User's Manual for installation of expansion module

(UK)

tiptel.com 2FXO
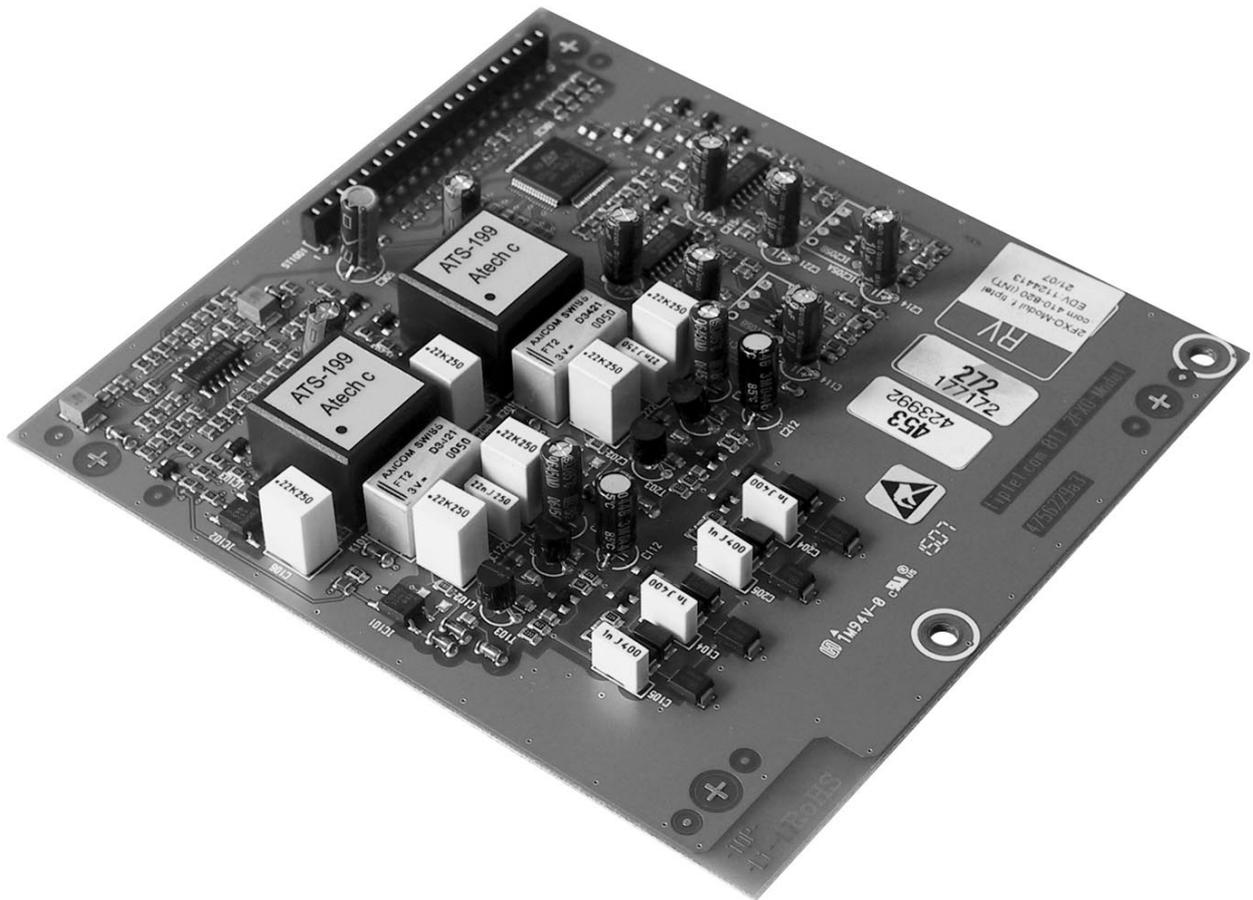
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Notes

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

Product package

Please check that you have received everything before starting installation. The delivery package consists of:

- 1 module (without casing)
- 1 connector strip (20-pole)
- 2 hexagon bolts
- 2 screws
- 2 telephone cables
- 1 ferrite clamp filter
- 1 set of installation instructions (this manual)

Introduction

The additional connections are available as usual in the programming interface menus in all systems. Please note that you require Firmware version 6.2.4 or higher, so please do an update if necessary.

