

Manual

(en)

Call Manager with automatic attendant and Music-On-Hold for PABXs

tiptel 545 SD



tiptel

Safety instructions

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

- in the open
- in damp or wet rooms (bathroom, shower, swimming pool ...)
- at locations with direct sunlight
- in explosive areas
- with ambient temperatures below 0 °C or above 40 °C
- with strong concussions or vibrations
- in dusty environment
- During a thunderstorm you should neither use the phone nor connect or disconnect any cables (Danger of an electric shock when a lightning hits the telephone network).
- Unauthorized removal of the telephone system's cover or inappropriate repairs may result in hazard for the user.
- When disposing of the device all applicable national laws and regulations must be obeyed.
- The socket outlet must be near this facility and be easily accessible.
- Install all connection cables with care so that no tripping hazards result from the installation. Connection cables may not be bent excessively, pulled, or stressed mechanically. Connection cables may only be installed inside of buildings.
- ISDN connections, data and audio ports are SELV circuits and may only be connected to circuits which are also SELV themselves.
- With any malfunction the power cord must be removed from the wall outlet and all telecommunication cables must be disconnected.
- You may only use and connect headsets that meet the safety requirements of IEC 60950 item 6.2 (connection to TNV 3 circuits). For more information please contact your specialist dealer or the headset manufacturer.
- Installations must be carried out by persons having the appropriate technical training and experience necessary to be aware of the hazards to which they are exposed in performing a task and of measures to minimise the danger to themselves or other persons.
- Applicable regulations in accordance with IEC60950 and IEC60364 have to be observed.
- Equipment with connection to AC supply circuits may lead to an accumulation of contact currents at the telephone system. The service personnel must make sure that the touch current (leakage current) at no time will exceed 3.5 mA.
- Devices with protective earth plugs (safety plugs) may only be connected to wall outlets with protective earth contact.
- Before opening the cabinet the system must be disconnected from mains (remove power cord) and from any telecommunication cables
- Power supplies may only be used if approved by the manufacturer

Button allocation



Playback: Starts playback of incoming messages that have not yet been listened to. If pressed during playback lets you repeat the last 3 seconds.



Stop: Ends the current function; is used to close open menus.



Answering mode: Switches answering mode on or off.



Menu: Opens the menu. For text entries is used as the entry button for letters and numbers.



Message: When pressed briefly starts playing current message back. When pressed and held starts recording the current message. For text entries is used as the entry button for letters and numbers.



Message transfer: Switches message transfer on or off. For text entries is used as the entry button for letters and numbers.



Timer: Switches timer on or off. For text entries is used as the entry button for letters and numbers.



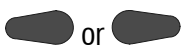
Secondary function: Enables a secondary function. For text entries is used as the entry button for letters and numbers.



Control button (up): Opens the call list, is used to navigate through and make settings in the menus.



Control button (down): Opens the telephone book, is used to navigate through and make settings in the menus.



Control buttons (left/right): changes the volume, is used to navigate through and make settings in the menus.

Button allocation



Selection button: Used to select from menus, entry fields and functions that are displayed next to the corresponding button.



Secondary function and **playback** can be pressed in succession: Starts playback for all incoming messages. Playback starts with the oldest and ends with the newest recording.



Secondary function and **control key** (down) pressed in succession: Opens the entry field for the telephone book.



Secondary function and **control key** (up) pressed consecutively: Message list will be opened

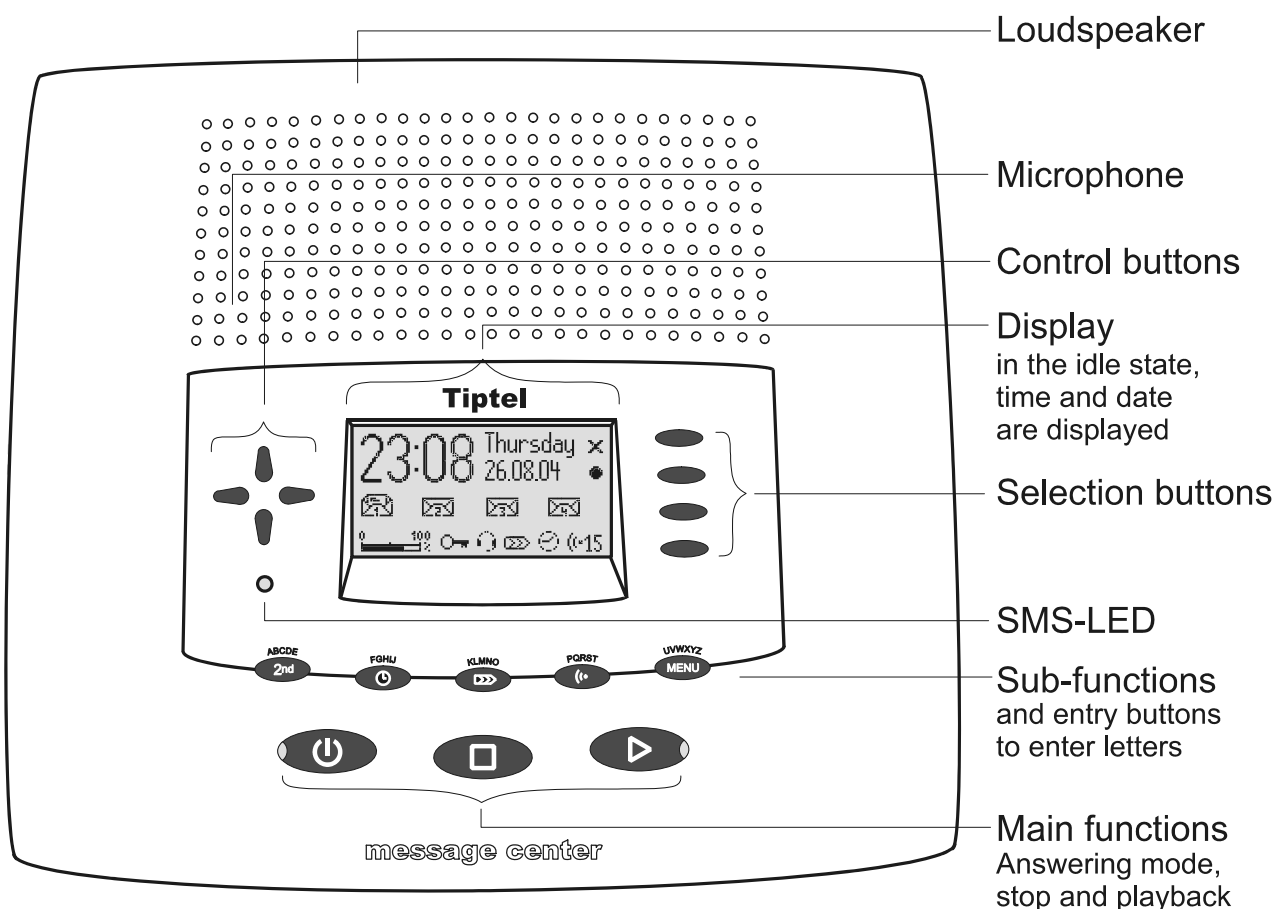


Secondary function followed by pressing and holding **message**: Starts recording the outgoing message via the audio input.



Secondary function and **Answering mode** pressed in succession: opens the settings and activates the absence manager.

User elements



SMS-LED

Flashes when there are new, unread short messages. Flashes quickly if the mail inbox is full and there is no more memory for new short messages.

LED in the answering mode button

Is lit when answering mode is switched on (answering machine active).

LED in the playback button

Flashes when there are new, unread incoming messages.

Contents































Safety instructions	Fehler
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Button allocation	4
User elements	6
Contents	7
Display symbols	11
Getting started	13
Parts supplied	13
Installation	13
Connecting	13
Notes on memory cards	14
Outgoing messages	16
General	16
Sample outgoing messages	16
Recording an outgoing message	17
Recording OGMs from an external signal source	18
Notes for sound studios	19
Checking OGMs	19
Deleting OGMs	20
Answering mode	21
Playing back and deleting incoming messages	23
Playing back new incoming messages	23
Playing back all incoming messages	23
Play back of individual messages	24
Repeating	24
Pausing playback	24
Skip	24
Fast forward and rewind	25
Deleting individual incoming messages	25
Deleting all incoming messages	25
Dialling the caller directly	25
Monitoring/Personal info (memo)	27
Monitoring telephone calls	27
Personal info	28

Absence manager	29
Call list.....	31
Telephone book	33
General.....	33
Entering and saving entries	33
Summary of possible characters	36
Search entries	36
Checking and changing entries.....	37
Personal OGM (call filter)	38
Vocal Clip	39
Dialling from the telephone book	40
Automatic redialling /Automatic call back when engaged (CCBS)	41
Message function.....	42
Remote access.....	43
Remote access	43
Remote access functions.....	44
Remote activation of the answer mode	47
Short messages (SMS)	48
Configuring the telephone connection	48
Registering and de-registering with your message centre	48
Entry options for short messages.....	49
Inbox	50
Outbox.....	52
Sending a message (SMS)	54
Templates.....	56
Message centre.....	57
Timer.....	58
Setting options for timer	58
Programming timer	59
Sample programming for timer	60
Switching on timer	61
Message transfer	62
Setting options for message transfer	62
Settings for message transfer	63
Message transfer by SMS.....	65
Sample call number entries	66
Switching on message transfer	66
Individual ringing tone.....	67




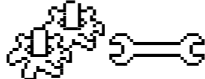








Call forwarding.....	69
Setting options for call forwarding.....	69
Settings for call forwarding	70
Sample call forwarding entries	72
Automatic monitoring	73
Setting options for automatic monitoring	73
Settings for automatic monitoring	74
Security lock.....	75
Locking the device/Changing PIN	75
Unlocking device	76
Welcoming and connecting callers.....	77
Setting options for welcoming and connecting callers	77
Settings for welcoming and connecting callers	78
Answering mode with a welcome message and call transfer	81
Examples of use.....	81
Music-on-hold for PABXs	91
Setting options for the on-hold music	91
Music-on-hold settings.....	92
Answering mode with music-on-hold	93
Mailboxes	94
General.....	94
Setting options for mailboxes	94
Setting up mailboxes	95
Using the mailboxes	97
Remote access to mailboxes.....	98
Automatic call forwarding to the mailbox	98
Settings.....	99
Setting options	99
Settings menu	102
Adjusting the volume	103
Service menu	104

Appendix	105
Service	105
Guarantee	105
CE symbol.....	107
Troubleshooting.....	108
Firmware-Update	109
Delivery status.....	110
Technical data.....	112
Index	113
Brief instructions.....	117

Display symbols

	Answering mode switched on.		Answering mode switched on, new incoming messages available.
	Playback		Caller's number, telephone answering mode.
	Recording taking place, microphone on.		Call forwarding
	Monitoring active		Volume
	General recording		Remaining incoming message capacity
	Timer on, switching time, time		Secondary function
	Message transfer switched on		Enter a call number from the telephone book
	Selected outgoing message.		Delete
	Search forwards		Automatic call back
	Search backwards		Redial
	Call unsuccessful		Call successful
	Branch to a sub-menu		Mailbox 1 set up, new incoming messages available
	Device locked		Mailbox 1 set up
	Ongoing recording via audio input		Delete
	Inbox old, old message, already listened to		Inbox new, new message, not yet listened to

Display symbols

	Entry (text) possible		Notes on errors and operation
	Send/receive short message		Switch on/off basic settings, software update, call forwarding
	Automatic answering, line busy		Transfer telephone book to a second device
	Ringing signal for incoming calls		Data exchange with PC.
	Outgoing call		Answering mode with music on hold.
	Appointment, absence manager active		Answering mode with automatic attendant.

Getting started

Parts supplied

Your tiptel 545 SD package contains:

- tiptel 545 SD
- Telephone connection cable
- Mains plug 11.5V / 350 mA / 50 Hz
- USB cable for connecting to a PC
- CD-ROM with drivers and application software
- 2 transfer cables pin/pin and pin/cinch
- Operating instructions
- Memory card

Installation

Your tiptel 545 SD has been produced for normal operating conditions. Solutions in furniture varnish, cleaning oils or paint cleaners can loosen the base. Bases that have been altered in this way may leave tracks behind on the furniture.

Therefore use a non-slip underlay especially for new or freshly treated furniture.

Connecting

Before you can use your tiptel 545 SD you first need to connect all the necessary cables.

- 1** Fit the small connector of the mains plug into the "POWER" jack and the plug into a 230 V socket outlet.
- 2** Fit the small connector of the telephone connection cable into the "LINE" jack and the telephone plug into the telephone socket (Socket for auxiliary device).
- 3** Insert memory card to dead stop into corresponding slot (see picture).
- 4** If you want to transfer incoming messages to an external medium fit the transfer cable with the jack plug to the "OUT" socket and the cinch plug to the audio input on the external device (audio system, cassette recorder etc.). You may also connect PC loudspeakers (active speakers) to the "OUT" connector.

- 5 If you want to record outgoing messages from an external source fit the transfer cable with the jack plug to the "IN" socket and the cinch plug to the audio output on the external device (audio system, cassette recorder etc.).
- 6 If you want to transfer the telephone book from one different tiptel 545 SD to another use the transfer cable with two jack plugs. Fit the plugs to the "OUT" socket on one device and the "IN" socket on the other.
- 7 If you want to configure the device via the PC fit the USB cable with the square plug into the device and the flat plug into the PC.
- 8 After the first start-up the device will ask you to select the language you wish to use. Use the control keys (up and down) to select the desired language. Then exit the menu by pressing the stop key.

Notes on memory cards

Your tiptel 545 SD supports all standard SD (Secure Digital) and MMC (Multi Media Card) memory cards with a capacity between 32 MB and 2 GB. Memory cards are offered by many manufacturers with different grades of quality, so that we cannot recommend a special card or manufacturer.

If the device reports a memory card error or you observe gaps in your recordings you should use a memory card of another manufacturer.

Memory use is - depending on the recording quality selected - between one and two minutes per MByte. With a 512 MByte memory card this will result in some 8.5 or 17 hours.

Once you insert a new memory card a directory call "TIPTTEL" will be created. This directory can contain up to 999 recordings. In case you have set up mailboxes the device will create sub-directories (MBX1, MBX2, etc.). Each mailbox directory can contain up to 99 recordings.

The memory card must be formatted the FAT16 file system. In case there is an error message upon inserting the card you can re-format it in the device. All data on the card, however, will get lost this way.

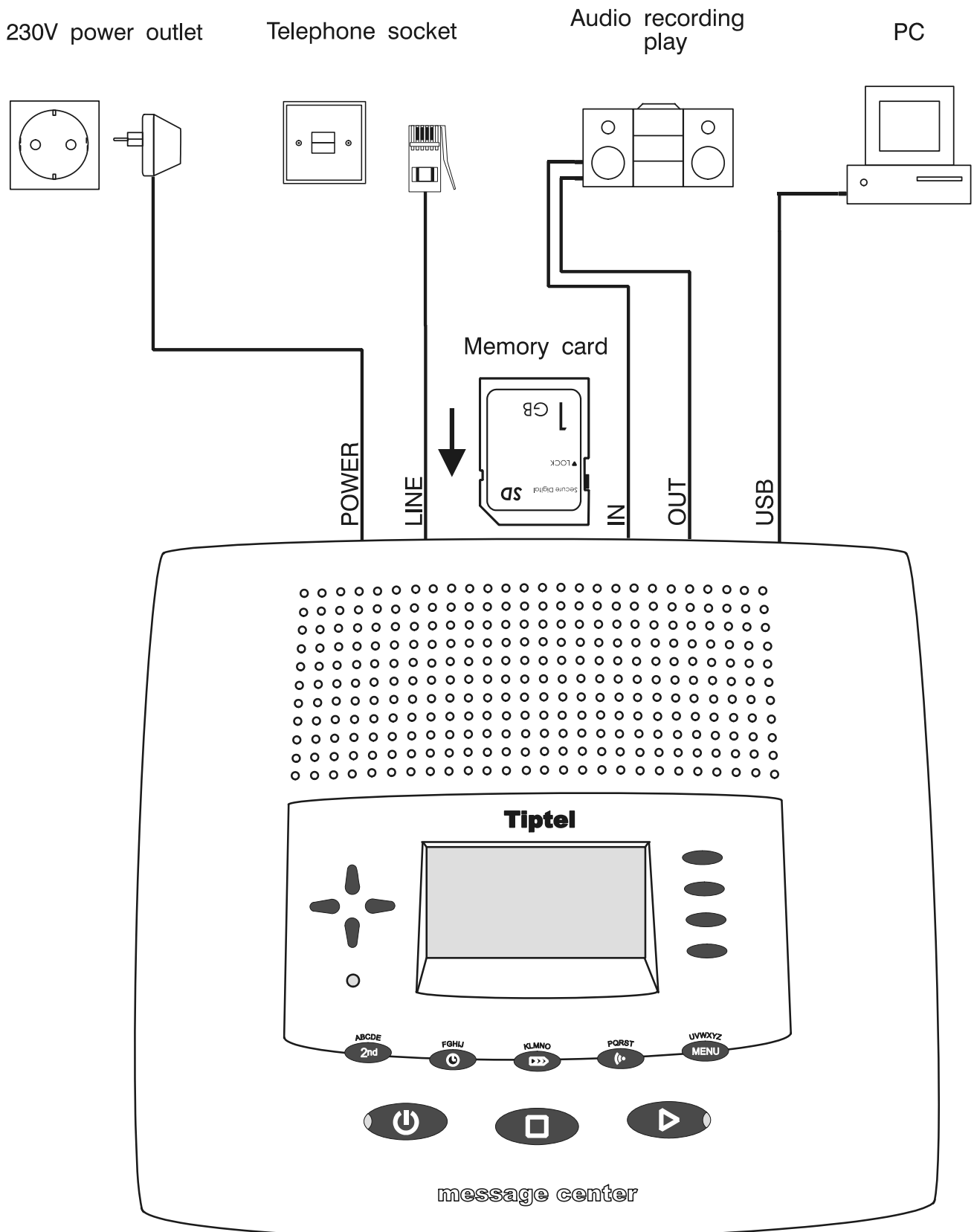
If you wish to use memory cards with more than 2 GByte (e.g. 4 GByte) the card must be formatted once in your tiptel 545 SD. The device will partition the card in such a way that there is only one partition with the size of 2 GByte is available. This operation cannot be undone.

