Operating Manual
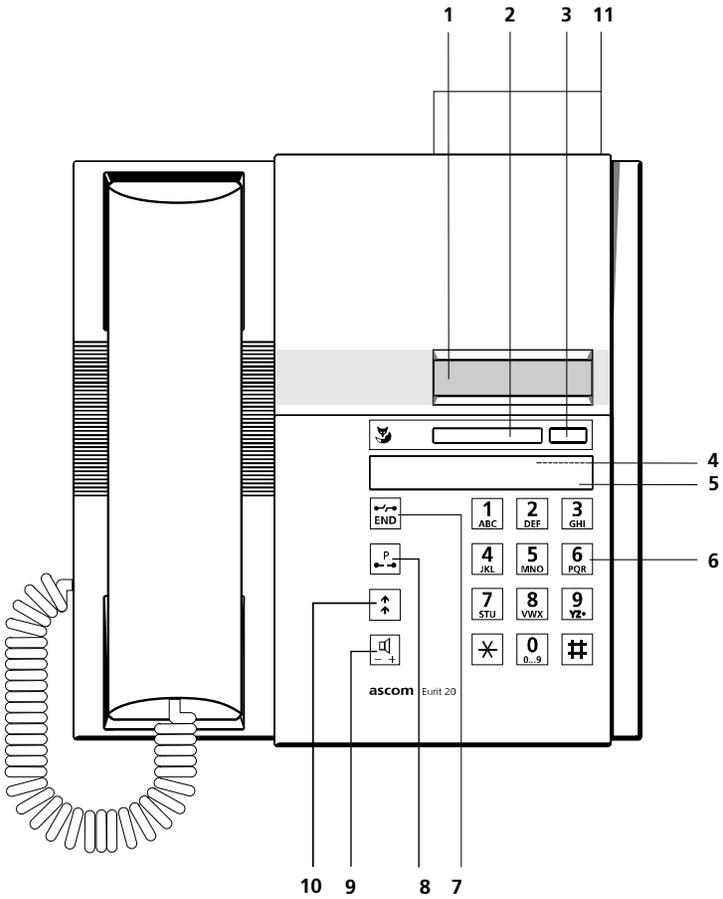
ascom Eurit 20

Operating and Display Elements

1 The display
Your telephone is equipped with a 12-character display

2 Foxkey (multi-function bar key)
Press the Foxkey briefly to switch to function mode
Press the Foxkey for 3 seconds to switch to programming mode

3 Memory key
Scrolls the list of callers, stores programmed procedures, speed-dialling

4 Emergency switch
Beneath the label

5 Inscription field

6 Dial pad
For dialling telephone numbers (the letters have no function!)

7 END key
Terminates a connection, aborts a function or terminates a programming procedure. Switches the set back to default mode

8 Parking key
Parks or retrieves a call

9 Loudspeaker key
Switches the loudspeaker on and off for listening by loudspeaker and hands-free calling, sets volume in handset

10 Last number redial
Allows the last 9 dialled numbers to be retrieved

11 Quick-reference guide

ascom Eurit 20

By purchasing an **ascom** Eurit 20 you have chosen a Swiss quality product. Thank you for putting your trust in us.

ascom Eurit 20 is intended for connection to the public ISDN.

Please read this operating manual carefully to become fully acquainted with all the advantages of your new **ascom** Eurit 20.

Keep this manual in a safe place!

Important information on your ISDN connection
The number of features depends on the type of connection you have ordered.
For further details on the available ISDN services, contact your Telecom.

Contents

Principles of Operation

The extended-feature functions

The Foxkey is used to call up and program extended-feature functions, making your telephone very simple to operate.

The extended-feature functions are activated/deactivated by pressing the Foxkey followed by the corresponding function number.

Example of activating a function:

`09-06    12:45`	Handset on-hook Display in default mode, showing date and time
	Press the Foxkey
`F_`	The function mode is displayed
	Enter the desired function number (e.g. "9")
`4.20  tot`	In this case, the charge total is displayed
END	Press the END key to return to default mode (date and time)

A detail description of all extended-feature functions is given in pages 7 to 11.

