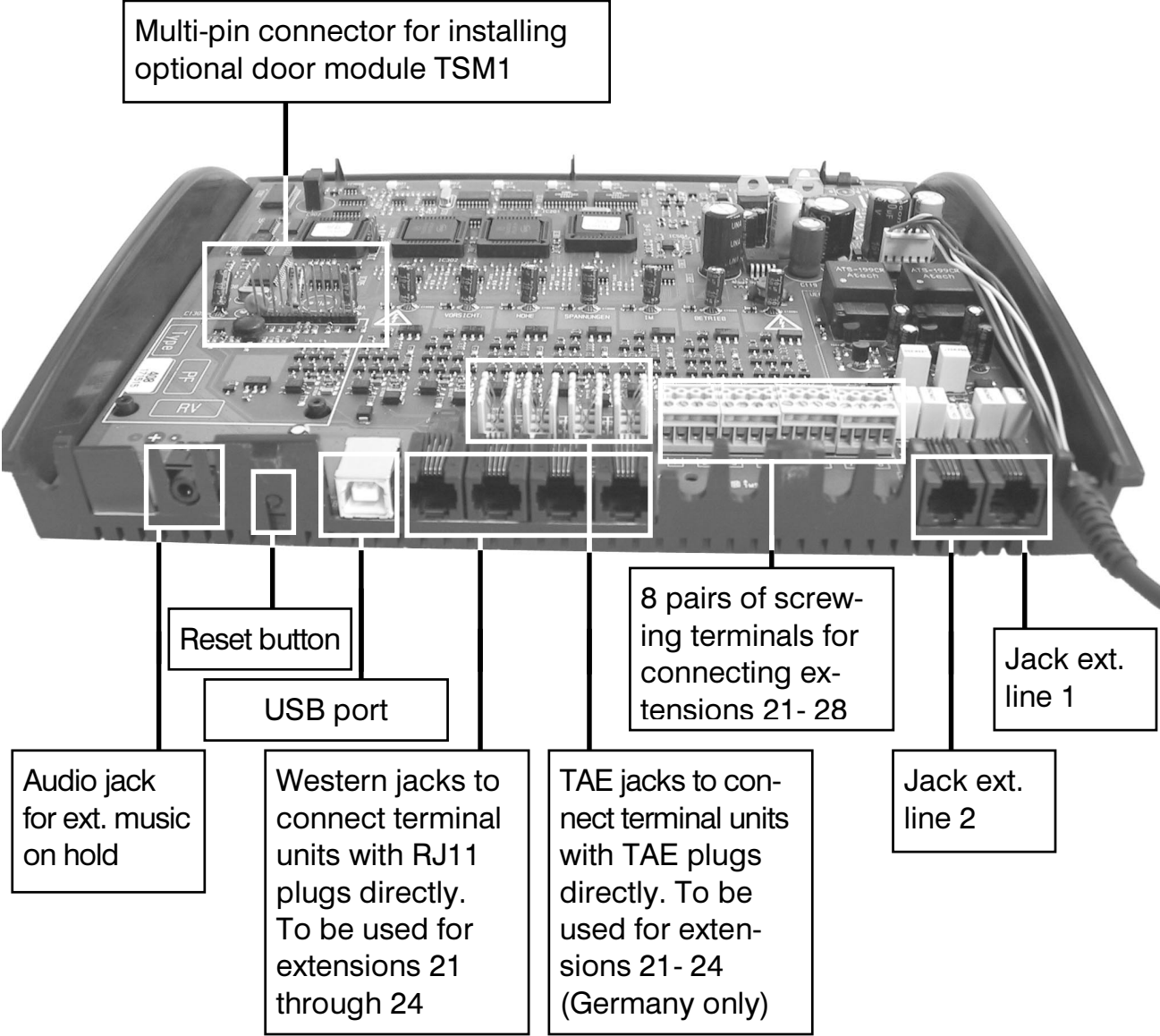- Connection cables may only be installed inside of buildings.

The telephone system may not be installed or operated in the following environments:

- Outdoors
- In damp rooms (bathroom, shower, swimming bath, ...)
- Near to explosives
- In location with direct sunlight
- With ambient temperatures below 0 °C or above 40 °C
- With heave vibrations
- In dusty environment

Environmental compatibility

With intended use their will be no contact with any material that can be hazardous to your health. All plastic parts of this device consist of partly recycled granulate. Our packing material does not contain any plastic. Only cardboard and paper is being used that was manufactured using partly recycled material.

