GESKO

office

Gebrauchsanleitung
instructions for use

Explanation of the pictograms and buttons

[pictogram: bell/calling signal]	Acoustic calling signal (tone call)
[pictogram: receiver with up arrow]	Lift the receiver
[pictogram: keypad]	Enter the telephone numbers and/or code numbers
[pictogram: receiver with note]	Signal tone in the receiver
[pictogram: receiver]	Make a call
[pictogram: receiver with down arrow]	Put down the receiver
[pictogram: conference]	Conference

R Signal button for inquiry during a call

(flash with multifrequency telephones, programmed numbers with pulse dialling ones)

0 to **9** , **✱**   Number button for entering code digits

0/1/2
enter a number: 0, 1 or 2
0: Entry applies to both external S_0-ports
1 or 2: Entry applies to external S_0-ports 1 or 2

[warning triangle with !] Caution! Warning of general danger

[warning triangle with lightning bolt] Warning! dangerous voltage

[pointing hand] General information and tips

[hand with raised finger] Important notice

1. Introduction

If you have not yet installed your telecommunication unit, do so following the description in the „Installation and Programming" booklet. You can then use the telephone unit following the instructions in this book.

By choosing a GESKO ISDN telecommunication unit, you have purchased a device that leaves nothing to be desired in terms of quality, design and value for money. It enables you to use ISDN features even with analogue terminal devices (telephones, fax machines, telephone answering machines or modems). With one or two external Euro-ISDN base connections, eight to sixteen analogue users, an internal ISDN multipoint interface (except 1008/1016) as well as the opportunity to connection a door intercom system, it represents the ideal unit for private households, or for those small companies and services, doctors' surgeries and lawyer's offices who have decided to move into ISDN.

The advantages of using ISDN are quite clear:

- Two external phone calls can be made at the same time
- Calls can be transferred to another telephone number
- Direct dialling to all extensions.
- Using the "hold for inquiry/alternate" function you can shift from one call to another.
- Telephone conference with two external parties

You can operate the analogue terminal devices attached to the telephone unit using either pulse or dual tone multi-frequency (DTMF) dialling. In the case of pulse dialling, each digit is allocated to a set number of short interrupts. When dialling, you can hear these interruptions as a crackling noise in the telephone receiver. With DTMF (multifrequency), the faster dialling method, each digit is allocated to a specific tone.

To enter the inquiry mode or to alternate (toggle) between calls, your telephone will require a "Hold for inquiry" (call-back) button. The telephone unit also supports the flash function, and (with pulse dialling telephones) a programmable digit for inquiry (See section 1.3 "The hold for inquiry (call-back) button")

If you use telephones that support the CLIP feature (CLIP displays the number of the person who is ringing up), GESKO Office will show you who is calling as soon as the phone starts to ring. See section 4.1.26 "Display of the caller's telephone number" in the " Installation and programming" book.

1.1 Information on the operating instructions

The instructions for use come in two parts - the "Installation and Programming" book and the "Instructions". The latter represents the latest operating instructions. It outlines how to use the telecommunication unit. The second book explains how to install and program the telephone unit.

This book of operating instructions is divided into three parts. The first section provides a brief introduction to your telecommunication unit. Section 2 describes its operation. In Section 3 you can find a summary of features and appropriate operating procedures, an overview of programming procedures and an index.

The search for functions and features is eased by the detailed summaries of contents at the start of each section. The index and the section numbering at the page margins also help to make things clear.

1.2 General information about the telecommunication unit

If the unit does not work one day...

- Use the operating instructions book to check you are operating the unit correctly.
- Check the programming.
- See whether the terminal device and the telephone unit connections have been made properly. Do not remove the upper part of the casing!
- If you are unable to solve the problem, please contact your dealer.
- In case of a power failure you will only be able to make an outgoing call if you have an ISDN telephone with an emergency power supply at the internal S_0 bus. Once the mains voltage has been restored, the unit will work again as per previously installed program. The telephone unit will have stored all the data, with the exception of the internal call-backs, the reserved trunk lines and the dialling method of the terminal devices.

Installation

If you have not yet installed your telecommunication unit, do so as described in the "Installation and programming" book. You can then use the telephone unit following the instructions as described in this book.

