



## **ISDN-Telephone Integral TS 13 connected to Integral 33 systems**

Operating Instructions



*We give you the edge.*

**TENOVIS**

Familiarise yourself with your telephone

## Important notes

### What you should definitely read

- Your TS 13 and all keys at a glance (see Pages 5–6)
- Basic operating principles (starting on Page 8)

### Please note

This telephone was designed exclusively for connection to Tenovis telecommunications systems. It may not be directly connected to a public telephone network.

This telephone meets European requirements for safety and electromagnetic compatibility only when connected to a Tenovis telecommunications system.

The equipment may only be opened or repaired by a qualified technician. Do not open the telephone yourself. This could damage the unit and cause it to malfunction.

### Positioning the telephone

Place the telephone on a non-slip surface, especially if the furniture is new or has recently been cleaned with cleaning agents. Enamels or cleaning agents may contain substances which soften the base parts of your telephone, and the softened bases can leave undesirable marks on the furniture. Tenovis cannot assume liability for damages of this kind.

### Additional functions

Functions labelled with  are not installed as standard on your phone.

Further functions can be barred from use. If you want to use one of these functions, please ask your TENOVIS Service.

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## Extras for your telephone

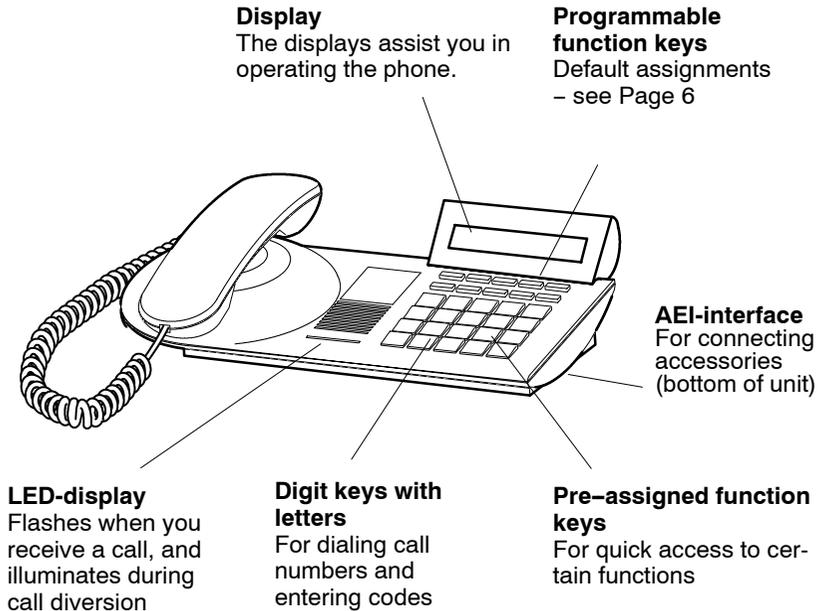
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## Your TS 13 at a glance

The function of some of the keys varies depending on how your telephone is set up and connected to the telephone system.



## All keys at a glance

### Pre-assigned function keys



**Digit keys with letters:**

For dialing call numbers and entering codes. The alphabetic labelling allows you to dial letter codes (vanity numbers).



**Star and Hash:**

For special functions.



**Handsfree:**

Activates loudspeaker and microphone so that you can comfortably use the phone with the handset on-hook.



**Call monitoring:**

Switches the loudspeaker on and off and enables dialing with the handset on-hook.



**Redial:**

Redials the 5 most recently dialed call numbers.



**Refer-back:**

Initiates refer-back.



**Release:**

Releases the current connection and, in entry mode, exits the current menu.



**Up arrow** moves the menu-selection in the display upwards and displays the main menu when the telephone is inactive.



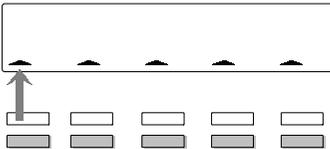
**Down arrow** moves the menu-selection in the display downwards.



**Enter:**

Calls up a highlighted menu item, or confirms an entry.

### Freely assignable function keys (default assignments)



▲ Symbol for the upper key

- |                         |                                  |
|-------------------------|----------------------------------|
| Symbol flashes slowly:  | Partner call diversion source    |
| Symbol flashes rapidly: | Call                             |
| Symbol illuminates:     | You or a partner are telephoning |
| Symbol is off:          | Free                             |

The top two rows of keys on your telephone can have various functions.

The symbols above the keys in the **top row** indicate the status of your current partner.

The keys in the **second row** have the following functions in the default assignment: "Text shift key", "Speed dial key", "Call pick-up", "Transfer call" and "Interchange".

## Special features of your telephone

### **The display helps you**

The display leads you step-by-step through the operation of the phone and contains various information, e.g. about your current connection.

The call number of every external ISDN caller is shown in the display, as long as they did not activate the "Suppress call-number" function. This allows you to see who's calling.

### **Menu and function keys**

Most functions can be selected and executed via the menu (see Page 9). To make operation easier, you can assign frequently used functions to function keys. In the default setting, five of these keys have already been assigned functions (see Page 6).

### **Protection against unauthorised use**

You can use the built-in lock to protect your phone against unauthorised use (see Page 41).

## Basic operating principles

On the next page, you will find a short description of the following basic operating principles of your telephone:

- How to select and call up functions in the menu
- How to interrupt an operating procedure
- What your phone's idle display shows you

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## Basic operating principles

### Selecting functions in the menu



Press the Menu key. The menu is displayed.



Press the up or down arrow key until the desired menu item is highlighted.



Press the Enter key to call up the highlighted function.

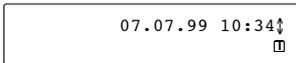
### Cancelling or ending a procedure

If you have made a mistake or want to end a procedure:



Press the Release key to cancel or end the procedure.

### What does the idle display show?



The figure at the left depicts the display as it could look when the telephone is idle.

You can display your call number.

The current date and the time are also displayed. The idle display shows you additional information about the status of your telephone. For example, a message appears when the telephone is locked.

The symbol  indicates that information about the status of your telephone is present.



- While you are on the phone, you can use additional functions which can be called up in the same manner.

## Make it easy on yourself

### Adjusting the volume

You can adjust various acoustic settings to your surroundings, such as the ringing of the handset or the settings for handsfree mode.

### Adjusting the contrast of the display

You can adjust the constast of the display to suit your needs (see Page 71).

### Storing call numbers

You can store ten frequently used call numbers, which you can then dial by pressing the speed-dial key and a digit.

You can also store important call numbers on the ten function keys. In order to dial these numbers, you press the corresponding function key.

### Changing the labelling strips



The labelling strips beneath the programmable keys can be filled out and inserted. This allows you to see at a glance which functions are assigned to these keys.

## Making a call

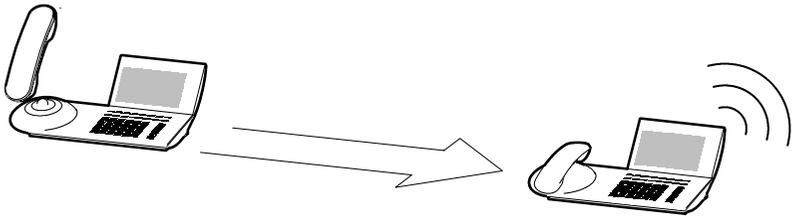
You can use the telephone as usual within and outside of your telephone system.

**Internal:** Dial the desired extension number directly.

**External:** Depending on the system, dial the external line code, e.g. "0".

You can use the function keys to dial the most recently dialed call number again (Redial) and to dial frequently needed call numbers.

You can also deactivate the call number and call charges displays.



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## Making a call

### Calling within your telephone system



Lift the handset.



...



Enter the call number.

### Using the destination keys to make calls within your telephone system



Press the function key for the desired subscriber.



Lift the handset.

### Using the speed dial numbers to make calls within your telephone system



Press the function key which has been assigned with the "Speed dial" function.



...



Entered the desired digit key for speed dialing.



Lift the handset.



- Using the phone without the handset: Press the Handsfree key.
- If you want to make a call, you can also first dial the desired call number or use the corresponding destination key, and then lift the handset (dialing with handset on-hook).

## Making a call

### Making calls outside your telephone system



Lift the handset.



Enter the external line code.



...  Enter the call number.

### Using the destination keys to make calls outside your telephone system



Enter the external line code.



Press the function key for the desired subscriber.



Lift the handset.

### Using speed dial numbers to make calls outside your telephone system



Enter the external line code.



Press the function key which has been assigned with the "Speed dial" function.



...  Entered the desired digit key for speed dialing.



Lift the handset.



- If you want to make a call, you can also first dial the desired call number or use the corresponding destination key, and then lift the handset (dialing with handset on-hook).

Telephoning as usual

## Making a call

### Making a call with code dialing

 ...  Enter the desired code dial number.

 - Scroll to the `Code dialing` menu item.

 Confirm your selection.

 Lift the handset.

### Dialing the last call number again (Redial)

 Lift the handset.

 Press the Redial key to dial the last call number again.

### When the line is busy (Automatic call-back)

The internal connection dialed is busy.

 - Scroll to the `Call back` menu item.

 Confirm your selection.

 Replace the handset. As soon as the other connection is free, your telephone rings.

 Lift the handset. The other connection is called automatically via the telephone system.



- You can only dial code dial numbers that are stored in the system.
- You can very easily dial the five most recently called numbers again. Press the Redial key (<→→) until the desired call number from the five stored call numbers is displayed. Then you can initiate the call by simply lifting the handset.

