User's Manual (UK)

System telephone for
tiptel.com telephone systems

tiptel 85 System S_0 Version 2
tiptel 85 System U_{P0}



tiptel

Safety instructions

When installing, connecting and operating the tiptel 85 System please observe the following instructions:

- Connect the connection cable to the appropriate sockets.
- Make sure the cables are laid in such a way that accidents cannot occur. Connected cables must not be subject to excessive mechanical strain.
- Install the device away from sources of electrical interference.
- Only attach accessories that are authorised for this device.
- Never open the device yourself. Do not touch the wrap connections with sharp or metal objects.
- Use only a soft damp cloth to clean the device. Do not use abrasive liquids or chemicals to clean the device.
- Protect the device from moisture, dust, liquids and vapours.
- Do not use the device where there is direct sunlight.
- Do not use the device in areas that are at risk of explosions.
- Please use only the original tiptel connection cable

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Notes

We reserve the right to make changes to the User's Manual or the hardware described at any time and without prior notice. These instructions refer to firmware version 2.0 of the tiptel 85 System. The current version is also available on the internet as a PDF file from www.tiptel.com.
The texts and illustrations contained in these operating instructions 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.
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Introduction

Congratulations on your purchase of the tiptel 85 System.

This system telephone will give you full access to the enormous performance capability and multiplicity of functions provided by tiptel telephone systems, helping you to make your daily workload easier.

More comfort and ease of operation due to the clearly arranged menu navigation together with a large, illuminated graphic display and many other advantages make your telephone stand out.

You can access all the important functions you need with only a few keystrokes through the intuitively operated telephone menu.

The programmable function keys allow the user to easily configure the telephone to meet his/her individual needs. With the aid of optional additional modules (tiptel KM-30), the number of programmable keys can be expanded from 10 to 100.

Currently [1] the telephone is supported by the following tiptel telephone systems with firmware version 7.0.15 or greater:

- tiptel 3011 system / office (rack) [2]
- tiptel 3022 system / office [2]
- tiptel.com family

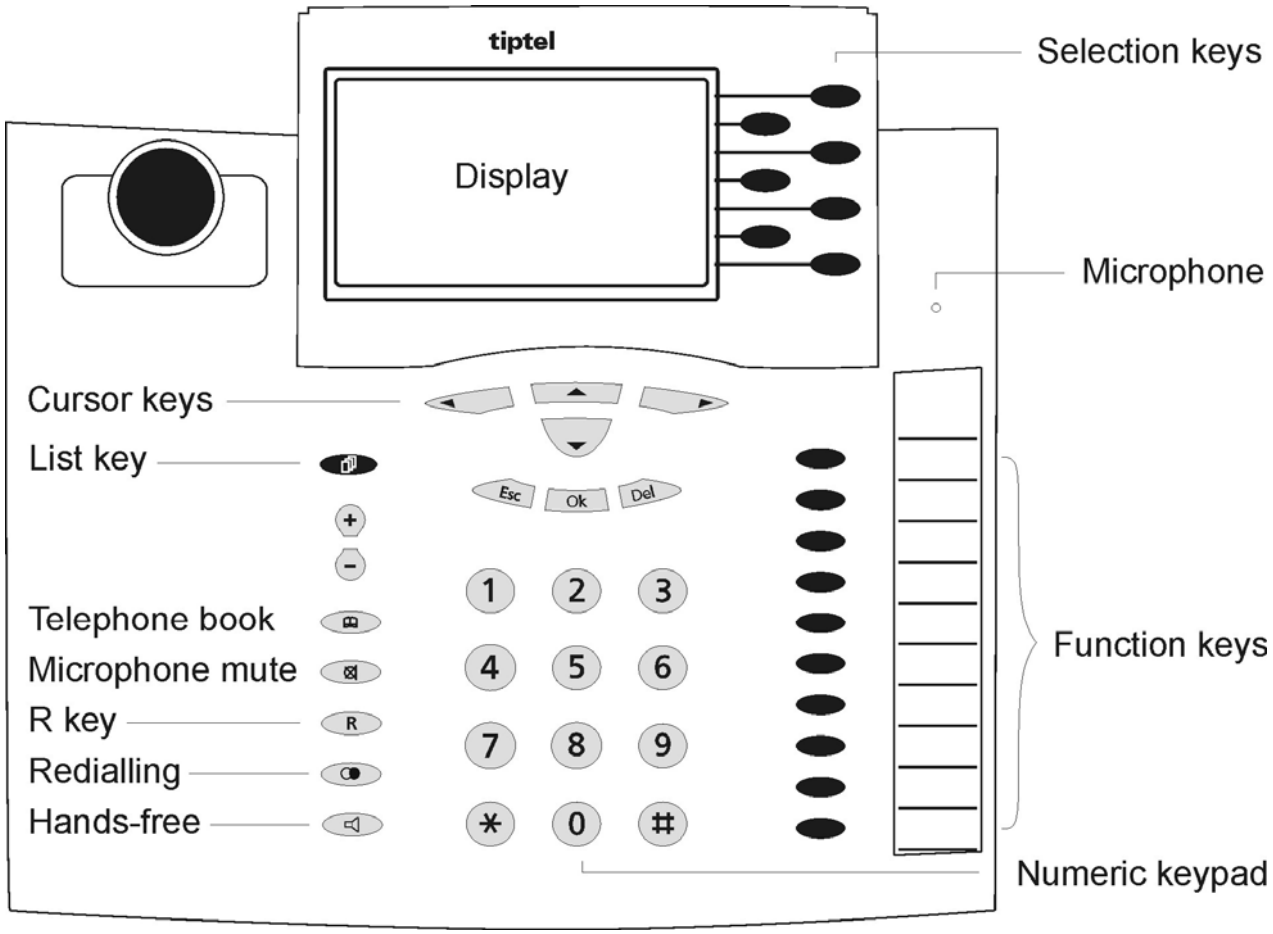
If necessary please ask your dealer about the current firmware version for your telephone system.

[1] As of October 1, 2008

[2] Software Rel. 5.6 or higher required

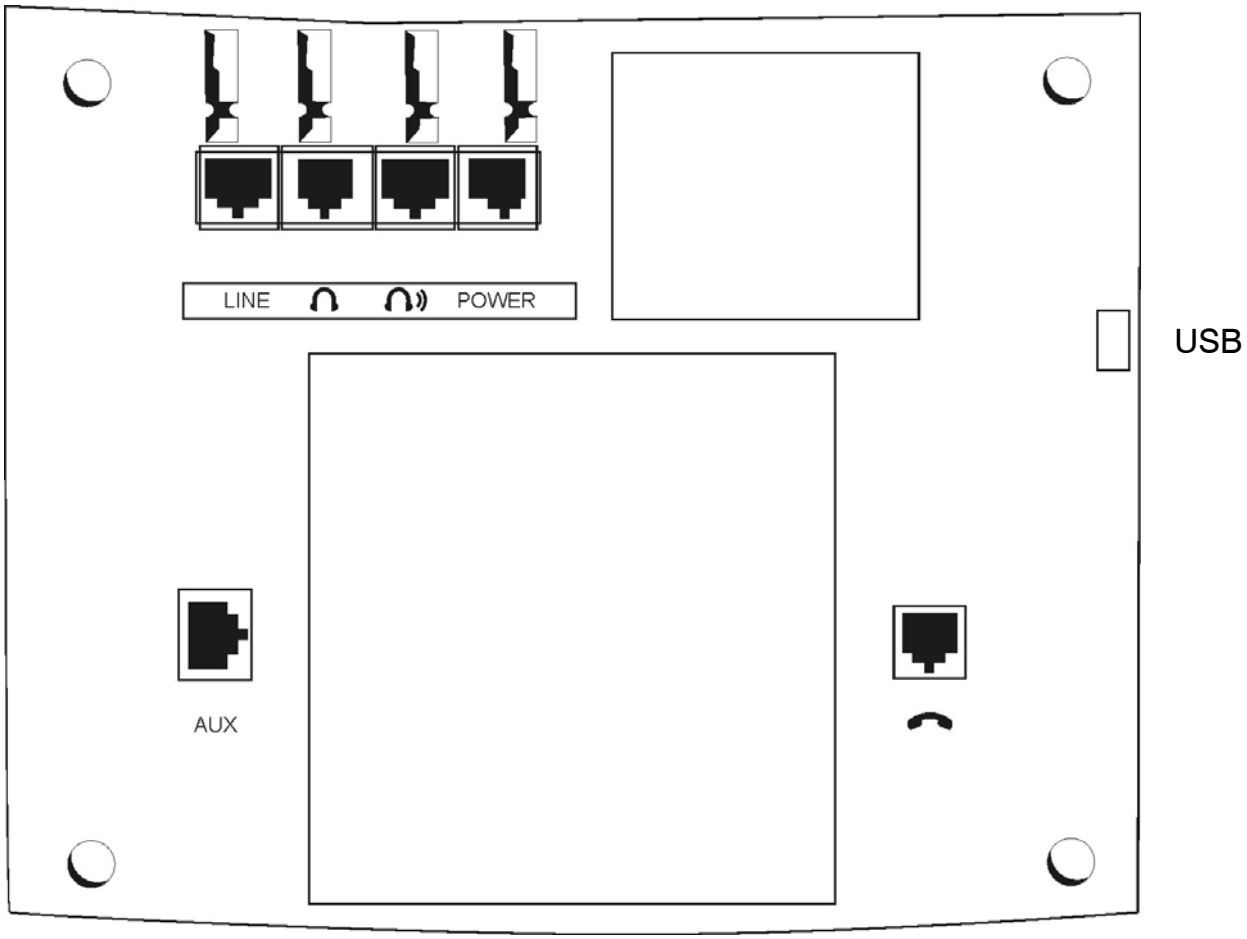
Controls and connectors

Top



Bottom

LINE	Connector for ISDN line
	Connector for wired headset
	Connector for wireless headset
POWER	Connector for AC adapter



AUX	Connector for additional tiptel KM-30 modules.
	Connecter for telephone handset.
USB Connector*	Connects the telephone with the computer.

* Only for service purposes, other uses not currently supported

Initial Set-up

Package Contents

Please check that you have received everything before starting installation.

Your tiptel 85 System package contains:

- 1 tiptel 85 System telephone
- 1 handset
- 1 handset spiral cable
- 1 ISDN connector cable
- 1 USB cable — Driver and PC software available on the internet (www.tiptel.com)
- 1 User's Manual

A warranty seal is affixed to the underside of the tiptel 85 System (on a housing screw). Please ensure it is not damaged, otherwise your warranty will be voided.

Installation

Your tiptel 85 System has been produced for normal operating conditions.
Solvents found in furniture varnish, polish, or oil can attack the base pads.
Pads etched this way may leave traces on the furniture.
Therefore use a non-slip underlay, especially for new or freshly treated furniture.

Connecting the unit

Your system telephone has been designed as a terminal device for connection to a tiptel telephone system. Before you can use the phone you first need to connect all the necessary cables. To do so, turn the phone upside down:

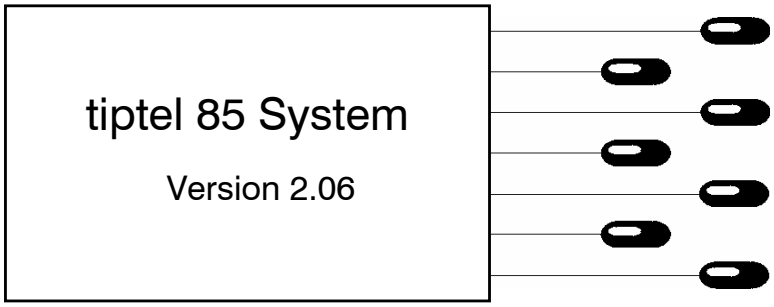
- Fit the long end of the handset spiral cable into the jack labelled “  ” on the underside and the short end into the handset.
- If you want to use a headset (accessory), connect the cable to the corresponding headset interface on the underside of the machine.

- To connect a tiptel KM-30 auxiliary module, please read the appropriate chapter (Accessories p. 104) in this manual.
- Plug the ISDN connecting cable into the “LINE” socket and insert the other end into an ISDN connecting socket.

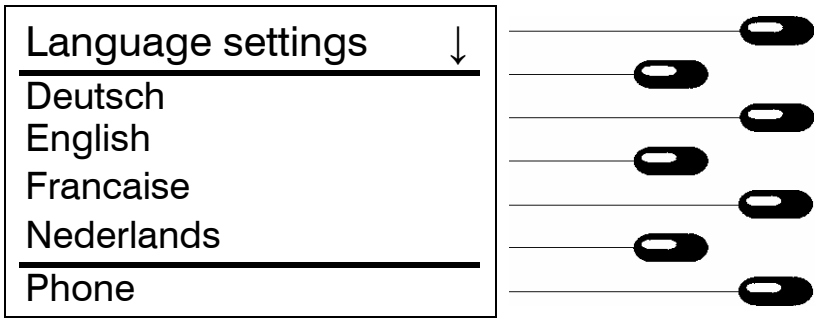
☞ **Your system telephone has been designed as a terminal device for connection to a tiptel telephone system. Connection of a tiptel 85 System S_0 is made via an internal S_0 port (4 wire interface). Connection of a tiptel 85 System U_{p0} is made via an internal U_{p0} port (2 wire interface). Per U_{p0} port one device can be connected. If the device is connected to other telephone systems or to the public telephone network, it cannot be guaranteed that the telephone will work correctly.**

☞ **Before you connect the system telephone to the telephone system, an extension must have been configured as a system telephone with the correct MSN on the appropriate ISDN-port in the telephone system.**

When the telephone is connected with an ISDN connector the following message is seen on the display (firmware version may be higher):



When you connect the telephone for the first time, you will be given a choice of languages in which to configure your telephone. Select the required language by pressing the adjacent **SELECTION KEY**.



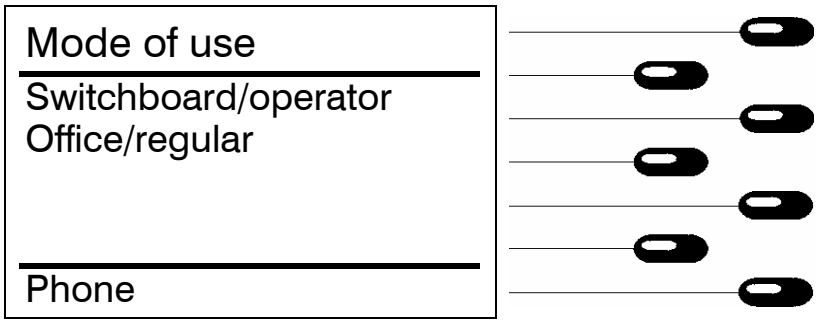
Then you will need to set the telephone's mode of use. Two modes are available. The mode of use can only be changed after resetting the device to factory default (see page 24).

Mode of use: Office / regular

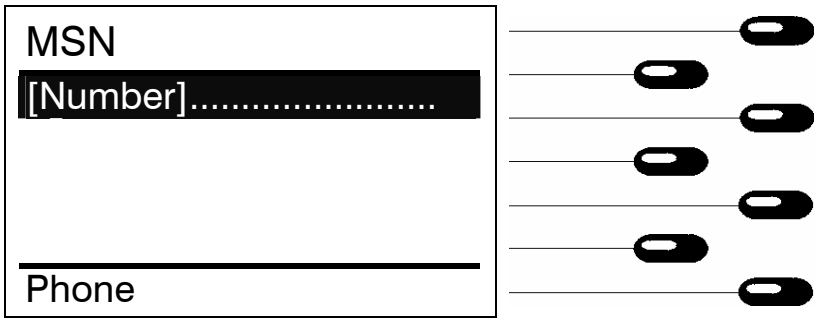
Select this option if you wish to use the telephone as standard office telephone. This is the standard setting.

Mode of use: Switchboard / operator

Select this option, if you mainly wish to use the telephone for taking and forwarding calls. The three function keys from the top will be pre-programmed then (See page 27)



Next, you will be asked to enter the number of your extension (MSN), which is used to register the telephone with the telephone system. You can enter different MSN/user numbers later on in the settings menu.



☞ **When using S_0 devices, always check that the power supply from tiptel telephone system is configured to operate a maximum of two system telephones per S_0 port.**

☞ **You are strongly recommended not to operate another ISDN telephone in the same S_0 port of a tiptel 85 System. In order to be able to use the full range of functions, it makes sense not to connect more than one tiptel 85 System per S_0 bus. Otherwise, there is a risk that not all the device's system functions will work.**

☞ **Please make sure that, if you operate more than two telephones through an S_0 bus, a maximum of 2 conversations only may be carried out at the same time.**

Instructions for use

The following chapter provides information on:

- The telephone's keypad
- The telephone's display in standby.
- Menu navigation
- Which icons are displayed on the screen
- The definition of a user
- Why user profiles can reduce your workload

The keypad

The system has six key areas:

- A numerical keypad with the digits 0-9 as well as * and #
- The cursor keys
- **OK**, **DEL** and **ESC** menu keys
- 7 **SELECTION KEYS** next to the telephone's display
- The keys to select hands-free/speaker, redial, query call, microphone mute, telephone book, the +/- keys and an illuminated list key
- 10 freely programmable illuminated function keys

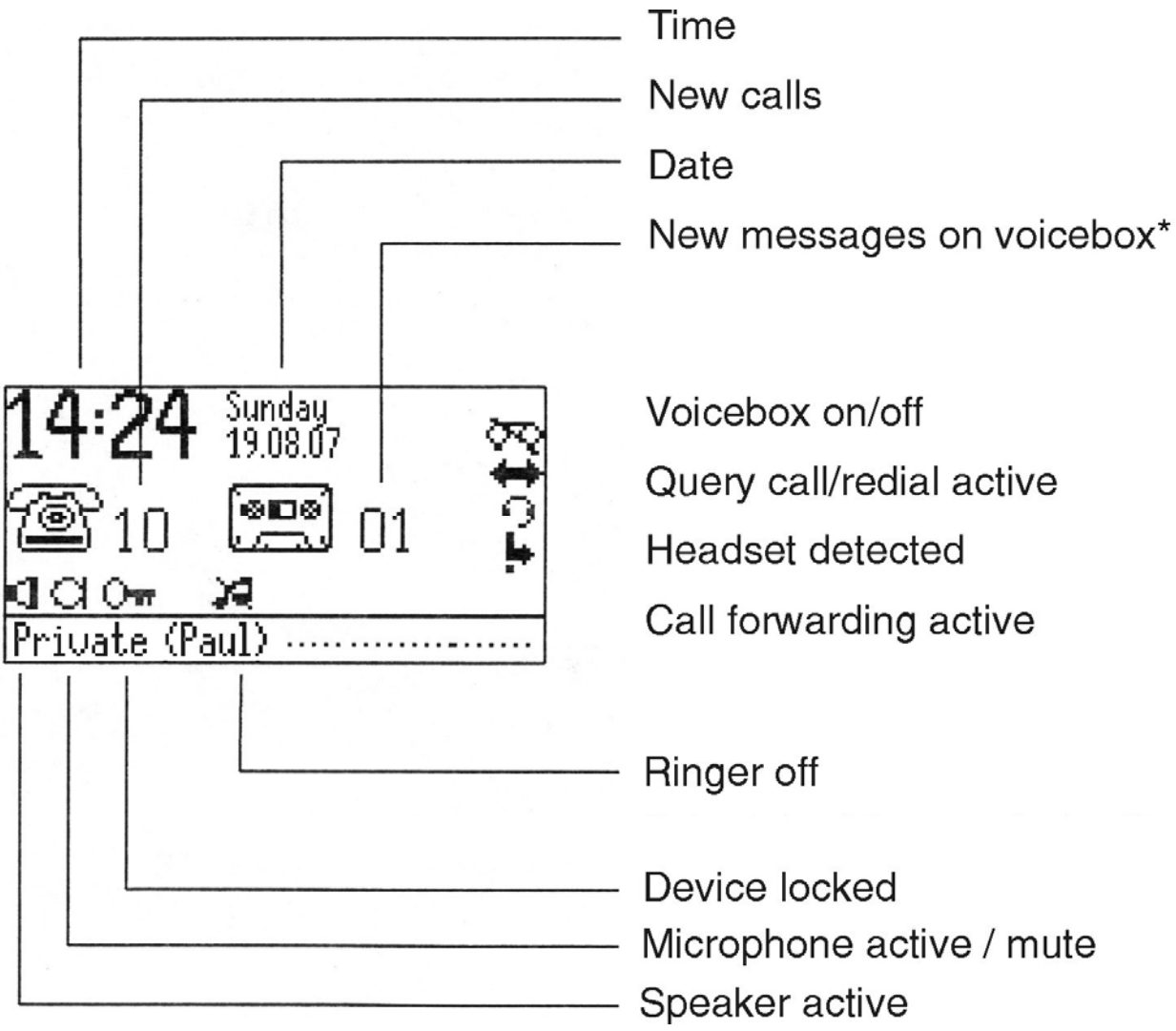
Overview of keys

(Controls and connectors, P. 9)

	**List key**: Allows you rapid access to message and call list as well as to projects. If there are any new calls this key will light up.
	**+/- keys**: These keys allow you to change various settings.
	**Telephone book key:** Opens the telephone book or telephone book menu.
	**Microphone mute:** If this key is pressed during a conversation, the telephone's microphone is switched off.
	**Query call**: Used to put existing connections on hold or for setting up new connections.
	**Redial:** When your telephone is on standby, you can use this to consult the redial list and, when the handset is picked up, the last number called will be dialled.
	**Speaker key:** Switches the speaker/hands-free functions on and off. This can be switched on during an active conversation by pressing the speaker key (monitoring). If the key remains pressed while the handset/headset is hung up, the device switches to hands-free operation.
	**Cursor keys:** Used to navigate within the menu.
	**ESC, OK, DEL:** Required for navigating in the menu.
0-**9**, ***, #**	**Number keys:** For entering numbers, texts etc.
	**SELECTION KEYS:** Used to select or to switch between entry fields and functions that are displayed next to the corresponding key.
	**Function keys:** These keys may be programmed individually or through the telephone system. Status may be indicated by means of the integrated illuminated keys.

The display in standby mode

The large, illuminated display shows you the current system status at a glance.



* This information is only provided for the first user (MSN).

Menu navigation and view

When your telephone is in standby, you can access the main menu by pressing **OK** (or, alternatively **ON** or **OFF**).

Use the **ON** and **OFF** cursor keys to switch between the various menu groups.

OK to select a menu group (e.g. settings).

