

User Manual

(en)

IP Telephone

tiptel 3020



tiptel

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Table of Content

Table of Content	3
Safety notes	6
Getting Started	8
Packing List	8
Phone Installation.....	11
1. Attach the Foot stand.....	11
2. Connect the Handset and optional Headset.....	11
3. Connect the Network and Power.....	12
Initialization	13
Getting Familiar with Your Phone	14
Hardware Components Preview.....	14
Icon Preview	17
Memory Key Function Overview	19
Basic Features Configuration	21
Web Login.....	21
Administrator Password.....	22
Language.....	23
Time and Date.....	24
Ring Tone.....	27
Volume	30
Directory	31
Basic Call Features	34
Place a Call	34
End a Call.....	35
Redial a Call.....	35
Receive a Call	36
Auto Answer	36

Call Hold.....	37
Call Transfer.....	38
Call Conference.....	39
Call Forward	41
Call Return.....	44
Hide Caller ID.....	45
Reject Anonymous	46
Call Mute	47
DND.....	47
Key as Send.....	48
No Key Entry Timeout.....	48
Keypad Lock	49
Hot Line	50
Advanced Features	52
Voice Message.....	52
Intercom	52
Speed Dial.....	54
Direct Pickup	55
Group Pickup	55
BLF	56
Shared Line	58
Record.....	59
Call Park.....	60
Paging	61
DTMF	61
Prefix.....	62
Factory Reset.....	63

Appendix.....	64
Warranty.....	64
Guarantee.....	64
Declaration of conformity.....	64
Disposal.....	64

Safety notes

- You may not set-up and use this device in the following surroundings:
 - Outdoors
 - In damp or wet spaces (bath, shower, swimming pool, etc.)
 - In hazardous environments
 - In locations exposed to direct sunlight
 - At ambient temperatures below 0 °C or above 40 °C
 - In case of strong vibrations or shocks
 - In dusty environments
- Only use a soft, damp cloth to clean the device. Do not use chemicals or abrasive cleaners.
- During a thunder storm you should neither phone nor connect or disconnect any lines (electrical shock hazard in case of a lightning strike)
- Opening the device and conducting improper repairs may hazard the user.
- Disposal of this device must be carried out according to local regulations.
- Please note that in case of mains outage emergency calls cannot be placed.
- Only such devices may be connected to the phone, which deliver safety extra low voltage (SELV).
- Only headsets with integrated volume limiter for hearing protection according to EN 60950 may be used.
- Make sure that the connecting lines are installed carefully so that no one can trip over the cable. Connected cables must not be bent excessively or subjected to mechanical strain.
- Connecting cables must be wired inside buildings only (Danger of electrical shock due to transients).
- In case of malfunctions disconnect power cord and all communication lines.
- Before opening the device, unplug any communication lines.
- In case of operating the device with external AC adapter:
 - Only the original AC adapter (Article-No. 3054051) may be used (Danger of electrical shock and/or fire)
 - The AC adapter must be easily accessible so that it can be removed from the wall outlet any time in case of danger.

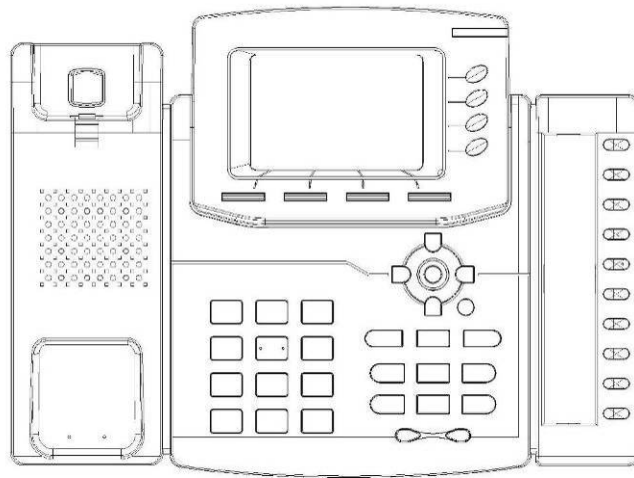
- In case of malfunction remove the AC adapter from the wall outlet and disconnect any communication lines.
- Before opening the device remove the AC adapter from the wall outlet and disconnect any communication lines.
- The device, AC adapter (inclusive, has been developed and manufactured in compliance with Standard EN 60950 "Safety of information technology equipment".
- Any changes or modifications not expressly approved by the manufacturer can void the user's authority to operate the equipment.

Getting Started

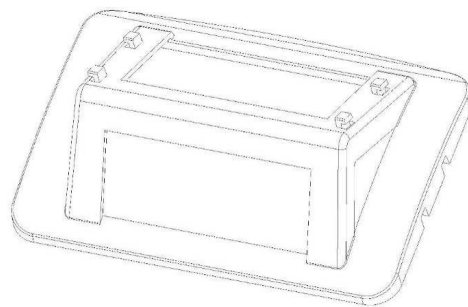
Packing List

The package contains the following parts, please check if all the items are not missed:

1. The phone device



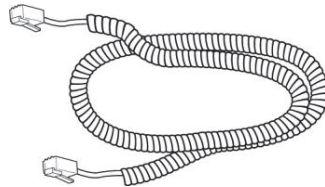
2. The footstand



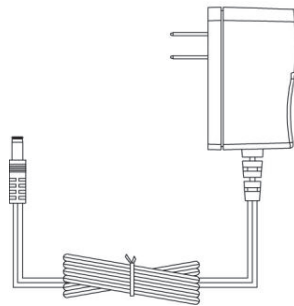
3. Handset



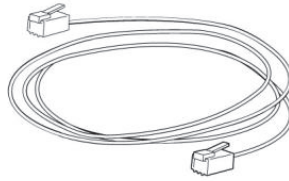
4. Headset cord



5. Power adapter (optional)



6. Ethernet cable

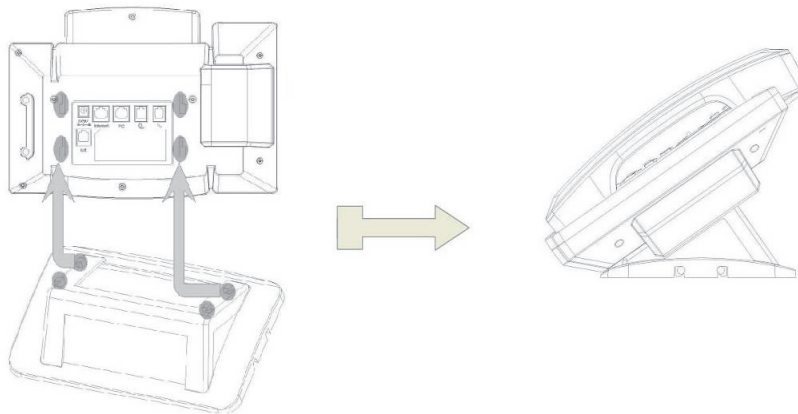


7. Quick installation reference

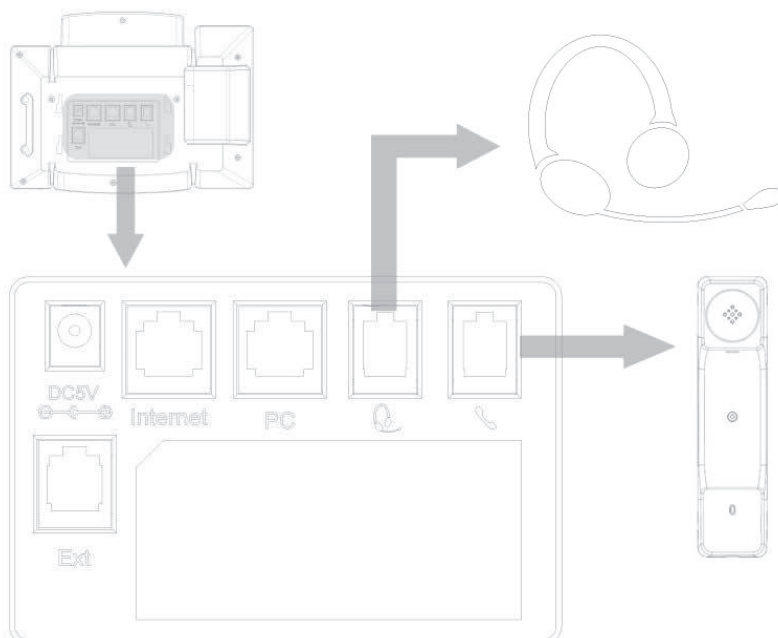


Phone Installation

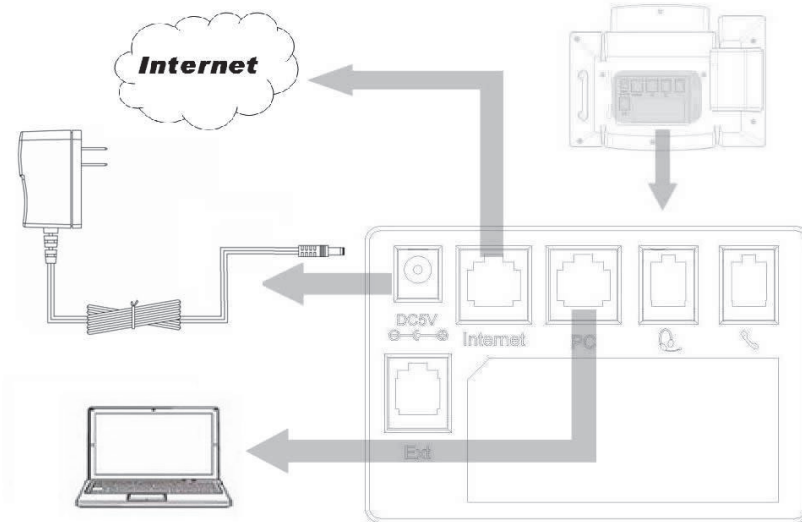
1. Attach the Foot stand



2. Connect the Handset and optional Headset



3. Connect the Network and Power

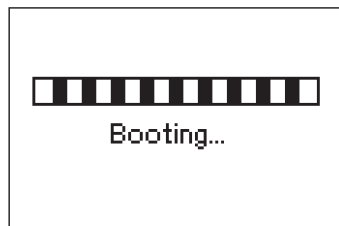


Initialization

After your phone has been powered up, the system boots up and performs the following steps:

