bintec elmeg
Teldat Group Company

elmeg ICT

Operating instructions: IP telephones
English

These operating instructions can be a helpful guide to assist you in using your new ISDN telecommunications equipment (PABX system).

No matter whether your PABX is for your work or for your personal use, ease of use and enjoyment while using the phone are guaranteed.

Please take a little time to try out the functions that are packed into this ISDN PABX so that you can learn to take advantage of the full range of features provided.

Declaration of conformity and CE mark

$C\,E$ This device meets the requirements of the following EC directive R&TTE 6/1999/EG:

»Directive 1999/5/EC of the European Parliament and of the Council of 9 March 1999 on radio equipment and telecommunications terminal equipment and the mutual recognition of their conformity«

You can request this EC declaration of conformity at the following Internet URL: http://www.bintec-elmeg.com

The waste container symbol with the »X« through it on the device indicates that the device must be disposed of separately from normal domestic waste at an appropriate waste disposal facility at the end of its useful service life.

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These operating instructions describe only the most important routines for using the PABX.

Initial operation of an IP phone at the VoIP VPN Gateway using the DSP module

Your PABX system comes equipped with a VoIP VPN Gateway module and a DSP module. After the PABX has run up it will recognize the module and you can then begin configuration at the IP telephone.

These brief instructions are based on the DHCP configured in the VoIP VPN Gateway.

The elmeg IP290 IP telephone is used as an example in this description.

Initial startup

Link the Gateway to the IP telephone using the network cable. Connect the plug-in power supply unit and the telephone and switch the power on.

Language setting

```
Select Language:
←        English        →
```

Select a language using the arrow keys ◄ ► . Press OK to confirm your selection.

```
Select Language:
←        Deutsch        →
```

Select dial tone

Select the desired country using the arrow buttons ◄ ► . Press OK to confirm.

```
Dial tone:
←        Australia        →
```

```
Dial tone:
←        Deutschland        →
```

Select a time zone

Select a time zone using the arrow keys ◄ ► . Press OK to confirm.

```
Dial time zone:
←   -10 USA (Honululu) →
```

```
Dial time zone:
← +1: Deutschland (Berli →
```

First log-in

A subscriber must be configured in the PABX system under the VoIP VPN Gateway. Enter your user ID (for example for MSN 227). This consists of the MSN, followed by the symbol "@" and the address for the VoIP VPN Gateway.

```
Contraction:
227@192.168.1.250
```

Enter an ID for the MSN227 and the IP address 192.168.1.250:

2 ABC 2 ABC 7 PQRS * 1 1 * * 1 9 WXYZ 2 ABC * 1

* * 1 6 MNO 8 TUV * 1 * * 1 * 1 *

* 2 ABC 5 JKL 0

After entering your user ID confirm it by pressing the OK key.

```
03.05      (227)        10:22
Idle      Telbook      Lists
```

If logon was successful you will now see the new number (227) in the display.

Symbols and buttons

Please note: different terminal devices will not necessarily have the same dial tones, ringing signals or procedures for use.

Symbols used

Symbol	Description
📞	Lift up the handset of your telephone.
♪	This symbol indicates the call status. You have lifted the handset of your telephone.
📞	Replace the handset of your phone in the carriage, or the telephone is idle.
🔔	Indicates signaling at a terminal device, for example your phone rings.
⌨	You can dial the desired number.
1...**0** **✳** **#**	One of these symbols indicates that you should dial the digit shown, or a certain character.
0...**9** **✳**	These symbols indicate a selection of digits or characters from which you can choose the appropriate one.
X	This symbol prompts you to select a certain digit or character from a list or table.
R	Prompts you to press the flash key (signal key).
⁛	Indicates that an acknowledgement signal can be heard in the handset.
✳	Indicates a conference call.