## Making a call

### Repeatedly redialing a call number

The connection dialed is busy.



Scroll to the **Delayed redial** menu item.



Confirm your selection.



Replace the handset. The dialing process is repeated up to 9 times at 30 second intervals. Automatic redialing is terminated when you press a key or lift the handset.

### Deactivating the call number and call charges displays

During a call:



Scroll to the **Display** menu item.



Confirm your selection. Call number and name of the caller are no longer displayed and the call number is not stored in the redial memory. The call charges display is deactivated, but the charges continue to be counted internally.

### Activating the call number and call charges displays



Select the **Display** menu item again.



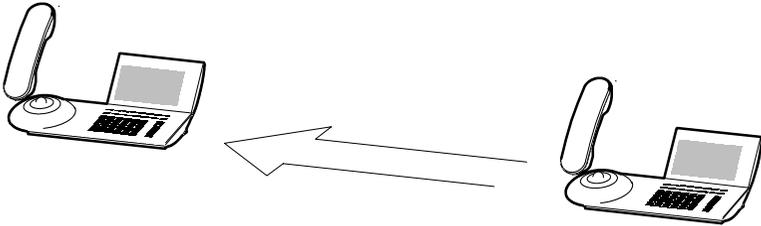
Confirm your selection.

## Accepting calls

You can lift the handset and speak with the caller as usual.

Alternatively, you can answer the call by pressing the Handsfree key  $\alpha$ , which enables you to conduct the call with the handset on-hook.

If another subscriber in your system receives a call, you can pick up the call from your phone.



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## Accepting calls

### When you receive a call

Your telephone rings. The call is shown in the display.



Lift the handset.

### When another telephone receives a call (Pick-up)

Another telephone rings.



...



Enter the number of the ringing telephone with your handset on-hook.



Confirm your selection and wait until the call reaches your telephone.



Lift the handset.

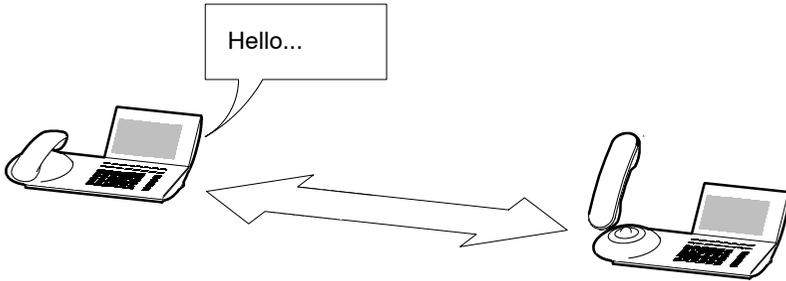


- Using the phone without the handset: Press the Handsfree key.
- If your telephone system is set accordingly, you have another option for picking up a call. All you have to do is enter a code. After lifting the handset, enter, for example, "\*6" for the "Pick-up" function and then the call number of the ringing telephone. You will then hear a special dial tone for approx. 1 second. The call is then directly transferred.  
Should questions arise, please ask your TENOVIS Service.

## Handsfree mode

You can activate the loudspeaker of your telephone in order to hear the caller out loud in the room.

You can also activate handsfree mode during a call and then continue the conversation with the handset on-hook.



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## Handsfree mode

### Hearing the caller through the loudspeaker (Call monitoring)

During a call:



Activate the loudspeaker. You can hear the caller through the loudspeaker. If you want to adjust the volume of the loudspeaker, select the "Volume" menu item. The loudspeaker can be deactivated again by pressing the Loudspeaker key.

### Using the telephone with the handset on-hook (Handsfree)

During a call:



Activate Handsfree mode.



Replace the handset.

You hear the caller through the loudspeaker and can conduct the conversation with the handset on-hook.

### Handsfree – Ending the call

During the handsfree call:



Deactivate Handsfree mode.

### Handsfree – Continuing the call with the handset

During the handsfree call:

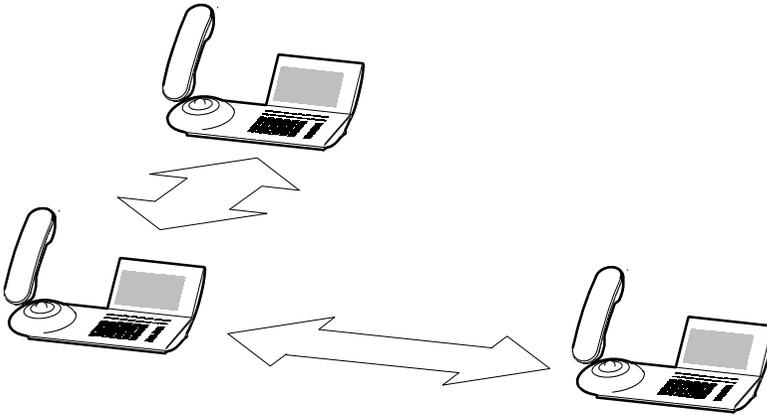


Lift the handset.

## Making several connections simultaneously

You can accept or refuse an additional call (Second call) during an existing connection. You can freely switch back and forth between the callers. Connections to a maximum of four parties can be established simultaneously. You can speak with two callers simultaneously (Conference).

Please note that for the following functions the operating procedures for CTI Agents (CTI = Computer Telephone Integration) may differ.



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## Making several connections simultaneously

### Answering an additional call (Second call)

Press the Interchange function key.



Confirm your selection. You are then connected with the additional caller. The first caller is waiting and cannot hear your conversation.

### Accepting up to two additional calls

You receive a second call while you are on the phone. You hear an alerting tone, and the bell symbol flashes.

Press the Interchange function key repeatedly until the caller is shown in the display. The bell symbol is on.



Scroll to the **Accept call** menu item.



Confirm your selection. You are then connected with the caller. The other callers are waiting and cannot hear your conversation.

### Switching between the callers:

Press the Interchange function key repeatedly until the desired caller is shown in the display.



Scroll to the **Connect** menu item.



Confirm your selection. You are then connected with the caller. The other callers are waiting and cannot hear your conversation.



- You can only use the feature "Accepting up to two additional calls" with a CTI Agent.  
If necessary, consult TENOVIS Service.

Telephoning as usual

## Making several connections simultaneously

### Refusing an additional call



Scroll to the **Refuse call** menu item.



Confirm your selection.

### Consultation during a call (Refer-back)

During a call:



Initiate refer-back. The caller is waiting.



Enter the number of the subscriber whom you want to consult.

### Switching back and forth between the caller and a consultation subscriber

During a call:



Press the Refer-back key to switch between callers or press the Interchange function key (CTI Agent).

### Switching between caller and an additional caller

During a call:



Press the Interchange function key to switch between callers.

## Making several connections simultaneously

### Forwarding a second caller

During a call:

 Press the Interchange function key. You will see the call number of the second caller.

 Press the Enter key. You are then connected with the second caller. The original caller is waiting and cannot hear your conversation.

 Initiate refer-back.

 ...  Enter the number of the desired connection. You can now announce the call. Your first call partner is waiting.

 Press the Transfer function key. Both subscribers are then connected to each other, and you can continue with your first call.

Telephoning as usual

## Making several connections simultaneously

### Calling two parties simultaneously (Conference)

During a call:

 Initiate refer-back. The caller is waiting.

 ...  Enter the call number of the refer-back subscriber. When you are connected to both subscribers, you can initiate the conference.

 Scroll to the **Conference** menu item.

 Confirm your selection.

### Speaking with just one conference subscriber

If necessary, select the **Interchange users** menu item to display the subscriber with whom you want to speak.

 Press the Refer-back key. You can now speak alone with the desired subscriber. When you want to speak with both parties again, select the "Conference" menu item.

CTI-Agents can speak to the desired subscriber alone if they select the **Conference off** menu item.

### Connecting conference subscriber with each other

During the conference:



Replace the handset or press the Transfer function key (CTI agent).



- The third subscriber whom you are calling does not answer: Press the Release key to return to the original caller.
- Each of the two other callers can end their connections: Replace the handset.
- You can also assign a Conference function key. To assign function keys, please refer to the Chapter "Setting function keys" on Page 56.

## Making several connections simultaneously

### Disconnecting selected conference subscribers

During the conference:

If necessary, select **Interchange users** in order to switch the subscriber whom you wish to disconnect to the front window.



Disconnect subscriber.

### Ending the conference

During the conference:



Scroll to the **Terminate conf.** menu item.



Confirm your selection.

## Diverting calls

You can divert calls to another connection within your telephone system.

You can also activate an additional call diversion destination to divert calls only when your line is busy.



Diverting calls for your telephone .....	27
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## Diverting calls

### Diverting calls for your telephone



Scroll to the **Call diversion** menu item.



Confirm your selection.



Scroll to the **DIV** menu item.



...  **9** Enter the internal call number to which the calls are to be diverted.



Confirm your selection.

### Diverting calls when your line is busy



Scroll to the **Call diversion** menu item.



Confirm your selection.



Scroll to the **Div-busy** menu item.



...  **9** Enter the internal call number to which the calls are to be diverted.



Confirm your selection.

### Deactivating call diversion



Scroll to the **Call diversion** menu item.



Confirm your selection.



Select the active call diversion (indicated by "+"), for example **+ DIV 3315**.