Automatic Phone Initialization

The phone finishes the initialization process by loading the saved configuration. The phone LCD screen will display "Booting"



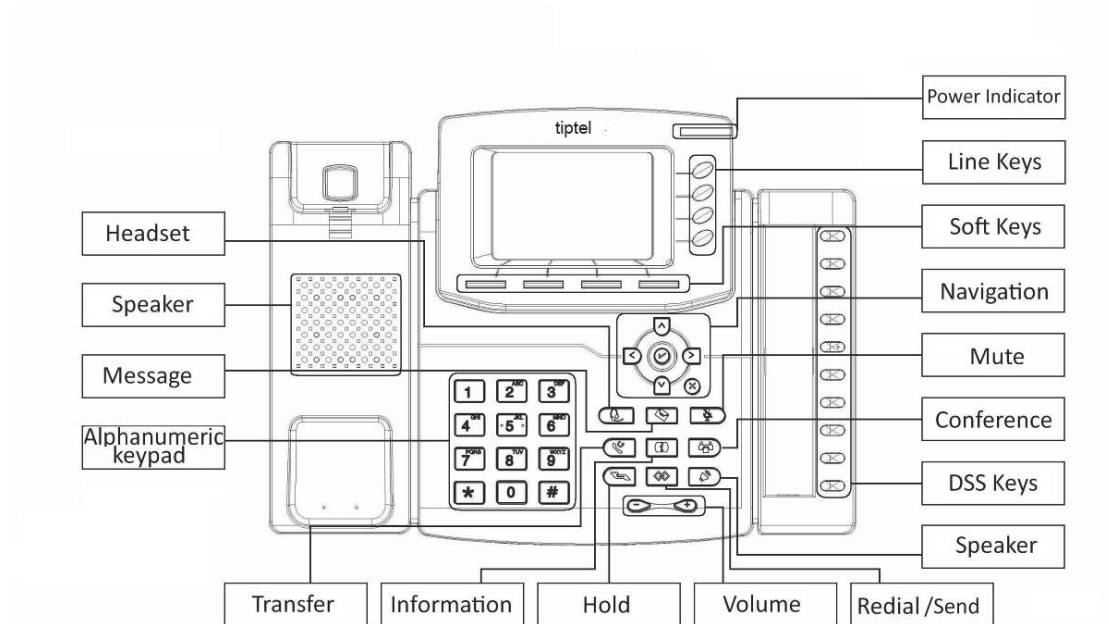
And then show "Initializing" during the initialization.











By default the phone attempts to contact a DHCP server in your network in order to obtain its valid network settings, e.g. IP address, subnet mask, default gateway, DNS server.





Getting Familiar with Your Phone

Hardware Components Preview



Item	Description
LCD screen	To Presentation all information about the date& time, accounts, soft keys, messages, calls and other some information.
Power Indicator LED	To indicate the power status
Line keys	The phone supported up to 4 accounts 1. Steady green: idle interface, during a call.. 2. Blink red: a call incoming
Soft keys	Labels automatically to identity their context-sensitive features.
Navigation keys	 1. OK.  Up arrow key: To move up of the selection shows on the

	<p>screen.</p> <p> Right arrow key: To move right of the selection shows on the screen.</p> <p> Left arrow key: To move left of the selection shows on the screen.</p> <p> Down arrow key: To move down of the selection shows on the screen.</p> <p> 1. To return to idle screen. 2. To cancel the information or call on the screen.</p>
<p>Mute key</p>	<p> 1. To mute the voice during the call (green light). 2. To un-mute the call.</p>
<p>Conference</p>	<p> To place a conference call</p>
<p>Memory Keys</p>	<p>To be configured as different function as:</p> <ol style="list-style-type: none"> 1. Line 2. Speed Dial 3. BLF 4. BLF List 5. Voice mail 6. Direct Pickup 7. Group Pickup 8. Call Park 9. Intercom 10. DTMF 11. Prefix 12. Hold

	<p>13. Conference</p> <p>14. DND</p> <p>15. Redial</p> <p>16. Transfer</p> <p>17. SMS</p> <p>18. Hot -desking</p> <p>19. Call Return</p> <p>20. Paging</p> <p>21. Record</p> <p>22. Shared Line</p> <p>The LED lights status when set as Shared line:</p> <p>Stay green: Idle</p> <p>Stay red: Busy</p> <p>Blinked green: Ring Back</p> <p>Blinked red: A call incoming</p> <p>Steady orange: During a call</p> <p>Blinked orange: Public Hold</p> <p>Blinked green: Private Hold</p> <p>Light Drown: Unregistered</p>
Speaker	 Press this button to place a call in hands-free mode.
Redial	 To dial the previous dialed number. To act as send key.
Volume	 To decrease the volume.  To increase the volume.

Hold		To hold or to resume a call during a conversation.
Information		To show the accounts status and some other relevant information.
Transfer		To transfer a call to a third party. To enable or disable Forward feature during the idle page.
Alphanumeric keypad		To enter the phone numbers, letters and so on.
Message		To indicator the New message, and press to read.
Headset		To indicate that the phone is or not in Headset mode.

Icon Preview

Icon	Description
	Network down
	Registered succeed
	Unregistered
	Speakerphone mode
	Handset mode
	Headset mode
	Voice messages
	Text message

	Mute
	Do Not Disturb
	Volume is 0
	Hold
	Received calls
	Dialed Calls
	Missed calls
	Forward calls
	Conference
	Keypad locked
	Keypad unlocked

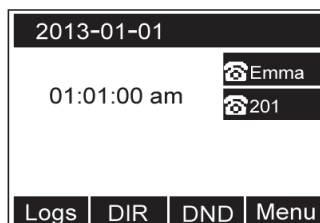
Memory Key Function Overview

Line
Speed Dial
BLF
BLF List
Voice Mail
Direct Pick Up
Group Pick Up
Call Park
Intercom
DTMF
Prefix
Conference
Forward
Transfer
Hold
DND

Redial
Call Return
Record
URL Record
Paging
Group Listening
Public Hold
Private Hold
Shared Line
URL

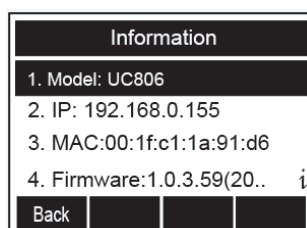
Basic Features Configuration

This part will mainly introduce the basic configuration as the Time, Language, and Volume...

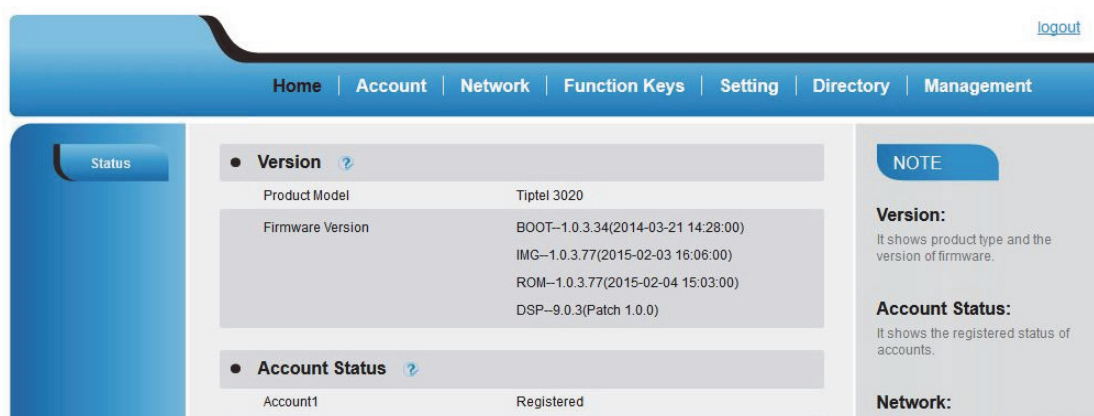


Web Login

1. Get the IP address: Press Menu → Status → Information.



2. Input the IP Address in the web browser.
3. Input the user name (default is admin), password (default is admin).
4. Login successfully.



Note:


The PC and phone should be in the same segment.

When register the accounts in web and the server port is not “5060”, then “SIP Server” should be set as “SIP Server’s IP address: server port.”, for example, “192.168.0.122: 5090”.

