

User's Manual

(UK)

Professional telephone with USB  
interface, SMS function and  
answering machine

tiptel 275



**tiptel**



# Safety instructions

When installing, connecting and operating the tiptel 275 please observe the following instructions:

- This device has been tested to harmonised European regulation ETSI ES 203 021 and is suitable for connecting to the public, analogue telephone network.
- Connect the connection cable to the appropriate sockets.
- Make sure the cables are laid in such a way that no accidents can occur. Connected cables must not be subject to excessive mechanical strain.
- Install the device away from sources of electrical disturbance.
- Only attach accessories that are authorised for this device.
- Never open the device yourself. Do not touch the wrap connections with sharp or metal objects.
- Use only a soft damp cloth to clean the device. Do not use abrasive liquids or chemicals to clean the device.
- Protect the device from moisture, dust, liquids and vapours.
- Do not use the device in direct sunlight.
- Do not use the device in areas that are at risk of explosions.
- Only use the original tiptel power adapter (item no.4569117).

# Key assignment



**Selection buttons:** For the quick selection of functions, menu options and entry fields that appear on the display next to the relevant button.



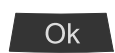
**Cursor key (left):** Used for navigations and settings.



**Cursor key (right):** Used for navigations and settings. In Stand-by mode opens recorded messages of answering machine.



**Cursor key (up/down):** Used for navigation and highlighting the required function or menu option.



**OK button:** Selects the highlighted function or menu option. Is used to confirm the new setting.



**ESC:** Ends the current function, is used to close the open menu and return to standby. Cancels the setting, retains the old setting.



**DEL:** Deletes the highlighted entry. For entry fields, deletes the digit to the right of the cursor. For playback deletes the incoming message (ICM) that is currently playing.



**Alt and DEL:** Deletes complete lists. For entry fields, deletes the complete entry.



**Plus/Minus:** Changes the volume. When signalling a call, changes the volume of the ringing tone. During a call changes the handset volume. For text entry the buttons are marked with a plus and a minus sign.



**Entry button:** Opens a new telephone book entry.



**Shift:** Switches (whilst held down) to capital letters.



**Alt:** Switches (whilst held down) to the alternative printed characters.

## Key assignment



**Return:** For text entry, inserts a line break.



**Backspace:** For entry fields, deletes the digit to the left of the cursor.



**Letters:** Opens the telephone book at the relevant location. Used to enter names and texts.



**Dialling keys:** Used to enter numbers and dial telephone numbers.



**Function keys:** Entries from the telephone book can be saved as direct destinations. You can also add frequently used functions to these buttons.



**List button:** Opens the call lists.



**Mute button:** Switches off the microphone, the caller hears an on-hold tune. In stand-by mode mutes/unmutes the ringing signal (do not disturb mode)



**Redial:** Starts redialling the most recently called number.



**Speaker:** Starts dialling a selected or entered call number. Switches the line to or from hands-free or headset (connection HS1). During a call with the handset switches to speaker.



**R key:** Flash or hook flash function. Used to transfer calls on PABX. Has special functions in some networks.



**Space bar:** For text entry, inserts a space.

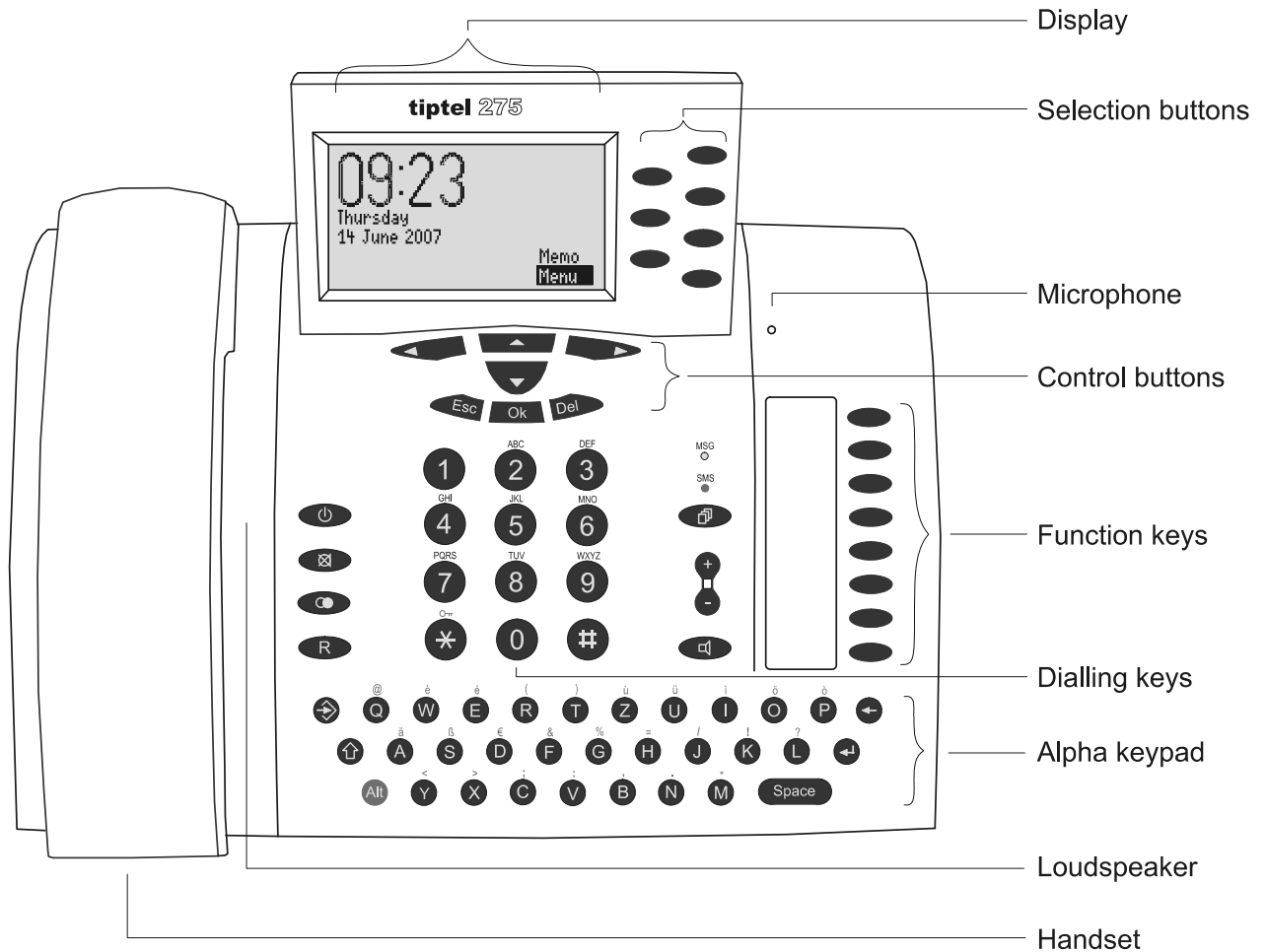


**Answering machine:** Switches answering machine on or off.



**Alt and Asterisk:** Activates and deactivates the key lock.

# Controls



MSG-LED (yellow)

Is lit when answering machine is switched on. Flashes when there are new, unread incoming messages. Flashes fast if the memory is full and there is no more space for new incoming messages.

SMS-LED (blue)

Flashes when there are new, unread short messages. Flashes fast if the inbox is full and there is no more memory for new short messages. Signals an incoming call.

# Contents































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# Display icons

	Signals a call, call when absent		SMS sent or received
	New ICM, answering machine menu		SMS menu
	Menu for dates and time control, immediate date		Settings menu, basic settings, firmware update, switch call forwarding on/off
	Information and service menu		Volume
	Transfer to telephone book		Handset volume
	Entry possible via alpha keys or dialling keys		Delete
	Ringing tone or announcement recorded via microphone		Automatic answering, line busy
	Key lock active		Time control switched on
	Answering machine announcement 2 switched on		Message transfer switched on
	Headset detected on connection HS1		Remaining incoming message capacity
	Old inbox, old ICM		New inbox, new ICM
	Outgoing call		Call accepted
	Monitoring switched on		Microphone switched off
	Hands-free switched on		Call number back
	Playback, repeat		Playback pause

## Display icons

	Notes on errors and operation		Data exchange with PC, flashes during transfer.
	Jump to next ICM		Jump to previous ICM
	Save number		Private call number
	Business number		Mobile number
	Redialling		Automatic call back
	Ringling tone switched off or selected call tone not working.		

# Starting up

## Product package

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Your tiptel 275 package contains:

- tiptel 275 incl. handset
- Spiral cable (handset cord)
- Telephone connection cable
- Mains plug 11.5V / 350 mA
- USB cable for connecting to a PC
- CD-ROM with drivers and application software
- User's Manual

## Installation

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Your tiptel 275 has been produced for normal operating conditions. Solvents in furniture varnish, polish, or oil can etch the pads on the bottom of the cabinet. Etched pads may leave tracks on the furniture.

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

## Connecting

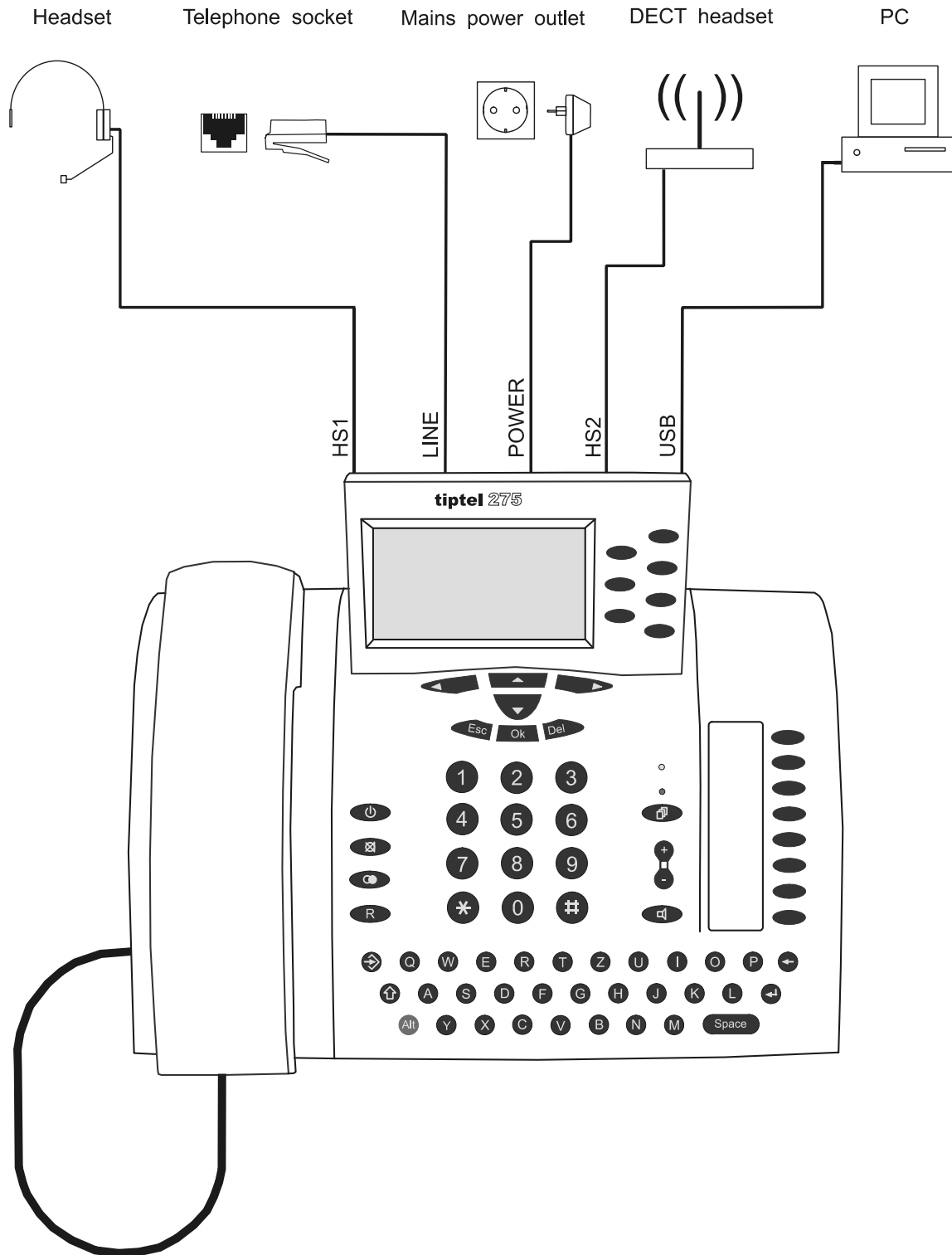
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Before using your tiptel 275 you have to attach all of the essential cables.