A standard card reader in your computer can be used to read out the memory card, so that you can archive recordings to your computer or just play them back on your

Getting started

computer. Recordings that have been edited or renamed by your computer can no longer be played back with your tiptel 545 SD.

- ✎ Only replace the memory card in the device's basic mode. Never replace or pull the card during play back or recording.



Outgoing messages

General

Your tiptel 545 SD has 14 individual outgoing messages (OGM 1-14) and one pre-configured outgoing message (OGM 15). You can select the OGMs via the selection button next to the OGM symbol. OGM 15 can not be personalised. 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. For OGMs that cannot record an incoming message (OGM only) the caller is given information but cannot leave a message.

Sample outgoing messages

Outgoing message with incoming message option


Hello, this is the connection for Peter Miller from ... I am currently away from the office and expect to return by [time]. You can reach me in person between [time] and [time] or call me on ... Alternatively, you can leave your name and number and I will call you back. Please speak after the beep.

Outgoing message without incoming message

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

Recording an outgoing message



Select the desired OGM using the selection button next to the OGM symbol. Prior pressing of  allows you to browse in reverse.

The selected OGM is displayed next to the symbol on the bottom right of the display.



Press and hold OGM.

Wait, you will hear a short tone, a microphone is displayed to signal ongoing incoming message.



Start speaking (maintain approx. 15 cm distance from the microphone).

The display shows the time that you have been speaking.



Release OGM to interrupt recording.

"With incoming message" and "Without incoming message" is displayed.



To continue the recording press and hold OGM again.

The recording continues.



To cancel the recording press stop.

The recording is cancelled.



Using the selection button next to the relevant line select whether the OGM should provide the option of leaving an incoming message or not.

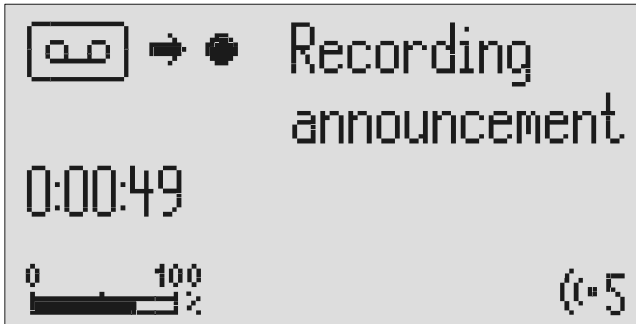
The OGM is completed and is played back for verification purposes. If the OGM gives the option of recording and ICM you will hear a beep at the end. If the OGM does not give the option of recording you will hear two beeps at the end.



If you record OGM 14 without the option to record (OGM only) when the incoming message memory is full your tiptel 545 SD switches to this OGM automatically.

Recording OGMs from an external signal source

You can also record professional outgoing messages via the audio input from an external signal source (e.g. cassette recorder).



Select the desired OGM using the selection button next to the OGM symbol.

The selected OGM is displayed next to the symbol on the bottom right of the display.



Press secondary function

The secondary function symbol is displayed.



Press and hold OGM.

Wait, you will hear a short tone, a cassette is displayed to signal an ongoing recording.



Start the playback for the external signal source.

You can follow the ongoing recording via the loudspeaker. The display shows the time that you have already been recorded.



To end the recording release OGM.

"With incoming message" and "Without incoming message" is displayed.



Using the selection button next to the relevant line select whether the OGM should provide the option of leaving an incoming message or not.

The recording is completed and is played back for verification purposes. If the OGM gives the option of recording an ICM you will hear a beep at the end. If the OGM does not give the option of recording you will hear two beeps at the end.

Notes for sound studios

Professionally produced announcements can also be directly transferred to the device by using the memory card. In order to do so copy your announcements with your computer to the directory "TIPTTEL". In case mailboxes have been set up copy these announcements to the corresponding sub-directories (MBX1, MBX2, etc.).

You have to use the following file names: For announcement 1 "OGM1.WAV", for announcement 2 "OGM2.WAV", for announcement 3 "OGM3.WAV", etc.. Since mailboxes only have one single announcement each of these are named "OGM.WAV".

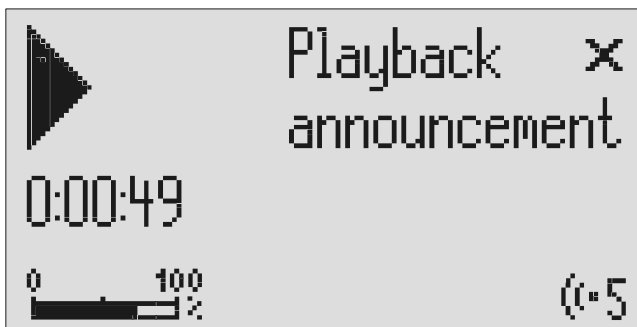
For announcements without recording (Announcement only) instead of "OGM" please use "OGO" as file name. The device detects the required type of announcement by the file name.

Following audio formats are being supported:

8 kHz, 8 Bit, A-Law, Mono
 16 kHz, 8 Bit, A-Law, Mono
 8 kHz, 16 Bit, PCM, Mono
 16 kHz, 16 Bit, PCM, Mono

As soon as the device detects the memory card the announcements will automatically be saved to the internal memory.

Checking OGMs



Select the desired OGM using the selection button next to the OGM symbol.

The selected OGM is displayed next to the symbol at the bottom right of the display.



Press OGM **briefly**.

The OGM is played back. The playback symbol, the time that you have already heard and the number of the current OGM are displayed.



The volume can be set using the control buttons (left/right).

Deleting OGMs



Press the selection button next to the delete symbol speed during playback.

The current OGM is deleted.

Answering mode

- ☞ Make sure that there is enough memory for new messages (max. 999). You may need to change the memory card or delete messages.



If required select the OGM using the selection button next to the OGM symbol.

The selected OGM is displayed next to the symbol on the bottom right of the display. The symbol flashes if the OGM has not been recorded or has been deleted.



Press answering mode.

The LED in the answering mode button lights up. For OGMs "without the option to record" a telephone with the number of calls is displayed. For OGMs "with the option to record" in addition the number of incoming messages is shown in large digits to the right of the telephone.

If the caller's number is transferred during a call the display changes and the call number is displayed. If the telephone number matches one from the telephone book, the caller's name is displayed.



The volume can be set using the control buttons (left/right).

Incoming messages can be screened. You can accept the call at any time by lifting the telephone receiver. The playback button flashes if you have new, unread messages.

Answering mode



Press answering mode again to switch off answering mode.

Further incoming calls will not be answered. The standby status is displayed.



If you record OGM 14 without the option to record (OGM only) when the incoming message memory is full your tiptel 545 SD switches to this OGM automatically. Otherwise the device leaves the answering mode and does not respond to further calls.

Playing back and deleting incoming messages



Playing back new incoming messages



Press playback.



The volume can be set using the control buttons (left/right).

Starts playback of unheard incoming messages. The current number, remaining playback time and date and time of the incoming message are displayed. If the caller's telephone number is transferred during a call then this is also displayed. If the telephone number matches one from the telephone book, the caller's name is displayed.



The LED in the playback button flashes if you have new, unread messages.

Playing back all incoming messages



Press secondary function

The secondary function symbol is displayed.



Press playback.

The playback starts with the first incoming message.



You can also transfer incoming messages via the audio output on an external device (e.g. cassette recorder). The transfer starts automatically with the playback function.

Play back of individual messages



Press 2nd function key.

The display will show you the 2nd function icon.



Press cursor key (up).

The message list will be opened.




Use cursor keys to browse (up/down) for message to be played back.



Press play to play back selected message.

Playback will start.

 You may also open the message list via the menu.

Repeating



Press playback during playback.

The last three seconds are repeated.

Pausing playback



Press stop.

Playback is paused.



Press playback.

Playback continues.

Skip



Press the selection button next to the go backwards or forwards symbol.

The incoming message you are listening to is skipped or repeated.



Fast forward and rewind



Press and hold the selection button next to the go backwards or forwards symbol.

Playback is interrupted and the display counts down or up the playback time.



Deleting individual incoming messages



Press the selection button next to the delete symbol during playback.

The current incoming message is erased. New message numbers are assigned to all incoming messages that follow.

Deleting all incoming messages



Press stop.

The display shows standby and answering mode.



2s

Press the selection button next to the delete symbol for 2 seconds.

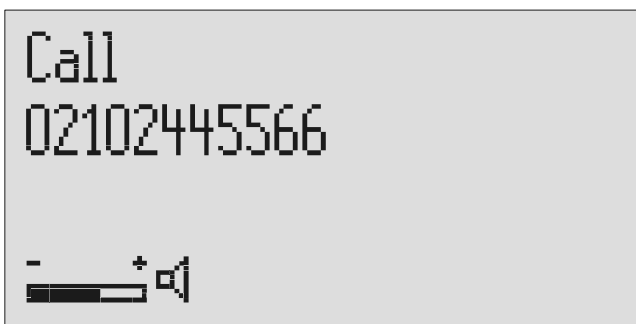
All incoming messages are deleted.

Dialling the caller directly



Press the selection button next to the displayed telephone number or the name during playback.

The device starts dialling the selected telephone number. Dialling can be screened via the loudspeaker.



Playing back and deleting incoming messages



After dialling accept the call by lifting the receiver.

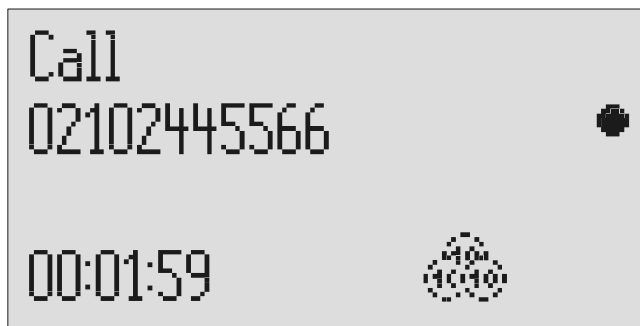
The display shows a stopwatch that counts the duration of the current call.



Monitoring/Personal info (memo)

Monitoring telephone calls

You can record the content of important calls.



Press the selection button next to the record symbol speed during a call.

The device starts to record. A lifted telephone receiver is displayed so as to indicate an ongoing recording.



To end the recording press stop or hang up.

The standby status is again displayed. If answering mode was activated before, this continues.



A monitoring recording is stored as any other regular recording and can be played back at any time.



You can also transfer recordings via the audio output on an external device (e.g. cassette recorder). The transfer starts automatically with the playback function.

Personal info

You can record personal information via the in-built microphone.



Press the selection button next to the record symbol.

Wait, you will hear a short tone, a microphone is displayed to signal ongoing recording.



Start speaking (maintain approx. 15 cm distance from the microphone).

The display shows the minutes and seconds that you have been speaking.



To stop the recording press stop.

The recording ends. The LED in the playback button flashes to signal a new message. If answering mode was activated before, the incoming message counter increases by 1.



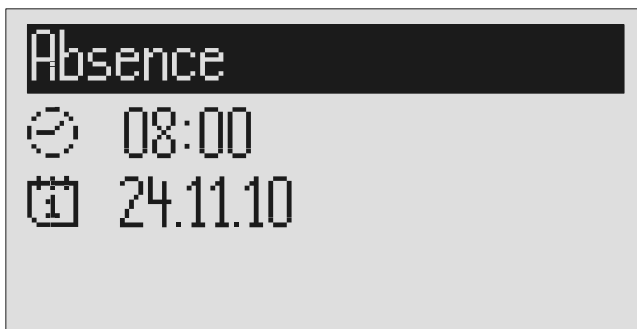
You can also record your personal info during answering mode. Other people can call this up using the remote control code.

Absence manager

If you leave your office for a while, for example to attend a meeting, your tiptel 545 SD can inform your callers as to when you will be available again. Callers will hear this message:

"Hello, the person you are trying to call will be available again from ... I repeat [time] ... Thank you, the device will switch off."

After the set time has passed your tiptel 545 SD switches this message off automatically.



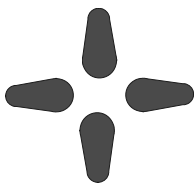
Press secondary function

The secondary function symbol is displayed.



Press answering mode.

The display changes and shows the current date and time.
The hours flash.



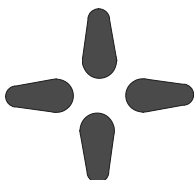
Set the desired time using the control buttons (up/down, left/right).

The display shows the absence time that will be announced.



You can also reset the date entry using the selection button next to the date.

The day flashes.



Set the desired date using the control buttons (up/down, left/right).

If you change the date the message will also announce the day and month.

Absence manager



Press stop.

The setting is complete, the LED in the answering mode button lights up and the display shows the absence time. Calls are answered and the caller hears the absence message.



Press Answer mode to end the absence manager ahead of time.

The display changes and returns to the initial state.



Timer switching times are not activated when the absence manager is active.

Call list

The last 50 calls received are saved in call list with their date and time. If the caller's telephone number is transferred during a call then this is also displayed. If the telephone number matches one from the telephone book, the caller's name is displayed. The call list also provides information on whether the call was successful (conversation took place or a message was left). You can select the telephone numbers from the call list directly by pressing the button. You can delete individual entries or the complete list. You can transfer telephone numbers directly into the telephone book.



Press control button (up).

The display shows the newest entry from the call list. A smiling or sad face indicates whether the connection was successful or whether the caller hung up without being answered.



You can search the whole list using the control buttons (up/down).



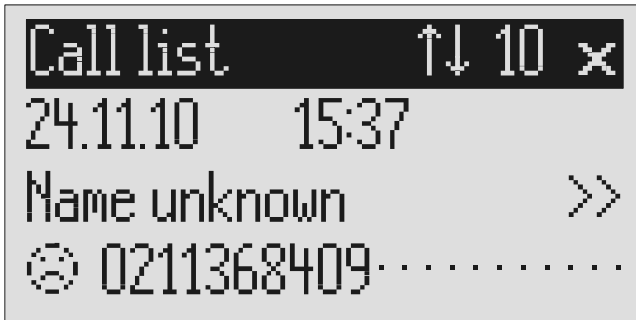
To call a caller back press the selection button next to the telephone number.

The telephone number is dialled automatically.



To copy the telephone number to the telephone book, press the selection button next to the sub-menu symbol.

The entry field for the telephone book is displayed with the copied telephone number. Now all you have to do is enter the name.



To delete an entry press the selection button next to the delete symbol.

The entry is deleted.



2s

To delete the whole call list press the selection button next to the delete symbol for 2 seconds.

The entire call list is deleted.



To exit the list press stop.

The initial state is again displayed.

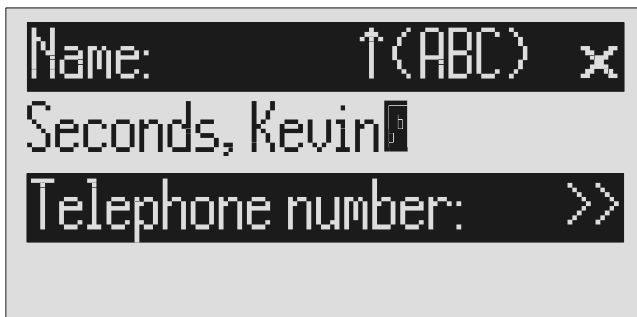
Telephone book

General

The telephone book manages the names and telephone numbers of your business partners. You can save up to 100 entries. An entry comprises the name (search term) and the telephone number. The name must begin with a letter and the telephone number should begin with an area code so that the corresponding name can be displayed later when the call number is received. You can do without entering the code for your local network if you have already done so in the settings (refer to Page 99 "Settings/Own number". All entries are sorted alphabetically.

You also have the option of assigning an individual ringing tone (refer to Page 39 "Vocal clip") or a personalised OGM (refer to Page 38 "Personal outgoing message" to an entry. If at a later stage the call number for this entry is received you will hear the individual ringing tone from the device's loudspeaker or the caller will hear the special OGM that you have assigned to him.

Entering and saving entries



Press secondary function

The secondary function symbol is displayed.



Press control button (down).

The entry field for the name and the telephone number are displayed. The cursor is positioned in the name field.



If required change occupancy of the entry buttons by pressing the control button (up) (refer to p. 36, "Summary of possible characters" table).

The display shows the possible occupancies:

↑(ABC) = Capital letters

↑(abc) = Small letters

↑(12!?) = Numbers and special characters



Enter name. You reach the individual letters by pressing the individual entry button once or more.

Example: You require "M". Press forwarding button three times (the "M" is in the third position on this button).

The entry location flashes.



Press control button (right) to move to the next entry location.

The cursor moves to the next entry location.



Use the control button (left) to move the cursor one place backwards, for example to overwrite a character.

The cursor moves to the left.



You can insert a character by pressing the control button (down).

An empty space is inserted to the left of the cursor.



To delete an entry move the cursor to the location and press the selection button next to the delete symbol.