Administrator Password


The password is mainly used for login the web interface or set the advanced settings through phone interface. And the default password of the administrator is: **admin**

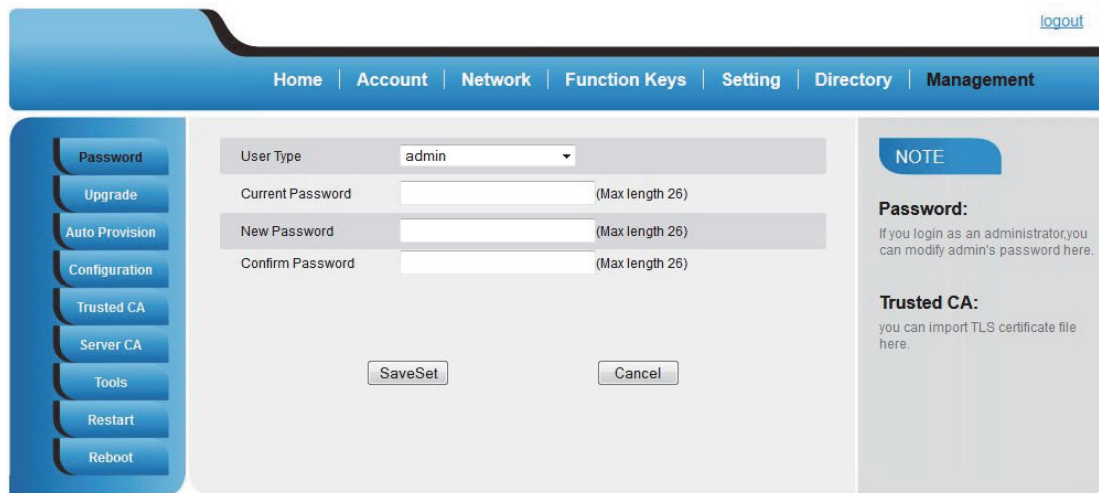
To change to password via Phone Interface

1. Press Menu → setting → Advanced settings → password (default admin) → Phone Setting → Set Password
2. Enter the current PWD (password), new password and confirm the new password.
3. Press save soft key or  to save the new password.

Set Password			
1. Current PWD:			
2. New PWD:			
3. Confirm:			
Cancel	2aB	Delete	Save

To change to password via Web Interface

1. Management → Password
2. Fill the value
3. Click  to save the configuration.




Note:
When you use the web interface: user name: admin, password: admin(default)

Language


The default Phone interface language is English.

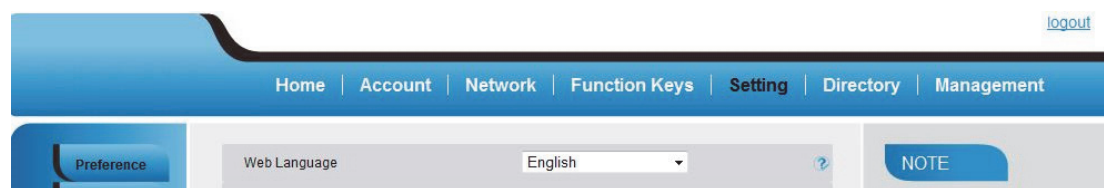
To change the language via Phone interface

1. Press Menu → Setting → Basic Settings → Language.
2. Press  or Save soft key to save the configuration.



To change the language via Web Interface

1. Setting → Preference → Web Language
2. Select the necessary one.
3. Press  to save the configuration.



Note:
 All languages may not be available for selection. The available languages depend on the language packs currently loaded to the IP phone.

Time and Date


The time and date show on the idle page, and it can be set and change by SNTP server automatically or manual setting.

To configure the time and Date by SNTP setting




1. To press Menu → Setting → Basic setting → Time & Date → SNTP Settings
2. Press or , or to change the Time zone.
3. Fill the NTP server1, NTP Server2, and Daylight Saving.
4. Press or Save soft key to save the configuration.

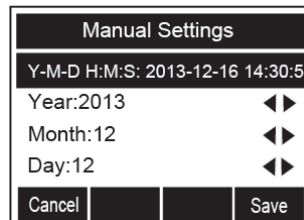


Note:








Press , all zone will show on the display, select the one you want and press save or confirm key to save the configuration.

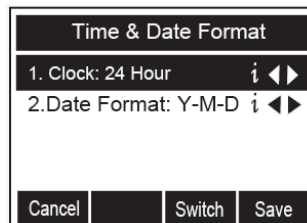
To configure time and date manually

1. To press Menu → Setting → Basic setting → Time & Date → Manual Settings
2. Press  and  or change the right time, or you can input the right time.
3. Press  or Save soft key to save the configuration.







To configure the Time & Date Format

1. To press Menu → Setting → Basic setting → Time & Date Format
2. Press  and  or press  to change between 12 Hour or 24 Hour.
3. Press  and  or press  to change among Y-M-D(year-month-day), M-D-Y(month-day-year), D-M-Y(day-month-year).
4. Press  or Save soft key to save the configuration.



tiptel 3020 User Manual

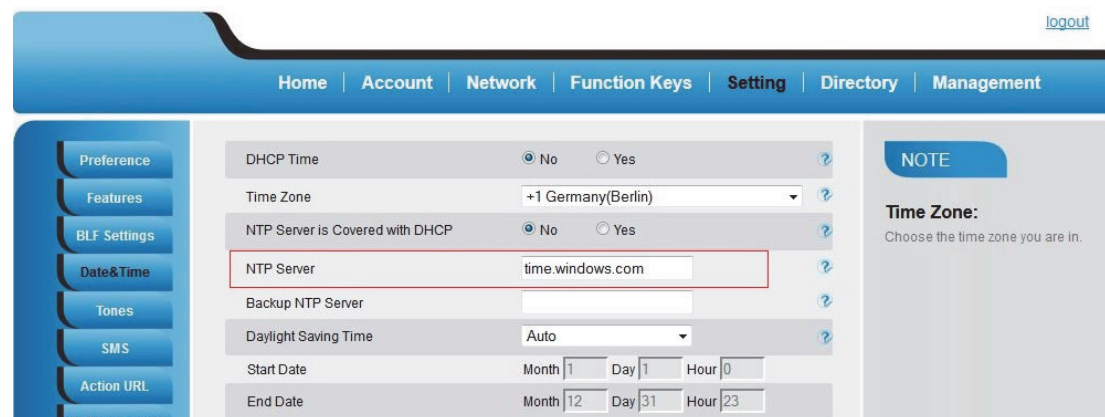
To configure the DHCP time

1. To press Menu → Setting → Basic setting → DHCP time
2. Press  and  or press  to change between Disable and Enable.
3. Press  or Save soft key to save the configuration.

To configure the Time and Date by web interface

1. Login
Login name: admin, password: admin(default)
2. Network → Advanced → NTP Server
3. Fill the value in the blank.

To change the Time Zone and Date Display Format via web interface



logout

Home | Account | Network | Function Keys | **Setting** | Directory | Management

Preference
Features
BLF Settings
Date&Time
Tones
SMS
Action URL
SoftKey Layout

DHCP Time No Yes ?

Time Zone ?

NTP Server is Covered with DHCP No Yes ?

NTP Server ?

Backup NTP Server ?


Daylight Saving Time ?

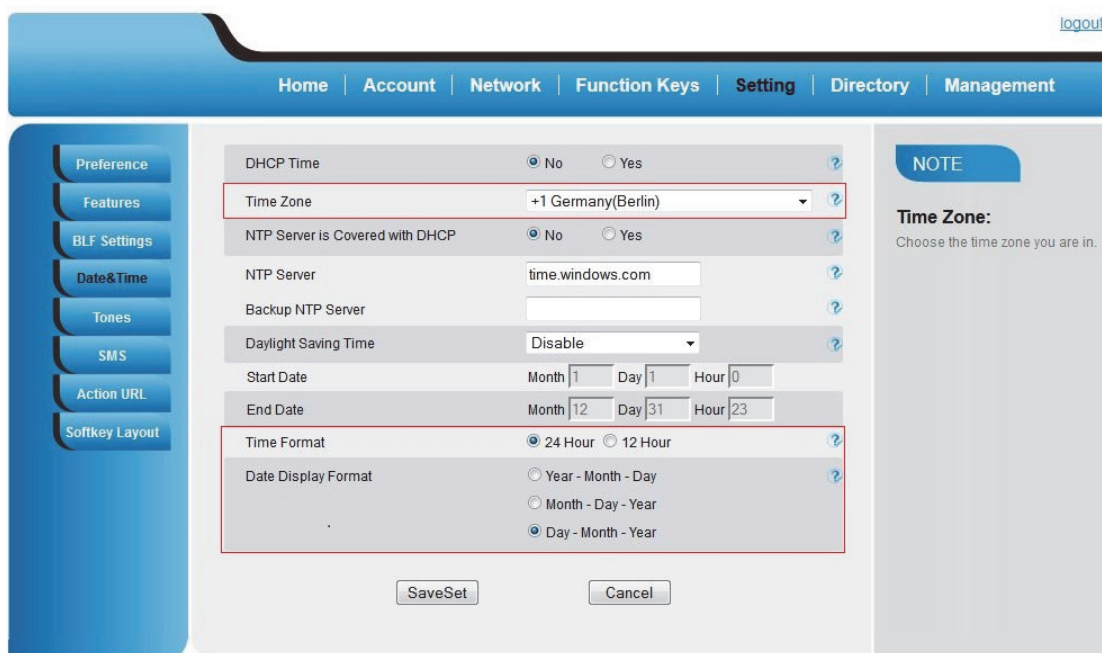
Start Date Month Day Hour

End Date Month Day Hour

NOTE
Time Zone:
Choose the time zone you are in.

SaveSet

1. Setting → Preference → Time Zone
2. Select the necessary one.
3. Press  to save the configuration.






Note:

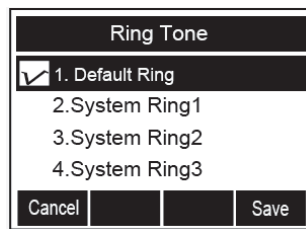
If the IP Phone cannot obtain the time and date from the Simple Network Time Protocol (SNTP) server, please contact your system administrator for more information.