Power failure and emergency power supply (not with office 1008/1016)

Your telecommunication unit is equipped with a mains failure relay. This means that if there is a power failure, a direct connection will be made between the network terminations of your first external S_0 port and the internal S_0 bus, so that you can use a programmed telephone operated by an emergency power supply. Refer to your ISDN telephone's operating instructions for details of how to program its emergency power supply feature. Also note that no other ISDN device connected to the internal S_0 bus may be programmed to use emergency power supply.

Configuration levels

The Gesko telecommunication unit has six hardware configuration levels with the following connection interfaces:

	1008	1016	1108	1116	2108	2116
ISDN S_0 bus						
- external	1	1	1	1	2	2
- internal	-	-	1	1	1	1
Analogue a/b extensions	8	16	8	16	8	16
Door intercom system (interface)	1	2	1	2	1	2

The features are identical for all configuration levels, the units differ only in the number of ports to the external devices.

These operating instructions apply for all versions of the telecommunication unit. Where there are any particular differences between the models in terms of programming and operation, this will be pointed out at the appropriate part of the text. Unless otherwise stated, the versions always refer to the number of ports available in your unit. This means that with the 1108 unit (for example), details can only be referred to for one external S_0 bus. The second door intercom system can only be programmed if you fit your unit with an a/b module.

Expansion module (a/b module)

You can retrofit your unit with the a/b expansion module. You will then be able to connect eight more analogue telephones and an additional door intercom system (via the extra door intercom system adapter module). You can obtain this expansion module from your dealer.

Telephone number assignment

When the unit is delivered, the internal users have the following telephone numbers which are also the port numbers that must be entered when the internal telephone numbers are entered.

	analogue telephones	door intercom	internal S_0 users
1008	11 to 18	27	-
1016	11 to 26	27,28	-
1108/2108	11 to 18	27	30 to 39
1116/2116	11 to 26	27, 28	30 to 39

You can change these numbers at your discretion. However they must have two digits (i.e. be between 10 and 99). Only the factory default telephone numbers are used throughout these operating instructions. If you have assigned other telephone numbers, you must of course use them for operation and programming.

The terminal devices at the internal S_0 bus must be programmed for the corresponding multiple subscriber numbers (MSNs). In other words, the telephone numbers assigned (or provided as factory defaults) must be entered in the terminal as MSNs. If you do not enter any MSN in your ISDN telephone unit (or if you enter an invalid one), the functions that should be available with the telephone may be restricted.

Analogue / ISDN telephones

You can connect conventional analogue telephones and digital ISDN telephones to your telecommunication unit. "Installation and programming" tells you how to connect them.

The operating instructions describe how to work with analogue telephones. The use of the individual features of ISDN telephones at the internal S_0 bus may deviate from the description given here. Read the details in the operating instructions for your telephone and pay attention to the notes describing the individual features.

1.3 Hold for inquiry (call-back) button

To be able to use all the features of your telecommunication unit, e.g. transferring a call to another user or calling up ISDN features in your exchange, you need to have a telephone equipped with a hold for inquiry (call-back) button. For telephones with multifrequency (DTMF) dialling, this is usually the flash button (see section 5.9 " Setting the correct flash time ..." in the "Installation and programming" book). In the case of telephones with pulse dialling, the grounding button (also known as the earthing or recall button or simply "R") is normally used for inquiry (call-back) - though not all pulse dial telephones have one. It is not supported by this telecommunication unit. For this reason, you can program a digit that initiates an inquiry call with pulse dialling telephones. In other words, you can use the inquiry function with pulse dialling telephones, too (see section 4.1.2, "Programming digits for pulse dialling inquiry calls" in the "Installation and programming" book).

☞ – In the operating instructions, "R" always refers to hold-for-inquiry. If you have a pulse dialling telephone, you must dial the programmed digit at this point.

– Automatic allocation of outside lines for pulse dialling telephones should not be programmed, because the inquiry (call-back) digit will then be directly transmitted to the exchange and it will no longer be available as hold for inquiry button for making internal calls.

1.4 Special dialling tones

1.4.1 The special dialling tone (internal)

The special dialling tone (internal) is a modified internal dialling tone. Its purpose is to make you aware of the fact that your telephone or unit has been programmed with special features. The tone is activated in the following cases:

- "Do not disturb" or automatic dialling have been activated for your telephone.

- A call diversion or "follow me" has been programmed for your telephone.