The character under the cursor is deleted.



2s To delete the whole entry press the selection button next to the delete symbol for 2 seconds.

The whole entry is deleted.



Press the selection button next to the empty entry field for the telephone number.

The cursor appears in the telephone number entry field.

Telephone book



Enter the first digit of the call number using the control buttons (up/down).

Digits and special symbols are displayed. The special symbols have the following meanings:

~ = Wait for dial tone / 3 Sec. pause
i = Internal (for PABX)
F = Flash (for PABX)
H = Hook flash (for PABX)



Press control button (right) to change to the next entry location.

The cursor to the next entry location.



Use the control button (left) to move the cursor once place backwards, for example to overwrite a character.

The cursor moves to the left.



You can insert a character by pressing secondary function and the control button (down).

An empty space is inserted to the left of the cursor.



To delete an entry move the cursor to the location and press the selection button next to the delete symbol.

The character under the cursor is deleted.



To delete the whole entry press the selection button next to the delete symbol for 2 seconds.

The whole entry is deleted.








To stop the entry press stop several times.

The entry is stored. The initial state is again displayed.

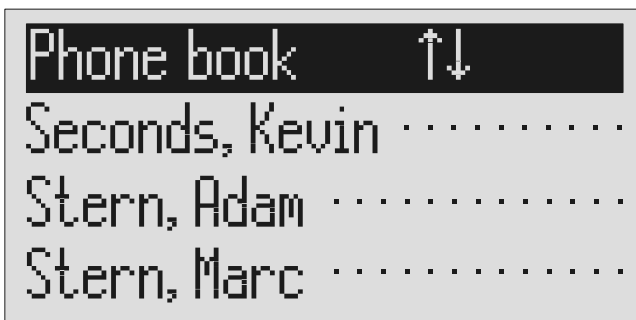


For PABX the prefix for the public telephone network is dialled before each call number (refer also to Page 101 "Settings, PABX/prefix"). To suppress this enter "i" before internal call numbers.

Summary of possible characters

Button	Occupancy (ABC)	Occupancy (abc)	Occupancy (12!?)
	A B C D E Ä É	a b c d e ä é è	, . ? ! : ' ; "
	F G H I J	f g h i j ì	() - + & = %
	K L M N O Ö	k l m n o ö ò	/ * # € @ < >
	P Q R S T	p q r s t ß	1 2 3 4 5
	U V W X Y Z Ü	u v w x y z ü ù	6 7 8 9 0

Search entries



Press control button (down).

The telephone book is opened.



Search for the desired entry using the control buttons (up/down).

The entries scroll through the display.



or



Select initial letters by pressing the corresponding entry button one or more times (e.g. "T" – press "OGM" button five times).

The entries with the requested initial letters appear in the display.

Search: SE

Seconds, Kevin

Stern, Adam

Stern, Marc



You can enter (up to 5) other letters for the search using the control button (right) and the corresponding entry keys.

The corresponding entries are displayed for selection.

Checking and changing entries

Name: ↑(ABC) ✕

Seconds, Kevin

Telephone number: >>

0211368409



Search for names as described under "Search entries".



2s

Press the selection button next to the desired name for 2 seconds.

The entry field for the name and the telephone number are displayed. The entry location flashes.

Carry out the required changes.

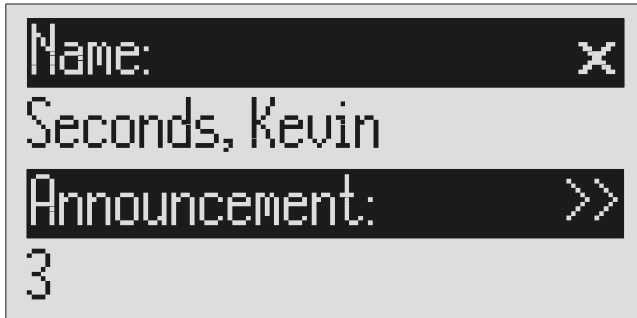


To stop the entry press stop several times.

The changes are saved. The initial state is again displayed.

Personal OGM (call filter)

You can assign each entry in the telephone book to one of the fourteen individual, recordable OGMs. If the telephone number calling matches the entry the caller hears an OGM that is specially recorded for him. You can also switch the answering machine off for certain callers.

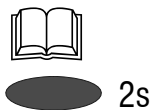


Open entry field.

The entry field for the name and the telephone number are displayed.



For a new entry: Press second function and then control button (down).



For an existing entry: Search for entry (as described in "Searching entries") and press the selection button next to the entry for 2 seconds.



Press the selection button next to the sub-menu symbol for 2 seconds.

The display shows the current OGM.



Set the desired OGM using the control buttons (up or down).

The numbers 1 to 14, none and a dash appear in the display. If you select "none" the answering machine does not switch itself on automatically for this entry. The function is switched off using the dash.



To stop the entry press stop several times.

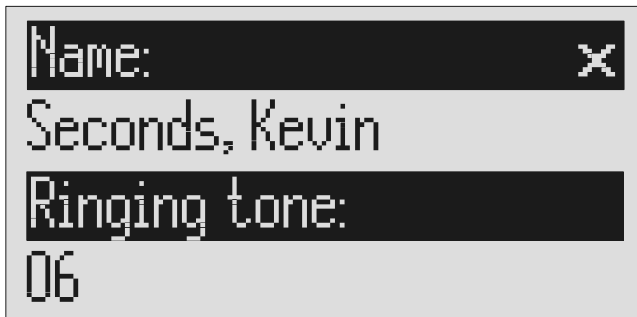
The entry is stored. The initial state is again displayed.



The desired OGM can be recorded as described in the "OGM" chapter (Page 16).

Vocal Clip

You can assign each entry in the telephone book to one of the fourteen individual ringing tones. If the telephone number calling matches the entry you hear an individual ringing tone from the tiptel 545 SD loudspeaker.

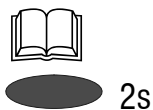


Open entry field.

The entry field for the name and the telephone number are displayed.



For a new entry: Press second function and then control button (down).



For an existing entry:
Search for entry (as described in "Searching entries", p. 36) and press the selection button next to the entry for 2 seconds.



Press the selection button next to the sub-menu symbol twice.

The display shows the current ringing tone.



Set the desired ringing tone using the control buttons (up or down).

The numbers 1 to 14 and a dash appear in the display. The function is switched off using the dash.



To stop the entry press stop several times.

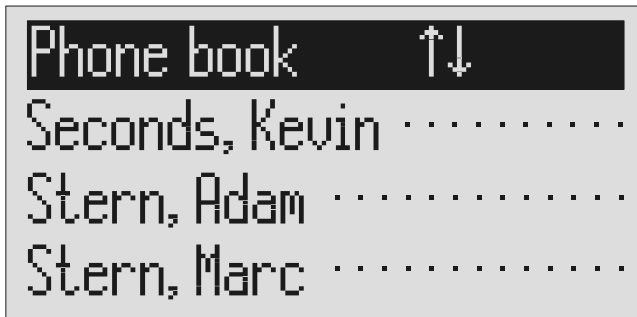
The entry is stored. The initial state is again displayed.



The desired ringing tone can be recorded as described in the "Individual ringing tone" chapter (Page 67)

Dialling from the telephone book

Each telephone number from the telephone book can be dialled directly from your tiptel 545 SD.



Search for names as described under "Search entries", 36.



Press the selection button next to the desired name.

The device starts dialling the selected telephone number. Dialling can be screened via the loudspeaker.



After dialling accept the call by lifting the receiver.

The display shows a stopwatch that counts the duration of the current call.



Automatic redialling /Automatic call back when engaged (CCBS)

If the person you are trying to call is constantly engaged your tiptel 545 SD can take over by repeatedly trying to call the other person. For automatic re-dialling if the caller is engaged there is a pause and the device repeats the dialling up to 10 times. With the "Call back if engaged" function a call is signalled to you as soon as the person you are trying to reach is free. Your telephone network or extension system must support this function (refer also to your network operator and PABX manufacturer user instructions). To activate "Call back on busy" you usually dial a certain combination of digits (e.g. Hook flash *37#). The combination of digits must be pre-entered as described in "Settings/Call back code" (Page 100).



You call someone and the number is engaged.

"Subscriber busy" is displayed.



To start automatic re-dialling press the selection button next to the re-dial symbol.

After the pre-set time the dialling is repeated up to 10 times.

or



To start automatic call back, press the selection button next to the call back symbol.

As soon as the person you called has hung up the call back is signalled to you.



Accept the call by lifting the receiver.

You can have your conversation.



You do not want automatic re-dial or call back on busy. Press stop, lift the receiver or simply wait 10 seconds.

The initial state is again displayed.

Message function

The message function enables a caller that knows the message code to leave a message even if your tiptel 545 SD plays an OGM with no option to leave an incoming message. The message function enables the caller to skip the OGM for OGMs that give the option of leaving an ICM.

You can enter your personal message code as described in "Settings" (Page 101).



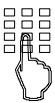
Call tiptel 545 SD.

You hear the OGM.



Start entry with the star button.

The OGM stops.



Enter the message code via the telephone keypad. If you make a mistake delete entry using the star key and start again.

A voice message confirms recognition of each digit.



To confirm the entry press the hash button.

The device requests you to speak. If you enter an incorrect code your tiptel 545 SD switches off immediately.



Leave a message and then replace the handset.



The telephone from where you make the settings must be set to tone dialling (DTMF).

Remote access

You can access your tiptel 545 SD remotely from anywhere in the world using the keypad on a tone-enabled (DTMF) telephone. You need a personal remote access code to access the phone remotely. You can set your personal remote access code as described in "Settings" (Page 100).

Remote access



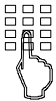
Call tiptel 545 SD.

You hear the current OGM.



Start entry with the star button.

The OGM stops.



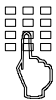
Enter the remote access code via the telephone keypad. If you make a mistake delete entry using the star key and start again.

A voice message confirms recognition of each digit.



To confirm the entry press the hash button.

If the correct code is detected your tiptel 545 SD notifies you via a voice message. If the code is wrong the device breaks the connection.



Start the desired function by entering the corresponding number.

If there are new messages playback starts automatically.



Press digit 8 to end a function.

The current function ends.






End remote access by pressing star and hash in succession.



180 seconds after the last button entry your tiptel 545 SD asks whether you are still on the line with the "Please quit" voice message. You must respond to this quit request within 8 seconds by pressing any key otherwise the device breaks the connection.

Remote access functions

Playback ICM function

- | | | |
|--|--|---|
| ③ | To playback all ICM
Press 3. | The playback starts with the first recording. |
| ② | To playback new ICM
Press 2. | Starts playback of recordings that have not yet been listened to. |
| ⑤  | Repeat
Press 5 during playback. | The last three seconds are repeated. |
| ⑧ | To pause playback
Press 8. | Playback is paused. |
| ⑤ | To continue playback
Press 5. | Playback is continued from where it was paused (e.g. after a quit request). |
| ④ ⑥  | Skip
Press 4 for back or 6 for forwards during playback. | The ICM you are listening is skipped or repeated. |
| ⑦  | To delete the current ICM
Press 7 during playback. | The current incoming message is deleted. |
| * ⑦ | To delete all ICMs
Press * and 7 in succession. | All incoming messages are deleted. |


Intercom function


- | | | |
|----------|---|---|
| ① | Room monitoring/intercom
Press 1. | The microphone switches on and you can listen to what is happening in the surroundings of your tiptel 545 SD. |
| ① | Press 1 again. | The device switches to intercom. People located there can hear your voice from the loudspeaker. |

Switching function


- | | | |
|----------------------------|---|--|
| * 4 | To switch message transfer on/off
Press * and 4 in succession. | The current status "on" or "off" is announced. |
| * 3 | To switch timer on/off
Press * and 3 in succession. | The current status "on" or "off" is announced. |
| 7
1 ... 6 | To change the OGM (only possible for OGMs 1 to 6)
Press 7 and the desired OGM 1 ... in succession | The selected outgoing message is played back for checking. The next caller is greeted with this message. |

Changing the OGMs function


- | | | |
|---|---|---|
| 9
1 ... 6 | To change the OGM (only possible for OGMs 1 to 6)
Press 9 and the desired OGM 1 ... in succession | The tiptel 545 SD asks you to speak. |
|  | Record an outgoing message. | |
| 8 | For an outgoing message with incoming message option: After recording the OGM press 8. | The OGM is played back for checking. At the end you hear <u>one</u> signal tone. |
| or | | |
| # | For an OGM <u>without</u> incoming message option (OGM only):
After recording the OGM press #. | The OGM is played back for checking. At the end you hear <u>two</u> signal tones. |

 The message is played back again for checking after you change or modify it. Your tiptel 545 SD will then ask whether you are still on the line with the "Please quit" voice message. You must respond to this quit request within 8 seconds by pressing any key otherwise the device breaks the connection.

Message transfer function

- * 9** **Changing the 1st call number for message transfer (only the first number can be changed)**
Press * and 9 in succession.
- The first current call number is announced. Next comes the request to enter a new call number.
-  Enter new call number.
For special symbols press the following buttons in succession:
- Each digit is confirmed.
- * 1** = Wait for dial tone / 3 Sec. pause
 - * 2** = Flash (short)
 - * 3** = Internal
 - * 4** = Hook flash (long)
 - * 5** = S (send by SMS)
 - * *** = *
- * 7** To delete the call number
Press * and 7 in succession.
- The call number is deleted.
- * 8** To accept the call number
Press * and 8 in succession.
- The new call number is played back for checking.

Call forwarding function

- * 1** **Activating call forwarding**
Press * and 1 in succession
- The current target call number is announced. Next comes the request to enter a new target call number.
-  Enter the new target call number.
For special symbols press the following buttons in succession:
- Each digit is confirmed.
- * 1** = Wait for dial tone / 3 Sec. pause
 - * 2** = Flash (short)
 - * 3** = Internal
 - * 4** = Hook flash (long)
 - * *** = *
- * 7** To delete the target call number
Press * and 7 in succession.
- The target call number is deleted.

Remote access



To accept the target call number without executing the function press * and 8 in succession.

The new target call number is played back for checking.



To accept the target call number and execute the function press * and # in succession.

After ending the remote access your tiptel 545 SD switches call forwarding on. All new calls are forwarded to the new target call number.

Switch off device function



Switching answering mode on/off
Press * and 0 in succession.

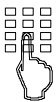
Your tiptel 545 SD disconnects and will not answer any more calls.

Remote activation of the answer mode



Call tiptel 545 SD.

After 50 seconds the device answers with a beep.



Enter the remote access code via the telephone keypad. Start entry with * and confirm with #.

The OGM is played for checking. The device can be operated remotely (e.g. to record a new OGM). After leaving the function your tiptel 545 SD is in answering mode and will answer calls.

Short messages (SMS)

The SMS service allows you to send or receive SMS messages to other terminals. The messages are not transferred directly to the other terminal but instead are sent to your network operator's message centre. The message can contain up to 160 characters. You can save up to 20 messages in the inbox. To use the SMS it is essential that there is support for transferring the call number (CLIP). Then all you have to do is register with your message centre and away you go.

You can also send your short message to a subscriber that does not have an SMS-enabled device. The short message is then read out loud as a voice message. Please refer to your network operator's information material for this and other functions.

Please observe the following points so that you can send and receive short messages (SMS) with your tiptel 545 SD:

Configuring the telephone connection

Analogue telephone connection

If you have an analogue telephone connection, please check whether you can access the "Call number transfer" and "Call number display" (CLIP, incoming and outgoing) functions. To do so, please ask your network operator if these features are available for your connection.

ISDN connection

If you have an ISDN connection check that call number display (CLIP), is activated and that call number transfer (CLIR) is not suppressed in your PABX

Registering and de-registering with your message centre

You have to register your tiptel 545 SD for your network operator's SMS service to receive fixed network SMS. In Germany, for example, you can reach the Deutsche Telekom message centre nationally by calling "0193010". Enter this number under "SMS centre".

The registration process varies between network operators. Ask your network operator how to do this.

For example, for the Deutsche Telekom operator you have to send an SMS with the following content to register:

"ANMELD" to the target call number **8888**

You will then receive a confirmation message from the Deutsche Telekom SMS service. You can now be sure that you can send and receive SMS using your tiptel 545 SD.

You can deactivate receiving SMS messages by sending **"ABMELD"** to target call number **8888**. Future SMS that are sent to your call number are then read as voice messages.

As of: September 2009

Entry options for short messages

Inbox	This is where you find all the short messages you have received and can scroll through, read, delete or copy them to templates.
Outbox	The messages here can be sent directly when dispatch is activated next time. You have the option of creating a new message, changing an old one or deleting it. The SMS can contain up to 160 characters.
Dispatch	Enter the recipient's number here (including area code). You can transfer the call number from the telephone book.
Templates	You can create up to 5 different templates, change or delete old templates. Each template can be copied to the outbox.
Message centre	Enter the number for the message centre here. Your network operator will provide the correct number. You can also enter a second centre for another supplier. It is then possible to receive SMS messages via both centres. Please note that in contrast messages are only sent via the first centre. Never enter outside line numbers (prefixes) for your PABX before the call number (e.g. 0)! This is done in the "Settings/PABX/prefix" menu (refer to Page 101).

Inbox

- ☞ If you have new, unread messages (SMS) the SMS LED flashes. If the SMS-LED blinks rapidly there is no space in the inbox for new messages. Delete the older messages to create more space.



Press menu.

The main menu is displayed.