Ring Tone

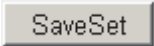
You can adjust the type and volume of the ring tone.

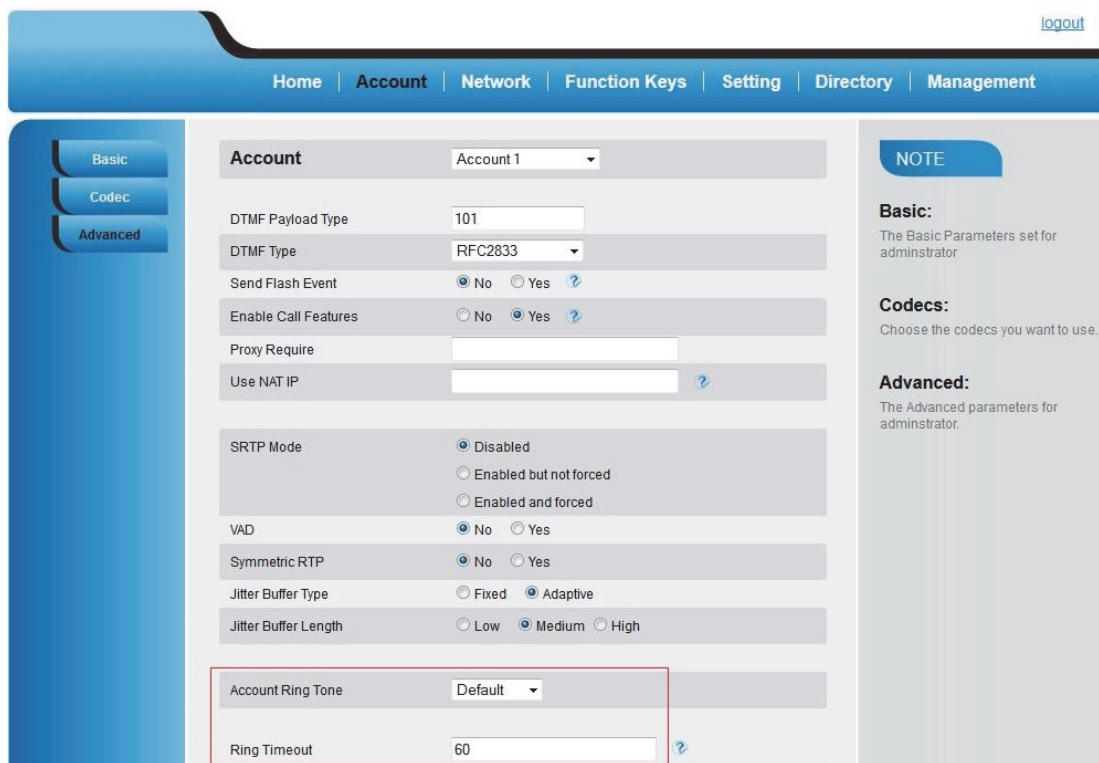
To adjust the Ring Tone Type via Phone interface

1. Press Menu → Setting → Basic Settings → Ring Tone.
2. Press  and  to select the aimed one.
3. Press  or Save soft key to save the configuration.



To adjust the Ring Tone Type via Web Interface

1. Account → Advanced → Account Ring Tone
2. Select the wanted one
3. Click  to save the configuration.



To configure Distinctive Ring Tone via Phone Interface

1. Press Directory
2. Select the target contact
3. Press Detail soft key to edit the contact.

- Press and to select the wanted Ring Tone for the contact
- Press Save soft key to save the contact.

Joe

3.Mobile Number:

4.Other Number:

5.Account:Auto ◀▶

6.Ring Tone: System Ring ◀▶



Cancel Save

To configure Distinctive Ring Tone via Web Interface



- Directory → Directory → Contact
- Choose the Ring Tone you want to use.
- Click → to save the configuration.

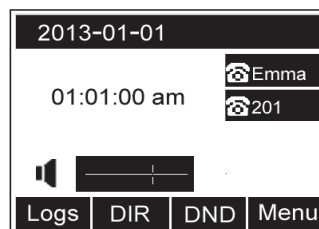
The screenshot shows the web interface for managing contacts. The top navigation bar includes Home, Account, Network, Function Keys, Setting, Directory, and Management. The left sidebar has buttons for Directory, Remote Phone Book, Call History, LDAP, BroadSoft, Calllog, and MultiCast Paging. The main content area is divided into a 'Contact' tab and a 'BlackList' tab. A table lists contacts with columns for Index, Display Name, Office Number, Mobile Number, Other Number, and Account. The first contact, 'Zentrale', is highlighted. Below the table are buttons for Save, Delete, and Move to Contact/blacklist. The 'Save' button is highlighted with a red box. Below the table is a form for editing the selected contact, with fields for Name, Office Number, Mobile Number, Other Number, Account, Ring, Group, and Photo. The 'Ring' dropdown menu is highlighted with a red box and shows 'Ring2.bin' selected. A 'tiptel' logo is visible in the background of the form. On the right side, there is a 'NOTE' section with instructions for adding, deleting, and moving contacts, and sections for 'Upload Photo', 'Import', and 'Export'.



Volume

You can adjust the volume for the phone by the volume keys:  and .



To adjust the Ring tone volume

- Option 1: To press  and  on the idle page





- Option 2: To press  and  during the call is ringing.



To adjust the handset volume

To press  and  during a call in handset mode.

To adjust the headset volume

To press  and  during a call in headset mode.

To adjust the speaker Volume

To press  and  during a call in speaker mode.


Directory

In the directory, you can add or delete your friends, business partner or anyone others' phone No. so you will not forget their number. Or put some anonymous phone No. in the blacklist to prevent from being disturbed.






A. To add contacts list into local directory

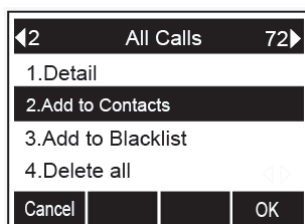
To add contacts manually

1. Press Menu → DIR → Contacts
2. Press Add soft key

3. Enter the necessary information as Name, Phone number...
4. Press save soft key or  to add the contacts successfully.

To add contacts from Logs

1. Press History soft key or press Menu → Logs → Local history
2. Press  and  to select the targeted one. (Press  and  switched among the All calls, Dialed calls, Received calls, Missed Calls and Forward Calls).
3. Press Option soft key → Add to Contacts
4. Edit the necessary information as Name, Phone number...
5. Press save soft key or  to add the contacts successfully.



To add contacts via web interface

1. Click Directory
2. Enter the name, number and some other information.
3. Press **Add** and then press **Save** button.

[logout](#)

Home | Account | Network | Function Keys | Setting | Directory | Management

Directory

Remote Phone Book

Call History

LDAP

BroadSoft

Callog

MultiCast Paging

Contact BlackList
Hangup

Index	Display Name	Office Number	Mobile Number	Other Number	Account	All	
1	Zentrale	12345	991199		Auto		<input type="checkbox"/>

Save
Delete
Move to Contact/blacklist

Contact

Name:

Office Number:

Mobile Number:

Other Number:

Account: Auto

Ring: Default

Group: Not In Group

NOTE

Add Contact/Blacklist
Fill out the contact information. User shouldn't leave contact name blank.

Delete Contact/Blacklist
Select the contact you want to delete in the grid, and then press the button Delete to confirm.

Move to Contact/blacklist
Choose the contacts you want to move in the grid, and press the button move to Contact/Blacklist to move it.


Upload Photo
The format of the photo supported is jpg or bmp, and the size should be less than 128 * 128

Import
Browse the file in XML format.




Export
Click Export button and create a file with whose name you prefer to export.

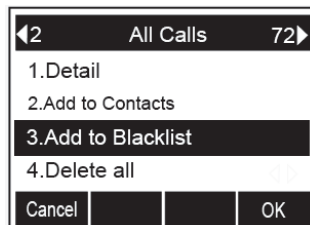
B: To add contacts into blacklist

To add blacklist manually

1. Press Menu → Directory → Blacklist
2. Press Add soft key.
3. Enter the necessary information as Name, Phone number...
4. Press save soft key or  to add the contacts successfully.

To add blacklist from history

1. Press History soft key or press Menu → Logs → Local history
2. Press  and  to select the targeted one.
3. Press Option soft key → Add to Blacklist
4. Edit the necessary information as Name, Phone number...
5. Press save soft key or  to add successfully.




Basic Call Features



Place a Call

There are three ways to dialing a call: Handset, Headset and Hands-free speakerphone.



To place a call by Handset

1. Pick up the handset, or press a line key and dial the necessary number.
2. Press  or press the send softkey, then the call is sending.



To place a call by Headset:

1. Press the  (light is Green),
2. Enter the desired number.
3. Press  or press the Send softkey, then the call is sending.


Placing a call by hands-free speakerphone

1. Press the , or press the Line key, then you can hear the dial tone.
2. Press the number.
3. Press  or press the Send soft key, then the call is sending.

To place a call by call history or Directory

1. Press the History soft key (On the idle page) or Menu → History /Directory
2. Press  and  to select the targeted one.
3. Press Send soft key to make the call.

Note:

1. The  key is set to be a send key. You can set the * key as send key or set some other to be as send keys. For more information, refer to the Key as Send on page
2. During the call, you can also change among Headset, Handset or Free-speaker mode.