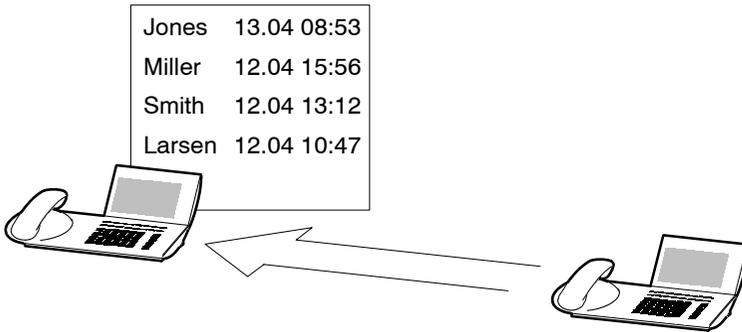
Confirm your selection.



- If a call diversion is active, the LED illuminates and "DIV xxx" or "DIV busy xxx" is shown in the display.

## Who called? (Call list)

If you do not answer a call, the day of the week and time of the call will be stored in the call list. You can display this list at any time and return calls to the subscribers entered in it. The list contains the 10 most recent entries.



Dialing a number from the call list .....	29
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## Who called? (Call list)

### Dialing a number from the call list

The display shows the "List" message.



Scroll to the `Display call list` menu item.



Confirm your selection.



Scroll to the desired entry, e. g. `069123456`.



Lift the handset.

### Deleting an entry

The display shows the "List" message.



Scroll to the `Display call list` menu item.



Confirm your selection.



Scroll to the desired entry, e. g. `069123456`.



Confirm your selection.



Scroll to the `Delete` menu item.



Confirm your selection.



- Once you return a call from the call list, that entry is automatically deleted.
- The idle display will show the message "List" until you have scrolled through all new entries.

## Who called? (Call list)

### Deleting all entries



Scroll to the `Display call list` menu item.



Confirm your selection.



Scroll to the `Delete all` menu item.



Confirm your selection.

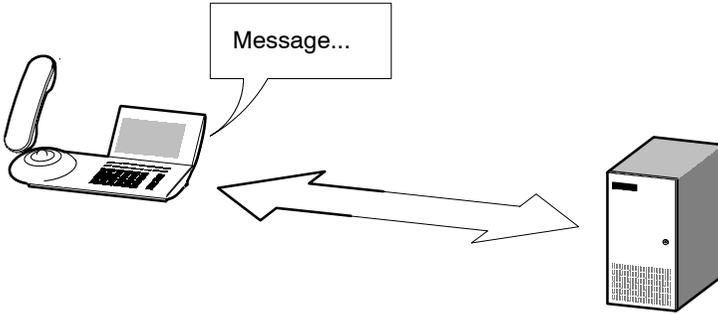
### Symbols in the call list

An entry in the call list looks like this: `069750... 14:42 +3>`.

<code>069750...</code>	Call number of the caller
<code>14:42</code>	Time
<code>+</code>	Call has not been viewed yet
<code>3</code>	Number of calls from the subscriber
<code>&gt;</code>	Diverted call

## Querying messages (Voice mail)

If your system is connected to a Voice mail, callers can leave messages for you like those on an answering machine. You can query these messages by calling.



Diverting all calls to the Voice mail .....	32
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## Querying messages (Voice mail)

### Diverting all calls to the Voice mail



Scroll to the **Call diversion** menu item.



Confirm your selection.



...



Enter the internal call number that is assigned to the Voice mail in your system.



Confirm your selection.

### Listening to messages

The idle display shows the symbol for "Messages" 



Scroll to the **Message** menu item.



Confirm your selection.



Scroll to the **Server message** menu item.



Confirm your selection.



Dial. You are guided through the operation of the Voice mail.

### Deactivating the call diversion to the Voice mail



Scroll to the **Call diversion** menu item.



Select the active call diversion indicated by "+".



Confirm your selection. The LED is no longer illuminated and the "+" disappears. The call diversion to the Voice mail is deactivated.

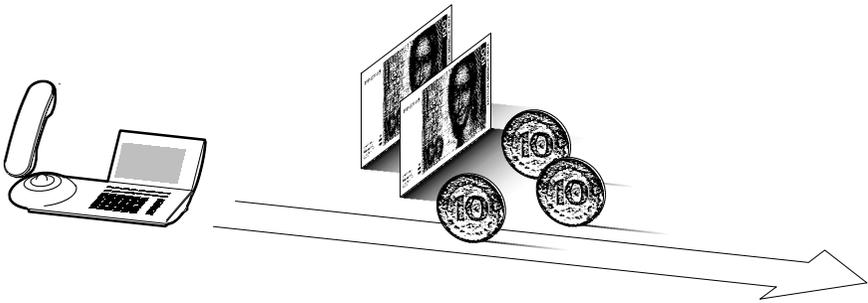
## Viewing call charges

All call charges incurred since the last reset are stored and totalled in your telephone system. You can view the call charges for your last call and delete the display.

It is also possible to display the current call charges during a conversation in units, DM or Euros.

You can delete the counters for single calls and the sum if this function was set accordingly by the TENOVIS Service.

Your telephone system can also separately meter and bill the call charges for single projects or private calls.



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## Viewing call charges

### Viewing call charges

 - Scroll to the **Call charges** menu item.

 Confirm your selection.

### Activating and deactivating the call charges display

 - Scroll to the **Call charges** menu item.

 Confirm your selection.

 - Scroll to the menu item **No charges acc.** or **Call charges on.**

 Confirm your selection.

### Resetting the call charges counter

 - Scroll to the **Call charges** menu item.

 Confirm your selection.

 - Scroll to the **Delete single counter** menu item.

 Confirm your selection. The charges for the single call are deleted.



- To delete the sum of all calls, the TENOVIS Service will need to enable this function.

## Viewing call charges

### Switching the call charges display to Euros



Scroll to the **Call charges** menu item.



Confirm your selection.



Scroll to the **Convert to Euro** menu item.



Confirm your selection.



Select the currency **DEM**.



Confirm your selection.

### Switching the charges display to units



Scroll to the **Call charges** menu item.



Confirm your selection.



Scroll to the **Display units** menu item.



Confirm your selection.



- 
- Use the Disable conversion function to switch from Euros to DM.

## Viewing call charges

### Metering the call charges for private calls and projects

You want to dial a call number with a project or private PIN.

 ...  Enter the external line code that has been assigned for dialing with a project or private code in your telephone system, e.g. "1". This external line code can contain up to 5 digits.

 ...  Enter the code that has been assigned for private use or for the respective project, e.g. "3433". This code can contain up to 9 digits.

 ...  Enter the desired call number.



Lift the handset. The charges for this call will then be metered and billed in the system for the respective project or private code.

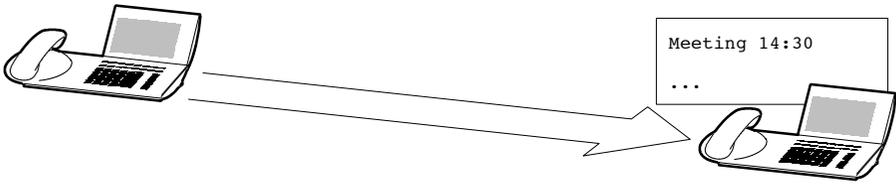


- For security reasons, the code is not shown in the display or when the redial function is being used. The PIN cannot be stored in the telephone book. If you want to dial a call number from the call list with a project code, you will need to manually enter the external line code and the project code in the display of the call list.

## Sending and receiving texts

You can send a short message to one or more people. A total of 7 prepared texts, which you can edit, are available for your use.

You can also receive texts. The mailbox is a call list for texts. Your callers can leave short Minimails here. The display on the telephone indicates when you have received a new Minimail.



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## Sending and receiving texts

### Selecting and sending a prepared text message



Scroll to the **Message** menu item.



Confirm your selection.



Scroll to the **Send Minimail** menu item.



Confirm your selection.



Scroll to the desired entry, e. g. **Meeting 00:00 00.00**.



Complete the entry, i.e. enter the date and time.



Confirm the entry.



Enter the call number of the recipient.



Confirm your selection. "+" indicates that the subscriber has been selected.



Scroll to the **Send** menu item.



Confirm your selection. The display indicates if your message has been successfully sent:

"?": The message is being sent.

"+": The message has reached its destination.

"-": The subscriber could not be reached.

## Sending and receiving texts

### Sending a text message to all subscribers



Scroll to the **Message** menu item.



Confirm your selection.



Scroll to the **Send Minimail** menu item.



Confirm your selection.



Scroll to the desired entry.



...  Complete the entry, i.e. enter the date and time.



Confirm the entry.



...  Enter the call numbers of the desired recipients.



Scroll to the **Minimail to all** menu item.



Confirm your selection. The display indicates if your message has been successfully sent:

"?": The message is being sent.

"+": The message has reached its destination.

"-": The subscriber could not be reached.

## Sending and receiving texts

### Viewing and deleting received text messages

The idle display shows the symbol for "Messages" :



Scroll to the **Message** menu item.



Confirm your selection.



Scroll to the **View Mailbox** menu item.



Confirm your selection.



Scroll to the desired text message, e.g. **Meeting 14:00 14.01**.



Confirm your selection.



Scroll to the **Delete** menu item.



Confirm your selection.

## Locking your telephone

You can protect the telephone against unauthorised use by locking it with a PIN (Personal Identification Number). You can enter this PIN yourself and also change it at any time. Others will then only be able to use your telephone for dialing internal or emergency numbers or to accept calls, depending on the locking level. You can choose between 5 different locking levels (not included as standard; if required, please refer to the TENOVIS Service).