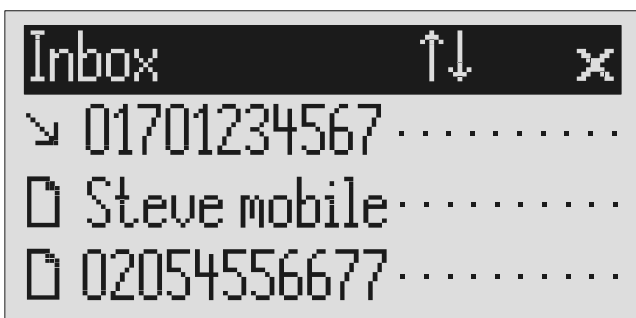
Press the selection button next to "Messages (SMS)".

The messages menu is displayed.



Press the selection button next to "Inbox".

The inbox is displayed.



Short messages (SMS)



You can scroll through individual entries using the control buttons (up/down).

New, unread messages are marked with an arrow.



To copy a message to the templates press the corresponding selection button for two seconds.

The message is copied and the display changes to templates.



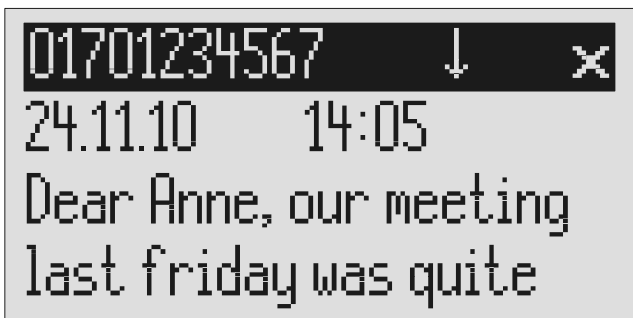
To copy the telephone number to the telephone book, press secondary function and the relevant selection button.

The entry field for the telephone book is displayed with the copied telephone number. Now all you have to do is enter the name.



To read a message press the selection button next to the desired message briefly.

The selected message is displayed.



You can scroll through the messages using the control buttons (up/down).



To delete the message press the selection button next to the delete symbol for 2 seconds.

The message is deleted.



To exit the menu press stop.



The device must be in standby for you to receive a message (SMS). Your tiptel 545 SD will not respond if you are currently scrolling through the menu or changing settings. This ensures that you can not be disturbed (for example when entering an SMS).

Outbox



Press menu.

The main menu is displayed.



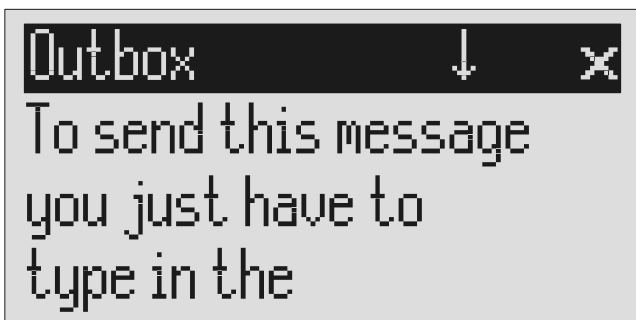
Press the selection button next to "Messages (SMS)".

The messages menu is displayed.



Press the selection button next to "Outbox".

The display changes and displays the outbox.



You can scroll through the existing messages using the control buttons (up/down).



2s

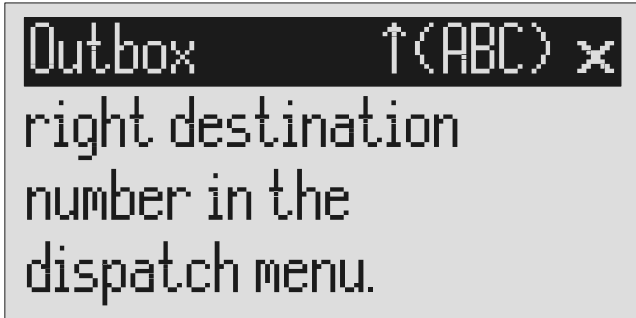
To delete the outbox press the selection button next to the delete symbol for 2 seconds.

The outbox is deleted.



To edit the text press the selection button next to the desired line.

The cursor is displayed at the start of the corresponding line.



If required change the occupancy of the entry buttons by pressing the control button (up) (refer to "Summary of possible symbols" table in the "Telephone book" chapter).

The display shows the possible occupancies:

↑(ABC) = Capital letters

↑(abc) = Small letters

↑(12!?) = Numbers and special characters



You reach the individual letters by pressing the individual entry button once or more.

The entry location flashes.

Example: You require "M". Press forwarding button three times (the "M" is in the third position on this button).



Press control button (right) to change to the next entry location.

The cursor to the next entry location.



Use the control button (left) to move the cursor once place backwards, for example to overwrite a character.

The cursor moves to the left.



You can insert a character by pressing the control button (down).

An empty space is inserted to the left of the cursor.



To delete an entry move the cursor to the location and press the selection button next to the delete symbol.

The character under the cursor is deleted.



To stop the entry press stop.

Sending a message (SMS)

- ☞ For a message (SMS) to be sent it is essential that something is in the outbox and that a message centre has been entered.



Open the message menu as described in "Inbox" and "Outbox". Press the selection button next to "Dispatch".

The messages menu is displayed.

The display changes to send. The cursor is at the first digit of the recipient's call number.



Enter the first digit of the call number using the control buttons (up/down).

The numbers 0 to 9 in the display.

Press control button (right) to change to the next entry location.

The cursor to the next entry location.

Use the control button (left) to move the cursor once place backwards, for example to overwrite a digit.

The cursor moves to the left.



To transfer a call number from the telephone book, press the selection button next to the "Insert" symbol.

The call number is entered to the left of the cursor.

Short messages (SMS)



Search for names as described under "Search entries" ("Telephone book" chapter Page 36).



You can insert a character by pressing secondary function and the control button (down).

An empty space is inserted to the left of the cursor.



To delete an entry move the cursor to the location and press the selection button next to the delete symbol.

The character under the cursor is deleted.



To transfer the call number press stop.

The call number is transferred and "Dispatch" is displayed.



To start the transfer, press the selection button next to "Dispatch".

The device creates the connection to the message centre and transfers the outbox to the selected recipient's call number. Then the messages menu is displayed again.

Templates

Here you can save up to 5 templates that you can edit, delete or copy to the outbox individually.



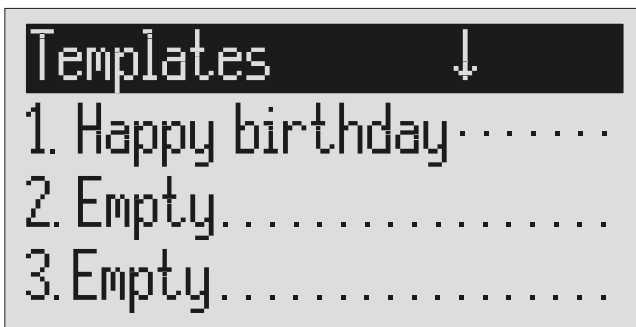
Open the message menu as described in "Inbox" and "Outbox".

The messages menu is displayed.



Press the selection button next to "Templates".

The display switches to the templates.



You can scroll through individual templates using the control buttons (up/down).

The start of the selected template is displayed.



To copy a template to the outbox press the corresponding selection button for two seconds.

The template is copied and the display changes to outbox.



To create or edit a template press the selection button next to the desired template briefly.

The selected template is displayed.

Open or edit the template as described in detail in "Outbox".

Message centre

Enter the telephone number for your message centre here (e.g. Deutsche Telekom 0193010). If you are using the device in a different country or network, your network operator will tell you the call number of your message centre. In some countries you have to enter two telephone numbers – one to send and the other to receive. The send number must be saved in memory location 1.



Open the message menu and search for the message centre entry.



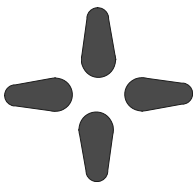
Press the selection button next to "Message centre".

The display changes and the first digit in the first call number flashes.



To move to the 2nd centre press the selection button next to the second call number.

The cursor moves to the second call number.



Set the call number using the control buttons (up/down, left/right).



If you have set up two message centres you can receive SMS messages from both. But you always send via the first centre.

Timer

The timer function contains up to 10 switching times during which answering mode, outgoing messages, message transfer and call forwarding can be switched on/off or changed.

Setting options for timer

Switching time	You set the times here for when the function should be switched on, off or changed. Dashes mean that no switching time has been programmed.
Weekday	You set the weekdays here for when the function should be switched on, off or changed. A dash means that no change takes place on this day.
Answering mode	On, off or -. A dash means no change (the previous status is continued).
OGM	1 to 15 or -. A dash means that the previous message is continued.
Message transfer	On, off or -. A dash means no change (the previous status is continued).
Call forwarding	On, off or -. A dash means no change (the previous status is continued).

Programming timer



Press menu.

The main menu is displayed.



Press the selection button next to timer.

The entry field for the first switching time is displayed.



You can search the individual switching times using the control buttons (up/down).

The display switches between the 10 possible switching times.



Press the selection button next to the switching time and make the desired settings using the control buttons (up/down).

The cursor is at hours.



Use the control buttons (left/right) to switch between the desired hours, minutes and weekdays on which the switching time is to be valid.

The cursor moves between hours, minutes and weekdays. A dash for "Mo" for example means that the switching time will not be carried out on Monday.

Timer



Use the two lower selection buttons and the control buttons (left/right) to find what needs to be changed in the selected time.

The symbols have the following meanings:



= Answering mode



= OGM



= Message transfer



= Call forwarding



Make the desired settings using the control buttons (up or down).

A dash means that the previous status is continued.



To set the order in which numbers are dialled press the selection button next to "Message transfer on".

The display shows the currently set order in which the 4 numbers for message transfer are dialled.



To delete a switching time press the selection button next to the delete symbol.

The empty entry field is displayed again.



2s

To delete the timer press the selection button next to the delete symbol for 2 seconds.

All switching times are deleted.



To stop entering additional switching times press stop.

The settings are confirmed.



To stop the entry press stop several times.

The initial state is again displayed.

Sample programming for timer

You want your tiptel 545 SD to switch on OGM 1 on Mondays to Fridays at 17.00 and switch off at 08.00. When the office closes on Friday and over the weekend the answering machine should use OGM 2 throughout. This requires 3 switching times.





Switching on timer



Press timer.

The display shows a clock as the symbol for activated timer. The timer sets the current functional status.



Press timer again to switch off timer.

The clock symbol disappears.



Message transfer

For message transfer the answering machine dials the saved call numbers consecutively after each new incoming message. If the subscriber called picks up he will hear the following outgoing message:

"Automatic call, ..x.. incoming messages, please collect remotely, I repeat ..." or if you have entered your own call number as identification "automatic call from subscriber (own call number), ..x.. incoming messages, please collect remotely, I repeat".

It is possible to start remote control for the recorded message(s) during the message. Proceed as described in "Carry out remote control" (*Code#). If you do not access the messages remotely the device dials the next call number after a waiting period (5 - 180 seconds). If no remote control is carried out during the repeat time (5 – 60 minutes) the device dials the complete call number sequence again as a reminder. If there is no remote control your tiptel 545 SD makes no, one or two repetitions depending on the setting you have chosen.

Setting options for message transfer

- Waiting period** 5 to 180 sec. This is the time from hanging up to dialling the next call number.
- Repeat period** 5 to 60 minutes. This is the time that passes before all call numbers are called again.
- Repetitions** 1, 2 or no repetitions
- Playbacks** 1 – 8 times. You can set here how often to replay the forwarding message.
- 1. Call number** >>
- 2. Call number** >>
- 3. Call number** >>
- 4. Call number** >>

Settings for message transfer



Press menu.

The main menu is displayed.



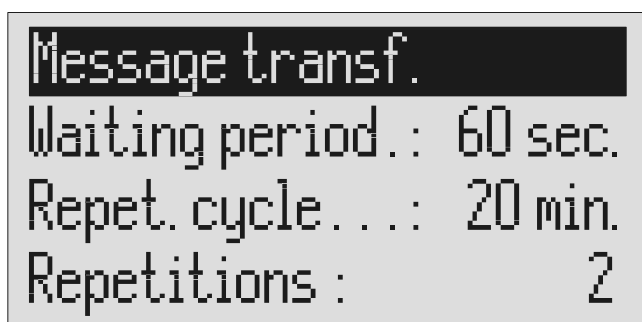
Press the selection button next to message transfer.

The message transfer menu is shown in the display.



Search for the desired setting option using the control buttons (up/down).

All setting options are displayed.



Press the selection button next to the desired line and if necessary change the entry using the control buttons (up/down).

The display shows the current setting.



or

Message transfer



When entering the call numbers press the selection button next to "Call number" and make the desired settings using the control buttons (up/down).

The entry location flashes.
Digits and special symbols are displayed.
The special symbols have the following meanings:

~ = Wait for dial tone / 3 Sec. pause
i = Internal (for PABX)
F = Flash (short, for PABX)
H = Hook flash (long, for PABX)
S = Send by SMS



Press control button (right) to change to the next entry location and enter other digits.

The cursor to the next entry location.



Use the control button (left) to move the cursor once place backwards, for example to overwrite a character.

The cursor moves to the left.



To transfer a call number from the telephone book press the selection button next to the "Insert" symbol.

The call number is entered to the left of the cursor.



Search and select names as described under "Search entries".

The name is displayed below the call number.



To enter a character press secondary function and then control button (down).

An empty space is inserted to the left of the cursor.



To delete a digit, move the cursor to the location and press the selection button next to the delete symbol.

The character under the cursor is deleted.



2s

To delete the whole call number press the selection button next to the delete symbol for 2 seconds.

The entire call number is deleted.



To make further settings press stop. The settings are confirmed.



To stop the entry press stop several times. The initial state is again displayed.

Message transfer by SMS

In addition to normal message transfer (as described above) you can also be informed about new voice messages by SMS. You will receive a short message, e.g. on your mobile phone:

You have 2 new messages from:

1. 01701234567

2. 0210212345

Ashton, Deidra

Use this function if you do not want to be disturbed and will pick up your messages later using remote access.

To ensure you receive an SMS instead of a message place an "S" before the target call number.

Your device must also be set up for SMS messages, refer to "Short messages (SMS) chapter".

Example:

You would like to receive an SMS to your mobile phone when you have new messages on your tiptel 545 SD.

When you enter your mobile phone call number in the "Forwarding/call number" menu, enter an "S" before it.

Sample call number entries

For PABX the prefix for the public telephone network is dialled before each call number (refer also to Page 101 "Settings, PABX/prefix"). To suppress this enter "i" before internal call numbers.

If you would like message transfer by short message (SMS) you must enter an "S" before the call number.

Normal subscriber	0123456789
PABX	
Extension to extension	i 269
Short message (SMS)	S 017012345678

Switching on message transfer



Press message transfer.

The message transfer symbol is displayed.



Press message transfer again to switch off message transfer.

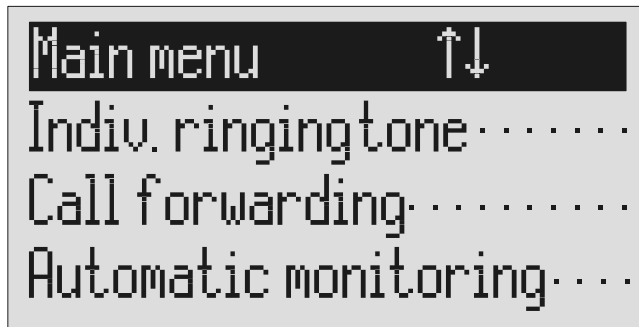
The symbol for message transfer is displayed.



During ongoing message transfer the message transfer symbol flashes.

Individual ringing tone

If you want to select a different ringing tone from the standard one on the telephone you can record up to 14 different ringing tones here. It is not possible to change ringing tone 15 because it is pre-configured. Choose the ringing tone for your telephone and your tiptel 545 SD will play it back. Please note that your individual ringing tone is only played back on the second call signal. During playback it is not possible to receive a new call number (CLIP).



Press menu.

The main menu is displayed.

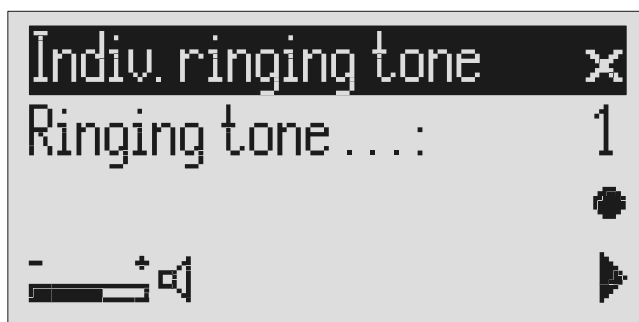


Search for the "Individual ringing tone" entry using the control buttons (up/down).



Press the selection button next to "Individual ringing tone".

The entry field for the individual ringing tone is displayed.



Individual ringing tone



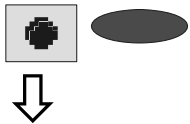
Press the selection button next to "Ringing tone" and select it using the control buttons (up/down).

The numbers 1 to 15 and "-" appear in the display. The individual ringing tone is switched off using the "-".



Set the desired volume using the control buttons (left/right).

The volume bar indicates the set volume level.



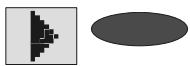
To record a new ringing tone press and hold the selection button next to the record symbol.

Now record your individual ringing tone by playing any sound in front of the integrated microphone.



Release the button.

The recording is completed and is played back for verification purposes.



To playback an existing recording press the selection button next to the playback symbol.

The ringing tone is played back.



To delete the ringing tone, press the selection button next to the delete symbol.

The ringing tone is deleted.



To exit the menu press stop.

The initial state is again displayed.



