Operating instructions (en)

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

tiptel 1010

tiptel

Contents

Contents

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.
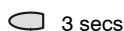
Assignment of buttons

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. Are used for entering in Settings.

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

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

3 secs **Pressing the direct dial button for three seconds** enables you to enter a telephone number.

Mute button: Switches the microphone off during a telephone call.

3 secs **Pressing the Mute button for three seconds** enables you to enter an outside line prefix.

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

3 secs **Pressing the R button for three seconds** enables the flash length to be set.

Redial: Starts redialling the telephone number last dialled.

3 secs **Pressing the Redial button for three seconds** enables the ring tones to be set.

Loudspeaker: Enables/disables the line with the hands-free function/headset (🎧 connector). Switches to loudspeaker mode during a conversation using the receiver.
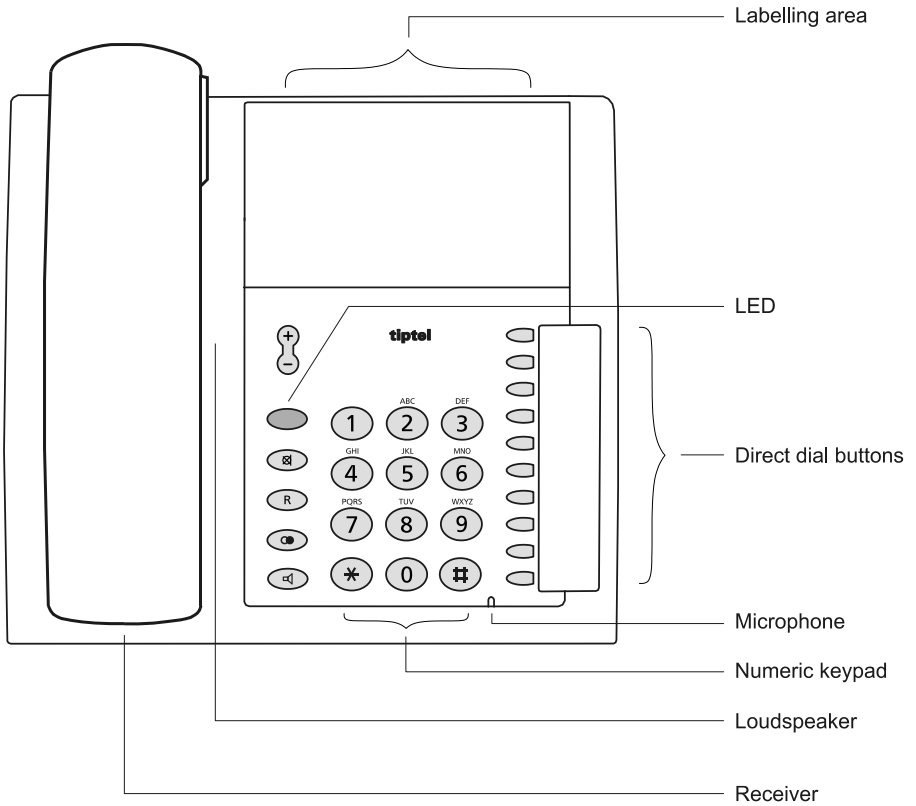
3 secs **Pressing the Loudspeaker button for three seconds** enables the call volume to be set.

6 secs **Pressing the 1 button for six seconds** enables the times to be set for the message waiting indicator using a special ring tone.

Controls

The diagram is labelled:
- Labelling area
- LED
- Direct dial buttons
- Microphone
- Numeric keypad
- Loudspeaker
- Receiver

☞ The panel provided can be used for photos or advertising graphics. Its size is 109 x 63 mm.
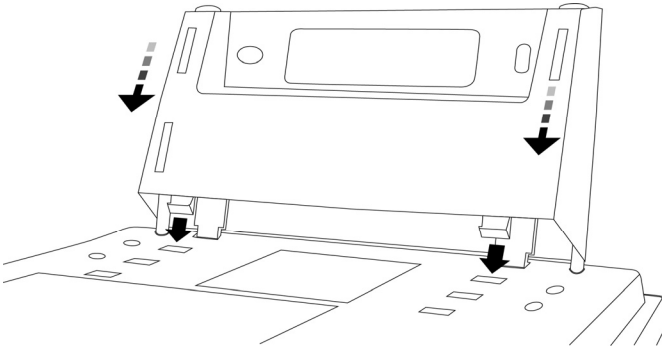
Getting started