- 1** Connect the spiral cable with the long end into the socket with the handset icon and the short end to the telephone handset.
- 2** Fit the small connector of the mains plug into the "POWER" jack and the plug into a 230 V socket outlet.
- 3** Fit one plug of the telephone connection cable into the "LINE" jack and the other one into the telephone socket on the wall.
- 4** If you want to configure the device via the PC fit the USB cable with the square plug into the device and the flat plug into the PC.

## Starting up

- 5 If you want to use the headset (accessory) simply insert the plug into the appropriate socket HS1 or HS2. The wireless headset with DHSG interface goes into socket HS2. Only one headset can be connected at any one time, either in socket HS1 or HS2. For further details refer to page 46 “Settings/Telephone/Headset”.



## Telephone functions/making calls

During a call the call time is displayed to indicate the time that the line is occupied, giving you the opportunity of controlling duration of the current call at any time. If your PABX or network operator transfers tariff pulses, your tiptel 275 also indicates the call charges (refer to “Settings/Telephone/Charging information”).

### Direct dial

For direct dial, the numbers pressed are dialled immediately without the opportunity to correct them.



Lift receiver and listen for dialling tone.



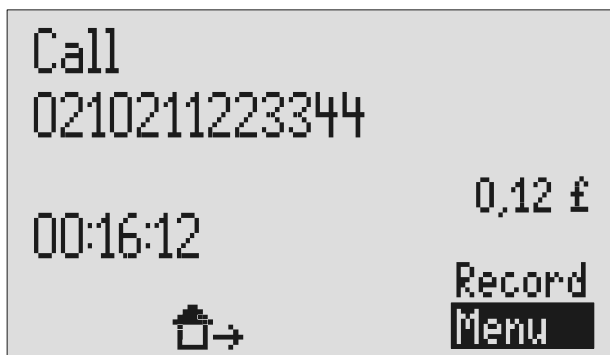
Enter the telephone number using the dialling keys.

The numbers pressed are displayed and dialled immediately.



To redial the most recent call number press redial.

The most recently dialled number is called again.



To switch monitoring on and off, press speaker.

The speaker is switched on and those present can monitor the call.



To switch the microphone on and off press the mute button.

The microphone is switched off; your caller hears “please wait” and an on-hold tune.



To end the call, simply hang up.

The connection is cut.

## Indirect dialling (dialling preparation)

For indirect dialling the numbers entered are not dialled immediately. Before dialling it is still possible to correct the entry.



Enter the required telephone number using the dialling keys.

The numbers pressed are displayed but not yet dialled.



In order to dial the telephone number entered, lift the receiver.

The call is connected and you can make your call.

## Speakerphone

Instead of using the receiver you can also connect or receive the call using speakerphone.



Press speaker (this corresponds to lifting the receiver).

The speakerphone icon is displayed. You can hear a dialling tone and can make your call.



To switch from speakerphone to the receiver, simply lift the handset.

You can continue your call with the handset.



To switch from the handset to the speakerphone hold down speaker and hang up the receiver.

You can continue your call with the speakerphone.



## Telephone functions/making calls



To end the call, press speaker again (this corresponds to hanging up the handset). The connection is cut.



If the headset is inserted into connection HS1 (headphone icon on the display) the speaker function does not work. Instead the call is transferred to the headset.

## Automatic redial/call back on busy

If the person you are trying to call is constantly engaged your tiptel 275 can take over by repeatedly trying to call the other person. For automatic redialling the dialling is repeated 10 times every 15 seconds. With the "Call back on busy" function a call is signalled to you as soon as the person you are trying to reach is available. Your telephone network or extension system must support this function (refer also to your network operator and PABX manufacturer user instructions). To activate "Call back on busy" you usually dial a certain combination of digits (e.g. Hookflash \*37#). The combination of digits must be pre-entered as described in "Settings/Telephone/Call back code".



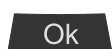
You call someone via the speakerphone (without lifting the receiver); the number is busy.

"Subscriber busy" is displayed.



Select the required function using the cursor keys (up/down).

"Call back" or "Redial" is shown inversely.



Press OK.

For redialling the call is repeated up to 10 times.

For call back this is indicated as soon as the called subscriber hangs up.

## Telephone functions/making calls



Make call via receiver or speaker.

You can have your conversation now.



You do not want automatic re-dial or call back on busy. Press Esc or simply wait 10 seconds.

Standby is displayed again.



The “automatic redial/call back on busy” function is only possible when the handset is not used.

## Key lock

In order to protect your telephone against unwanted use you can activate the key lock.

Alt

and



To activate the key lock press Alt and asterisk.

The key lock is activated, an icon appears in the top right of the screen.



Alt

and



To deactivate the key lock press Alt and asterisk.

The key lock is disengaged, the icon disappears.



# Call lists

## General information

---

Three call lists are integrated in your tiptel 275 - calls while absent, calls received and numbers dialled. Each list saves the last 20 calls including date, time and any call charges. If the caller's telephone number is transferred during a call this is also displayed. If the telephone number is included in your telephone book, the caller's name is displayed. The telephone numbers from the call list can be dialled directly. You can delete individual entries or the complete list. You can transfer telephone numbers into the telephone book.

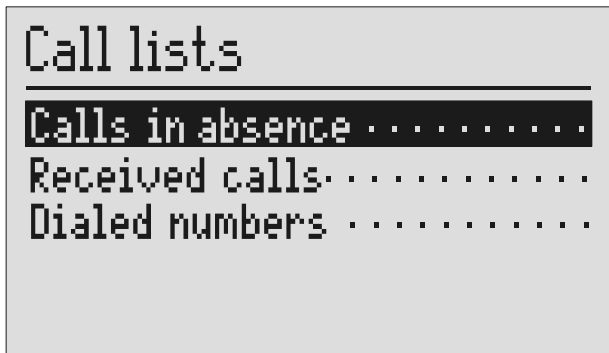
## Open call lists and call

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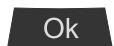
Press list button.

The screen changes and shows the choice of call lists.



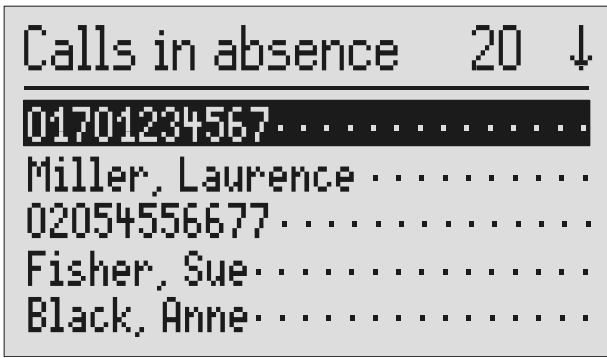
Select the required list using the cursor keys (up/down).

The selected line is highlighted.



Press OK.

The screen changes and shows the selected list.



You can scroll through individual entries using the cursor keys (up/down).

The newest call is at the top of the list.



Press OK to view the highlighted call.

The required call shows both date and call time on the display. If the call number is not included in the telephone book the "Save number" option also appears.



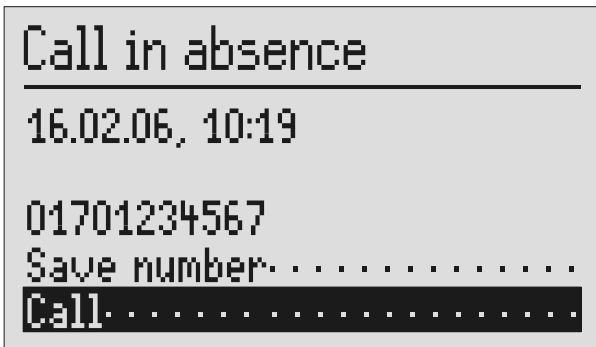
Press Del to delete the highlighted call.

The call is deleted.



To delete the whole list press Alt and Del.

All entries are deleted.



Press speaker to make a call.

The call is connected, the speaker switches itself on.

or



Simply lift the receiver.

The call is connected and you can make your call.

# Telephone book

## General information

---

The telephone book manages the names and telephone numbers of your business partners. You can save up to 1,000 entries. An entry is made up of the name (search string) and up to 3 telephone numbers. The name must begin with a letter. The telephone number should begin with an area code so that the corresponding name can be displayed later when the call number is received. You do not have to enter the code for your local network if you have already done so in the settings (refer "Settings/My phone number". All entries are sorted alphabetically.

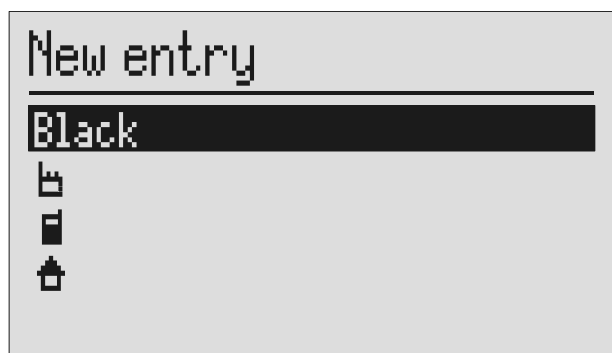
## Entering and saving entries

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Press entry button.