- Door-intercom calls are diverted to an external telephone number. As it can be assumed that this external call diversion will not be of permanent nature, it is signalled to all users by the special dialling tone.
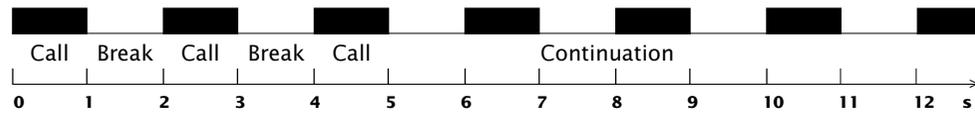
Using a master set (telephone 11 is the default) you can use procedure ✶9003 to reset all subscriber data.

1.4.2 The special dialling tone (external)

Once an external line has been occupied, it can happen that you will receive a distinctive dialling tone from your telephone utility company, the special dialling tone (external). This special external dialling tone is used to point out that you have programmed for a call to be redirected to another telephone number. The telephone company will only transmit the normal dialling tone when you have reset this call redirection using procedure ✶520.

1.5 Explanation of the calls

Explanation

Call | Break | Call | Break | Call | Continuation

0 1 2 3 4 5 6 7 8 9 10 11 12 s

External call 1

An external subscriber is calling

External call 2

An external subscriber is calling

External call 3

An external subscriber is calling

Internal call

An internal user is making a call

Door-bell call

A visitor is ringing the door-bell

Wake-up call / call at an appointed time (reminder)

Code calls to all internal users

- Code call 1

- Code call 2

- Code call 3

- Code call 4

1.6 Explanation of the audible tones

Explanation

Tone | Break | Tone | Break | Tone | Continuation

0 1 2 3 4 5 6 7 8 9 10 11 12 s
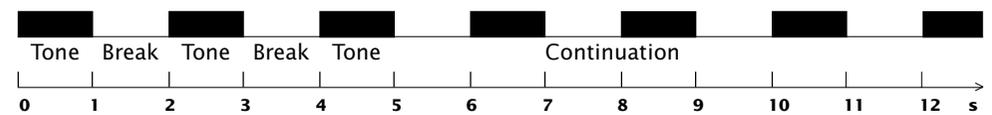
Dialling tone

- internal

- special dialling tone (internal)

- external

Ringing tone

Engaged tone

Special dialling tone for international calls

- internal

- special dialling tone

Call-waiting tone

- internal

- external

Acknowledgement tone

- positive (conference tone)

- negative

Warning tone, telephone charge account

2. Operating the unit

Operation

2.1 Features of the telephone unit

2.1.1 Receiving calls

Thanks to the telephone unit's different ringing signals, you can differentiate between internal calls, code calls, door intercom calls and external calls (see section "1.5 Explanation of the calls").

When your telephone rings and you pick up the receiver, you will be connected with the caller. You can end the call at any time by putting the receiver down.
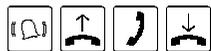
- Your telephone rings. Lift the receiver and make the call. End the call.

Picking up an internal call

When another telephone rings (internal call), you can pick up the call on your telephone.

- An internal call is made to another telephone. Pick up your telephone's receiver, dial the telephone number of the telephone that is ringing and you will hear the engaged tone. Dial "6" and you will be able to speak to the caller.

Picking up an external call

When another telephone rings (external call) you can pick up the external call on your own telephone. Note: this applies only for users who at least have authorisation for inward calls. Users without authorisation cannot pick up external calls.
You pick up an external call as follows:

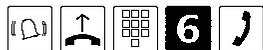- An external call is made to another telephone. Pick up the receiver on your own telephone. Dial ✶6 to pick up the external call and speak to the caller.

Taking over a call from a telephone answering machine

If your telephone answering machine has accepted an external call, you can also take over this call on your own telephone. However, the condition for this is that the particular terminal device connection is programmed as a telephone answering machine.

Users without authorisation cannot take over calls from a telephone answering machine (instead, they will hear a negative acknowledgement tone after dialling 6).
You pick up a call from a telephone answering machine like this:

- The telephone answering machine has accepted an external call. Pick up your telephone receiver and dial the internal number of the telephone answering machine. You will hear the engaged tone. Dial "6" to take over the call.