Display symbols

◁	Loudspeaker key	•⟷•	Ring-back
	Date	⊙	Time
	Charge	**Team**	3-way conference call
↳	Call forwarding		

Making a call

Incoming calls

For incoming calls, the caller's number is displayed even before you lift the handset.

Long numbers can be scrolled by pressing the Foxkey followed by the memory key.

On-hook dialling

Enter the number you wish to call, lift the handset or press the loudspeaker key once the connection has been established.

Dialling a number from the speed-dial memory

Press the memory key followed by the number under which the full telephone number is stored (0 to 9), lift the handset or press the loudspeaker key.

See page 13 for instructions on how to programme your speed-dial memory.

Dialling using the last number redial key

Press the last number redial key, several times if necessary, to retrieve one of the last 9 dialled numbers, lift the handset or press the loudspeaker key.

To delete numbers from the last number redial memory, press the last number redial key repeatedly until the number to be deleted is displayed. Press the END key for 3 seconds to delete the number.

▷ *Long telephone numbers can be scrolled by pressing the Foxkey.*

Dialling a number from the caller list

The display indicates the number of unanswered calls (maximum 20).

Press the memory key twice to show the number of the last caller. Press again to show the next stored number, and so on. Lift handset or press loudspeaker key.

To delete numbers from the caller list, press the memory key until the number to be deleted is displayed. Then press the END key for 3 seconds to delete the number.

▷ *Long telephone numbers can be scrolled by pressing the Foxkey.*

Listening by loudspeaker

The loudspeaker allows you to listen to the other party both through the handset and the loud-speaker; this allows other persons in the room to listen-in on your call. However, since there is no hands-free microphone, you can only talk through the handset.

Press the loudspeaker key at any time during the call.

➦ *If you wish to continue the call over the handset only, press the loudspeaker key again.*

Setting the volume for the handset and loudspeaker during a call

The volume for the handset and loudspeaker on your tele-phone is preset to "normal". During a call, you can increase the volume of the handset or the loudspeaker by double-clicking on the loudspeaker key, and reset to normal volume by double-clicking again.

Date and time

The date and the time are supplied automatically from the ISDN and do not have to be set manual-ly.

When the telephone is first connected, or after a power cut, the time display blinks. As soon as you make a call, the date and time are reset and the time display stops blinking. Any differences in the displayed time and the system time are corrected every time a call is made.

➦ *For telephones connected to a PBX, it may be necessary to set the date and time manu-ally (see pages 12 and 13).*

DTMF (Dual Tone Multi Frequency) dialling

Once a connection has been established, certain functions can be activated using DTMF (e.g. re-mote control of an answering machine).

Using the extended-feature functions

The user-friendly function mode of your telephone allows you to access the following extended features.

The functions are activated or deactivated by pressing the Foxkey followed by the corresponding number (see also page 4, Example of activating a function).

Reject incoming calls

The number of the calling party is displayed on your telephone. If you do not wish to answer an incoming call, you can reject it and store the number in the caller list.

🦊	**0** 0...9	Press the Foxkey followed by "0"
`A3    ⊙ 12:45`		Display: number of calls in caller list with time

If you are called **while in the middle of another call**, an acoustic signal is briefly heard and the calling party's number is displayed. You can also reject this call by pressing the Foxkey followed by "0".

Enquiry call, brokering, accepting a second call

You can call another party (enquiry call) without having to terminate the first call, and switch between the two calls (brokering).

🦊	**1** ABC	While on one line, press the Foxkey followed by "1" to select the second line.
	☞	Dial number for enquiry call
🦊	**1** ABC	Press the Foxkey followed by "1" to switch between the two calls. The display always shows the number of the active call.
	`END`	Press the END key to terminate the enquiry call.
🦊	**1** ABC	Press the Foxkey followed by "1" to return to the first call.