This expansion component is only to be used within tiptel.com 410, 810, 411, 811and 820 telephone systems. Use with other systems can lead to the destruction of the component and the system.
This device is approved for the connection and use within the analogue public telephone networks in all EC countries – according to the European Requirements. Due to technical deviations in individual countries, we cannot grant an unlimited guarantee for the successful operation at all types of telephone accesses.

Assembling the module

Open the housing:

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.

You may already find a VCM- and/or VoIP-module installed (as shown below). The 2FXO-module has to be installed on top of these modules. In case you wish to install a VCM- or VoIP-module after an already installed 2FXO-module, that module will have to be removed first and re-installed again in the end.
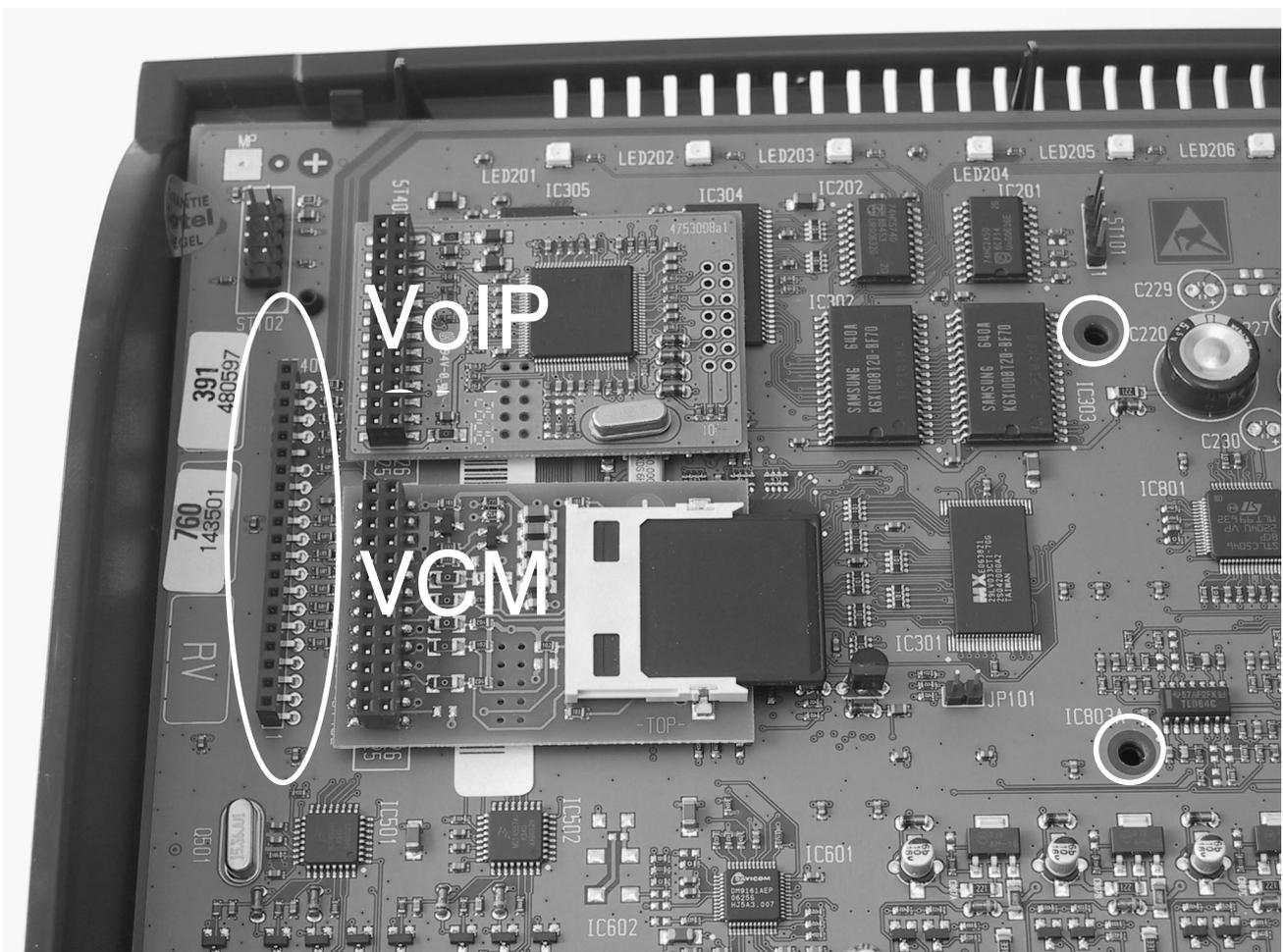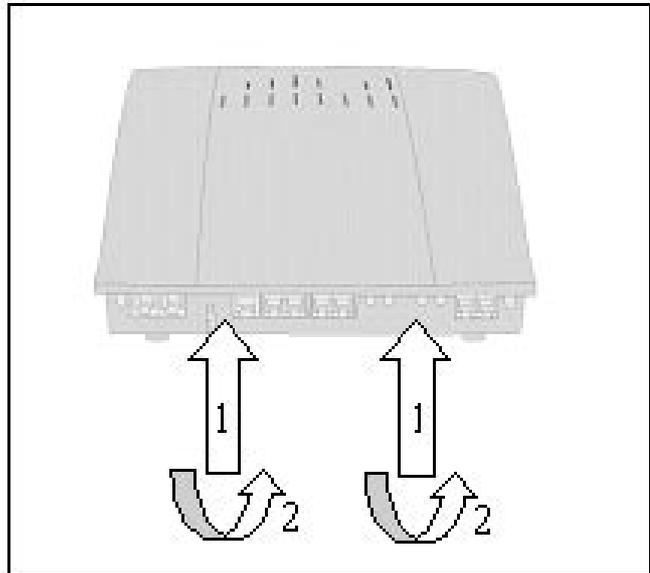
Insert the 20-pole connector strip into the socket board on the motherboard Now turn the two hexagon bolts supplied into the locations marked above. Use a spanner to tighten the bolts; ensure that they are straight.

