

# Operating Instructions

(UK)

## Professional Answering Machine with telephone number display and message transfer

Retell 332 clip





## Safety information

When installing, connecting and operating the Retell 332 clip, please make sure that the following is taken into consideration:

- Connect the connecting cables only to the provided receptacles.
- Please take care that the cables do not lead to any danger of stumbling and avoid folding, pushing and pressing of the cables.
- Avoid installing the device near electrical interference sources.
- Only connect approved accessory for this device.
- Never open the device. Do not touch the plug contacts with sharp or metal objects.
- Only use a soft, slightly moist cloth to clean your Retell 332 clip. Do not use chemicals or abrasive cleaning products.
- Avoid operating your Retell 332 clip in damp or dusty rooms and keep the device away from liquids and steam or smoke.
- Do not install the device where it is exposed to direct sunlight.
- Do not operate the device in areas with danger of explosions.
- Only use the original Retell AC adapter and the original Retell telephone connecting cable.

# Button assignment



**Playback:** Starts the playback of new and not yet played back incoming messages. Allows the repetition of the last 3 seconds when being pressed during playback.



2 sec.

**Playback button pressed 2 seconds:** Starts the playback of all incoming messages. The playback starts with the oldest and ends with the latest message.



**Stop:** Stops a function that is currently being executed and serves to exit an open menu.



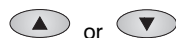
**Answering mode:** Activates or deactivates the answering mode.



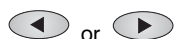
**Outgoing message (OGM):** When pressed briefly, starts the playback of the current outgoing message. When you press the button and keep it pressed, you can start the recording of the currently set outgoing message.



**Recording:** Starts the recording of a personal information (dictate). When pressed during a phone conversation, starts the two-way conversation recording.



**Arrow buttons (up/down):** Are used to open the call list and to navigate and make settings in the set-up menu.



**Arrow buttons (left/right):** Are used to change the volume and to move the cursor to the left or right side.



**Selection button:** This button serves to select entry fields and functions which are shown in the display next to the corresponding button.

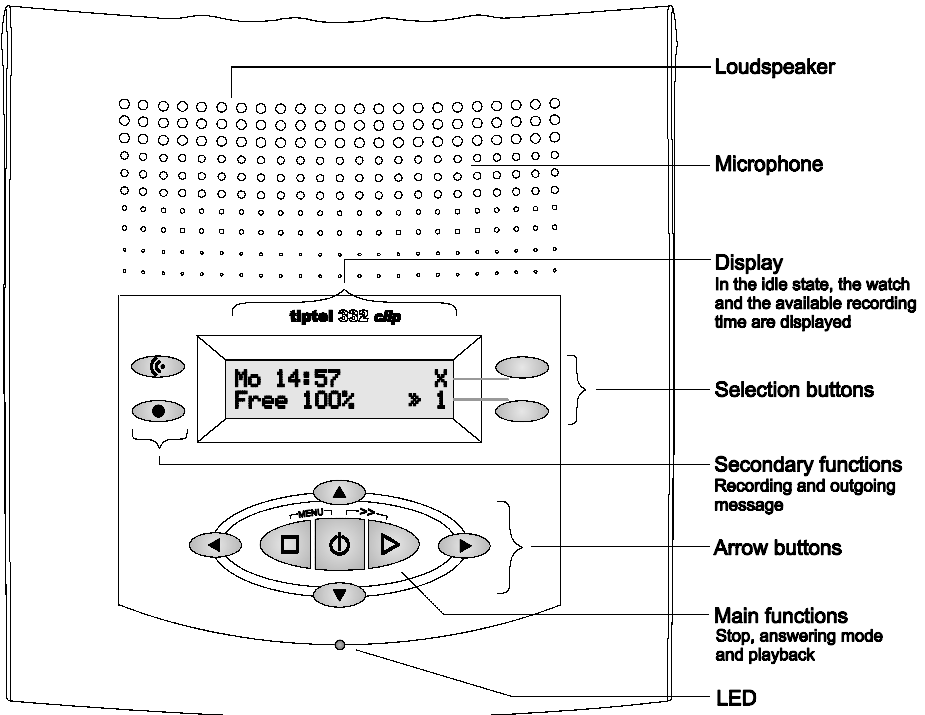


**Stop and Answering mode pressed at the same time:** Opens the set-up menu.



**Answering mode and Playback pressed at the same time:** Activates or deactivates the message transfer function.

# Operating elements



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# Initial operation

## Scope of supply

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In the packaging carton of your Retell 332 clip you will find:

- Retell 332 clip
- telephone connecting cable
- AC adapter 11.5 V / 350 mA
- operating instructions with removable short operating instructions and operation instruction card for the remote control

## Installation

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Your Retell 332 clip was designed for normal use conditions. Solvents in some furniture lacquers or furniture cleaning products may attack the rubber at the feet of the device and thus cause patches.