▷　　　*Call waiting (value added service from your Telecom)*
If a second caller attempts to call you while you are telephoning, you can accept the call by pressing the Foxkey followed by "1".

Using the extended-feature functions

Call transfer

You have set up two calls and wish to connect the two parties with one another and hang up.

| 🦊 | **2**
DEF | 📞 | Press the Foxkey followed by "2" to connect the two parties. Replace handset. |

➪   *Your Telecom will provide information on the introduction date for this service.*

➪   *Even after the call is transferred, it is charged to the original calling party.*

➪   *For call transfers in PBXs, see "PBX Operation", p.18*

Three-way conference call

If you are conducting two calls and wish to speak to both parties simultaneously:

| 🦊 | **3**
GHI | | Press the Foxkey followed by "3" |

| `022443355` Team | The "Team" symbol is displayed. You have activated a three-way conference call |

➪   *Press the Foxkey followed by "3" again to terminate the conference call. The two calls remain active and you can switch between them (brokering).*

Activate/deactivate call forwarding

Supplementary service.
You can only forward incoming calls if the corresponding destination number has been programmed (see p.14).

| 🦊 | **4**
JKL | **1**
ABC | Press the Foxkey followed by "4", **followed by "1", "2" or "3" (call forwarding options).** |

| ↳ | "Processing" is displayed, followed shortly by the symbol ↳
The call forwarding function is now activated. |

Option 1 ->   **Unconditional**
               Call is forwarded immediately

Option 2 ->   **Busy**
               Calls is forwarded only if your telephone is busy

Option 3 ->   **Delayed**
               If you do not answer the call within 15 seconds of hearing the ringing signal, the call is forwarded.

➪   *To deactivate call forwarding, press the Foxkey followed by "4" and "0". The function is deactivated and the call forwarding symbol is no longer displayed.*

Using the extended-feature functions

Malicious Call Identification (MCID)

If you have subscribed to this service, you can have a malicious call registered while it is in progress by pressing the Foxkey followed by "5".

⇨ *The exchange registers the numbers of the calling subscriber, together with the date and time of the call.*

Calling Line Identification Restriction (CLIR)

If you are a subscriber to this service, you can suppress display of your number on the called party's telephone **before** you dial their number, by pressing the Foxkey followed by "6".

`''022443355`	Display for CLIR
`[------]`	If **the calling party has suppressed his number**, no number is displayed (display blank)

⇨ *Your number is suppressed only for the call you are about to make. Once the handset is replaced, CLIR is switched off.*

Automatic ring-back if busy

Automatic ring-back must be available for your connection and the called line must have an ISDN connection.

You have dialled a number which is engaged, and want to call back as soon as the line is free.

`022443355`	Ring-back signal on the display indicates that you can use the ring-back function.

7
STU

Press the Foxkey followed by "7" to activate automatic ring-back.

Replace handset. Display shows the symbol •⟷•
Your telephone rings as soon as the called party's line is free. Lift the handset within 15 seconds to automatically make the connection.

⇨ *If you lift the handset without opting for automatic ring-back, the ring-back signal disappears and the display returns to default mode.*

⇨ *A ring-back remains active for around 40 minutes, after which it is automatically cancelled by the exchange.*

Using the extended-feature functions

Activating/deactivating a direct call (baby call)

This function can only be activated if a direct call number has been programmed (see p.13). The programmed number is dialled immediately the handset is lifted and any key is pressed.

8 vwx	Press the Foxkey followed by "8". The telephone is set for direct calling.

d 022443355	The preprogrammed direct-call number is displayed (even in default mode).

➪ *The direct call remains active until you deactivate it by once more pressing the Foxkey followed by "8".*

Call charge and duration display/Call charge total

For outgoing calls, the charge appears on the display during the call.

3.70 3:08	During the call (after around 8 seconds) the display indicates the charge and duration of the **active call,** provided you are a subscriber to this service.