The entry field for a new entry is shown on the screen.



Enter the name via the alphanumeric keyboard.

You have to enter something here for the entry to be saved.



Select the call number's memory space with the cursor keys (up/down).

The icons stand for business, mobile and private.



Enter the telephone number using the dialling keys.

Pushed digits will be displayed.

## Telephone book



You can enter special characters via the alphanumeric keyboard.

The special icons have the following meanings:

- P = Wait for dial tone / 3 sec. pause
- i = Internal (for PABX)
- F = Flash (for PABX)
- H = Hookflash (for PABX)
- S = SMS call notification target (answering machine)



To delete individual characters press Backspace or Del.

The digit to the left or right of the cursor is deleted.



To delete the whole line press Alt and Del.

The selected line is deleted.



To confirm the entry press OK.

The entry space stops flashing, the entry is confirmed.



Press Esc to leave the entry field.

The standby status is displayed again.



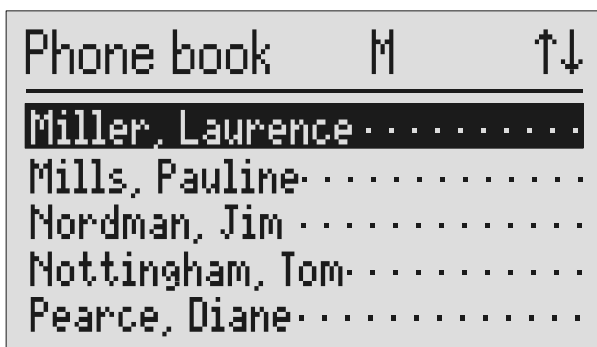
If you have set your tiptel 275 to receive an outside line automatically, the prefix for the outgoing call is dialled automatically before each number included in the telephone book (see also “Settings, PABX/outside lines”). To avoid this happening in case of internal numbers, you have to enter “I” before the internal number.

## Dialling from the telephone book

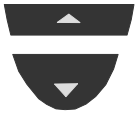


Use the alphanumeric keyboard to enter the initial letter of the name you are looking for (e.g. M for Miller).

The telephone book opens at “M”. You can enter up to 5 letters to search further.



## Telephone book



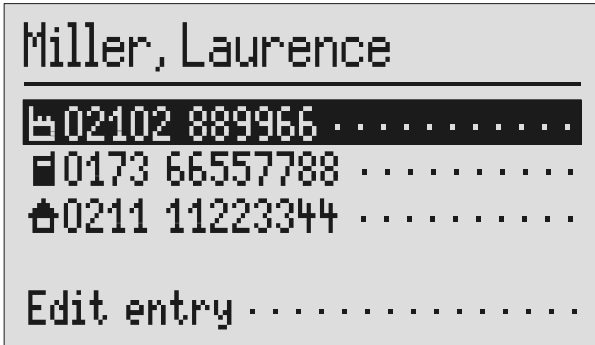
You can select the required entry using the cursor keys (up/down).

The selected entry is highlighted.



Press OK to confirm.

The screen changes and shows the selected entry.



Use the cursor keys (up/down) to select between the three possible numbers or the "Edit entry" option.

The selected line is highlighted.



Press speaker to make a call.

The call is connected, the speaker switches itself on.

or



Simply lift the receiver.

The call is connected and you can make your call.



To end the call press speaker.

The call is ended, the screen shows standby again.

or



Simply replace the receiver.

The connection is cut.

## Short messages (SMS)

The SMS service allows you to send or receive SMS messages to other terminals. The messages are not transferred directly to the other terminal but instead are sent to your network operator's message center. Your tiptel 275 supports so-called Long Messages, so your messages can contain up to 459 characters (3 chained messages). You can save up to 20 messages in the inbox. To use the SMS function it is essential support for transferring the call number (CLIP) exists. Then all you have to do is register with your message center and away you go.

You can also send your short message to a subscriber that does not have an SMS-enabled device. Then the short message is read out loud as a voice message.

Please refer to your network operator's information material for this and other functions.

Please observe the following points so that you can send and receive short messages (SMS) with your tiptel 275.

## Configuring the telephone connection

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### Analogue telephone connection

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

### ISDN connection

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

## Registering and de-registering with your message center

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You have to register your tiptel 275 for your network operator's SMS service to receive fixed network SMS. In Germany, for example, you can reach Deutsche Telekom message center nationally by calling "0193010". Enter this number under "SMS center".

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

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

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

You will then receive a confirmation message from Deutsche Telekom SMS service. Now you can be sure that you can send and receive SMS using your tiptel 275.

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

As of: August 2006

## Entry options for short messages

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- Inbox** ..... All SMS received are listed here. You have the following choices under Options: save, answer, transfer, call number or save as template.
- Outbox** ..... You have the option of creating a new message, changing an old one or deleting it.
- Templates** ..... You can create up to 10 different templates, change or delete old templates.

## Short messages (SMS)

**Message center** ..... Enter the number for the message center here. Your network operator will provide the correct number. You can also enter a second center for another supplier. It is then possible to receive SMS messages via both centers. Please note that in contrast messages are only sent via the first center.

## Inbox

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

 Ok

Press OK.

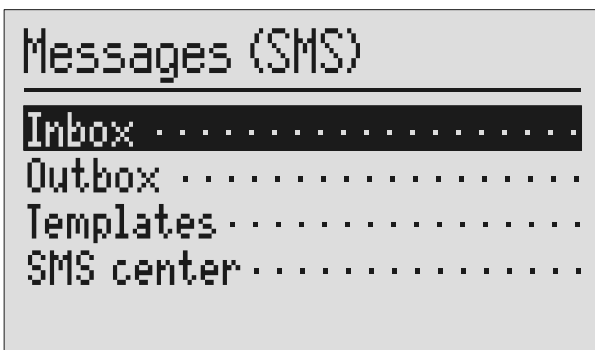
The main menu is displayed.



 Ok

Press OK.

The messages menu is displayed.



 Ok

Press OK.

The inbox is displayed.

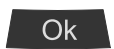


## Short messages (SMS)



You can scroll through individual entries using the cursor keys (up/down).

New, unread messages are marked with an arrow.



To read the highlighted message, press OK.

The selected message is displayed.



To delete the highlighted message press Del.

The message is deleted.

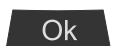


To delete the whole inbox press Alt and Del.

All entries are deleted.



You can scroll through the messages using the cursor keys (up/down).




Press OK to go to the options.

You can now save the number, reply to the sender, forward the SMS, call the sender or save the SMS as a template.



Press Esc to leave the menu.

## Short messages (SMS)

 The device must be in standby for you to receive a message (SMS). Your tiptel 275 will not respond if you are currently scrolling through the menu or changing settings. This ensures that you cannot be disturbed (for example when entering an SMS).

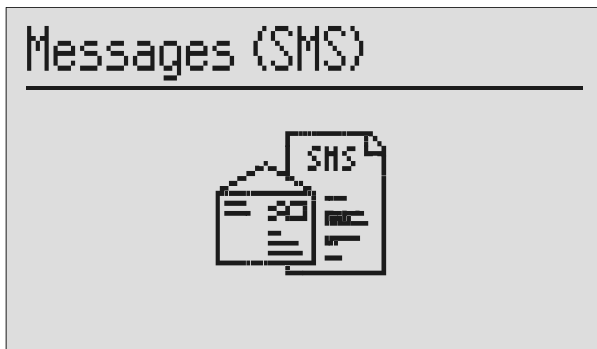
## Outbox

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Ok

Press OK.

The main menu is displayed.



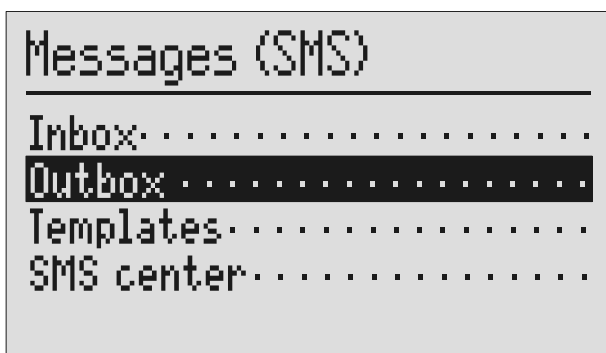
Ok

Press OK.

The messages menu is displayed.



Highlight "Outbox" with the cursor keys (up/down).

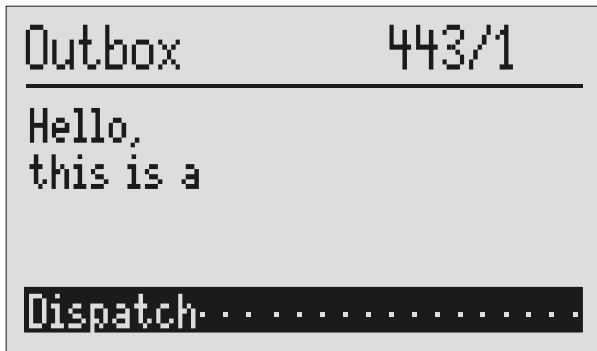


Ok

Press OK.

The display changes and shows the outbox.

## Short messages (SMS)



Enter your SMS via the alphanumeric keyboard.

In the top line of the screen you see how many characters you can still write.

Use the cursor keys to move in the text, check what you wrote and insert something.



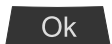
To delete individual characters press Backspace or Del.

The digit to the left or right of the cursor is deleted.



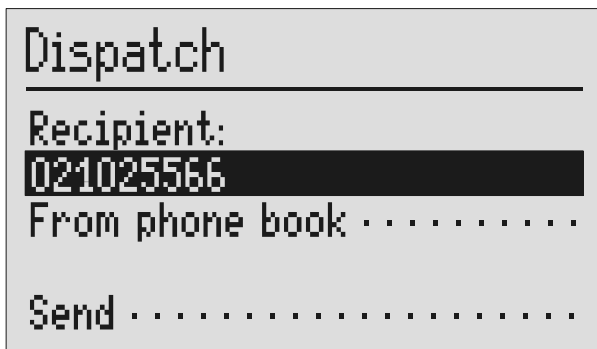
To delete the whole text press Alt and Del.

The outbox is deleted.



To send the SMS press OK.

The display changes to send.



Enter the recipient's number via the dialing keys. Ensure that you always state the whole number otherwise the SMS can not be delivered.



To confirm the number press OK.

## Short messages (SMS)



To fetch the recipient's number from the telephone book, highlight the "from telephone book" line and press OK.

Look for the recipient in your personal telephone book.



Highlight "Send" with the cursor keys (up/down).

The highlight jumps to "Send".



To send the SMS press OK.

The SMS is sent and the device returns to standby mode.