Warning: Similar computer industry hexagon bolts usually have a thread are not suitable for fixing to plastic casing.
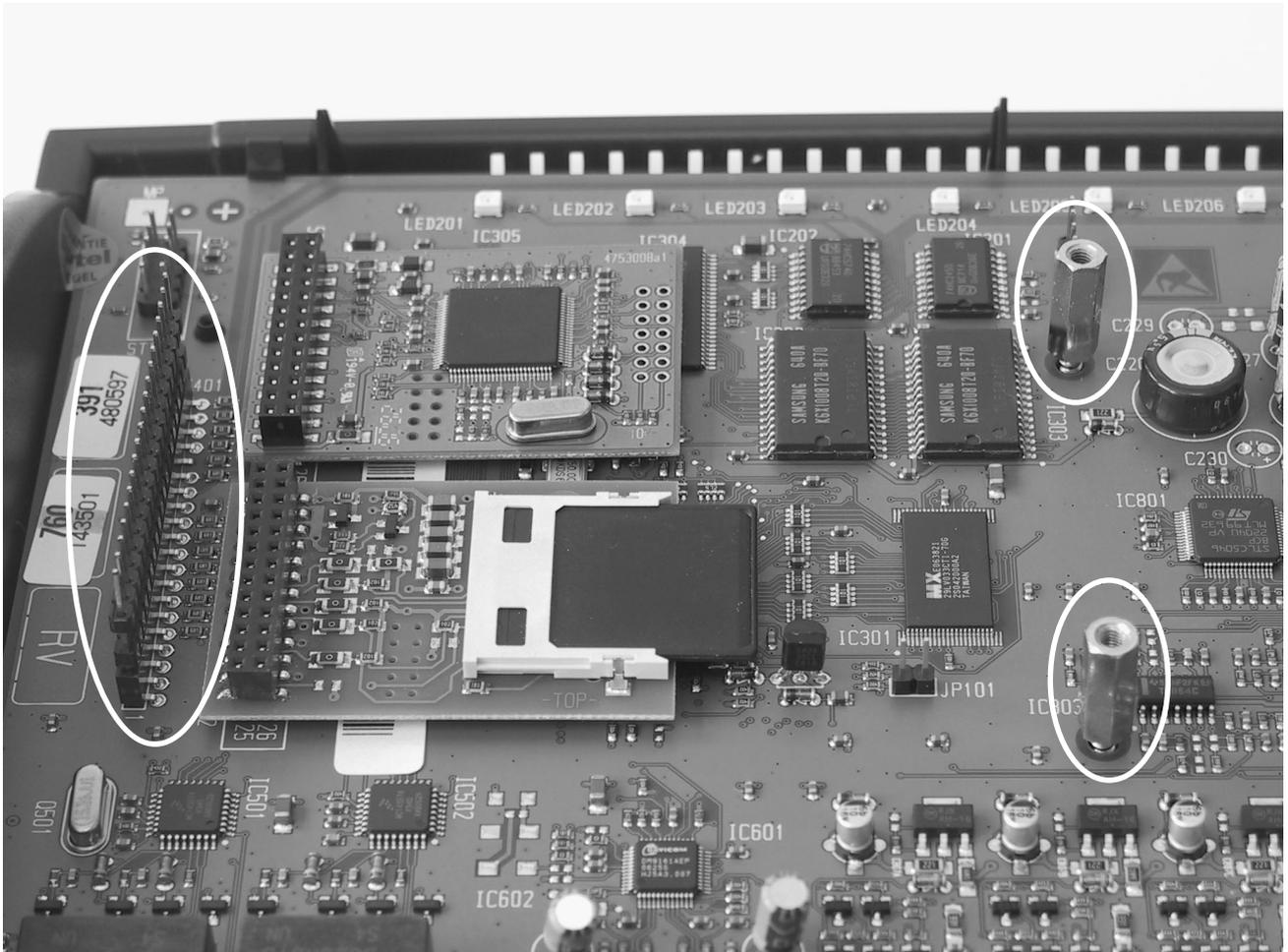
Then insert the module into the connector strip. Ensure that all connectors in the module's socket board have contact and, for example, are not off to one side.