In such cases, especially with new or recently treated furniture, please use a non-slip pad under the device.

## Connection

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Before you can take your Retell 332 clip into operation, you need to connect all necessary cables.

- 1 Plug the small plug of the AC adapter in the “POWER” jack and plug the AC adapter in a 230 V power outlet.
- 2 Plug one end of the telephone connecting cable in the “LINE” jack. Plug the other end in the telephone socket.



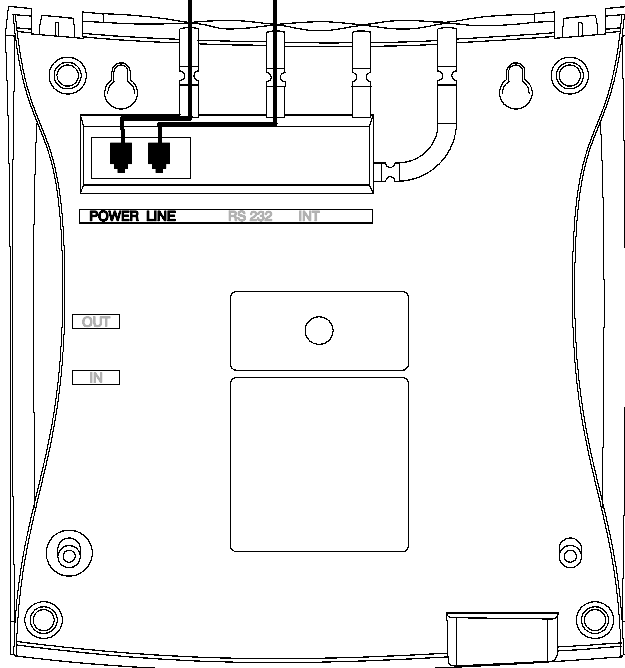
230V power outlet

Telephone socket



AC adapter

Plug



# Settings

## Programmable parameters

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<b>Language</b> .....	German, English, French, Italian or Dutch.
<b>Time</b> .....	Here, you can set the time.
<b>Date</b> .....	Here, you can set the date (day, month, year).
<b>Length of incoming messages</b> .....	1 to 5 minutes or endless. Here, you can limit the time a caller has at his disposal to speak a message.
<b>Recording quality</b> .....	Level 1 or 2, whereas level 2 has the highest recording quality. An increasing recording quality means a decrease of available recording time. Level 1 corresponds to about 50 minutes and level 2 about 25 minutes recording time.
<b>Ringing tones</b> .....	2 to 9 ringing tones. This is to set the number of ringing tones until the answering machine picks up.
<b>Remote control code</b> .....	The remote control code consists of 1 to 4 digits ranging from 0 to 9999. The code “-” is used to deactivate the remote control.
<b>Remote pre-interrogation</b> .....	Yes or no. If you selected “yes”, and new incoming messages exist, your Retell 332 clip will pick up after 2 ringing tones (regardless of your settings for the number of ringing tones). If no new incoming messages exist, the device picks up after the number of ringing tones according to your settings. Thus, you can identify whether new messages have been recorded or not and whether a remote interrogation needs to be performed or not.
<b>Message code</b> .....	The message code is a 1 to 4 digit number ranging from 0 to 9999. The code “-” is used to turn the message function off.

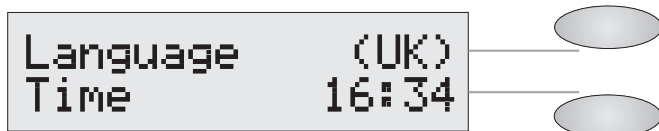
**Exchange identification** ..... Here, you enter the identification code (only for telephone systems) to access the public exchange (e.g. 0). This number will then always be dialled automatically before the telephone number. The code “-” is used to turn this function off.

**Display contrast** ..... 15 levels are available to set the display contrast.

**Destination phone number** .. Here, you enter the phone number for the message transfer (for example your mobile number). A set number can be deleted by pressing the selection button next to “X”.

**Factory pre-set** ..... Provided that you confirm the corresponding question with “yes”, the device will resume the factory pre-set parameters and all incoming messages and settings will be deleted.