To record ringing tones from an external signal source press the secondary function (2nd) button before recording.

Call forwarding

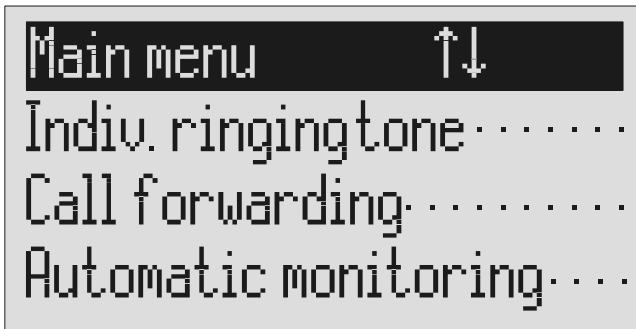
If your telephone network or PABX supports the "call forwarding" function you can enter the required settings here. Then you only have to enter the times for which you want to activate call forwarding in the "timer". For example at 6 pm you can switch calls automatically to your private line and then switch them back again to your business line at 8 am the following day (day/night switching).

In order to switch on call forwarding it is usual to dial a code before the target call number (e.g. *21*). A second code (e.g. #21#) switches call forwarding off again. (Refer also to your network operator's or system manufacturer's user instructions).

Setting options for call forwarding

- | | |
|--------------------------|---|
| Activate | You can enter the code to switch on call forwarding here. You can enter up to 15 characters. A dash means: "Entry location deleted". |
| Deactivate | You can enter the code to switch off call forwarding here. You can enter up to 15 characters. A dash means: "Entry location deleted". |
| Target call number | >> |
| Target call number | Enter the target call number to which the call is to be forwarded here. You can enter up to 25 characters for the target call number. |

Settings for call forwarding



Press menu.

The main menu is displayed.

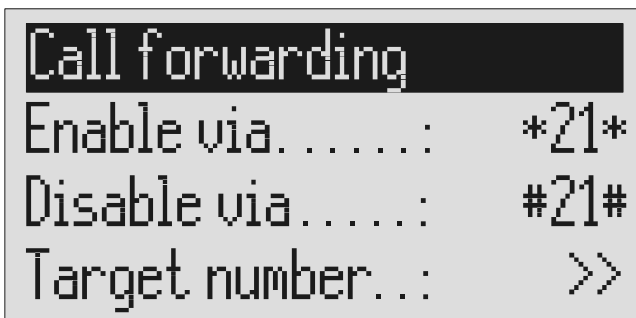


Search for the "Call forwarding" entry using the control buttons (up/down).



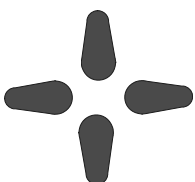
Press the selection button next to "Call forwarding".

The call forwarding menu is shown in the display.



Press the selection button next to the setting that you wish to change.

The cursor is located at the entry point.



Select the desired entry location using the control buttons (left/right) and change it with the control buttons (up/down).

The display shows the current setting.

or

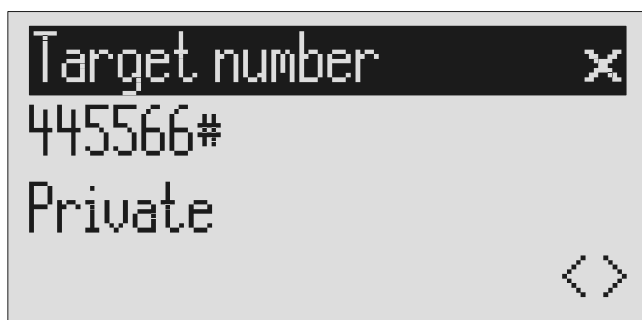
Automatic monitoring



When entering the target call number set the first digit using the control buttons (up/down).

Digits and special symbols are displayed. The special symbols have the following meanings:

~ = Wait for dial tone / 3 Sec. pause
i = Internal (for PABX)
F = Flash (short, for PABX)
H = Hook flash (long, for PABX)



Press control button (right) to change to the next entry location and enter other digits.

The cursor to the next entry location.



Use the control button (left) to move the cursor once place backwards, for example to overwrite a character.

The cursor moves to the left.



To transfer a call number from the telephone book, press the selection button next to the "Insert" symbol.

The call number is entered to the left of the cursor.



Search and select names as described under "Search entries", p.36.



To enter a character press secondary function and then control button (down).

An empty space is inserted to the left of the cursor.



To delete a digit, move the cursor to the location and press the selection button next to the delete symbol.

The character under the cursor is deleted.



2s To delete the whole entry press the selection button next to the delete symbol for 2 seconds.

The entire entry is deleted.



To make further settings press stop.

The current setting is confirmed.



To stop the entry press stop several times. The initial state is again displayed.



You can also activate call forwarding by remote access (Refer to remote access).

Sample call forwarding entries

Example 1:

Your main connection is with "Deutsche Telekom" and you have activated the "call forwarding" service. Please note that the target call number must end with a hash (#).

Activate *21*
 Deactivate #21#
 Target call number 021024712#

Example 2:

You have a tiptel.com PABX, the answering machine is connected to extension 50 and you want to divert the calls to extension 51.

Activate *21*
 Deactivate #21#
 Target call number i 51#

Example 3:

You have a tiptel 1/8 Fax CLIP PABX, are connected with it to "Deutsche Telekom" and you have activated the "call forwarding" service. You want to forward all external calls to your private connection.

Activate *21*
 Deactivate #21#
 Target call number 336699#



For PABX the prefix for the public telephone network is dialled before each call number (refer also to Page 101 "Settings, PABX/prefix"). To suppress this enter "i" before internal call numbers.

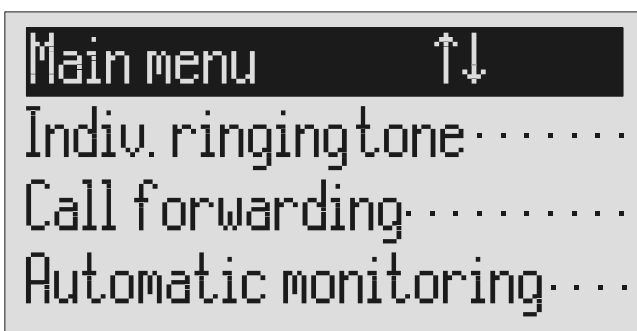
Automatic monitoring

If you have activated "automatic monitoring" the recording starts as soon as the handset is lifted. The recording stops automatically when you replace the receiver. You can decide whether to record all calls or only incoming calls (recording threatening calls). To avoid filling up the memory with unimportant recordings you still have the option of saving the recording only after pressing a confirmation on the device. You also have the option of activating the monitoring via the contact control via the alarm input.

Setting options for automatic monitoring

- | | |
|--------------------------------|---|
| Activate function | Yes or no. You can switch the function on and off here. |
| All calls | Yes or no. Select "No" if you only want to record incoming calls. |
| Confirm save | Yes or no. If you select "Yes" you have to confirm saving the recording otherwise it will be deleted automatically. |

Settings for automatic monitoring



Press menu.

The main menu is displayed.

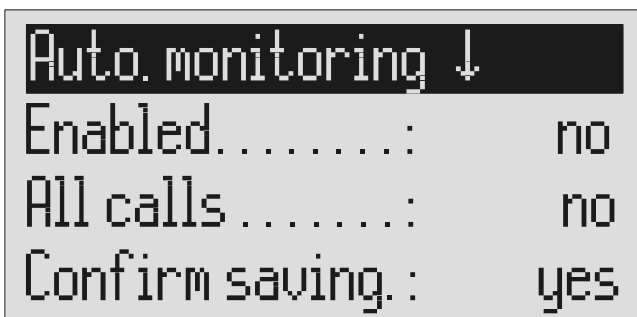


Search for the "Automatic monitoring" entry using the control buttons (up/down).



Press the selection button next to "Automatic monitoring".

The entry field for automatic monitoring is displayed.



Press the selection button next to the setting that you wish to change until the desired setting is displayed.

The display shows the current setting.



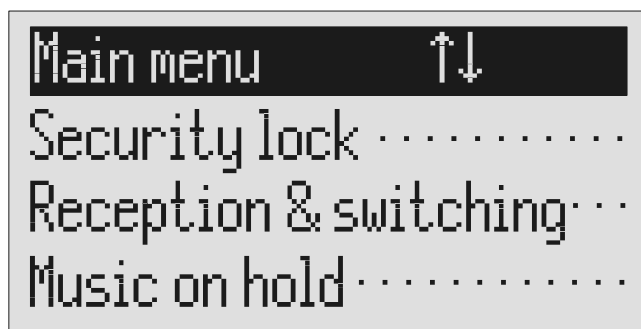
To stop the entry press stop several times.

The initial state is again displayed.

Security lock

In order to protect your tiptel 545 SD from unauthorised use you can lock the device with a PIN (personal identification number). The PIN is number containing 1 to 4 digits. You must enter this PIN to unlock the device. In the factory pre-set, the PIN code is "0000".

Locking the device/Changing PIN



Press menu.

The main menu is displayed.



Search for the "Security lock" entry using the control buttons (up/down).



Press the selection button next to "Security lock".

The PIN entry field is displayed.



Enter the first digit of the PIN using the control buttons (up/down).

The display shows the current setting.



Select the next or previous entry location using the control buttons (left/right).

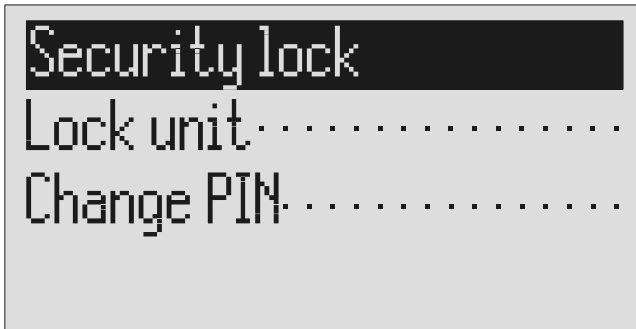
The cursor is located at the selected entry point.



After entry press the selection button next to PIN.

The device displays the choice of "Lock unit" or "Change PIN".

Security lock



Press the selection button next to "Lock unit".

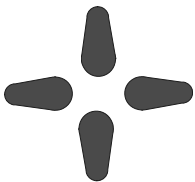
The display returns to the initial state. A small key shows that the device is locked.

or



Press the selection button next to "Change PIN".

The tiptel 545 SD requests you to enter a new PIN.



Use the control buttons to enter a new PIN.

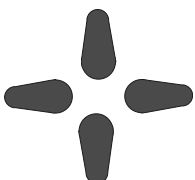
The display shows the current entry.



To stop the entry press stop several times.

The new PIN is confirmed and the initial state is again displayed.

Unlocking device



Use the control buttons to enter the PIN.

The display shows the current setting.



After entry press the selection button next to PIN.

The small key is no longer displayed. The device can now be used.

Welcoming and connecting callers

Your tiptel 545 SD can welcome your callers in PABXs and then transfer them to a different extension (e.g. a central number). If the extension to which the caller is transferred is engaged the caller hears the configured engaged message.

In situations where several incoming calls are received at the same time in a manual switchboard a call can be forwarded to the tiptel 545 SD. With this "overflow" process the caller no longer has the impression that nobody is in the office.

The tiptel 545 SD can also be used as an "automatic switchboard". In this case, the caller himself decides which number he wants to be connected to by pressing a number key on his tone dialling (DTMF) telephone. This makes just about every telephone system capable of supporting direct dialling. If the dialled number is engaged, the associated mailbox message is activated if you have configured this option (see also "Mailboxes").

Setting options for welcoming and connecting callers

- Reception message**..... 1 to 14 or -. Here you select the recorded message which you wish to use as the welcome message. If you select "-" the "Welcoming and connecting callers" function will be switched off.
- Hold**..... Here you enter the method for holding calls for internal inquiry purposes on your PABX (how a transfer is initiated). Normally this is the Flash function "F".
- Retrieve** Here you enter how to get back (retrieve) a transferred caller in your PABX. Normally this is the Flash function "F". On some systems, however, you have to set e.g. "F0" or "FF".
- Destination number**..... Here you enter the number of the extension to which the caller is to be transferred. The caller will be transferred to this extension when he has listened to the full welcome message (fixed destination number).

Engaged message..... 1 to 14 or -. Here you select the message to be played to the caller if the destination number is engaged. If you select "-" no check is made as to whether the number is engaged.

Automatic switchboard >>

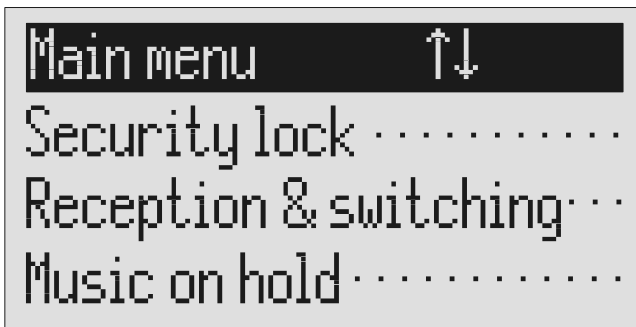
1st destination no. Here you enter the number of the extension to which the caller is to be connected when he presses the 1 key.

2nd destination no. Here you enter the number of the extension to which the caller is to be connected when he presses the 2 key.

.
.
.

8th destination no. Here you enter the number of the extension to which the caller is to be connected when he presses the 8 key.

Settings for welcoming and connecting callers



Press Menu.

The main menu is displayed.



Use the control buttons (up/down) to move to the "Reception & switching" entry.



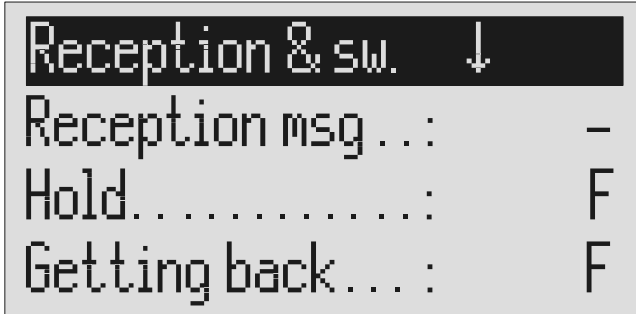
Press the selection button next to "Reception & switching".

The reception and switching options are displayed.



Use the control buttons (up/down) to move to the desired setting option.

All setting options are displayed.



Press the selection button next to the desired line and if desired change the entry using the control buttons (up/down).

The display shows the current setting.

or



When entering the destination number press the selection button next to "Destination number" and use the control buttons (up/down) to set the first digit.

The current input position blinks.

Numbers and special characters are displayed. The meanings of the special characters are as follows:

- ~ = Wait for dialling tone / 3 sec. pause
- i = Internal (for PABXs)
- F = Flash (briefly, for PABXs)
- H = Hook Flash (long, for PABXs)



Press the control button (right) to move to the next input position and enter further digits.

The cursor moves to the next input position.



Press the control button (left) if you wish to move the cursor back by one position, e.g. to overwrite a character.

The cursor moves to the left.



To take over a number from the telephone book as the destination number press the selection button next to the Insert symbol.

The destination number is inserted to the left of the cursor.



You can search for and select names as described in "Search entries".

The name appears below the number.



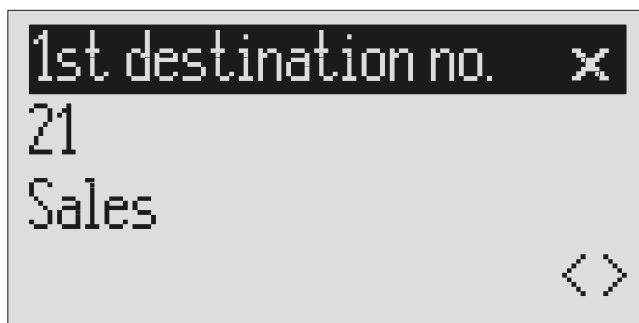
To insert a character press the secondary function button and the control button (down).

A space is inserted to the left of the cursor.



To delete a character move the cursor over it and then press the selection button next to the Delete symbol.

The character at the cursor position is deleted.



To delete the entire destination number press the selection button next to the Delete symbol for 2 seconds.

The entire destination number is deleted.



To make further settings press Stop.

The settings are stored.

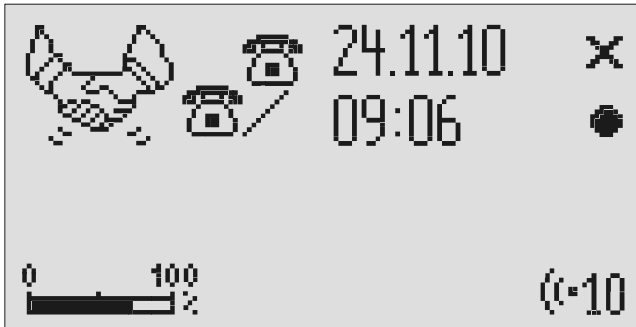


To end the input press the Stop button several times.

The initial status is once again displayed.

Answering mode with a welcome message and call transfer

- ☞ The "Welcoming and connecting callers", "Music-on-hold for PABX systems" and "Answering machine" functions can not be used at the same time.



Use the selection button next to the message symbol to select the message to be used as the welcome (reception) message.

The selected message is indicated next to the symbol at the bottom right of the display. If the message has not yet been recorded or if it has been deleted the symbol blinks.



Press the answering mode button.

The LED in the answering mode button lights up and the "Reception & switching" symbol appears in the display.



To switch off the answering mode with a welcome message and call transfer, press the answering mode button again.

The continuous playback stops and the initial status is displayed.