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## Locking your telephone

### Setting / changing the PIN (Personal Identification Number)

 - Scroll to the **Lock** menu item.

 Confirm your selection.

 - Scroll to the **PIN entry** menu item.

 Confirm your selection.

 ...  Enter the current PIN. This step is dropped when you enter your PIN for the first time.

 ...  Enter the new PIN.

 ...  Enter the PIN again to confirm.

### Locking your telephone

 - Scroll to the **Lock** menu item.

 Confirm your selection.

 - Scroll to the **Lock** menu item.

 Confirm your selection.



- The PIN can contain four to six digits. If your telephone has a local lock, then the PIN has to have four digits. Upon entering the PIN for the first time, you will need to enter a number not less than 2000. If your telephone is locked at the system, the PIN can contain four to six digits.  
Should questions arise, please ask your TENOVIS Service.

## Locking your telephone

### Unlocking your telephone

In the idle display:



Scroll to the **Locked** entry.



Confirm your selection.



Enter the current PIN. If you enter an incorrect PIN three consecutive times, the telephone is blocked for the next 15 minutes.

### Specifying the locking level



Scroll to the **Lock** menu item.



Confirm your selection.



Enter the desired locking level with a digit key.

You have the following options:

- 1 Only emergency numbers accessible
- 2 Emergency and internal numbers accessible
- 3 Emergency and internal numbers, code dialing, and AEI accessible
- 4 Settings locked
- 5 No lock



- The PIN can contain four to six digits. If your telephone has a local lock, then the PIN has to have four digits. Upon entering the PIN for the first time, you will need to enter a number not less than 2000. If your telephone is locked at the system, the PIN can contain four to six digits.  
Should questions arise, please ask your TENOVIS Service.
- The "Specify locking level" function is not included as standard. If necessary, refer to the TENOVIS Service.

## Using the telephone with partners

The Tenovis Service can connect several telephones of your system together to form a partner group. You can view information about your partners in your display. You can set your telephone to sound a short tone whenever one of your partners receives a call (Partner beep).

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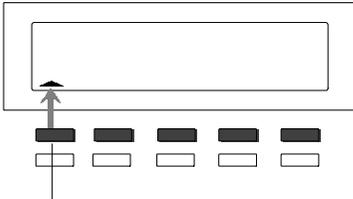
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## Using the telephone with partners

### Information in the partner display

The first 5 programmable function keys can be assigned to partners by Tenovis Service. If you assign a function to one of these keys, it is no longer available as a partner key.

As soon as you deactivate the function, you can use it as a partner key again.



Partner 1

The status of your respective partner is shown in the display, for example:

- ▲ Symbol for the upper key flashes – The partner is being called.
- ▲ Symbol for the upper key illuminates – The partner is making a call.

### Calling a partner

 Press the key for the desired partner.



Lift the handset.

### Answering a call to a partner

A partner telephone rings and the corresponding display flashes:

 Press the partner key and wait until the call reaches you.



Lift the handset.

## Using the telephone with partners

### Diverting calls from one partner to another



Scroll to the **Further functions:** menu item.



Confirm your selection.



Scroll to the **Partner** menu item.



Confirm your selection.



Press the key for the partner from whom you are diverting the call.



Press the key for the partner to whom you want to divert it.



Scroll to the **Store** menu item.



Confirm your selection. The partner diversion is set for the phone. You can activate it at any time.

### Switching diversion on and off



Scroll to the **Further functions:** menu item.



Confirm your selection.



Scroll to the **Partner** menu item.



Confirm your selection.



Scroll to the menu item **Partner div. On** or **Partner div. Off**.



Confirm your selection.

## Using the telephone with partners

### Setting the partner beep



Scroll to the **Further functions:** menu item.



Confirm your selection.



Scroll to the **Partner** menu item.



Confirm your selection.



Scroll to the **Set partner beep** menu item.



Confirm your selection.

Press the key for the partner the required number of times to set the signal type. You have three options:

Arrow flashes:	Partner beep
Arrow illuminates:	Normal ringing tone
Arrow is off:	No signal

### Deactivating partner display



Scroll to the **Further functions:** menu item.



Confirm your selection.



Scroll to the **Partner** menu item.



Confirm your selection.



Scroll to the **Set partner disp.** menu item.



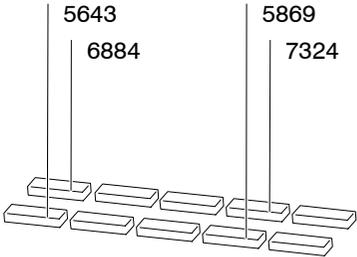
Confirm your selection.

Press the desired partner key (or keys).

## Storing call numbers

You can store ten frequently used call numbers, which you can then dial by pressing the speed dial key and a digit.

You can also store important call numbers on the ten function keys. In order to dial these numbers, press the corresponding function key.



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Storing a code dial number on a speed dial key .....	50

## Storing call numbers

### Storing a call number on a function key

 Scroll to the **Telephone book** menu item.

 Confirm your selection.

 Press the function key to which you would like to assign the call number.

 ...  Enter the desired call number.

 Confirm the entry.

### Storing a code dial number on a function key

 Scroll to the **Telephone book** menu item.

 Confirm your selection.

 Press the function key to which you would like to assign the call number.

 ...  Enter the desired code dial number.

 Scroll to the **Code dialing? Yes** menu item.

 Confirm your selection.

 Scroll to the entered code dial number.

 Confirm your selection.



- To assign a call number to a function key, the function key must be free, meaning that no other functions—such as Charges—may be assigned to it.
- If a partner is already stored on a function key, this setting is overwritten by the new destination.

## Storing call numbers

### Storing a call number on a speed dial key



Scroll to the **Telephone book** menu item.



Confirm your selection.



...



Press the digit key to which you would like to assign the call number.



...



Enter the desired call number.



Confirm the entry.

### Storing a code dial number on a speed dial key



Scroll to the **Telephone book** menu item.



Confirm your selection.



...



Press the digit key to which you would like to assign the code dial number.



...



Enter the desired code dial number.



Scroll to the **Code dialing? Yes** menu item.



Confirm your selection.



Scroll back to the entered code dial number.



Confirm your selection.



- You can store your own call number on the Star key, and an emergency number on the Hash key.

## Silencing the telephone

You can deactivate the normal ringing tone and the VIP ringing tone when, for example, you are in a meeting. An incoming call is then indicated only by the alerting tone.

### Deactivating the ringing tone / VIP ringing tone



Scroll to the **Further functions:** menu item.



Confirm your selection.



Scroll to the **Further functions:** menu item.



Confirm your selection.



Scroll to the **Silence** menu item.



Confirm your selection.



Scroll to the desired menu item, e.g. **Ringing tone**.



Switch the desired tone to "off".

### Activating the ringing tone / VIP tone



Scroll to the **Further functions:** menu item.



Confirm your selection.



Scroll to the **Further functions:** menu item.



Confirm your selection.



Scroll to the **Do not disturb** menu item.



Confirm your selection.



Scroll to the desired menu item, e.g. **Ringing tone**.



Set the desired tone to "on".

## Taking a call elsewhere (Following)

You can also use another telephone to set up call diversion for your own phone. You first have to prepare this function on your own telephone.

The Following process is activated and deactivated by specific codes. Please contact your Tenovis Service for the applicable codes.

### Table of Contents

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Deactivating the Following process on your own telephone .....	54
Deactivating the Following process on another telephone .....	54

## Taking a call elsewhere (Following)

### Preparing the Following process on your own telephone



Lift the handset.



Press the Star key and enter the code, e.g. "13".



Replace the handset.

### Activating the Following process on another telephone

At another phone:



Lift the handset.



Press the Star key and enter the code, e.g. "14".



Dial your own call number.



Replace the handset. Incoming calls to your telephone are then diverted to the other phone.

## Taking a call elsewhere (Following)

### Deactivating the following process on your own telephone



Lift the handset.



Press the Hash key and enter the code, e.g. "13".



Replace the handset.

### Deactivating the Following process on another telephone

At another phone:



Lift the handset.



Press the Hash key and enter the code, e.g. "14".



Dial your own call number.



Replace the handset.

## Double Call

Your telephone and another telephone ring simultaneously for the same incoming call.

Double Call is set, activated and deactivated with particular codes.

### Setting a Double Call destination



Lift the handset.



Press the Star key and, for example, enter the code "33".



Enter the call number of your Double Call destination.



Press the Hash key.



Replace the handset.

### Activating Double Call



Lift the handset.



Press the Star key and, for example, enter the code "34".



Replace the handset.

### Deactivating Double Call



Lift the handset.



Press the Hash key and, for example, enter the code "34".



Replace the handset.

## Setting function keys

You can assign frequently used functions to the programmable function keys. These functions can then be activated by simply pressing the appropriate key.

You will find more information on this subject on Page 74.

You can assign multiple-step macro functions to the function keys of your telephone. This, for example, allows you to activate and deactivate a fixed call diversion by simply pressing a key.

### Table of Contents

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## Setting function keys



Scroll to the **Further functions:** menu item.



Confirm your selection.



Scroll to the **Set function key** menu item.



Confirm your selection.



Press the key to which you want to assign the new function.



Select the desired function, e.g. **Second call**.



Confirm your selection.

## Resetting function keys



Scroll to the **Further functions:** menu item.



Confirm your selection.



Scroll to the **Set function key** menu item.



Confirm your selection.



Press the key whose function you want to delete.