## Set-up menu



Press Stop and Answering mode at the same time.

The display shows the set-up menu.



Use the arrow buttons (up/down) to view the available setting parameters.

The display shows all available setting parameters.



Press the selection button next to the setting to be changed until the desired setting option is being displayed.

The display shows the current setting.







or



When entering numbers, press the selection button next to the corresponding line.

The cursor blinks. As for several setting options, the current setting will be deleted.



## Settings

- |   |   |  |  |
|---|---|--|--|
|  |  | Use the arrow buttons (up/down) to change the setting.   | The display counts up and down.        |
|  |  | As for settings with more than one digit or character, you can move the cursor by pressing the arrow buttons (left/right). | The selected cursor position blinks.   |
|  |   | To complete the entry of numbers, press the selection button next to the corresponding line again.                         | The cursor stops blinking.             |
|  |   | To complete the entry, press the stop button several times.  | The display resumes the initial state. |

## Volume adjustment

The volume can be adjusted when the device is in the idle state or during playback.



- |   |   |  |  |
|---|---|--|--|
|  |  | Press the arrow buttons (left/right) to adjust the volume. | The current volume is displayed with the digits 0 – 8. |
|---|---|--|--|

# Outgoing messages (OGMs)

## General information

---

Your Retell 332 clip provides of 3 individual outgoing messages (OGM 1-3) and one pre-recorded outgoing message (OGM 4). You can exchange the outgoing messages by pressing the lower selection button. OGM 4 cannot be individually changed. The duration of an OGM can be between 3 seconds and 3 minutes. Generally, two different kinds of outgoing messages are distinguished, i. e. OGMs with incoming recording and OGMs without incoming recording. In the case of an OGM with incoming recording, the caller has the option to leave a message after the outgoing message. An OGM without incoming recording (announcement only) is just used for information purposes – without giving the caller the option to leave a message.

## Examples of outgoing messages

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### OGM with incoming recording





Hello, this is the answering machine of ..... (name) in .....(town). I am currently out for seeing customers and will be available in the office at approx. ....o'clock. You can call me between ..... o'clock and ..... o'clock under the telephone number ..... If you prefer, you can leave your name and number. I will ring you as soon as I am back. Please speak after the beep.

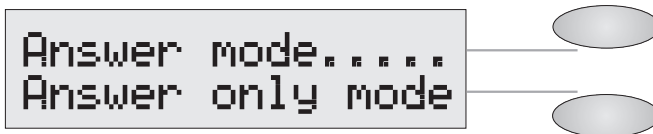
### OGM without incoming recording (announcement only)




Hello, this is .....(name), Sales Representative of ..... (name of the company). My office is temporarily closed due to illness (holidays etc.). Please call my deputy, Mr. .... in ..... . His telephone number is ..... He will assist you. Many thanks for your call.


## Recording outgoing messages



- |  |   |   |
|--|---|---|
| <b>1</b>  | <p>Select the desired OGM by pressing the lower selection button.</p>                             | <p>The selected OGM is shown at the bottom right side of the display.</p>               |
|           | <p>Press the OGM button and keep it pressed.</p>  | <p>Wait, you will hear a brief tone, the display shows "Recording".</p>                 |
|           | <p>Start speaking your outgoing message (keep a distance of about 15 cm from the microphone).</p> | <p>The display shows the current duration of your recording in minutes and seconds.</p> |
|           | <p>Release the OGM button to interrupt the recording.</p>   | <p>The display shows "Answer mode" and "Answer only mode".</p>                          |

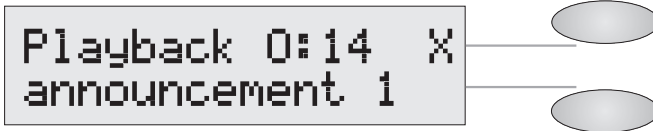


- |   |   |  |
|---|---|--|
|   | <p>To continue recording your outgoing message, press the OGM button again and keep it pressed.</p>   | <p>The recording is being continued.</p>   |
|  | <p>Press the stop button to stop the recording without saving.</p>  | <p>The OGM recording is stopped.</p>   |
|  | <p>Use the selection button next to the corresponding line to determine whether the OGM shall be with or without an option for an incoming message recording.</p> | <p>The recording is complete and will be played back for test purposes. An OGM with incoming recording option is indicated by just 1 signal tone at the end. An OGM without incoming recording is indicated by 2 signal tones.</p> |

 If you record OGM 3 as outgoing message without incoming recording (announcement only), your Retell 332 clip will automatically switch to this OGM as soon as the recording capacity will be exhausted.