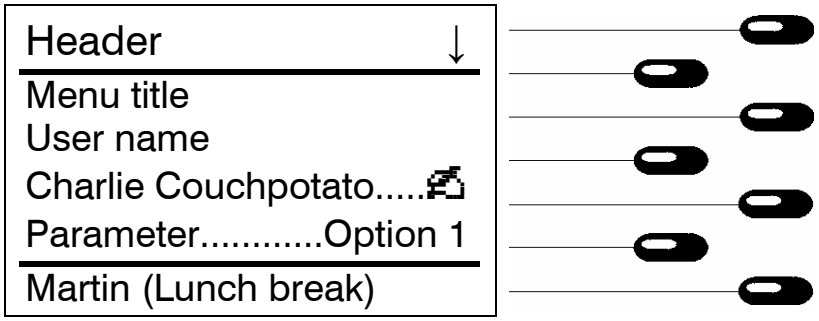
Use the **ESC** key to exit a menu or entry field (without confirming the change).

Within the menu, you can move the line bar by using the **ON** and **OFF** cursor keys.

Use the **OK** key to select the marked menu lines or open an entry field. Alternatively, a function can be selected directly by pressing the adjacent **SELECTION KEY**.

To leave the menu display and to put the telephone on standby, press the **ESC** key for 2 seconds.

The telephone menu display is as follows:



Dotted line (*Menu name* ·····)

If a line ends with a row of dots, a submenu can be called up by pressing the adjacent **SELECTION KEY** or entering **OK** on the line.

Line with entry symbol (*Charlie Couchpotato…*)

The symbol at the end of a line shows that the corresponding entry can be edited using the number keys. The entry mode is automatically opened when you use the **ON** and **OFF** cursor keys to select the end of the line or press the adjacent **SELECTION KEY**, after which the entry cursor will flash. Your entry is accepted when you press the **OK** key or one of the other **SELECTION KEYS**. Use **ESC** to exit without saving.

Selection line with a row of dots and a colon
(Parameter ••••••••••: Option 1)

When you have selected a line, its settings can be changed by pressing the adjacent **SELECTION KEY** or (when the line has been selected) by using the **RIGHT**/**LEFT** cursor keys. This will toggle between two given values. Accept the change by pressing **OK** or switch to another line. Reject the change by pressing **ESC**.

User line *Martin (Lunch break)* ·····)

The lower line displays the user name and the configured user profile. This shows whether this setting applies to a certain user (or for which user) or to the entire device. The adjacent **SELECTION KEY** can be used to switch between active users. If there is sufficient space, the active profile for the user can be displayed after the username.

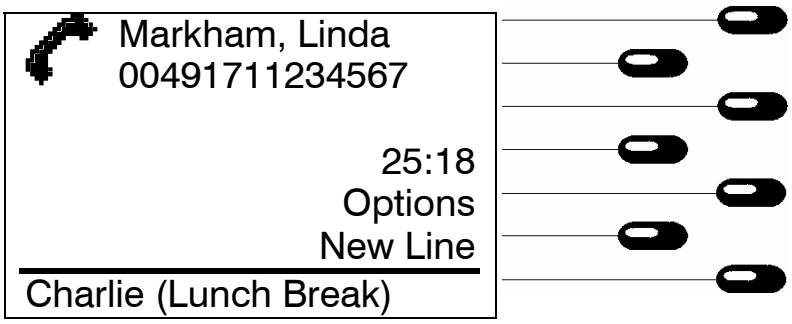
Users

Your tiptel 85 System can be assigned with up to 10 different telephone numbers (MSN).

Each of these numbers can be assigned an individual user name. Therefore, a user corresponds to an MSN entered in the telephone.

After a name is entered, the username will be displayed in the menu in place of the MSN.

The currently configured user is displayed on the lower line of the display for number-related actions.



You can switch between users by pressing the lower **SELECTION KEY** (e.g. to change settings for various numbers/users directly).

☞ Please note that, for the first MSN (user) entered into the telephone, the telephone system functions will be pre-configured. If you configure another user in the telephone, the system functions for the first MSN are active.

Profiles

The tiptel 85 System allows you to combine several settings parameters in one profile, so that you can switch between these as a combination.

This means that the telephone can be optimally and quickly adapted or time-configured to the various situations in daily office life by pressing a key.

For example: You are to be away from the office. During this time, you don't want the telephone to ring and you need to divert your calls to your mobile.

Profiles can be switched on directly using the **FUNCTION KEYS**.

The following settings depend on the profile:

- Voicebox (on / off):
- Voicebox OGM (number)
- Message forwarding (SMS/voice message/call/off)
- Ring tone volume (off, 1-10, ascending)
- Delay before voicebox answers the call(seconds)
- Call forwarding

☞ For more details on this subject please refer to "Profiles", p. 85.

Display icons of tiptel 85 System

	In standby: voicebox switched on
	Voicebox switched off
	Call forwarding active
	Ring tones off
	Call back or automatic redial active
	Keypad locked
	Speaker active
	Hands-free switched on
	Headset detected by device or manually activated
	Headset switched off
	Microphone is switched off (microphone mute)
	New calls in caller list
	New ICMs, or flashes when voicebox is full
	Active subscriber in call waiting state
	Conference call
	Option to enter using numeric keys
	Picked call
	Directly accepted call / acknowledged appointment
	Unsuccessful call / missed appointment
	New ICM on voicebox / next appointment
	Answering-machine message already listened to

Writing texts

The tiptel 85 System text editor allows you to enter text and numbers using the number keys. The relationship between the letters and the keys is shown on the casing, above the corresponding key.

Characters:

Key 1:	. , 1 ? ! & “	
Key 2:	a b c 2 ä à á ç	A B C 2 Ä À Á Ç
Key 3:	d e f 3 è é	D E F 3 È É
Key 4:	g h i 4	G H I 4
Key 5:	j k l 5	J K L 5
Key 6:	m n o 6 ö ñ	M N O 6 Ö Ñ
Key 7:	p q r s 7 ß	P Q R S 7
Key 8:	t u v 8 ü ù	T U V 8 Ü Ù
Key 9:	w x y z 9	W X Y Z 9
Key 0:	/ ( ) 0 ´ < >	
Key *:	* + - : ; =	
Key #:	(space) #	

If you press a number key whilst in editor mode, the first character in the table will appear in the text window. If you keep pressing the same key, you will scroll through to the next character in the table. You can then see which key you have to press for which characters.

If the key is not pressed for around a second, the current character will be accepted and the cursor will move to the next space in the text window. To speed up the process, you can accept the character and move on to the next position by pressing the **RIGHT** cursor key. Use the **+ KEY** to toggle between upper and lower case and the **– KEY** to toggle between overwriting and insertion modes.

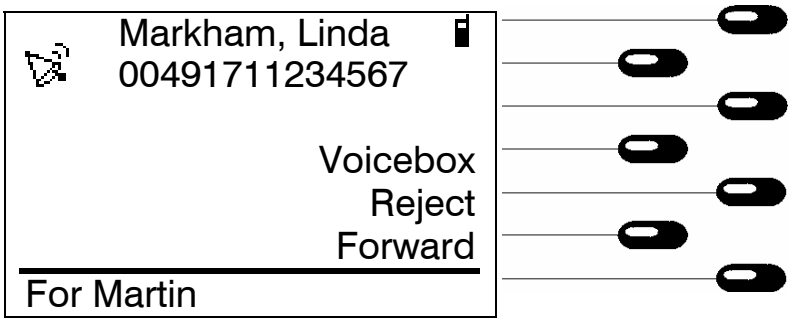
You can use the cursor keys to have the cursor move freely between multi-line entry fields in the text window.
The **DEL key** allows you to delete the last character to the left of the cursor. If you hold the key down for 1.5 seconds, the last word will be deleted.

Telephoning with the tiptel 85 System

Incoming calls

You are alerted to a caller acoustically by means of a ring tone and optically by means of the telephone display.

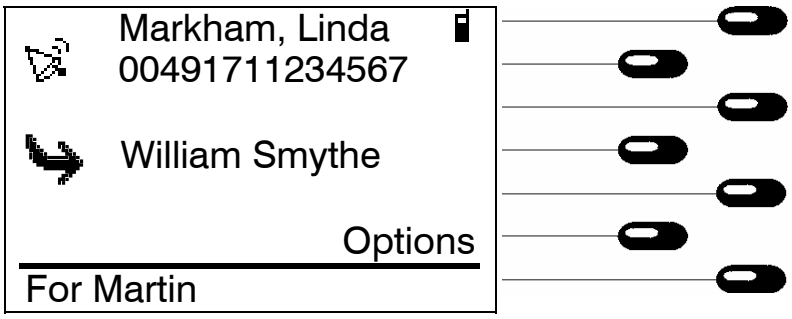
Incoming call:



The call icon in the top left corner indicates an incoming call. The caller's name and number will also be displayed. The name will only appear, if it has been saved to the local tiptel 85 System telephone book or to the telephone system. If there is a corresponding entry in the local telephone book, the name of the contact will be displayed alongside an icon (for business, for mobile, or for private) (also see "Telephone directory", p. 58).

☞ The caller's name or number is only displayed, if the *caller display* setting is activated in the menu with the *incoming* option.

If the Call target indication (see page 78) is activated, in addition to the caller's name, the name of the extension or external number originally selected by the caller will be displayed, as long as this has been saved to the system settings.



Further handling of incoming calls depends on the Mode of use selected during initial set up.

Mode of use: Office/regular

There are various options available for processing incoming calls (*voicebox*, *reject* and *forward*). If the *call target display* function is active, you can select this in *Options*.

Accept

Pick up handset
The call is accepted and you can speak to the caller

Press speaker key
The call is accepted and the system telephone switches to hands-free mode

Forward to voicebox

Press the *voicebox* **SELECTION KEY**.
The call will be forwarded directly to the voicebox.

To configure the voicebox refer to “Voicebox” on page 94)

Reject

Press the *Reject* **SELECTION KEY**.
The call will be rejected and the telephone will return to standby mode.

Forward (CD)

This function allows you to forward the call to a third person, without having to speak to the caller.

Press the **SELECTION KEY** next to *Forward*.
You will then be asked to enter a telephone number.

☞ In addition to manual entry, you can use the **FUNCTION KEY** linked to a number or select a number from the tiptel 85 System telephone book using the *From telephone book* option.

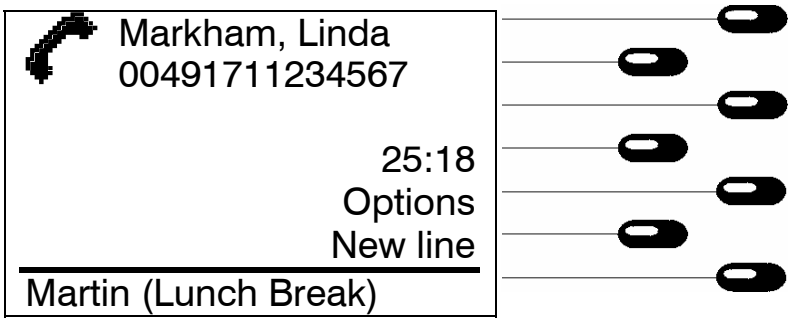
Entries made in error can be deleted by using **DEL**.

To accept the entry, confirm by pressing **OK.** The call is then forwarded to the selected person.

In order to speed up the process, for forwarding a call you can press a **FUNCTION KEY** that has been programmed with a number and confirm by pressing **OK.**

Forward

You can forward a call that you have already accepted by:



Selecting the line *New line* using the adjacent **SELECTION KEY** (you can also press the **R** key).

Enter the number to which you wish to forwarding the call. Alternatively, you can pick the target from the telephone book or you can use a **FUNCTION KEY** in case the target number is available there.

A connection will be set up with the target.

Now select *Forward* or wait until the target subscriber picks up the handset. In this case, you can inform the target subscriber about the call and then press *Forward*. Instead of using the function *Forward* you may also just hang up the handset.

If the target contact does not answer the call, press the **R KEY** or the **SELECTION KEY** next to *Disconnect* and you will be reconnected with the caller.

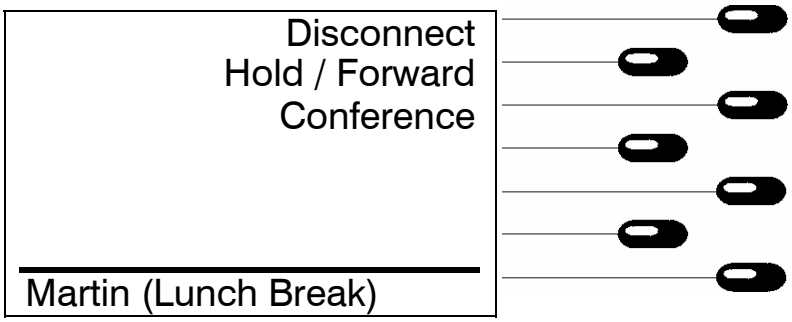
Forwarding other calls during a telephone call

You are already on a call and receive another call.

Accept this call by pressing the **SELECTION KEY** next to the caller's number or by using the **R KEY**.
The telephone is now in call waiting state .
You speak to the second caller.

To forward the call:

Press the SELECTION KEY next to the active caller. You receive the following information:



Press the **SELECTION KEY** next to the *Hold*/*Forward* option.

Enter the target number, select a number from the telephone book or press a **FUNCTION KEY** and confirm by pressing **OK.** This connects to the party selected.

If you now press the *Forward* **SELECTION KEY**, the caller will be connected with the target subscriber.

You are now reconnected with your original caller.

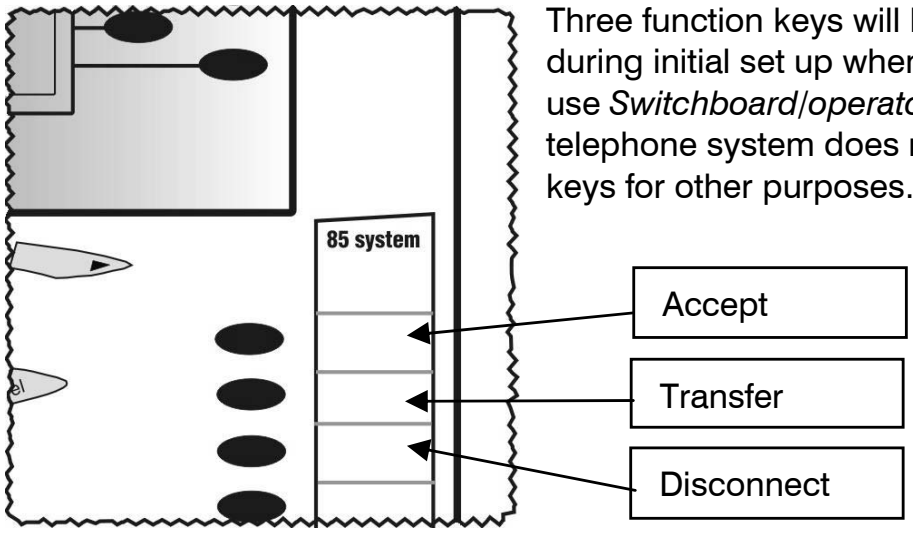
If you want to speak with the target subscriber before forwarding the call, wait until he/she picks up and press *Forward* later.

If the target does not accept the call, press the *Disconnect* **SELECTION KEY** to return to the call waiting state. You are then automatically reconnected with your last caller.

☞ If, during a call, you press the **R KEY** or the adjacent **SELECTION KEY** and no further connection is made, the call will automatically be re-established after 45 seconds.

Mode of use: Switchboard/operator

In Stand by mode with the first incoming call - same as with mode of use office/regular for special handling of the call different options (answering machine, reject, and forward) are available. In case function *call target indication* (page 78) is active, this selection is offered under *Options*. Will there be more calls during the ongoing call (call waiting) after a short notification these callers will be listed in the display.



Three function keys will be pre-programmed during initial set up when selecting mode of use *Switchboard/operator* - provided that the telephone system does not use these function keys for other purposes.

Function key F1	Accept	To take calls from callers being signalled by the call waiting signal.
Function key F2	Transfer	To connect an active call with a call on hold (ECT).
Function key F3	Disconnect	To disconnect the active call

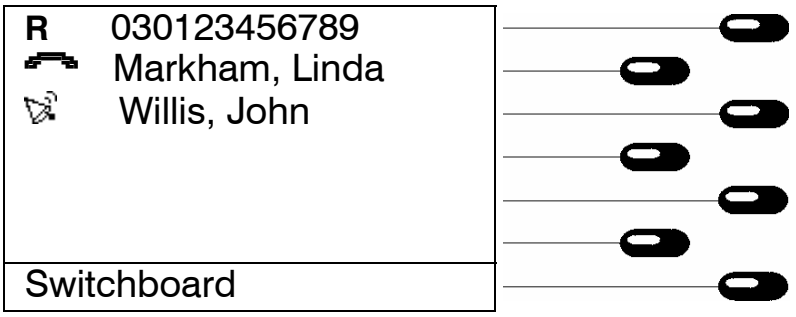
Taking the first call

Pick up handset
The call is being taken and you can talk to the caller.

Press loudspeaker key
The call is being taken and the telephone goes into handsfree mode.

Take a waiting call

In active call state additional calls are being signalled as call waiting. Information on the waiting call will be briefly indicated on the display. Then the display will change to a list view on all existing connections.

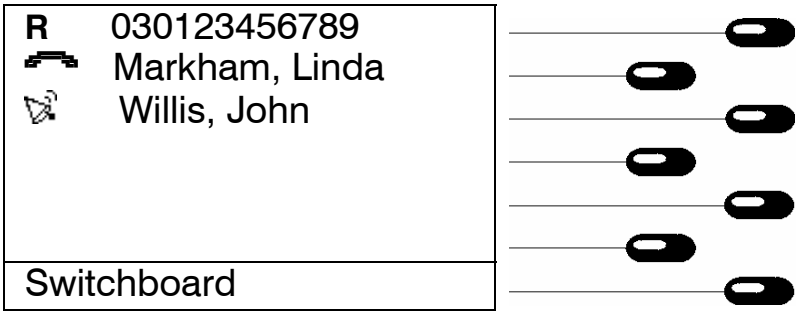


Line 1: Connection on hold, marked by icon R
Line 2: Active connection, marked by icon
Line 3: Waiting call, marked by icon

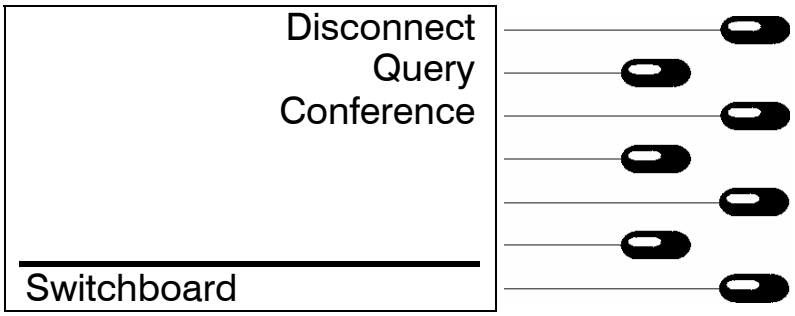
Press **SELECTION KEY** next to the display line
or
Press **SELECTION KEY** "Take waiting call“
Active connection goes into hold. You are connected to the waiting caller.

Transfer

You can transfer an already taken call by:



Press **SELECTION KEY** next to the display line
and from the following display



press **SELECTION KEY** *Query*
or
press R.
Active connection goes into hold.

Enter telephone number of transfer target
or
accept target from telephone book
or
press **FUNCTION KEY** with target number
A connection to the target is being set up.

press **FUNCTION KEY** *Transfer*
or
wait until the targeted subscriber has taken the call and notify him/her about the call.
Press **FUNCTION KEY** *Transfer*.
The call has been connected to the target subscriber.

ATTENTION: Hanging up the handset results in *disconnecting* the active call. A transfer will not be carried out.

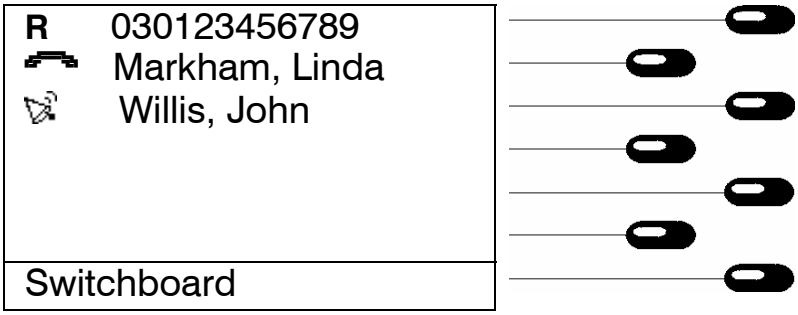
If the target subscriber does not wish to take the call you can take the call back.

Press **R KEY**
or
press **FUNCTION KEY** *Disconnect*
or
press **SELECTION KEY** *Disconnect*
You are connected to the caller again .

☞ If you press the **R-TASTE** or the **SELECTION KEY** next to the line but do not set up a new connection the call is being restored automatically after 45 seconds.

Switching between calls

You may switch between different calls by pressing the corresponding selection key next to the display entry.



Example:

Press **SELECTION KEY** 1
Call 030123456789 is being activated. Call Markham, Linda is put on hold.

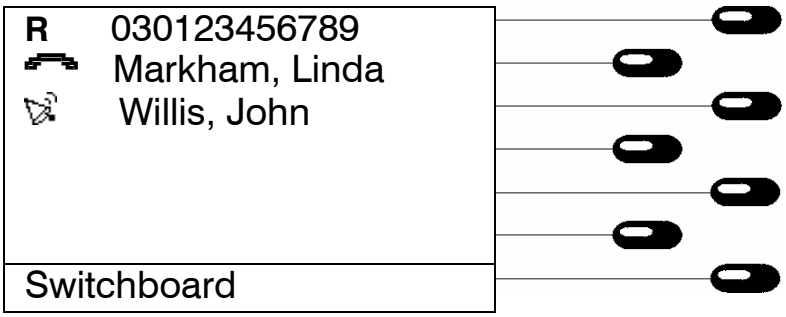
Disconnect

In case of more than one call the function *Disconnect* can be used to disconnect the connection being active at this time.

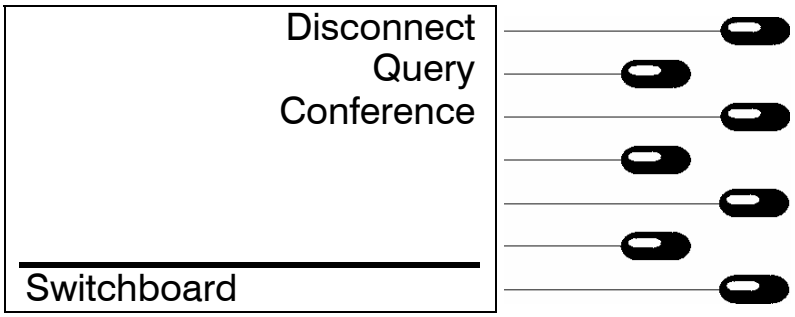
Press **FUNCTION KEY** *Disconnect*
or
press **SELECTION KEY** *Disconnect*
The active call will be disconnected. The previous active call will be restored.

Conference

If you have a call on hold and an active call at a time you can initiate a conference.