After pressing the Foxkey followed by "9", your display will indicate the number you are calling. After around 8 seconds the charge is automatically indicated.

4.20 tot	You can display the call charge total in default mode by pressing the Foxkey followed by "9".

➪ *The "Display charge during (after) a call" service must be requested separately depending on the type of connection.*

➪ *Please note that for technical reasons the displayed call charges may differ from the amount invoiced by your telecoms company. The amount shown on your bill is binding.*

Parking/retrieving a call

During a call, you can place it on hold, switch the handset to mute, or park the call in order to continue it on another telephone.

P / 📞	During the call, press the park key and replace the handset. The call is now parked.
📞 / P	Lift the handset and press the park key again to retrieve the parked call.

If you have programmed your own parking ID (see "Programming the parking ID", p.15), your call will be parked under this code. To retrieve the call, enter the parking ID again!

➪ *A call can be parked for a maximum of three minutes, after which time the connection is automatically cleared by the exchange.*

➪ *If for any reason the call cannot be parked, the message "Error" is displayed.*

Press	Description	Function
0 (0...9)	Reject incoming calls	Incoming calls are rejected and the numbers stored in the caller list
1 (ABC)	Enquiry call, brokering, call waiting	Establish a second connection, switch between two connections
2 (DEF)	Call transfer	Connect two parties with each other
3 (GHI)	3-way conference call	Converse with two parties on separate lines simultaneously
4 (JKL)	Call forwarding	Forward a call to another telephone number **4** (JKL) **1** (ABC) Unconditional **4** (JKL) **2** (DEF) Busy **4** (JKL) **3** (GHI) Delayed **4** (JKL) **0** (0...9) Deactivate
5 (MNO)	Malicious call identification	Registers a malicious call with date and time of call
6 (PQR)	Calling line identification restriction (CLIR)	Suppresses your number at the called party's end
7 (STU)	Automatic ring-back	Rings back as soon as the called party's line is free
8 (VWX)	Direct call (baby call)	Dials a preprogrammed number as soon as the handset is lifted and any key is pressed
9 (YZ.)	Number display / call charge total	Switches from charge to number display. Displays call charge total in default mode

Programming your telephone

When programming leave the handset on the rest.

If you receive a call while programming, the programming procedure is automatically aborted.

Programming mode

| 09-06   ⊘ 12:45 | Default display (date and time) |

| 🦊 | Press the Foxkey or memory key for 3 seconds to switch to programming mode. |
| P_ | |

| ⌨ | Enter the desired programming number (e.g. "8"). |

| d _ | The display switches to a prompt. In this example the prompt asks you to enter the direct-call number. |

| ⌨ | Enter the desired direct-call number. |

| [Memory] | *Programming is stored by **pressing the memory key**. This completes programming and the telephone switches to default mode (displaying date and time).* |

| [END] | *If you receive a call during programming or lift the handset (or press the loudspeaker key) or press the **END key**, **programming is aborted** and the telephone returns to default mode. If this happens you must restart programming.* |
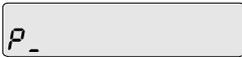
Setting the time

| 🦊 | **1** ABC | **4** JKL | Press the Foxkey for 3 seconds, followed by the numbers "1" and "4". |

| ⊘ 09:45 | Time is displayed. |

| ⌨ | Enter the correct time. |

| [Memory] | Press the memory key to store the corrected time. |

Programming your telephone

Setting the date

🦊 **1** ABC **5** MNO	Press the Foxkey for 3 seconds, followed by the numbers "1" and "5".

`25-05-96`

Date is displayed.

Enter the correct date.

Memory — Press the memory key to store the corrected date.

Programming the speed-dialling memory

You can program up to 10 frequently used numbers in the speed-dialling memory.

Memory — Press the memory key for 3 seconds and enter the code (one digit) under which you wish to store the telephone number.

`MI _`

The display prompts you to enter the full number.