## Testing the outgoing messages

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Select the desired OGM by pressing the lower selection button.

The selected OGM is shown at the bottom right side of the display.



Press the OGM button **briefly**.

The OGM is being played back. The display shows "Playback", the current duration and the OGM number.



You can adjust the volume by pressing the arrow buttons (left/right).

## Erasing outgoing messages

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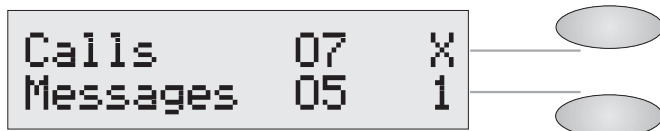



Press the selection button next to the "delete" symbol during playback.

The currently played back outgoing message is erased.


# Answering mode

- ☞ Take care that enough recording capacity for incoming messages is available. If required, you should erase individual or all recorded messages.



-  Select the desired OGM by pressing the lower selection button.



The selected OGM is shown at the bottom right side of the display.

-  Press the answering mode button.


The LED is lit. If you selected an OGM “without incoming recording”, two lines are shown instead of the number of messages.

The number of calls shown in the display blinks when the Retell 332 clip picks up an incoming call.

If the caller's telephone number is being transferred during a call, the display will show this telephone number instead.

-   Use the arrow buttons (left/right) to adjust the volume.

Call screening is possible for incoming messages. If you decide to answer the call personally, you can do so at any time, by just picking up the handset. If new incoming messages exist, the LED will blink.

-  Press the answering mode button again to deactivate the answering mode.

Further incoming calls will not be answered. The display resumes the initial state. The LED blinks as long as the recorded messages have not been played back.

- ☞ If the recording capacity is exhausted, your Retell 332 clip automatically switches to OGM 3, provided that OGM 3 is an OGM without incoming recording (announcement only). Otherwise, the device will switch the answering mode off and no further incoming calls will be answered.



## Play back and erasing incoming messages (ICMs)



### Playback of new incoming messages

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Press the playback button.

The playback of new and not yet played back incoming messages starts. The display shows the number of the currently played back ICM as well as the caller's telephone number. At the end of an ICM you hear date and time of the call.



Use the arrow buttons (left/right) to adjust the volume.

### Playback of all incoming messages

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2 sec.

Press the playback button and keep it pressed for 2 seconds.

The playback starts with the first incoming message.

### Repetition

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Press the playback button during playback.

The last 3 seconds will be repeated.

## Interrupting the playback

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Press the stop button.

The playback is stopped.



Press the playback button.

The playback is continued.

## Search (Skip)

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Press the arrow buttons (up/down).

The incoming message that is currently being played back is skipped or repeated.

## Erasing individual incoming messages

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

The current incoming message is erased. All remaining ICMs will automatically get a new number and move up in the list.

## Erasing all incoming messages

---



Press the stop button.

The display shows either the initial state or the answering mode state.



2 sec. Press the selection button next to the delete symbol and keep it pressed for 2 seconds.

All incoming messages are erased.

## Direct connection to the caller

---



Press the selection button next to the caller's telephone number during playback.

The telephone number is being dialled. You can listen to the dialling process via the integrated loudspeaker.



After the dialling process, the call can be taken over by picking up the handset.

The display shows a stop-watch indicating the duration of the call.



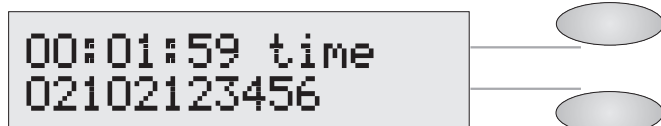
The handset may not be picked up during the dialling process, as otherwise errors might occur.

## Two-way conversation recording / Personal information (dictate)

### Two-way conversation recording of telephone calls

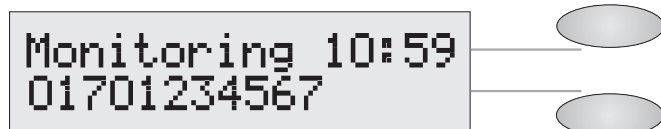
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You have the option to record important conversations. A record must have a duration of 3 seconds at a minimum.



Press the recording button during a telephone conversation.

The device starts recording. The display shows "Monitoring" and the duration of the current recording.



To end the recording, press the stop button or replace the handset.