Scroll to the **Function key free** menu item.



Confirm your selection.

## Setting function keys

### Assigning a macro to a function key



Scroll to the **Further functions:** menu item.



Confirm your selection.



Scroll to the **Macro function** menu item.



Confirm your selection.



Select the desired function: DIV1 or DIV2 for call diversion, or PCK1 or PCK2 for Call pick-up.



Enter the call number to which you want to divert the calls (Call diversion), or from which you want to pick up calls (Call pick-up).



Confirm your selection.



Press the key to which you want to assign the macro function.



Select the desired macro function, e.g. **PCK1**.



Confirm your selection.



- Each function can be assigned twice.

## Telephone settings

You can set your telephone according to your individual needs. This function gives you the option, for example, to deactivate Second call or to set the DTMF pulse duration. Should questions arise, please ask your TENOVIS Service.

### Telephone settings



Scroll to the **Further functions:** menu item.



Confirm your selection.



Scroll to the **Phone settings** menu item.



Confirm your selection.



Select the desired menu item, e.g. **Second call**.



Switch the menu item to "off", for example.

## Deactivating the automatic tone dial (DTMF)

Your telephone has been set as standard such that all keys pressed during a connection are transmitted as tones. This allows you, for example, to query the Voice mail or to remotely operate the answering machine. These digits are neither displayed nor entered in the redial memory.

### Deactivating the automatic tone dial (DTMF)



Scroll to the **Further functions:** menu item.



Confirm your selection.



Scroll to the **Phone settings** menu item.



Confirm your selection.



Select the **Auto. postdial/DTMF** menu item.



Switch the menu item to "off".

### Re-activating the automatic tone dial (DTMF)



Scroll to the **Further functions:** menu item.



Confirm your selection.



Scroll to the **Phone settings** menu item.



Confirm your selection.



Select the **Auto. postdial/DTMF** menu item.



Set the menu item to "on".

## Activating the key beep

You can set the telephone to indicate the pressing of a key with a beep (key beep).

### Activating the key beep



Scroll to the **Further functions:** menu item.



Confirm your selection.



Scroll to the **Phone settings** menu item.



Confirm your selection.



Select the **Key beep** menu item.



Set the menu item to "on".



- 
- If you want to deactivate the key beep, simply set the menu item to "off".

## Private User Mobility

With your personal call number you can simply log on to every telephone within your system. This allows you to use this telephone in the same manner as your own. This function is secured by a Personal Identification Number (PIN).

To use this function, it has to be enabled in the system and two function keys need to be assigned with the functions "Sign up" and "Sign off".

### Signing on to a telephone / "Log on"

 Press the Sign up function key.

 ...  Enter your personal call number.

 Scroll to the "Password" menu item.

 ...  Enter your PIN. The digits of the PIN are shown as asterisks "\*" in the display.

 Scroll to the `Login user` menu item.

 Confirm your selection. The display shows a status message. You are now signed on to this telephone and can use it in the same manner as your own.

### Signing off from the telephone / "Log off"

 or  Press the "Sign off" function key or select the corresponding status message.

 You are now signed off from this telephone. Your personal settings (Redial, Call diversion, Entered callbacks) are deleted.



- If you sign up to another telephone, the call and talk lists are not available to you.
- You are automatically logged out if another subscriber signs up to this telephone with their personal call number.

## Storing personal data

Your personal telephone settings can be stored locally in the telephone unit, as well as centrally in the system, when enabled by TENOVIS Service. Your data is protected in the telephone system by a password. The TENOVIS Service can centrally store or play back your personal telephone data. This can be avoided by blocking the central data storage.

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Immediate central data storage <input type="checkbox"/> .....	66
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## Storing personal data

### Immediate local data storage



Scroll to the **Further functions:** menu item.



Confirm your selection.



Scroll to the **Further functions:** menu item.



Confirm your selection.



Scroll to the **Save data** menu item.



Confirm your selection.



Scroll to the **Save data immediately** menu item.



Confirm your selection.

### Automatic local data storage



Scroll to the **Further functions:** menu item.



Confirm your selection.



Scroll to the **Further functions:** menu item.



Confirm your selection.



Scroll to the **Save data** menu item.



Confirm your selection.



Scroll to the **Store data at 00:00** menu item.



...  **9** Enter the time when the local data storage is to be executed.

## Storing personal data

### Deactivating local data storage



Scroll to the **Further functions:** menu item.



Confirm your selection.



Scroll to the **Further functions:** menu item.



Confirm your selection.



Scroll to the **Save data** menu item.



Confirm your selection.



Scroll to the **Store data On** menu item.



Switch the menu item to "off".



- If you want to reactivate local data storage, scroll to the "Data storage off" menu item and select "on".

## Storing personal data

### Immediate central data storage



Scroll to the **Further functions:** menu item.



Confirm your selection.



Scroll to the **Further functions:** menu item.



Confirm your selection.



Scroll to the **Save data** menu item.



Confirm your selection.



Scroll to the **Save centrally immediately** menu item.



Confirm your selection.



...



Enter your PIN. The digits of the PIN are shown as asterisks " \* " in the display. The message "Store data centrally" is shown in the display. Your data is now stored.

## Storing personal data

### Blocking central data storage



Scroll to the **Further functions:** menu item.



Confirm your selection.



Scroll to the **Further functions:** menu item.



Confirm your selection.



Scroll to the **Save data** menu item.



Confirm your selection.



Scroll to the **Save centrally Free** menu item.



Confirm your selection.



...



Enter your PIN. The digits of the PIN are shown as asterisks " \* " in the display. Your data can no longer be stored centrally.



- If you want to reactivate local data storage, scroll to the "Store centrally Barred" menu item and select "Free".

## Setting VIP functions

You can set up team functions between telephones in your system. You will then receive a special ringing tone or announcement from your team partners. To do this, you must first activate the VIP tone on your telephone.

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## Setting VIP functions

### Setting the telephone for team calls



Scroll to the **Further functions:** menu item.



Confirm your selection.



Scroll to the **Phone settings** menu item.



Confirm your selection.



Scroll to the **Receive VIP funct** menu item.



Confirm your selection.



...



Enter your PIN. The digits of the PIN are shown as asterisks " \* " in the display.



You must now set whether this function should be available for all callers ("on") or only to team subscribers ("Authorised users"). Select "on", for example. You can now receive announcements and a special ringing tone (VIP tone) from all team partners on your team and other teams.



- "Setting VIP functions" is not installed as standard on your phone.
- When you receive an announcement, your telephone automatically switches to "Call monitoring".

## Setting VIP functions

### Marking particular team subscribers



Scroll to the **Telephone book** menu item.



Confirm your selection.



Press one of the 10 digit keys or a function key with a call number.



Scroll to the **VIP: ? Yes** menu item.



Confirm your selection.



Press the up arrow key repeatedly until "Call number" appears.



Confirm your selection. Calls from this subscriber will now activate the VIP ringing tone, when he is making a VIP call. Mark additional partners in the same manner, if required.



- "Setting VIP functions" is not installed as standard on your phone.

## Setting audio and contrast

You can modify various audio settings as well as the contrast of the display.

### Adjusting audio and contrast



Scroll to the **Further functions:** menu item.



Confirm your selection.



Scroll to the **Further functions:** menu item.



Confirm your selection.



Scroll to the **Audio / Contrast** menu item.



Confirm your selection.



Scroll to the desired menu item, e.g. **Loudsp. 1...8**.



Use the number keys to enter the desired volume from 1 to 8.



Confirm the entry. The settings are stored.



- To reset a value to the normal setting (factory setting): Press the Star key. The current value will be reset to the pre-set value.

## Handsfree with auxiliary loudspeaker

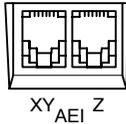
You can connect an auxiliary loudspeaker to your telephone for improved handsfree quality.

### Connecting an auxiliary loudspeaker

Plug connector



AEI interface on the bottom of the telephone



- Pull the plug connector out of the AEI-Z interface on the telephone.  
Do not lose the plug connector, or you will not be able to deactivate the auxiliary loudspeaker later!
- Connect the auxiliary loudspeaker to the AEI-Z interface on the phone.
- Place the auxiliary loudspeaker at least 80 cm away from the phone in order to prevent annoying echoes.

## Handsfree with auxiliary loudspeaker

### Setting an auxiliary loudspeaker



Scroll to the **Further functions:** menu item.



Confirm your selection.



Scroll to the **Further functions:** menu item.



Confirm your selection.



Scroll to the **Audio / Contrast** menu item.



Confirm your selection.



Scroll to the **Loudsp. 1...8** menu item.



Use the number keys to enter the desired volume from 1 to 8. For optimum handsfree-mode quality, keep the volume setting as low as possible.



Confirm your selection.



Scroll to the **Set microphone** menu item.



Confirm your selection.



Scroll to the **Office normal, Ext.** menu item.



Confirm your selection. The new setting is then saved. If your call partner informs you that the transmission quality is not optimal, select a lower setting in the Audio/Contrast menu.

### Deactivating the auxiliary loudspeaker

- Pull the plug of the auxiliary loudspeaker out of the AEI-Z interface on the phone.
- Insert the plug connector back into the AEI-Z interface on the phone. The internal loudspeaker is then activated again.

When in doubt, look it up

## Overview of telephone functions

If you do not know what is concealed behind a function name—such as Code dial—then you can look it up here. This alphabetical list contains all functions that can be assigned to the programmable function keys (→ p. 57).