## Templates

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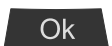
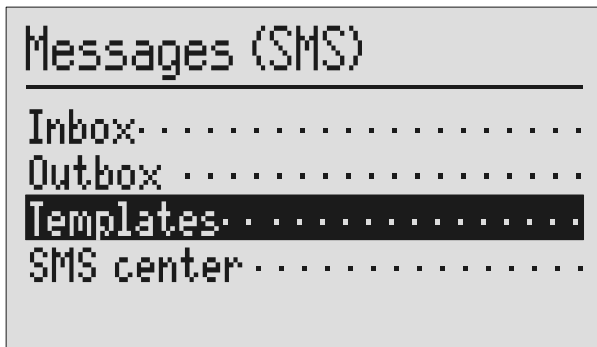
You can save up to 10 templates that you can individually modify, delete and send.

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

The messages menu is displayed.



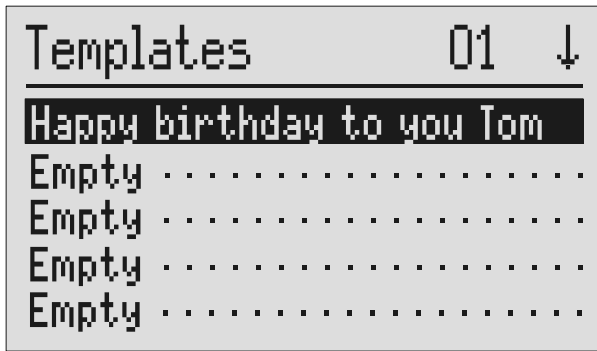
Highlight "Templates" with the cursor keys (up/down).



Press OK.

The display switches to the templates.

## Short messages (SMS)



Highlight the required template with the cursor keys (up/down).

The start of the selected template is displayed.



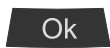
Press Del to delete the highlighted template.

The template is deleted.



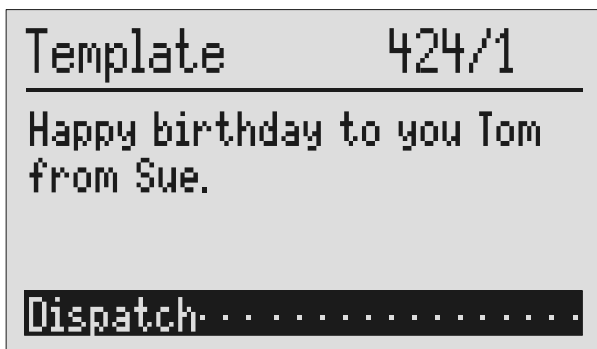
To delete all templates press Alt and Del.

All templates are deleted.



In order create or edit the marked template press OK.

The selected template is displayed.



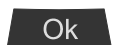
Create, edit and send template as described in detail under "Inbox".

## Message center

---

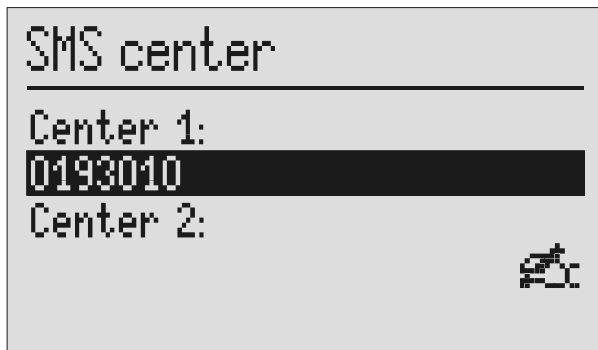
Enter the telephone number for your message center here (e.g. Deutsche Telekom 0193010). If you are using the device in a different country or network, your network operator will tell you the call number of your message center. In some countries you have to enter two telephone numbers – one to send and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

Open the message menu and highlight the message center entry.



Press OK.

The display changes and the cursor flashes at the first digit for Center 1.



Enter the number of the message center using the dialling keys.



Highlight Center 2 with the cursor key (down) and if necessary enter this.



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

## Scheduler/timer

You can manage up to 20 dates with additional information. You can enter one-off, daily, weekly and annual dates.

The time control function contains up to 20 switching times during which the answering machine, message forwarding, call forwarding and ringing tone melody can be switched on/off or changed.

### Entry options for the scheduler

---

**Event**..... You can enter up to 50 characters as additional information via the alphanumeric keyboard.

#### Date

**Signalling**..... Non-recurring, daily, weekly or annually. Enter how frequently the date should be signalled.

**Time**..... Enter the time for the signal.

**Date** ..... Enter the date. The field only appears for non-recurring and annual dates.

**Weekday** ..... Enter the week day for weekly dates.

## Enter and manage dates

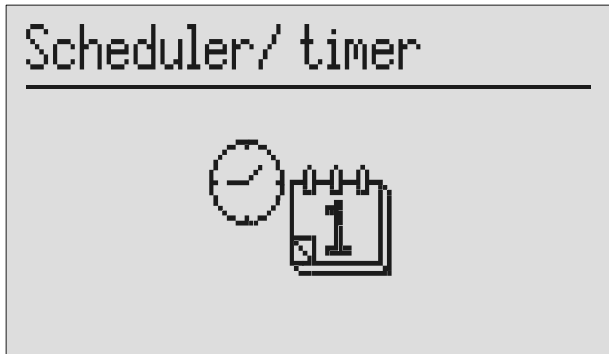


Press OK.

The main menu is displayed.

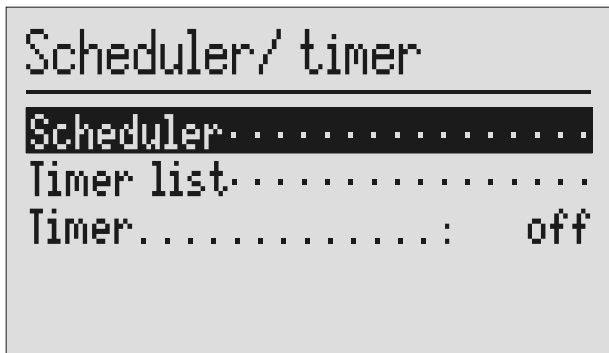


Search for “Scheduler/timer” with the cursor keys (up/down).



Press OK.

The display changes and shows the Scheduler/timer menu.



Press OK.

A list appears with all the dates.



Search for the date that you wish to edit or delete using the cursor keys (up/down).



## Dates/time control



Delete the selected date by pressing Del.

The date is deleted.



To delete the whole list press Alt and Del.

All dates are deleted.



Confirm the selected date by pressing OK.

The display changes and shows the entry field for additional information.



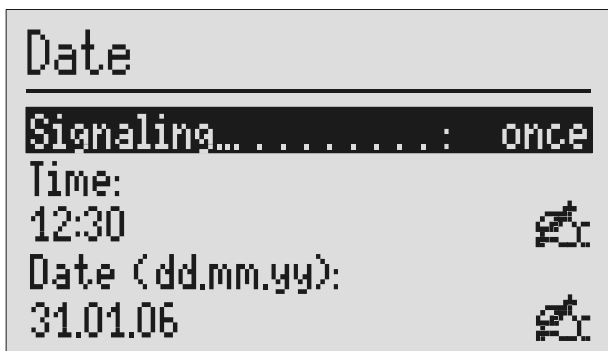
Enter the information (event) via the alphanumeric keyboard.

The display shows the number of characters still available to the top right.



Press OK.

The display changes and shows the entry field for the date.



## Dates/time control



Set the required signal using the cursor keys (left/right).

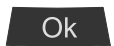
Depending on the signal the time, date and week day appear.



Use the cursor keys (up/down) to select the time, date or week day.



Use the dialling keys if necessary to set the date and time. For weekly dates set the week day with the cursor keys (left/right).



To confirm the entry press OK.

The entry space stops flashing, the setting is confirmed.

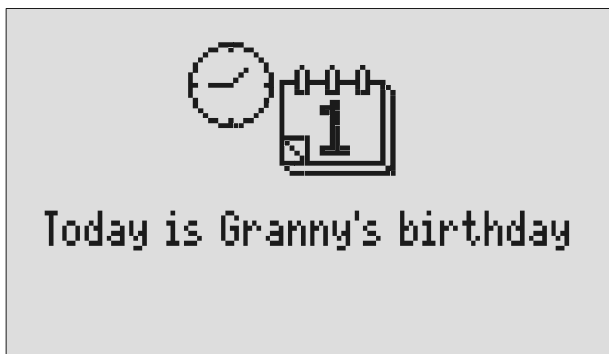


To stop the entry press Esc several times.

Standby is displayed again.

## Date notification

When the date is due, you will hear an acoustic signal and "Schedule" or the additional information you entered is displayed.



To stop press Esc several times.

The acoustic signal goes silent when you press the button for the first time. Standby is again displayed when you press the button the second time.



The acoustic signal stops automatically after one minute. Non-recurring dates are erased after notification.

## Entry options for time control

---

### Time control list

#### Switching time

Time ..... Enter the time when the function should be switched on, off or changed.

Weekday (from/to) ..... Enter the week days when the switching time should be carried out.

Announcement ..... 1 to 3, off or -. For settings 1 to 3 the answering machine will be switched on with the corresponding announcement. With Off the announcement and answering machine is switched off. “ -“ means no change to the current setting.

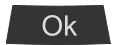
**Message transfer** ..... On, off or -. “-“ means no change to the current setting.

**Call forwarding** ..... On, off or -. “-“ means no change to the current setting.

**Ringling/melody** ..... 1 to 20, off or -. You can change or switch off the ringling tone/melody. “-“ means no change to the current setting.

**Timer** ..... On or off. You can switch the time control on and off here.

## Programming time control

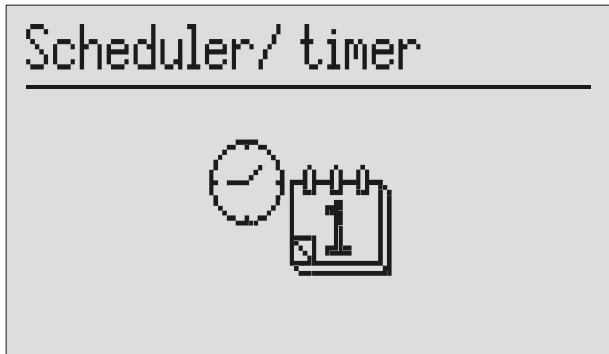


Press OK.

The main menu is displayed.



Search for “Scheduler/timer” with the cursor keys (up/down).

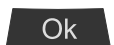
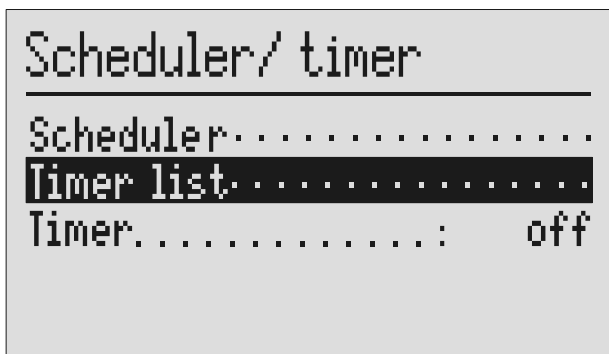


Press OK.