End a Call

Here shows to end a call during three mode:

To end a call by Handset

Press the Cancel soft key or hang up the handset.

To end a call under Headset Mode

Press the Cancel soft key or press .

To end a call under hands-free speakerphone Mode

Press the Cancel soft key or press .

Note:

During the conference, to end the call is same as mentioned above.

Redial a Call

To redial the last placed call from the IP Phone

Press  directly when LCD is on the idle interface.


Receive a Call

There are three ways to receive a call when the phone is ringing:


To receive a call by handset

Pick up the handset the conversation is built.


To receive a call by headset

Press  and now the conversation is built.

To receive a call by hands-free speaker

1. Option 1: Press  directly.
2. Option 2: Press Answer soft key.
3. Option 3: Press the Line key (flashes red).

Moreover, some other action can be done by soft key when the call is coming.

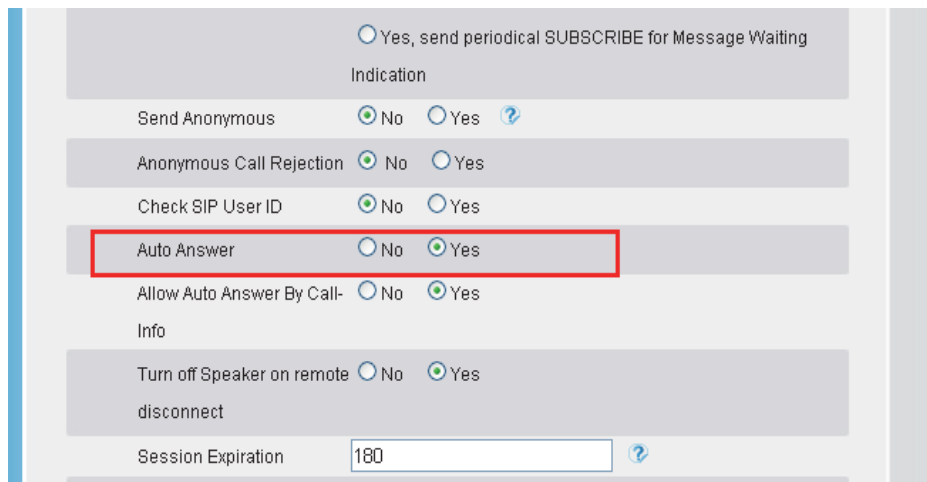
1. To press the Reject soft key to reject the call. Or press  to reject the current call.
2. To press Forward to forward to another phone.
3. To press Silence soft key, and then the call will keep silent, no ring tone display.

Auto Answer

Enable auto answer feature, you will answer all incoming call automatically.

To enable Auto Answer via Webpage

1. To Click Account → Advanced
2. To choose Yes for the Auto Answer.
3. To click Saveset to save the configuration.

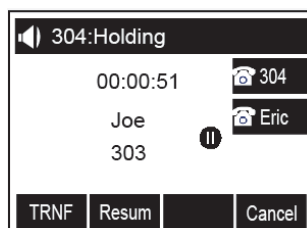


To Disable Auto Answer via Webpage

1. To Click Account → Advanced
2. To choose No for the Auto Answer.
3. To click Saveset to save the configuration.

Call Hold

When use hold feature, the Hold icon will show on the display.





To make a call on hold during three modes:



To hold a call under handset mode:

1. Press Hold soft key or to hold the current call.
2. Press Resume soft key or to resume the call on hold.

To hold a call under headset mode:

1. Press Hold soft key or  to hold the current call.
2. Press Resume soft key or  to resume the call on hold.

To hold a call during the speaker mode:



1. Press Hold soft key or  to hold the current call.
2. Press Resume soft key or  to resume the call on hold.

Call Transfer

This phone supports blind, attended and Semi-Attended Transfer.

Blind Transfer

When you use this feature, you can transfer


1. Press  or Transfer soft key during the conversation, the call is on hold now.
2. Enter the number that transfers to.
3. Press , and now the blind transfer completed.

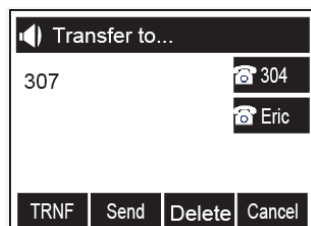
NOTE:



The “Enable Call Feature” must be configured to “Yes” to enable this feature.

Attended Transfer

When you use this feature, you can

1. Press  or transfer soft key during the conversation, the call is on hold now.






2. Enter the number that transfer to, and press the send soft key or .
3. Start the second conversation, press  or transfer soft key, then, transfer completed.

NOTE:


To transfer calls across SIP domains, SIP service providers must support transfer across SIP domains. Blind transfer will usually use the primary account SIP profile. To use this function, should at least one line key set as Auto.

Semi-Attended Transfer

1. Press  or transfer soft key during the conversation, the call is on hold now.
2. Enter the number transfer to, and then press , then you can here the ring tone.
3. Press  or the Tran soft key, and now the Semi-attended transfer completed.

NOTE: To use this function, should at least one line key set as Auto.



BLF Transfer

1. Set a Programmable Key or line key is set as BLF. For how to set BLF, please refer to [BLF](#)
2. Press  or transfer soft key during the conversation, the call is on hold now.
3. Press BLF key then realize blind, attended and Semi-Attended Transfer.





Call Conference

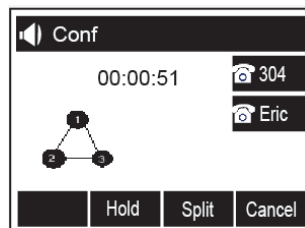
This IP Phone supports up to 5-way conference.

5-way conference


1. Assuming that call party A and B are in conversation. A wants to bring C, D and E in a conference
2. A press line 2 key, the call is placed on hold.
3. A enter the number of C and then press send soft key or .
4. C answering the call.
5. A press  or the conference soft key, then A, B and C are now in a conference.(and now

this is **3-way conference**)

6. A press line 3 key, the current 3-way conference is placed on hold.
7. A enter the number of D and then press send soft key or .
8. D answering the call.
9. A press  or the conference soft key, then A, B, C and D are now in a conference.(and now this is **4-way conference**)
10. A press line 4 key, the call is placed on hold.
11. A enter the number of E and then press send soft key or .
12. E answering the call.
13. A press  or the conference soft key, then A, B, C, D and E are now the **5-way conference** is built.
14. A end the call, the conference is finished.

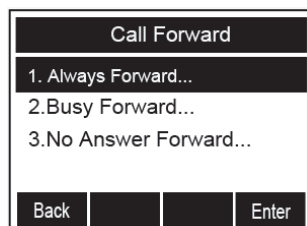


Note:

1. **If C does not answer the call, A can back to continue the conversation with B;**
2. **Once A hangs up the call, the conference is ended, while if B or C drops the call, A&C or A&B conversation continues.**
3. **The conference feature is not available on all servers. For more information, contact your system administrator.**
4. **To realize the 5 way conference, the line should be all available.**
5. Press  to get all parties information.

Call Forward

This phone supports static forward (always forward, busy forward and no answer forward) and dynamic forward

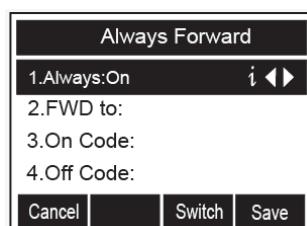


To configure static forward

To configure always forward

With this feature, all incoming calls will forward immediately to configured number.


1. Press Menu → Features → Call forward → Always Forward.
2. Press and or press to select the enable choice
3. Enter the forward to number and on code (optional), off code (optional).
4. Press or Save soft key to save the configuration.

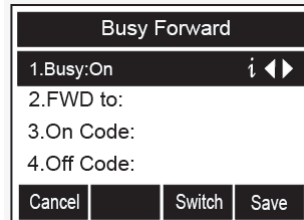


To configure busy forward

With this feature, the incoming calls are immediately forwarded if the phone is busy.





1. Press Menu → Features → Call forward → Busy forward.
2. Press and or press to select the enable choice.

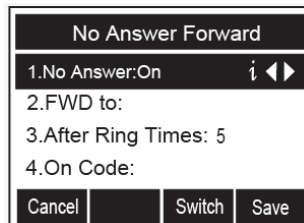
3. Enter the forward to number and on code (optional), off code (optional).
4. Press  or Save soft key to save the configuration.



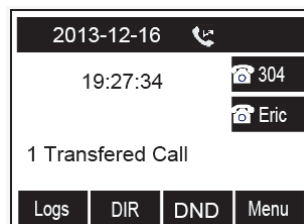
To configure no answer forward

No Answer Forward: Incoming calls are forwarded if not answered after some time.

1. Press Menu → Features → Call forward → No answer forward.
2. Press  and  or press  to select the enable choice
3. Enter the forward to number and on code (optional), off code (optional).
4. Press  or Save soft key to save the configuration.