Details on the connectors and ports of the telephone system

Multi-pin connector for installing optional door module TSM1

Reset button

USB port

8 pairs of screwing terminals for connecting extensions 21- 28

Jack ext. line 1

Jack ext. line 2

Audio jack for ext. music on hold

Western jacks to connect terminal units with RJ11 plugs directly. To be used for extensions 21 through 24

TAE jacks to connect terminal units with TAE plugs directly. To be used for extensions 21- 24 (Germany only)

Connector/port	function	Details
Port for external line 1	Western jack for external line 1	Plug in the western connector from the cable for external line 1.
Port for external line 2	Western jack for external line 2	Plug in the western connector from the cable for external line 2.

16 pin screwing terminal	Terminals for all 8 internal subscribers.	Two screwing terminals for every extension marked from 1 (for extension 21) through 8 (for extension 28).
4 western jacks RJ11	Western jacks for direct connection of terminal units, e.g. telephones with RJ11 cable connectors	Western jacks are an alternative for extensions 21 through 24 instead of the screwing terminals.
USB connector	Connector for your PC to configure the telephone system	
Audio jack	3.5mm phone jack to connect to an external source for music on hold.	You can connect both, mono or stereo equipment.
Connector for optional door module TSM1	The door module TSM1 will be connected directly to that connector and so enables you to connect a 4 wire door intercom system, a door bell, and a door opener.	
Reset button	Press this button to reset the telephone system, delete the configuration, or start firmware update via the update server.	

Mounting the telephone system

It is recommended to proceed in the following order:

- Choose the mounting location
- Open the cabinet
- Wall mount the telephone system
- Install the cables for the wall outlets
- Connect the terminal units
- Connect the telephone system with the external lines
- Connect the telephone system with mains power
- Perform a functional test

Tools and material needed

- Hammer drill with 6 mm stone drill for wall mounting

In case you wish to use the screwing terminals:

- Screwdrivers of different size
- Wire cutter, cable stripper
- Telephone installation cable (e.g. I-Y(ST)Y 2 x 2 x 0,6) in needed quantity and length
- Telephone jacks/wall outlets
- Miscellaneous mounting material for cables and telephone jacks

Define the mounting location

The telephone system can be either operated horizontally or vertically, mounted to a wall.
Please consider the following requirements for the location:

- All items listed in chapter 'Safety notes' (see page 54) on the intended operation and use of the telephone system have to be observed.
- Make sure that you are close to a mains power wall outlet.
- Make sure that you are close to the connection access for the external telephone lines from your telephone company.
- Make sure to chose a central location regarding the planned locations of your extensions.

Extensions close to the telephone system can be connected directly to the system by using the system's western jacks. You should then use ports 1 through 4. Extensions not that close to the system should be connected via separately installed cables connected to the screwing terminals of the telephone system.

Opening the cabinet

In case you need to make use of the screwing terminals of the telephone system you will have to open the cabinet first. You will also have to open the cabinet in case you wish to install the optional door module TSM1.

Before opening the cabinet make sure to disconnect mains power and the external telephone lines.

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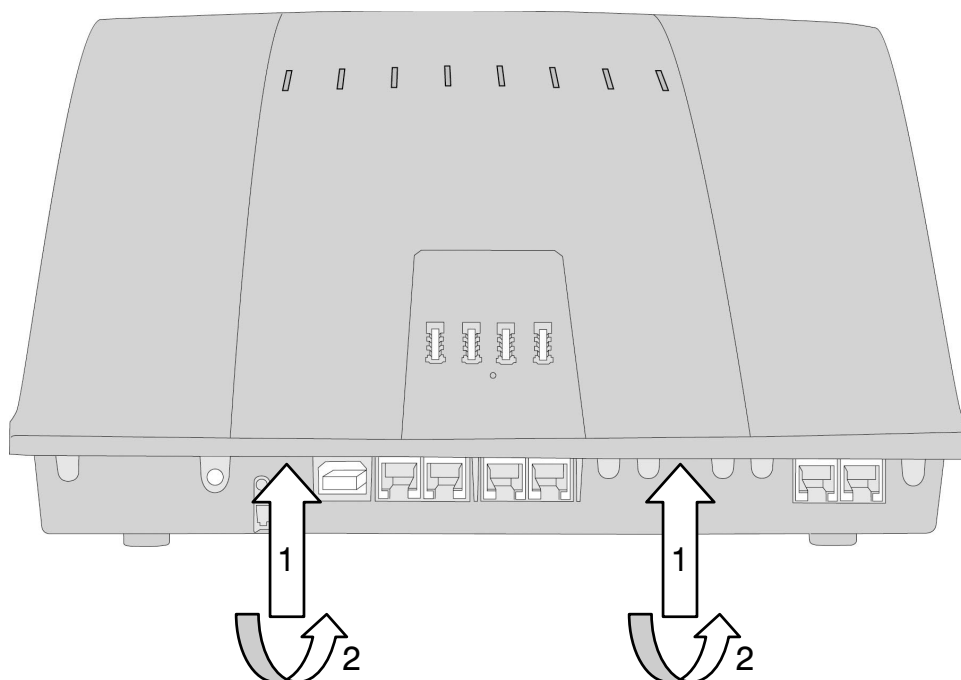
At the indicated areas (1) insert a slot screwdriver (4 mm) or a similar tool as far as it goes from bottom of the housing in the direction towards the top. Pull the screwdriver towards you (2) which will slacken the snap mechanism and lift the cover towards the back of the unit.