Now take the screws supplied and fix the module to the two hexagon bolts.
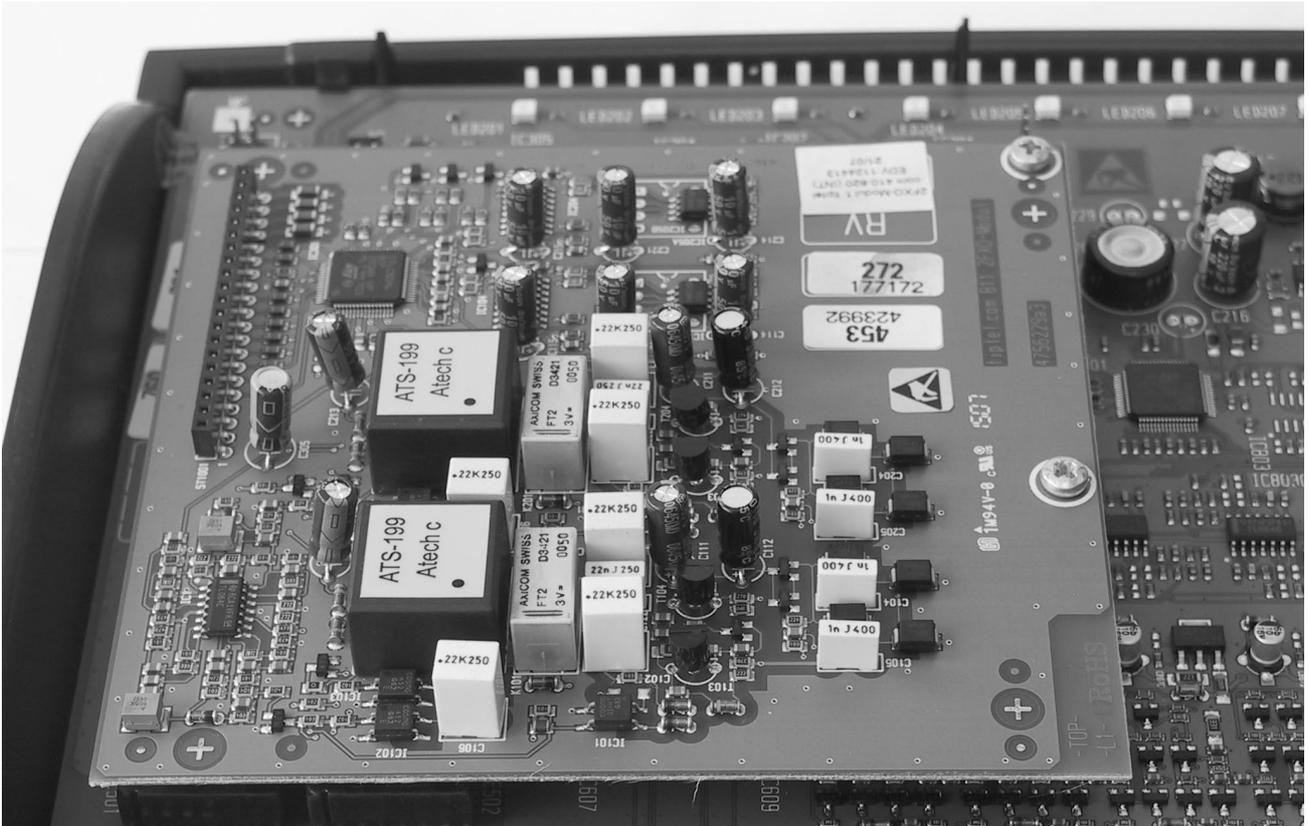
Make sure that the installation is correct before closing the casing again.

