

Operating instructions

(en)

Easy-to-use telephone with hands-free function, message waiting indicator, phone book and headset connector

tiptel 1020



tiptel

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Safety notices

Please observe the following very closely when setting up, connecting and using the telephone:

- Only plug the connection cables into sockets designated for this use.
- Lay the connection cables such that they do not pose any risk of accidents. Connected cables must not be subjected to excessive mechanical stress.
- Set up the device away from electrical interference.
- Only connect accessories that are permitted for this device.
- Never open up the device yourself. Do not use sharp or metallic objects to touch the plug contacts.
- Only use a soft, damp cloth to clean the device. Do not use chemicals or abrasive cleaners.
- Protect the device from damp, dust, liquids and vapours.
- Do not expose the device to direct sunlight.
- Do not use the device in potentially explosive atmospheres.
- Only use the original telephone connector cable.

Assignment of buttons



Control button (left): Used for navigation and settings. From the top-level menu, accesses the call log.



Control button (right): Used for navigation and settings.



Control buttons (up/down): Used for navigation and settings.



OK button: Used to save a new setting. Starts dialling a telephone number entered or selected.



ESC: Ends the current function, used to close open menus and returns the user to the top-level menu. Cancels a setting, the old value is preserved.



Menu: Opens the Setup menu.



DEL: Deletes the entry selected. For input boxes, deletes the position under the cursor.



3 secs

Pressing DEL for three seconds clears entire lists. For input boxes, deletes the entire entry.



Plus/Minus: Changes the volume. The ring tone volume changes when an incoming call is being indicated. The receiver volume changes during a telephone call. They are used to insert a pause when a telephone number is being entered.



Phone book: Opens the phone book.



3 secs

Pressing Phone book for three seconds opens the input box for a new phone book entry or opens an existing entry.



Digits: Are used to enter numbers and names, and to dial telephone numbers.



Direct dial button: Here telephone numbers can be stored as direct destinations.

Assignment of buttons



3 secs

Pressing the direct dial button for three seconds enables a telephone number and a name to be entered.



Mute button: Disables the microphone during a telephone call. When the phone is in the top-level menu, the call tone can be disabled and enabled again (for some peace).



R button: Is used for transferring calls within a telephone system. Initiates special functions in many networks.