Enter the full number.

Memory — Press the memory key to store the number.

➪   *Use the Foxkey to delete a preprogrammed speed-dialling number digit by digit.*

➪   *If you press the END key for 3 seconds, you have the option of deleting the corresponding speed-dial memory.*

Programming a direct-call number

🦊 **8** VWX	Press the Foxkey for 3 seconds to switch to programming mode, then press "8".

`d _`

"d" (for direct call) is displayed.

Enter the direct-call number.

Memory — Press the memory key to store the number.

➪   *Use the Foxkey to delete a preprogrammed direct-call number digit by digit.*

Programming your telephone

Programming a Multiple Subscriber Number (MSN A,B,C)

Every telephone set can be assigned up to three numbers, (MSN A, B and C) i.e. your telephone will only ring if one of the programmed numbers has been dialled.

🦊	**1** ABC **0** 0...9	Press the Foxkey for 3 seconds followed by "1" and "0" .
R-_		The display prompts you to enter the first MSN (MSN A).
(keypad)		Enter the desired number.
Memory		Press the memory key to store the MSN.

⇨ *MSN B (Foxkey followed by "11") and MSN C (Foxkey followed by "12") are programmed in the same way.*

⇨ *If you wish your telephone to ring for all incoming calls, do not program any MSNs.*

⇨ *Use the Foxkey to delete a number digit by digit and then terminate the procedure using the memory key.*

Programming a destination number

You can only program a destination number if MSN A has been programmed. Call forwarding is not possible for MSN B and MSN C.

🦊	**4** JKL	Press the Foxkey for 3 seconds followed by "4" .
↳ _		The call forwarding symbol is displayed.
(keypad)		Enter the destination number.
Memory		Press the memory key to store the destination number.

⇨ *Use the Foxkey to delete a preprogrammed destination number digit by digit, and terminate the procedure using the memory key.*

Programming your telephone

Setting the ringing melody / volume

You have a choice of four ringing melodies and three volume settings for your telephone.

1 ABC **6** PQR — Press the Foxkey for 3 seconds followed by "1" and "6".

`MELodY 12`

The display prompts you to define the desired melody or volume as follows:

Keys "1", "2" or "3" ->	**Melody 1** with "1" = soft, "2" = medium, "3" = loud
Keys "4", "5" or "6" ->	**Melody 2** with "4" = soft, "5" = medium, "6" = loud
Keys "7", "8" or "9" ->	**Melody 3** with "7" = soft, "8" = medium, "9" = loud
Keys "*", "0" or "#" ->	**Melody 4** with "*" = soft, "0" = medium, "#" = loud

↪ *Press the memory key to store the selected ringing melody and quit programming.*

Deleting the call charge total

9 YZ• — Press the Foxkey for 3 seconds followed by "9", to display the charge total.

END — Press the END key for 3 seconds.

`0.00`

The charge total is deleted and the display is reset to "0.00".

Programming the parking ID

You wish to park the current call with a defined call ID and retrieve it elsewhere.

1 ABC **3** GHI — Press the Foxkey for 3 seconds followed by "1" and "3".

`CodE _`

The display prompts you to enter the parking ID.

Enter the parking ID.

Memory — Press the memory key to store the parking ID.

↪ *Use the Foxkey to delete a programmed call ID and then terminate the procedure using the memory key.*

↪ *Note that only one digit (0 to 9 or #) can be entered as the parking ID. If you have defined "#" as the parking ID, the user is always requested to enter the parking ID (automatic parking option no longer available).*

Programming your telephone

Suppress call waiting

To suppress the "call waiting" function:

☙ | **1** ABC | **7** STU | Press the Foxkey for 3 seconds followed by "1" and "7"

| ooo   *On* | | Press the Foxkey to display "OFF"

| Memory | | Press the memory key to suppress call waiting function

▷   *"OFF" indicates that call waiting is suppressed*

▷   *"ON" indicates that call waiting is enabled*

Programming the charging unit

You wish to enter a new charging unit:

☙ | **1** ABC | **8** VWX | Press the Foxkey for 3 seconds followed by "1" and "8".

| *Unit 12* | | Press the Foxkey to delete the old charging unit, and enter the new charging unit.

| Memory | | Press the memory key to store the new value.