Press **SELECTION KEY** next to the display line with the active call from the following display



Press **SELECTION KEY** *Conference*
You will be connected with the active call and the call on hold in a conference call and so you can talk to both callers at the same time.

Call deflection (CD)

With call deflection the call will be transferred to another subscriber without the need of talking to the caller first.
For initiation of the function *Call deflection* this must have been programmed on a function key first (see page 82).

Press **FUNCTION KEY** *Transfer*
Enter target number or pick a number form the telephone book
Confirm with Ok

The call will be transferred to the target subscriber.

You may also press a **FUNCTION KEY** being programmed with a telephone number and then confirm you selection with Ok.

Outgoing calls

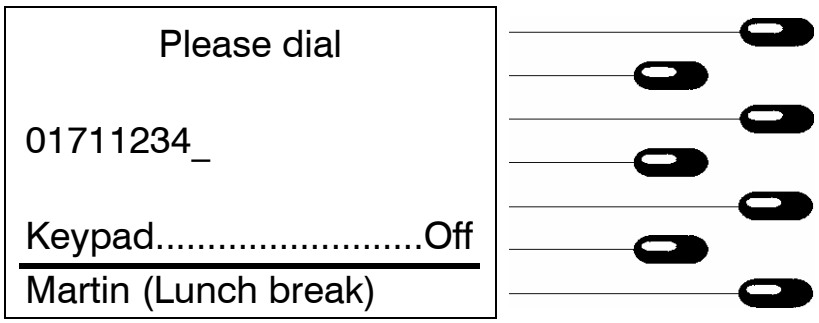
You can make a call in any of the following ways:

- Direct dial
- Offline dialling
- Redialling
- Dialling from the caller list *(refer to "Incoming calls", p. 23)*
- Dialling from the telephone book *(refer to "Dialling using the telephone book", p. 60)*
- Dial using function keys
- Keypad ("dialling" during a call)

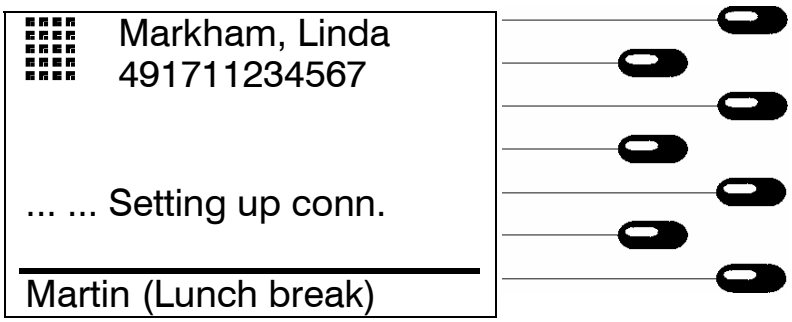
☞ If you have included the *Automatic outside line* in your system settings, before calling another internal extension, you must either press a self-programmed internal key (also see "Program function keys", p. 83) or enter # twice before the number.

Direct dial

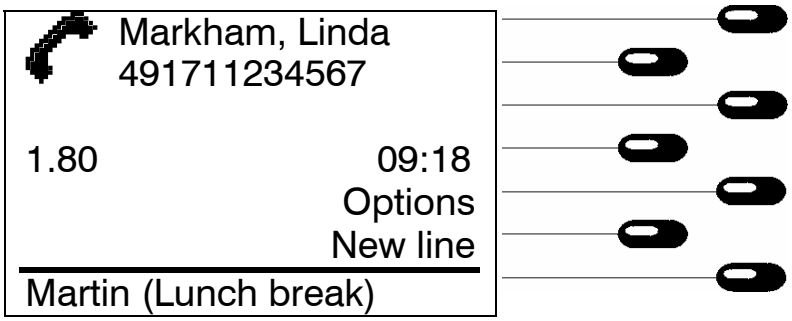
After you have picked up the handset or pressed the **SPEAKER KEY** you will hear a dial tone. Now, enter the number.



When you have finished entering the number, the display will change to:



If the person you called picks up, this will be shown by a raised handset in the display.



You can speak now.

Preset dial – Dialling with handset on hook

If a number key is pressed when the telephone is in standby mode, the telephone goes to preset mode. You can enter a number without making a direct connection.

This has the advantage of giving you the opportunity to correct the number you have entered. If you make a mistake, you can correct it using the **DEL** and **CURSOR KEYS**.

When you have finished entering the number, you can start dialling either by picking up the handset or pressing the **SPEAKER KEY**.

The rest of the procedure is identical to the description in the previous point “Direct dial”, page 32.

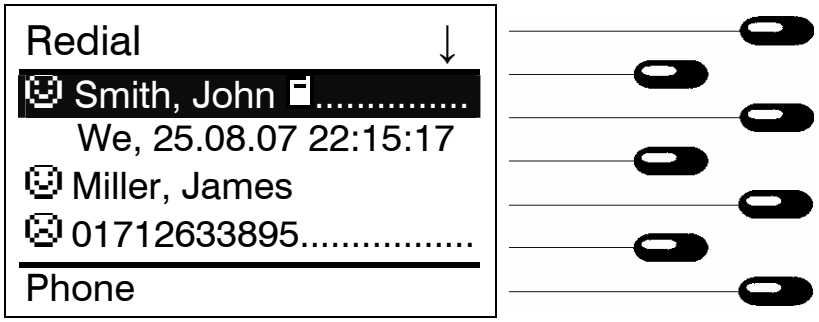
Redial

The last 100 numbers dialled are saved in a list automatically by the telephone. The last number dialled is always at the top.

This list is called up when the telephone is on standby, by pressing the **REDIAL KEY**.

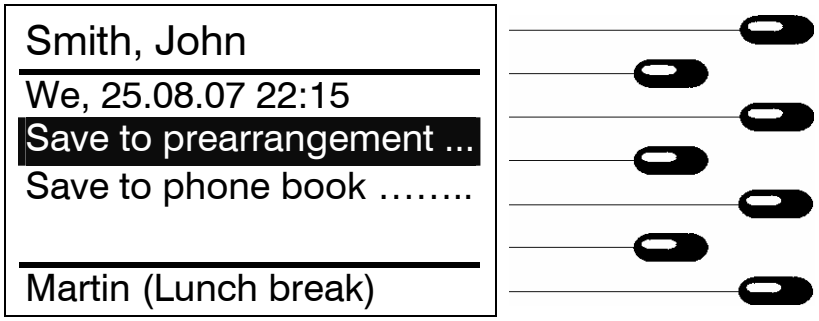
You can scroll through the list, using the **UP**/**DOWN KEYS**.

The next line shows which user profile was used to dial the currently selected entry.



You can activate dialling by picking up the handset or pressing the **SPEAKER KEY**.
The **DEL** key is used to delete the currently marked entry.

When you press **OK** or the adjacent **SELECTION KEY** you will receive the following options.

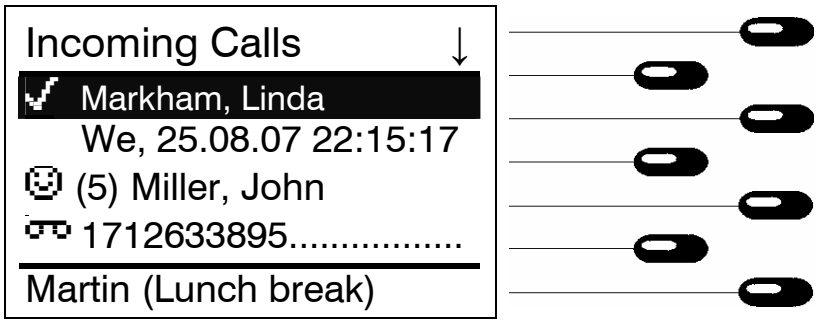


Save to prearrangement	The call number is accepted but only dialled after picking up the handset or pressing the **speaker key** (cf. “Preset dial – Dialling with handset ” p. 33).
Save to phone book	If you select this option, the caller’s number and – if available – name will be saved to the telephone book.

If the **REDIAL KEY** is selected when the handset is picked up or in hands-free mode, the list is not displayed; the last dialled number will be directly dialled.
In standby, you can do this by pressing the **REDIAL KEY** twice.
The rest of the procedure is identical to the description in the previous point “Direct dial”, page 32.

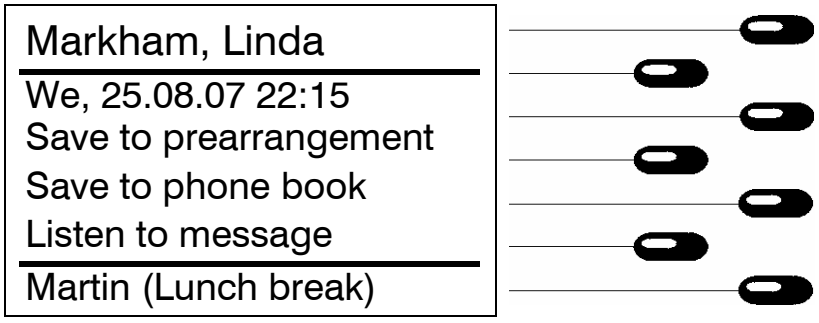
List of incoming calls

The last 100 calls received are saved in the call list with their date and time (see also “List of incoming calls”, p.54).



You can return the call by picking up the handset or pressing the **SPEAKER KEY**.

After confirming the entry you require by pressing **OK** (selected entry) or by using the adjacent **SELECTION KEY,** you will see the following screen:



Save to prearrangement	The number will only be accepted after the handset has been picked up or the **Speaker key** selected (see “Preset dial – Dialling with handset on hook”, page 33.
Save to telephone book	If you select this option, the caller’s number and – if available – name will be saved to the telephone book.
Listen to ICM	This allows you to listen to any saved messages.

The rest of the procedure is identical to the description in the previous point “Direct dial”, page 32.

Dialling from telephone book

You can open the local or telephone system's telephone book by pressing the telephone book key once or twice (see “Telephone book”, p. 58).

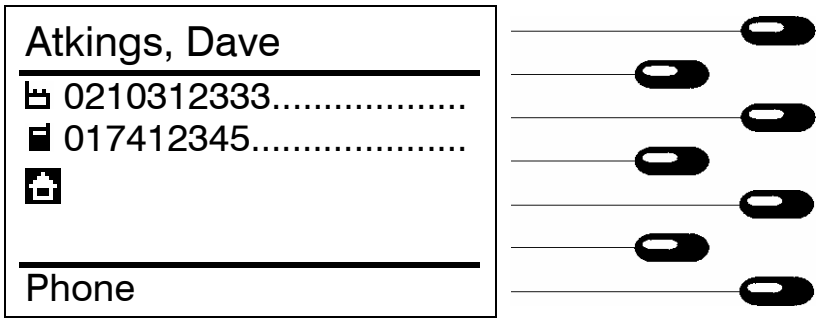


To select an entry, proceed as follows:

Type the name of the person you are looking for (e.g. 6, 2, 7, 7, 7, ... for Markham, Linda, see “Writing texts” p. 22).

You can, of course, scroll through the telephone book using the **UP**/**DOWN** cursor keys and then confirm the required entry by pressing **OK**.

The local telephone book offers you up to 3 different numbers to choose from.



The following icons at the start of the line will indicate the call type:

Business

Mobile

Private

In the telephone system telephone book there is only one number per entry.

Direct dial:

Pick up the handset or press the **SPEAKER KEY.**

The marked entry in the telephone book will be dialled.

Presets:

Press a **SELECTION KEY** or select the entry using the **UP**/**DOWN** cursor keys and confirm by pressing **OK.**

The number will then be accepted n the prearrangement. This can be changed for the next call (e.g. if it is another extension in the same company).

The number is only dialled on pressing the **SPEAKER KEY** or picking up the handset.

Dialling using function keys

If you have programmed a number to a **FUNCTION KEY**, you can make your call by pressing the relevant key.

Dialling with automatic outside line access

If in the telephone system for the system telephone function "Automatic outside line access" has been activated, on each line access you will immediately get an outside line. Telephone numbers dialled in this case will always be sent to the public switchboard and result in the requested connection set up.

If a s an exception you wish to call an internal subscriber there are two options:

- In front of the extension number you put two "#" (e.g. "##22").

You press the *Internal key* and then dial the extension. The *Internal key* may also be programmed to a function key (see also „Configuration options are as in *Suppress number*.

- “, S.82)

☞ If with most of your calls you wish to transfer them within your telephone system it is strongly recommended for ease of use not to use automatic outside line access.

Keypad

You must choose between the following settings variations:

Keypad dialling as standard dialling mode

The tiptel 85 System dialling mode can be permanently switched from normal dial information (standard) to keypad.

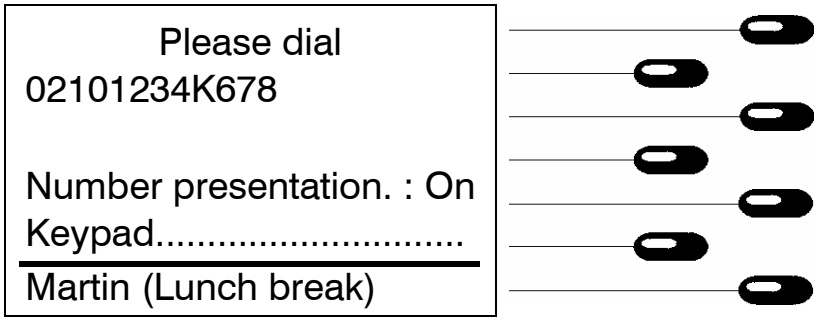
To make the switch, in *Main menu* ➔ *Settings* ➔ *Phone,* configure the *Permanent keypad dial* in the *Dialling method* option.

☞ Only use these settings, if your system administrator asks you to. The permanent keypad dialling is designed for specific applications. In normal use with a Tiptel telephone system, not all functions will be available to you under these circumstances.

Single event dialling with keypad

You can press the *keypad dialling* **SELECTION KEY** at any time in preset mode whilst you are entering the number.

A “K” will appear in the display. All subsequent numbers are transmitted as keypad characters.



To return to the keypad function, press the key again. The following numbers will be sent again as dialling information.

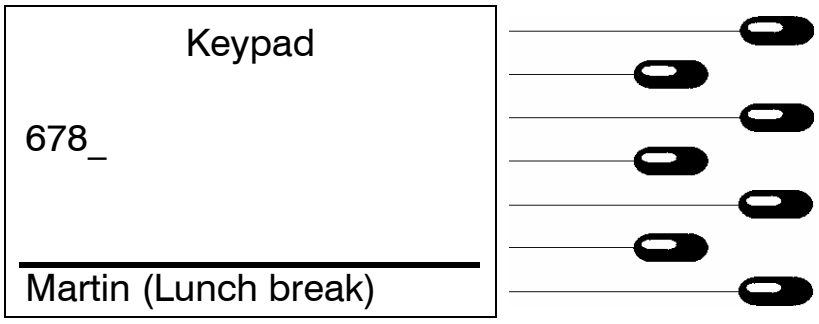
By picking up the handset or pressing the **Speaker key** you can then start the dial process.

Using keypad

During a call, you can “dial” using the keypad.

Press the *Options* key followed by K*eypad*.

An entry window opens. Now, enter the number.

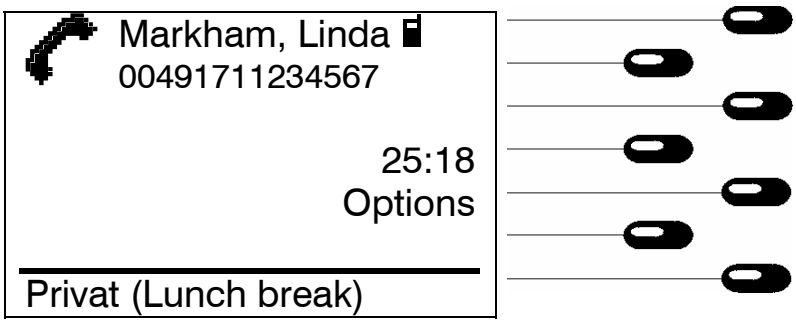


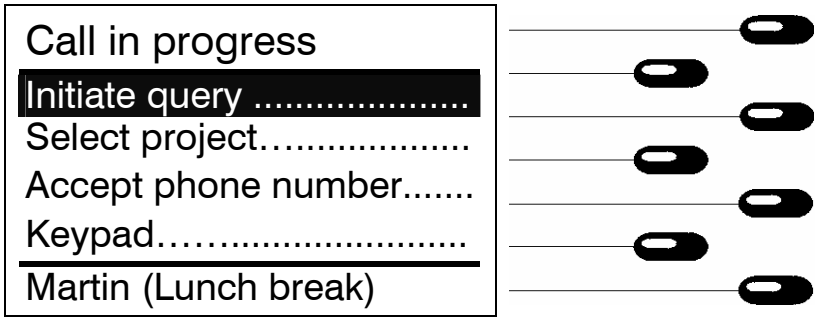
To save your secondary dial permanently to the keypad, in *Main menu* ➔ *Settings* ➔ *Phone,* select the *Secondary dial* option in *Keypad*, otherwise key tones will sound during a call.

☞ Various network operators use the so-called keypad protocol to activate service features in the exchange. Contact your network operator to find out which service features are available. This will give you an overview of the figures to be entered.

During the call

During a call, you can use the **SELECTION KEY** to access *Options* in the call menu:





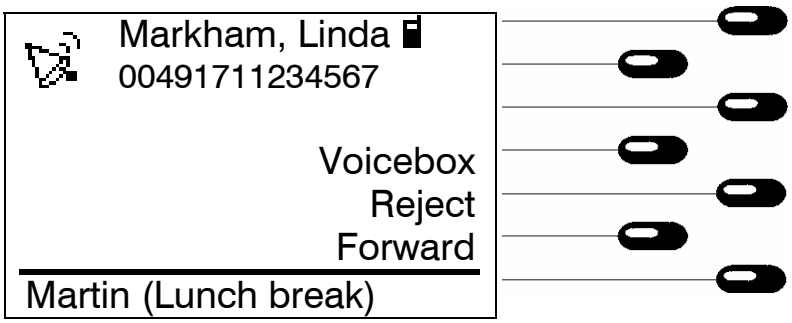
You will be offered the following alternatives:

Keypad	Refer to “Using keypad” p. 39
Park call	See “Parking”, p. 46
MCID (Trace call)	MCID, malicious caller identification: Select this option, if you want to identify who has called you. On request, your network operator will provide you with the contact name and number. This option may be activated up to 30 seconds after the call. This service requires a connection to the network operator and is chargeable.
Select Project	You can assign every call to a project for accounting purposes (see also “Projects” p. 56 and p. 75).

You hear a call-waiting tone.

If, during a call, another person is trying to contact you, you will hear the so-called “call-waiting” tone.

In the display, in place of the current contact, you will see a bell icon together with the name and number of the person waiting.



If you want to speak to the person waiting, without ending your current call, press either the **SELECTION KEY** next to the second caller’s number or the **R KEY**.

In both cases, your previous caller will be put on hold and you can speak with the waiting caller. The telephone is now in the call waiting state.

Alternatively, you will be offered the following options:

Voicebox	The caller will be forwarded directly to the voicebox.
Reject	The call is refused.
Forward	When forwarding the call is forwarded to a third party without you speaking to the caller (see “Reject”, p. 24)

A maximum of four subscribers can be waiting.

You can activate or deactivate this feature in your system telephone. Call-waiting is activated as factory default.

Query call (additional connection)

This feature gives you the option of putting an internal or external call on hold in order to place a query call. When you have finished your query call, you can then resume your first call.

You can make an enquiry via the **R** key or the *New line* **SELECTION KEY**.

If you are dealing with more than one line, the **R** key can have another function: In this case, you can switch between the different lines using the **R** key. You can only start another query if you press the *New line* **SELECTION KEY**.

The tiptel 85 System is able to handle one active and four waiting connections.

Setting up an additional connection

During a call you want to set up another connection. This is done as follows:

Press the **R KEY** or select *New connection*.

Enter the new caller's number.

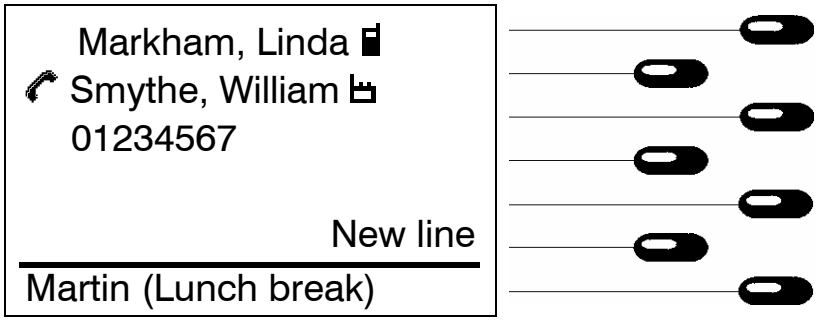
Wait until the connection is made.

Your former caller will be put on *Hold* leaving you to talk to the new caller. The telephone is now on hold.

The tiptel 85 System allows you to put up to 5 callers on hold at the same time.

Each connection will have its own line on the display screen with a name and number.

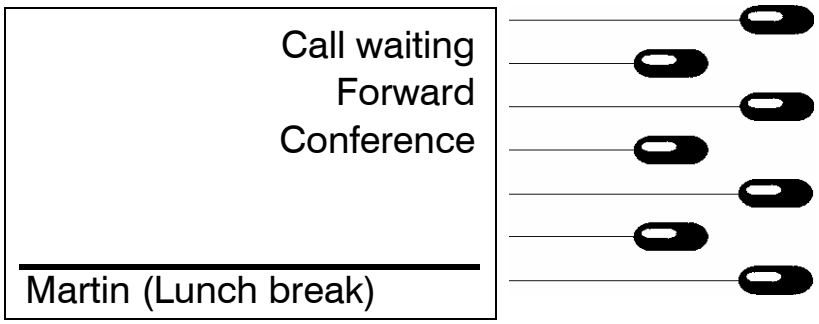
The active connection is marked with a handset symbol.



Switching between several callers

Press the **SELECTION KEY** next to the connection on hold that you want to switch to.

A selection menu will appear:



Press *Call waiting*.

You can now speak with your chosen caller. The previously active connection is now put on hold.

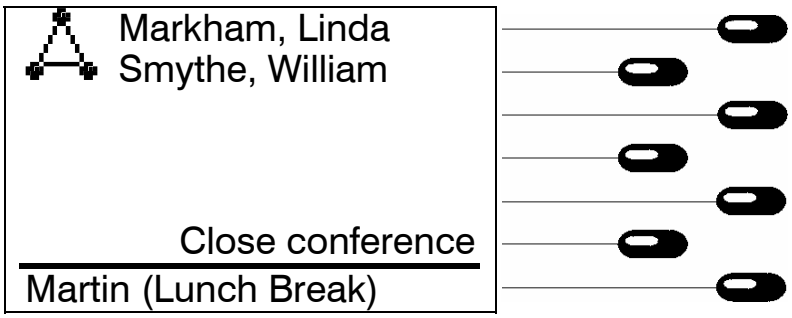
Conference

During a conference call, you can talk with both callers at the same time.