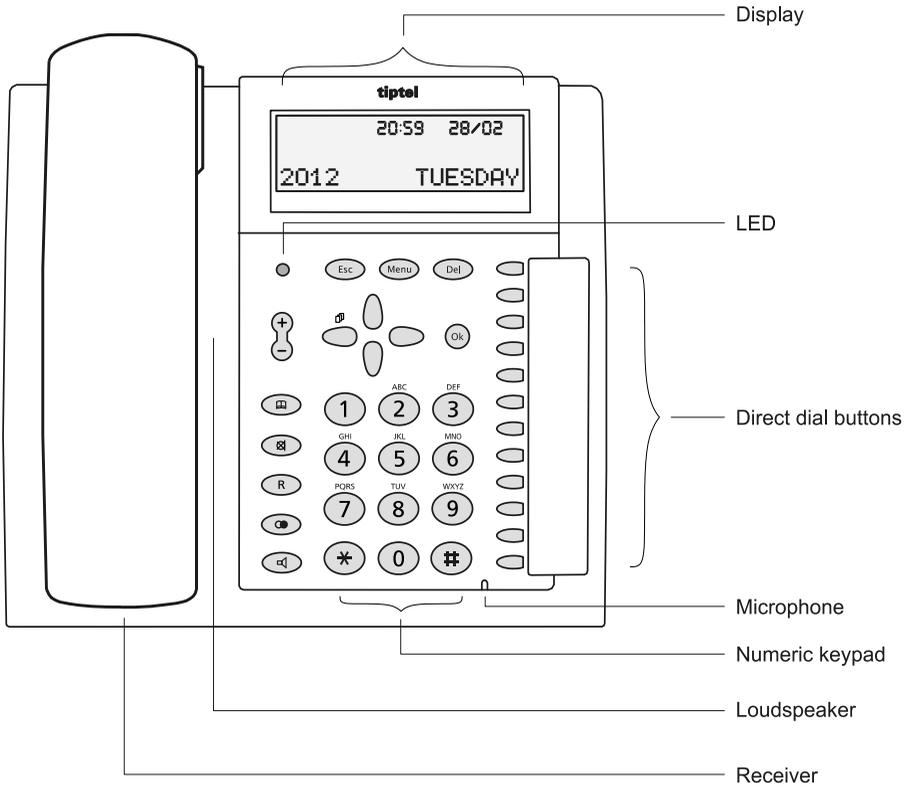


Redial: With receiver picked up, it starts to redial the number called last. With receiver down, it opens the Redial list.



Loudspeaker: Starts to dial a telephone number entered or selected. Enables/disables the line with the hands-free function/headset (📞 connector). Switches to loudspeaker mode during a conversation using the receiver.

Controls



Getting started

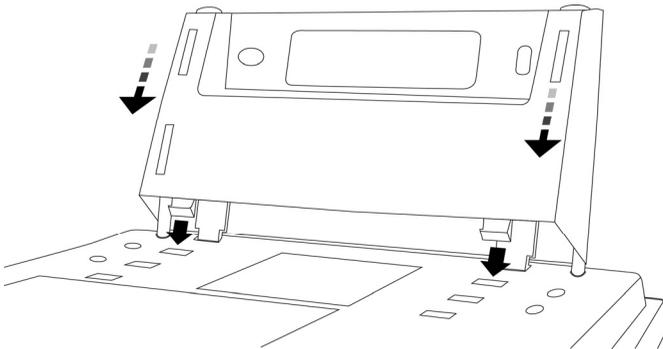
Deliverables

Included with your telephone:

- Telephone including receiver
- Spiral cable (receiver cord)
- Stand
- Telephone connector cable
- Operating instructions

Fitting the stand

To use the device as a table-top telephone, fit the stand supplied (as shown). The stand has three positions, enabling the telephone to lie at different angles. Ensure the stand audibly clicks into place.



Underlay

Your telephone has been designed for use under normal conditions. Solvents in furniture lacquers, wood oils and paint preservatives may corrode the device feet, resulting in potential staining of furniture.

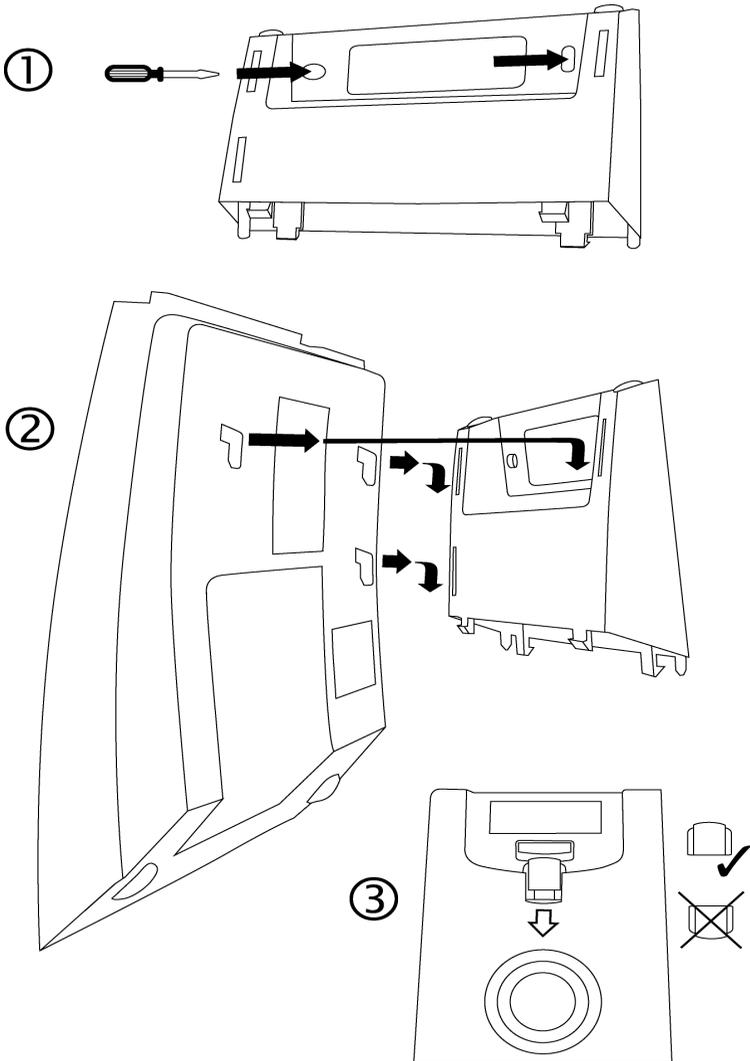
Therefore always use a non-slip underlay, especially with new or recently treated furniture.