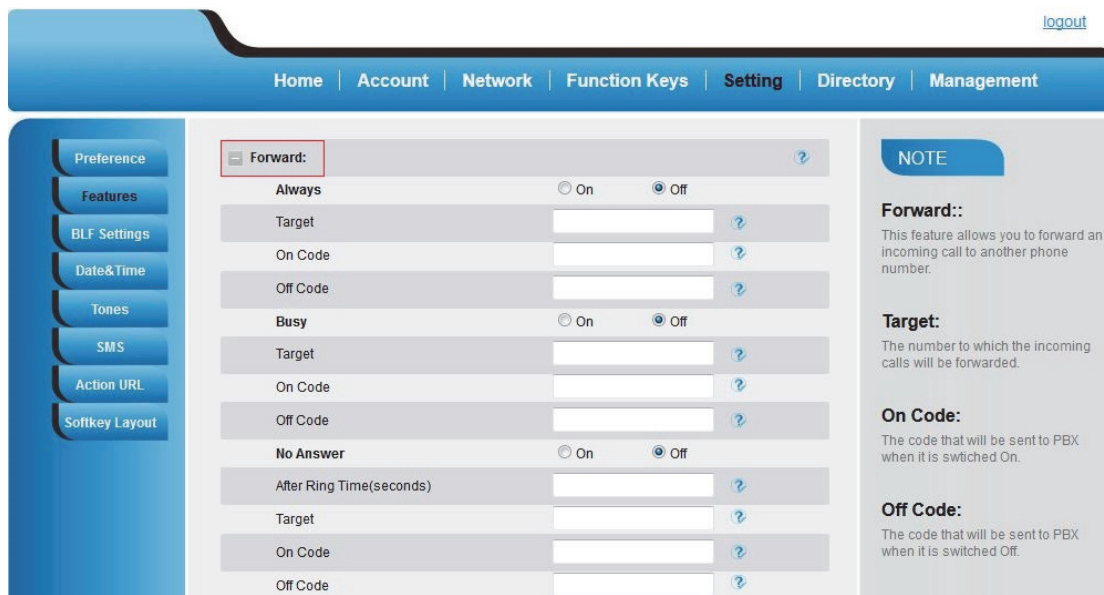


When the Forward feature is enabled, the Forward Icon will display on Top of the LCD.



To configure Forward via Web Interface

1. Setting → Features
2. Click On for the Always/Busy/No Answer
3. Fill the Forward to Number
4. (Optional) fill the on/off code
5. Click SaveSet to save the configuration



To cancel the forward feature via Phone Interface

1. Option 1: To press the key to disable the forward feature.
2. Option 2: Press Menu → Features → Call forward → Always/Busy/No answer Forward

Press and or press to select the disable choice

Press or Save soft key to save the configuration.


To cancel the forward feature via Web Interface

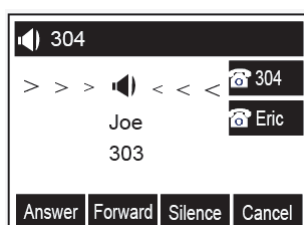
1. Setting → Features
2. Click Off for the Always/Busy/No Answer

3. Click  to save the configuration

To configure dynamic forward

Forward an incoming call during the ringing.

1. When the phone is ringing, press Forward soft key.
2. Enter the forward number.
3. Press  or press the send soft key, then the call is forwarded.









Note:

If the Programmable Key or line key is set as BLF, when an incoming call ringing, press this BLF key directly to realize the dynamic forward.

Call Return


This feature allows you to dial the last phone call you received.

To configure the Call Return via phone interface

1. Press Menu → Features → Function Keys → Line or Memory keys as Function Keys → Memory key1 (for example)
2. Select the wanted Line or Memory key.
3. Press  and  or press  key to select the Key Event in the type field.
4. Press  and  or press  key to select the Call Return.

5. Press  or Save soft key to save the configuration








To configure the Call Return via Web interface

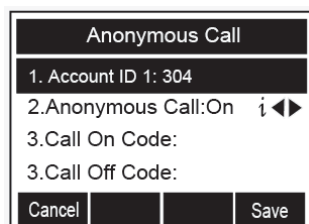
1. Click Function keys → Line or Memory key.
2. Select the desired Line or Memory key and select Call Return in the Type.
3. Click the  to save the configuration.

Hide Caller ID




Just enable the anonymous call feature, you can set your ID do not appear on the other phone that you called.

To configure anonymous call

1. Press Menu →Features →Anonymous Call
2. Press  and  or press  to change the Line ID
3. Press  and  or press  to select the enable choice in Anonymous Call filed.
4. Enter the call on code (optional), call off code (optional).
5. Press  or Save soft key to save the configuration.



To cancel anonymous call feature

1. Press Menu →Features →Anonymous Call
2. Press  and  or press  key to select the disable choice in Anonymous Call

filed.

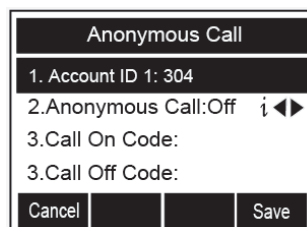
3. Press or Save soft key to save the configuration.

Reject Anonymous

If you do not want to be disturb by anonymous calls, you can set the reject anonymous call features, so you will not hear the unknown calls

To configure rejecting anonymous call

1. Press Menu → Features → Anonymous Call
2. Press and or press key to change the Line ID
3. Press and or press key to select the enable choice in Rejection filed.
4. Press or Save soft key to save the configuration





To cancel rejecting anonymous call

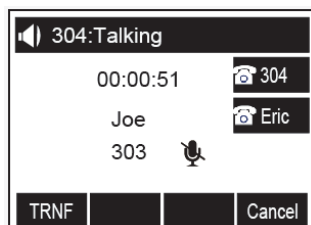
1. Press Menu → Features → Anonymous Call
2. Press and or press key to select the disable choice in Rejection filed.
3. Press or Save soft key to save the configuration.

Call Mute

When you use the Mute feature, the other parties will not hear your voice while you can hear their voice. Call mute applies to all modes (handset, headset, and speakerphone).

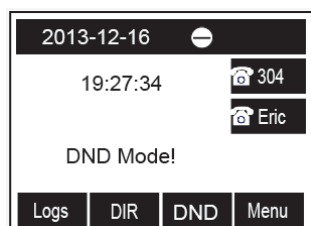
To mute the call during a call (including a conference call)

1. Press the mute key , then the mute key glows green, and the LCD display Mute Icon.
2. To disable the mute function, press  again.



DND

When you use the DND feature, the phone is to reject all incoming calls automatically and you can see the DND icon shown on the Top of the LCD on idle page.



To enable DND feature

Press the DND soft key when the phone is idle, and then DND icon shown on the LCD.

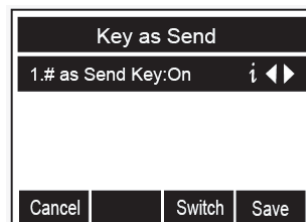
To disable DND feature

Press the DND soft key again, and then there is no DND icon on the LCD.

Key as Send

To configure Key as Send

1. Press Menu → Features → Key as Send
2. Press and or press key to select the enable choice.
3. Press or Save soft key to save the configuration



To cancel # Key as Send

1. Press Menu → Features → Key as Send
2. Press and or press key to select the disable choice.
3. Press or Save soft key to save the configuration

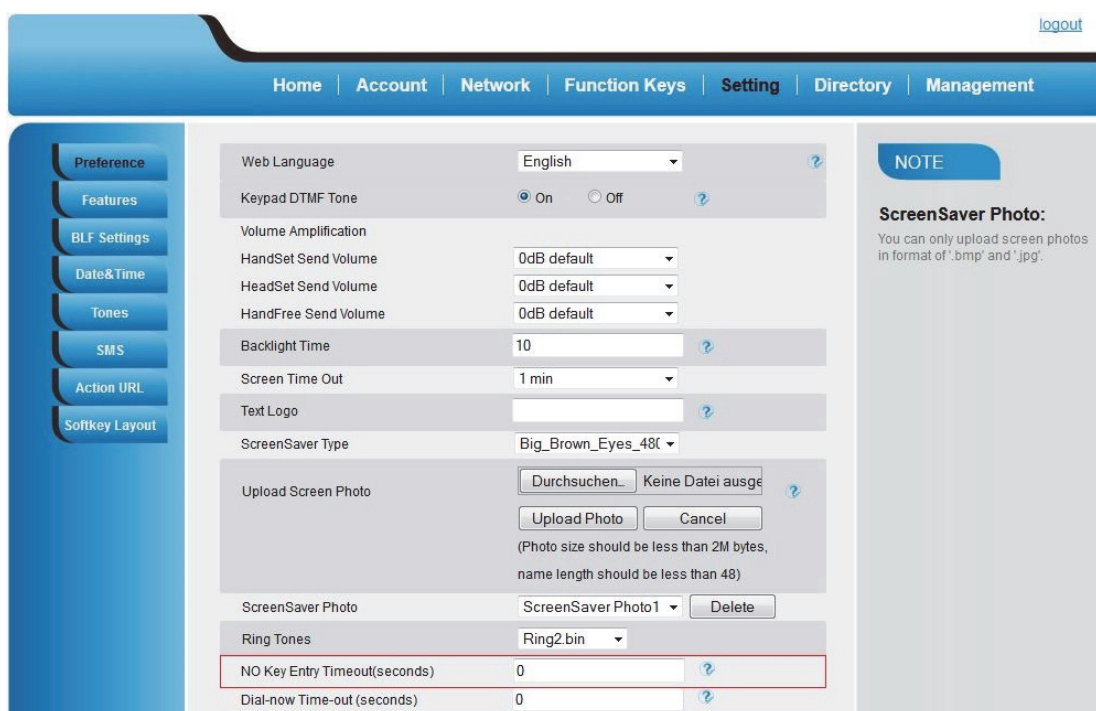
No Key Entry Timeout

No Key Entry Timeout means that when you enter the number, it will dial out automatically after some time when you stop enter the number.

To configure No Key Entry Timeout

1. Click Webpage Setting → Preference
2. Fill the blank of No Key Entry Timeout: for example 5(seconds).(0 means never timeout, you should press the send key the dial out the number.