If you have already made two connections and are in call waiting mode, you can set up a conference as follows:

- Press a **SELECTION KEY** next to one of the connections.
- Press *conference.*

You will see the following information displayed; you will now be able to speak with both callers at the same time.



End the conference by pressing the *End conference* **SELECTION KEY**.

You can now once again switch between the callers.

☞ A conference will end automatically, if a waiting caller is accepted.

☞ You can only set up a conference, if you have exactly two connections. If you are switching between more than two connections, the conference option will not be allowed.

Ending a call

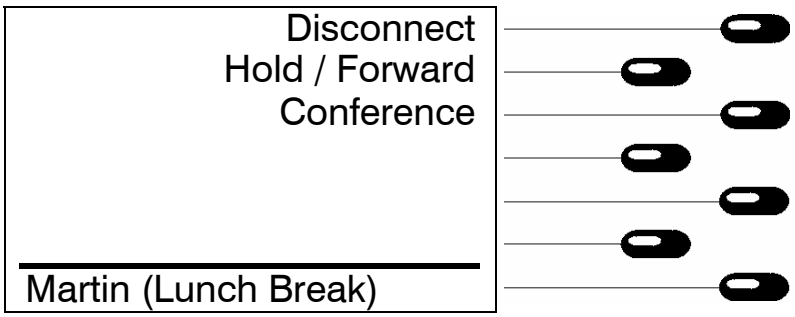
To end a connection, simply replace the handset or press the hands-free key, if you are in hands-free mode.

If there are several connections (on hold), you will receive a call back from the telephone.

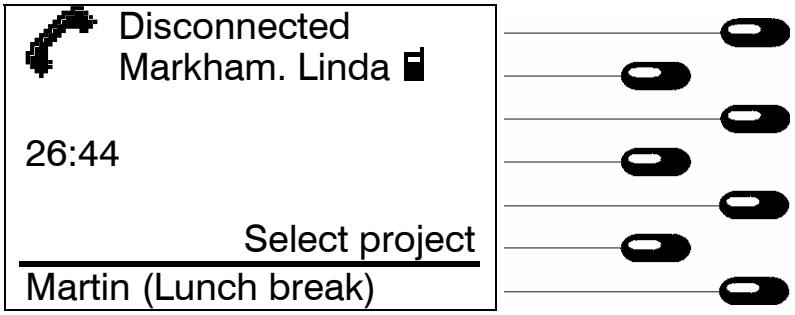
Alternatively, you can proceed as follows:

Press the **SELECTION KEY** next to the (active) connection line.

In the menu displayed, select the *Disconnect* option.



The connection is now terminated. If you have further connections (on hold) you will be automatically connected with them.

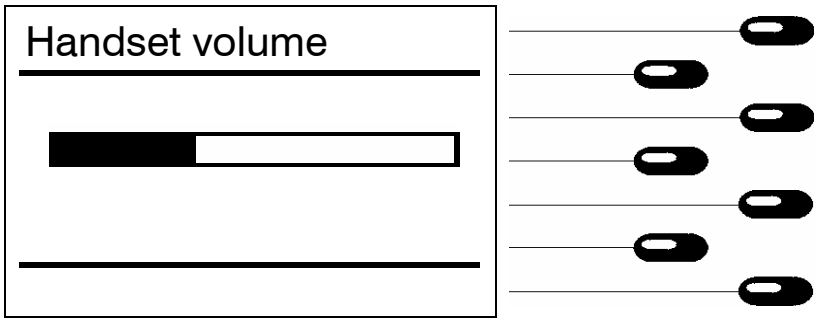


Adjusting the volume

The telephone provides separate volume settings options for the handset, speaker and headset. These settings are independent of each other and are saved according to the call status:

- The speaker volume can be set in the hands-free mode or in the open listening mode.
- The handset volume can be configured according to the call status without the speaker.
- The headset speaker volume is usually configured when the headset operation is activated.

The **+/-** keys are used to configure the desired volume.



When you exit the menu (**OK** key), the settings will be saved automatically.

Additional functions

Parking

You want to park your current call for a short time in order to:

- Forward the call to another telephone on the same ISDN bus
- Switch the telephone to another ISDN connection on the same ISDN bus.

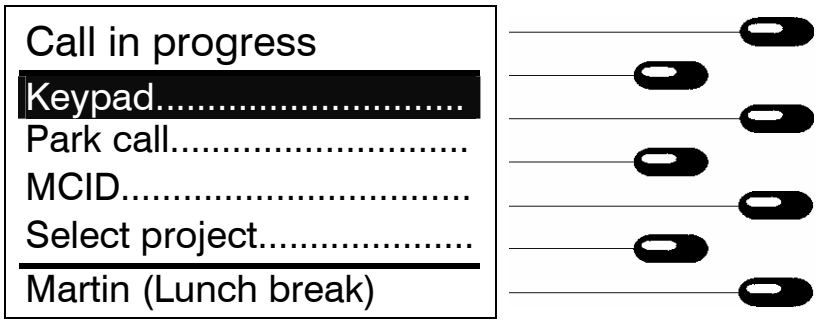
The *Park* function allows you to park an existing connection in the telephone system and to release it again later

An individual parking code is assigned to the connection to identify the various parked connections.

Parking

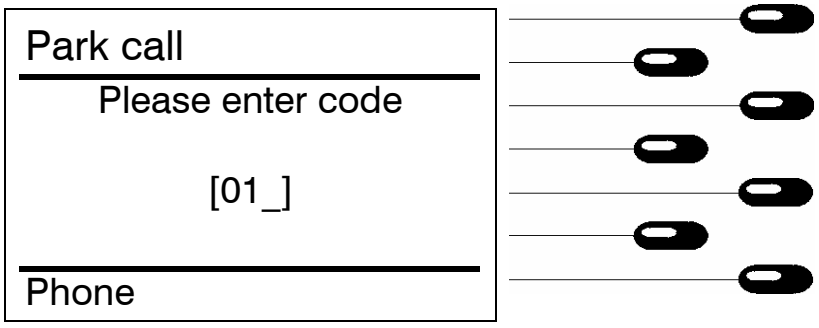
The telephone is being used for a call.

Press the **SELECTION KEY** next to *Options*. The connection status will now be displayed:



Select the *Park call* function and enter the parking code (maximum of 2 figures). The default setting is “01”.

Use the **DEL** key to delete the default setting.



Confirm your entry by pressing **OK** and the call will be parked.

Press **ESC** to exit the process.

Resume (release parking)

Go to *Main menu* ➔ *Settings* ➔ *Telephony* ➔ *Release parking*.

Enter the parking code used to park the call. The default setting is “01”.

Use the **DEL** key to delete the default setting.

Confirm by pressing the **OK** key and release the call.

Call back/automatic redialling

If the number you have called is busy or the person cannot be contacted, the display screen will give you the following options:

Number is busy:

- Auto call back (on busy = CCBS)
- Auto redial

The person does not pick up:

- Auto call back (if not picked up = CCNR)
- Reminder

If one of the functions is activated in the telephone, this is indicated by a “  ” on the right edge of the display screen.

Call Back on Busy (CCBS) or no answer (CCNR)

If the number you called is busy or the person cannot take the call, you will be offered the *Automatic call back* option on the display screen.

☞ The "*call back*" service is offered only if this service feature has been made available in your exchange and your call partner has that service made available to him/her from his/her network operator.

After confirming with the **SELECTION KEY** next to *Automatic call back,* you will receive a *Call back activated* message. Then, simply replace the handset or press the **SPEAKER KEY**, if you are in hands-free mode.
The tiptel 85 System will go into standby mode and activated call back is indicated by a " ⇔ " on the display screen.

When the called party has ended his/her call, you will be alerted by a ring tone and the caller will be given the option *Accept call back* in the display.

Start the call by picking up the handset or press the adjacent **SELECTION KEY** or **HANDS-FREE KEY** to make the call in hands-free mode.

Automatic redialling

If the number called is busy, you will be offered an automatic redialling option.

After this function is activated, the telephone will automatically try to connect with the called party up to 15 times. The time delay between attempts can be configured from 1 - 99 seconds.

☞ Each new call will result in automatic redialling being interrupted.

Press the **SELECTION KEY** next to *Automatic redialling*.

You receive the following information:



Enter the required time delay and confirm.

The tiptel 85 System will go into standby mode and activated redialling is indicated by a " ⇔ " on the display screen.

When the device is redialling, you will hear a ring tone and the device will switch automatically to hands-free mode. If you want to use the handset just pick it up. To end automatic redialling early, press the **SELECTION KEY** next to the " ⇔ ". You will then be given the opportunity to end the procedure.

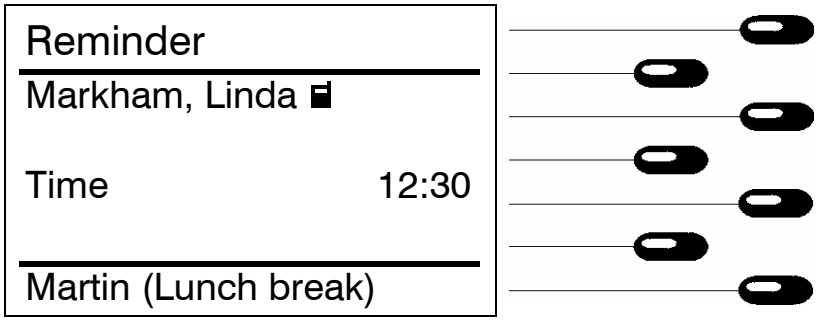
Reminder

If the person you are calling does not accept your call, you will be offered the *Reminder* function as an alternative to *Automatic call back*.

At a previously determined point in time, you will be offered the option of a reminder. The telephone will not dial automatically.

Press the **SELECTION KEY** next to *Reminder*.

You receive the following information:



The current time plus 10 minutes will be suggested until the next dial is made. You can change the time using the number keys or the **UP** and **DOWN** keys. Confirm by pressing **OK** or the adjacent **SELECTION KEY**.

The tiptel 85 System will go into standby mode and activated reminder is indicated by a " ⇔ " on the display screen.

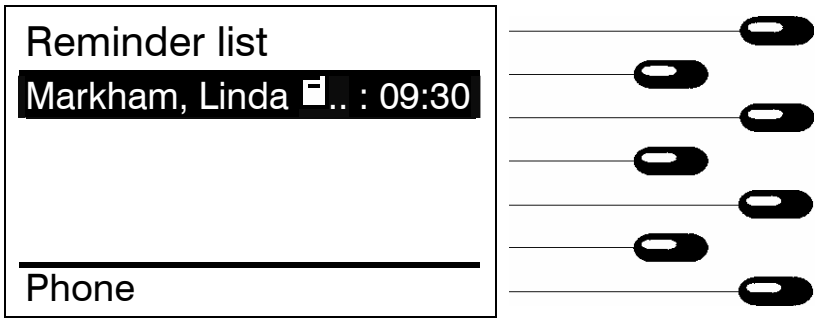
When the configured time has elapsed, you will hear a ring tone and be offered the opportunity of redialling your contact.

You can start the call by picking up the handset or pressing the **HANDS-FREE KEY**.

To end the reminder early, press the **SELECTION KEY** next to the " ⇔ ". You will then be given the opportunity to end the procedure.

Deleting an entry from the call back/reminder list

Press the **SELECTION KEY** next to the " ⇔ ". You will see a list displayed, in which you can delete the entry using the **DEL** key, after selecting it.



Key to the icons in the call back list:

↻● : Automatic redialling

10:20 : Reminder (configured time)

⇔ : Call back (CCBS or CCNR)

Locking your telephone

Locking your telephone

You can lock your device to protect it from unauthorised use. Whilst in standby mode, press the * key for 3 seconds.

Depending on whether settings are activated by means of a *PIN request* in *Main menu* ➔ *Settings* ➔ *Phone* ➔ *Lock*, you will be asked to enter the PIN for the device.

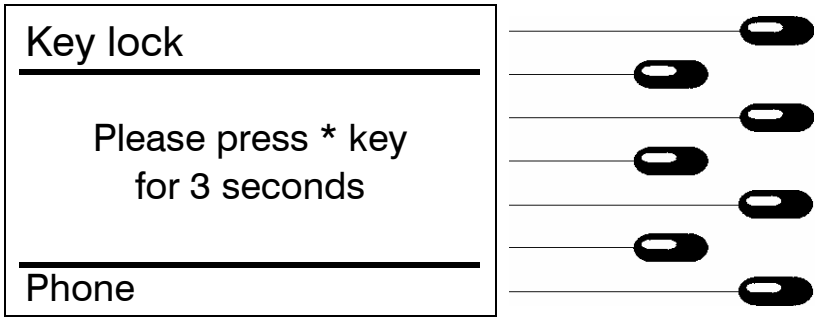
Otherwise, the "🔑" icon will be displayed and the telephone is locked.

The telephone's locking functions can be configured in the menu.

☞ To configure the locking function individually, refer to Key Lock, p. 70.

If a key is pressed when the telephone is locked, an alert tone will sound and a request for a PIN will appear on the display screen (if the PIN request is activated). You can only perform the relevant action, when you have entered the correct PIN.

If the *PIN request* function is not activated, the following message will be displayed:



Unlocking your telephone:

To remove the lock, pres the ***** key again for 3 seconds. Depending on whether settings are activated by means of a *PIN request* in *Main menu* ➔ *Settings* ➔ *Phone* ➔ *Lock*, you will be asked to enter the PIN for the device.

The lock will then be disengaged.

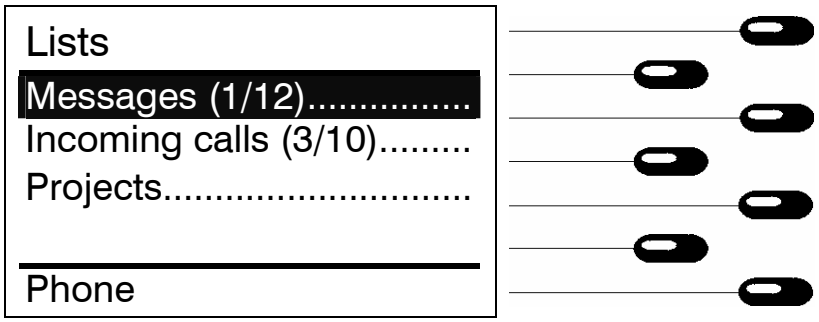
The lists

You can use the List key to access the following tiptel 85 System lists:

- Messages
- Incoming calls
- Projects

If, in your absence, you have received calls, the **LIST KEY** will be illuminated.

Press the key to obtain an overview of the new events. The light will be switched off at the same time.



The values in parentheses are shown in the table below:

Lists	**1st value**	**2nd value**
Messages	Number of new Messages	Number of all Messages
Incoming calls	Number of new calls	Number of all calls

☞ If you want to see the individual list for a user as opposed to all users together (device), press the lowest SELECTION KEY until the relevant username appears, except for the voice messages list, which only allows a user-related report.

If you press the list key again the telephone will return to standby mode.

☞ When the telephone is in standby mode, the call list can be opened using the **LEFT** cursor key and the list of voice messages opened using the **RIGHT** cursor key.

Incoming messages

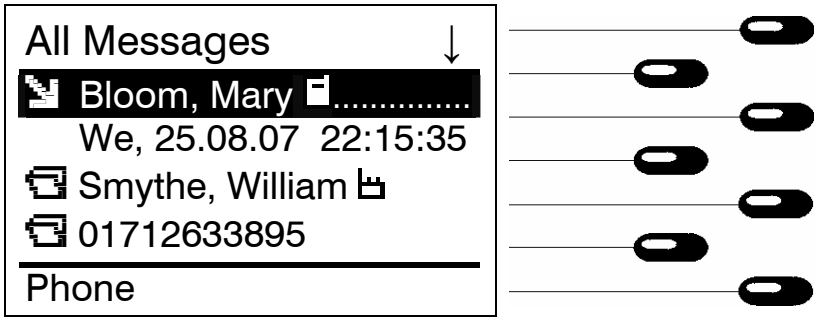
The list of voice messages will give you an overview of the messages left on the voicebox (tiptel VoiceMail System), whilst allowing you easy access to the individual messages.

Press the List key.

Press the **SELECTION KEY** next to "*Messages*".

☞ Pressing the **RIGHT** cursor key, whilst the telephone is in standby mode, will allow you direct access to the list of incoming messages.

The first entries in the list will be displayed:



The entries in the list are in chronological order.

The marked entry will be opened, showing the caller's name (or number) and the date and time of the call.

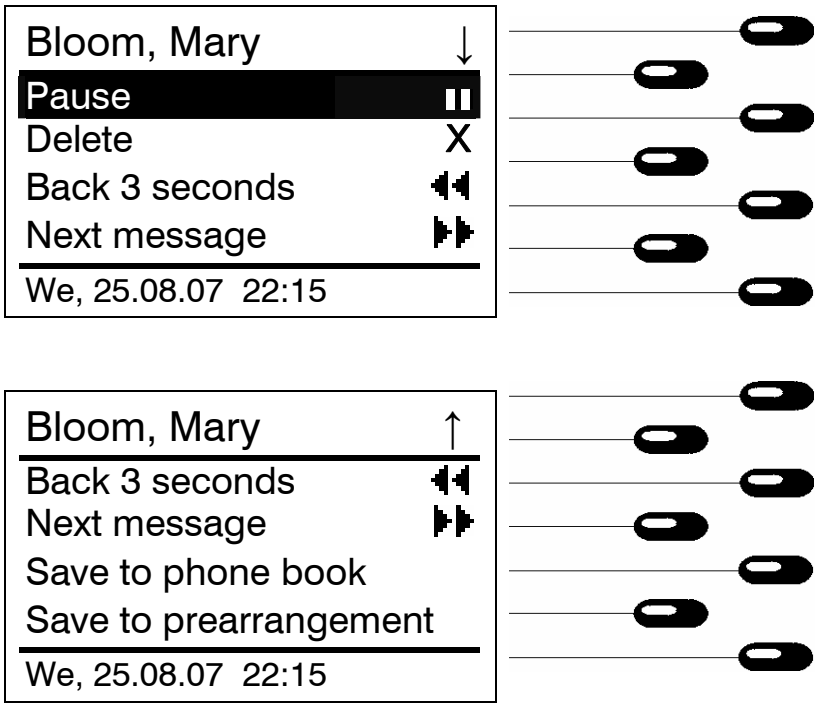
You can scroll through the list using the **UP** and **DOWN** keys.

List entries are identified as follows:

- New, unheard messages
- Messages you have already listened to

You can call a number back by picking up the handset or pressing the **HANDS-FREE KEY**.

You can listen to a message by pressing the **SELECTION KEY** next to the corresponding entry.



You can use the **ESC** key to stop listening to a message before it has finished and return to the list overview.

Whilst listening to a message, you can select the next message by using the **RIGHT**/**LEFT** cursor keys.

You have the following options, in playback mode:

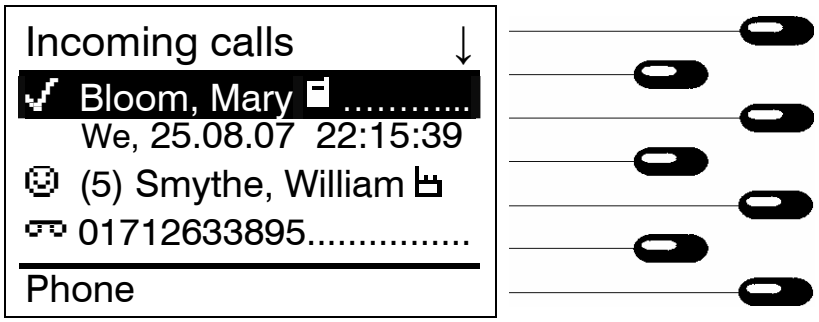
- Press play or pause (whatever is offered).
- Delete the message (you can also do this by pressing the **DEL** key)
- Repeat last 3 seconds
  (e.g. to repeat a telephone number that has been given).
- Play next message.
- Save call list entry to telephone book
- Save the caller's number to your prearrangements (you can also make a call directly by picking up the handset or pressing the **HANDS-FREE KEY**).

List of incoming calls

The call list shows the last 100 calls received with the number and name (if available) and the date and time. The call list also provides information about whether or not the call was successful (call was made or message was left). Individual entries may be deleted from the list. You can transfer telephone numbers into the telephone book.

Immediately adjacent entries relating to a single caller are bundled together in one entry and the number of calls shown (in parentheses).

For quick access to the call list, press the **LEFT** key whilst the telephone is on standby.



The marked entry shows the caller's name (or number) and the date and time of the call.

You can scroll through the list using the **UP** and **DOWN** keys.

The latest call is at the top of the list.

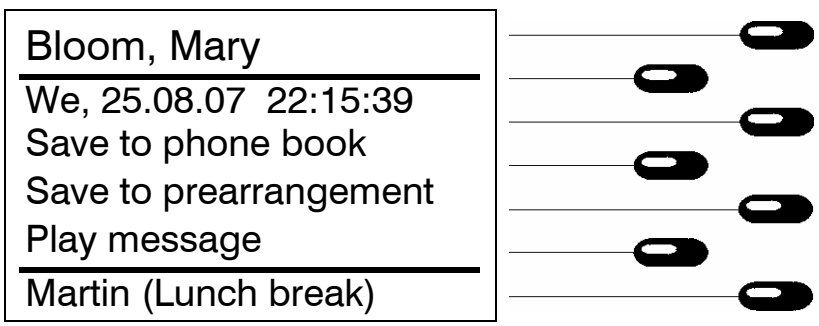
Calls are identified as follows:

- Calls received or successfully returned
- Missed calls
- Received by voicebox
- Calls taken by colleagues

You can return a call by picking up the handset or pressing the **SPEAKER KEY**.

The selected entry can be deleted using the **DEL** key.

If the **SELECTION KEY** next to the entry is pressed or a marked entry selected by pressing **OK,** the following screen will be displayed:



- Date and time of the call
- Save the caller's number to the dialling preparation (you can also make a call directly by picking up the handset or pressing the **HANDS-FREE KEY**).
- Save to the telephone book (for processing or transferring the entry to the telephone book).
- If a message is left during the call, you can listen to it.

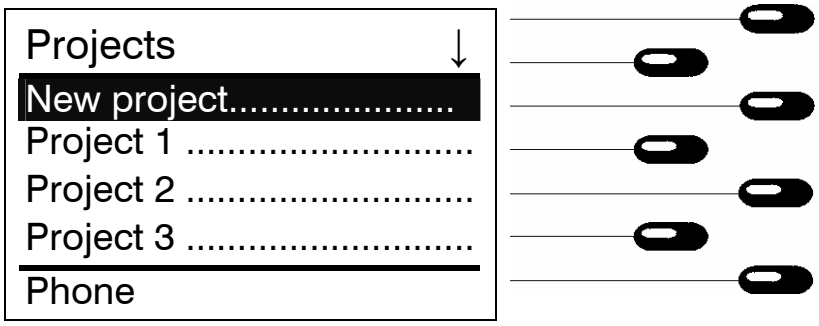
Alternatively, you can use the **ESC** key to move to the previous menu (List overview).