Wall mounting of the telephone system

Two rawlpugs and 2 screws are part of the scope of delivery. Please note that those rawlpugs are only intended for use with a massive stone wall. For other types of wall please use appropriate mounting material. For wall mounting there are two openings on the bottom part of the cabinet. The distance between the two screws has to be 162 mm. Make sure there is enough room for installing the cables below the cabinet.

- Mark the drilling holes levelled at a distance of 162 mm and at least with a distance of 50 mm to the ceiling.

- Drill the holes (6mm diameter) and then plug in the rawlplugs. Make sure not to hit any wires in the wall when drilling!

- Screw in the screw only to a certain extent, which is some 5 mm distance between the bolt head and the wall.

- "Hang up" the telephone system on the two screws with its mounting brackets on the bottom part of the cabinet.

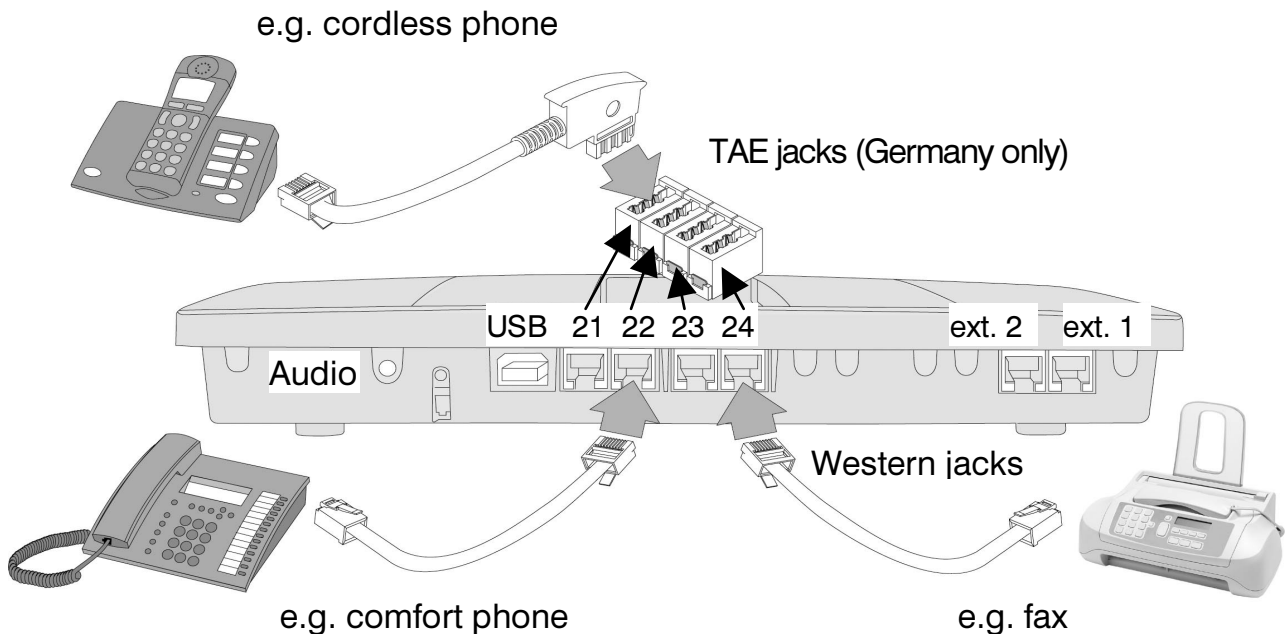## Installing the cables for the connectors/wall outlets