The display changes and shows the Scheduler/timer menu.



Highlight the timer list with the cursor keys (up/down).



Press OK.

A list appears with all the switching times.



Search for the switching time that you wish to edit or delete using the cursor keys (up/down).

## Dates/time control



Delete the selected switching time with Del.

The switching time is deleted.



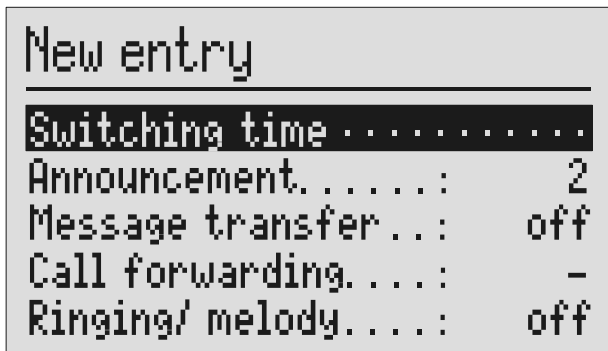
To delete the whole list press Alt and Del.

All switching times are deleted.



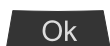
Confirm the selected switching time with OK.

The display changes and shows the entry field for the action that is to be executed at the required point in time.



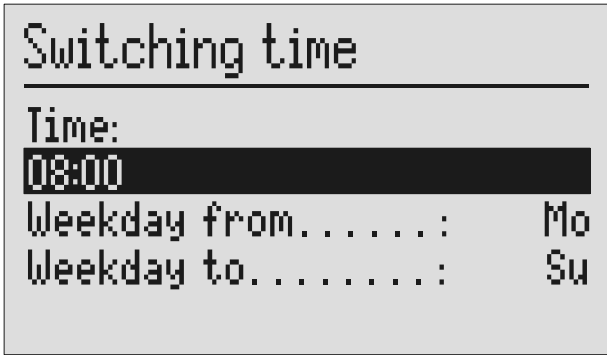
Select the setting with the cursor keys (up/down) and change it with the cursor keys (left/right). Finally select "Switching time".

The screen shows all setting options.



Press OK.

The display changes and shows the entry field for the switching time.



Set the required switching time with the dialling keys.

The entry location flashes.

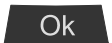


Select weekday from/to with the cursor keys (up/down).



Set the weekdays using the cursor keys (left/right).

For daily switching times enter from "Mo" to "Su". E.g. if you only want to switch on Fridays only enter from "Fr" to "Fr".



To confirm the entry press OK.

The entry space stops flashing, the setting is confirmed.



To stop the entry press Esc several times.

Standby is displayed again.

## Programming example for timer (control)

You would like the answering machine to switch on announcement 1 on Mondays to Fridays at 17.00 and switch off at 08.00. When the office closes on Friday and over the weekend, Announcement 2 is to be switched on around the clock. The ringing tone should be switched off during the week from 17.00 to 08.00 and at the weekend. Ringing tone melody 5 should sound at other times. This requires 3 switching times.

Switching time: 1

```
New entry
-----
Switching time .....
Announcement.....: 1
Message transfer...: -
Call forwarding....: -
Ringing/ melody...: off
```

```
Switching time
-----
Time:
17:00
Weekday from.....: Mo
Weekday to.....: Th
```

Switching time: 2

```
New entry
-----
Switching time .....
Announcement.....: off
Message transfer...: -
Call forwarding....: -
Ringing/ melody...: 5
```

```
Switching time
-----
Time:
08:00
Weekday from.....: Mo
Weekday to.....: Fr
```

Switching time: 3

```
New entry
-----
Switching time .....
Announcement.....: 2
Message transfer...: -
Call forwarding....: -
Ringing/ melody...: off
```

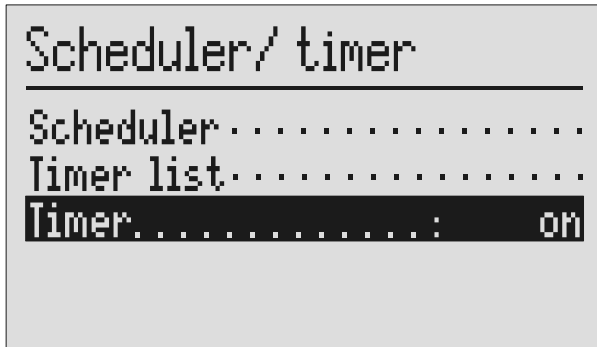
```
Switching time
-----
Time:
17:00
Weekday from.....: Fr
Weekday to.....: Fr
```

## Switching on time control



Open the Scheduler/timer menu with OK and the cursor keys (up/down) and highlight "Timer".

The display changes and shows the Scheduler/timer menu.



Use the cursor keys (left/right) to switch between on and off.

The display switches between on and off.



Press OK to confirm.

The display stops flashing.



To stop the entry press Esc several times.

On the screen a clock icon appears to indicate that time control is activated.





# Information & Service

This allows you to monitor call charges, view the number of incoming and outgoing calls, delete the telephone book or return the device to its default settings on delivery. You can also view information on the current firmware and installed languages.

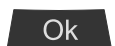
## Selection options

---

- Call charges** ..... Here you can view the total tariff units and the total charges since the last counter reset (tariff pulses must be transferred from your PABX or network operator).
- Call counter** ..... Here you can view the total of all outgoing and incoming calls since the last counter reset.
- Delete phone book** ..... After a confirmation prompt that also shows you the number of existing entries the complete telephone book can be deleted.
- Reset to default** ..... After a confirmation prompt you can reset the default settings. Apart from the time and telephone book, everything is deleted or reset.
- Firmware** ..... Here you can view the current firmware version and the language versions currently installed. Please use the PC application software to update the firmware or languages.

## Information & service menu

---



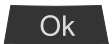
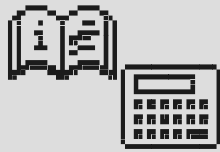
Press OK.

The main menu is displayed.



Search for "Information & Service" with the cursor keys (up/down).

# Information & service



Press OK.

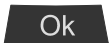
The information & service menu is displayed.



Highlight the required rubric with the cursor keys (up/down).

# Information & service

- Call charges.....
- Call counter.....
- Delete phone book.....
- Reset to default.....
- Firmware.....



Press OK.

The display changes to the selected rubric, e.g. "call charges".



Make further selections using the cursor keys (up/down).



Press OK to confirm the selection.

The required option is executed.



Press Esc repeatedly to leave the menu.

Standby is displayed again.

# Settings

## Setting options

---

### General

**Language** ..... German, English, French, Italian or Dutch

### Display

Contrast ..... Enables you to set the contrast in up to 16 steps.

Brightness..... Enables you to set the brightness in up to 16 steps.

Backlight ..... Automatic or on. For the "automatic" setting the backlight is switched off automatically after 10 seconds. If you want the backlight on continuously, select "On".

### My phone number

Number ..... Enter your own number here so that it is announced along with the fixed elements of the answering machine's texts for identification purposes.

Area code ..... If you enter the area code/dialling prefix here it will not be used for calls with caller display in the same local network.

**Change PIN** ..... You can change the PIN here. The PIN is number containing 1 to 4 digits. On delivery it is preset to "0000".

### Blocked numbers/key lock

Key lock ..... On or off. When the key lock is activated all keys are locked and can be released temporarily by entering the PIN.

Numeric block lock..... On or off. When the numeric block lock is active it is not possible to use the dialling keys to dial.

Phone book lock..... On or off. When the phone book lock is active it is not possible to open the telephone book.

## Settings

- Blocked numbers** ..... You can block up to 10 call numbers or groups for dialling here. If, for example, you wish to block all international calls enter the call number "00".
- Exception numbers** ..... You can enter up to 10 exceptions here. For example, if you have blocked all international numbers but want to have Holland as an exception, enter the call number "0031".

### Clock

#### Time, date

- Time** ..... Enables you to re-set the time.
- Date**..... Enables you to re-set the date.

**DST** ..... Daylight saving time (Yes/no). Select "Yes" if you want your tiptel 275 to change automatically to daylight saving time on the last Sunday in March and to standard time on the last Sunday in October.

**Network time** ..... Yes or no. You can transfer the time to the internal clock if this is permitted by your telephone network or your PABX (the year is not transferred and must be set manually).

### Telephone

#### Ringling tones

- Melody** ..... 1 to 20 or off. Melodies 1 to 10 are firmly installed and cannot be changed. You can record melodies 11 to 20 yourself via the integrated microphone. When "off" has been set your telephone will "keep quiet" (no signal).
- Volume**..... 1 to 7. Set here the required volume.
- Ascending**..... On or off. If you switch ascending on, the volume of the call melody automatically gets louder as the signal time continues (no matter the preset volume).
- Record tone** ..... This menu option only appears for Melody 11 to 20 if the melody has not yet been recorded or deleted.
- Delete ringing tone** ..... This menu option only appears for Melody 11 to 20 if the melody has already been recorded.

**Charging information**

- Cost per unit ..... Enter the price for each tariff unit. You can find the price from your network supplier or from the PABX configuration. This requires the network supplier and PABX to support the tariff pulse.
- Currency ..... Enter the currency icon here. Three entry characters are available.

**Call-back code** ..... Enter the call-back code of your network operator (for Deutsche Telekom network e.g. H\*37#). “H” means the signal key with hook flash.

**PABX**

- Flash key (R) ..... F (Flash) or H (Hook flash). For PABX the flash (short, approx. 95ms) is usually used to start functions. In contrast the hook flash (long, approx. 240 ms) is used by Deutsche Telekom.
- Outgoing call ..... Enter your prefix for the public telephone network (e.g. 0) here. Your telephone will then automatically enter a pause after dialling an outside line to prevent incorrect dialling.  
If you select the automatic exchange connection before each external call number from the telephone book, call lists (calls while absent, calls received) and message center (SMS) the outside line number is dialled automatically.
- Internal call back code ..... Enter the call back code for your PABX (for tiptel PABX e.g. F\*37#). “F” refers to the signal button with Flash, enabling your device can detect internal call numbers; the outside line number must be entered.
- CLIP correction ..... Some PABX systems add numbers before the received call number. This results in incorrect messages for the received call number. In order to recognise and delete the additional numbers you can enter them here.

**Function keys** ..... Select the function that you want to use via a function key and then press the required function key. You can also select names from the telephone book directly on the function keys.

## Settings

**Headset**..... Automatic or DSHG. Setting "Automatic" allows automatic detection of a "standard" headset. When using a headset with DSHG interface please use "DSHG" setting.

**Music on hold** ..... On or Off. Here you can select whether after pressing the mute key the caller will hear music on hold or not.