☞ Please note that the full range of services relating to the call list is only available to the first MSN / user. The "Received by voicebox" and "Taken by colleagues" options are not available for MSN/users 2-10.

☞ If automatic public exchange access is activated in the telephone system, when an internal number is saved to a preset, the telephone will automatically add the internal identifier ##.

Projects

In order to be able to assign a telephone call to a certain project for accounting purposes, tiptel 85 System can provide you with a list of all the project numbers saved in the telephone. Before placing a call the project code to be used is being transferred to the telephone system by pressing a selection key. You can also enter the project code manually, which, however, is only applicable to the next or to the active call (*New project*). Call charges may be found in the web user interface of your telephone system in the "Call Data" menu. Charging is performed according to the settings of your telephone system. The project code can be found in the "cost centre" column.



You can access the project list as follows:

Before placing a call	Via the **List key**, then select *Projects* using the **SELECTION KEY**. The call charges and time are then assigned to the corresponding project.
During the call	Via the *Options* **SELECTION KEY**, then *Project selection*. The call charges and time are then assigned to the selected project.

Telephone book

The telephone book helps you to manage names and numbers of your external contacts.

The tiptel 85 System allows you to choose between the telephone's local telephone book and the telephone book of the tiptel.com telephone system.

In the local telephone book, you can assign up to 3 different external numbers to each name (or search term). Up to 1,000 different name entries can be saved.

Each entry in the telephone system telephone book contains a number. The number of entries available depends on the make and model of your tiptel telephone system.

Entries are displayed in alphabetic order.

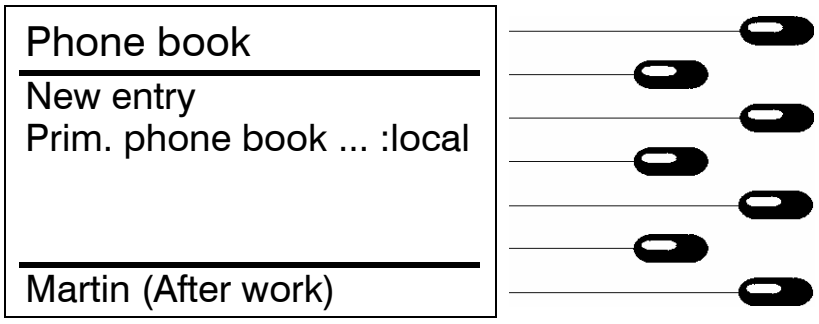
You can use the **TELEPHONE BOOK KEY** to access:

- The local telephone book (press the **TELEPHONE BOOK KEY** * once)
- The telephone system telephone book (press the **TELEPHONE BOOK KEY** * twice)
- The telephone book menu (press the **TELEPHONE BOOK KEY** three times or hold it down for 2 seconds).

* This series corresponds to the device's original delivery settings and may be changed in the telephone book menu.

As described above, you can access the telephone book menu by holding down the telephone book key for 2 seconds.

The telephone book menu offers you the following options:



The **SELECTION KEYS** are used to save a new entry to the local telephone book. This is also where you can determine the sequence in which the directories are consulted when you press the **telephone book key**.

Primary telephone book

In its default settings, the tiptel 85 System will display the telephone's local (individual) telephone book when you press the telephone book key once. If you press this key again within a second, your telephone system's telephone book will be displayed, if available. You can change this order by going to *Primary telephone book* in the telephone book menu.

If you press the telephone book key three times, you will enter the telephone book menu. By pressing the **SELECTION KEY** next to *Primary telephone book...: local*, you can define which telephone book is displayed the first time you press the key ("*Local*" or "*System*").

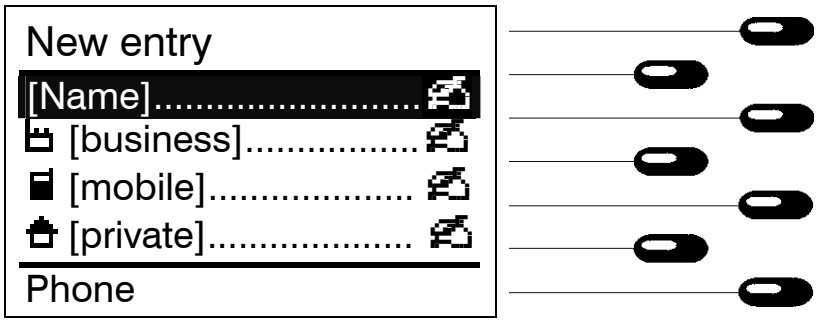
This setting defines:

- Which of the directories is consulted when selecting a name using the number keys (keep the first key depressed for >2 seconds) whilst the telephone is in standby mode.
- The order in which the directories are displayed when the **TELEPHONE BOOK KEY** is pressed once or twice.

Creating telephone book entries

In order to create a new entry in the local telephone book of the tiptel 85 System, press the **telephone book key** for 2 seconds (or 3 times in a row) and then select "*New entry*".

You receive the following information:



A ring-tone melody can be assigned to the name and number.

Enter the contact's name and number(s).

Telephone numbers of external subscribers will have to be entered without outside line prefix, e.g. 021024280

Telephone numbers of internal subscribers will have to be entered with the prefix "##", e.g. ##51

Confirm by pressing **OK.**

You can enter up to 3 different numbers per entry: business, mobile, and private.

Later, you can use this index to define the type of connection you want to use to make a call or to see from which connection you are receiving a call.

In addition to name and number, the tiptel 85 System allows you to assign an individual ring-tone melody to a telephone book entry (see “Ring tone”, p. 63).

☞ If the “Automatic public exchange access” function is activated in your telephone system, you must enter # twice before you can call an internal extension (e.g. ##18).

☞ External numbers can usually be entered into the local telephone book without any prefixes.

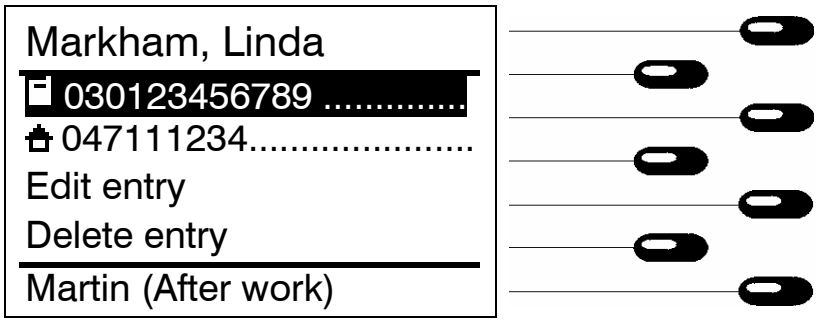
Dialling using the telephone book

(See “Dialling from telephone book”, page 36).

Editing a telephone book entry

You can only edit entries that are saved to your telephone’s local telephone book. Should you want to process an entry in the telephone system’s telephone book, please use the system’s settings.

To edit an entry, open the telephone book and select the corresponding entry:



Now press the **SELECTION KEY** next to *Edit entry.*

- You are now in the same menu that you see when you want to create a new entry (see “Creating telephone book entries” 59).

Edit the entry and end with **OK**. **ESC** will interrupt the process without saving the changes.

Delete telephone book entry

An entry can be deleted as follows:

1. The currently marked entry in the list overview of the telephone book can be deleted by pressing **DEL**.
2. An opened entry can be deleted be selecting the *Delete entry* option or by pressing the **DEL** key.

The entry will be deleted following a confirmation request.

Menu structure

The main menu allows you access to all of the telephone's primary settings.

You will be offered the option to choose one of the following menu items:

Settings	Where you can change your telephone's settings.
Profiles	Where you can set up and edit your profile.
Information	Where you can receive various items of information about your telephone or telephone system.
Voicebox	A voice and call management system is available in your tiptel telephone system, which can be configured and operated from the *Voicebox* menu item.

Select the required submenu using the **UP** and **DOWN** keys and confirm by pressing **OK**.

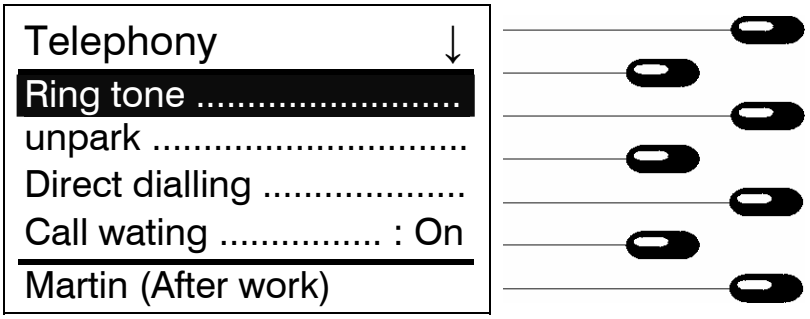
Settings

Main menu ➔ *Settings*

Telephony

Main menu ➔ *Settings* ➔ *Telephony*

When you select the *Telephony* option in the *Set-up* menu, the following screen will be displayed:

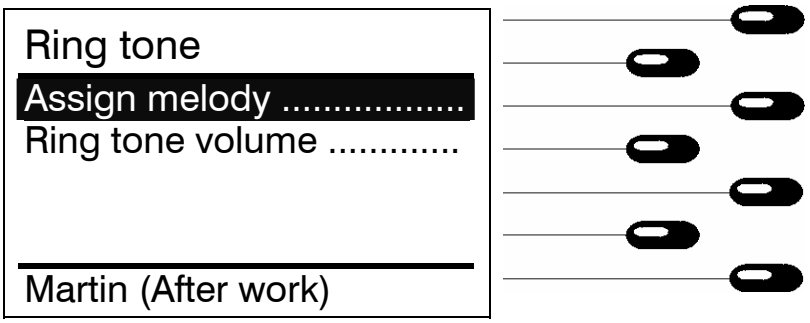


Ring tone

Main menu ➔ *Settings* ➔ *Telephony* ➔ *Ring tone*

This menu allows you to define the melody and volume of the ring tone.

You receive the following information:



Assign melody

The tiptel 85 System allows you to differentiate between internal and external calls by different ring tones. Use the menu below to assign separate ring tone melodies to *External (standard)* and *Internal* calls.

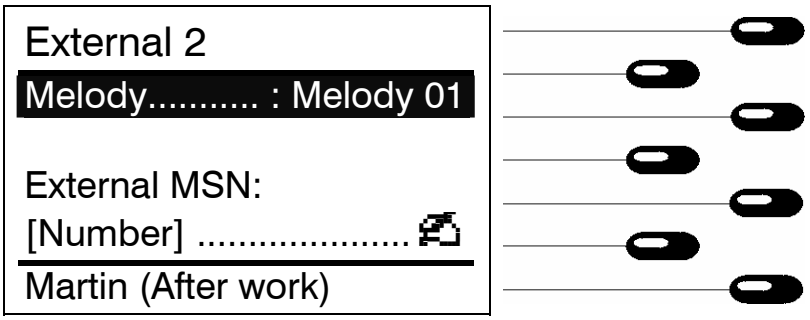
If you want to use the ring tone to differentiate between the individual external numbers in your telephone system, you can assign a separate ring tone to each of the *External 1... External 8* settings.*

External (Standard)	This ring tone melody is used for all external calls, for which there is no specific entry under *External 1...External 8*.
Internal	Ring tone melody for internal callers
External 1 ... *External 8*	Up to eight external numbers in the telephone system may be assigned an individual ring tone melody. *

* This function is only available to the first MSN / user entered into the telephone.

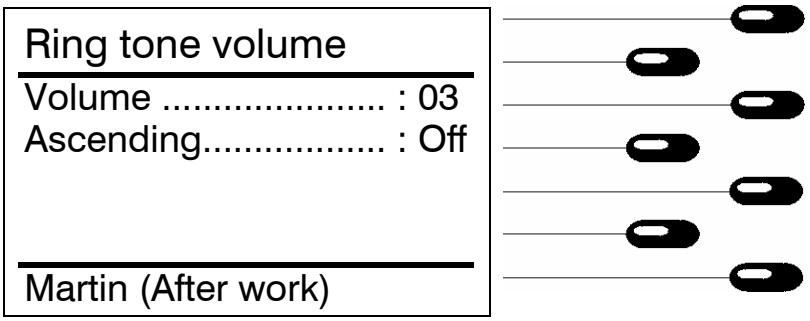
You select the type of ring tone, e.g. *External* (*standard)* for which you want to configure the melody.

Press the adjacent **SELECTION KEY** and find a suitable ring tone. The current melody is played.



Call volume

The volume defined here will apply to all ring tone melodies.



Volume	The call volume can be set at level 1 to 14 or "off". Press the adjacent **SELECTION KEY**.
Ascending	If activated, the ring tone melody volume can gradually increase from soft to loud.

Unparking

Main menu ➔ Settings ➔ Telephony ➔Unpark

Select this option, if you want to release a parked call.

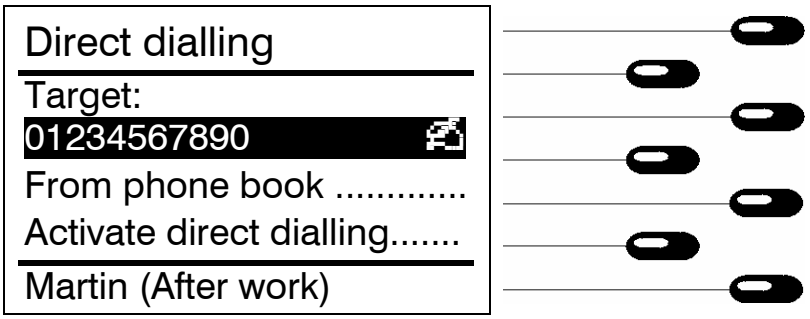
Refer also to “Resume (release parking)”, p. 47.

Direct dialling

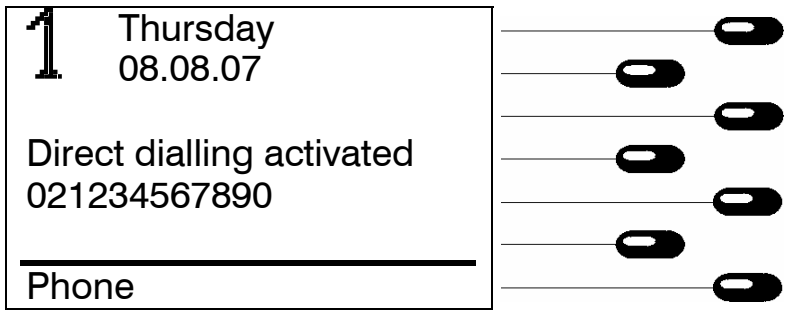
Main menu ➔ Settings ➔ Telephony ➔ Direct dialling

When the direct dialling function is activated, the telephone dials a previously programmed number when a preset key is pressed or the handset is picked up (exception: The **OK** key will result in a request for a PIN to end the direct call function).

☞ Please make sure that you know your telephone's PIN before activating the direct call function.



After you have entered a target number, another menu item *Activate direct calls* will be blended in. If the corresponding **SELECTION KEY** is pressed, your PIN is requested and direct call is activated.
The device goes into standby mode and the following screen will be displayed:



Switch off direct dialling:

Press the **OK** key. You will be asked for your PIN. After entering the device PIN and confirming by pressing **OK,** Direct call is deactivated.

Call waiting

Main menu ➔ Settings ➔ Telephony ➔ Call waiting

This setting uses an acoustic signal – the so-called call waiting tone – to let you know that a second caller is on the line.

You can switch off *Call waiting*, if you do not want to be disturbed during a call.

Press the **SELECTION KEY** next to call waiting, to switch the function on and off. The current status will be indicated at the end of the line.

Post dialling

Main menu ➔ Settings ➔ Telephony ➔ Post dialling

Here you can configure how the telephone behaves when you press certain keys during a call.

You usually consult your answering machine by means of DTMF (tone dialling). You can perform remote control functions using your keypad.

Ask the manufacturer or your service provider what type of signalling is required for dialling into the relevant device.

You can also toggle between the *DTMF* and *Keypad* options.

This is also where you can set up the basic configuration. During the call, you can temporarily modify the settings by going to *Options*.

Dialling mode

Main menu ➔ Settings ➔ Telephony ➔ Dialling mode

Your telephone's dialling mode can be switched from *Standard* to *Keypad dialling*.

☞ Please note that the *Keypad dialling* setting may result in the telephone in your system not functioning as usual. You should only change this setting, if asked to do so by your system administrator.

My area code

Main menu ➔ *Settings* ➔ *Telephony* ➔ *My area code*

Enter the area code of the place you live. In the call list, incoming calls from within this area will then be displayed without the area code. If you gain your exchange access manually you will also have to add exchange access code “0”.
There are a maximum number of 6 places.

Number display

Main menu ➔ *Settings* ➔ *Telephony* ➔ *Number display*

This menu allows you to switch number assignments on and off for each individual user.

If you select the *Number display* option in the *Settings* menu, you will receive a list of the registered users with their current number display setting.

To change the setting, press the adjacent **Selection key**.

You will be offered the following options:

Off	Numbers not sent in any direction.
In	Only callers’ numbers are sent to you.
Out	Only your numbers are sent to your contact.
In, Out	Numbers are sent in both directions.

☞ Please note that you neither can receive entries in your call list nor you can see the caller’s number, if you select “*off*” or “*outgoing*” only.

Phone

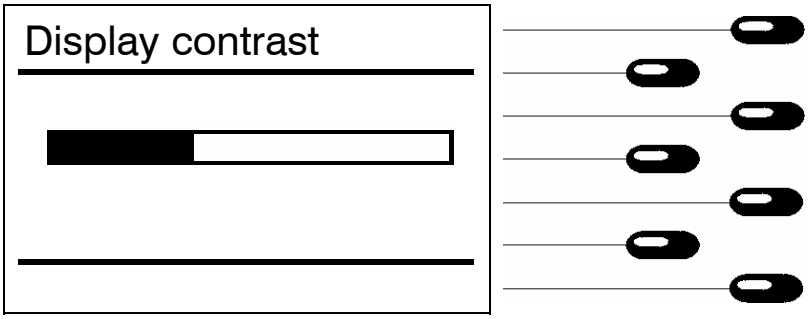
Main menu ➔ Settings ➔ Phone

Contrast

Main menu ➔ Settings ➔ Phone ➔ Contrast

This is where you can change the display contrast settings.

The current contrast setting is shown below. Use the +/- or **RIGHT**/**LEFT** keys to adjust the setting to your needs.



Headset

Main menu ➔ Settings ➔ Phone ➔ Headset

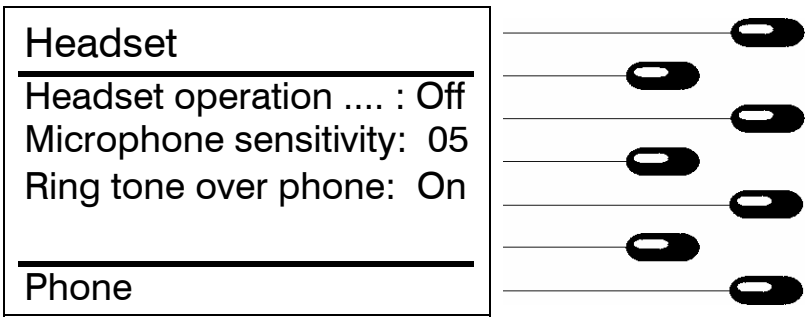
You can use the headset to listen to messages without disturbing other people in the room. Naturally, you can also use it to place calls or receive calls. You can resume your call.

On the underside of the tiptel 85 System casing are two different headset sockets, thus allowing a wide variety of models to be used.

If a cable is connected from a suitable headset (see Appendix Headset) to the socket, you will see the headset icon f appear on the right-hand edge of the display screen, whilst the telephone is in standby mode. Use the **SELECTION KEY** to switch the headset on and off at any time.

☞ The headset icon will only be seen, if the headset is recognised by the telephone or if the headset is manually activated in the menu (see below).

In the headset configuration menu, the following screen will be displayed:



Headset operation	This is where the headset interface can be manually activated: Off: The headset is not activated. On: The headset is activated.
Microphone sensitivity	You can adjust the level of your headset microphone to the volume most convenient to the called party.
Ring tone over phone	The ringing from the telephone's speaker can be configured as follows: *On*: The ring tone can be heard through the speaker and the headset. *Off*: The ring tone can only be heard via the headset. *Delayed*:The ring tone is first heard only through the headset and then, 3 seconds later, through the speaker.

☞ In order to make a call using the headset, one of the functions has to be configured with the "Headset on/off" function. This key is used to start or end a call in headset mode.

PIN

Main menu ➔ *Settings* ➔ *Phone* ➔ *PIN*

Select this option to change your device's PIN.

Enter the current PIN (default: 0000) and confirm by pressing **OK**.

You will then be prompted to enter the new PIN. After confirming with **OK** you must enter the new PIN a second time for security. When you confirm this, the new PIN will be saved.

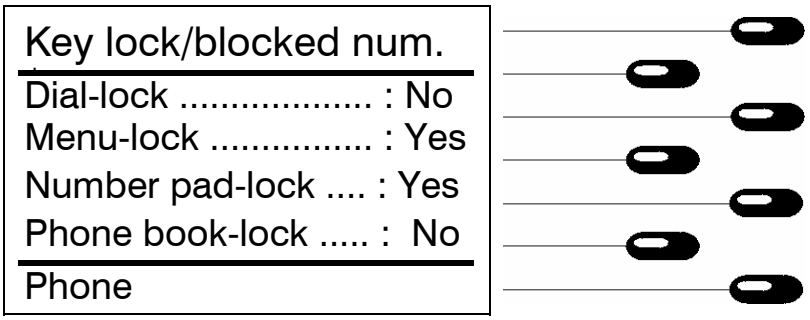
Key Lock / blocked number.

Main menu ➔ Settings ➔ Phone ➔ Key Lock/blocked num.

You can lock certain groups of keys or functions to prevent their unauthorised use. Here you can define which groups of keys you want to lock.

The lock is switched on or off again when the telephone is in standby by holding down (3 seconds) the * key (see also “Locking your telephone”, p. 50). You can also activate the lock under the *Activate lock now* menu option.

Switching the lock function on or off may optionally be linked with a PIN query. A telephone locked in this way can only be used after entering the correct device PIN (s. PIN, p. 69).



The adjacent **SELECTION KEY** can be used to switch the relevant lock on or off:

No: Access to the function or group of keys is not locked.

Yes: Access to the function or group of keys is not locked.