Wall bracket

For wall installation, secure the stand to the wall using the two screws (as shown in Fig. 1).

Then attach the telephone unit to the stand (Fig. 2).

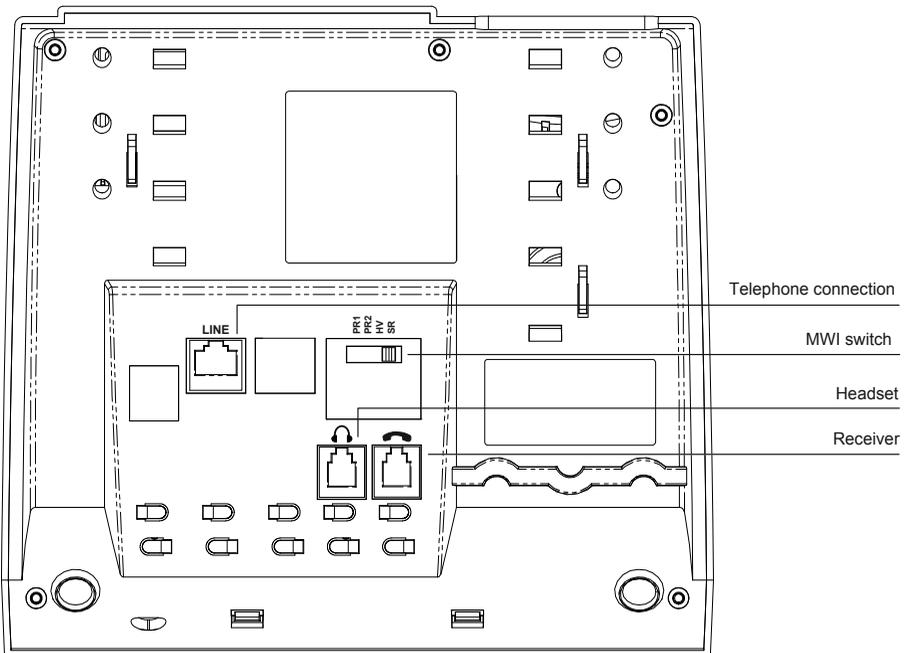
Pull out the plastic piece in the receiver holder, and put it back in rotated by 180 degrees (Fig. 3).



Connecting

All of the necessary cables must be plugged in before you can start using your telephone.

- 1 Plug the long end of the spiral cable into the jack with the receiver symbol and the short end into the telephone receiver.
- 2 Plug the telephone connector cable with the small connector into the "LINE" jack and the TAE connector into the telephone socket (slot F).
- 3 If you wish to use a headset (accessory), simply plug the connector into the correct socket .



-  In Austria, slot F corresponds to symbol  and slot N to symbol . Use the TST adaptor supplied instead of the TAE cable.
-  In Switzerland, a T+T83 A12 socket should be used (into which the T+T connector cable supplied is inserted). Use an A6 to A12 adapter if required.