The pages mentioned contain further information on the respective topic.

### A

ACD user function

Activates the ACD user function to log on and off of the automatic call distribution. The ACD must be enabled by the TENOVIS Service.

Audio / Contrast (→ p. 71)

Adjust the loudspeaker volume, the sound of various tones and the contrast.

### C

Call back

If a subscriber you call is occupying the line, you can activate a signal which lets you know when the line is free again. Your telephone and that of the previously occupied subscriber will then ring, allowing you to make a connection. This is only possible for calls within your system.

Call charges (→ p. 34)

You can view a list of the call charges incurred by previous calls.

Call diversion (→ p. 27)

You can divert calls to another telephone within your system.

Depending on the telephone system, you can also divert calls to an external telephone.

Call pickup (→ p. 17)

Allows to pick up a call from another telephone.

When your telephone is idle, enter the call number of the telephone from which you want to pick up a call, and then press the Pick-up key. The call is diverted to your telephone. If "Direct dial" has been activated, you will need to press the Pick-up key before dialing any call numbers.



- Functions which are labelled with  are not installed as standard on your phone.

## Overview of telephone functions

### Code dialing (→ p. 14)

Allows you to dial any call number stored in your system independently of your authorisation. If you enter the code dial number, the entire call number is dialed automatically. You may then also dial additional numbers (e.g., a personal call number).

### Conference (→ p. 24)

Speaking with two callers simultaneously.

### Correction key

Allows you to correct entered digits, e.g. for call diversion. You can delete individual characters or a whole input field.

## D

### Decr. volume/contrast

This function allows you to adjust the volume of the handset and the loudspeaker during a connection.

While the telephone is ringing, you can lower the volume of the ringing tone.

When your phone is in the idle position, this key will take you to the "Audio/Contrast settings" menu.

### Display call list (→ p. 29)

The call list contains all calls which you did not answer.

## F

### Funct. key free

Function key free: Deletes the current assignment of a function key.

## H

### Headset to AEI

"Headset to AEI" is switched on or off in order to save the step of going via the menu.



- Functions which are labelled with  are not installed as standard on your phone.

When in doubt, look it up

## Overview of telephone functions

### I

Incr. volume/contrast

This function allows you to adjust the volume of the handset and the loudspeaker during a connection.

While the telephone is ringing, you can raise the volume of the ringing tone. When your phone is in the idle position, this key will take you to the "Audio/Contrast settings" menu.

Indiv. emerg. number

Your personal emergency number is dialed. This emergency number can be dialed even when your telephone is locked.

Interchange (→ p. 21)

You can switch between your first caller and a second caller. This function key assignment is preset.

### L

Local display

Local display: During a call, you can switch the display of the call number of your partner on and off. The Redial is deleted.

Lock (→ p. 42)

You can protect your telephone against unauthorised use. Determine which functions should still be available after locking the telephone (locking levels are enabled by the TENOVIS Service).

Login user

When this function is enabled in your system, you can use your personal call number or PIN to log on to any telephone in the system.

Logout user

If you are logged on to another telephone in your system, use this function key to log out again. In order for you to be able to use this function, it must first be enabled in your system.



- Functions which are labelled with  are not installed as standard on your phone.

## Overview of telephone functions

### M

#### Microphone Off/On

You can deactivate the microphone of the handset or handsfree equipment. Your conversation partner is then unable to hear what you say in the room.

### N

#### No group calls

You can leave or access a group line. This function needs to be enabled by the TENOVIS Service.

### P

#### Partner (→ p. 44)

You can divert calls to other partners, deactivate call diversion, have calls for a partner indicated on your phone and modify the partner display.

### R

#### Remote display

Remote number display: Before placing a call, switch the function that shows your call number in the display of your partner to on or off.

### S

#### Second call (→ p. 21)

Deactivate the Second call function if you do not want to be disturbed by further calls. This can also be done during a connection. Any incoming calls are entered in the call list.

#### Send Minimail (→ p. 38)

Send a short message to one or more people.

#### Server message (→ p. 32)

To check whether you have received a Minimail.

#### Speed dial

When you press the speed dial key, you can then enter the desired code.



- Functions which are labelled with  are not installed as standard on your phone.

When in doubt, look it up

## Overview of telephone functions

### T

**Text shift key**

This key allows you to view texts that are indicated by "..." in the display because they are too long for the display line. The key moves the text through the display.

This function is useful, for example, when you find a Minimail in your mailbox and the name of the sender is only partly visible.

**Tone dial on**

During a connection you can change the dialing procedure, for example when you want to remotely operate an answering machine.

**Tone ringing off** (→ p. 51)

To switch off the ringing tone. You will hear a single alerting tone when being called.

**Transfer call** (→ p. 6)

You are accepting a second call during a connection.

You divert the call to another subscriber.

This function key assignment is preset.

**Trap**

Allows you to register the call numbers of persons you do not wish to speak to.

### U

**Upd. time/partner**

Update the time, date and partner display on your display.

### V

**View Mailbox** (→ p. 40)

To check whether you have received a Minimail.

**VIP Display VIP message**

Here you can check whether there is a VIP message for you in the call list.



- Functions which are labelled with  are not installed as standard on your phone.

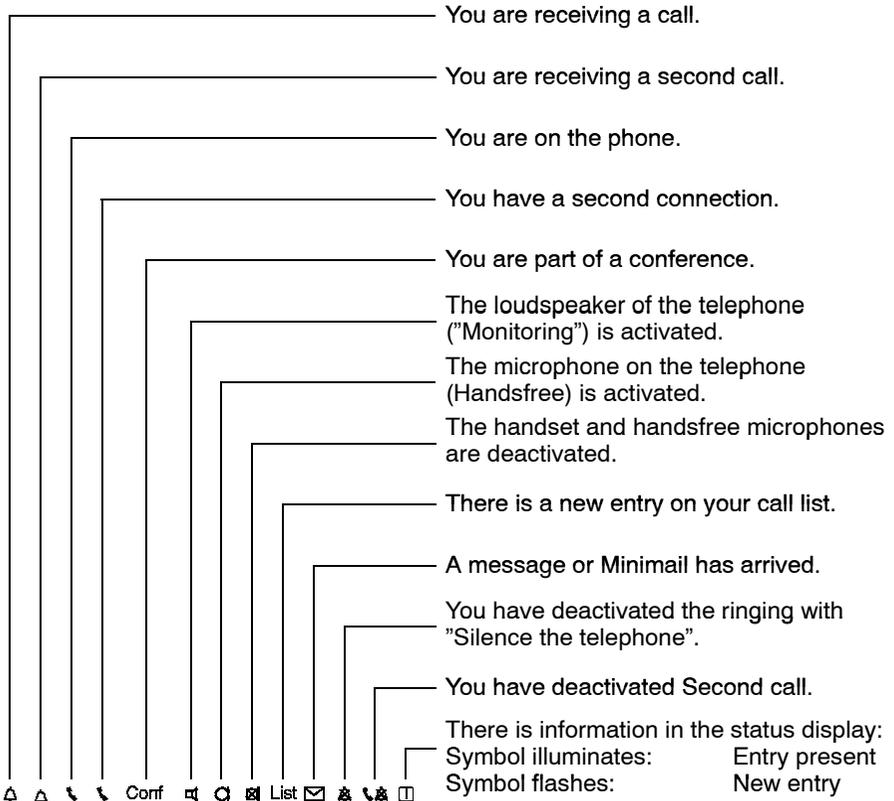
## Display

The display provides you with important information on the connections and settings of your telephone.

This includes messages which you can see in the idle display.

The idle display appears when you press the down arrow key.

### Symbols in your display



When in doubt, look it up

## Display

### Information in the display

-  There is a message for you in the Voice Mail.
-  Second call off: Additional calls are rejected during a connection. Second call is deactivated in the "Telephone settings" menu.

## C

### Callback listed

You have initiated an automatic call-back. Your telephone will ring as soon as the subscriber's line is free again (Call-back).

## D

### DIV-busy xxxx

All calls to your telephone are diverted to another subscriber when your line is busy.

### Divert call?

Call diversion: You can choose whether you want terminate the call or be connected to the call diversion destination.

- Connecting: Press the Enter key.
- Terminate call: Replace the handset.

## H

### Headset present

A headset is connected and activated. The headset can be deactivated with a function key or via the menu.

## L

### List

Someone has tried to reach you while you were out or your line was busy. You can view the corresponding information. This status message will also be displayed for a Team call with message.

### Locked

Your telephone is locked. To unlock the phone, enter the PIN.

## Display

### N

No remote display

Your conversation partner cannot see your name and call number in the display.

### P

PUM user xxxx

Mobile Personal call number (**P**riate **U**ser **M**obility): If you have logged on to another telephone in your system, this status message indicates that you are logged on to this telephone. You can use it in the same manner as your own telephone. To sign off from a telephone: Select the status message or press the "Logout" function key.

### R

RUL xxxx

All calls to your telephone are diverted to another subscriber.

### S

Stop group calls

You have cut your telephone out of the group line.

### T

Task code missing

It is necessary to enter a task code for ACD.

### U

User xxxx

You are signed up for the automatic call diversion (ACD).

When in doubt, look it up

## Menu items on the display

Depending on the functions you are currently using, the menu items for selecting the next operating step are displayed. This overview contains all menu items, arranged alphabetically.

### A

Accept call

If you want to accept a second call.

ACD user function

You can sign up for the automatic call distribution.