Programming the exchange access code

If the telephone is connected to a PBX the exchange access code may have to be programmed, for instance to ensure correct dialling of numbers from the caller list.

Press the Foxkey for 3 seconds, followed by numbers "1" and "9".

Anr _

The display prompts you to enter the exchange access code.

Enter the exchange access code.

Press the memory key to store.

⇨ *Once you have programmed the exchange access code, numbers can be stored in the speed-dial memory with prefix but without exchange access code.*

⇨ *The Foxkey allows you to delete a preprogrammed exchange access code and terminate the procedure using the memory key.*

Enquiry call

If the telephone is connected to a PBX it may be useful to configure the parking key as the enquiry call key. The "Park/retrieve call" function can then be called up by pressing the Foxkey followed by "1".

This can be programmed as follows:

Press the Foxkey for 3 seconds, then press the parking key.

PArc On

Press the Foxkey. The display alternates between "Park On" and "Park OFF".

Press the memory key to store the desired setting.

⇨ *"Park On" means that the parking key is programmed for the "Park/retrieve call" function (ex-factory setting)*

⇨ *"Park Off" means that the parking key is programmed for the "Enquiry call" function*

PBX Operation

Call transfer by replacing handset

If the telephone is connected to a PBX you can transfer a call by replacing the handset. This function is not supported by all PBXs.

To programme this function:

🦊 **2** DEF	Press the Foxkey 3 seconds followed by "2".
ECt OFF	Press the Foxkey. The display alternates between "ECT Off" or ECT On".
☐ Memory	Press the memory key to store the desired setting.

➪   *"ECT Off" means that the current call is disconnected when the handset is replaced. The call on hold is signalled (ex-factory setting).*

➪   *"ECT On" means that the call is transferred as soon as the handset is replaced.*

Installation

Contents of the packet

Telephone base unit

Handset, including connection cable

Telephone connection cable

Operating manual

Feet

Perspex cover

Pyramid (handset cradle for wall mounting)

Quick-reference guide

Connecting the handset and the telephone

After unpacking the telephone, connect the handset to the base unit by plugging the handset connection cable into the small socket on the base of the telephone. Give it a slight tug to check that the plug has locked into place. Insert the other end in the handset.
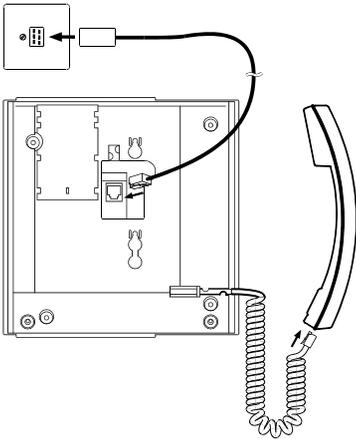
Now connect the telephone by plugging the telephone cable into the larger socket on the base of the telephone. Give the plug a slight tug to check that it has locked into place. Lead the cable through the cable channel and plug the other end into the telephone socket. Insert the feet in the top end of the telephone base unit.

➭ *To ensure stability, both feet must be mounted.*

Placing the telephone

In view of the extensive range of surfacing materials used on furniture, it is impossible to guarantee that the base of the telephone (e.g. the feet) will not cause marks. We therefore recommend that the phone be placed on a non-slip mat.