- ☞ A language selection menu is displayed after connecting for the first time. Use the control buttons (up/down) to select a language and confirm with the OK button. Use ESC to then exit the menu.

MWI switch

The MWI switch is used to switch between the different **M**essage **W**aiting **I**ndicators of a telecommunication system (see also Page 27, "Message waiting indicator"). The switch must be in the SR position when the phone is being used on a public line.

- SR: MWI is enabled with a special ring tone
- HV: MWI is enabled with line voltages greater than 70V
- PR1: MWI is enabled via the line polarity
- PR2: As PR1 but with reversed polarity

Telephone functions / making calls

During a telephone call, a call timer is displayed showing how long the line has been engaged. This enables you to see at all times how long you have been on the phone.

Immediate dialling

Here the digits pressed are dialled immediately without any option to make corrections.



Pick up the receiver and wait for the dial tone.



Use the numeric keypad to enter the required number.

The digits pressed are displayed and dialled immediately.



To redial the number last dialled, press Redial.

The number last dialled is dialled.



To enable/disable the loudspeaker, press Loudspeaker.

The loudspeaker is enabled and others present can listen in on the conversation.



To enable/disable the microphone, press Mute.

The microphone is disabled and the Mute button lights up.



Simply put down the receiver to end a call.

The line is disconnected.

Non-immediate dialling (dial preparation)

Here the digits entered are not dialled immediately, meaning corrections can be made before dialling.



Use the numeric keypad to enter the required number.

The digits pressed are displayed but not yet dialled.



If you press a wrong button, press DEL.

The last digit is deleted and can be re-entered.



Pick up the receiver to dial a telephone number entered.

The connection is established and you can hold your conversation.

Hands-free talking

Instead of using the telephone receiver, you can establish a connection or receive a call using hands-free mode.



Press Loudspeaker (same as picking up the receiver).

Displayed in the top right is a loudspeaker symbol and the Loudspeaker button lights up. You can hear the dial tone and make your call.



To switch from hands-free to receiver, simply pick up the receiver.

You can then continue your conversation with the receiver.



Keep pressed 

To switch from receiver to hands-free, keep the Loudspeaker button pressed and put down the receiver.

You can then continue your conversation in hands-free mode.





To end the call, press Loudspeaker again (same as putting down the receiver).

The line is disconnected.



When the headset is plugged into the  connector, the hands-free function is not available. Instead the headset is used for the conversation.

Transferring calls / flash (R button)

On most telephone systems, the R button can be used to transfer calls. Refer to the operating instructions for your telephone system or ask your system administrator.



Accept call, e.g. with the telephone receiver.

You can speak to the person at the other end and say the call is being transferred.



Press the R button.



Use the numeric keypad to enter the required call recipient.

The connection is established.



If the line is busy, you can reconnect to the caller by pressing the R button.

The R button must be pressed twice on many telephone systems.



Tell the caller the call is being transferred or simply put down the receiver.

The call is transferred.



This process can vary depending on telephone system. For many functions initiated with a flash (R button), setting the flash from short to long may also be required (see also Page 24, "Settings").

Call logs

General

Two call logs are stored in your telephone - calls received and telephone numbers dialed. Each list stores the last 50 calls with date and time. If a caller's phone number is sent during a call, it is also shown. If the telephone number matches one from the phone book, the name of the caller is displayed. The top-level menu shows whether there are any new, non-accepted calls in the list. The telephone numbers in the call logs can be dialed directly. Individual entries or entire lists can be deleted. Telephone numbers can be copied to the phone book.

Calls received



Press the Control button (left) from the top-level menu.

The display changes and shows the newest entry at the very top of the list.



Use the Control buttons (up/down) to scroll between individual entries.

The required call is shown with call time and date. Entries not yet viewed are marked as "NEW".



3 secs

To copy the call to the phone book, press the Phone book button for three seconds.

The input box for the phone book opens. The entry is stored after confirming with the OK button.