Your telephone system provides you with different options for connecting terminal units such as telephones, fax machines, or answering machines. Terminals that are not in the vicinity of the telephone system (e.g. in another room) will have to be connected by using telephone installation cables and separate connectors or wall outlets (not scope of the delivery). This is what the 8 screwing terminals for 8 extensions are meant for.
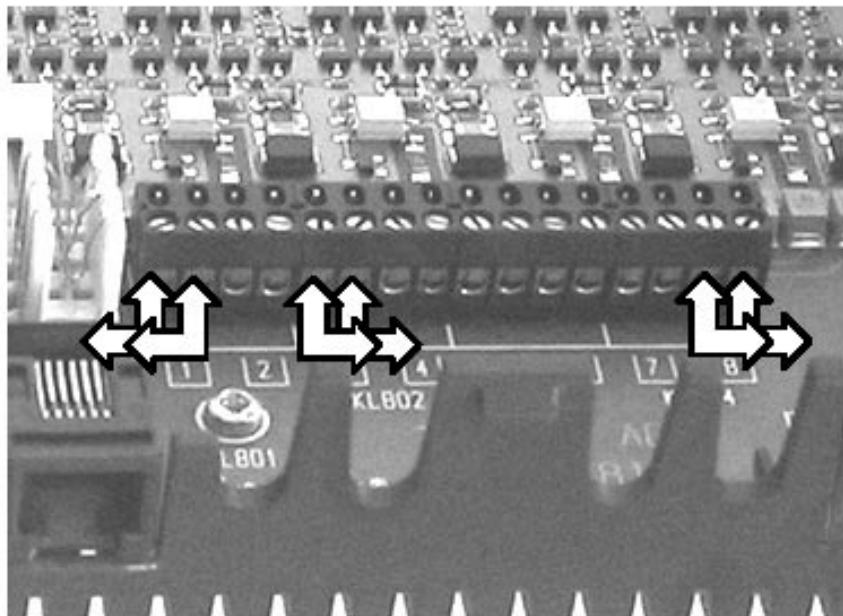
Connect each pair of wires to the corresponding pair of screwing terminals 1 through 8. Only used twisted pair cable I-Y/ST/Y.
Then you can close the cabinet again. Position the hooks on the rear part of the upper cabinet in the corresponding cavities on the rear side of the bottom cabinet. The press down the upper cabinet at the front side where the connectors and jacks are located and have it snapped in.

Connecting terminal units

e.g. cordless phone

TAE jacks (Germany only)

USB 21 22 23 24   ext. 2   ext. 1

Audio

Western jacks

e.g. comfort phone   e.g. fax

a) Terminal units that are not in the vicinity of the telephone system have to be plugged into the telephone jacks or wall outlets that have been installed before.

b) Western jacks for the first extensions:
   Please use one particular jack exclusively for each terminal device in the centre of the jack array. Pinning of the jacks is in compliance with international Standards, defining the two central wires as a/b. Please consult your telephone dealer about such cables.

Please keep in mind that due to alternative connection options (screwing terminal or western jack) unintentional parallel connection of terminal units cannot be ruled out. Make sure that you only use one of these alternative connections methods per terminal unit.