Important Information

Safety precautions

- Please read this Operating Manual and keep it in a safe place. If you have any questions, consult an expert. Have your telephone serviced by an expert; never open the telephone yourself.
- Do not touch the plug contacts with pointed or metallic objects. Place your telephone on a non-slip mat.
- Do not expose your telephone to direct sunlight or other sources of direct heat.
- Do not install or use your telephone in rooms in which there is a risk of explosion.
- Protect your telephone from dampness, heavy dust and aggressive fluids and vapours.
- Do not expose your telephone to electromagnetic fields (electric motors, domestic appliances) which might impair the speech quality.
- Avoid positioning the telephone directly next to a radio, TV or VCR.
- Plug the telephone connection cable only into the telephone socket designed for it. Under no circumstances change the cable plugs.
- Never carry your telephone by the connection cable.
- Never use the telephone near water.
- Clean your telephone with a soft, slightly damp or antistatic cloth.
- Do not use cleansing agents or chemical substances to clean your telephone.
- Use your telephone only between temperatures of from +5˚ C up to approx. +35˚ C.

Emergency operation

If there is an outage of the local 230 V mains supply, the ISDN connection is powered directly from the exchange (emergency operation). This remote power supply is only sufficient to power a single telephone!

If several telephones are operated on the same connection, only one telephone may be authorized for emergency operation. Otherwise, the ISDN connection will be powered down.

Emergency authorization is assigned by pressing (engaging) the switch behind the perspex cover of the inscription field, and deactivated by pressing the nipple sideways (disengaging the switch).

⇨ *The emergency telephone is fully-functioning in normal operation. In emergency operation the display is switched off. Ringing volume is set to low. Outgoing calls must be made by lifting the handset and dialling the number.*

⇨ *The emergency telephone should be clearly labelled as such by affixing a coloured sticker.*

Important Information

Service functions

Displaying the software version

To check the software version for your telephone, press the Foxkey followed by "#" then "1".

5r _ _ _

The software version is displayed. Press the END key to return to default display mode.

Resetting the telephone to ex-factory setting

To clear all programmed data in your telephone, press the Foxkey followed by "#" then "3".

CLEAr ALL _

Display message for clearing all programmed data. Press the memory key to initiate the clearing procedure. Once all data have been cleared the display returns to default mode (date and time).

Note: **This procedure also clears all numbers stored in the speed-dialling memory.**

Troubleshooting

Handset off-hook, no dialling tone, display blank

Ensure that the telephone connection cable is correctly plugged into the telephone and the telephone socket.

Handset off-hook, busy tone only or no dialling tone

Unplug and re-insert the telephone connection cable .

Display blank

Your connection may be in emergency mode. Check the power at the mains socket.

Unplug and re-insert the telephone connection cable.

Important Information

The **ascom** Eurit 20 is manufactured in accordance with quality control systems accepted by the BZT.

The **ascom** Eurit 20 is designed for connection to the public ISDN and meets the requirements defined in the following standards or standardization documents:

I-CTR 3 (prTBR3, NET3)
CTR 8 (TBR 8)
BAPT 223 ZV 25
EN 50081-1
EN 50082-1
EN 60950

Guarantee

Your telephone is covered by a 12-month guarantee from the date of purchase. Keep the receipt as proof of the purchase date. Within the guarantee period, **Ascom** will repair free of charge all faults which are caused by faulty material or production errors and reserves the right to correct the fault either by repairing the defective telephone or by replacing it.

This guarantee does not cover damage caused by incorrect use, wear and tear or attempts by third parties to repair the unit. The guarantee does not cover material or defects which have only a minimal impact on the use or value of the telephone.

All claims under guarantee should be made with our appointed dealer from whom you purchased the telephone.

✂

☎		0	5
		1	6
		2	7
🔥	💊	3	8
		4	9

✂

☎		0	5
		1	6
		2	7
🔥	💊	3	8
		4	9

✂

1	4	7
2	5	8
3	6	9

✂

1	4	7
2	5	8
3	6	9

✂

☎		1	4
		2	5
🔥	💊	3	6

✂

☎		1	4
		2	5
🔥	💊	3	6

✂

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1	6
2	7
3	8
4	9

✂

0	5
1	6
2	7
3	8
4	9

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