3. Click the  to save the configuration.



Keypad Lock

To enable Keypad Lock via Phone

1. Press Menu--Settings--Advanced Setting--Phone Setting--Lock
2. Press Info or Switch to change choose lock type:All Keys Menu Key Function Key Lock & Answer
3. Press Save or OK key to save the configuration.

To disable Keypad Lock via Phone

1. Press Menu--Settings--Advanced Setting--Phone Setting--Lock
2. Press Info or Switch to change choose Off.
3. Press Save or OK key to save the configuration.

To enable Keypad Lock via Webpage

1. Click Webpage Setting → Preference
2. To choose the Lock keys.
3. To fill the unlock PIN and auto lock time
4. Fill the Emergence Number, when the phone is Lock, only Emergency Number can be sent.
5. To click Saveset to save the configuration.


Phone Lock	
Keypad Lock	Function Keys
Phone Unlock Pin(0~15dial)
Auto Lock Time-Out(0~3600s)	60
Emergency	

To Disable Keypad Lock via Webpage

1. Click Webpage Setting → Preference
2. To choose Disable for the Phone Lock.
3. To click Saveset to save the configuration.

Hot Line

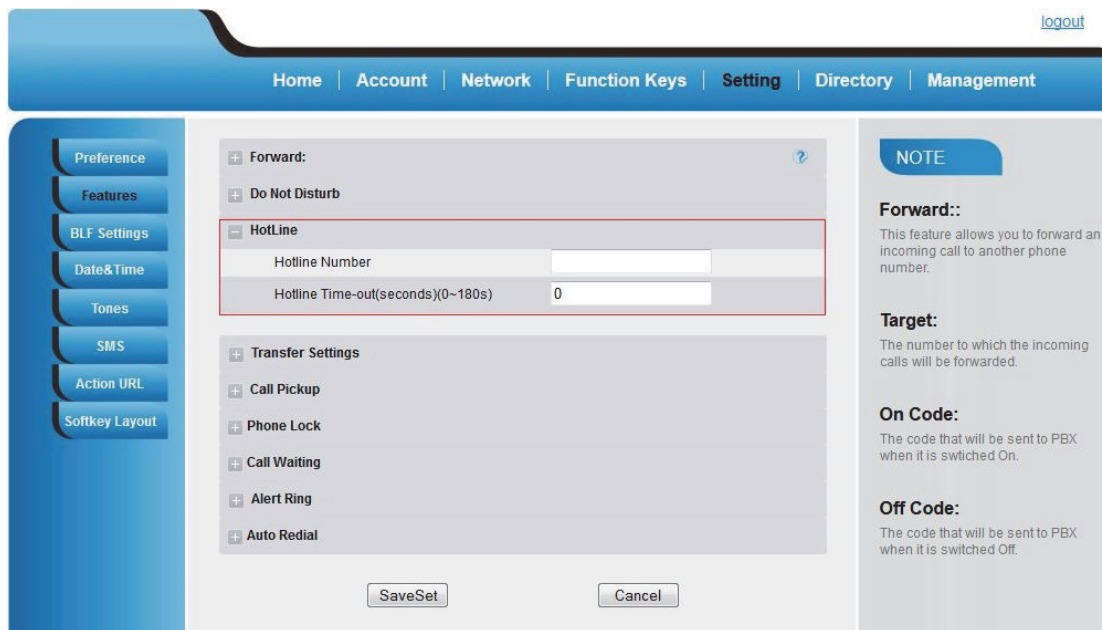
To configure Hot Line

1. Press Menu → Features → Hot Line
2. Enter the Number and delay time (as present, we support off hook auto dial).
3. Press  or Save soft key to save the configuration

Hot Line			
1. Number:			
2.Hot Line Delay:2			
Back	123	Delete	Save

To configure Hotline auto dial via Web Interface


1. Setting → Features.
2. Fill the number in the Hotline Number and Hotline Time-out.
3. Click **SaveSet** to save the configuration.

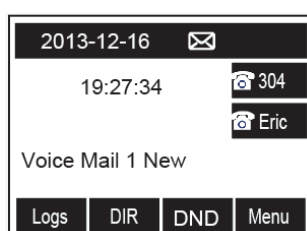


Delete the number and save the configuration, and then now the Hotline auto dial is cancelled.


Advanced Features

Voice Message

This phone supports Voicemail, and when there is message, the message will  will light green. Moreover, when pick up the handset, or press speaker key, you will hear some quick busy tone.



To configure the Voice mail feature

1. Press Menu→Messages→Voice Mail→Set Voice Mail.
2. Enter the Account1/2/3/4 NO.
3. Press  or Save soft key to save the configuration




Note:

This feature is not available on all servers. For more information, contact your system administrator.


Intercom

When use the intercom feature, you can quickly get access connect to the configured one.

To configure intercom feature via phone interface

1. Press Menu →Features →Function Keys→Line or Memory keys as Function Keys → Memory key1(for example)
2. Press  and  or press  key to select the intercom in the type field.

3. Enter the targeted Number.

4. Press  or Save soft key to save the configuration

Then the selected Line or Memory key will work as intercom.

Memory Key1

1. Type: Intercom i ◀▶

2. Value:

3. Account ID: Auto i ◀▶

Cancel 2aB Delete Save

To configure Intercom feature via Web Interface

1. Click Function keys → Line or Memory key.
2. Select the wanted Line or Memory key.
3. Enter the desired phone number in the Value field.
4. Select the Account ID
5. Click the SaveSet to save the configuration.

[logout](#)

Home | Account | Network | Function Keys | Setting | Directory | Management

Line Key

Memory Key

Programmable Key

EXP KEY

Memory Key	Type	Value	Account	Pickup Code
Key1	Intercom	*80830	Account 1	*4
Key2	N/A	301	Account 1	301
Key3	N/A	302	Account 1	302
Key4	N/A	303	Account 1	303
Key5	N/A	304	Account 1	304
Key6	N/A	305	Account 1	305
Key7	N/A	306	Account 1	306
Key8	N/A	307	Account 1	307
Key9	N/A	308	Account 1	308
Key10	N/A	309	Account 1	309

SaveSet Restart

NOTE

Key Type:
The free function key Type Speed Dial,BLF,Key Event,intercom,URL.

BLF:
BLF setting require a phone restart

Note:





This feature is not available on all servers. For more information, contact your system

administrator.

Speed Dial


With this feature, you can dial one directory by press the definite key.

To configure Speed Dial feature via phone interface

1. Press Menu → Features → Function Keys → Line or Memory keys as Function Keys → Memory key1 (for example)
2. Press  and  or press  key to select the Speed Dial in the type field.
3. Enter the targeted Number.
4. Press  or Save soft key to save the configuration

Then the selected Line or Memory key will work as Speed Dial.





To configure Speed Dial feature via Web Interface

1. Click Function keys → Line or Memory key.
2. Select the wanted Line or Memory key and set as Speed Dial.
3. Enter the desired phone number in the Value field.
4. Select the Account ID
5. Click the  to save the configuration.

Direct Pickup


With this feature, you can pick up the set line when it ringing.

To configure Direct Pickup feature via phone interface

1. Press Menu → Features → Function Keys → Line or Memory keys as Function Keys → Memory key1 (for example)
2. Press  and  or press  key to select the Speed Dial in the type field.
3. Enter the value.
4. Press  or Save soft key to save the configuration

Then the selected Line or Memory key will work as Direct Pickup.




To configure Direct Pickup feature via Web Interface


1. Click Function keys → Line or Memory key.
2. Select the wanted Line or Memory key and set as Direct Pickup.
3. Enter the pickup code and followed the desired phone number in the Value field.
4. Select the Account ID
5. Click the  to save the configuration.

Group Pickup


With this feature, you can pick up the specified group that you want incoming calls.

To configure the Pickup via phone interface

1. Press Menu → Features → Function Keys → Line or Memory keys as Function Keys → Memory key1 (for example)
2. Select the wanted Line or Memory key.
3. Press  and  or press  key to select the Group Pickup in the type field.

4. Enter pickup code and followed the desired group number
5. Press  or Save soft key to save the configuration

To configure the Group Pick up via Web interface








1. Click Function keys → Line or Memory key.
2. Select the desired Line or Memory key and select Group Pickup in the Type.
3. Enter the pickup code and followed the desired Group number in the Value field.
4. Click the  to save the configuration.

BLF

You can use the BLF (Busy Lamp Field) feature to monitor a specific one whether his phone is busy or free.

1. When the monitored line is idle, the light is steady green.
2. When the monitored line is ringing, the light is blinking red, press the BLF key to pick the phone up directly.
3. When the monitored line is calling or in a conversation, the light is steady red.

To configure a BLF key by phone

1. Press Menu → Features → Function Keys → Line or Memory keys as Function Keys → Memory key1 (for example).
2. Select the targeted Line or Memory key.
3. Press  and  or press  key to select the BLF in the type field.
4. Enter the targeted Value Number.
5. Press  and  or press  key to select the Account ID.
6. Enter the Pickup Code.
7. Press  or Save soft key to save the configuration

To configure a BLF key by web

1. Click Function keys → Line or Memory key.
2. Select the desired Line or Memory key and select BLF in the Type.
3. Enter the monitored phone number in the Value field.
4. Select the Account ID
5. Filled the Pickup code.
6. Click the to save the configuration and then restart.