Telephone buttons elmeg IP290

Button	Description
—	Softkeys
OK	Pressing this button stores a setting in the telephone.
F	This key opens the programming menu. If you are already located in a menu and then press the key, either menu-specific functions are shown.
ESC	Pressing the Esc button during programming returns the telephone to its idle status.
	The arrows »÷« and »÷« in the right corner on the top line of the display indicate that you can call up further functions on the lower lines using the arrow buttons.
C	In the Input mode you can delete individual lines using the C key.
◀	Speaker
↔	Ending a call
●	Last number redial button
R	Inquiry button
●	Programmable function keys with LED

Operation

> For a description of the features please refer to the user information on the CD.

If your phone is set for »Automatic line access« you must first press the ✳ key when you lift the handset ☎ before beginning any internal call procedures. The symbol ☎ , as shown in the example below, is highlighted in color for the corresponding performance feature.

☎	⊞	OK	♪
Lift up handset	Making internal calls		Conduct your call

Making phone calls

Some terminal devices use their own special procedures for the functions described in the following. Refer to the operating instructions for the terminal device being used for detailed information.

The following operating sequences show only an IP phone connection, i.e. a call between PABX subscribers and external subscribers, as an example. These tones may be different for IP- telephones which generate their own dial tones. Other information may also be shown in the display of these telephones.

Making outside calls

Making external calls without Direct exchange line access

☎	**0**	⊞	OK	♪	☎
Lift up handset	Line access digit Dial (line access digit)	Dial external number		Conduct your call	Terminate your call
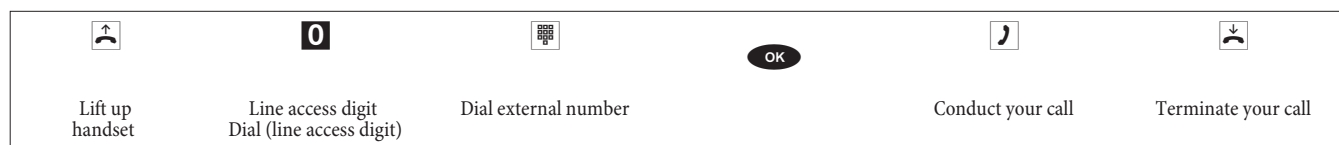
Making outside calls with direct exchange line access

☎	⊞	OK	♪	☎
Lift up handset	Dial external number		Conduct your call	Terminate your call

Specific trunk group seizure

☎	✳ 8 ⊞	or	✳ 8 # ⊞	⊞	♪
Lift up handset	Select trunk group ISDN, POTS(0...8)		Select trunk group ISDN, POTS, SIP-Pr. (00...08), (10...19)	Dial external number	Conversation
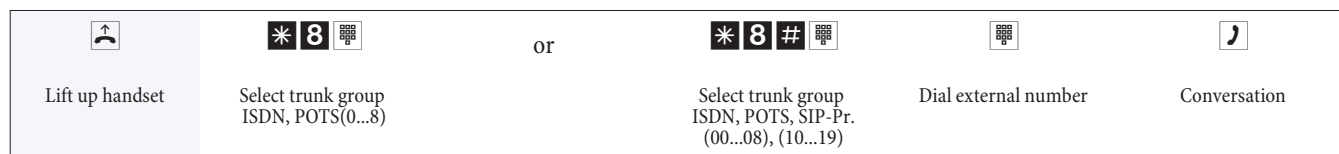
Defining your own number for the next call

☎	# 8	⊞	⊞	⊞
Lift up handset	Code	Select external ISDN connection (1...8) (1= S2m)	Index (0 … 9)	Dial call number
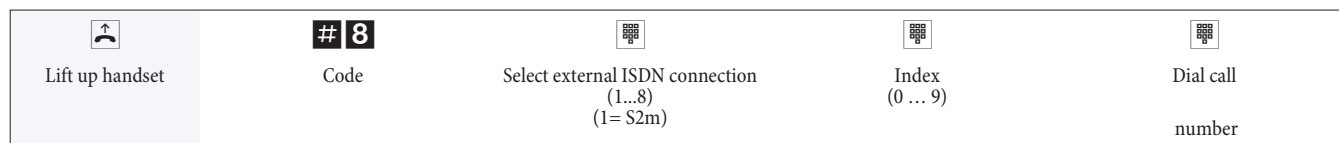
Making internal calls

All phone calls, fax transmissions or data transmissions that take place between internal analog devices are internal connections for which no charges are billed.