### Call filter

**Filter list**..... Enables you to view and edit all existing filter entries. A maximum of 20 entries are available.

### New entry

Number/name..... Enter the name and call number (including area code) for the subsequent filter properties. You may also create number groups by entering the first digit(s) of the group, e.g. 015. Filter properties then apply to all groups starting with 015.

Ringling/melody ..... 1 to 20, off or -. Enter here the ringing tone you want to apply to the previously entered call number (individual ringing tone). Set to "off" so that no call is signalled for this caller. Select "-" to cancel the setting.

Answering machine ..... 1 to 3, off or -. In order to activate the answering machine for this particular caller enter the required announcement. Set to "off" to switch off the answering machine for this particular caller. Select "-" to cancel the setting.

### Calls without CLIP

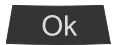
Ringling/melody ..... 1 to 20, off or -. Enter the ringing tone that should be applied to calls where no call number is transmitted. Set to "off" so that no call is signalled for this caller. Select "-" to cancel the setting.

Answering machine ..... 1 to 3, off or -. In order to activate the answering machine for this particular caller enter the required announcement. Set to "off" to switch off the answering machine for this particular caller. Select "-" to cancel the setting.

### Call forwarding

- Number/name** ..... Enter the name and call number to where the call should be forwarded. Call forwarding can be activated and deactivated via the time control. For manual control you can also set call forwarding to the function keys, see “Function keys”. Please note that for some networks and PABX you have to enter # after the call number.
- Enable with** ..... Enables you to enter the code to switch on call forwarding (you will usually find the codes to switch on or off in the operating instructions of your network provider or PABX manufacturer). For “Deutsche Telekom” network enter \*21\*.
- Disable with**..... Enables you to enter the code to switch off call forwarding. For the “Deutsche Telekom” network enter #21#.

## Settings menu

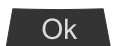
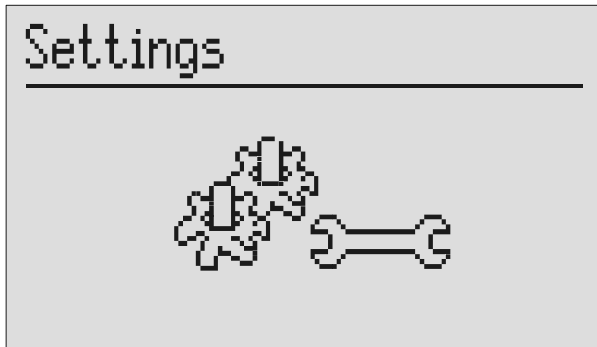


Press OK.

The main menu is displayed.



Search for “Settings” using the cursor keys (up/down).

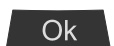


Press OK.

The settings menu is displayed.



Highlight the required rubric with the cursor keys (up/down).



Press OK.

The display changes to the selected rubric, e.g. “General”.



For settings with fixed selection lists, e.g. “Language” use cursor keys (left/right) to make the setting.

The screen shows the various setting options. The entry location flashes.



or



For numerical and text entries use the dialling keys and alphanumeric keyboard.

The entry location flashes.



Press OK to confirm the setting.

The entry location stops flashing.



To stop the entry press Esc several times.

Standby is displayed again.

## Adjusting the volume

---

You can set the volume when the device is on standby. When the receiver is lifted the handset volume changes; during call signalling the volume of the ringing tone melody changes.



Adjust volume with minus/plus.

The volume bar shows the current setting.



# Answering machine

Your tiptel 275 has an easy to operate answering machine with 3 Announcements, remote control and message forwarding.

## Setting options for the answering machine

---

**Announcement.....** 1 to 3. Select the announcement to welcome the caller.

### Edit announcements

**Announcement.....** 1 to 3. Select the announcement that you wish, e.g. to record.

**Answer only mode.....** off or on. Select “on” if the caller has no option to leave a message for the previous announcement.

**Record .....** This menu option appears if the selected announcement has not yet been recorded or has been deleted.

**Playback .....** You can play back your announcement here.

**Delete.....** You can delete the existing announcement , e.g. to record a new one.

**Messages .....** You can find all messages here.

### Message transfer

**Function.....** On or off. You can switch the message transfer on and off here.

**Repetitions .....** 1, 2 or no repeats. Enter here how often the dialling is to be repeated if nobody answers.

**Playback cycles .....** 1 to 8 times. You can set here how often to replay the forwarding message.

**Destination number .....** Enter the forwarding destination, e.g. mobile number (to be informed by SMS, enter “S” before the call number).

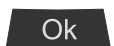
**Settings**

- Recording duration** ..... 1 to 5 minutes or open ended. Enables you to limit the time that is available to callers to leave a message.
- Ringing tones** ..... 1 to 9. Enables you to set the number of ringing tones before calls are answered.
- Remote control** ..... The remote access code is a 1 to 4 digit number between 0 and 9999.
- Quick check** ..... If you want to access the remote control quickly without having to enter the access code you can, for example, enter your mobile phone call number here. If this call number is detected for a call the device starts remote control immediately.

**Announcements**

---

Your tiptel 275 has 3 individual announcements. The announcements can be switched in the menu or via the time control. A distinction is made between two operating types: announcements with and without the option to record an incoming message. For announcements that can record an incoming message the caller can leave a message after the announcement. For announcements that cannot record an incoming message (answer only mode) the caller is given information but can not leave a message.



Press OK.

The main menu is displayed.



Search for "Answering machine" using the cursor keys (up/down).



## Answering machine

Ok

Press OK.

The display changes and shows the answering machine menu.

```
Answering machine
-----
Announcement.....: 1
Edit announcements.....
Messages.....
Message transfer.....
Settings.....
```



Use the cursor keys (left/right) to set the announcement that the caller should hear.

The announcement switches between 1, 2 and 3.



Search for “Edit announcements” with the cursor keys (up/down).

Ok

Press OK.

The announcement menu appears.

```
Edit announcement
-----
Announcement.....: 1
Answer only mode...: off
Record.....
```



Select the required option using the cursor keys (up/down).



Set the required setting using the cursor keys (left/right).

The entry location flashes.

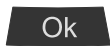
or

Ok

Press OK to record the announcement.

The display changes; a short signal sounds to start recording. Speak about 15cm away from the microphone.

## Answering machine



To end the recording or setting press OK.

The recording is ended; the display indicates additional options for playing back and deleting the announcement.



To stop the entry press Esc several times.

The display returns to standby.

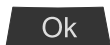


If no individual announcement has been recorded the caller hears a standard text.

## ICM

---

Your tiptel 275 can save and manage up to 50 ICMs. If you have new, unheard ICMs, the MSG-LED flashes.



Press OK.

The main menu is displayed.



Search for "Answering machine" using the cursor keys (up/down).



## Answering machine



Press OK.

The display changes and shows the answering machine menu.

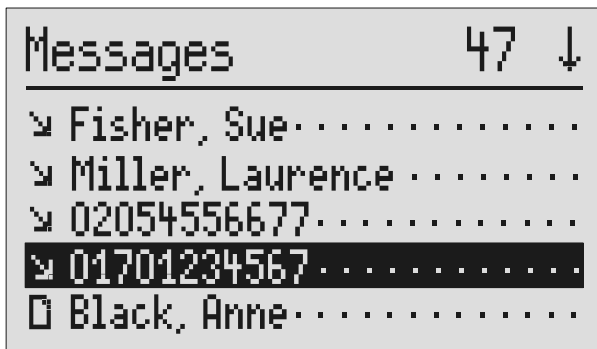


Search for "ICM" using the cursor keys (up/down).



Press OK.

The ICM list appears in the display. The highlighting is on the first, new ICM.



Use the cursor keys (up/down) to select the required ICM that you wish to listen to or delete.



Use the cursor keys (left/right) to display the date and time.

The date and time of the selected ICM are shown alternatively.



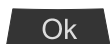
Delete the selected ICM with Del.

The incoming recording is deleted.



To delete all ICMs press Alt and Del.

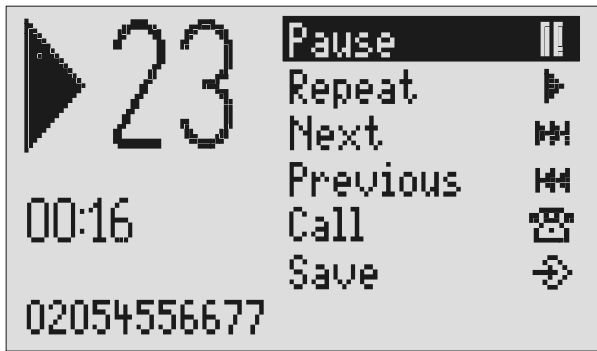
All incoming messages are deleted.



Playback the selected ICM with OK.

The display changes and displays the playback.

## Answering machine



Select the required option using the cursor keys (up/down). In addition to the playback options there is also the option of calling the subscriber directly or transferring the number to the telephone book.

Pause, to pause the playback. Continue, to continue after the pause. Start, to start the recording from the start after a pause. Repeat to repeat the playback for the last 3 seconds. Next and previous, to jump between the recordings.



Press OK to confirm the options.



To stop the playback press Esc several times.

The display returns to standby.

 Use the plus/minus keys to modify the volume during playback.

## Message transfer

For message transfer your telephone dials the saved call number after each new ICM on the answering machine. When the subscriber picks up he will hear the following announcement:

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

It is possible to start remote control for the recorded message(s) during the message. Proceed as described in "Carry out remote control" (\*Code#).

If the target number is busy or nobody was reached the call is repeated after 5 minutes. Depending on the setting the device makes one, two or no repetitions.

You can also be informed by SMS about new messages. Then simply insert "S" before the destination number. Your device must of course be set up for SMS, see the "SMS" chapter.

Open the message menu as described in "announcement" and "ICM".

The display shows the answering machine menu.



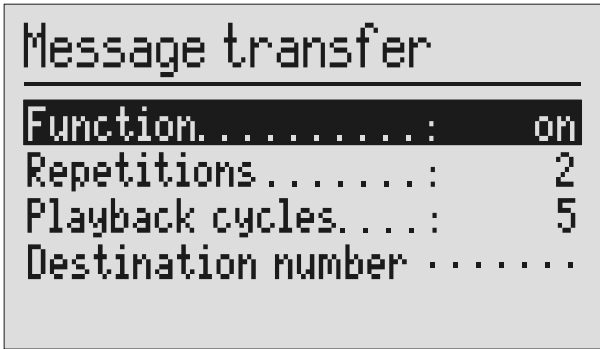
Search for "Forwarding" using the cursor keys (up/down).



Press OK.

The Forwarding menu appears.





Select the required option using the cursor keys (up/down).



Set the required setting using the cursor keys (left/right).