Connecting the telephone system to the external telephone lines

External line 2   External line 1
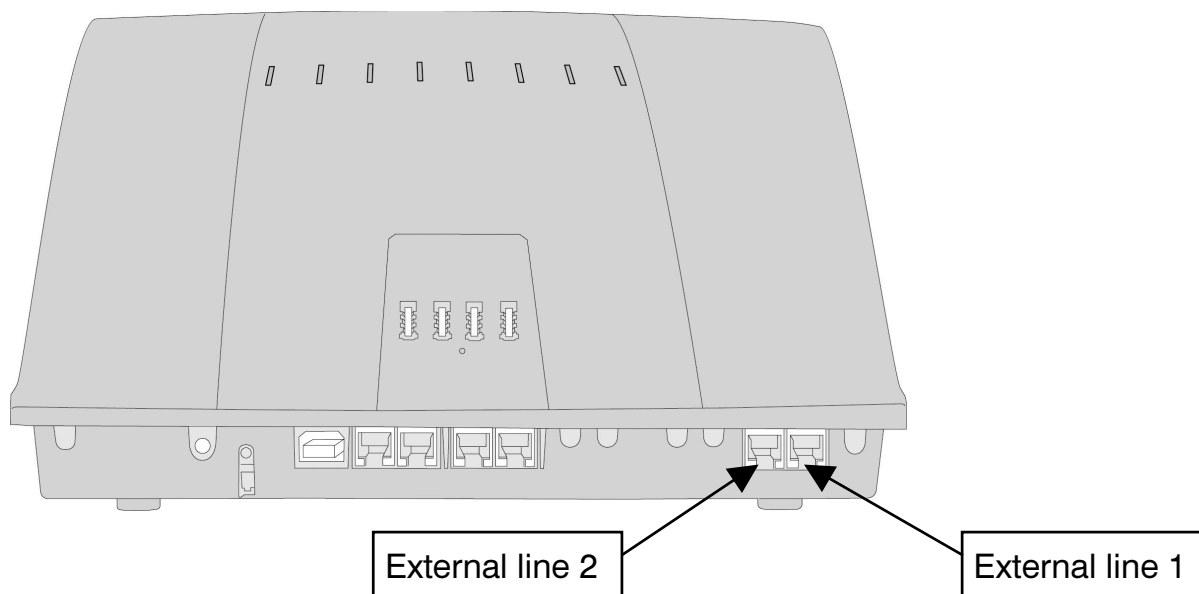
Plug in the western plug of the external telephone line 1 in the corresponding western jack on the right and the one for line 2 in the corresponding western jack on the left hand side. And then connect those cable with the wall outlets connected to the telephone network of your telephone company.

Connecting the telephone system to mains power

The telephone system has been designed for connection to mains power of 230V+6%/-10%, 50Hz. Use the system's AC adapter to connect it to mains power. You will hear a short click and the LED "power" will light and indicate readiness for operation.

Functional test

After installing all terminal units and cables it is recommended to perform a functional test. Pick up one telephone after the other and listen for the dialling signal. Dial the numbers of the other extensions and verify that they do ring. Also you should check the voice connection. Dial **0** for external line access and check for the external line dialling signal. In case you two external lines installed check the dialling signal with both of them.

PC connection

For configuration and/or telephone book management you will have to set up a connection between the telephone system and a PC. For this please use the USB cable that came along with your telephone system and connect one end to with a USB port of your computer and the other end with the USB port of your telephone system (Please see also page 30).

Installation when using a fax switch

If you wish to use the fax switch you will have to connect the fax machine to port extension (port) 24. Make sure that connection is a fixed one.
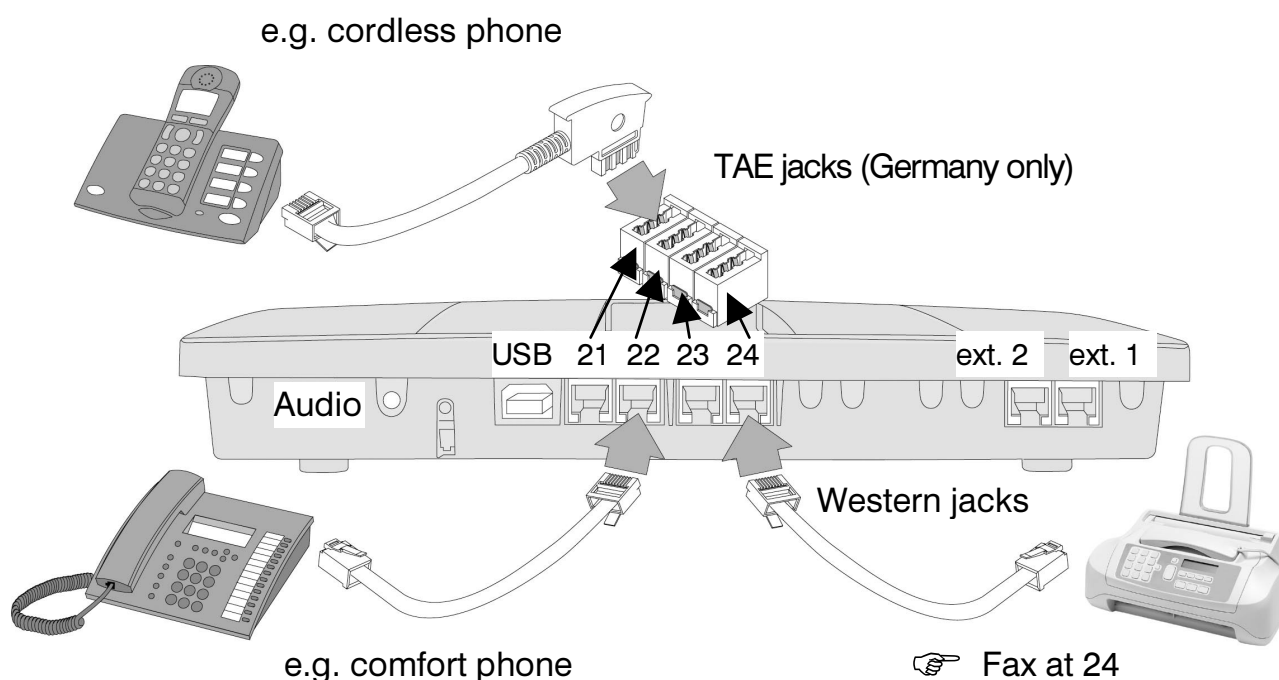
Please note that the fax switch is only available for external line 1. This is why you have to use the telephone number of external line 1 as your Fax number (please see also page 26).