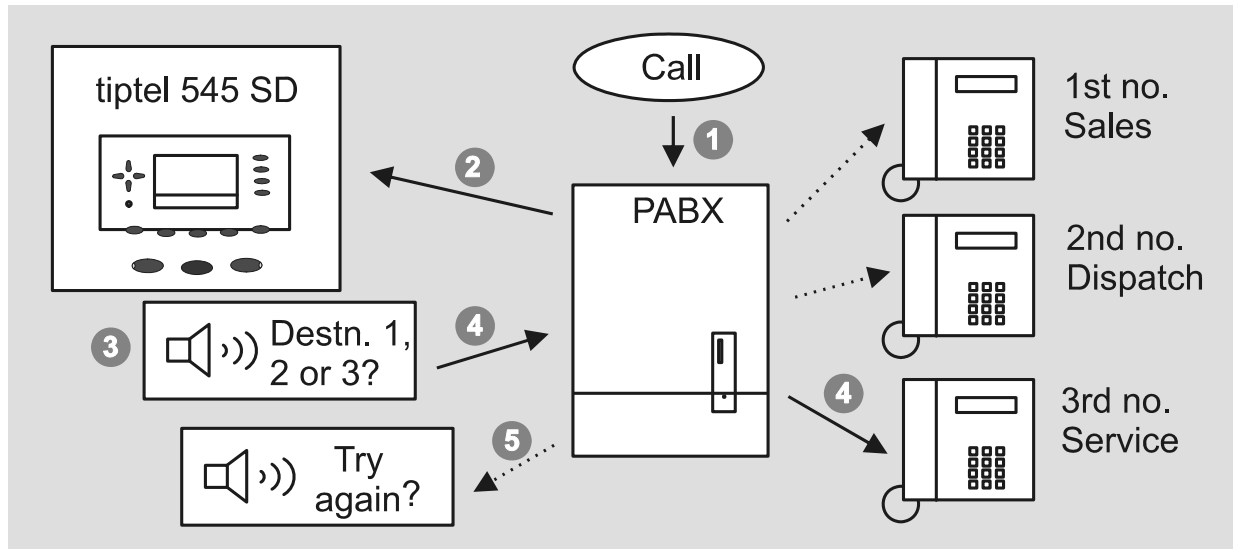
- ☞ If you have the message switched via the timer feature, you can switch, for example, between "Welcoming and connecting callers" during the day and automatic transfer to the answering machine in the evenings.

Examples of use

Some practical examples of the wide range of applications for the tiptel 545 SD are provided below. In each case a practical situation and a possible solution are described. For the described call transfer functions the tiptel 545 SD must be connected to the analog port (a/b port) of a telephone system.

Automatic switchboard

A small sales office cannot afford a switchboard with an operator but nonetheless wants to provide callers with a professional impression. Following a friendly welcome message the user should be advised of which number he should press on his phone to be connected to the appropriate department.



The solution:

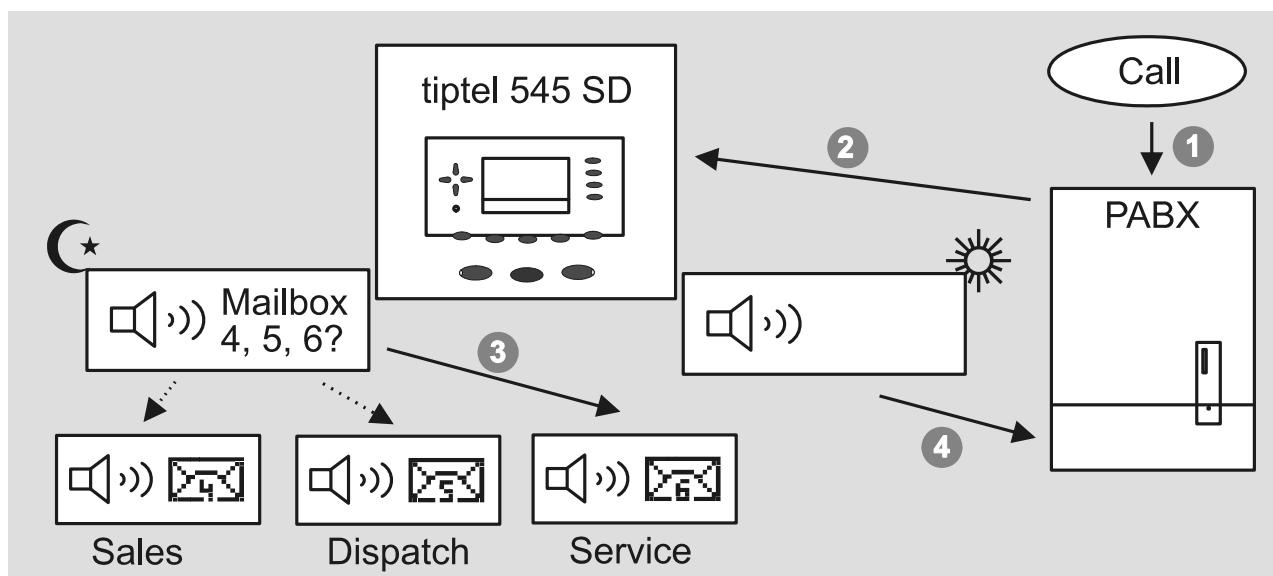
1. An external call is received.
2. The telephone system forwards the call to the tiptel 545 SD message centre.
3. The device accepts the calls and plays, for example, the following welcome message: *"Hello. You are connected with the Erlensee company. If you would like to speak to the Sales department please press 1. If you wish to speak to the Dispatch department please press 2. If you wish to speak to the Service department please press 3. If you decide not to press any key you will be connected with the switchboard; please wait a moment."*
4. The caller in this case wants to talk to the Service department and presses the 3 key on his telephone. The tiptel 545 SD message centre then connects the call to the appropriate extension. The call is answered and the caller is now connected to the department with which he wanted to speak.
5. If the desired extension is engaged and if the mailbox for extension 3 is configured, the caller hears, for example, the following message: *"All Service staff are currently dealing with other calls. If you wish to try again please press 3 again. If you wish to be connected to the switchboard please press 0. You have not pressed a key yet; please try again later. Thank you for your understanding, goodbye."*

Necessary settings:

1. Record the welcome (reception) message as a "message without the option of leaving an incoming message" (see also "Recording messages" on page 16). In our example we select message 10 as the reception message.
2. Open the main menu and select the "Reception & switching" menu option. Select reception message "10".
3. Now set how an internal inquiry (the "Hold" function) is initiated on your PABX. Normally this is the Flash function (F). If in doubt check the operating instructions for your PABX.
4. Now set how a call can be retrieved ("Retrieve" function) on your PABX. Normally this is also the Flash function (F). If in doubt check the operating instructions for your PABX.
5. Under "Destination number" enter the number of your switchboard (e.g. 21). This is the extension to which the call should be transferred if the caller doesn't make a selection on his keypad.
6. If the switchboard is "engaged" the call should be transferred back to the tiptel 545 SD message centre. The caller then once again hears the welcome message (which requires that the PABX is capable of automatically transferring the call back when a destination number is engaged). In this case leave the setting "-" under "Engaged message" as it is.
7. Now enter the three destination numbers under "Automatic switchboard". For the 1st destination number, enter the extension for Sales, for the 2nd destination number, enter the extension for Dispatch and for the 3rd destination number enter the extension for Service.
8. To switch on the engaged messages for the three destination numbers, activate the associated mailboxes. To do this, open the main menu and select the "Mailbox setup" entry. Select the first mailbox and set "Enabled" to "Yes". Then repeat this procedure for mailboxes 2 and 3.
9. Record the three mailbox messages (which will later serve as engaged messages) as "messages without the option of leaving an incoming message". To do this from the neutral status, press the selection button next to the 3 mailbox symbols. The first mailbox blinks and the engaged message for the Sales department can then be recorded. Then select the 2nd and 3rd mailboxes in turn and record the appropriate messages (see also "Mailboxes" on page 94).

Timer-controlled voicemail system

Your tiptel 545 SD has a timer system which can automate certain processes (see also "Timer" on page 58). If the sales office in the first example above wants, for example, to offer a mailbox with a message recording capability for each of the three departments outside normal business hours, (i.e. Monday to Friday from 18.00 to 09.00 and the weekends) this function can automatically replace the switching function.



The solution:

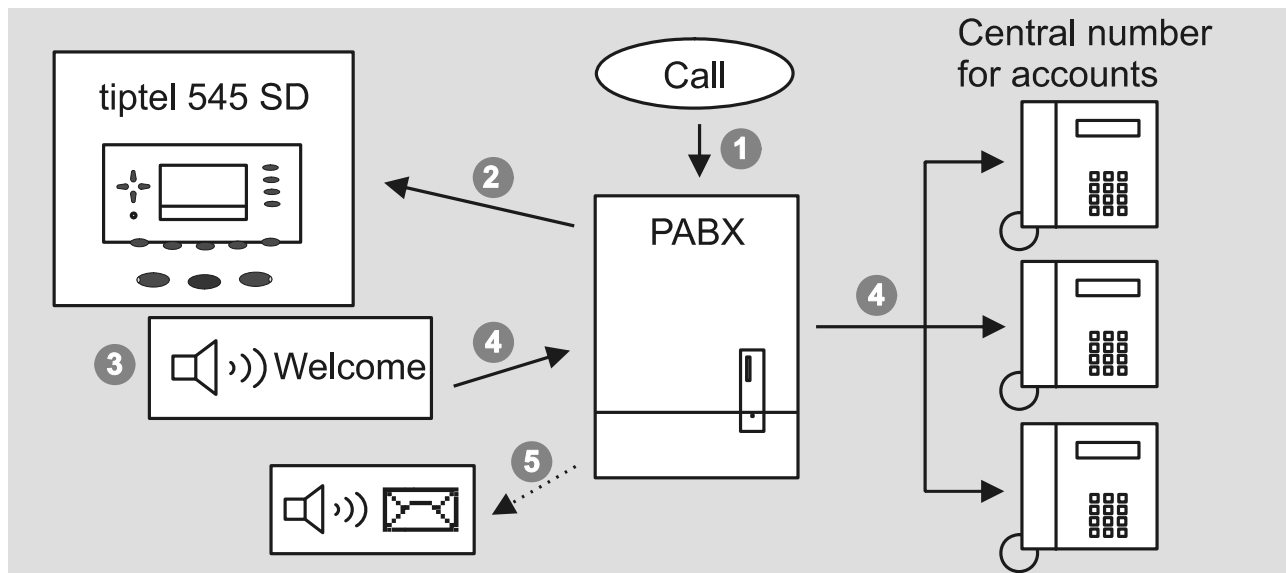
1. An external call is received outside normal business hours.
2. The "automatic switchboard" has been deactivated by the timer at 18.00. The voicemail system now handles incoming calls and the caller hears, for example the following message: *"Hello. You are connected with the Erlensee company. You are calling outside our normal business hours, during which you can contact us personally; these are Monday to Friday from 9 a.m. to 6 p.m. If you would like to leave a message for the Sales department please press 4; if you would like to leave a message for the Dispatch department please press 5 or if you would like to leave a message for the Service department please press 6. You have not decided to leave a message; the voicemail system will now switch off. Thank you for calling, goodbye."*
3. The caller presses, for example, the 6 key on his phone. He then hears the message from the Service department and can then leave a message: *"You can now leave a message for the Service department. Please leave your name and telephone number and we'll get back to you. Please speak after the tone."*
4. At 09.00 the device then automatically switches back to the "automatic switchboard" function with the appropriate message.

Necessary settings:

1. Record a welcome (reception) message as a "message without the option of leaving an incoming message" (see also "Recording messages" on page 16). In our example we select message 9 as the welcome message for the voicemail system.
2. Now set up the three mailboxes. To do this open the main menu and select the "Mailbox setup" entry. Select the fourth mailbox and set "Enabled" to "Yes". Then repeat this procedure for mailboxes 5 and 6.
3. Record the three mailbox messages as "messages with the option of leaving an incoming message". To do this from the neutral status press the selection button next to the mailbox symbols. Select the fourth mailbox and record the message for the Sales department. Using the same procedure then record the appropriate messages for mailboxes 5 and 6 (see also "Mailboxes" on page 94).
4. Now all that remains to be done is to program 2 switchover times in the timer. To do this open the main menu and select the "Timer" entry. Set the first switchover time as follows: Set Time (clock symbol) to "09:00", under Weekdays (Mo Tu We) deactivate Saturday and Sunday (-), set Answering mode (telephone symbol) "On" and Message (message symbol) to "10". Now set the second switchover time as follows: Set Time to "18:00", leave Weekdays unchanged, Set Answering mode to "On" and Message to "9".

Welcoming and connecting callers

Each caller shall first be welcomed and then transferred to the central number for the Accounts department. If all connections are engaged the caller shall be given the opportunity of leaving a message.



The solution:

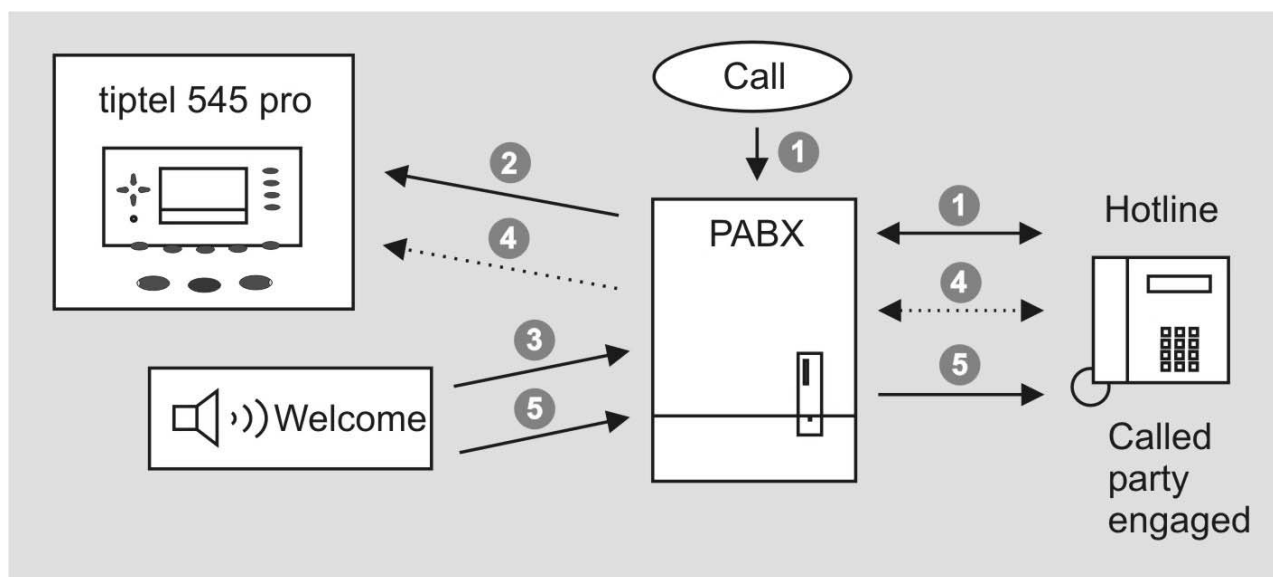
1. An external call is received.
2. The telephone system forwards the call to the tiptel 545 SD message centre.
3. The device accepts the call and plays, for example, the following welcome message: *"Hello. You are connected with the Accounts department of the Er-lensee company. To help us process your inquiry quickly please have your customer number and the invoice number at hand. You will now be connected to a free member of the accounts staff; just a moment ..."*
4. Following the message the device dials the destination number (the central number for Accounts). The call is either then answered by a member of staff or
5. if all desks are engaged the device reconnects to the caller, plays a message (an engaged message) and offers the caller the opportunity to leave a message: *"Unfortunately all of the accounts staff are currently dealing with other inquiries. If you wish you can leave a message after the tone and we'll get back to you as soon as possible."* The caller can now leave his message. The recorded message can be called up later either directly on the device or remotely from another telephone.

Necessary settings

1. Record the welcome message as a "message without the option of leaving an incoming message" (see also "Recording messages" on page 16). In our example we select message 5 as the welcome message.
2. Record the engaged message as a "message with the option of leaving an incoming message". In our example we select message 4 as the engaged message.
3. Open the main menu and select the "Reception and switching" entry. Set the reception message to "5".
4. Now set the method for initiating a call transfer (internal inquiry) on your PABX. Normally this is the Flash function "F". If in doubt check the operating instructions for your PABX.
5. Now set how a call is retrieved on your PABX (the "Retrieve" function). Normally this is also the Flash function "F". If in doubt check the operating instructions for your PABX.
6. Under Destination no. enter the central number for the Accounts department, e.g. 24.
7. Set the engaged message to "4".

Holding loop

A call shall be accepted even though the called party is engaged and the caller shall be held on the line until the called party is free. Your tiptel 545 SD continues to try to connect the call until the desired party is reached.