AEI

You can connect additional equipment, such as a headset, to the AEI interface at the bottom of the telephone. If an additional device is connected to your telephone, you can set the appropriate AEI protocol.

AEI operation AT command

If you want to use your telephone to transfer data, set the AEI mode to "AT command". Three additional menu items are available, with which you can set the Baud rate, data bits and parity.

AEI operation Y ETSI AT

You can connect a PC to the AEI interface on the bottom of the telephone. In order to do this, you need to set the AEI mode of operation to "Y ETSI AT".

You can then use PTM ("Personal Telephone Manager", a Windows program) or Com4Tel to execute your phone's functions via the PC. You can also check on the PC whether calls have been diverted or forwarded from another connection. The PC also shows you to which number a connection has actually been made.

– **Please note:**

If you select this menu item, all entries are immediately deleted. To avoid this, press the "Disconnect" key.

Alerting 1...8

Alerting tone: Adjusting the alerting tone volume.



- Functions which are labelled with  are not installed as standard on your phone.

## Menu items on the display

### Audio / Contrast

Adjust the loudspeaker volume, the sound of various tones and the contrast.

### Auto. postdial/DTMF (→ p. 60)

Your telephone has been set as standard so that all keys pressed during a connection are transmitted as tones. You can also deactivate this function and initiate the subsequent tone dial manually during a connection.

## B

### Baud rate (AT)

You can set the Baud rate of your telephone for data transfer here. The values 1200, 2400, 4800 and 9600 are available.

The menu item is only displayed when the AEI mode of operation is set to "AT command".

## C

### Call back

When the subscriber you have called is busy, you can receive a signal indicating when the line is free again.

Your telephone will ring and as soon as you lift the handset, the other line is called automatically via the telephone system.

This is only possible for calls within your system.

### Call charges

You can select whether this is to be done in currency units, Euros, or call units: for the previous call and the current sum of all calls.

### Call charges on

Switch on the call charge recording for cost-incurring connections.

### Call diversion

You can divert calls to another telephone within your system.

Depending on the telephone system, you can also divert calls to an external telephone.



- Functions which are labelled with  are not installed as standard on your phone.

When in doubt, look it up

## Menu items on the display

### Call list entries 1

Someone has tried to reach you while you were out or your line was busy. You can view information about the call or directly dial the call number.

### Call sum

The call charges incurred for all connections are displayed (in currency units, Euros, or call units, depending on your selection).

### Charges for last call

The call charges incurred by your last call are displayed.

### Code dial

Allows you to dial any call number stored in your system independent of your authorisation. If you enter the code dial number, the entire call number is dialed automatically.

Additionally to the code dial number you can also dial further digits (such as a number for a direct call).

### Conference

Speaking with two callers simultaneously. Each of the three can speak with the others (only possible with refer-back subscribers).

### Conference off

You can end the conference. The connection shown in the front display window will become the active connection when the conference is ended, and the connection to the conference subscriber in the back field will be put on hold.

### Connecting

For switching a connection that is in the front display window on hold to the active connection.

### Contrast 1...5

Setting the display lighter or darker.

### Convert to Euro

Switching the call charges display from the national currency to Euros.

### Correction

Correcting an entered call number (also for redial numbers) by pressing the "Enter" key.



- Functions which are labelled with  are not installed as standard on your phone.

## Menu items on the display

### Current PIN

In order to change your PIN, you first need to enter your current PIN.

### CSTA Answer Call

If your telephone network and your PC network for CSTA (Computer Service Telephone Application) are connected to each other and the CSTA Answer Call function is activated, you can also receive calls on your PC. When the telephone rings, simply click the symbol for the CSTA Answer Call on your computer screen. The telephone is automatically set to Hands-free mode and you can speak with the caller.

### CW

Code dial: You have assigned the "Code dial" function to a programmable function key. When you press this key, "CW" is displayed, and you can enter the desired code dial number.

## D

### Data bits (AT)

You can set the Baud rate of your telephone for data transfer here. The settings "7 bit" and "8 bit" are available.

The menu item is only displayed when the AEI mode of operation is set to "AT command".

### Delayed redial

If the number dialed is busy, then you can have the number dialed for you nine additional times at intervals of 10, 20, 30 or 60 seconds. The time interval setting can be modified by the Tenovis Service.

### Delete

The entry is deleted, for example a call list entry.

### Delete all

– All entries in the redial memory are deleted.

### Delete all

– All entries in the call list or the Mailbox are deleted.

#### **Please note:**

If you select this menu item, all entries are immediately deleted. To avoid this, press the Disconnect key.



- Functions which are labelled with  are not installed as standard on your phone.

When in doubt, look it up

## Menu items on the display

Delete all counters

Deletes the counter for the sum of all calls (when enabled by the TENOVIS Service).

Delete single counter

Deletes the call charges counter for the displayed connection.

Direct dial dest.

Your telephone dials immediately when you press a partner key or destination key.

Direct dial digit

Your telephone dials immediately when you enter the digits of a call number.

Disable conversion

Switching the call charges display from Euros back to the national currency.

Display

Tests the display. The display first shows all the symbols, then a portion of the symbols of your display. Every display will be shown for 5 seconds.

Display

If you switch the call number display off, it is no longer visible in the display to whom you are talking.

The number is not entered in the redial memory.

Display the call number: Select the menu item once more.

Display amount

Select whether you want the call charges to be displayed in currency or in units.

Display call list

For viewing the call list. Every call that has not been answered is entered in the call list (Requirement: The call list is activated).

Display units

Select whether you want the call charges to be displayed in currency or in units.



- Functions which are labelled with  are not installed as standard on your phone.

## Menu items on the display

### DIV

Call diversion: You can divert calls to other telephones within your system. Depending on the telephone system, you can also divert calls to an external connection.

### Div-busy

Call diversion if busy: Diverting calls when your line is busy (does not work with partner key).

This function needs to be enabled by the TENOVIS Service.

### Diversion not programmed.

Diversion: You have not activated a partner diversion.

### Diversion xxx to xxx On

Diversion: A partner diversion from xxx to xxx is activated.

### Diversion xxx to xxx Off

Diversion: You have not activated the partner diversion from xxx to xxx.

### Divert call?

The caller can decide whether they want to terminate the call or be connected to the call diversion destination.

### Div from

Divert call from: For diverting calls from a partner to your own phone.

### Do not disturb

If you do not wish to be disturbed by internal calls, you can switch off the ringing tone. Calls are then only indicated by a short beep and the illuminated LED.

## E

### Enter PIN

You want to unlock your telephone. Enter the current PIN to unlock the telephone.

### Enter speed dial code

When you press the speed dial key, you can then enter the desired code.



- Functions which are labelled with  are not installed as standard on your phone.

When in doubt, look it up

## Menu items on the display

### F

Function key free

Deletes the current assignment of a function key.

Further functions

You can set further functions of your telephone in this sub-menu (for example, partner or function keys).

### H

Headset present

Headset present: Set this menu item to

- "Handset", if a headset is connected to the handset interface,
- to "AEI", if a headset is connected to the handset at the AEI interface,
- to "No", if no headset is connected.

If a headset is present, a corresponding message will appear in the idle display. You can easily deactivate the headset by selecting the message in the idle display.

Headset to AEI

This takes you to an appropriate sub-menu.

### I

Indiv. emerg. call (#-Key)

Your personal emergency number is dialed. This emergency number can be dialed even when your telephone is locked.

Interchange calls

Accept a second call before the first.

Interchange users

Change subscribers: During a conference you can switch either of the two parties into the display, so that you can have the call charges displayed or can speak to one conference party selectively. Press the Refer-back key to put the subscriber who is not displayed on hold.



- Functions which are labelled with  are not installed as standard on your phone.

## Menu items on the display

### K

Key beep (→ p. 61)

Activating / deactivating the keyboard beeps.

Keyboard

Starts the keyboard test. You can test all keys.

Press the key which you would like to test.

The key name is displayed if the key functions correctly.

The Release key functions correctly if the test mode display is interrupted.

### L

Lock

Lock your telephone.

Lock

You can protect your telephone against unauthorised use. You can also determine which function should be available after locking the phone (the various locking levels need to be enabled by the TENOVIS Service).

Login user  (→ p. 62)

When this function is enabled in your system, you can use your personal call number or PIN to log on to any telephone in the system.

Log off

You can log out of automatic call distribution.

Log on

You can log on to automatic call distribution.

Loudsp. 1...8

You can use this function to adjust the volume of the loudspeaker. If you change the volume during a call, this modification stays in effect for the duration of the call.



- Functions which are labelled with  are not installed as standard on your phone.

When in doubt, look it up

## Menu items on the display

### M

#### Memory

Tests the volatile memory that stores all current telephone settings. This memory is not protected from a power outage.

If the memory works correctly, you will hear an affirmative response tone and the display will show the message "Test status test ended". When the memory is not functioning properly, you will hear the negative response tone – inform your TENOVIS Service.

#### Microphone Off/On

Activates or deactivates the microphone of handset and telephone. If it is deactivated, the other party cannot hear any of the conversations in the room.

#### Monit. AEI X/Y on/off

You can connect your telephone to a PC and operate the phone with the appropriate software. You can set the telephone so that Call monitoring is automatically activated when you dial with the PC.

### N

#### Next entry

You can view further entries, for example for redialing.

#### New: from PA X to PA Y

You can enter a call diversion from partner X to partner Z. Simply press the desired partner keys.

#### New PIN

Enter the new PIN.

#### No charges acc.

Switch off the call charge recording for the cost-incurring connections.