Del

Press DEL to delete the call selected.

The call is deleted after acknowledging a prompt.



Del

3 secs

To delete the entire list, keep DEL pressed for two seconds.

All entries are deleted after acknowledging a prompt.

Call logs



Press the Loudspeaker to establish a connection.

The connection is established and hands-free speaking is enabled.

or



Simply pick up the receiver.

The connection is established and you can hold your conversation.

Call numbers dialled



When in the top-level menu, press the Redial button.

The display changes and shows the newest entry at the very top of the list.



Use the Control buttons (up/down) to scroll between individual entries.

The required call is shown with call time and date.



3 secs

To copy the telephone number to the phone book, press the Phone book button for three seconds.

The input box for the phone book opens. The entry is stored after confirmation with the OK button.



Press DEL to delete the call selected.

The call is deleted after acknowledging the prompt.



3 secs

To delete the entire list, keep DEL pressed for two seconds.

All entries are deleted after acknowledging the prompt.



Press the Loudspeaker button to establish a connection.

The connection is established and hands-free mode is enabled.

or



Simply pick up the receiver.

The connection is established and you can hold your conversation.

Text entries

Text entry via the numeric keypad

When your telephone is in text entry mode, you can enter names with the digit buttons. Please refer to the printing on the case and table "Overview of possible characters" to see which characters can be entered with which buttons.

Pressing one of the digit buttons when the telephone is in text entry mode shows the first character on the display. Every subsequent press replaces the current character with the next.

Example: Suppose you want to write the letter "c". "c" is the third letter on "digit button 2". So press "2" three times in a row.

If you stop pressing, the current letter is taken and the cursor moves to the next location. Use the Control buttons to navigate within the text. Press DEL to delete a character. To delete the entire line, keep DEL pressed for three seconds.

Overview of the characters supported

Button	Assignment	Button	Assignment
①	.,?!1:; ' " () = + - / & % [] < >	⑥	M N O 6
②	A B C 2	⑦	P Q R S 7
③	D E F 3	⑧	T U V 8
④	G H I 4	⑨	W X Y Z 9
⑤	J K L 5	⑩	(space) 0
*	*	#	#

Phone book

General

The phone book manages the names and telephone numbers of your contacts. A maximum number of 99 entries can be stored. An entry comprises a name (search term) and telephone number. The name must start with a letter. The telephone number should always start with the area code (prefix) so that the appropriate button lights up when the incoming telephone number matches the number stored. The entries are sorted alphabetically.

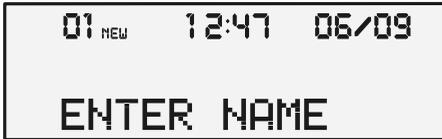
Inputting and storing entries



3 secs

Keep Phone book pressed for three seconds.

The input box for a new entry is displayed.



Use the numeric keypad to enter the name (see also Page 18, "Text entry via the numeric keypad").

It is best to enter something here so that the entry can be sorted alphabetically and located later on.



Use the Control buttons (up/down) to select the input box for the telephone number.

The cursor flashes.



Use the numeric keypad to enter the telephone number.

The digits pressed are displayed.



Use the Plus/Minus buttons to insert a pause of three seconds duration.

A "P" is shown on the display.



A flash can be entered with the R button.

An "F" is shown on the display.

Phone book

	Press DEL to delete single characters.	The character under the cursor is deleted.
 3 secs	To delete the entire line, keep DEL pressed for three seconds.	The entire line is deleted.
	Press OK to confirm your input.	The cursor stops flashing and the entry is accepted.
	Press ESC to exit the input box.	The display again shows the top-level menu.

Selecting from the phone book

	Press Phone book.	The phone book is opened at the beginning with "A".
 ... 	Use the numeric keypad to enter the first letter of the name you are looking for (e.g. S for Smith).	The first name starting with "S" is displayed.