Indicating power line failure

In case of a power line failure telephone 21 is directly connected with external line 1. The comfort telephone tiptel 272 can indicate power line failure via an LED. In order

to be able to do this the line reversal between connection to the external line and connection to the telephone system will be analysed.

The power line failure indication is set up as follows:
Install the telephone system as describer in chapter "Mounting the telephone system". The telephone system is in operation and connected to external line 1.

- Install tiptel 272 at extension 21.

- Set the MWI switch to position PR1 or PR2 whichever position results in the LED lighting.

- Simulate power line failure: Unplug the AC adapter.

- LED stays on:
  Interchange the wires at telephone extension (port) 21 to change the polarity. After this the LED should be off. Proceed with "LED off".

- LED off:
  Set the MWI switch to position PR1 or PR2 whichever position results in the LED lighting.

- Restore power: Plug the AC adapter in again.

tiptel 272 now will indicate normal operation of your telephone system, the LED is off. In case of a power line failure the LED goes on and so will inform you about the situation.

Reset button

The reset button can be actuated from the system's connector side with a small tool such as a screwdriver. The reset button can be used to initiate three different functions.

Reset to factory default settings
Keep the reset button pushed while plugging in the AC adapter of your telephone system.
the power LED will flash until you release the reset button. The telephone system will restore factory default settings. The telephone book entries, however, will not be affected.

Warm start
Push the reset button while in normal operation.
The telephone system will perform a warm start. All telephone calls will be terminated. In case telephone 21 has been picked up it will be connected to external line 1 directly.

Firmware update via the update server
Push the reset button while in normal operation for 10 seconds.
The power LED starts flashing. Once you release the reset button the telephone system will call the update server by using external line 1. The telephone number of the server is pre-set but - if necessary - can be changed via the PC configuration software's expert mode. LED L1 will go on and LED "Service" will indicate data communication. The firmware update will take appr. 5 minutes. The firmware will be transferred as modem signals and will be saved to a buffered RAM. Once the transfer is completed all incoming data will be verified and in case of a positive result transferred to the programme memory. All LEDs will go on and off again, one after the other. As soon as the new firmware has been installed the telephone system will re-start. After the re-start the Power LED will indicate readiness for operation.

Optional door module

The telephone system can be upgraded by the door module TSM1 that can be installed within the system's cabinet. I can simply be plugged onto multi-pin connector on the telephone system's printed circuit board. The door module provides you with interfaces for a 4 wire door intercom system, a door bell, and a door opener. The door intercom system as well as the door opener can be operated via internal telephones connected to the telephone system. With the pharmacy function also an external telephone (e.g. in another in another street or even another city/country) can be called via the door bell.

Annex

Service

You have purchased a modern product from TIPTEL.COM GMBH BUSINESS SOLUTIONS , developed and produced in Ratingen near Düsseldorf, Germany. Our highly modern production facilities ensure a consistently high level of quality. This is backed by our DIN EN ISO 9001 certification.

If, however, problems do occur, or you have questions on operating the device, please contact your dealer. During the warranty period this dealer is your contact. Tiptel.com GmbH Business Solutions has set up a special number for technical support for specialist dealers to provide you with qualified assistance.