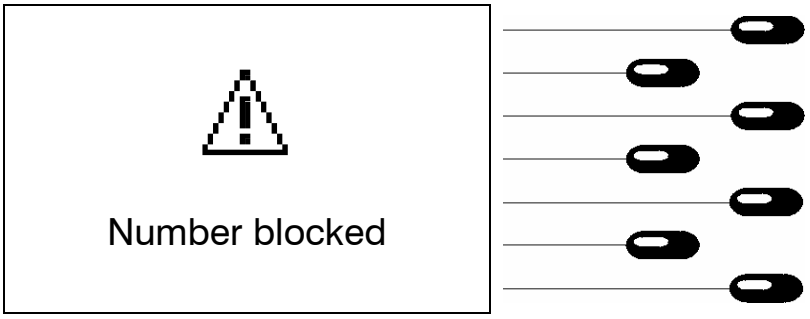
These locking options are available:

Dialling	You cannot dial.
Menu	The telephone menu is locked.
Number pad	The number pad is locked.
Phone book	The telephone book is locked.
Function keys	The function keys are locked.
PIN secured	Secured by PIN.
Blocked numbers	Phone numbers that cannot be called.
Emergency numbers	Phone numbers that are allowed to be called anyway.
Activate lock	Lock can be activated this way.

The *PIN secured* option determines whether the device PIN has to be entered or not before the telephone is locked or unlocked.

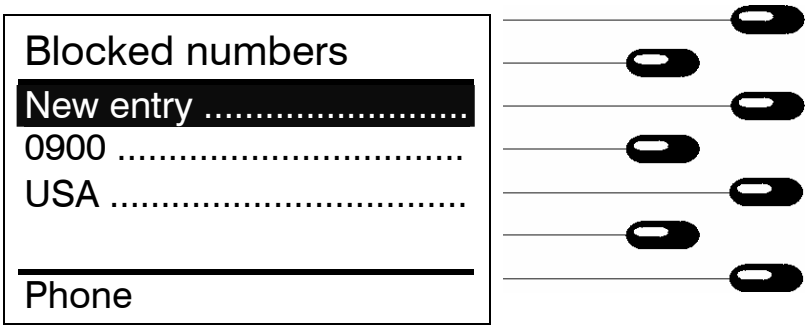
Blocked numbers

If you want to select a number from this list or whose first numbers correspond to an entry on the blocked list, the telephone will not dial the number. You will then see the following error message:



This function can be configured for complete numbers or just the first digits of a number, such as a prefix.

The list can contain up to 50 different numbers.



The upper line is used to create a new entry in the list, followed by the numbers already entered.

If the numbers are dialled from this list, an alert tone will sound and a corresponding message appear in the display.

Special numbers

Numbers that are entered in the *Emergency numbers* are exempt from all locking functions. These can still be dialled from the locked number pad or the function keys.

Up to 10 numbers can be saved. They are entered in the same way as the locked list.

Charge rate

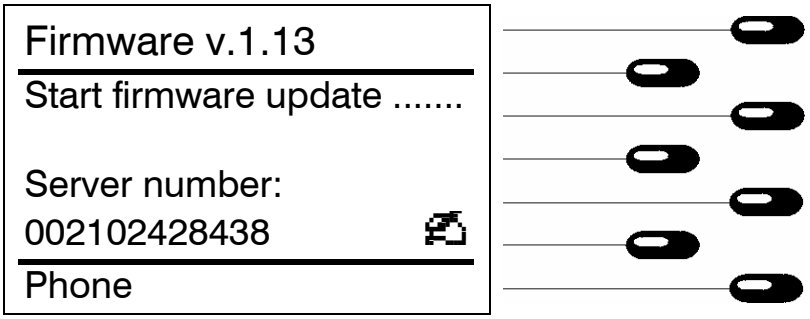
Main menu ➔ Settings ➔ Phone ➔ Charge rate

In order to assign call costs correctly, a charge rate per unit has to be allocated (independently of your network provider). The relevant rates per user or those for the entire connection can be seen under *Information*.
Activate the entry by pressing the **SELECTION KEY** and entering the charge rate using the format 00.00.

Firmware update

Main menu ➔ Settings ➔ Phone ➔ Firmware update

The firmware of your system telephone is subject to permanent improvement and maintenance. New firmware versions will be published at irregular intervals. You can update these new versions via your telephone's update server.



The title indicates the current version number of your device's firmware.

You can enter or change the server's phone number by pressing the **SELECTION KEY** next to the server number.

To start the update process, press the **SELECTION KEY** next to *Start firmware update*. You will be asked the security question, after which the TIPTEL update server is automatically confirmed and the version updated. A progress bar informs you of the current progress of the installation.

☞ Only change the server numbers, if asked to do so by your system administrator. If you enter the wrong number your update will not work (in Germany the preset number is 02102 428 438 or your telephone system's dial-out identifier).

The update server number is only defined for firmware updates for the device. When the firmware update is complete, you will receive the corresponding message in the display.

☞ Please note, especially when using the system's LCR function, that some telephone providers do not support the X.75 protocol used during the firmware update. In this instance, the LCR function must be deactivated during the update.

☞ In case your telephone system is being operated at more than one point to multipoint accesses this may cause problems in synchronisation. This may result in interruptions of data transfer and lead to a cancellation of the firmware update. In such a case your system administrator should activate layer 2 at port 1 permanently.

ISDN – time transfer

If the *ISDN-time transfer* line is activated (*On*), the date and time will be updated with every external call via the ISDN line. If you do not want this data to be transferred, switch the function to *Off*.

Language settings

Main menu ➔ *Settings* ➔ *Phone* ➔ *Language settings*

This menu provides you with a list of the possible language settings for your device. You can select the language you require.

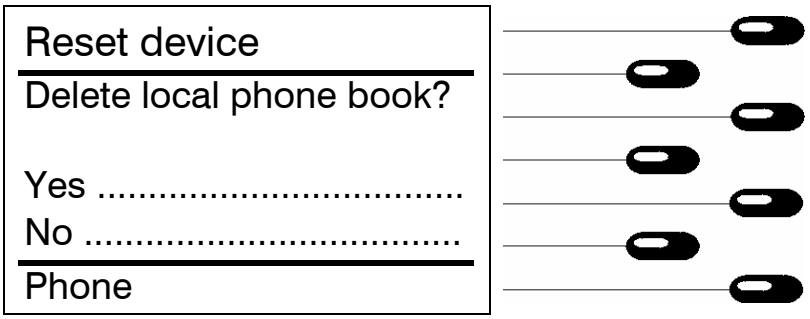
If you cannot read or understand the language, you can go directly to the *Language settings* menu when the telephone is in standby mode, by entering 999.

Reset device

Main menu ➔ *Settings* ➔ *Phone* ➔ *Reset device*

To reset the tiptel 85 System to its factory default settings, select the "Reset device" option. You will then be asked to enter your PIN. Confirm this by pressing **OK.**

You will be asked if you want to delete the local telephone book.



Reply *Yes* or *No* to the question by pressing one of the **SELECTION KEYS**. A few seconds later, you will receive the message "*Phone returned to factory default settings*".

Then you will see the same screen as when starting up the telephone for the first time (see Connecting, p. 11).

☞ Remember that the device PIN will also have been reset to 0000.

☞ Resetting the device means that you will lose **all** the information saved in the device (key assignment, settings etc.)!

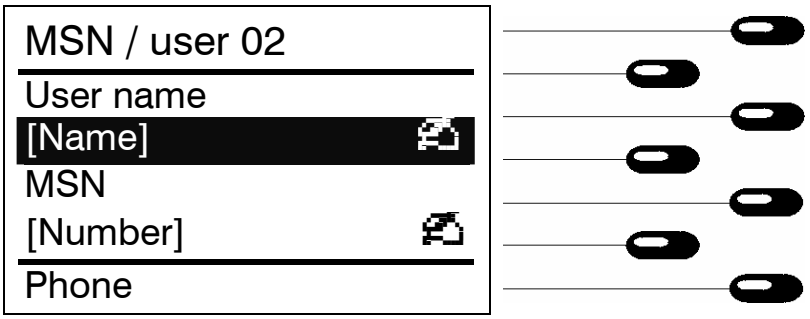
MSN / user

Main menu ➔ *Settings* ➔ *MSN*/*user*

When selecting the item *MSN*/*user* in the settings menu the number *(system MSN*) entered will be displayed.

To improve the comprehensibility and to give you a better overview when working with your telephone, you can assign a username to each of the numbers (system MSN) assigned by the device. After you have entered the name, it will be shown in place of the number whenever you navigate through the menus. The current username is shown on the top line of the display screen in all actions that are related to the user.

You can modify name and number now:



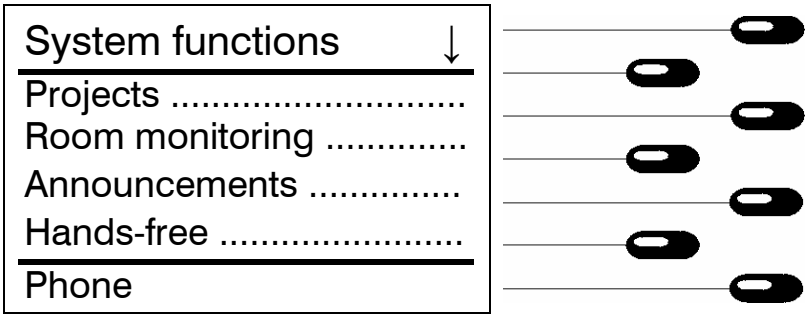
The user can be deleted from the displayed *MSN*/*user* list. Select the user with the cursor keys and delete the entry using **DEL.**

☞ Please note that system functions are only available to the user assigned with the system MSN, i.e., if you have configured another user, the telephone will still provide system messages for the first user.

System functions

Main menu ➔ Settings ➔ System functions

This is where you configure all the functions that are part of the range of functions of a normal ISDN telephone and which are controlled or administered in the telephone system:



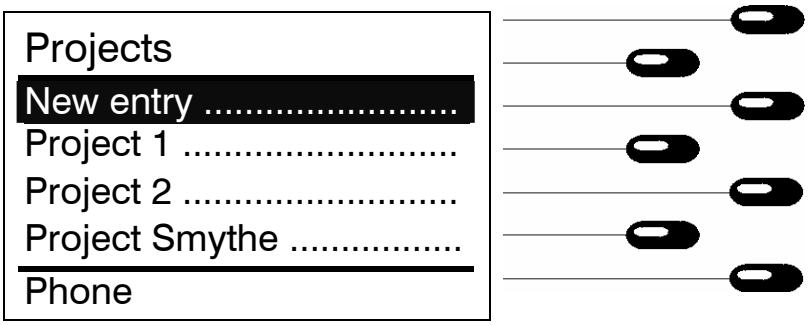
Projects

Main menu ➔ Settings ➔ System functions ➔ Projects

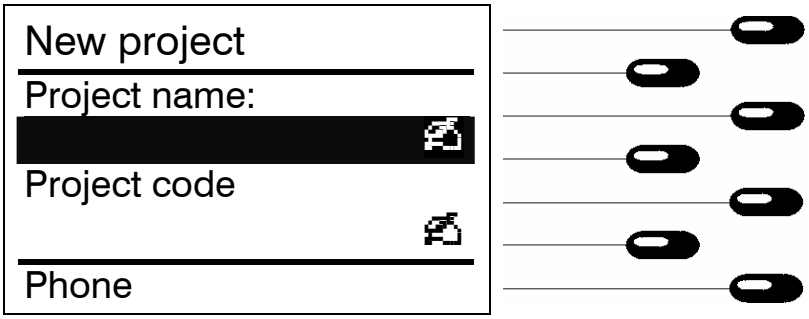
In order to be able to assign a telephone call to a given project for accounting purposes, you must first set up a list of your most important projects (maximum of 20).

☞ This menu is exclusively used to create and edit your project list. Please refer to Chapter “Projects” on Page 56 for how to assign a call to a project code.

In order to use the “Projects” function, your telephone system must support this function and the administration of the project code must be activated.



Select one of the available projects or select *New list entry* to assign a new project.



A name may be assigned to any project in order to make handling within the telephone easier. The length of the project code can be up to 12 characters including * and #..

In the displayed list, a marked project entry can be dissolved using the **DEL** key.

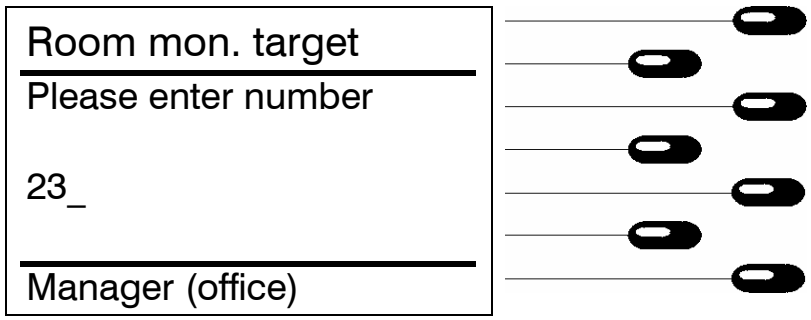
Room monitoring

Main menu ➔ Settings ➔ System functions ➔ Room monitoring

This function allows you to switch another telephone to room monitoring mode.

For safety reasons, this function is protected by a switching code. You can obtain a release code from your system administrator. Please note that this does not relate to your telephone’s device PIN.

When asked, enter the extension number for the device that you want to switch into room monitoring mode:



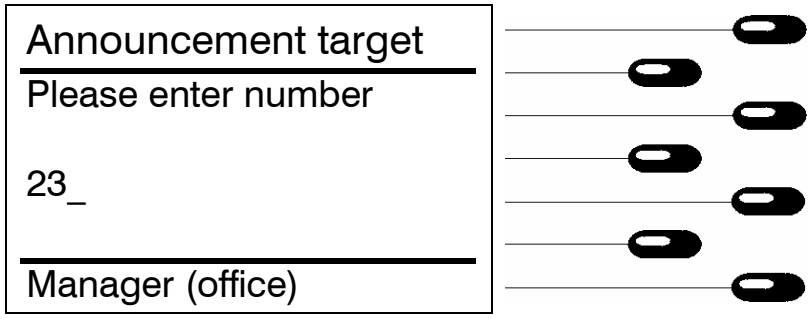
Confirm your entry by pressing **OK**. After entering the correct switching code, the function will be switched on. The corresponding message is displayed on your telephone as well as the monitored telephone.

Announcement

Main menu ➔ Settings ➔ System functions ➔ Announcement

This function allows you to switch another system telephone to voice announcement operation.

You will then be asked to enter the number of the extension that you would like to switch to voice announcement operation:



Confirm your entry by pressing **OK**.

A corresponding message will appear on the target device's display screen.

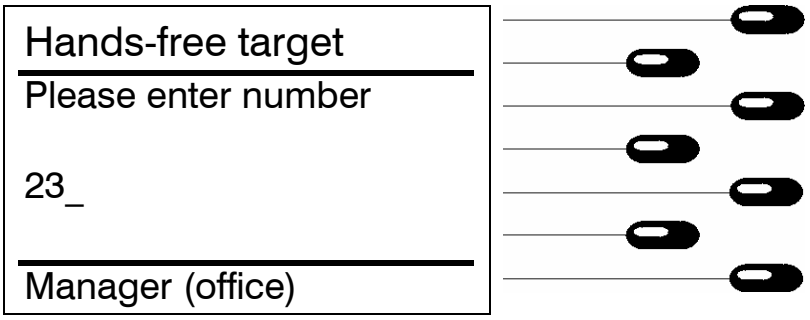
Hands-free

Main menu ➔ Settings ➔ System functions ➔ Hands-free

This function allows you to switch another system telephone to speaker/hands-free mode.

For safety reasons, this function is protected by a switching code. You can obtain a release code from your system administrator. Please note that this does not relate to your telephone's device PIN.

You will be asked to enter the extension number of the device, which you would like to switch to speaker/hands-free mode:



Confirm your entry by pressing **OK**. After entering the correct switching code, the function will be switched on.

A corresponding message will appear on the target device's display screen.

Call target indication

Main menu ➔ Settings ➔ System functions ➔ Call target indication

If you have activated the *Call target indication* setting, the number that the caller originally dialled will be indicated together with the caller's number. This can be differentiated from your telephone number on the basis of call forwarding or corresponding call distribution.

If you want to activate this indication (for incoming calls), switch the function to *on*.

Call forwarding

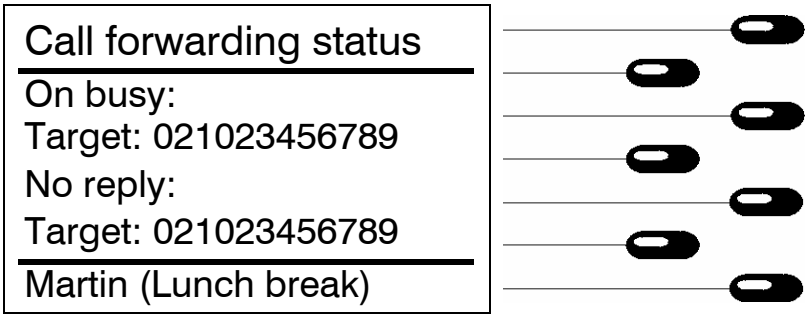
Main menu ➔ Settings ➔ Call forwarding

Call forwarding allows you to transfer a call received on your extension to another target. This can be configured separately for each user (MSN).

If call forwarding is activated in your terminal, a "C" icon will be shown on the display screen, when the telephone is in standby mode. A special dial tone will sound when you pick up the handset.

☞ A flashing icon informs you that the call forwarding setting defined by you in the menu could not be correctly transferred by the exchange or your telephone system.

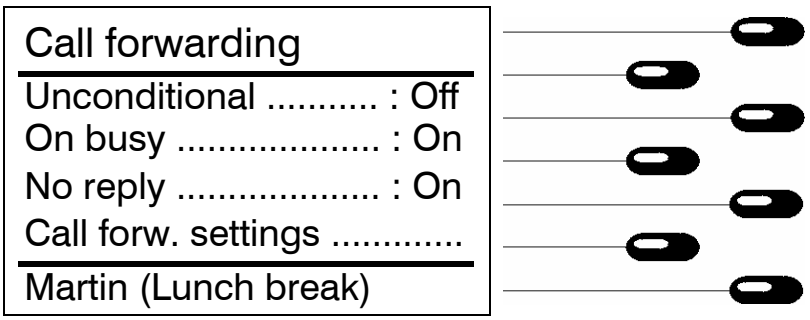
By pressing the **SELECTION KEY** next to the icon, you can check which call forwarding settings have been activated at any time.



There are three distinct variants:

Description:	**Function:**
Unconditional (CFU)	The call is forwarded immediately to the target.
On busy (CFB)	The call is forwarded to the target if the connection is busy.
No reply (CFNR)	The call is forwarded to the target if it is not accepted within a certain period of time. This time can be configured in the telephone system.

The tiptel 85 System allows you to configure each forwarding variant individually.



You can switch the functions on and off separately or change the call forwarding settings.

The following statuses are possible:

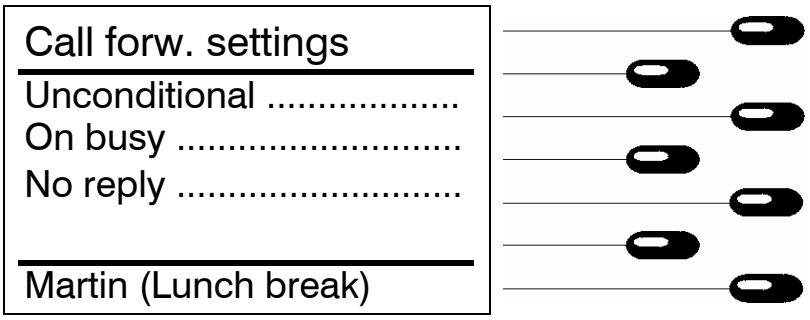
- *Unconditional*
- *Busy*
- *No reply*
- *Busy* and *no reply*

If, after switching, there is no forwarding target, an alert tone will sound.

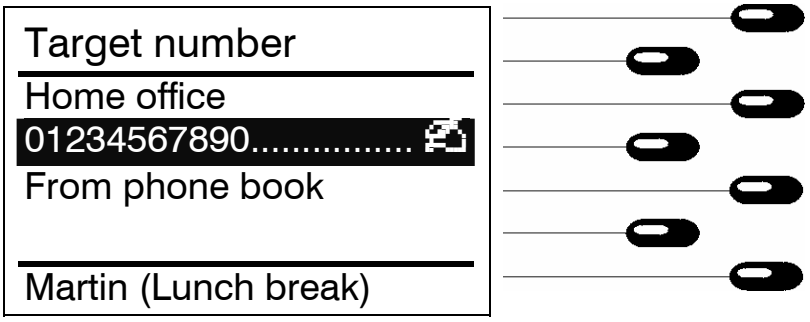
Please note that the settings are only applicable to currently configured users. You can also toggle between users by pressing the lower key.

You change the call forwarding settings, by pressing the **SELECTION KEY** in the *Call forwarding settings* line*.*

From the display screen below, select the type of call forwarding you want to configure.



The following screen will then be displayed:



The forwarding target may be entered directly or by pressing the *From phone book* **SELECTION KEY**.

☞ If the desired call forwarding version cannot be set, the telephone system has encountered an error. Check that you have entered a forwarding target for this call forwarding variant, if it is a valid and available number and if authorisation

to set up forwarding has been given in the telephone system for your internal number.

☞ The target number may only be changed, if the current call forwarding is deactivated.

Date / time

Main menu ➔ *Settings* ➔ *Date/time*

The *Date/time* option gives you the option to enter the date and time manually.

☞ Please note that normally at the latest the time and date are transferred to your telephone during the first outgoing call (when the function “ISDN – time transfer”, p. 73 is switched on).

Call filter

Main menu ➔ *Settings* ➔ *Call filter*

It is possible to reject a caller directly or forward the call to the voicebox or another telephone connection.



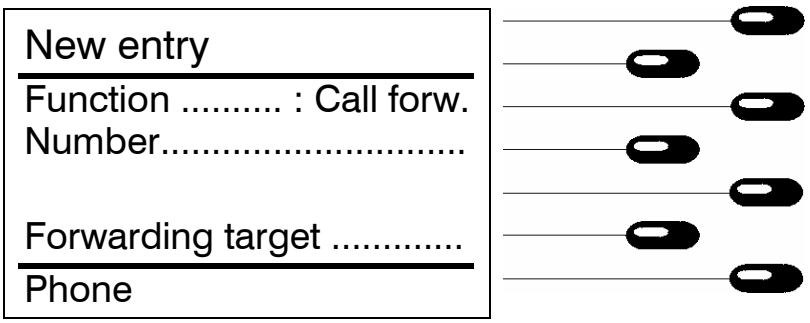
Number filter

Select this option to enter either the complete number of a contact or only the start of the number. For example, you can deal specifically with all callers with a given prefix.