The entry location flashes.

or

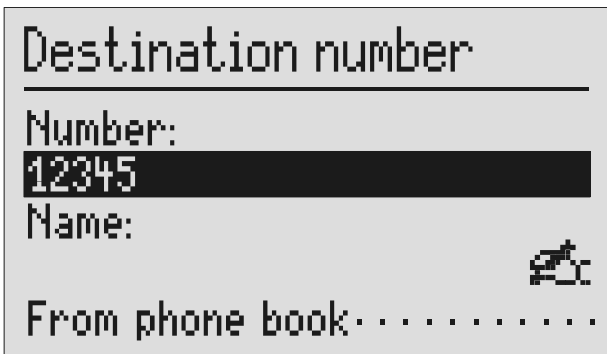


Use the dialling keys for the destination number.

The entry location flashes.



As an option you can still enter a name with the alphanumeric keyboard.



Press OK to confirm the setting.

The entry location stops flashing.



To stop the entry press Esc several times.

The display returns to standby.



During ongoing message transfer the message transfer icon flashes.

## Settings

Maximum ICM length, number of ringing tones before answering, remote control code and the call number for quick remote control can all be set, see Chapter “Setting options for the answering machine” (page 50).

Open the message menu as described in "Announcement" and "ICM".

The display shows the answering machine menu.

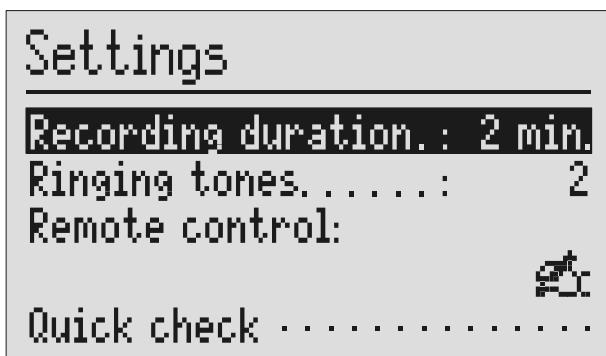


Search for “Settings” using the cursor keys (up/down).



Press OK.

The settings for the answering machine are displayed.



Select the required option using the cursor keys (up/down).

## Answering machine



Set the required setting using the cursor keys (left/right).

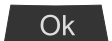
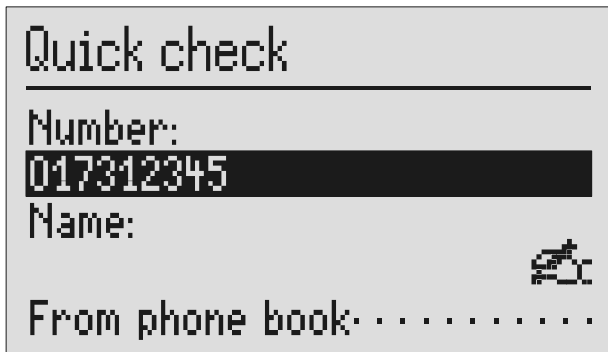
The entry location flashes.

or



Use the dialling keys to enter the remote control code or quick check. You can also enter a name with the alphanumeric keyboard for the quick access.

The entry location flashes; the numbers and letters entered are displayed.



Press OK to confirm the setting.

The entry location stops flashing.



To cancel the entry press Esc several times.

The display returns to standby.

## Switching on the answering machine

---

Incoming messages can be screened. You can change the volume with the plus/minus keys. You can take the call personally at any time by lifting the receiver or pressing the speaker key.



## Answering machine



Press answering machine.

The MSG-LED lights up. The answering machine icon is displayed. The number to the right of the icon indicates the announcement selected.



Press answering machine again to switch off.

The icon for the answering machine disappears.



Make sure there is sufficient memory available for the recording. If necessary delete individual or all incoming messages. If there is no more memory capacity no other calls will be answered.

## Monitoring/Personal Info (Memo)

During the call you can record the content via the monitoring function. In standby you can record personal information via the integrated microphone using the memo function.



Search for “Record” or “Memo” with the cursor keys (up/down).

During a call “Monitoring” is available; in standby “Memo” is available.



Press OK.

“Monitoring” starts to flash and signals ongoing recording. The display changes for Personal Info (Memo).



To stop the recording press Esc.

The display stops flashing and the recording ends.



Monitoring and Memos are saved in the same way as a normal ICM and can be listened to at any time as described in “ICM” (Page 53).

## Answering machine remote control

You can access your tiptel 275 remotely from anywhere in the world using the keypad on a Dual-tone Multiple Frequency (DTMF) touchtone telephone. You need a personal access code to access the phone remotely. You can set your personal remote access code as described in "Settings" (Page 43).



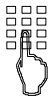
Call tiptel 275.

You hear the current greeting.



Start entry with the asterisk button.

The announcement stops.



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

A voice message confirms recognition of each digit.



To confirm the entry press the hash button.

If the correct code is detected your tiptel 275 notifies you via a voice message. If the code is incorrect, the device terminates the connection.



Start the required function by entering the corresponding number.

If there are new messages they are played back automatically.



Press digit 8 to end a function.

The current function ends.



End remote access by pressing asterisk and hash in succession.



180 seconds after the last button entry your tiptel 275 asks whether you are still on the line with the "Please quit" voice message. You must respond to this quit request within 8 seconds by pressing any key otherwise the device breaks the connection.

### Remote control for announcements function



**To playback all messages**  
Press 3.

The playback starts with the first recording.



**To playback new messages**  
Press 2.

Starts playing recordings that have not yet been heard.

## Answering machine

- |              |  |   |
|--------------|--|---|
| <b>5</b> ▷   | <b>Repeat</b><br>Press 5 during playback.                          | The last three seconds are repeated.  |
| <b>8</b>     | <b>To pause playback</b><br>Press 8.                               | Playback is paused.   |
| <b>5</b>     | <b>To continue playback</b><br>Press 5.                            | Playback is continued from where it was paused (e.g. after a quit request). |
| <b>4 6</b> ▷ | <b>Skip</b><br>Press 4 for back or 6 for forwards during playback. | The message you are listening to is skipped or repeated.                    |
| <b>7</b> ▷   | <b>To delete the current message</b><br>Press 7 during playback.   | The current incoming message is deleted.                                    |
| <b>* 7</b>   | <b>To delete all messages</b><br>Press * and 7 in succession.      | All incoming messages are deleted.  |

### Room monitoring function


- |          |   |  |
|----------|---|--|
| <b>1</b> | <b>Room monitoring/intercom</b><br>Press 1. | The speakerphone switches on and you can hear what is going on in the vicinity of your tiptel 275.<br>People present can hear your voice from the loudspeaker. |
|----------|---|--|

### Remote switching processes function

- |            |   |  |
|------------|---|--|
| <b>* 4</b> | <b>To switch message transfer on/off</b><br>Press * and 4 in succession.                              | The current status "on" or "off" is announced.   |
| <b>* 3</b> | <b>To switch timer on/off</b><br>Press * and 3 in succession.   | The current status "on" or "off" is announced.   |
| <b>7</b>   | <b>Changing the outgoing message</b><br>Press 7 and then the required outgoing message 1 ... Press 3. | The selected outgoing message is played back for checking. The next caller is greeted with this message. |

## Changing announcements remotely

- 9**      **Changing the outgoing message**      The tiptel 275 asks you to speak.  
Press 9 and then the required outgoing  
**1** ... **3**      message 1 ... Press 3.
- 8**      After recording the outgoing message      The recording ends and the announcement  
press 8.      is played back so that you can check it.

 The message is played back again for checking after you change or modify it. Your tiptel 275 will then ask you whether you are still on the line with the "Please quit" voice message. You must respond to this quit request within 8 seconds by pressing any key otherwise the device breaks the connection.

## Remote activation of call forwarding

- \* 1**      **Activating call forwarding**      The current call number is stated, see also  
Press \* and 1 in succession      "Call forwarding".
- 8**      Press number 8 to cancel the function.      The function is cancelled without being  
executed.
- \* #**      Press \* and # in succession to      After ending the remote control you tiptel  
execute the function.      275 switches call forwarding on. All new  
calls are forwarded to the new call  
number.

## Switching off the answering machine remotely

- \* 0**      **Switching answering machine off**      Your tiptel 275 disconnects and will not  
Press \* and 0 in succession.      answer any more calls.

## Switching on answering machine remotely



Call tiptel 275.

After 50 seconds the device answers with a beep.



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

The greeting is played for checking. The device can be operated remotely (e.g. to record a greeting). After quitting the function your tiptel 275 will receive calls.

## Dialling with your PC

Your telephone supports CTI (Computer Telephony Integration). In addition to the USB driver needed for the tiptel application software you will also have to install the CTI driver. Driver and Installation Manual please find on the CD that came along with your telephone (release V1.12 or later) or on our homepage in the download section.

## Dialling from the application

---

From within your PC application (e.g. Outlook) you can set up a connection and then process the call via your telephone. In dialling options select the device "Tiptel". The place where to find those dialling options may not be the same with different applications. If needed please use the online help of your PC application software. Please make sure that the USB cable has been connected properly.

Following functions are supported by your telephone:

- Connect / Dialling – allowed digits **0...9**, \* and #  
! inserts a signal key (R)  
, inserts a dialling pause.
- Disconnect.
- Take call.
- Call signalling and caller ID (CLIP).
- Transfer of caller's name if it I known from the telephone book or if it is being transferred by the provider.
- Busy line notification.



Please make sure that there is always only one PC program enabled for access to the telephone. You may need to close other telephony applications first.




## Dialling by using AT commands

---

In case you wish to write your own PC application please note the following:

- Transfer parameters: 230400 Baud, 8 Bit, no parity, 1 stop bit, no flow control.
- Following commands are supported:
  - ATD** Connect e.g. ATD12345 (Number 12345 is being dialled)
  - ATH** Disconnect
  - ATA** Take call
- Commands that have been received correctly will be acknowledged by the telephone with OK
- AT-commands must be sent in capital letters and without spaces.
- Following messages can be sent by the telephone:
  - RING** Call signalling
  - NMBR = 12345** Caller's number
  - NAME = Test** Caller's name (if known)
  - VCON** Will be sent at the end of dialling
  - <DLE>b** Line busy
- All messages except "line busy" have the following format:  
<CR><LF><Message><CR><LF>

 Please note that the strings <DLE> (Ctrl P), <CR> (Ctrl M) and <LF> (Ctrl J) are control digits.

# Appendix

## Service

You have purchased a modern product from Tiptel.com GmbH Business Solutions, which was developed and manufactured in Ratingen near Duesseldorf. Our very modern production facilities ensure a consistently high level of quality. This is demonstrated by our DIN EN ISO 9001 certification.

In the unlikely event that any problems should occur or you if have any questions concerning the operation of the system, please contact your specialist dealer. He/she is your contact within the warranty period. Tiptel.com GmbH has set up a special number for technical support for specialist dealers so that you can obtain qualified advice from them.