Making internal calls without »Direct exchange line access«

☏	⌗	OK	♪	☏
Lift up handset	Dial internal extension number		Conversation	Terminate your call
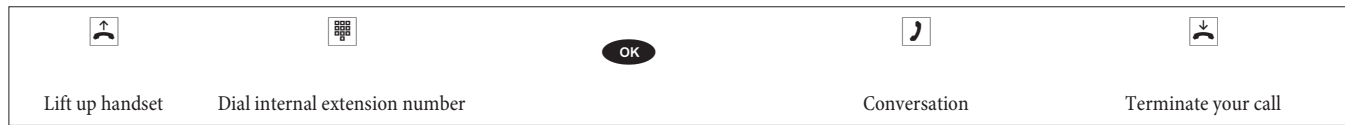
Making internal calls with »Direct exchange line access«

☏	✳	⌗	OK	♪	☏
Lift up handset		Dial internal extension number		Conversation	Terminate your call

Accepting calls

🔔	☏	♪	☏
Telephone rings	Lift up handset	Conversation	Terminate your call

Accepting calls (Pick-up)

Picking up calls from within the group

> Picking up a call is possible only within the pick-up group to which your terminal device has been assigned via configuration.

A telephone near you begins ringing. You would like to accept the call at your own phone.

☏	✳0	OK	♪
Lift up handset	Accept call		Conversation

Picking up calls from the answering machine

☏	✳0 / #0	OK	♪
Lift up handset	Call / Conversation Call pick-up from answering machine		Conversation

Picking up calls for a specific subscriber

Picking up of calls for a specific subscriber applies to the entire PABX system and is not bound to groups.

☏	✳1	⌗	#	OK	♪
Lift up handset	Dial this code	Select internal subscriber			You can conduct the call from your own telephone

Speed dialing from the telephone directory

☏	✳#	⌗	OK	🔔	♪
Lift up handset	Select the speed dialing index (000...999)			Subscriber is called	Conversation

Switching the announcement for an external number (Day / Night)

Day / Night switchable Announcements

⬆	✳92✳	or	#92✳	∿	⬇
Lift up handset	Day		Night OK	Ack. signal	Replace handset.

Inquiry call

You can call another party at any time during an ongoing call.

☎	You are conducting a call. You would like to call another party.
R	Press the R key. You will hear the Continous signal in your handset.
⌗	If you wish to speak to an external party first dial 0 and then the number for that party.
OK	Please confirm this. You will hear the ringing signal in your handset.
	The party will be called. The party being called lifts up the handset of his/her phone.
☎	Conduct your call.
ESC ●	Press the Esc key and function key 1 of your IP phone to end an inquiry call.

Transferring calls with advance notice

You wish to transfer an internal or external call to another internal party and speak with that party beforehand.

☎	You are conducting an internal or external call. You wish to transfer the call to another party.
R	Press the R key. You hear the call waiting signal.
	If you hear a busy signal press »Delete« and function key 1 to retrieve the call.
⌗	Dial the number of the party you wish to call.
OK	Confirm by pressing OK.
	You will hear the ringing signal in your handset. The party will be called. The party being called lifts up the handset of his/her phone.
☎	Conduct this internal call. Tell your internal partner that you wish to transfer the call currently on hold to him/her.
⬇	Replace the handset.
	The other internal party can then continue with the call.

Broker`s call

☎	You are conducting a call and wish to speak to a further party, without the first caller being able to hear your conversation with the second caller.
R	Press the R key. You will hear the Continous signal in your handset.
⌗	If you wish to speak to an external party, dial **0** first. Dial the number of the party you wish to call.

OK	Confirm by pressing OK.
	You will hear the ringing signal in your handset. The party will be called. The party being called lifts up the handset of his/her phone.
♪	You are conducting the call. The first call is put on hold.
⬭	Dial this code to return to your first caller; the second party is put on hold. You can then use this code to switch back and forth between the two callers.
or	
ESC	You can end an active call by pressing Esc.
⬭	You can return to the call on hold by pressing the flashing function key.
or	
☎	You can end the ongoing call by hanging up the handset.