Take the connection cables and pull both of them through the ferrite clamp filter in a single-turn loop before connecting the cables to the POTS network.
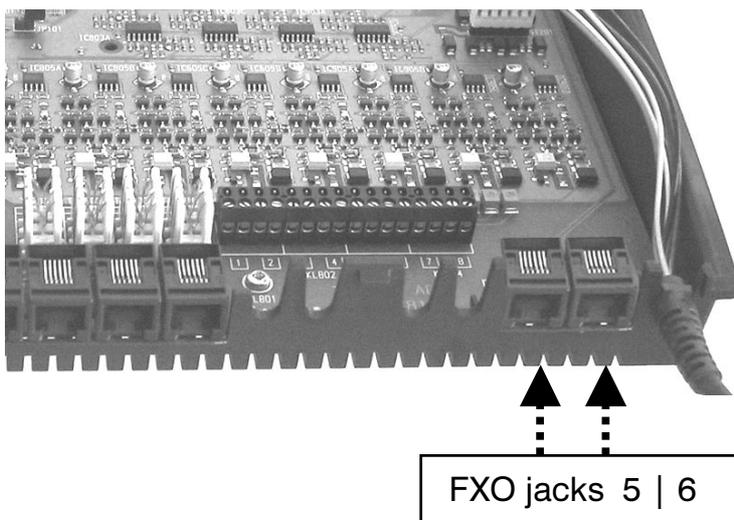
FXO jacks 5 | 6

The FXO jacks are on the right side of the mainboard (see above).

Configuration

General

The FXO-Module supports 2 POTS lines and comprises a fax switch that can be enabled or disabled according to user requirements.

The module can be configured via the web configuration interface of the telephone system. An installed module will be detected by the telephone system automatically and all necessary configuration menus will become visible in the web configuration interface.

In order for your telephone system to support this module properly please make sure that the firmware release of your telephone system is at least version 6.2.4. If necessary please perform an update. (The latest firmware is available on www.tiptel.com).

Following please find a description of all necessary steps in the module's configuration.

Note:
In the web configuration you will find a comprehensive online help integrated. By clicking on the colored headline you need help for a second window will pop up showing you help text for this topic.

Menu external ports – Sub-menu: Analog access

All settings can be configured or edited via your computer. that computer will only need a network adapter installed connected to your telephone system or connected to the network the telephone system is part of. To log on to your telephone system you will need to know your username and your password (for details please see Installation Manual of tiptel.com).

To enter the configuration menu please start your internet browser and enter your telephone system's IP address or network name.

The factory default IP address is "192.168.34.100".

Settings   External ports   Subscriber   Extension   Network   Tiptel

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☐ ISDN
├ Settings
├ Entry of phone numbers
└ Call forwarding external

☐ Analogue (FXOs)
├ **Settings**
└ Entry of MSN / DDI

☐ SIP (VoIP)

Settings

[Save]   [Restore]

analogue FXO port 5 (2 analogue FXO module)	Settings
Port name	
Operator	----- ▼
Fax switch	Off ▼
Fax extension	----- ▼

analogue FXO port 6 (2 analogue FXO module)	Settings
Port name	
Operator	----- ▼
Fax switch	Off ▼
Fax extension	----- ▼

Fertig

Menu: Analog access – Sub-menu: Settings

Operator

Here you can define the subscriber who should work as operator. Any call without a call distribution defined will be signaled at the operator's extension. This function is only needed at POTS lines supporting internal extensions.

Fax switch

With the fax switch being enabled all calls will be taken. After connection has been established your telephone system will automatically detect whether or not the caller is a fax machine. In case the caller is a fax machine the call will be forwarded to the fax extension defined by you. If the caller is not a fax machine, standard call distribution will be applied.

Note:
Please make sure that with your fax extension "call waiting" and/or "pick up" must not be enabled.