The display resumes the idle state. If the answering mode was active before the two-line conversation recording, this will be resumed.



A two-line recording is stored as any other recording (incoming or outgoing message) and can be played back at any time.

## Personal information (dictate)

Personal information can be dictated directly via the integrated microphone. The duration of a record must be 3 seconds at a minimum.



Press the recording button.

Wait, you hear a brief tone and the display shows "Recording".



Start speaking your dictate or personal information (keep a distance of about 15 cm to the microphone).

The display shows the duration of your recording in minutes and seconds.



Press the stop button to end the recording.

The recording is stopped. The LED blinks to indicate a new message. If the answering mode was active before recording the dictate, the counter is increased by one.



You also have the option to record a personal information while the device is in the answering mode. Other people then have the possibility to retrieve this information using the remote control code.

# Message transfer

In the answering mode with message transfer on, your Retell 332 clip dials a pre-programmed destination phone number after an incoming message has been recorded. When the handset of the programmed destination number is picked up, the following announcement is heard:

“Automatic call, ... please perform a remote interrogation. ... I repeat, ...automatic call, ... please perform a remote interrogation. ... The unit disconnects now. Good bye.”

During the announcement, there is the option to start the remote interrogation of the recorded incoming message(s). If the destination number is busy, the device will redial the number up to three times every three minutes.

## Setting the destination number

Please enter the destination number as described in the chapter “Settings”.

For telephone systems, the following special characters are available:

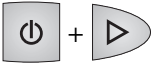
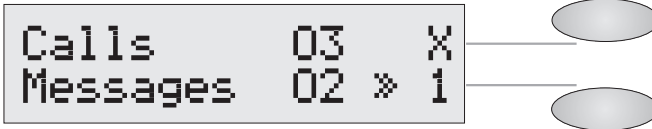
P = 3 seconds pause / wait for dialling tone  
i = internal (within telephone systems)  
F = flash (short, 90 ms)  
H = hook-flash (long, 240 ms)

In the case of telephone systems, the exchange identification code is automatically dialled before each telephone number (see chapter “Settings / Exchange identification code”). In order to avoid this for internal extension numbers, you need to dial “i” before any internal destination number.

Examples:

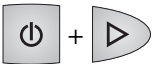
<b>subscriber's main station</b>	
normal subscriber	02102123456
mobile phone	01701234567
<b>telephone systems</b>	
from extension to extension	i 269
to the public exchange (exchange identification code has been set)	02102123456
to the public exchange (no exchange identification code has been set)	0 P 02102123456

## Activating the message transfer




Press Answering mode and Playback at the same time to activate the message transfer.

The display shows the symbol (double arrow) for message transfer.



To deactivate the message transfer, press Answering mode and Playback at the same time again.

The symbol for message transfer (double arrow) disappears.

 During the transfer of a message, the symbol for message transfer (double arrow) blinks.

# Call list

## General information

The last 30 incoming calls together with information on date and time of the calls are stored in the call list. If the caller's telephone number has been transferred during a call, this is also displayed. You have the option to dial any telephone number from the call list directly – by just pressing a button. Individual entries from the list or even the entire list can be erased.

## Browse through the call list

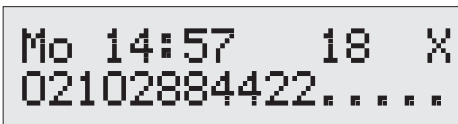


Press the arrow button (up) or (down).

The display shows the latest entry from the call list.



Use the arrow buttons (up/down) in order to browse through the entire list.



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

The entry is erased.



2 sec.

To erase the entire call list, press the selection button next to the delete symbol and keep it pressed for 2 seconds.

The entire call list is erased.



To exit the list, press the stop button.

The display resumes the initial state.



## Call back from the call list



Use the arrow buttons (up / down) in order to browse through the list and select the desired entry (see "Browse through the call list").



Press the selection button next to the desired telephone number.

The telephone number is being dialled. You can listen to the dialling process via the integrated loudspeaker.

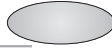
Pick up handset!  
01701234567




After the dialling process, the call can be taken over by picking up the handset.

The display shows a stop-watch indicating the duration of the call.

00:01:59 time  
02102123456



 The handset may not be picked up during the dialling process, as otherwise errors might occur.

# Message function

The message function allows a caller to whom the message code is known – to leave a message on your answering machine even if your Retell 332 clip only plays back an OGM without incoming recording. As for an OGM with incoming recording, the message function allows to skip the OGM.