If your dealer ins not able to assist you, you can also contact Tiptel.com GmbH direct. Initial information is available from our Internet site mentioned below in the "Support" heading under "FAQ – Frequently asked questions". You can also reach our experienced technical support staff by e-mail, fax or telephone during the times given:

In Germany	In Austria	In Switzerland
www.tiptel.com	www.tiptel.at	www.tiptel-online.ch service@tiptel-online.ch
08.00 a.m. to 5.00 p.m. (Mon-Fri)	08.00 a.m. to 5.00 p.m. (Mon-Thu), 08.00 a.m. to 2.00 p.m. (Fri)	08.00 a.m. to 5.00 p.m. (Mon-Fri)
Tel. 0900 100 - 84 78 35 * Vanity 0900 100 - TIPTEL* <small>* with costs as per announcement</small>	Telephone 01 / 6167871 Fax 01 / 616 78 71- 22	Telephone 01 / 884 01 80 Fax 044 / 843 13 23

If you have any questions about your telephone line, please contact your network provider.

## Warranty

---

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

Tiptel.com GmbH will grant a warranty for 2 years from the date of handover for the material and manufacture of the telecommunications terminal device.

Initially, the purchaser shall have only the right of subsequent performance. Subsequent performance entails either repair or the supply of an alternative product. Exchanged devices or parts shall become the property of the specialist dealer.

If subsequent performance is unsuccessful the purchaser can request either a reduction in the purchase price or withdrawal from the contract.

The purchaser must notify the dealer of any defects found without undue delay. Proof of the warranty entitlement shall be furnished by standard proof of purchase (receipt or invoice).

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

The warranty shall not cover any consumables (e.g. batteries) or defects that only slightly impair the ability to use the product to a limited extent.

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

Notes on processing:

Repairs are completed only by the Tiptel.com GmbH Service Department. With our 48-hour repair service you will usually receive a repaired device or a replacement after 2 working days plus the usual delivery period.

If the device is repaired during the warranty period, the warranty shall not be extended for the replaced parts or for the device. This warranty is not transferable and shall expire if the device is sold to another party. It shall also expire if anyone other than TIPTEL Service staff interferes with the equipment or if the serial number on the equipment is removed or rendered illegible. The device is marked with a warranty seal. Please ensure that this is not damaged because would cause your warranty to lapse.

The General Terms and Conditions of Tiptel.com GmbH, which are part of the contract with a dealer, shall also apply. In the event of a complaint, the defective

product should be sent to the address below together with a description of the defect and proof of purchase.

In Germany

In Austria

In Switzerland

**Tiptel.com GmbH  
Business Solutions**

Service  
Halskestraße 1  
40880 Ratingen

**Tiptel GmbH**

Service  
Tenschartstraße 5  
1230 Vienna

**Tiptel AG**

Service  
Bahnstrasse 46  
8105 Regensdorf

If you are making a warranty claim, Tiptel.com GmbH shall pay for the return shipping.

## CE mark

---

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

Tiptel.com GmbH hereby declares that the device complies with all of the fundamental requirements of the European Directive 1999/5/EC.

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

<http://www.tiptel.com>

## Environmental compatibility

---

Provided the phone is used for its intended purpose, no contact with harmful substances is possible. The device contains no batteries. The synthetic materials used in this device consist of partially recycled granulate. Our packaging does not contain any synthetic materials. Only cardboard and paper from partially recycled material is used.

If your tiptel 275 has ended its useful life Tiptel.com GmbH will take back the device free of charge. The device will be dismantled properly and recycled.

## Troubleshooting

### Power failure

Emergency operation is possible during power failure. You can dial using the dialling keys and make a call using the handset. Incoming calls are signalled by a standard ringing tone with a fixed volume. The internal clock stops. But all settings are retained so that the previous status is reset when power returns. You may need to reset the time.

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

Problem	Possible cause	Remedy/Recommendation
No display.	No contact with mains power supply.	Check all cables and plugs. If necessary try another plug.
Display too weak or dark.	Contrast set incorrectly.	Set contrast.
No sound.	Volume set to zero.	Adjust volume.
No dialling tone	No contact with connection cable.	Check all cables and plugs.
No call signalling in PABX.	No call signal switched on.	Check PABX programming.
Buzzing or other interference in the speaker or receiver.	Interference from cordless telephone, cordless headset, monitor etc.	Change installation location.
Incorrect or no connection when dialling from PABX.	The prefix for the public network has not been entered.	Enter prefix.
Call charges not displayed	Network operator or PABX does not support the function or function is not authorised. You received the call, the call is free.	Check with network operator or PABX as to whether function is supported or needs to be authorised.
No automatic call-back on busy	Call back code not entered, network operator or PABX does not support the function or function is not authorised.	Enter call back code. Check with network operator or PABX as to whether function is supported or needs to be authorised.

## Appendix

<b>Problem</b>	<b>Possible cause</b>	<b>Remedy/Recommendation</b>
No automatic call-back on busy	Call back code not entered, network operator or PABX does not support the function or function is not authorised.	Enter call back code. Check with network operator or PABX as to whether function is supported or needs to be authorised.
Can not set up call forwarding	Call forwarding settings are missing or incorrect. Network operator or PABX does not support the function or function is not authorised.	Make, check and if nec. change settings. Check with network operator or PABX as to whether function is supported or needs to be authorised.
No call number displayed when a call is received	Network operator or PABX does not support the function or function is not authorised. The caller has suppressed his call number or has a secret number. The call comes from a public telephone. The call is made via a telephone network that does not support transferring call numbers.	Check with network operator or PABX as to whether function is supported or needs to be authorised.
During SMS transfer you see the error message "Transmission error, please try again later"	Wrong message centre phone number. With some providers it is necessary to add an additional 0 (zero) at the end of the phone number.	Verify once again the message centre's phone number and eventually add one additional 0 (zero) at the end.
SMS transmission works fine, but reception does not work.	Maybe there are two terminal units configured for SMS at the same telephone line.	Make sure that only one of the terminal units is configured for SMS. Delete the SMS center's phone number to deactivate the SMS function.

## Factory default settings

The default settings for the tiptel 275 are shown in the following list. You can individually change these defaults. It is possible to reset the device to its original settings at any time by opening the “Information & Service” menu.

Language	English
Contrast	8
Brightness	16
Backlight	Auto.
My phone number	-
PIN	0000
Key lock	Off
Number lock	Off
Telephone book lock	Off
Blocked numbers	-
Exception numbers	-
DST	Yes
Network time	No
Ringing melody	1
Volume	4
Ascending volume	Off
Cost per unit	0,000
Currency	€
Call-back code	-
Flash key (R)	F (Flash)
Prefix for outgoing call	-
Automatic prefix for public access	No
Internal call back code (PABX)	-
CLIP correction (PABX)	-
Function buttons	-
Call filter	-
Call forwarding	-
Answering machine	Off
Announcement	1
Answer only mode	Off
Announcements	-
Message transfer	Off
Repetitions	2
Playback cycles	5
Destination number	-
Recording duration	2 minutes

## Appendix

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Time control	-
Dates	-
Short messages (SMS)	-
Call lists	-



## Technical Specifications

<b>Dimensions (W x H x D)</b>	
tiptel 275	270 x 100 x 210 mm
Power adapter	53 x 68 x 44 mm
<b>Weight</b>	
tiptel 275	1,000 g
Power adapter	270 g
<b>Operating voltage</b>	
Power adapter	230 V / 50 Hz
Stand by power consumption	< 2 W
<b>Ambient temperature</b>	
	0 – 40 °C
<b>Number of outgoing messages</b>	
	3
<b>Announcements</b>	
Recording method	Digital; 64 kBit/s
Total recording capacity approx.	60 min. (incl announcements and ringing tones)
Number of ICMs	Max. 50
<b>Telephone/memory</b>	
Call lists	3 lists of 20 entries each
Telephone book	1,000 entries with 3 call numbers each
Call numbers (names)	25 characters
SMS inbox	20 short messages
Long Message (SMS)	459 characters
<b>Signal key (R)</b>	
Flash	95ms
Hook flash	240ms
<b>Ringling tones</b>	
Fixed ringing tone melodies	10
Spaces for own recordings	10
Audio format (WAV) for PC transfer	PCM; 8 kHz; 8 Bit; Mono
<b>CLIP (caller display)</b>	
	Dual mode DTMF / FSK
<b>Tariff pulse (charging information)</b>	
	12 / 16 kHz; 50 mV – 3 V
<b>Data retained after power failure</b>	
	> 10 years
<b>Time</b>	
	Network synchronous
<b>Display</b>	
	Graphics LCD 64 x 128 pixels, backlit

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- ② Playback new messages
- ③ Playback all messages
- ④ Rewind search (skip)
- ⑤ Repeat/continue
- ⑥ Fast-forward search (skip)
- ⑦ OGM selection
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- ⑨ Record new OGM
- \* ① Call forwarding
- \* ③ Time control on/off
- \* ④ Message transfer on/off
- \* ⑦ Delete
- \* ⑦ Answering mode off

PIN remote code

## Remote control

### Follow these easy steps:



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



Enter the PIN code.



Press to enter.



Select the desired function by entering the corresponding number.



To end a function press 8.



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



### **Tiptel.com GmbH Business Solutions**

Halskestraße 1

D - 40880 Ratingen

Phone.: 0900 100 - 84 78 35 \*

Vanity Tel.: 0900 100 - TIPTEL\*

Contact / Internet: [www.tiptel.com](http://www.tiptel.com)

\* (with costs as per announcement)

### **Tiptel GmbH**

Ricoweg 30/B1

A - 2351 Wiener Neudorf

Tel.: 02236 - 677 464-0

Fax: 02236 - 677 464-22

E-mail: [office@tiptel.at](mailto:office@tiptel.at)

Internet: [www.tiptel.at](http://www.tiptel.at)

### **Tiptel AG**

Bahnstrasse 46

CH - 8105 Regensdorf

Tel.: 044 - 884 01 80

Fax: 044 - 843 13 23

E-mail: [tiptel@tiptel-online.ch](mailto:tiptel@tiptel-online.ch)

Internet: [www.tiptel-online.ch](http://www.tiptel-online.ch)

### **Tiptel B.V.**

Camerastraat 2

NL – 1322 BC Almere

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

Fax: 036 – 53 678 81

E-mail: [info@tiptel.nl](mailto:info@tiptel.nl)

Internet: [www.tiptel.nl](http://www.tiptel.nl)

### **Tiptel NV**

Leuvensesteenweg 510 bus 4

B – 1930 Zaventem

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

Fax: 02 714 93 34

E-mail: [tech@tiptel.be](mailto:tech@tiptel.be)

Internet: [www.tiptel.be](http://www.tiptel.be)

### **Tiptel sarl**

23, avenue René Duguay-Trouin

F – 78960 Voisins-Le-Bretonneux

Tél. : 01 / 39 44 63 30

Fax : 01 / 30 57 00 29

E-mail : [support@tiptel.fr](mailto:support@tiptel.fr)

Internet : [www.tiptel.fr](http://www.tiptel.fr)



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