If your dealer cannot help you, you can also contact Tiptel.com GmbH Business Solutions directly. Initial information can be obtained from our Internet pages listed below in the support section under "FAQ – Frequently Asked Questions". In addition, you can reach the experienced staff in our Technical Support department by email, fax or telephone at the times indicated:

In Germany	In Austria	In Switzerland
www.tiptel.de	www.tiptel.at service@tiptel.at	www.tiptel-online.ch service@tiptel-online.ch
08.00 a.m. - 5.00 p.m. (Mo - Fr)	08.00 a.m. - 5.00 p.m. (Mo - Th) Fr until 3.00 p.m.	08.00 a.m. - 5.00 p.m. (Mo - Fr)
Telephone 0900 100 - 84 78 35* Vanity Tel. 0900 100 - TIPTEL* *with costs	Telephone: 02236/677 464-0, Telefax: 02236/677 464-21	Telephone 044 / 884 01 80 Telefax 044 / 843 13 23

Please consult your telephone company if you have any questions on your telephone connection.

Warranty

Your contact for services included among the warranty obligations is the specialist dealer from whom you bought the device.

Tiptel.com GmbH Business Solutions will grant a warranty of 2 years from the date of handover for the material and for the manufacturing of the telephone system.

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

If subsequent performance is unsuccessful, the purchaser can request either a reduction in the purchase price or withdrawal from the contract.

The purchaser must notify the dealer of any defects without delay. Proof of the claim to warranty shall be furnished by standard proof of purchase (till receipt or invoice).

The claim to warranty shall expire if the purchaser or an unauthorised third party tampers with the device. Damage caused by improper handling, operation, storage or by force majeure or other external influences shall not be covered by the warranty.

The warranty shall not cover any consumables (e.g. batteries) or defects that only slightly impair the value of serviceability.

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

Notes on processing:

Repairs will only be carried out by Tiptel.com Service. With our 48 hour repair service you will usually receive a repaired device or a replacement within 2 working days plus the usual delivery period. If the device is repaired during the warranty period, the warranty is not extended for the replaced parts or for the device. This warranty is not transferable and shall expire if the device is sold to another party. It shall also expire if anyone other than Tiptel.com Service staff tamper with the equipment or if the serial number on the device is removed or rendered illegible. The device is marked with a warranty seal. Please take care to ensure that this is not damaged. Otherwise this will also render your warranty claim void.

The general terms of business of Tiptel.com GmbH Business Solutions, which form an integral part of the contractual agreement with your dealer, also apply. In the case of a complaint, the defective product is to be sent to Tiptel.com with a description of the fault and proof of purchase. For warranty-related matters, please contact your specialist dealer or send the equipment to the following address:

In Germany	In Austria	In Switzerland
Tiptel.com GmbH		
Business Solutions	**Tiptel GmbH**	**Tiptel AG**
Service	Service	Service
Halskestraße 1	Ricoweg 30/B1	Bahnstrasse 46
D-40880 Ratingen	A-2351 Wiener Neudorf	CH-8105 Regensdorf

In warranty cases, the equipment will be returned at Tiptel.com GmbH Business Solutions' expense.

CE mark

This device meets the requirements of the EU directive: directive concerning radio systems and telecommunications terminal devices and the mutual recognition of their conformity.

Due to technical differences among the different countries, however, unlimited warranty for unconditional operation with any telephone company cannot be granted.

Tiptel.com GmbH Business Solutions herewith declares that the equipment complies with all the fundamental requirements of European Directive 1999/5/EC.

You can find further details on the compliance declaration at the following Internet address:

http://www.tiptel.com

Environmental compatibility

No contact with substances harmful to human health can occur if the system is used properly. This device does not contain any batteries. 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.

Once your Tiptel product has reached the end of its life time, Tiptel.com GmbH will take it back free of charge. The device will be dismantled properly and then forwarded to a recycling company.

Trouble shooting guide

Problem	Possible cause	Solution
When picking up the handset you do not hear the dialling signal. The Power LED is off.	Power line outage.	Check mains power, e.g. by plugging in another electrical device.
	AC adapter not plugged in.	Plug in AC adapter
When picking up the handset you do not hear the dialling signal. The Power LED is on.	Telephone connection not working.	Check telephone connection and installation.
	Telephone defective.	Try to use telephone with another port.
	Settings of telephone system compromised	Remove AC adapter from mains and then plug it in again.
You are not receiving any calls.	'Do not disturb' activated (check if there is a fast dialling signal)	Deactivate 'Do not disturb' (see page 25)
	Call deflection activated (check if there is a fast dialling signal)	Deactivate call deflection (see page 19)
	AC adapter not plugged in.	Plug in AC adapter
	Telephone connection not working.	Check telephone connection and installation.
	Telephone defective.	Try to use telephone with another port.
	Settings of telephone system compromised	Remove AC adapter from mains and then plug it in again.
You are not receiving any external calls.	External line not connected.	Plug telephone line into wall outlet.
	External line out of order.	Plug a telephone directly into the wall outlet of the external telephone line and check external line this way.
		Or unplug the AC adapter and then pick up the handset of telephone 21. If you now hear the external dialling signal the external line is working properly.