 	Use the Control buttons (up/down) to narrow down your search.	The sequential number of the entry is shown in the top left of the display.
	Press the Loudspeaker button to establish a connection.	The connection is established and hands-free mode is enabled.

or



Simply pick up the receiver.

The connection is established and you can hold your conversation.



Phone book



Press Loudspeaker to end the call.

The line is disconnected and the top-level menu is shown.

or



Simply put down the receiver.

The line is disconnected.

Editing and deleting entries



Press Phone book.

The phone book is opened at the beginning with "A".

Search for an entry as described in "Selecting from the phone book".

The required entry is displayed.



To delete the entry, press DEL and acknowledge the prompt with OK.

The entry is deleted.



3 secs

To clear the entire phone book, press DEL for three seconds and confirm with OK.

The entire contents of the phone book are deleted.



3 secs

Press Phone book for three seconds to edit an entry.

The first letter of the name flashes.

Use the Control buttons for scrolling. Use the numeric keypad and DEL to make corrections.



Press OK to confirm your input.

The changes are saved.

Direct dial buttons

General

Your telephone has twelve lit direct dial buttons that can be programmed individually. The telephone number should always start with the area code (prefix) so that the appropriate button lights up when an incoming telephone number matches the number stored.

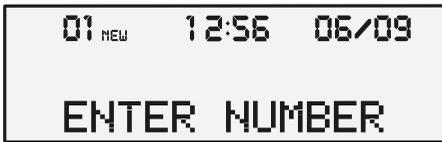
Programming direct dial buttons



3 secs

Press and hold down the required direct dial button for three seconds.

The button starts to flash and the telephone is in Enter mode.



Use the numeric keypad to enter the telephone number.

The digits pressed are displayed. At least one digit must be entered for the entry to be saved.



Use the Plus/Minus buttons to insert a pause of three seconds duration.

A "P" is shown on the display.



A flash can be entered with the R button.

An "F" is shown on the display.



Press DEL to delete single characters.

The character under the cursor is deleted.



3 secs

To delete the entire line, keep DEL pressed for three seconds.

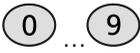
The entire line is deleted.



Use the Control buttons (up/down) to select the input box for the name.

The cursor flashes.

Direct dial buttons



Use the numeric keypad to enter the name (see also Page 18, "Text entry via the numeric keypad").

It is best to enter something here so that the entry can be identified later on.



Press OK to confirm your input.

The cursor stops flashing and the entry is accepted.



Press ESC to exit the input box.

The display again shows the top-level menu.



To clear a direct dial button, simply store it without entering a telephone number.

Dialling with a direct dial button



Press the direct dial button required.

The loudspeaker is enabled and the connection is established. The loudspeaker can be used for the conversation.

or



Pick up the receiver first.



Then press the direct dial button required.

The connection is established and you use the receiver for the conversation.

Settings

Setup options

- Language** Set a language here so that all the operating instructions are displayed in your language.
- LCD contrast** The contrast can be set here on five levels, enabling you to adjust the contrast to your particular viewing angle.
- Date/time** Enter here the date and time in one block. Every setting must be confirmed with OK (otherwise the new date and time are not accepted).
- Outside line prefix** Enter here your outside line prefix for the public telephone network (e.g. 0). Your telephone then automatically adds a pause after this prefix to prevent incorrect dialling.
- Ring tone** Choose here one of the sixteen possible ring tones.
- Call volume** Set the required call volume. Eight levels are available.
- Flash (R button)** Select short or long. The short flash (approx. 100ms) is usually used in telecommunication systems to initiate functions. In contrast, the long flash (approx. 240ms) is used by Deutsche Telekom.
- T1, T2, T3** Set here the times of the special ring tone for the message waiting indicator (MWI). Set all times to "000" to disable the function.

Setup menu

 With the receiver down, press the Menu button. The menu is displayed.

 Use the Control buttons (left/right) to search for the settings you wish to change.



 Configure the required setting using the Control buttons (up/down). The display shows the different setting options.



 Use the numeric keypad to enter the outside line prefix. The digits pressed are displayed.