You can set your personal message code as described under “Settings”.



Call your Retell 332 clip.

You hear the outgoing message.



Enter the message code via the telephone keypad. If you entered a wrong number by mistake, you can erase your entry by pressing the star button and start again.

After each number, a voice acknowledgement is given.



Press the rhombus button to confirm your entry.

The device asks you to speak your message. If a wrong code has been entered, your Retell 322 clip will disconnect the line immediately.



Speak your message and replace the handset afterwards.



The telephone to be used for the execution of the message function must be set to the tone dialling method (MFV).

## Remote control

You have the option to remote control your Retell 332 clip via the numeric keypad of any tone dialling telephone – world-wide. In order to perform a remote control, you need your personal remote control code. You can set your personal remote control code individually as described on page 10 “Settings”.

## Remote operation

---



Call your Retell 322 clip.

You hear the current outgoing message.



Enter the remote control code via the telephone keypad. If you entered a wrong number by mistake, you can erase your entry by pressing the star button and start again.

After each number, a voice acknowledgement is given.



After having entered the complete code, press the rhombus button.

If the code was identified to be correct, your Retell 322 clip answers with a voice message. If a wrong code has been entered, the device will disconnect the line.



Start the desired function by entering the corresponding function code number.

If new incoming messages exist, the playback will start automatically.



To end a function, press “8”.

The current function is being interrupted.



Press the star and the rhombus button consecutively to end the remote control.



To make sure that you are still on the line, your Retell 322 clip emits a voice confirmation request “please confirm” if no button has been pressed during the remote operation for about 180 seconds. You have to confirm this request by pressing any button within 8 seconds. Otherwise, the device will disconnect the line.

## Remote control functions

### Playback

- |              |   |  |
|--------------|---|--|
| <b>3</b>     | <b>Playback of all incoming messages</b><br>Press "3".  | The playback starts with the first incoming message.   |
| <b>2</b>     | <b>Playback of new incoming messages</b><br>Press "2".  | The playback of the new, not yet played back incoming messages begins.   |
| <b>5</b> ▷   | <b>Repetition</b><br>Press "5" during playback.   | The last 3 seconds are repeated.   |
| <b>8</b>     | <b>Interrupting the playback</b><br>Press "8".  | The playback is interrupted.   |
| <b>5</b>     | <b>Continuing the playback</b><br>Press "5".  | The playback is resumed at the position where it was interrupted earlier (e. g. after a confirmation request). |
| <b>4 6</b> ▷ | <b>Search (skip)</b><br>During the playback, press "4" to search backwards or press "6" to search forwards. | The currently played back message is repeated or skipped.  |
| <b>7</b> ▷   | <b>Erasing the current incoming message</b><br>Press "7" during playback.                                   | The current incoming message is erased.  |
| <b>* 7</b>   | <b>Erasing all incoming messages</b><br>Press "star" and "7" consecutively.                                 | All incoming messages are erased.  |

### Room monitoring / Room speaking

- |          |  |   |
|----------|--|---|
| <b>1</b> | <b>Room monitoring/room speaking</b><br>Press "1". | The microphone turns on and you can listen to what is happening in the surroundings of your Retell 322 clip.          |
| <b>1</b> | Press "1" again.                                   | The devices switches to the room speaking function. Persons present in the room can hear you through the loudspeaker. |

## Activating / Deactivating functions

✱ 4

### Activation or deactivation of the message transfer

Press star and "4" consecutively.

You are informed on the current status "ON" or "OFF" by voice message.

7

### Switching between OGMs

1 ... 4

Press "7" and the number of the desired OGM (1 ... 4) consecutively.

The selected OGM is played back for verification purposes. When the device answers the next incoming call, the new OGM will be played back.

## Changing the OGM

9

### Changing the OGM

1 ... 3

Press "9" and the number of the OGM to be changed (1 ... 3) consecutively.

Your Retell 322 clip asks you to record your new outgoing message.



Speak your OGM.

8

For an OGM with incoming recording: Press "8" after having spoken your OGM.

The OGM is played back for verification purposes. At the end of the recording, you will hear one signal tone.

or

#

For an OGM without incoming recording (announcement only): Press # after having spoken your OGM.

The OGM is played back for verification purposes. At the end of the recording, you will hear two signal tones.

## Deactivation of the answering mode

✱ 0

### Remote deactivation of the answering mode

Press star and "0" consecutively.

Your Retell 322 clip disconnects the line and will not answer further incoming calls.

## Remote activation of the answering mode

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Call your Retell 322 clip.