Each number entry can be assigned one of the following filter settings:

Reject	The caller is rejected. (If the voicebox is activated, the caller is forwarded after the relevant time delay.)
Voicebox	The caller is forwarded directly to the voicebox.
Call forwarding	The caller is forwarded to another connection. A forwarding target has to be entered.

To set up a new list entry:



Press the **SELECTION KEY** next to *Number*.

The number can be transferred from the telephone book or entered by hand.

If you selected the *Forwarding* function, enter the forwarding target in the same way.

Suppress number

The number transfer is suppressed by the caller on purpose.

In this instance, you can set up your own call filter configuration:

- *Reject* (calls are rejected).
- *Voicebox* (calls are forwarded to your voicebox).
- *Forward* (there must be at least one forwarding target).

Do not transfer number

Usually, no number is transferred (this is the case with many analogue connections and is not knowingly the case here).

Configuration options are as in *Suppress number*.

Program function keys

Main menu ➔ *Settings* ➔ *Function keys*

The programmable function keys of the tiptel 85 System allow you to assign your most frequently used functions and menus.

For example, you can programme in your colleagues' and business partners' numbers. The corresponding target can then by selected by pressing a key. If the other contact is part of the same telephone system, an illuminated key will indicate the contact's assignment status.

☞ If the target number is part of the telephone system and the "automatic dial-out" function is activated in the telephone system, # must be inserted twice before the extension number (e.g. ##22).

☞ The programmable function keys are valid for all users (MSNs).

The *Function keys* menu can also be used to assign other, frequently used telephone menu functions to one key, so that they can be accessed more quickly and easily.

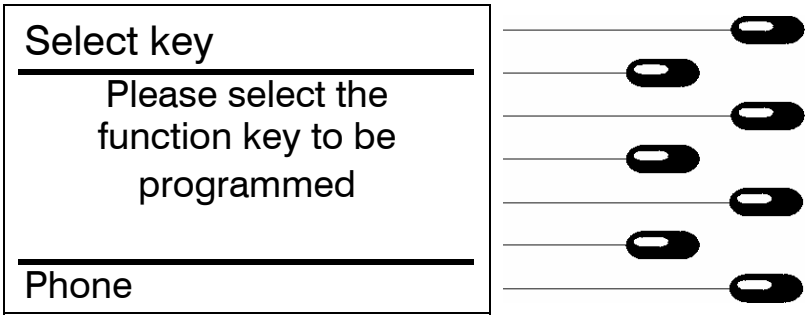
The list of possible functions for function keys:

Target number	A frequently used number can be programmed to a key. The call status of contacts within the system is indicated by means of illuminated keys.
Keypad number	A sequence of numbers can be programmed as a keypad sequence.
Internal key	An internal call can be made using activated automatic dial-out.
Conference	Starts a conference (Mode of use: Office/regular)
Accept	To accept a waiting call (Mode of use: Switchboard/operator)
Disconnect	Ends the call.
Forward	Forwards the call.
Park	Calls up the *Park* menu.
Number display	Opens the *Number display* menu.

Calls while absent	The key flashes as soon as a new call is received. Pressing the key stops the flashing and opens up the call list.
Contrast	Allows you to configure the display contrast.
Call forwarding	Open the *Call forwarding* menu.
Forward (CD)	Used to forward a caller to another contact.
Headset on/off	Simulates the rocker in the handset when headset is in use.
Direct call	Switch on or off.
Locking menu	Opens the locking menu.
New project	Allows you to enter a new project code.
Room monitoring	Activates the room monitoring function.
Voice announcement	Activates the voice announcement system function.
Hands-free	Activates the speaker function.
Function keys menu	Opens the *Function keys* menu.
Delete key function	The currently programmed function is deleted
Switch profile on	Allows the profile to be switched directly.
Message waiting indicator (*)	Indicates new messages on the voicebox.
Voicebox full– indicator (*)	Indicates that the voicebox has reached its capacity.

(*) These functions are programmed through the telephone system and are only available to the first user (MSN).

You will be asked to press the **FUNCTION KEY** to be programmed:



You can exit the process by pressing **ESC**.

☞ If the **FUNCTION KEY** is preset to the telephone system, you will hear a warning tone and a message that the key cannot be assigned.

Select the key that you would like to programme and select the desired function from the list offered.

If you wish to delete a function key, from the function list please select "*Delete key function".*

The number of function keys can be increased by adding optional additional modules tiptel KM-30), with a maximum of three modules being able to be connected to a tiptel 85 System. Each additional module has 30 function keys, allowing you to dial several numbers directly.

Additional MSNs

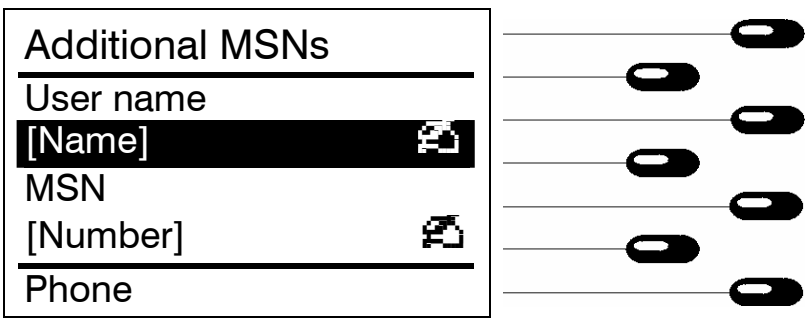
Main menu ➔ Settings ➔ *Additional MSNs*

After selecting the item Additional MSN in the settings menu you will see a list of the numbers entered (MSN 02 to 10) in the display.

For entering a new MSN please select an unused position. To assign a name to an already existing MSN select that entry.

For ease of use and to get a better overview when working with the telephone you may assign user names to the individual telephone numbers (MSNs). After assigning a name within the menu control only this name is being used. The name of the current user is shown in the bottom line of the display.

You may modify name and number:



Deleting a programmed user is carried out in the list view *Additional MSNs*.
Highlight the user with the cursor keys and then delete the entry with DEL.

☞ Please note that only for the additional MSN the telephone system does not provide any system functions. This means that when you have chosen a user from the list of additional MSNs the telephone will still signal system messages for the user with the system MSN..

☞ The telephone number (MSN) can be up to 10 digits long.

Profiles

The tiptel 85 System allows you to combine various telephone settings into so-called “Profiles”. You can toggle between these profiles directly by means of the function keys or they can be time-controlled. To be able to switch a profile on and off with a **FUNCTION KEY**, please consult the “Program function keys” chapter on page 82.

This will allow you to alter the telephone’s status quickly and easily to “Night”, “Away from desk” or “Talk” mode for example.

It is also possible to combine different user’s profiles into a single device profile, in order to make a configuration change for all users.

A profile influences the following telephone parameters:

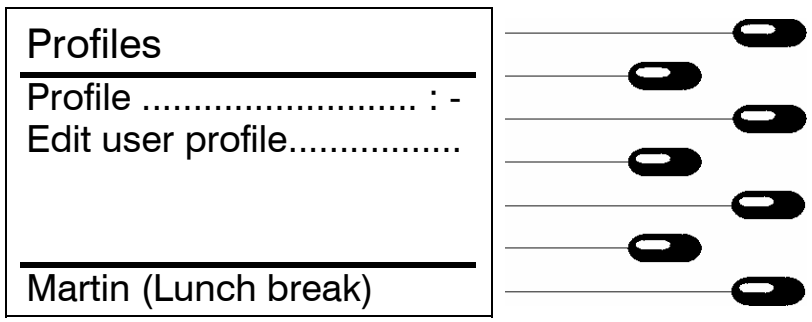
- Voicebox on/off
- Number of voicebox messages
- Type of message reporting or setting to no messages
- Ring tone volume Off, 1-10
- Delay in switching to voicebox
- Call forwarding

☞ The profile parameters (see above) can only be changed in the *Profiles* menu. If one of the above parameters is changed in the *Settings* menu, this will not affect the values saved in the last activated profile. As long as the current setting is different from the setting saved in the active profile the entry in the user line will be flashing. The next time the profile is changed, the modified values will be overwritten with the Profile settings.

The tiptel 85 System menu differentiates between:

- User profile: These settings only apply to the current user.
- Phone profile: Various users’ profiles can be combined in one profile combination (=device profile).

You can reach the *Profiles* menu via the *Main menu*. The following screen will then be displayed:



In the user line, enter the user, whose profile you want to enter or modify. If you select the *Phone* setting, you can assign or modify the device profiles.

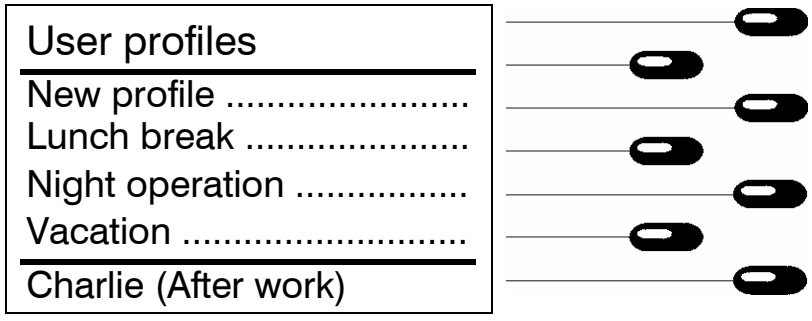
☞ To avoid conflicts between day/night control in the telephone system and in the telephone's profile control, please set day/night control of the telephone system (to be found in menu *Subscriber settings*) to "Off".

User profile

In the top line of the profile menu, you can toggle between the profiles of currently configured users, as set up by you. If you have not configured any profiles, you will not be given a choice.

Modify user profiles

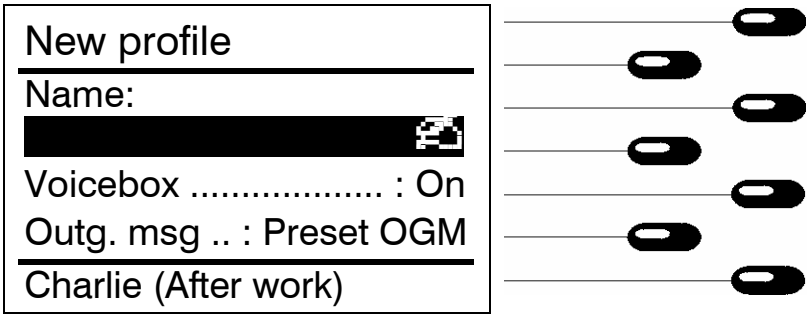
After selecting *Modify user profiles*, you will be given the opportunity to create a new profile or to view the list of profiles assigned by you.



Creating a new profile

Select the *New profile* option.

You will now be asked to enter a name for the profile. You can modify any profile setting.



As a default, newly assigned profiles will be given the current menu settings; these can be modified later.

The call forwarding option leads you to a sub-menu that is explained in more detail in the chapter “Call forwarding” on page 78. The lower line *AWS inactive* of if relevant *AWS active* is for information purposes only and can not be changed in the *Profile* menu.

You can create a maximum of 10 individual profiles per user.

Deleting a profile

To delete an existing profile, select the corresponding profile from the *User profiles* list and press **DEL.**

Editing a profile

If you want to change an existing profile, select the corresponding profile from the *User profiles* list.

You then see a summary of the current profile settings (refer to “User profile”, p. 88).

To do this, select the corresponding subscriber you want to copy.

Modify the profile.

Your changes will be saved when you exit the menu.

Activating the device profile

To activate a device profile, select the *Phone* setting in the user line of the *Profiles* menu. Enter the desired profile in the *Phone profile* line. By pressing **SELECTION KEY** you can toggle between the individual device profiles you have defined.

When you exit the menu, the configured device profile will be activated.

Editing device profiles

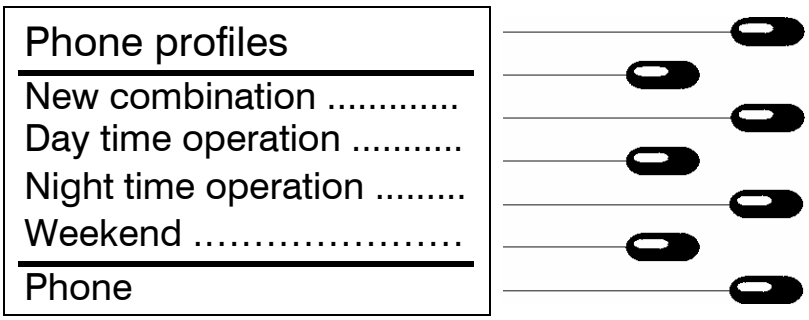
If several users are configured in your telephone and are assigned to various different profiles, these profiles may be combined into one device profile. You can then modify all the settings for several users at the same time by pressing just one key.

Example:

Phone profile:	User: Martin	User: Business
Day time operation	Ring tone volume: level 2 Voicebox: On Forwarding delay: 5 s (“Work” user profile)	Ring tone volume: level 5 Voicebox: On Forwarding delay: 30 s Message: “Back soon” (“Office” user profile)
Night time operation	Ring tone volume: level 8 Voicebox: Off (“Evening” user profile)	Ring tone volume: Off Voicebox: On Forwarding delay: 0 s Message: “There is no-one in the office at present” (“Evening” user profile)

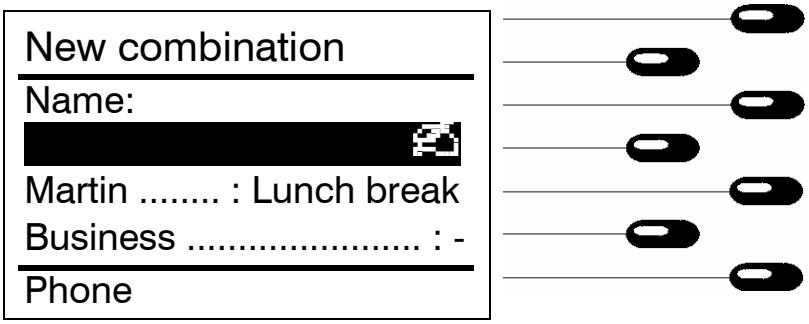
If, as in this example, a “Daytime operation” (“Work” or “Office”) user profile has been configured, in the evening you can switch to the “Night operation” (“Evening” or “Nobody here”) device profile.

To create a new device profile, please select the *Phone* setting in the user line of the *Profiles* menu followed by the *Modify device profiles* option. In addition to a list of the devices you have already configured, you will be able to create a new combination:



Create a new phone profile

Select the *New combination* option from the list of device profiles.

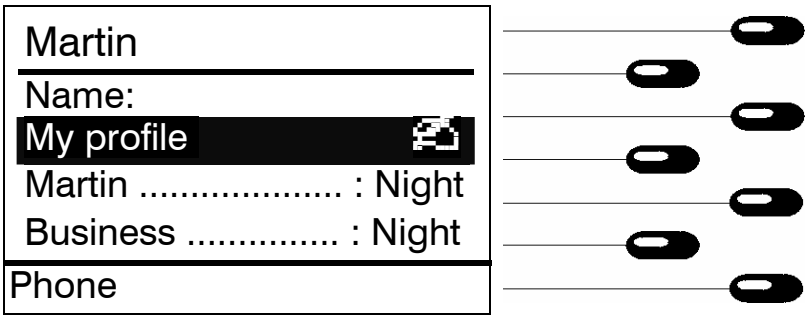


Now enter a name for the new device profile.

By pressing the adjacent **SELECTION KEY** you will be able to select a suitable profile for each user. The setting will be saved when you exit the menu.

Editing a phone profile

Instead of the *New combination* option, you can select the name of an already existing device profile from the list and modify the settings as you want.

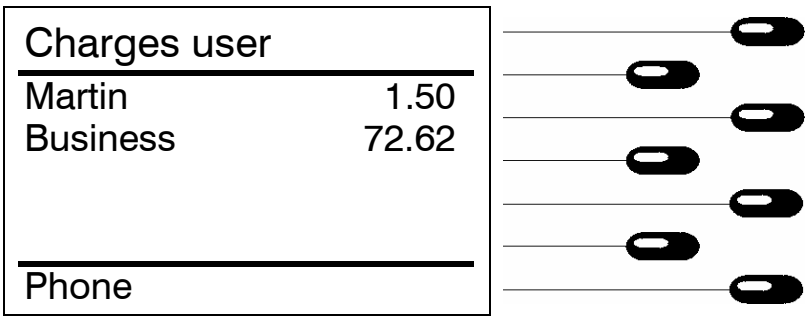


Information

In this menu item, you can access various information, such as charges incurred or the device's current storage capacity. The charge counter and telephone book entries can also be deleted.

User charges

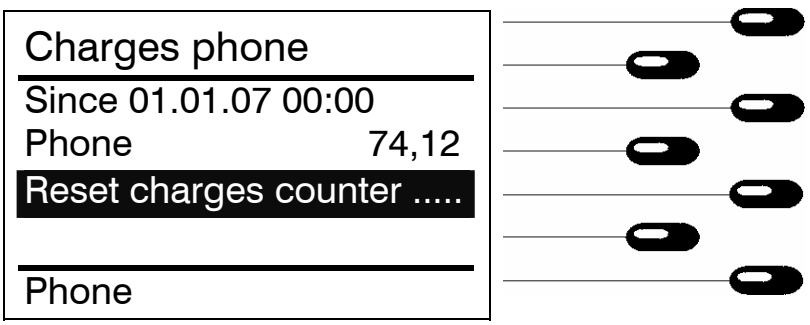
This provides you with a list of the call charges per user (MSN) since the last reset.



Total charges

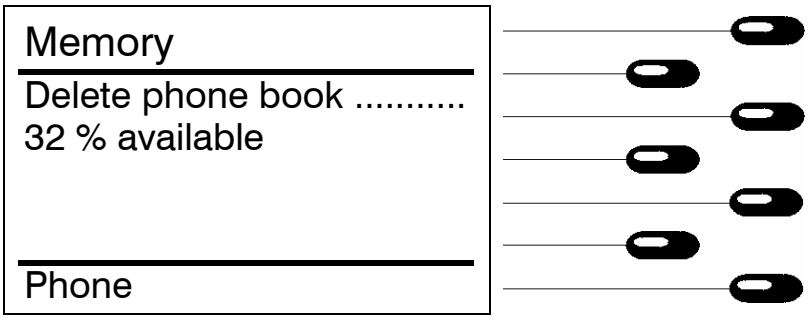
This provides you with a list of the call charges incurred for the device and the connection as a whole since the last reset.

You can also reset the charges counter.



Memory used

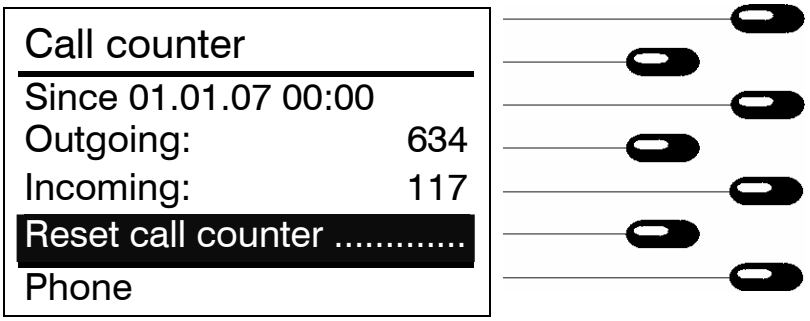
Select this menu item for an overview of the available memory in the device.



This allows you to delete all telephone book entries as a whole.

Call counter

This displays the total number of calls (both incoming and outgoing) made using the telephone separately. The first menu line indicates the time and the date of the last reset.



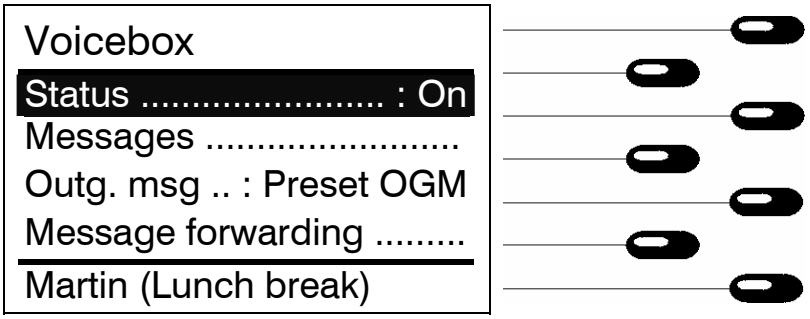
Voicebox

This chapter explains how your tiptel telephone system can be used together with the voicebox contained in the system telephone.

☞ Please note that this function depends on the model and configuration level of your telephone system and its availability depends on the installed options in the telephone system. If your tiptel telephone system is not fitted with an voicebox module, the *Voicebox* menu item will not appear in the telephone menu.

All important voicebox functions are integrated into the tiptel 85 System menu.

After selecting the *Voicebox* option from the *Main menu*, the following screen will be displayed:



☞ Before you can use the voicebox functions, they must be assigned to your connection on the telephone system and configured in the system telephone.

Answering mode

Main menu ➔ *Voicebox* ➔ *Status*

Go into the *Voicebox* menu: you can switch the voicebox on and off using the **SELECTION KEY** next to the *Status* line. If you have not recorded a message, you will see the following prompt: "*Please record your greeting first*".

☞ Always ensure that you have enough recording capacity available, if you wish to switch on your voicebox. If necessary delete individual or all incoming messages.

If your voicebox is activated, this will also be indicated when the telephone is on standby:

The voicebox is switched on and can be switched off using the adjacent **SELECTION KEY**.

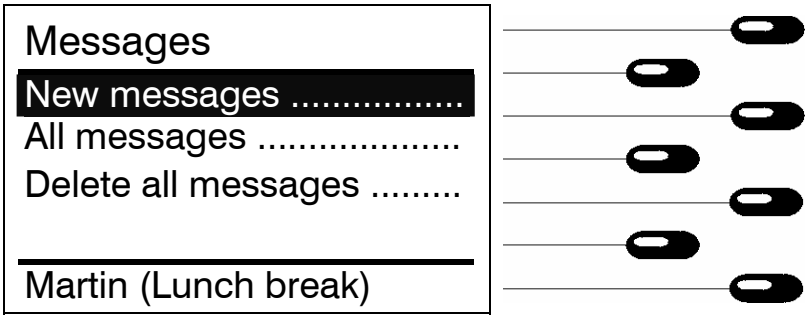
The voicebox is switched off and can be switched on again using the adjacent **SELECTION KEY**.

Please note that this function is only available to the first user (MSN) entered in the telephone.