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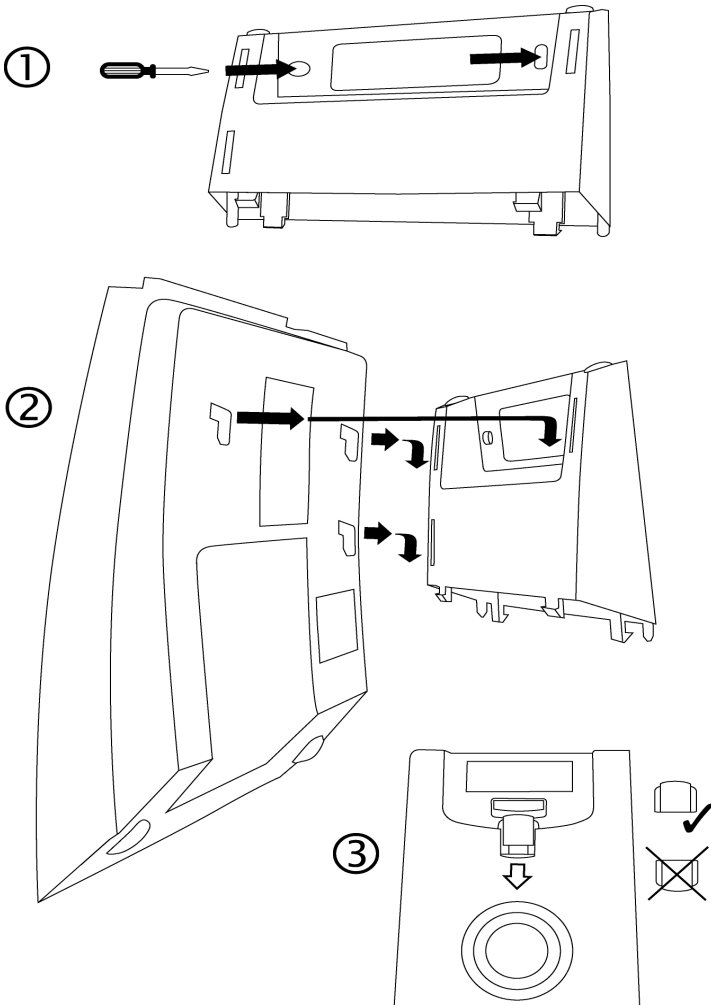
Therefore always use a non-slip underlay, especially with new or recently treated furniture.

Wall bracket

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

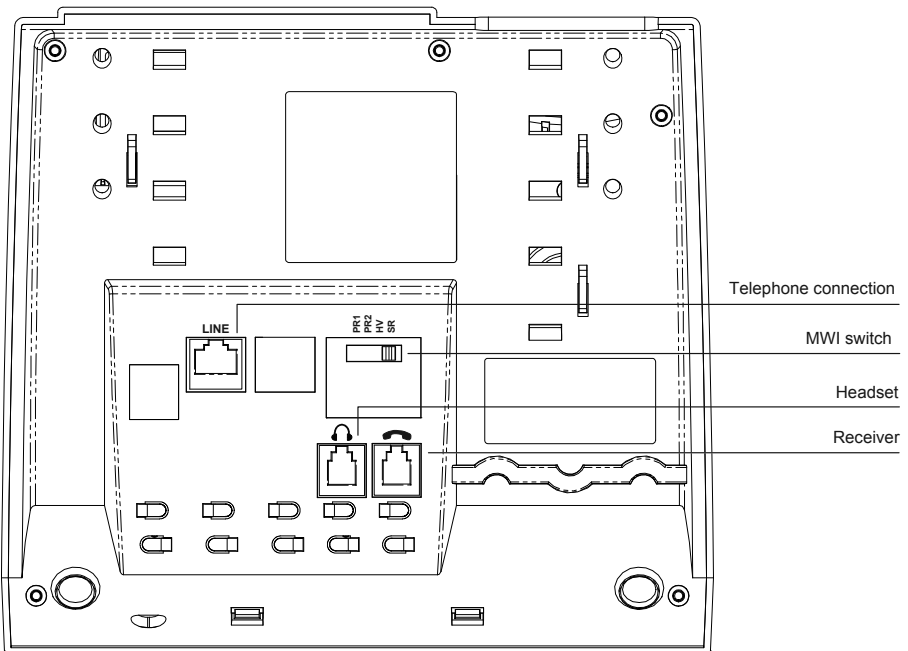Then attach the telephone unit to the stand (Fig. 2).

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 ⌒.

- Telephone connection
- MWI switch
- Headset
- Receiver

☞   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.