2.1.2 Making telephone calls

Making an internal call

You can contact every user of your telephone unit via a double-digit number. The internal telephone numbers 11 to 18, 27 or the door intercom and 30 to 39 for the internal ISDN users are all pre-set. If you have installed an a/b module, you also have the numbers 19 to 26 for analogue internal users and the 28 for the second door intercom.
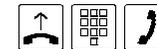
- Lift the receiver, dial the internal number of the user you wish to contact and make the call.

You can assign the internal telephone numbers as often as you like (see section 4.1.1 "Changing users' internal telephone numbers" in the "Installation and programming" book).

Making an external call

If you want to make an external call, you must first dial "0" to get an outside line. You can also perform a special exchange line seizure or a targeted exchange line seizure with a telephone number as described below.

- Lift the receiver and dial "0". You will now hear the external dialling tone. Now dial the external telephone number and make the call.

☞ – Of course, this procedure will not be necessary if you have programmed your telephone to get an outside line as soon as you pick up the receiver.

Special occupation of an outside line

In the ISDN network, for each outgoing call, a "service indicator" is transmitted together with the desired telephone number. A distinction is made between "telephone", "fax", and "audio" services.

The service indicator "telephone" or "fax" is automatically defined when the terminal device type is programmed.

If you are operating a combination unit on one of your connections (e.g. a telephone with a fax machine) and have programmed "combination unit" as your terminal device type, you must tell the unit which service you require when there is an outgoing call, as the unit also has to send an identification every time. In this case, you can use the special exchange line seizure:

- Exchange identification code 0 or ✶310 transmits the "telephone" service.

- Exchange identification code ✶311 transmits the "fax" service.

- Exchange identification code ✶312 transmits the "audio" service. This service is an universal identification that covers all services so that you are certain to reach the other party. You will dial the other party even when you want the "modem" service, for example.

Code No.	Explanation
0 or ✶310	Service indicator - telephone
✶311	Service indicator - fax
✶312	Service indicator - audio

☞ – If you have programmed the automatic allocation of outside lines for a terminal device set up as a combination unit, or use the speed dialling feature, the "audio" service will be transmitted as well.

– There are sometimes problems if you send a fax to someone who also has an ISDN telecommunication unit, but whose fax you are unable to reach. One reason for this is often that the other telephone unit has not been correctly set up or that (for example) the fax connection has been programmed as a telephone connection. In this case, the ISDN service indicator will prevent your fax being received.

You can avoid the problem by using the special exchange line seizure feature that transmits the universal "audio" service. This way you are sure to reach the other party.

Targeted exchange line seizure at the multipoint interface

If you have a multipoint interface, you can perform a targeted exchange line seizure with a chosen telephone number for outgoing calls. In this case, the ISDN exchange is told the telephone number to which you wish to make a connection.

This makes sense for instance when you have applied to your telephone company for a breakdown of the call charges arising from individual telephone numbers.

Example: One telephone number on an ISDN base terminal is used for private and another for business purposes. In order to be able to receive a telephone bill that is correctly broken down, the telephone numbers must each be assigned on the basis of outgoing calls made - i.e. the exchange must be informed. This can be done by giving each terminal device a permanently assigned telephone number that is transmitted when an exchange line is seized with "0" or when an outside line is obtained automatically. You can also assign a code digit (✶33...) to a specific terminal device of your choice. You can assign authorisation for this connection individually to each terminal device for each telephone number. (See section 4.1.10, "Programming targeted exchange line seizure" in the "Installation and programming" book)

Targeted occupation of telephone numbers at the multipoint interface

You can assign a telephone number (MSN) to the exchange line with any terminal device that is so authorised. You can perform a special exchange line seizure (fax or audio) specifically with one telephone number (MSN). To do this, first dial the code number, then the external connection (1 or 2) and then the index of the desired MSN.

Code No.	external port	Input	Explanation
✶33	1 or 2	x	Normal exchange line seizure with MSN X ("phone" service on a combi port)
✶34	1 or 2	x	Specific exchange line seizure with MSN X ("fax" service on a combi port)
✶35	1 or 2	x	Specific exchange line seizure with MSN X ("audio" service on a combi port)

☞ – If your terminal device is not authorised to occupy the desired telephone number or no MSN has been entered under the corresponding index, you will hear the negative acknowledgement tone.

– If you want to perform a special exchange line seizure (✶34..., ✶35...) with a terminal device that is not set up as a combination unit, you will hear the negative acknowledgement tone.