 Use DEL to clear or correct the outside line prefix. The last digit is deleted each time.

 Press OK to accept the setting. The setting is accepted and the display switches to the next one.

or

 Press ESC to discard the setting. The display again shows the top-level menu.

Adjusting the volume

The volume can be set when the loudspeaker is enabled. With the receiver picked up, the receiver volume changes, when an incoming call is being indicated, the volume of the call tone melody changes.



Adjust the volume with the Plus/Minus buttons.

The volume bar shows the current setting.



Message waiting indicator (MWI)

Your telephone supports different types of message waiting indicator. Apart from FSK (**F**requency **S**hift **K**eying), the type depends on the MWI switch setting on the rear of the unit. Information on the MWI type used is available from your system administrator or network provider.

FSK message waiting indicator

A special, coded signal of the CLIP ID is used to show waiting messages, and is interpreted irrespective of the position of the telephone's MWI switch.

If the network provider or your telecommunication system sends an MWI signal, a "letter symbol" is shown on the display and the LED starts to flash.

To disable the MWI, the relevant signal must be sent by the network operator or telecommunication system.

MWI with polarity change of the telephone line voltage

When the switch is set to PR1 (**P**olarity **R**eversal) or PR2, the LED lights up when the polarity of the telephone line voltage changes. If the LED lights up when it shouldn't, switch from PR1 to PR2 or vice versa.

To disable the MWI, the telecommunication system must switch the telephone line voltage back to the original polarity.

MWI using high voltage

When the switch is set to HV (**H**igh **V**oltage), the LED lights when the telephone line voltage exceeds approx. 70V.

To disable the MWI, the telecommunication system must change the telephone line voltage back to the original value.

MWI with special ring tone

When the switch is set to SR (**S**pecial **R**ing), the LED flashes when the telecommunication system sends a special ring tone. This special ring tone is made up of three parts, T1---T2---T3. The times for T1---T2---T3 can be set (see also Page 24, "Settings").

T1 (1st call signal frequency = 50Hz, duration = 0 to 990 ms)

T2 (call signal pause with duration = 0 to 990 ms)

T3 (2nd call signal frequency = 50Hz, duration = 0 to 990 ms)

This type of MWI is supported for example by the Siemens HighPath 3550 and 3750 systems. Settings expected for the Siemens system: T1=040, T2=110, T3=040.

Settings expected for NEC telephone systems: T1=150, T2=330, T3=150.

However, we strongly recommend discussing the settings with the technician who set up the system.

To disable the MWI, press ESC or simply pick up the receiver.

Appendix

Service

You have purchased a modern product of TIPTEL granting a continuous level of the highest quality. This is underlined by a certification according to DIN EN ISO 9001.

If, however, problems occur or you have questions on operating the device, please contact your local dealer.

Guarantee

Please contact your local dealer or importer for details of guarantee for non EC countries. Within the European Community the following guarantee regulation applies:

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

TIPTEL will grant a guarantee of 2 years from the date of handover for the material and for the manufacturing of the telecommunications terminal unit.

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 authorised dealer.

If the subsequent performance fails, the purchaser can either demand a reduction in the purchase price or withdraw from the contract.

The purchaser shall notify the dealer immediately of any defects found. Proof of the guarantee entitlement shall be furnished by standard proof of purchase (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 consumable material (e.g. batteries) or defects that only slightly impair the value or the usability of the device. Claims for damage caused by transport shall be asserted to the delivery company.

Notes on settlement:

Repairs can only be conducted by the TIPTEL Service. A warranty repair does not prolong the warranty period – neither for the replaced parts nor 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 the device is interfered with by third parties or if the serial number on the device has been removed or made illegible. There is a guarantee seal on the device. Please do not damage or remove this seal because otherwise, your guarantee will expire.

The General Terms and Conditions of TIPTEL, which are part of the contract for a dealer, shall also apply. In the event of a complaint, the defective product shall be sent to the relevant TIPTEL subsidiary, the importer or dealer along with a description of the defect and the proof of purchase.