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 19, "Message waiting indicator").
The switch must be in position SR when using the phone 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

Making calls

⇧ ☎	Pick up the receiver and wait for the dial tone.	
⓪ … ⑨	Use the numeric keypad to enter the required number.	The numbers pressed are dialled.
⊙	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 the Mute button.	The microphone is disabled, the Mute button lights up.
⇩ ☎	Simply put down the receiver to end a call.	The line is disconnected.

Hands-free mode

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).	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 Loudspeaker 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 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.
(R)	Press the R button.	
(0) … (9)	Use the numeric keypad to enter the required call recipient.	The connection is established.
(R)	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 16, "Settings").

Direct dial buttons

General

Your telephone has ten 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 a direct dial button

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.
0 … 9	Use the numeric keypad to enter the telephone number.	
+ −	Use the Plus/Minus buttons to insert a pause of three seconds duration.	
R	A flash can be entered with the R button.	
	Press OK to confirm your input.	The button stops flashing and the number is stored.
	Pick up the receiver to exit Enter mode.	The button stops flashing and the number is not stored.

☞ To clear a direct dial button, simply save 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

Outside line

Enter your outside line prefix for the public telephone network (e.g. 0). Your telephone then automatically inserts a pause after this prefix to prevent incorrect dialling.

⊠ 3 secs	With the receiver down, hold down the Mute button for three seconds.	The LED starts to flash.
0 … 9	Use the numeric keypad to enter the outside line prefix.	
⊠	To save the entry, press the Mute button again.	The LED stops flashing and the number is stored.
⇧ ☎	Pick up the receiver to exit Enter mode.	The LED stops flashing and the number is not stored.

☞ To clear the outside line prefix, simply save without entering a number.

Flash (R button)

Select between a short or a long flash. 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.

R 3 secs	With the receiver down, hold down the R button for three seconds.	The LED starts to flash.
(+) (−)	Press Plus to enter a long flash and Minus to enter a short flash.	
R	To save the setting, press the R button again.	The LED stops flashing and the setting is stored.
⇧ ☎	Pick up the receiver to exit the setting.	The LED stops flashing and the setting is not stored.

Ring tones

Choose here one of the sixteen possible ring tones.

⬤ 3 secs	With the receiver down, hold down the Redial button for three seconds.	The LED starts to flash. The current ring tone is played.
⊕ ⊖	Use the Plus/Minus buttons to select one of the 16 ring tones.	
⬤	To save the setting, press Redial again.	The LED stops flashing and the setting is stored.
⇧	Pick up the receiver to exit the setting.	The LED stops flashing and the setting is not stored.

Call volume

Set the required call volume. Eight levels are available.

◁ 3 secs	With the receiver down, hold down the Loudspeaker button for three seconds.	The LED starts to flash. The ring tone currently set is played at the volume currently set.
⊕ ⊖	Use the Plus/Minus buttons to select one of the 8 levels.	
◁	To save the setting, press Redial again.	The LED stops flashing and the setting is stored.
⇧	Pick up the receiver to exit the setting.	The LED stops flashing and the setting is not stored.

Setting 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.

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.

When your network provider or telecommunication system sends an MWI signal, the LED starts to flash.

To disable the MWI, the relevant signal must be sent by the network provider 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 as required.

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.

Simply pick up the receiver to disable the MWI.

Setting the T1—T2—T3 times

The three times for the special ring tone are entered all together. For example, enter digits 153315 as one number for T1=150, T2=330, T3=150. To disable the function, set all times to "000" (enter 000000).

(1) 6 secs	With the receiver down, hold down the 1 button for six seconds.	The LED starts to flash.
(0) … (9)	Enter the required digits one after the other, e.g. 041104 for T1=40, T2=110, T3=40.	
(1)	To save the entry, press the 1 button again.	The LED stops flashing and the number is stored.
⇧☎	Pick up the receiver to exit the setting.	The LED stops flashing and the number is not stored.

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

All settings are retained when a power failure occurs in the telephone network, meaning the settings remain as they were before when power is restored.

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 dial tone	Connector cable not making contact.	Check all cables and plug connections.
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 LED lights up continuously.	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 call number display (direct dial button lights up) when there is a match with an incoming call number.	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.

Outside line	None
Ring tone	Default
Call volume	Maximum
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	≤ 25μA / 25V
Ambient temperature	0 – 40°C
Dial mode	Tone dialling (MFV)
Flash duration	100ms / 240ms
Direct dial buttons lit	10
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
Data retention	without batteries

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.

Index

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