If you switch back and forth between an internal caller and an external party (broker's call) and then hang up your handset, your call is terminated and the two callers will be connected with one another! When you are conducting a Broker's call (switching back and forth) between two internal parties and hang up the handset your call is terminated and the two other parties are connected with one another.

Three-party conference call Call

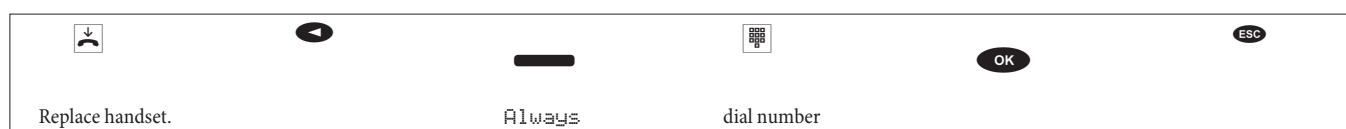|	
♪	You are conducting a call with one party and wish to include a further party in the call.
R	Press the R key. You hear the call waiting signal.
	If you wish to speak to an external party, dial 0 first.
⌨	Dial the number of the party you wish to call.
OK	Confirm by pressing OK.
	You will hear the ringing signal in your handset. The party will be called. The party being called lifts up the handset of his/her phone.
♪	You would like to include this party in the first call.
Cnf.on	Press the softkey »Cnf.on«.
✳	Conduct your three-party conference call.
Cnf.off	Three-party conference calls can be terminated using the softkey »Cnf.off« or **ESC** and all connections are then terminated.

Call forwarding

The PABX recognizes automatically by the length of the number whether call forwarding is to be made to an internal or external subscriber. This is why the destination number for call forwarding to an external subscriber is always input without the line access digit (LAD).
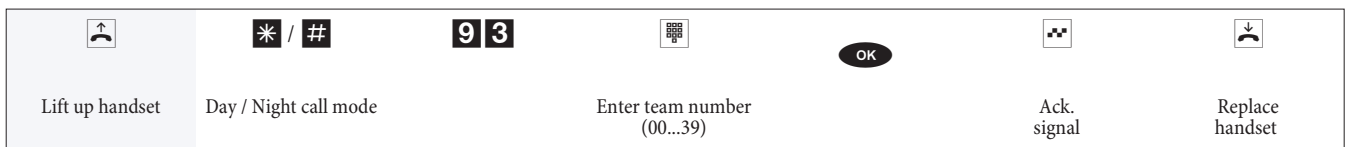
Activating call forwarding

☎	◂	▬	⌨	**OK**	**ESC**
Replace handset.		Always	dial number		

Call forwarding per time On

Replace handset.		Time	Call forwar-ding Target	dial number		Call forwar-ding Time	Enter time (0-30s)	

Activating call forwarding »on busy

Replace handset.				Busy	dial number		
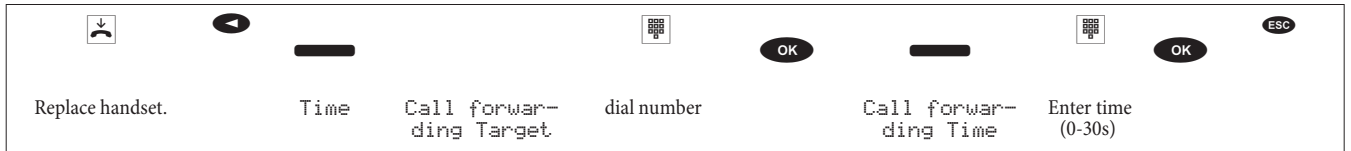
Deactivating call forwarding

Replace handset.		Off

Activating team call assignment for one team

Lift up handset	Day / Night call mode		Enter team number (00...39)		Ack. signal	Replace handset

Switching team call assignment for all teams

Lift up handset	Day / Night call mode			Ack. signal	Replace handset.