After 50 seconds, the device picks up and a signal tone is heard.



Enter the remote control code via the telephone keypad and complete your entry by pressing the # button.

The OGM is played back for verification purposes. The device can now be operated remotely (e. g. for recording a new OGM). After completion of the remote operation, your Retell 322 clip resumes the answering mode and continues to answer incoming calls.

# Appendix

## Legality of Call Recording in the UK

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Oftel says that you should make every reasonable effort to inform all parties that they may or will be recorded, silently monitored or intruded into. They say that it is up to you how you do this and that acceptable options depending on circumstances might include warning tones, pre recorded messages, spoken warnings by the operator, or written warnings included in publicity material, telephone directories, contracts, terms of business, staff notices etc. Oftel says that it may not be possible to warn first time callers with whom you have had no previous contact but what is important is that you have a systematic procedure in place that provides the necessary information where it is a realistic possibility. For further information please contact Oftel, 50 Ludgate Hill, London, EC4M 7JJ, Tel 0345 145 000. Additional information can be obtained in relation to the Data Protection Act and call recording from Communications and Information Industries Directorate, Department of Trade and Industry, 151 Buckingham Palace Road, London, SW1W 9SS. Check [www.retellrecorders.co.uk](http://www.retellrecorders.co.uk) for information on recording staff or individuals.

## Guarantee

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Retell undertakes to repair or replace (at Retell's option) the equipment supplied that develops a fault within 1 year of the date of purchase subject to the following conditions:

1. The equipment has not been subject to misuse, liquid damage, accidental breakage, neglect or any other use other than for the purposes of recording conversations or memo's
2. The equipment has not been tampered with or adjusted internally by anyone other than Retell or their appointed agents.

If a defect occurs the equipment should be returned to your supplier in the first instance. Alternatively you can return it pre-paid to Retell in protective packaging containing a full explanation of the fault and proof of purchase. Retell does not accept liability for damage in transit and we strongly suggest using Recorded Delivery to prove receipt.

This guarantee does not affect your statutory rights. Retells full terms and conditions are available upon request.

## Liability

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RETELL EXPRESSLY EXCLUDES TO THE EXTENT PERMITTED BY LAW LIABILITY FOR ANY CONSEQUENTIAL LOSS, DAMAGE OR INJURY ARISING FROM OR IN CONNECTION WITH ANY RETELL PRODUCT. NO LIABILITY CAN BE ACCEPTED FOR ANY LOSS OF DATA OR RECORDINGS OR FALIURE TO RECORD OR CONSEQUENCES OF SUCH LOSS.

## R&TTE Directive

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We hereby declare that this product complies with the essential requirements of directive 99/05 (the R&TTE directive).

To obtain a full copy of the declaration associated with this product then please contact Retell at the address below

Retell, 53 Thames Street, Sunbury on Thames, Middlesex, TW16 5QH

Tel 01932 779755

Fax 01932 780383

E-mail [admin.buying@retell.co.uk](mailto:admin.buying@retell.co.uk)

Website [www.retellrecorders.co.uk](http://www.retellrecorders.co.uk)

## Support

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If you should require help setting up or operating your equipment then you can contact Retell by any of the following ways:

**E-mail:** [technical.helpdesk@retell.co.uk](mailto:technical.helpdesk@retell.co.uk)

**Phone:** 0871 4242444

**Fax:** +44(0) 1932 780 383

**Post:** Retell, 53 Thames Street, Sunbury on Thames, Middlesex TW16 5QH  
ENGLAND

## Customer Comments

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Retell aims to continually improve instructions. Please e-mail your comments to [sales@retell.co.uk](mailto:sales@retell.co.uk)



## Malfunctions and Troubleshooting

In case of malfunctions, first try to find the possible cause and to solve the problem according to the following table.

### Power failure

The device cannot be operated in the case of a power failure. The internal watch will stop. All other settings are retained so that the former state is resumed as soon as power is supplied again. You will then only have to set the watch again (see page 10).