[logout](#)

Home | Account | Network | **Function Keys** | Setting | Directory | Management

Line Key

Memory Key

Programmable Key

EXP KEY

Memory Key	Type	Value	Account	Pickup Code
Key1	BLF	300	Account 1	*4
Key2	N/A	301	Account 1	301
Key3	N/A	302	Account 1	302
Key4	N/A	303	Account 1	303
Key5	N/A	304	Account 1	304
Key6	N/A	305	Account 1	305
Key7	N/A	306	Account 1	306
Key8	N/A	307	Account 1	307
Key9	N/A	308	Account 1	308
Key10	N/A	309	Account 1	309

NOTE

Key Type:
The free function key Type Speed Dial,BLF,Key Event,intercom,URL.

BLF:
BLF setting require a phone restart








Note:

This feature is not available on all servers. For more information, contact your system administrator.


Shared Line

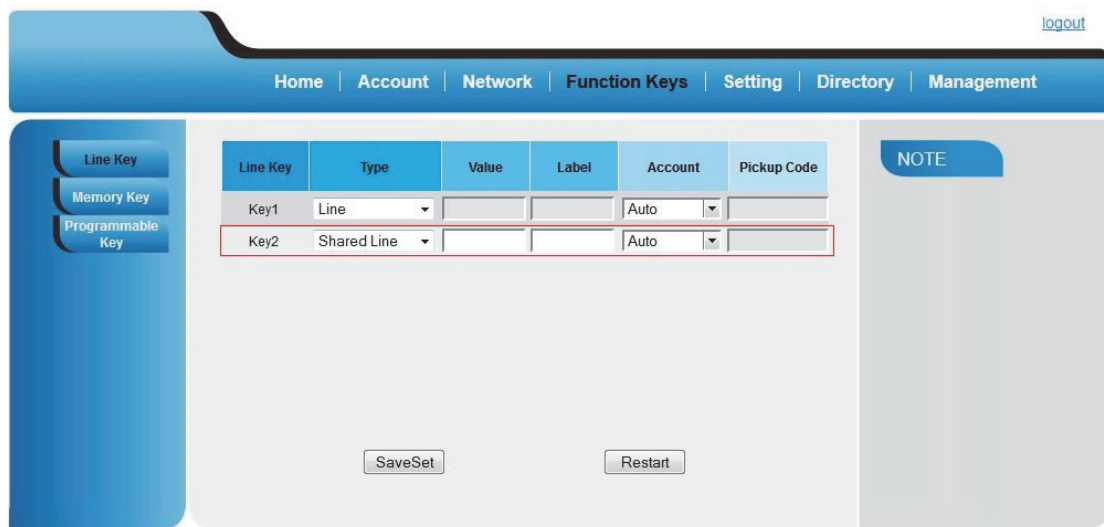
This feature allows subscribers to share SIP lines. Moreover it also provides status monitoring of the shared line.

To configure the line key as shared line via phone interface

1. Press Menu → Features → Function Keys → Line or Memory keys as Function Keys → Memory key1 (for example)
2. Select the wanted Line or Memory key.
3. Press  and  or press  key to select the Shared Line in the type field.
4. Press  and  or press  key to select the Account ID.
5. Enter the Label
6. Enter the Value
7. Press  or Save soft key to save the configuration

To configure the line key as shared line via Web Interface

1. Click Function keys → Line or Memory key.
2. Select the desired Line or Memory key and select Shared Line in the Type.
3. Enter the Value.
4. Enter the Label.
5. Select the Account ID
6. Click the  to save the configuration and then restart.



Note:

This feature is not available on all servers. For more information, contact your system administrator.

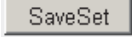
Record

With record feature, you can record calls by pressing a record key on the phone.

To configure the record via phone interface

1. Press Menu → Features → Function Keys → Line or Memory keys as Function Keys → Memory key1 (for example)
2. Select the wanted Line or Memory key.
3. Press and or press key to select the Key Event in the type field.
4. Press and or press key to select the Record.
5. Press or Save soft key to save the configuration

To configure the record via Web Interface

1. Click Function keys → Line or Memory key.
2. Select the desired Line or Memory key and select Record in the Type.
3. Click the  to save the configuration.






Note:

Please contact the system administrator whether support this feature or not.

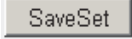
Call Park

With this feature, you can put a call on hold and continue the conversation from another phone.

To configure the Call Park via phone interface

1. Press Menu → Features → Function Keys → Line or Memory keys as Function Keys → Memory key1 (for example)
2. Select the wanted Line or Memory key.
3. Press  and  or press Switch soft key to select the Key Event in the type field.
4. Press  and  or press Switch soft key to select the Call Park.
5. Press  or Save soft key to save the configuration








To configure the Call Park via Web interface

1. Click Function key → Line or Memory key.
2. Select the desired Line or Memory key and select Direct Pickup in the Type.
3. Click the  to save the configuration.

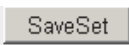
Paging

With this feature, you can call a phone directly.

To configure the paging via phone interface





1. Press Menu → Features → Function Keys → Line or Memory keys as Function Keys → Memory key1 (for example)
2. Select the wanted Line or Memory key.
3. Press  and  or press  key to select the Key Event in the type field.
4. Press  and  or press  key to select the Paging.
5. Press  or Save soft key to save the configuration

To configure the Paging via Web interface


1. Click Function keys → Line or Memory key.
2. Select the desired Line or Memory key and select Paging in the Type.
3. Click the  to save the configuration.

DTMF

To configure the DTMF via Phone Interface





1. Press Menu → Features → Function Keys → Line or Memory keys as Function Keys → Memory key1 (for example)
2. Select the wanted Line or Memory key.
3. Press  and  or press  key to select the DTMF in the type field.
4. Enter the value
5. Press  or Save soft key to save the configuration

To configure the DTMF via Web interface

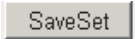
1. Click Function keys → Line or Memory key.
2. Select the desired Line or Memory key and select DTMF in the Type.
3. Fill the value.
4. Click the  to save the configuration.

Prefix

To configure the Prefix via Phone Interface

1. Press Menu → Features → Function Keys → Line or Memory keys as Function Keys → Memory key1 (for example)
2. Select the wanted Line or Memory key.
3. Press  and  or press  key to select the Prefix in the type field.
4. Enter the value
5. Press  or Save soft key to save the configuration

To configure the Prefix via Web interface

1. Click Function key → Line or Memory key.
2. Select the desired Line or Memory key and select Prefix in the Type.
3. Fill the value.
4. Click the  to save the configuration.

Then when you press this key, the set value is input directly.


Factory Reset

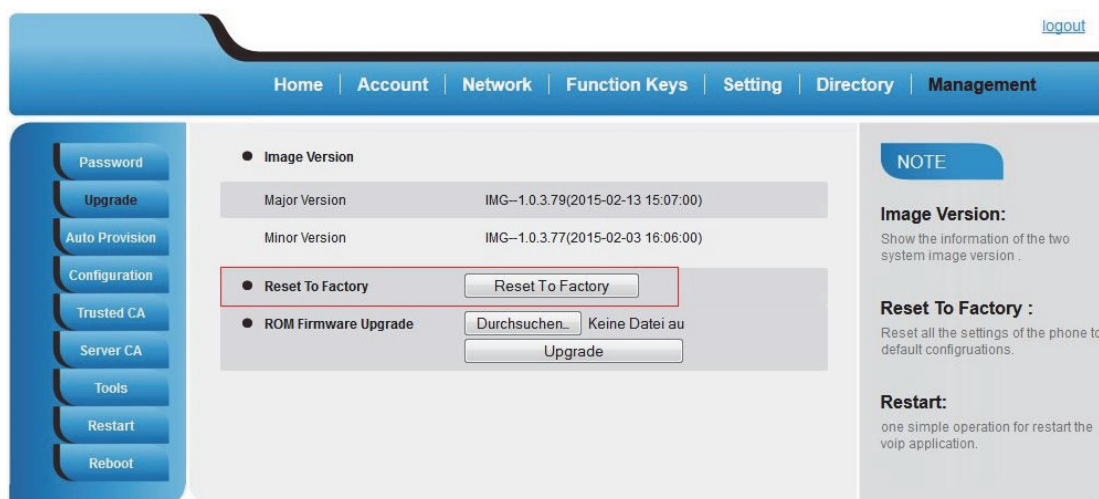
To set Factory Reset by phone interface

1. Press Menu → Setting → Advanced Setting(default password: admin)→ Factory Reset
2. Press OK soft key in the warning page.

To set Factory Reset via web interface

Click Management → Upgrade

Click  and then confirm the setting.



Appendix

Warranty

Your point of contact for warranty obligation benefits is the specialist retailer where you acquired your device. Warranty conditions are based upon the legal regulations of the country in which the device was purchased. Your specialist retailer will be glad to provide more information.

Guarantee

Tiptel provides a voluntary guarantee on the device, the conditions of which are published on <http://www.tiptel.com>. The guarantee conditions applicable at the time of purchase apply. The original sales slip (receipt, bill) with serial number and/or IMEI number is used as proof of purchase. Please keep these documents in a safe place.

Declaration of conformity

This device satisfies the requirements of the EU directive on radio and telecommunication terminal equipment and the mutual recognition of their conformity. The CE mark on the device confirms conformity with the above directive.

We hereby declare that the device satisfies all fundamental requirements of European directives.

For details on the declaration of conformity please visit <http://www.tiptel.com>.

Disposal

Packaging: Dispose of card and cardboard boxes in the used paper container and throw plastic parts into a recycling container.

Device disposal: Used electrical devices should not be disposed of in the household waste. Dispose of the device at your local collection points (scrap or recycling yards). Please contact your local authority for information on disposal sites.



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