door terminal (door intercom device) - Switching call modes for a doorbell button

Lift up handset	Day / Night call mode		Select door entry phone (1...4)	Select bell button (1...3 (4))		Ack. signal	Replace handset
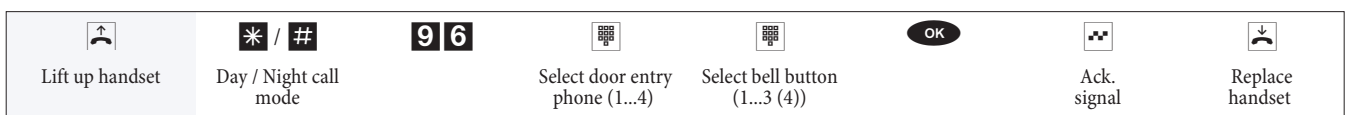
door terminal (door intercom device) - Switching call modes for all door terminal modules

Lift up handset	Day / Night call mode			Ack. signal	Replace handset.

Switching all call modes (all teams and door terminal modules).

Lift up handset	Day / Night call mode			Ack. signal	Replace handset

Teams

Enabling / Inhibiting a subscriber of a team (log-in, log-off)

Proceed as follows in order to enable or inhibit your phone for a team.

⬆	✳ / #	9 4 3	⊞	OK	⋅⋅	⬇
Lift up handset	Subscriber enable/inhibit		Team number (00 ...39)		Ack. signal	Replace handset

Enabling / inhibiting a subscriber for all teams (log-in, log-off)

Proceed as follows in order to enable or inhibit your phone for all teams.

⬆	✳ / #	9 4 3 ✳	OK	⋅⋅	⬇
Lift up handset	Enable/Inhibit subscribers			Ack. signal	Replace handset

Hotel functions

This PABX system comes equipped with extensive hotel functions. This function is used from the reception desk phone via the PABX system menu.

Registering the hotel room status

Dialing a numeric code from the room telephone makes it possible to register the current status of the room. This data collection can be analyzed and displayed only in connection with hotel application software.

⬆	✳ 7 3	0 / 1 / 2	OK	⋅⋅	⬇
Lift up handset		Enter status: 0 = Room not clean 1 = Room clean 2 = Room clean and inspected		Ack. signal	Replace handset.

Wake-up call

Configuring wake-up calls from the room phone (one-time morning call)

⬆	✳ 7 2	0 6	3 0	OK	⋅⋅	⬇
Lift up handset		Hours	Minutes		Ack. signal	Replace handset.

0 6	Enter the hour desired for the morning call between 00 and 23 (in this example 6 am)
3	Enter the minute for the morning call between 00 and 59 (in this example 6.30 am)

Clear a wake-up call

⬆	# 7 2	OK	⋅⋅	⬇
Lift up handset			Ack. signal	Replace handset.

Configuring a wake-up call from the »Reception desk phone«

In addition to configuring wake-up calls using the room phone, wake-up calls can also be defined for several days in advance from the »Reception desk phone«.

Answering a morning call

«🔔»	⬆	♪	⬇
The telephone in your room rings	Lift up handset	Music on hold or voice announcement	Now hang up the handset and the wake-up call is ended

Door intercom device

Making a door interphone call
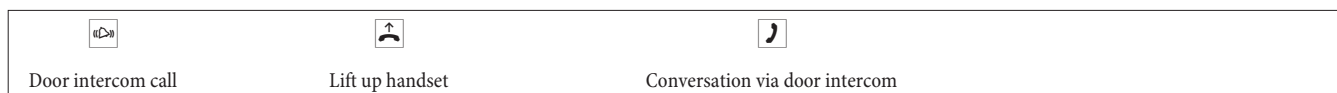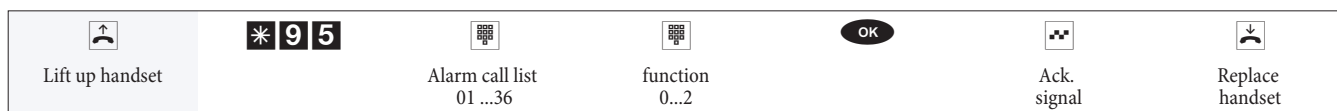
〘⊲〙	⤒	♪
Door intercom call	Lift up handset	Conversation via door intercom