	External line signalling deactivated.	Activate external line signalling (see page 33)
Telephone system cannot be programmed via programming telephone 21.	Programming telephone set to automatic external line access. All code numbers will be sent to the external line and not to your telephone system.	After picking up the handset press the ❷ key to switch to internal and then dial the code numbers for the setting needed. Please listen for the acknowledge signal.
Dialling an external number gets interrupted.	Long distance call authorisation deactivated or digit blocking activated.	Activate dialling authorisation (see page 37)
You forgot your PC configuration password.		Rest telephone system and enter new configuration (see page 53)

Basic settings of the telephone system

Settings internal functions

Speed dial authorisation	all on
'Do not disturb', selectable	all on
'Do not disturb', activated	all off
Pickup allowed	all on
Make person call	all on
Take person call	all on
Call waiting	all on
Room monitoring, calling allowed	all off
CLIP transmission FSK	all on
DTMF dialling during internal call	all on
Deflections	No deflections
Extension names	empty

Settings external lines

External line1 going day/night	all on/all on
External line2 going day/night	all on/all on
External line1 incoming day/night	all on/all on
External line1 incoming delayed day/night	all on/all on
External line2 incoming day/night	all on/all on
External line2 incoming delayed day/night	all on/all on
Priority for external calls	alternating ext. 1/ext. 2
Delay time	15 seconds
Forwarding authorisation external-external	all off
Automatic external line access	all off
Device connection (only a single device)	empty
SMS connection external line 1	empty
SMS connection external line 2	empty
Fax switch	off

CLIP correction	on
Music on hold external line 1	on
Music on hold external line 2	on
Call signalling internal	double calling signal 1
Call back signalling	double calling signal 3
Calling signal from external line1	single calling signal 1
Calling signal from external line2	single calling signal 1
Receiving CLIP from external line 1	FSK
Receiving CLIP from external line 2	FSK
Call groups 1 - 4	empty
Time control	empty
Ext. call deflection external line 1	off, telephone number empty
Ext. call deflection external line 2	off, telephone number empty

Connection monitoring

Time limit	off
Busy signal	on
Line reversal	off
Language	on
End signal (key #)	on
Disconnect/take over	on

Dialling monitoring

Long distance call authorisation day/night	all on/all on
Blocked numbers activated day/night	all off/all off
Blocked numbers	leer
Exception numbers	See page 37

Door line intercom system with door module TSM1

Door opener authorisation day/night	all on/all on
Door bell signalling day/night	all on/all on
Direct door line access day/night	all off/all off
Actuation time door opener	3s
Duration door bell	10s
Pharmacy function	off

Technical data

Analogue extension ports

Feeding voltage:	40 VDC
Feeding current:	24 mA +/- 10 %
Call signalling voltage:	48V +/- 15 %, 50 Hz
Frequency of audio signalling	425 or 440 Hz
Max. length of connection cable	0,6 mm: 450 m
Dialling mode (analogue):	DTMF, pulse dialling
Number of internal connections	4

External lines

Immunity:	120VDC / 10s
Call impedance	> 12 kOhm
Standard	ETSI TS 103 021

Main connection

Line voltage:	230 V +6 % / -10 %, 50 Hz
Power consumption:	max. 15 VA
Power consumption in stand-by:	< 6 W

Dimensions

L x W x H (mm):	260x240x50
Weight:	appr.. 700g
Weight AC adapter:	appr. 580g
Cabinet material:	ABS
Flammability class:	HB

Temperature range

Operation:	0°C to 40°C
Storage:	- 20°C to 70°C

Miscellaneous

Telephone book entries	100
Telephone book memory buffer (with power line outage):	>200h
USB interface:	USB 1.0
Audio jack:	3.5mm phone jack
Input impedance:	> 10 kOhm
Input voltage:	max. 2 V_{rms}

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