Targeted exchange line seizure at the unit (single) connection point

With a unit (single) connection point, you can only use the external connection (1 or 2) for a targeted seizure. You cannot reserve a specific number for this. The telephone number which is the first in the call allocation for the terminal device concerned will always be chosen.

During seizure, proceed in the same way as with a multipoint interface, but with a "0" instead of the desired MSN.

Booking an exchange line

If you hear the engaged tone after dialling "0", all the outside lines are engaged. However, you can book a line. The unit will call you as soon as an external line is available. You will then hear the external dialling tone after lifting the receiver and can then dial the external telephone number immediately.

You can book an exchange line as follows:

- Lift the receiver and dial "0". You will hear the engaged tone. Dial R ✴39 to book the exchange line. You will hear a positive acknowledgement tone. Put down the receiver.

☞ − You can also book a call if you have not previously dialled "0". To do this, simply dial ✴39 after lifting the receiver.

− If you hear a negative acknowledgement tone after dialling "✴ 39", the exchange line has already been booked.

− If you hear the special dialling tone after you have occupied the exchange line, ISDN call forwarding is active.

− The telephone unit will ring for 30 seconds when the exchange line is free. The exchange line will be offered once more when it is free again.

− The booking will be deleted after one hour if no connection has been made.

2.1.3 Door intercom system

If an door intercom system is connected to your telephone unit, you can call the intercom or take calls from it. (two door intercom systems can be connected to the unit with an a/b module). Two bell buttons can be connected to each door intercom, each of which is signalled in accordance with its own call allocation in the telecommunication unit. When another telephone rings with the door intercom call, you can pick up the door call on your telephone. During the door intercom call you can operate the electrical door opener from your telephone. You can re-route an intercom call made using the first bell button to an external destination.

Calling the door intercom
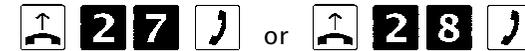
- You speak to the person at the door using the first or second door intercom system. If you have programmed your own internal telephone numbers, you must dial the appropriate telephone number.

Operate the door opener
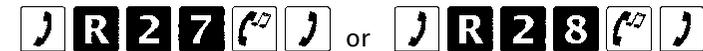
- Speak to the person who is using the intercom. Operate the door opener with code R 27 (for the first door intercom unit) or using R28 with the second. It will be active for 3 seconds. You will hear a positive acknowledgement tone. By using R 27 or R 28 again, you will be able to repeat the door opening procedure if needed. You can then continue speaking to the person at the door. If you have programmed your own internal telephone numbers, you must dial the appropriate telephone number.

Picking up a door intercom call

When a call from the door intercom is ringing on another telephone, you can pick it up on your telephone by the following procedure.
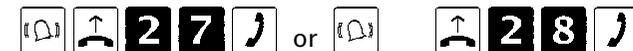
- A door intercom call is made to another telephone. Pick up your telephone's receiver and dial the "27" with a door-bell call at the first intercom (or "28" with the second). Speak to the person who is using the intercom. If you have programmed your own internal telephone numbers, you must dial the appropriate number.

Door intercom call diversion ("pharmacy" or "drug-store" connection)

You can divert the door-bell call made with the first bell button of either intercom to any external telephone number. If you want to make use of this feature of your telecommunication unit, first use the set-up program or a master set to enter an external call diversion destination for the door intercom concerned (see "Re-routing a call from the door intercom outward...", section 4.1.6 of the "Installation and programming" book). You can activate or deactivate the door intercom call diversion from any telephone.

Code No.	Explanation
✶4150	External call diversion for bell button 1 from door intercom 1 OFF
✶4151	External call diversion for bell button 1 from door intercom 1 ON
✶4160	External call diversion for bell button 1 from door intercom 2 OFF
✶4161	External call diversion for bell button 1 from door intercom 2 ON

☞ – When an external door intercom call diversion has been activated, every user will hear the special dialling tone when they lift the receiver.

☞ If the external call diversion destination is a telephone number with a dialling code, each time the first bell button is activated could initiate a long-distance call as soon as the person being called lifts the receiver. This can lead to significant and unwanted charges.

2.1.4 Code calls

The telephone unit provides four code calls - code numbers ✶21 to ✶24. By means of a code call, you can search for a particular person in the building or send a signal to everybody. First of all, you need to agree with all the other users on whom is being referred to, or on what has to be done when a particular code call is heard.