The solution:

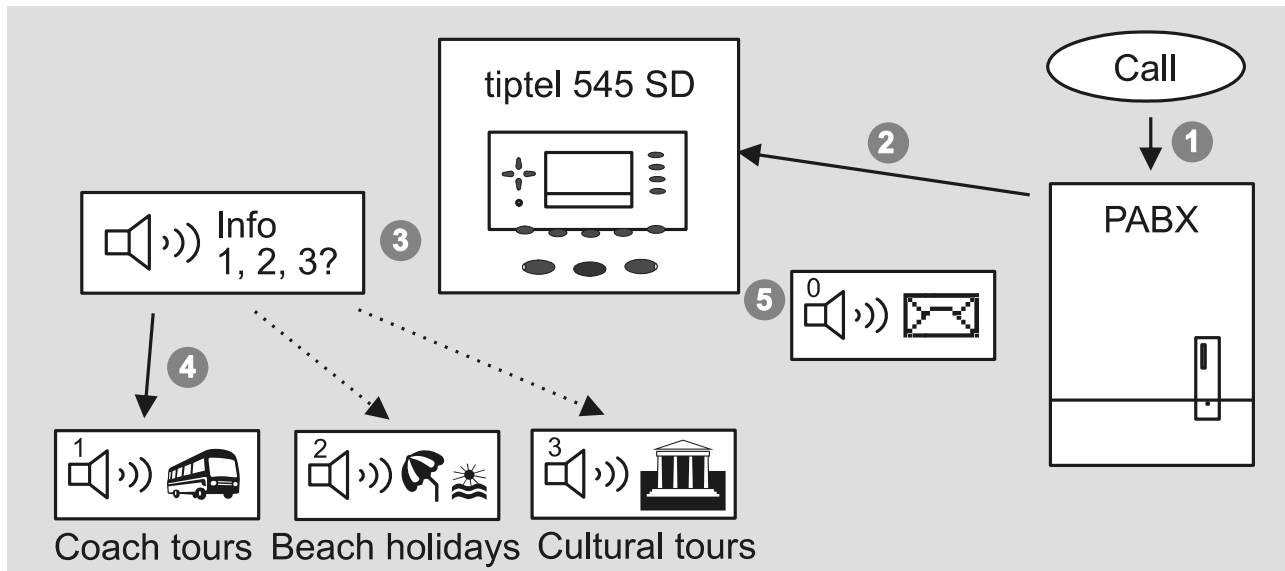
1. An external call is received.
2. If the desired extension is engaged, the telephone system transfers the call to the tiptel 545 SD (**please note that your telephone system must support the "Call forwarding when engaged" feature and ensure that calls are forwarded in such cases to the extension to which your tiptel 545 SD is connected**). The caller then hears, for example, the following welcome message: *"Hello. You are connected with the hotline of the Erlensee company. Unfortunately, all of our staff are currently dealing with other customers at the moment. You will automatically be connected to the next free advisor. Please wait a moment ..."*
3. After playing the message, the device once again connects the call to the destination number and hangs up.
4. If the destination number is still engaged, the telephone system once again transfers the call to your tiptel 545 SD. The caller then hears the message again and the process continues as described above.
5. When the extension becomes free, the call is answered by one of the hotline staff.

Necessary settings

1. Record the welcome message as a "message without the option of leaving an incoming message" (see also "Recording messages" on page 16). In our example we select message 6 as the welcome message.
2. Open the main menu and select the "Reception and switching" entry. Set the reception message to "6".
3. Now set the method for initiating a call transfer (internal inquiry) on your PABX. Normally this is the Flash function "F". If in doubt check the operating instructions for your PABX.
4. Under Destination no. enter the number of the extension for which the holding loop has been configured (e.g. 22).

Menu-guided information system

A travel agency, in addition to providing personal advice and assistance, wants to allow its customers to be able to call up details of current travel offers and concerts via a telephone information system. If the customer is interested in a specific offer he shall be able to leave a message.



The solution:

1. An external call is received.
2. The telephone system forwards the call to the tiptel 545 SD message centre.
3. Your tiptel 545 SD accepts the calls and plays, for example, the following message: *"Hello. You are connected with the Sunnytime travel agency information system. To call up our current "Constance coach trip" summer saver offer please press 1 on your telephone. For more information about beach holidays in sunny southern regions please press 2. For current information about cultural trips please press 3. If you decide not to call up any information you can leave a message and your phone number or fax number after the tone."*
4. The caller presses, for example, the 1 key on his phone. He then hears the details about the currently offered trip to Constance and information about additional options: *"Our summer saver is a 14-day bus trip to Constance ... If you wish to call up more information or leave a message please press 0. Thank you for calling."*
5. While this message is playing, the caller presses 0, hears the welcome message again and can then leave his message.

Necessary settings

1. Record the welcome message as a "message with the option of leaving an incoming message" (see also "Recording messages" on page 16). In our example we select message 1 as the welcome message.
2. Activate the mailboxes (1-3) required for our example. To do this open the main menu and select the "Mailbox setup" entry. Select the first mailbox and set "Enabled" to "Yes". Then repeat this procedure for mailboxes 2 and 3.
3. Record the three mailbox messages as "messages without the option of leaving an incoming message". To do this from the neutral status press the selection button next to the 3 mailbox symbols. The first mailbox blinks and the message for the "summer saver offer" can then be recorded. Then select the 2nd and 3rd mailboxes in turn and record the appropriate messages (see also "Mailboxes" on page 94).

Music-on-hold for PABXs

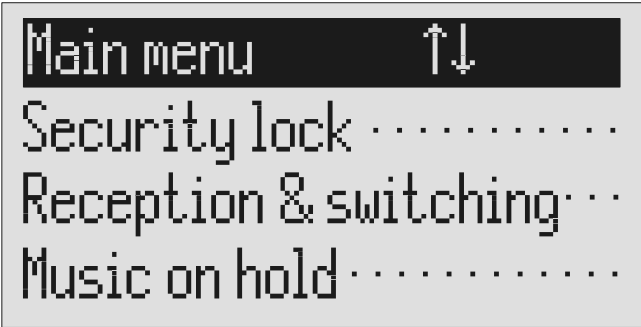
You can use your tiptel 545 SD to play the on-hold music into your PABX. To do this, connect the "OUT" output to the audio input of your PABX using the supplied cable. The on-hold music is played in an endless loop without ever wearing out. It is also possible to insert an on-hold announcement at an interval of your choice. The on-hold music and announcement are each stored in one of the tiptel 545 SD's 14 message storage areas. These "messages" are then fed into the PABX using the settings described on the following pages.

If you wish to endlessly feed in an announcement which already includes background music (recorded in a sound studio) or just music into your PABX, simply use the on-hold message and set "Music" to "-". The music source can also be, for example, an MP3 player connected to the input marked "IN". In this case set "Music" to "External".

Setting options for the on-hold music

Announcement	1 to 14 or -. Here you select the message which you have recorded as the on-hold announcement. If you select "-" the "Music-on-hold" function is switched off.
Music	1 to 14, External or -. Here you select the message number where you have recorded a piece of music. Selection of "External" allows you to feed in music via the "IN" input. If you do not want music to be automatically faded in and out then, simply select "-".
Interval	5 to 60 seconds. Here you set for how long the music remains faded in.
LINE output	Normal and MOH. If you select MOH the on-hold music will additionally be output on the "LINE" output. This makes the connected telephone line (the extension of your PABX) permanently engaged.
OUT output	Normal and MOH. If you select MOH the output will then only be used for on-hold music. When recordings are being played there is then no signal on the output.

Music-on-hold settings



Press Menu. The main menu is displayed.



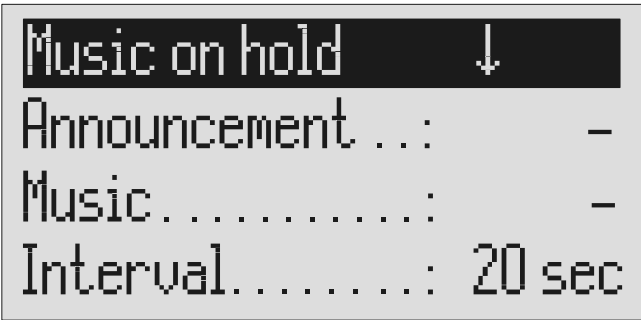
Use the control buttons (up/down) to move to the "Music on hold" entry.



Press the selection button next to "Music on hold". The music-on-hold menu is displayed.



Use the control buttons (up/down) to move to the desired setting option. All settings options are displayed.



Press the selection button next to the option which you wish to change repeatedly until the desired setting is displayed. The current setting is displayed.

or



When entering numbers, press the selection button next to the appropriate line. The input position blinks.

Music on hold for PABXs



Use the control buttons (up/down) to change the setting.

The displayed number increases or decreases.



To end the input of numbers, press the selection button next to the relevant line again.

The input position stops blinking.



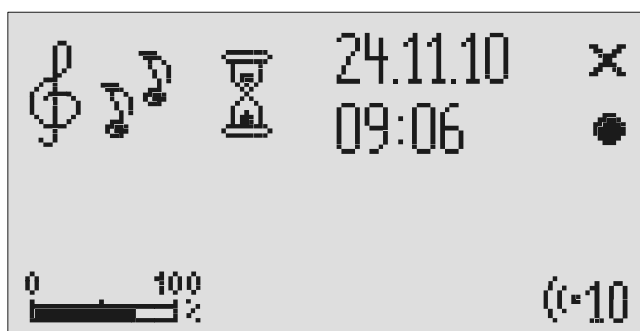
To end the input, press Stop several times.

The initial status is once again displayed.

Answering mode with music-on-hold



The "Music-on-hold for PABX systems", "Welcoming and connecting callers", and "Answering machine" functions can not be used at the same time.



Use the selection button next to the message symbol to select the message to be used as the on-hold announcement.

The selected message is indicated next to the symbol at the bottom right of the display. If the message has not yet been recorded or if it has been deleted, the symbol blinks.



Press the answering mode button.

The LED in the answering mode button lights up and the "Music-on-hold" symbol appears in the display.



To switch off the answering mode with music-on-hold, press the answering mode button again.

The continuous playback stops and the initial status is displayed.



If you have the message switched via the timer feature, you can switch, for example, between "Music-on-hold for PABXs" during the day and automatic transfer to the answering machine in the evenings.

Mailboxes

General

You have the option or setting up in addition to the actual answering machine up to 8 mailboxes. Each mailbox has its own OGM, remote control code and its own target call number for message transfer. If your tiptel 545 SD is used by several people the caller can leave a message in the relevant mailbox. You should mention this function in the OGM. To select one of the 8 mailboxes the caller has to press the relevant number (1...8) on the keyboard of a tone-enabled telephone. The mailbox OGM is played and the caller can leave a message.

For PABX systems under certain circumstances there is the option of selecting the relevant mailbox automatically (refer to "Automatic call forwarding to the mailbox", p. 98).

Another usage is an information centre where the caller first hears the set message from the actual answering machine. The OGM contains notes on where the desired information is located (mailbox 1, 2, 3 or 8).

Setting options for mailboxes

- | | |
|-------------------------------|--|
| Activate | Yes or no. If you enter "Yes" here the mailbox will be switched on. If a mailbox is switched off any existing ICMs and the OGM are lost. |
| Access code | If you want to access your mailbox remotely you have to enter the access code for this mailbox. |
| Quick check code | If you want to access your mailbox by remote control quickly without having to enter the access code, you can for example enter your mobile phone call number here. If this call number is detected for a call the device starts remote control immediately. |

Mailboxes

- Extension** If you want to use the "Automatic call forwarding to mailbox" function you can enter the relevant extension number here.
- Target call number** If you want to use the mailboxes and the "message transfer" function you must enter the target call number here.

Setting up mailboxes



Press menu.

The main menu is displayed.

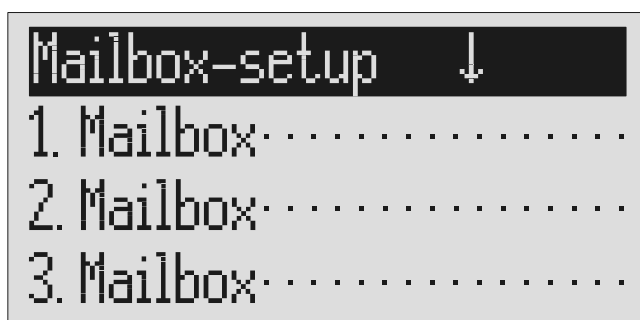


Search for the "Set up mailboxes" entry using the control buttons (up/down).



Press the selection button next to "Mailbox setup".

The mailbox setup menu is displayed.



Search for the desired mailbox using the control buttons (up/down).

8 mailboxes are displayed.

Mailboxes



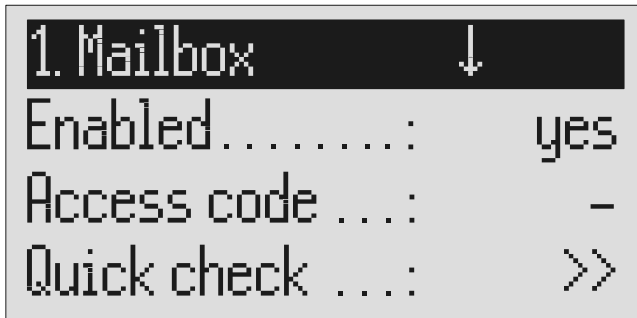
Select the desired mailbox using the selection button.

The settings menu for the selected mailbox is displayed.



Search for the desired setting option using the control buttons (up/down).

All setting options are displayed.



Press the selection button next to the setting that you wish to change until the desired setting is displayed.

The display shows the current setting.

or



When entering digits press the selection button next to the desired line.

The entry location flashes.



Change the settings using the control buttons (up/down).

The display counts up or down.



For settings with several digits move the entry location to the required location using the control buttons (left/right).

The selected entry location flashes.



To end digit entry press the selection button next to the desired line again.

The entry location stops flashing.



To stop the entry press stop several times.

The initial state is again displayed.

Using the mailboxes

The corresponding symbols are displayed when you have set up mailboxes. In answering mode the number of ICMs in the mailbox is indicated to the right of the symbol. The mailboxes include playback and delete ICMs, monitoring/personal info (memo) and OGM functions. These functions are described in detail in the previous chapters. Because there is only one OGM for each mailbox it goes without saying that it is not possible to select the OGM.



Press the selection button next to the mailbox symbol until the desired mailbox flashes.

The selected mailbox flashes.

E. g.



ABCDE
2nd



Carry out desired function, e.g. playback all ICMs.

Playback of all the ICMs in the selected mailbox starts.



To go back to the actual answering machine press the selection button next to the mailbox symbols until no mailbox is flashing.

The mailboxes stop flashing.

Remote access to mailboxes

Remotely accessing mailboxes is done in the same manner as remotely accessing the answering machine. The precise description is found in the "Remote access" chapter.

The following mailbox functions are available remotely:

①	Room monitoring/Intercom
②	Playing back the new ICMs in this mailbox
③	Playing back all ICMs in this mailbox
④	Skip back
⑤	Repeat the last 3 seconds/continue playback
⑥	Skip forwards
⑦	Deletes the ICM currently playing back
⑧	Stopping and pausing playback
⑨	Changing the outgoing message for this mailbox
* ⑦	Deleting all incoming messages for this mailbox
* ⑨	Changing the target call number for message transfer for this mailbox

Automatic call forwarding to the mailbox

Your PABX must meet the following requirements: The CLIP function (transfer of call number) must be supported and the call number of the extension that has forwarded must be transferred.

Connect your tiptel 545 SD to a free extension (analogue port) on your PABX. Set the mailboxes up and enter the call numbers of the corresponding extensions. Record individual OGMs for the individual mailboxes and switch the device to answering mode. In order to now switch the mailbox on or off from an extension you have to activate call forwarding from this extension to the tiptel 545 SD.

Example: Your tiptel 545 SD is connected to extension 25 on your PABX. The extensions 21 to 24 are assigned to mailboxes 1 to 4. Extension 21 is programmed to forward calls to 25. An incoming call on extension 21 is forwarded to mailbox 1. The caller hears the message from mailbox 1 and can then leave a message.

Settings

Setting options

Language	German, English, French, Italian or Dutch
Clock	> >
Time	You can re-set the time here.
Date	You can re-set the date here.
Network time	Yes or no. You can transfer the time to the internal clock if this is permitted by your telephone network or your PABX (the year is not transferred and must be set manually).
DST	Yes or no. Select "Yes" if you want your tiptel 545 SD to change automatically to summer time on the last Sunday in March and to winter time on the last Sunday in October.
Time ancmnt	Yes or no. You can set here whether to announce the time after each ICM.
Date ancmnt	Yes or no. You can set here whether to announce the date after each ICM.
Number ancmnt	Yes or no. You can set here whether to announce the call number transferred after each ICM.
Ancmnt at unit	Yes or no. Here you can switch the "speaking clock" off and on when playing back from the device.
Quality	128 KB/sec or 64 KB/sec. There are two levels for the recording quality. At the higher quality (128 KB/sec) the recording capacity halves.
Rec. length	1 to 5 minutes or endless. Here you can limit the time that is available to callers for messages.
Call screening	Yes or no. You can set here whether to monitor the message during recording or not.
Ringng tones	2 to 9 ringing tones. The number of ringing tones before calls are answered can be set here.

Settings

My number >>

Number If you enter your own call number your tiptel 545 SD announces this call number for internal OGM texts.

Remote control >>

Access code The access code is a 1 to 4 digit number between 0 and 9999. Remote control is switched off using the " – " code.

Quick check If you want to access the remote control quickly without having to enter the access code you can for example enter your mobile phone call number here. If this call number is detected for a call the device starts remote control immediately.

Toll-saver Yes or no. If you select "Yes" and there are new ICMs your tiptel 545 SD answers calls after two ringing tones (no matter the number of ringing tones set). If there are no new ICMs the device only answers the calls after the number of ringing tones set in the "Ringing tones" option. So before accepting the call you already know whether there are new ICMs and whether remote control is worthwhile.

Remote on/off Yes or no. You set whether the answering mode should be activated remotely or not.

Remote delete Yes or no. You can set here whether the "Delete ICMs remotely" option is activated or not.

Room monitoring Yes or no. You set whether the "room monitoring" should be activated or not.