#### No second call

You receive two calls – reject the second call.



- Functions which are labelled with  are not installed as standard on your phone.

## Menu items on the display

### P

#### Parity AT

You can set the Baud rate of your telephone for data transfer here. The settings "None", "Even" and "Uneven" are available.

The menu item is only displayed when the AEI mode of operation is set to "AT command".

#### Partner

You can activate a signal for calls to a partner and pick them up on your telephone.

#### Partner div. on/off

Partner diversion: You can divert calls from one telephone to another within your partner group.

#### Part of group

You can leave or access a group line. This function must be enabled by the Tenovis Service.

#### Phone settings

In this sub-menu, you can make further settings on your telephone (for example, subsequent DTMF tone dial or key beep).

### R

#### Rec. VIP funct. on / off / auth.

Receive VIP functions: You can activate the team function on your telephone either for all subscribers or only for authorised users. Authorised users need to have the entry "VIP number yes" when storing speed dial numbers.

Then enter your PIN.

#### Refer back/Dest

You can set whether you can carry out a refer-back immediately with a partner key, or if you must first press the refer-back key.



- Functions which are labelled with  are not installed as standard on your phone.

When in doubt, look it up

## Menu items on the display

### Refuse call

You do not want to accept a second call during a conversation accept. The caller then hears the busy signal.

### Remote no. display

Remote number display: You can determine whether your call number is to be shown to the other parties. This function must be enabled by the Tenovis Service.

### Return

Back to the last display.

### Ringling 1...8

Adjusting the ringing tone volume.

## S

### Save data

You can determine whether your data is to be stored in a permanent memory.

### Save data immediately

You can store "immediately" at any time.

**Please note:** If you pull the plug of your telephone while saving data, the software can be damaged!

### Save data centrally immediately

You can "immediately" store your data in the system. First enter your PIN. Your telephone is not ready for use while storing.

### Save data centrally Free / Barred

The TENOVIS Service can centrally store or play back your personal telephone data. This can be avoided by blocking the central data saving.

### Second call

In the "Telephone settings" menu, deactivate the Second call function (only in idle position), if you do not want to be disturbed by additional calls. Any calls received are entered in the call list.

You can also deactivate Second call during a connection, either via the menu or a function key.



- Functions which are labelled with  are not installed as standard on your phone.

## Menu items on the display

### Server message

When the "Message" symbol (✉) appears in the idle display, one or more messages are waiting for you in the telephone system.

This can call up the messages at any time.

### Set function keys

Setting function keys: For quicker operation, you can assign functions to the programmable function keys.

### Set microphone (→ p. 73)

Adjust handsfree mode: You can modify the handsfree mode to suit the requirements of your office and environment.

### Set partner beep

Set partner beep: You can have calls to another member of your partner group simultaneously indicated on your telephone.

### Set partner disp.

Set partner display: You can determine whether the call status of individual telephones from your partner group should be displayed on your telephone.

### Signal tone 1...8

Adjusting the signal tone volume.

### Speech path

Starts the speech path test. You can test the handset and the call monitoring function by blowing into the handset.

Upon lifting the handset the "Handset lifted" symbol will appear.

When activating Call monitoring, the "Call monitoring on" symbol will appear.

### Store

Store your entries.

### Store data at

Enter the time the data is to be stored. The time is pre-set to 00:00. Your telephone is not ready for use while storing.

### Store data on / off

You can determine whether your telephone data is to be stored in a permanent memory.



- Functions which are labelled with  are not installed as standard on your phone.

When in doubt, look it up

## Menu items on the display

### T

#### Telephone book

Telephone book: You can save up to 10 call numbers, an emergency destination and your own call number on speed dial keys (10 digit keys, Star and Hash keys) and up to 10 call numbers on function keys.

#### Terminate conf.

Ends the connection to both conference subscribers.

#### Test mode

You can use this function to initiate various testing procedures. During the test mode your telephone is not ready for use.

#### Tone dial (DTMF) slow/medium/fast

You can modify the DTMF impulse duration (DTMF dialing = Dual-tone multifrequency dialing). This can be necessary when an answering machine does not respond to signals from your telephone. Depending on the answering machine, an impulse duration of 1000 ms or 100 ms is necessary.

Your telephone is pre-set to 500 ms.

#### Tone ringing

Tests the ringing tone.

The ringing tone sounds for approximately one second with the current settings for volume and tone.

#### Tone rng 1...8

Adjusting the sound of the ringing tone.

#### Tone VIP 1...8

Adjusting the sound of the VIP ringing tone.

#### Transfer call

This function connects an additional caller with a refer-back subscriber.

#### Trap

Allows you to register the call number of a caller you do not want to speak to. This function must be enabled by the Tenovis Service.



- Functions which are labelled with  are not installed as standard on your phone.

## Menu items on the display

### Trap a call

Allows you to register the call number of a caller you do not want to speak to in the system. This function must be enabled by the Tenovis Service.

### Turn on ringing

You can switch the ringing tone on or off.

If you have switched the ringing tone off, incoming calls are signalled by a single tone.

### Turn off ringing

Switch off the ringing tone during a call. This setting is only activated during this one specific call.

## U

### Upd. time/partner

Update the time, date and partner display on your display.

## V

### VIP ringing tone on / off

For deactivating the VIP ringing tone. The VIP ringing tone indicates special calls from your team partners.



- Functions which are labelled with  are not installed as standard on your phone.

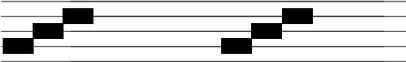
When in doubt, look it up

## Ringling and handset tones

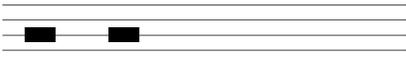
### Tones for internal and external calls



Normal ringing tone for external calls:  
This tone can be switched off.



Normal ringing tone for internal calls:  
This tone can be switched off



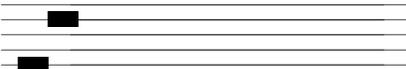
Alerting tone:  
Additional call during a connection, partner beep.



Team call:  
VIP function. This tone can be deactivated.



Positive response tone:  
Received when a function is carried out correctly.



Negative response tone:  
Received when a function is not possible.

### Tones in the handset



Signal tone:  
When Call monitoring and dialing with the handset on-hook. The other party can also hear this tone.

## If something's not working

### **The incorrect date and time are displayed**

Select the menu tem "Request time/partner".  
Date and time will be updated by the system.

### **Unfamiliar objects in the display**

Refer to the section "Symbols and messages in the display " (→ p. 79) for their meanings.

### **The call number of a caller is not displayed**

The call was transmitted without a call number, for example an analogue call, or the caller has switched off his call number display.

### **Partner display has disappeared**

Select the menu tem "Request time/partner".  
Partner display, date and time will be updated by the system.

#### **Note:**

The display is updated automatically as soon as a partner operates his telephone.

### **Short tones during a call**

A second caller is signalled. Refer to the chapter, "Making severalconnections simultaneously" (→ p. 20) for possible operational steps.

#### **or**

You have switched on the monitor. You and the caller will hear a short alerting tone.

### **Telephone does not respond to PIN input**

You may have entered an incorrect PIN three times in a row.  
The telephone is then blocked for 15 minutes.

When in doubt, look it up

## If something's not working

### **A function is not executed**

This function may first need to be enabled by the TENOVIS Service. These functions are labelled with .

### **The telephone cancels prematurely when programming**

It is possible that no key has been pressed in the last 60 seconds. This will terminate every programming procedure.

The programming procedure is also cancelled when you accept a call.

### **A call diversion is not executed**

Check whether the call diversion is activated.

### **A call number that has been dialed with code dialing cannot be extended**

The subsequent dialing function may be locked.

### **A call is shown in the display but the phone does not ring.**

Check whether the ringing tone is switched off (in the "Silence" menu).

### **No entries in the call list.**

The call list may be deactivated. Ask a service technician.

## Testing the telephone

You can test various functions of your telephone.

You cannot be called as long your telephone is in the test mode. Leave the test mode when you are done with the tests.

Each test takes only a few seconds.

### Start function test.



Scroll to the `Further functions:` menu item.



Confirm your selection.



Scroll to the `Test mode` menu item.



Confirm your selection.



Select the desired function, e.g. `Display`.



Confirm your selection.

When in doubt, look it up

## Signing up for automatic call distribution

The TENOVIS Service needs to set a personal call number (max. of 5 digits) and a personal password (6 characters) for your telephone in order to enable ACD (Automatic Call Distribution) or BCC (Business Call Center). You need your call number and password to sign up.

### Signing up for automatic call distribution



Scroll to the **Further functions:** menu item.



Confirm your selection.



Scroll to the **ACD user function** menu item.



Confirm your selection.



...  Enter your personal call number with a maximum of five digits.



Scroll to the "Password" menu item.



...  Enter your password containing six characters.



Scroll to the **Log on** menu item.



Confirm your selection.



- To sign off, confirm the status message "User xxx" with "Enter" and then select "Logoff".
- For more information on ACD and BCC, please refer to the "Call Center Functions, Integral TH13/TM13/TS13, ISDN telephones on the Business Call Center".

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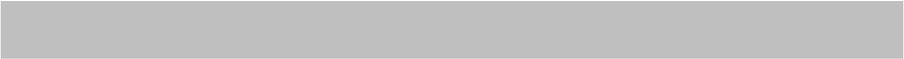
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When in doubt, look it up



When in doubt, look it up

When in doubt, look it up



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