Signaling features

Activating/ de-activating signalisation call function

⤒	✳ 9 5	⌗	⌗	OK	⚹	⤓
Lift up handset		Alarm call list 01 ...36	function 0...2		Ack. signal	Replace handset

Alarm call list

The terminal device must have been entered into the list during configuration:

0 1 ... 3 6   Alarm call list 01...36.

Function:

0   Deactivating the alarm call feature.

1   Activating the internal alarm call feature.

2   Activate external call feature.

Local alarm call acknowledgement

An alarm call can be confirmed locally at a telephone assigned to the alarm input.

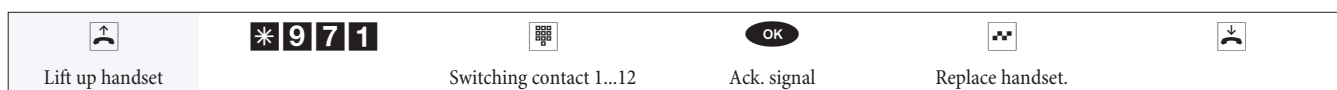| 〘⊲〙	⤒	✳ 5 3 7	OK	⚹	⤓
The alarm call is indi- cated	Lift up handset			Ack. signal	Replace handset

Switching contacts

In the event of a loss of power and after a reset the switching contacts are idle.

Activating/ de-activating switching contacts

⤒	✳ / ⌗	9 7 0	⌗	OK	⚹	⤓
Lift up handset	Activate/ deactivate		Switching contact 01...12		Ack. signal	Replace handset
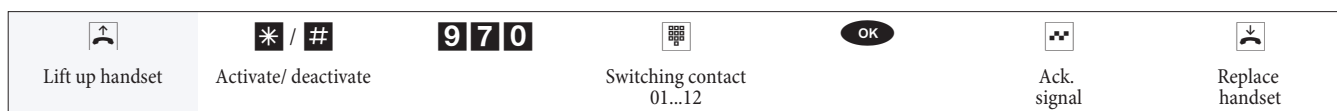
Switching contact with button function

⤒	✳ 9 7 1	⌗	OK	⚹	⤓
Lift up handset		Switching contact 1...12	Ack. signal	Replace handset.	

Service access

This feature enables you to have the PABX configured by your dealer's service center or download the current software. You can trigger this function from an internal phone of your PABX.

Enabling for remote service access

You can release your PABX system for remote access by an external subscriber. Release for remote access of the PABX is effected for 30 minutes.

↑ Lift up handset	✳ 7 8 2	OK	•• Ack. signal	↓ Replace handset.

Enabling for remote service access (without subadress check)

You can release your PABX system for remote access by an external subscriber. Release for remote access of the PABX is effected for 30 minutes.

↑ Lift up handset	# 7 8 2	OK	•• Ack. signal	↓ Replace handset.

Deleting authorization for remote service access

You can cancel a programmed release for incoming remote access any time you want. However, an existing connection to a service center is not terminated.

↑ Lift up handset	# 7 9 9	OK	•• Ack. signal	↓ Replace handset.

RAS dial-in for gateway diagnostics

Enabling for 30 minutes

You can enable your PABX system for dial-in from an external subscriber for up to 30 minutes.

↑ Lift up handset	✳ 5 2 #	•• Ack. signal	↓ Replace handset

Enabling for 30 minutes with specified number

You can enable your PABX system for dial-in from a specified external subscriber for up to 30 minutes when the caller's number concurs with the specified number.

↑ Lift up handset	✳ 5 2	⊞ External number	#	•• Ack. signal	↓ Replace handset

Cancellation of enabling

You can cancel a service connection for dial-in by an external subscriber. This will not terminate an ongoing service connection.

↑ Lift up handset	# 5 2	•• Ack. signal	↓ Replace handset

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