All free analogue telephones will ring with the call sequence of the selected code call (✶21 to ✶24). The code calls always begin with a long calling tone. This is followed by one to four short calling tones (see section "1.5 Explanation of the calls"). You will be connected with the first person to pick up the receiver. Digital telephones on the internal bus will ring with their own set rhythm - a message may be displayed, depending on the particular telephone.

☞ – The code calls can only be made to internal lines that are set up as telephones.

– Using the inquiry function, you can also trigger a code call even when you are already making a call. (Refer to the explanations in "Inquiry/alternate")

2.1.5 Transferring a call

You can transfer an external call to another internal user. Two types of transfer are possible:

Announced transfer

When you are making an inquiry call to an internal user, announce the external call and then put down the receiver. By putting down the receiver you have transferred (relayed) the call.

- You are making an external call. Press the signal button R and dial the number of the desired internal user. When the internal user picks up the telephone, announce the call to him. Put down the receiver.

Unannounced transfer

With unannounced transfer, you call the internal user and put down the receiver without speaking to the internal user concerned. The internal user will then receive the external call. If the user lifts up the receiver, he or she will be connected with the external caller.

- You are making an external call. Press the signal button R and dial the internal number. Put down the receiver.

☞ – You can only transfer external calls to telephones that have at least "incoming exchange access".

– If the internal user does not respond, you will be connected to the external caller again after twice pressing signal button R. You can transfer the caller to another internal user if necessary.

– During transfer, the external caller will hear a tune from the telephone unit or an external source ("music on hold") if one is connected.

– Following the unannounced transfer you will receive a return call through the telephone unit:

  ▪ immediately, if the internal user is not authorised to accept external calls,

  ▪ immediately, if the internal user has activated the "do not disturb" feature

  ▪ immediately, if the internal user is engaged,

  ▪ after 45 seconds, if the internal user has not picked up the call within this time. If you pick up this return call, you will be connected with the external caller - otherwise the connection will be broken off after 60 seconds.

Re-routing outward

You can re-route an outgoing or incoming external call to another external user. This is useful, for instance, if a caller wants to speak to an outdoor member of staff whose cellular phone number is not to be made public. You can then make the connection to the employee and transfer the call (kept on hold) to him.

- You are making an external call. Press the hold for inquiry (call-back) button (the first external caller will be put on hold). Dial the external telephone number for the second call and announce the transfer. Dial R ✱32. This will transfer the external call (presently on hold) to the second external caller. Put down the receiver.

☞ – Two exchange lines of your telecommunications unit will be occupied until the end of the transferred call. These lines will only be released when the two external partners have ended their call. You cannot cut off these lines yourself.

2.1.6 Inquiry/alternate

Using the "inquiry/alternate" function, you can interrupt your call and call back a second party. The telephone unit will put your first call on hold. Once the inquiry call is finished, you can switch back to the original call.

- You are making a call. Press signal button 'R'. The first call will be put on hold. Dial the internal or external telephone number you want. You are now making the inquiry call.

- Press signal button 'R'. The inquiry call and the first call will be put on hold.

- Press signal button R again and the unit will switch back to your first call. Continue the first call.

☞ – In order to call a user with an inquiry call, you can use the internal telephone numbers internally (as well as the code calls) and externally you can use the central speed dialling feature.

– During an inquiry call you can also operate the door opener (while speaking to the person at the door intercom)

– During an inquiry call you can take over a call from a telephone answering machine.

– While on hold, the external caller will hear a tune from the telephone unit or from an external source ("music on hold") if one is connected.

– If you are making another call and you put down the receiver during an inquiry, break off the current call and you will receive a return call. Alternatively, you can transfer an external call kept on hold to an internal user with whom you had been making an inquiry call. The connection on hold will be terminated if you do not take a return call within 60 seconds.

– Note that charges also arise for the external call while the call is kept on hold.

2.1.7 Call Waiting

You can get a user who is currently engaged notifying him/her that you are there by call waiting. The call-waiting tone will be heard during the call already in progress. When the internal user you want to speak to puts down the receiver, he or she will immediately receive your call.

Call waiting on an internal user who is engaged

- Lift the receiver and dial the internal number of the user. You will hear the engaged tone. Dial "3" and you will hear a positive acknowledgement tone. This means that the other party can hear the knocking (call-waiting) tone. The user will reply and take the call.

If the other party does not react...

 Try by dialling "3" again.

or ...