Problem	Possible cause	Solution / recommendation
No display.	AC adapter not plugged in.	Check all cables and connections. Check the device at another power outlet.
Display is weak or too dark.	Display contrast setting changed.	Adjust the display contrast.
No tone.	Volume set to "0".	Adjust the volume.
OGM symbol blinks.	No OGM recorded.	Record an OGM.
No answering of calls, no 2-way conversation recording.	Connecting cable has no contact.	Check all cables and connections.
No answering of calls if operated with a telephone system.	No ringing signal set.	Check the telephone system's programming parameters.
Humming sounds or other interferences during playback.	Interference source nearby the device, e. g. a cordless telephone, monitor or similar.	Install in a different place.
No incoming message recording.	You have selected an OGM without incoming recording (announcement only).	Select another OGM or record new OGM.
No answering of calls, no function of a post-connected telephone.	Wrong connecting cable, wrong wiring of the junction box.	Only use original cables, check junction boxes (possibly ask an expert for support).
Wrong or no connection when operated with a telephone system.	You have not entered the exchange identification code, the telephone system does not support tone dialling.	Enter exchange identification code.

Problem	Possible cause	Solution / recommendation
No telephone number is being displayed for an incoming call.	<p>Your telecommunications provider or telephone system does not support this function or the function is not released.</p> <p>The caller has restricted the presentation of his telephone number or has a secret number.</p> <p>The call comes from a public telephone.</p> <p>The call comes via a telephone network that does not support the transfer of the caller's telephone number.</p>	Ask your telecommunications provider or your telephone system manufacturer whether the function is possible or needs to be released.

## Factory pre-set

In the following table, you can see the factory pre-set parameters or values for your Retell 332 clip. You can change all these parameters individually. You can easily reset the device to the factory pre-set parameters via the “set-up menu”.

Language	(D)
Recording length	2 minutes
Recording quality (maximum)	2
Number of ringing tones until call pick-up	2
Remote control code	-
Remote pre-interrogation	no
Message code	-
Exchange identification code (telephone systems)	-
Display contrast (medium)	8
Message transfer	off
Destination number for message transfer	-
Outgoing message	4 (pre-recorded)
Answering mode	off

## Technical data

<b>Dimensions (W x H x D)</b>	
Retell 332 clip	180 x 50 x 190 mm
AC adapter	53 x 68 x 44 mm
<b>Weight</b>	
Retell 332 clip	400 g
AC adapter	270 g
<b>Operating voltage</b>	
AC adapter	230 V / 50 Hz
Power consumption in the idle state	< 2 W
<b>Ambient temperature</b>	
	0 – 40 °C
<b>Outgoing messages (OGMs)</b>	
Number of OGMs	4
Length of OGMs	3 sec. - 3 min.
<b>Recordings</b>	
Recording procedure	ADPCM 32 / 64 kBit/s
Scanning frequency	8 kHz / 16 kHz
Total recording capacity	approx. 50 min. / 25 min.
Number of all messages	max. 99
<b>Clip</b>	
Display of phone number	Dualmode DTMF / FSK
<b>Call list</b>	
	30 entries
<b>Data retention after power failure</b>	
	> 10 years
<b>Display</b>	
	alphanumeric LCD 2 x 16 dots

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# Brief operating instructions

## Outgoing message recording

				
Press selection button to choose the OGM	Press OGM and keep it pressed	Start speaking your OGM	Release OGM	Press selection button to set the type of OGM



## Testing your outgoing messages

			or	
Press selection button to choose the OGM	Press OGM briefly	Set the desired volume		Press the selection button to erase the OGM

## Playback of incoming messages

	or	 2 sec.	
Press playback briefly to start playback of new ICMs		Keep playback pressed for 2 sec. to start playback of all ICMs	Set the desired volume




## Erasing incoming messages

	or	
Press the selection button during playback to erase the current ICM		Keep the selection button pressed for 2 seconds to erase all ICMs

## Answering mode

	
Press to activate the answering mode	Press to deactivate the answering mode

## Dialling from the call list

		
Use arrow buttons to open the call list and to search for an entry	Press the selection button next to the desired telephone number	After the dialling process, pick up the handset and hold your telephone conversation







## Short operating instructions

### Functions

- ❶ Room monitoring / Room speaking
- ❷ Playback of new incoming messages
- ❸ Playback of all incoming messages
- ❹ Search (skip) backwards
- ❺ Repeat / Continue
- ❻ Search (skip) forwards
- ❼ Switching between outgoing messages
- ❽ Stop / Interrupting the playback
- ❾ Changing the outgoing message
- \*❹ Activation / Deactivation of message transfer
- \*❷ Delete
- \*❶ Answering mode off

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personal remote control code

## Remote operation



Call the tiptel 308 clip and wait until you hear the OGM.



Enter the remote control code via the telephone keypad.



After having entered the complete code, press the rhombus button.



Start the desired function by entering the corresponding function code number.



Press 8 to end a function.



Press star and rhombus button consecutively to end the remote control.





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