CE sign

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

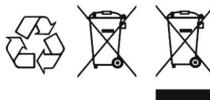
TIPTEL hereby declares that the device complies with all fundamental requirements of the European directive 1999/5/EC. This conformity is confirmed by the CE sign on the device.

Further details on the declaration of conformity can be found under the following internet address: <http://www.tiptel.com>

Ecological information

During the normal use of the telephone you will not have any contact to substances damaging to your health. The device is not battery-operated. The plastics used for manufacturing this device exclusively consist of partially recycled granules. The packaging materials do not consist of plastics but of partially recycled cardboard and paper.

If you do not have further use of your TIPTEL device, TIPTEL will take back the device without any charge. The device will be properly taken to pieces for recycling.



Troubleshooting

Power failure

The internal clock stops if there is a power failure in the telephone network. All settings are retained however, meaning the settings stay as they were before when power is restored. All you need to do is reset the clock. Please try first to narrow down the cause of a problem and to rectify it using the following table.

Problem	Possible cause	Solution/recommendation
No display, no dial tone	Connector cable not making contact.	Check all cables and plug connections.
Display too light or too dark.	Contrast not set correctly.	Adjust the contrast.
No incoming calls being indicated in the telephone system.	No call signal connected.	Check the programming of the telecommunication system.
Buzzing or other interference in the loudspeaker or receiver.	Interference from cordless telephone, cordless headset, monitor, etc.	Change the location.
The clock shows the wrong year but date and time are right.	The date and time are sent by the telephone network. The year is not sent.	Set the year manually.
The time and date are incorrect after a call.	The time and date are not being sent correctly by your telecommunication system.	Adjust the clock in your telephone system.
The LED light is permanently on.	Incorrect MWI switch setting.	Move the MWI switch to SR.
Incorrect or no connection when dialling from telephone systems.	The outside line prefix for the public telephone network has not been entered.	Enter the outside line prefix.
No caller ID with incoming call.	Your network provider or telecommunication system does not support this function or the function is not enabled. The caller has suppressed the sending of the call number or is ex-directory. The call is from a telephone network that does not support the sending of call numbers.	Ask your network provider or telecommunication system manufacturer if the function is available or if it needs to be enabled.

Default settings

The following list shows the factory settings for your telephone. All of these defaults can be changed.

Language	English
Contrast	3
Date	01.01
Year	2010
Time	00:00
Outside line	-----
Ring tone	01
Call volume	8
Flash	Short
T1	000 ms
T2	000 ms
T3	000 ms

Technical specifications

Dimensions (W x H x D)	210 x 130 x 180 mm
Weight	720g
Power consumption in stand-by	$\leq 25\mu\text{A} / 25\text{V}$
Ambient temperature	0 – 40°C
Dial mode	Tone dialling (MFV)
Flash duration	100ms / 240ms
Direct dial buttons lit	12
Phone book	Maximum 99 entries
Call log (calls received)	Maximum 50 entries
Call log (numbers dialled)	Maximum 50 entries
Ring tones	16
Hands-free function	Half-duplex
Receiver	Suitable for use with hearing aid
CLIP (display of the call number)	Dual mode DTMF/FSK
Advanced CLIP functions	Name, date/time
Data retention	without batteries
Clock	Quartz
display	LCD numeric / alphanumeric, 16-digit

Notes for admins

For activating special system features, please contact Tiptel support.

- Firmware version (tiptel 1020) for information only
- Factory default
- Lock settings (e.g. hotel mode): Call list and last dialled numbers will not be available. One touch memory keys cannot be programmed.
- Changing security code
- Resetting lost security code
- LCD/LED test
- Denmark CID
- Health care application: Automatic hands free mode
- Automatic programming, creating clones of phone via FSK: All settings (phonebook, speed dialling numbers, ...) will be transferred to slave phone. Time saving configuration of e.g. hotel phones.

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