Settings   External ports   Subscriber   Extension   Network   Tiptel

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ISDN
─Settings
─Entry of phone numbers
└Call forwarding external

Analogue (FXOs)
─Settings
└**Entry of MSN / DDI**

SIP (VoIP)

Entry of phone numbers

[Save]   [Reset]

Phone number analogue FXO port 5 (2 analogue FXO module)	Name
12345	

Phone number analogue FXO port 6 (2 analogue FXO module)	Name
67890	

Fertig

Menu: Analog Access – Sub-menu: Entering telephone numbers

Please enter here the telephone numbers for each external port. In addition to that you can assign a name to each number. This name will appear in the "From/For-Display" available with system telephones and the internal voicemail system.

Note:
Setting more than one telephone number makes only sense with POTS lines supporting internal extension numbers. There are different methods for direct dial-in. Not all of them are supported by your telephone system. Depending on country settings there may be only one entry field per POTS line available.

Menu: Subscriber – Sub-menu: Administrator

Under menu items "Assigning incoming external calls" and "Assigning outgoing external calls" with an installed 2FXO-Module in addition to So- or VoIP-Ports you will also find the option to select "Analog POTS Lines".

Menu: Settings – Sub-menu: LCR provider

Under menu item "Port" with an installed 2FXO-Module in addition to So- or VoIP-Ports you will also find the option to select "Analog Switchboard". This allows you to set up your own fully automatic routing for those different external line types.

Technical notes

POTS trunk lines provided by your telephone network provider do not support the same number of features as ISDN lines. When using a POTS trunk line with your 2FXO-Module you will have to be aware of some differences.

A POTS trunk line is usually limited to detecting a certain (dial tone, busy signal, DTMF) or voice messages. Due to technical reasons this detection cannot be as sophisticated as protocol messages in an ISDN network. That's why in your telephone system additional safety measures have been taken, to ensure well-defined functionality.

Function callback / callthrough

If a caller -- after connecting successfully -- tries to call a busy extension he/she will not again get the internal dial tone of the telephone system (fallback). The connection will be terminated.

With callback function the caller will have to close the initiating call immediately. A telephone system cannot not disconnect the caller as this is being done in an ISDN telephone network.

Automatic switchboard and information system

With automatic switchboard or information system DTMF detection will operate within the limits if a POTS trunk line. To optimize the detection we recommend not to use too loud announcements and/or more tightly focused pauses where pressing of a key is expected.

Three party conference

During a conference call busy detection is not available. It is only available with outgoing calls. A three party conference cannot be closed by the telephone system automatically. All subscribers will have to hang up themselves.

Call forwarding

Has a caller been forwarded to an external party and hangs up after some time, the second call (set up by the telephone system) cannot be closed automatically. The targeted subscriber has to hang up by him/herself after e.g. hearing a busy signal.

Busy target extension

The caller will not hear a busy signal. This service is only supported by ISDN telephone networks.

Single person operation

The caller will not hear a busy signal. This service is only supported by ISDN telephone networks.

ACD with a POTS trunk line

After running through a group without drop target The caller will not hear a busy signal. This service is only supported by ISDN telephone networks.

ACD groups + call management

With an enabled fax switch there is no repetition due to the fact that the call has already been accepted by the fax switch. Use of a fax switch in connection with ACD groups or call management functions with the same telephone number therefore is not being recommended.

Answering machine

The answering machine will now also be switched off after a silence of 10 seconds. This silence at the end of the recording will be cut off.

Busy signal detection with automatic switchboard, greeting & transfer, and Information system

Busy signal detection is only available within the limits of a POTS trunk line. That's why following additional safety mechanisms were implemented:

Automatic switchboard and greeting & transfer

The forwarding target will be ringing 90 seconds at most. After the timeout two more attempts will be made. If a POTS port is permanently busy the timeout will be reduced from 90 seconds to 2 seconds.

Information system

The basic announcement will be repeated up to 10 times. A selected announcement will be repeated up to 7 times.

Function "Reject Call Waiting"

The rejected caller will not hear any busy signal. This service is only supported by ISDN telephone networks.

CLIP/CLIR

Setting of "CLIP/CLIR" in extension menu will have no effect on outgoing calls using a POTS line.

On the other hand it is possible to add the prefix *31# to each outgoing call (Case to case activation of CLIR, e.g. by defining a particular LCR rule), but not every foreign exchange office will accept that code.

Pickup of an external line

With a POTS line and an activated fax switch this function is not available. However, extensions ringing after the automatic detection (fax or voice call) can still be picked.

Appendix

CE mark

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

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

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

http://www.tiptel.com

Ecological information

During the normal use of the device you will not have any contact to substances damaging to your health. The packaging materials do not consist of plastics but of partially recycled cardboard and paper.

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