Message code The message code is a 1 to 4 digit number between 0 and 9999. The message function is switched off using the " – " code

Call-back code You enter the call-back code of your network operator (for Deutsche Telekom network e.g. H*37#). The "H" refers to the request key with hook flash-function. You can enter up to 15 characters.

PABX >>

Prefix Enter your prefix for the public telephone network (e.g. 0) here. This prefix is dialled automatically before each call number unless the call number is marked with an "i" as an internal call number within the PABX.

CLIP correction Some PABX systems add in numbers before the received call number. This produces incorrect messages for the received call number. In order to recognise the additional numbers and to cut them off you can enter them here.

Call-back code Enter your call-back code for your PABX (e.g. 79) here. You can enter up to 15 characters.

Message tone Volume levels 1 to 4 or off. If you activate the sound by setting the volume each time a new ICM is received a message tone sounds every 10 seconds.

Contrast You can set the screen contrast in up to 16 steps here.

Brightness You can set the screen brightness in up to 16 steps here.

Backlight Automatic or on. For the "automatic" setting the backlight is switched off automatically after 10 seconds. If you want the backlight on continuously, select "On". Please note that the power consumption in standby will then exceed 1 Watt.

Settings menu



Press menu.

The main menu is displayed.



Search for the "Settings" entry using the control buttons (up/down).



Press the selection button next to settings.

The settings menu is displayed.



Search for the desired setting option using the control buttons (up/down).

All setting options are displayed.



Press the selection button next to the setting that you wish to change until the desired setting is displayed.

The display shows the current setting.

or

Settings



When entering digits press the selection button next to the desired line.

The entry location flashes.



Change the settings using the control buttons (up/down).

The display counts up or down.



For settings with several digits move the entry location to the required location using the control buttons (left/right).

The selected entry location flashes.



To end digit entry press the selection button next to the desired line again.

The entry location stops flashing.



To stop the entry press stop several times.

The initial state is again displayed.

Adjusting the volume

You can set the volume when the device is in the initial state.



Set the volume using the control buttons (left/right).

The volume bar shows the current setting.

Service menu

The service menu gives you the option of querying the current program version, recreating the default status, deleting the telephone book or formatting the memory card. There is also the option of transferring the telephone book from one tiptel 545 SD to another via the audio sockets. To do this first set one device to "Receive a telephone book" and the other to "Send a telephone book". The "Default status" function returns all settings to the status they had on delivery. The call list and all OGMs and individual ringing tones are deleted. The telephone book entries are retained. The "Delete telephone book" function deletes the entire telephone book. If you answer the security prompt of "Format memory card" with "Yes", the card will be formatted. All data on that card will get lost.



Press menu button.

The main menu is displayed.

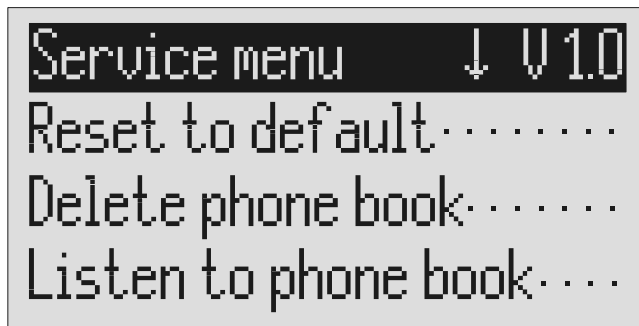


Search for the "Service menu" entry using the control buttons (up/down).



Press the selection button next to "Service menu".

The display shows the service menu. The current program version is in the first line on the right.



Search for the desired function using the control buttons (up/down).

All service menu functions are displayed.



Press the selection button next to the desired function and follow the displayed instructions.

Appendix

Service

You have acquired a modern product from Tiptel.com Business Solutions, developed and produced in Ratingen near Düsseldorf/Germany. Our highly modern production facilities ensure a constantly high level of quality. This is confirmed by our having been awarded 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 guarantee period. Tiptel.com Business Solutions has set up a special number for technical support for specialist dealers so that you can have qualified advice from them.

If your dealer cannot help you further, you can also contact Tiptel.com Business Solutions direct. Initial information can be obtained from our internet pages listed below in the support section 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.de	www.tiptel.at	www.tiptel-online.ch
08.00 bis 17.00 Uhr (Mo-Fr)	08.00 bis 17.00 Uhr (Mo-Do), Fr bis 15:00 Uhr	08.00 bis 17.00 Uhr (Mo-Do) Fr bis 16:00 Uhr
Telefon: 0900 100 - 84 78 35* Vanity Tel: 0900 100 - TIPTEL *	Telefon: 02236/677 464-0 Fax: 02236/677 464-22	Telefon: 044 / 884 01 80 Fax: 044 / 843 13 23

*1,49 € per Minute

For questions concerning the telephone line, please contact your network operator.

Guarantee

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

Tiptel.com GmbH Business Solutions will grant a guarantee 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 guarantee entitlement shall be furnished by standard proof of purchase (till receipt or invoice).

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

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

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

Notes on processing:

Repairs will only be carried out by TIPTEL Service. 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 guarantee period, the guarantee shall not be extended for the replaced parts or for the device. This guarantee is not transferable and shall expire if the device is sold on to another party. It shall also expire if anyone other than TIPTEL Service staff interfere with the equipment or if the serial number on the equipment is removed or rendered illegible. The device is marked with a guarantee seal. Please take care to ensure that this is not damaged because your guarantee will also expire if it is.

The General Terms and Conditions of Tiptel.com GmbH Business Solutions, which are part of the contract for 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.

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 Regensburg

CE symbol

This device is authorised for connection to the analogue public telephone network in all EU member states in line with European requirements. As a result of technical differences in various countries however there is no unlimited guarantee that the device will work successfully in any telephone connection.

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

Conformity is confirmed by the CE symbol affixed to the equipment. Further details concerning the conformity declaration are available at the following Internet address:

<http://www.tiptel.com>

Troubleshooting

Power failure

The device is not operational during a power failure. The internal clock stops. But all settings are retained so that the previous status is reset when power returns. You may need to reset the time.

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

Problem	Possible cause	Remedy/Recommendation
No display.	No contact with mains power supply.	Check all cables and plugs. If necessary try another plug.
Display too weak or dark.	Contrast set incorrectly.	Set contrast.
No sound.	Volume set to zero.	Adjust volume.
OGM symbol flashing.	No OGM recorded.	Record an outgoing message.
No answer, no monitoring.	No contact with connection cable.	Check all cables and plugs.
No response in PABX.	No call signal switched on.	Check PABX programming.
Buzzing or other interference on loudspeaker.	Interference from cordless telephone, monitor etc.	Change installation location.
Messages not recorded.	Device is set to OGM without ICM option (message only).	Change or re-record OGM.
No answer, subsequent telephone does not work.	Wrong connection cable, wiring boxes incorrectly wired.	Only use original cables, check wiring boxes (if nec. get a specialist to check).
Incorrect or no connection when dialling from PABX.	The prefix for the public network has not been entered.	Enter prefix.
No automatic call-back on busy	Call back code not entered, network operator or PABX does not support the function or function is not authorised.	Enter call back code. Check with network operator or PABX as to whether function is supported or needs to be authorised.

Problem	Possible cause	Remedy/Recommendation
Can not set up call forwarding	Call forwarding settings are missing or incorrect. Network operator or PABX does not support the function or function is not authorised.	Make, check and if nec. change settings. Check with network operator or PABX as to whether function is supported or needs to be authorised.
No call number displayed when a call is received	Network operator or PABX does not support the function or function is not authorised. The caller has suppressed his call number or has a secret number. The call comes from a public telephone. The called is made via a telephone network that does not support transferring call numbers.	Check with network operator or PABX as to whether function is supported or needs to be authorised.
Memory card not detected.	Card inserted the wrong way or not plugged in properly.	You may need to turn the card upside down and insert it to dead stop.
After inserting memory card device reports a memory card error.	Card has not been formatted with FAT16 file system.	Format card with your answering machine.

Firmware-Update

If you wish to update the firmware of your answering machine, first download the latest firmware from our web pages. Then save the extracted update file to the memory card in the "TIPTTEL" directory. Now re-insert the card into your answering machine. When your tiptel 545 SD detects a new firmware update process will start automatically.

Delivery status

The following list states the default settings for your tiptel 545 SD. You can change these default settings individually. You can return to the delivery status at any time by opening the service menu.

Language	German
Network time	No
Automatic switching between summer/winter time	Yes
Time message	Yes
Date message	Yes
Call number message	No
Device message	No
Recording quality	128 kb/sec
Length of ICM	2 minutes
Monitoring during ICM	Yes
Number of ringing tones before answer	2
Queue message	-
Own number	-
Remote access code	-
Quick check code	-
Toll-saving	No
Remote activation of the answer mode	No
Remote deletion	Yes
Room monitoring	Yes
Message code	-
Redial every	10 seconds
External call back code	-
Prefix for the public network (PABX)	-
CLIP correction (PABX)	-
Internal call back code (PABX)	-
Query message tone	Off
Display contrast	8
Display brightness	16
Display background	Automatic
OGM	15 (Fixed text)
Answering mode	Off
Message centre	-
Timer	Off
Message transfer	Off

Appendix

Waiting period	60 seconds
Repeat period	20 minutes
Repetitions	2
OGM playback	5
Individual ringing tone	Off
Activation code for call forwarding	-
Deactivation code for call forwarding	-
Automatic monitoring	No
All calls	No
Confirm save	Yes
PIN	0000
Mailboxes	Off
Reception and switching	Off
Music on hold	Off
Mailboxes	Off

Technical data

Dimensions (W x H x D)	
tiptel 545 SD	220 x 50 x 190 mm
Mains plug	53 x 68 x 44 mm
Weight	
tiptel 545 SD	540 g
Mains plug	270 g
Operating voltage	
Mains plug	230 V / 50 Hz
Idle power output	1 W
Ambient temperature	
0 – 40 °C	
Number of outgoing messages	
15	
Incoming messages	
Recording method	A-Law 64 / 128 kBit/s
Sampling rate	8 / 16 kHz
Total recording capacity	Max. 999
Number of incoming messages per mailbox	Max. 99
Memory	
Call list	50 entries
Telephone book	100 entries
SMS inbox	20 short messages
CLIP	
Call number display	Dual mode DTMF / FSK
Data retained after power failure	
> 10 years	
Time	
Network synchronous	
Display	
Graphics LCD 64 x 128 pixels, backlit	
"OUT" output level	
150 mV / 10 k Ω	
"IN" input sensitivity	
150 mV / 47 k Ω	

Index

A

Absence manager 29
 Access code 94
 Adjusting the volume 103
 Answering mode 21
 Answering mode with a welcome message and call transfer 81
 Answering mode with music-on-hold 93
 Area code 33
 Audio input 13
 Audio output 14
 Automatic call forwarding to the mailbox 98
 Automatic monitoring 73
 Automatic redialling 41
 Automatic switchboard 78, 82

B

Brief instructions 116
 Button allocation 4

C

Call forwarding 46, 58
 Call forwarding 69
 Call list 31
 Call-back code 100
 Caller's name 21, 23, 31
 Caller's number 21, 23
 Capital letters 34, 53
 CD-ROM 13
 CE Symbol 107
 Central number 77
 Changing PIN 75
 Checking and changing entries 37
 Checking OGMs 19
 CLIP correction 101
 Connecting 13

D

Day/night switching 69
 Default status 104
 Deleting all ICMs 25

Deleting individual ICMs 25
 Deleting OGMs 20
 Delivery status 110
 Destination call number 69, 95
 Destination number 77
 Dial tone/dial pause 35, 64, 71
 Dialling from the telephone book 40
 Dialling the caller directly 25
 Dialling tone/dialling pause 79
 Display symbols 11

E

Engaged message 78
 Entering entries 33
 Examples of use 81
 Extension 95
 External signal source 18, 68

F

Fast forward and rewind 25
 Flash 35, 64, 71, 79

G

Guarantee 105

H

Hold 77
 Holding loop 87
 Hook flash 41, 64, 79, 100

I

Inbox 49, 50
 Individual ringing tone 39, 67
 Installation 13
 Internal 35, 64, 71, 79
 Interval 91

L

Length of ICM 99
 LINE output 91
 Locking the device 75

M

Mains plug 13

Memory cards..... 14
 Menu-guided information system 89
 Message centre 49, 57
 Message code..... 42, 100
 Message transfer..... 62
 Message transfer by SMS 65
 Monitoring..... 27, 99
 Monitoring via contact control 73
 Music-on-hold for PABXs 91

N

Notes for sound studios 19

O

OGM without ICM 45
 OUT output 91
 Outbox 49, 52
 Outgoing message with
 incoming message 16, 45
 Outgoing message without
 incoming message 16
 Own call number 62

P

PABX..... 101
 Package..... 13
 Parts supplied..... 13
 Pausing playback 24
 PB of individual messages 24
 Personal info 28
 Personal OGM (call filter) 38
 Playing back all incoming
 messages 23
 Playing back new incoming
 messages 23
 Power failure 108
 Prefix 101
 Program version 104
 Programming time control..... 59

Q

Query message tone 101
 Quick check code..... 94
 Quit request 43

R

Receive telephone book..... 104

Reception message 77
 Recipient's call number 54
 Recording OGMs 17
 Recording quality 99
 Recording threatening calls 73
 Remote access 43
 Remote access code 43
 Remote access functions..... 44
 Remote access to mailboxes..... 98
 Remote activation..... 47
 Remote control 100
 Remote deletion 44
 Repeat period..... 62
 Repeating 24
 Repetitions..... 62
 Retrieve..... 77
 Ringing tones 99
 Room monitoring..... 44

S

Safety instructions 3
 Sample outgoing messages 16
 Search entries 36
 Security lock 75
 Send telephone book..... 104
 Sending SMS..... 49, 54
 Service..... 105
 Service menu..... 104
 Set backlight..... 102
 Set language 99
 Setting contrast 102
 Setting options 99
 Setting time 99
 Setting up mailboxes..... 95
 Settings/Own number 33
 Short messages 48
 Skip..... 24, 44
 Small letters 34, 53
 SMS 48
Speicherkarte 13
 Summary of possible characters 36
 Switching on timer..... 61
 Switching time 58

T

Technical data..... 112

Index

Telephone book..... 33
Telephone connection cable..... 13
Templates 49, 56
Text entry 33
Timer function 58
Timer-controlled voicemail system... 84
Transfer cables 13
Troubleshooting..... 108

U

Unlocking device 76
USB cable..... 13

User elements 6
Using the mailboxes..... 97

V






Vocal Clip 39

W





Waiting period 62
Weekday..... 58
Welcoming and connecting
callers 77, 86

Brief instructions




Record OGM

				
Select OGM with selection button	Press and hold down OGM	Start speaking	Release OGM	Select OGM type using selection button



Checking OGMs

			or	
Select OGM using selection button	Press OGM briefly	Set desired volume		Press selection button to delete



Play incoming messages

	or		
Play new incoming messages		Play all incoming messages	Set desired volume





Delete incoming messages

	or	
Pressing selection button deletes current message during playback		Pressing selection button for 2 seconds deletes all messages

Answering mode

	
Press to switch on answering mode	Press to switch off answering mode

Dial from telephone directory

			
Open directory with control button (down) and search for entry	To limit your search select the letter using the appropriate entry button	Press selection button next to desired name	After dialling lift receiver and make the call



Reference card

Overview

- 1** Room monitoring
- 2** Playback new messages
- 3** Playback all messages
- 4** Rewind search (skip)
- 5** Repeat/continue
- 6** Fast-forward search (skip)
- 7** OGM selection (1 to 6 only)
- 8** Stop/playback interruption
- 9** Record new OGM (1 to 6 only)
- * 1** Call forwarding
- * 3** Time control on/off
- * 4** Message transfer on/off
- * 7** Delete
- * 9** Change the destination number
- * 0** Answering mode off

PIN remote code

Remote control

Follow these easy steps:



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



Press star button.



Enter the PIN code.



Press hatch to accept.



Select the desired function by entering the corresponding number.



To end a function press 8.



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

Tiptel.com GmbH Business Solutions

Halskestraße 1

D - 40880 Ratingen

Tel.: 0900 100 – 84 78 35*

Vanity Tel.: 0900 100 – TIPTEL*

Internet: www.tiptel.de

International:

Internet: www.tiptel.com

*(gebührenpflichtig)

Tiptel GmbH

Tenschertstraße 5

A - 1230 Wien

Tel.: 01 - 616 78 71

Fax: 01 - 616 78 71 - 22

E-Mail: office@tiptel.at

Internet: www.tiptel.at

Tiptel AG

Bahnstrasse 46

CH - 8105 Regensdorf

Tel.: 044 - 884 01 80

Fax: 044 - 843 13 23

E-Mail: tiptel@tiptel-online.ch

Internet: www.tiptel-online.ch

Tiptel B.V.

Camerastraat 2

NL – 1322 BC Almere

Telefoon: 0900 – BELTIPTEL of
0900 – 2358478 (niet gratis)

Fax: 036 – 53 678 81

E-Mail: info@tiptel.nl

Internet: www.tiptel.nl

Tiptel NV

Leuvensesteenweg 510 bus 4

B – 1930 Zaventem

Telefoon: 0903 99 333 (1,12 Euro / min.)

Fax: 02 714 93 34

E-Mail: tech@tiptel.be

Internet: www.tiptel.be

Tiptel sarl

23, avenue René Duguay-Trouin

F – 78960 Voisins-Le-Bretonneux

Tél.: 01 / 39 44 63 30

Fax: 01 / 30 57 00 29

E-Mail: support@tiptel.fr

Internet: www.tiptel.fr



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