Messages

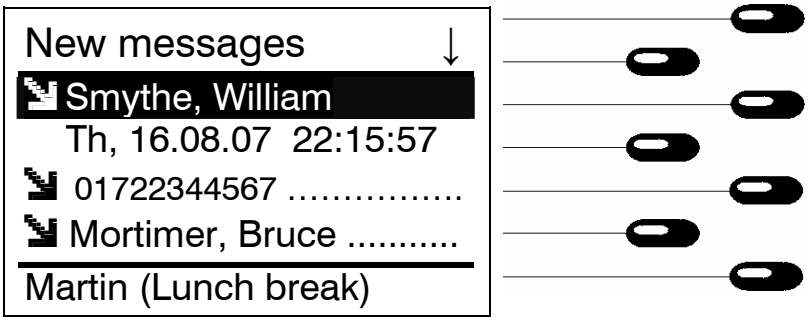
Main menu ➔ *Voicebox* ➔ *Messages*

You will be given the following options:



New messages

When you select this item, a list of the messages will be displayed that you have not yet listened to. The first entry is shown on two lines. The date and time of the recording are also shown. The latest message will always be at the top of the list.



All messages

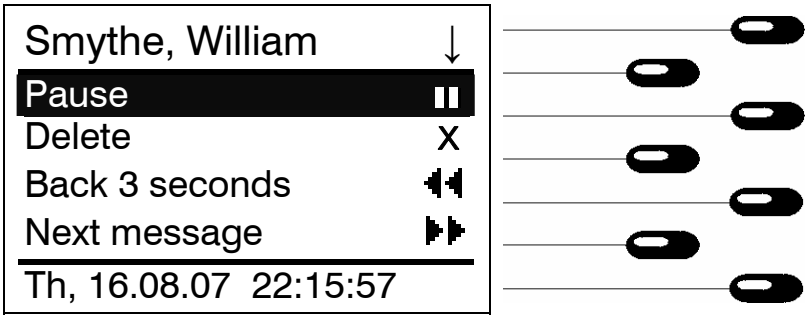
This provides you with a list of all messages:

- new voice messages
- old and still saved voice messages

Playing back messages

To play a message back, select it using the adjacent **SELECTION KEY** or by pressing **OK** after selecting the line. You receive the following information:

Playback will be performed via the loudspeaker or via the handset as soon as you pick it up.



Options during message play back:

Next/previous message	Move to the next/previous message using the **RIGHT**/**LEFT** cursor key
Stop playback	You can stop playback using the **ESC** key.
Pause	Press the **SELECTION KEY** next to *Pause* to pause playback.
Delete	Use the **DEL** key or the *Delete* **SELECTION KEY** to delete the message during playback.
Back 3 seconds	The last 3 seconds will be repeated.
Save to telephone book	Press this **SELECTION KEY** to save the caller's number to the local telephone book.
Save to prearrangement	Press this **SELECTION KEY** to save the caller's number to prearrangement.

Delete all incoming messages

Select this item, if you want to delete all ICMs. Confirm the confirmation query. All incoming messages are deleted.

Memory capacity exhausted

If your voicebox memory capacity level is reached, this will be indicated by the cassette icon flashing (when the telephone is in standby mode). The voicebox cannot save any more messages and you will have to delete some messages to free up storage space.

Configure Outgoing Message (OGM)

Main menu ➔ *Voicebox* ➔ *Outg. Msg.*

Your tiptel 85system allows 9 individual messages (message 1 - 9) and a preset, message that cannot be deleted (message 0).

There is also an individual memory full message and an individual end message.

A distinction is made between two types of outgoing message: OGMs with and without the option to record an incoming message. For OGMs that can record an incoming message the caller can leave a message after the OGM. In the second, the caller will be informed that he does not have the opportunity to leave a message.

☞ When its message storage has been reached, the voicebox will automatically switch to the “memory full” message, stating that no messages can be saved. Otherwise, the device will deactivate the telephone function and will not answer any further calls.

You can toggle between saved messages using the **SELECTION KEY** next to the *Message* line or (after selecting the line) by using the **RIGHT**/**LEFT** keys.

Sample OGMs

Outgoing message with recording

Hello, this is the extension for John Doe from … I am currently away from my desk and will be back in the office at around 10 o’clock. Between 9 and 10, you can reach me on.... alternatively, just leave your name and number and I will call you back. Please speak after tone.

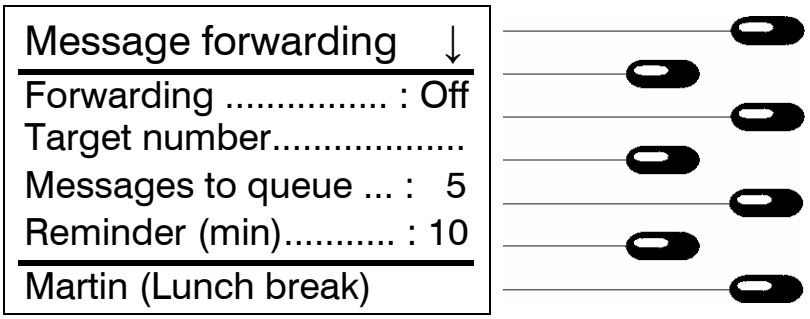
Outgoing message, announce only

Hello, this is Jane Doe, sales representative for … in … My office is temporarily closed due to illness (annual holidays etc.). Please call my colleague, Mr ..., in ... on..... He will be happy to assist you. Thank you for your call. Goodbye.

Message forwarding

Main menu ➔ *Voicebox* ➔ *Message forwarding*

When you select the *Retransmission* option in the *Voicebox* menu, the following screen will be displayed:



If message retransmission is selected, after each new message (or the first to the fifth message, see collective report), the voicebox will dial the number saved under *target number*.

The caller now has the opportunity to be told how many new messages have been saved, either by means of an automatic message (message) or a short message (SMS). Alternatively, he/she can be informed directly after dialling (call).

The person called will hear the automatic message: “This is an automated call, you have x messages, please listen to your messages, I repeat...”

During this message, you will have the option to listen to the saved message(s).

Please consult your Tiptel system manual for information on retrieving your messages.

If you cannot retrieve your messages, the device will restart the preset storage time (1 - 60 minutes).

This process is repeated up to a maximum of two times (memory).

Configuration possibilities for saving messages:

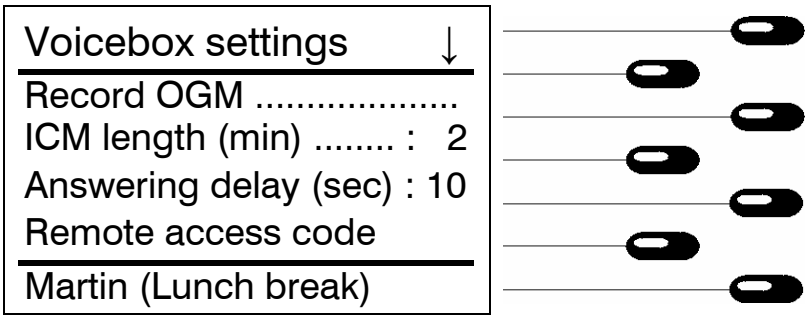
Forwarding	Off/message/SMS/call. You can select the type of message forwarding or switch off the function.
Target number	This is where you enter the number to which the message is forwarded. The target number can be a maximum of 20 figures.
Messages to queue	1 to 5. This is where you enter the number of new messages that can be forwarded at a glance.
Reminder	1 to 60 minutes. This is the time that elapses until the number is redialled, if the messages are not retrieved.
Reminders	1, 2, or no reminder
Playbacks	1 to 8 times. This is where you configure how often the notification message should be repeated per call.

If message notification is activated in the voicebox, this will be displayed when the telephone is on standby. In this instance, the icon will be displayed.

Configuring the voicebox

Main menu ➔ *Voicebox* ➔ *Voicebox settings*

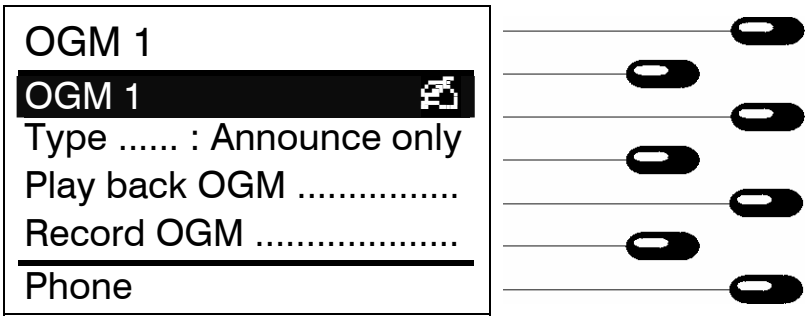
Select the *voicebox settings* option. You will see the following screen displayed:



Record OGM

All existing OGMs will be displayed in a list. You can create a new OGM, when you select *New OGM* from the list displayed or you can select an existing OGM, in order to replace it.

The process for creating a new message is the same as replacing it. After selecting *New message*, the following screen will be displayed:



Name	This is where you enter a name, which can be up to 12 characters long.
Type	“Announce only” or “Record ICM”.
Playback OGM	This option appears, if a message has been saved.
Record OGM	To record a message, press the adjacent **SELECTION KEY.** Keep the key pressed whilst you are recording. After the tone you can record you message via the handset.
Delete OGM	This will delete the message.

Configuring the length of the incoming message

This is where you enter the maximum message length. Messages will subsequently be cut off after the configured time. Message lengths may be between 1 and 40 minutes.

Configuring the answering delay

This is where you enter the time delay (in seconds), after which the voicebox is activated. The delay may be between 1 and 50 seconds.

Configuring the remote access code

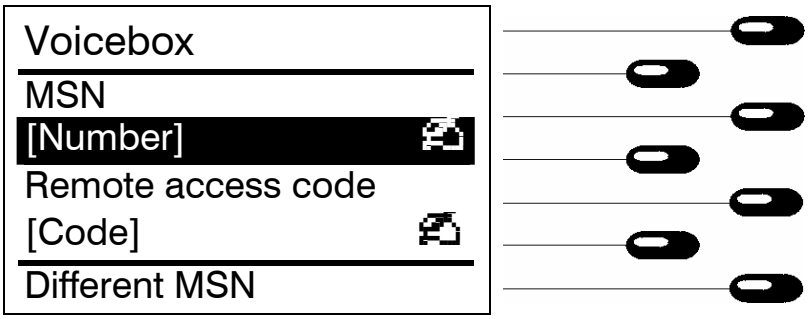
You will have to enter this access code, if you want to access your voicebox subsequently from a remote location.

☞ If you want to accept a call from the voicebox simply assign a key the extension number of your voicebox as described in "Program function keys", p. 82. Please note that the internal call number of your voicebox together with the call number of your extension in the telephone system must be set up as a pick-up group. Also set the corresponding authorisation to accept calls.

☞ Other subscribers' voiceboxes may be consulted or configured from your telephone system. Configure the *Phone* user in the main menu of your system telephone and select the voicebox menu. After entering the relevant contact's number and retrieval code, you can configure the voicebox.

Voiceboxes of other subscribers

You can also query or configure voiceboxes (tiptel VoiceMail System) of other subscribers within the telephone system. In order to do so, select the voicebox menu and the set the user *Different MSN*. After entering the telephone number (MSN) and the remote access code of the other user you can configure the voicebox.



Press the ▼ key to get via to the answering machine menu via the menu item "Next".

System telephone characteristics

In addition to the ISDN features, the tiptel 85 System has other characteristics that are available together with a tiptel telephone system.

Indications when internal numbers are busy

If an internal number is stored on a **FUNCTION KEY**, the call status of the extension can be indicated by means of an illuminated key (LED).

Extension on standby	LED is off. By pressing the key, you can connect with the programmed number. If, after pressing the R key, you press the **FUNCTION KEY**, an active call can be forwarded to the corresponding extension.
Extension is called	LED is flashing. If authorisation has been given, the call can be taken by pressing the key (pick-up).
Extension busy	LED is on. If authorisation has been given, the call can be forwarded by pressing the key (forward call). If, during an existing call (LED on), a second call is received on the same extension, this is indicated by means of a flashing LED. The second call can be forwarded using pick-up (see above).

Indications when external numbers are busy

If an external number is stored on a **FUNCTION KEY** (see Description of telephone system), the call status of the extension can be indicated by means of an illuminated key (LED).

No incoming call on this MSN / DDI	LED is off. By pressing the key, you can forward this outgoing number and select the desired contact/number.
Incoming call on this MSN / DDI	LED is flashing. The call can be taken by pressing the key (pick-up). This key can also be used to make a simple decision between the numbers dialled by the caller, i.e. to separate private from business calls.

Name display (NAME CLIP)

If your business partner’s name and number is stored in the system’s telephone book or if it is a call from another extension, the caller’s name will be indicated next to the number in the telephone display.

Appendix

Accessories

Extension module: tiptel KM-30

The 10 programmable function keys of the tiptel 85 System mean that you can tailor them to fit your individual needs in the workplace.

If you need yet more keys, this is not a problem. Your system telephone can be extended by adding up to 3 additional modules (tiptel KM-30, type no: 1124470) giving you a maximum of 100 programmable function keys (you have an additional 30 function keys per extra module).

Just plug the cable that comes with the additional module into the socket marked “AUX” on the underside of the telephone. Further additional modules will be connected accordingly with the previous module.

You will need the AC adapter described below to supply power to the extension modules.

Installation and connection

tiptel KM-30 is connected mechanically and electrically to your tiptel 85 System.

Turn tiptel 85 System upside down
Unplug connection cables "Line" and "Power"
Take extension module and turn it upside down
Attach (screw)mounting bracket to tiptel KM30 (long holes next to AUX1 jack)
Attach (screw) tiptel KM-30 with mounting bracket to tiptel 85 System
Plug in connection cable to jack AUX (tiptel 85 System) and jack AUX1

☞ Please proceed exactly in the following order when installing and connecting a module:

1. Connect the KM-30 to your tiptel 85 System via the AUX connector.
2. Connect your tiptel 85 System to the ISDN cable by using the LINE connector.
3. Connect the AC adapter to the POWER connector.

☞ In case of any malfunctions your tiptel 85 System can be reset by pressing simultaneously the "Microphone Mute" button, dial key "5", and the third selection key from the top. By doing this you will have your tiptel 85 System perform a re-start.

AC adapter

If you want to use the tiptel KM-30 extension modules, you will need a suitable AC adapter to power them (type no: 3054047). Connect the power supply connector to the power socket on the underside of the device. Up to 3 extension modules may be connected.

☞ Please do not use any other forms of power supply or you could risk damaging the telephone and/or the additional modules. Make sure that the mains voltage written on your AC adapter matches the mains voltage of the wall outlet used.

Headset

On the underside of the tiptel 85 System, there are two different sockets to allow you to connect a range of different types of headsets:

The left-hand socket is identified by the icon and is used to connect headsets with connecting wires.

The right-hand socket supports wireless head sets.

You can obtain suitable headsets from your Tiptel dealer.

Please use only original Tiptel accessories. Otherwise you could damage the device and headset.

Please note that, although many headsets are compatible, not all will be automatically recognised by the device. In such a case, you can activate the headset in the telephone menu.

Performance characteristics of the tiptel 85 System

- Easy menu navigation
- Software updates possible via ISDN phone call
- Large, illuminated graphic display
- 2 headset connectors
- Connections for up to three tiptel KM-30 key modules
- Speaker mode, hands-free operation
- 10 programmable function keys
- 10 MSNs
- “Automatic call back on busy” (CCBS), “on no reply” (CCNR), “automatic redialling” and “call reminder”

- Call waiting (CW)
- Telephone parking (TP)
- Enquiring/holding for up to 5 callers conferencing (HOLD)
- Explicit call transfer (ECT)
- Malicious caller identification (MCID)
- Keypad protocol (KEYPAD)
- Call deflection (CD)
- “Unconditional” call forwarding (CFU), “when busy” (CFB) and “when no reply” (CFNR)
- Caller's number display or suppression (CLIP, CLIR, COLP, COLR)
- Name indication (Internal contacts and telephone book entries) *
- Local telephone book with 1,000 entries for numbers, 3 numbers per name
- Access to tiptel system telephone book *
- Redial storage (100 entries)
- Call list (100 entries)
- Use of profiles for rapid switching between device statuses
- Individual ring tone melodies
- Direct call
- Call filter
- Configurable call blocking
- Several function locks
- User-definable emergency numbers
- 4 different language settings
- Charge indicator for connections and users
- Call counter
- Menu-supported operation of telephone system voicebox function *
- Message waiting indication compatible with tiptel voicebox systems*
- Busy indication for extensions via function keys *
- Targeting assignment of outgoing S_0, B channel and the outgoing MSN/DDI *
- Management of toggling between day/night tiptel telephone systems*
- Room monitoring *
- Announcements *
- Hands-free *
- Call target indicator (from/for indication)*
- Project definition *
- Third party CTI via telephone system *

* These functions are only possible in connection with a suitable tiptel telephone system.

☞ Please note that some of the above features must first be activated in your telephone system or by your telecom provider and could incur a cost.

Warranty

Your contact for services arising from warranty obligations is the specialist dealer where you bought the device. Tiptel.com GmbH Business Solutions will grant a warranty for 2 years from the date of handover for the material and manufacture of the telecommunications terminal device.

Initially, the purchaser shall have only the right of subsequent performance. Subsequent performance entails either repair or the supply of an alternative product. Exchanged devices or parts shall become the property of the 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 found without undue delay. Proof of the warranty entitlement shall be furnished by standard proof of purchase (receipt or invoice).

The warranty entitlement shall expire if the purchaser or an unauthorized third party interferes with the device. Damage caused by inappropriate handling, operation, storage, force majeure or other external influences shall not be covered by the guarantee. The warranty shall not cover any consumables (e.g. batteries) or defects that only slightly impair the ability to use the product or its value to a limited extent. Claims for damage caused by transport shall be asserted to the shipping company.

Notes on processing:

Repairs are completed only by the Tiptel.com GmbH Service Department. With our 48-hour repair service you will usually receive a repaired device or a replacement after 2 working days plus the usual delivery period. If the device is repaired during the warranty period, the warranty shall not be 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 GmbH Service staff interferes with the equipment or if the serial number on the equipment is removed or rendered illegible. The device is marked with a warranty seal. Please ensure that this is not damaged because this would cause your warranty to lapse.

The General Terms and Conditions of Tiptel.com GmbH Business Solutions, which are part of the contract with a dealer, shall also apply. In the event of a complaint, the defective product should be sent to the address below together with a description of the defect and proof of purchase. If you are making a warranty claim, Tiptel.com GmbH Business Solutions shall pay for the return shipping.

In Germany

Tiptel.com GmbH
Business Solutions
Service
Halskestraße 1
40880 Ratingen

In Austria

Tiptel GmbH

Service
Ricoweg 30/B1
2351 Wiener Neudorf

In Switzerland

Tiptel AG

Service
Bahnstrasse 46
8105 Regensdorf

Service

You have purchased a modern product from Tiptel.com GmbH Business Solutions, which was developed and manufactured in Ratingen near Düsseldorf. Our very modern production facilities ensure a consistently high level of quality. This is demonstrated by our DIN EN ISO 9001 certification.

Should any problem occur despite this or you have any questions concerning operation of the system, please contact your specialist dealer. He/she is your contact within the warranty period. Tiptel.com GmbH Business Solutions has set up a special number for technical support for specialist dealers so that you can obtain qualified advice from them.

If your dealer cannot help you further, you can also contact Tiptel.com GmbH Business Solutions directly. Initial information is available at our Internet site mentioned below in the “Support” heading under “FAQ – Frequently asked questions”. You can also reach our experienced technical support staff by e-mail, fax or telephone during the times given:

In Germany	In Austria	In Switzerland
www.tiptel.com	www.tiptel.at	www.tiptel-online.ch service@tiptel-online.ch
08.00 a.m. to 5.00 p.m. (Mon-Fri)	08.00 a.m. to 5.00 p.m. (Mon-Thu), 08.00 a.m. to 3.00 p.m. (Fri)	08.00 a.m. to 5.00 p.m. (Mon-Fri)
Tel. 0900 100 - 84 78 35 * Vanity 0900 100 - TIPTEL* * with costs as per announcement	Tel. 02236/677 464-0 Fax 02236/677 464-21	Tel. 01 / 884 01 80 Fax 044 / 843 13 23

If you have any questions about your telephone line, please contact your network provider.

Environmental compatibility

Provided the phone is used for its intended purpose, no contact with harmful substances is possible. The device contains no 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.
If your tiptel 85 System wears out, you may send it back to Tiptel.com GmbH Business Solutions. Dismantling and recycling will then be performed free of charge.

Declaration of conformity

This device is only designed for connection to a tiptel telephone system. Connection to other ISDN networks is not allowed.

Tiptel.com GmbH hereby declares that the device complies with all of the fundamental requirements of the European Directive 1999/5/EC.

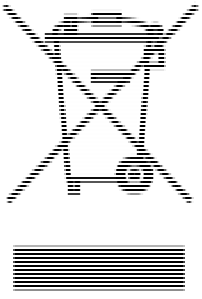
You can find further details on the declaration of conformity at the following Internet address:

http://www.tiptel.com

CE mark

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

Conformity is confirmed by the CE mark affixed to the equipment.



This product carries the recycling icon in accordance with EU directive 2002/96/EC. This means that, at the end of its working life, this device must be disposed of free of charge at a communal collection point. Disposal in a domestic/residual waste disposal unit is not allowed. This is a contribution to environmental protection (only within the EU).

Using the following table try to define the cause of a problem and resolve the error.

Troubleshooting

Problem	Possible cause	Remedy/ Recommendation
No display	No connection with the ISDN line	Check all cables and plugs. Test other telephone sockets.
Display too weak or dark	Contrast set incorrectly	Set contrast
No sound	Volume set to zero	Adjust volume
Noise or other interference in speakers	Interference from wireless telephone, monitor etc.	Change installation location
Incorrect or no connection when dialling from telephone system	Exchange access code has not been entered	Enter exchange access code
Call forwarding cannot be activated.	Call forwarding settings are missing or incorrect. Network operator or telephone system does not support the function or function is not authorised.	Verify or test and modify configuration. Ask your network operator, whether or not the function is possible or has to be switched on.
No call number displayed when a call is received.	Your network operator does not support the function or the function is not switched on. The caller has suppressed the sending of the number.	Ask your network operator, whether or not the function is possible or has to be switched on.

The telephone can be reset by pressing the “Microphone mute” + number key 5 and the 3rd selection key from the top at the same time (re-start).

Cleaning

Only clean the device with a soft and slightly moist cloth or an antistatic cloth. Avoid using dry or wet cloths. Do not use solvents, detergents or abrasive agents.

tiptel 85 System technical data

Dimensions (W x H x D)	230 x 100 x 203 mm
Weight	Around 830 g
Power supply	Energy supply, 24V DC to 42V DC
Ambient temperature	0 – 40 °C
Display	Graphic display, 128x64 pixels, illuminated
Connecting cables:	
Telephone connection cable	3 m
Handset connection	Max. 1.8 m (spiral cable)
Memory:	
List of incoming calls (not buffered)	100 entries
Redial list (not buffered)	100 entries
Phone book	1000 entries
Data retained Phone book after power failure	> 10 years
Standard	Euro ISDN and system functions

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