- Dial "9" to initiate the return call and put down the receiver. As soon as the person being called has finished the call, his or her telephone will ring. When you lift the receiver, the other internal user's telephone will ring.

Both internal and external users can use call waiting when you are making a call. If you do not want „call waiting" to be active while you are making your call, switch on your telephone's call waiting security feature.

Call waiting from outside while you are making a call

Each external connection of your telecommunication unit has two external telephone channels. So it is possible to receive a second external call while you are making an internal or external call. This second call will be announced every 10 seconds by a call-waiting tone. You can receive this call if you exit your first call within the call-waiting time. If you do not want a call to be signalised on the telephone on which you are currently speaking, you can program the call rejection function (see section 4.1.23, "Programming call rejection" in the "Installation and programming" book).

Taking a call from a waiting caller after putting down the receiver

- You are making a call. You hear the call-waiting tone and end the call. An automatic call will be made by the person who was waiting. Lift the receiver and make the call.

Taking a call from a waiting caller without putting down the receiver

You can speak to a user (internal or external) who has been call waiting without ending the call you are currently making.

- You are making a call. You hear the call waiting tone and press the signal button twice. You are now speaking with the person who has been waiting; the first call is now on hold.

  After pressing the signal button twice, you will be reconnected with the first caller, and the call from the person who had been waiting is put on hold...

You can also set up a conference (internal or internal/external) as follows:

- Press the signal button and dial "✶36".

Call waiting security

The unit allows you to activate the call waiting security feature. There are three levels of call waiting security:

- internal
- external
- internal and external

When delivered from the factory, the call waiting security feature is inactive for all terminal devices.

Code No.	Explanation
✶440	Call waiting security OFF
✶441	Call waiting security (internal) ON
✶442	Call waiting security (external) ON
✶443	Call waiting security (internal and external) ON

☞ – You can only set up the call waiting security feature with analogue telephones.

– You cannot use call waiting at an internal user who:
- is taking part in a conference,
- has activated the internal call waiting security or "do not disturb",
- who is currently dialling,
- or who is not set up as a telephone user.

  In such cases, you will hear a negative acknowledgement tone.

– If an external caller calls you by direct dialling and you have activated the call waiting security, the caller will receive an engaged tone.

Rejecting a waiting call

If somebody is waiting while you are making a call and you do not want to receive the call, you can reject it. The caller will then hear the engaged tone.

- Dial R✶49 when you hear the call waiting tone. The person waiting will then hear the engaged tone and you will be connected again to the caller with whom you have been speaking.

☞ – You can use this function both internally and externally. When you reject an external call, the calls to the other users who are included in the call allocation will also be brought to an end. The caller will hear the engaged tone.

– If you dial R✶49 while alternating between two parties, the party who was put on hold first will be cut off. This caller will then hear the engaged tone.

Transferring a waiting call

If an external call is waiting, you can accept it by pressing the hold for inquiry (call-back) button (R). The first party will then be put on hold. You can transfer the second call to another internal user by pressing the hold

for inquiry (call-back) button (R) and then dialling the internal telephone number of the desired user. In this case, you cannot make an announced transfer (i.e. you cannot speak with the internal user first). When the internal user who has been called picks up the telephone, he or she will be immediately connected with the external user who had previously been waiting while you were making a call. You will then hear the positive acknowledgement tone and will be connected with your first caller (who has been put on hold in the meantime). Is the internal user, being called, already engaged, you will hear the negative acknowledgement tone. Press the signal button again and you will be connected with the first caller to whom you have been speaking.

2.1.8   Do not disturb

You do not wish to be disturbed by calls and so activate the "do not disturb" feature. Your telephone will no longer be able to ring. You can make calls as normal. After lifting the receiver, the special dialling tone will remind you that the "do not disturb" feature is active.

As with call waiting security, you can also choose between:

- internal "do not disturb"
- external "do not disturb"
- total "do not disturb" (internal and external)

When delivered from the factory, the "do not disturb" feature is inactive for all terminal devices.

Code No.	Explanation
✶430	"Do not disturb" OFF
✶431	"Do not disturb" (internal) ON
✶432	"Do not disturb" (external) ON
✶433	"Do not disturb" (internal and external) ON

☞ – You can only set up the "do not disturb" feature with analogue telephones.

– "do not disturb" is not possible at the master set.

– You can initiate return calls despite the "do not disturb" feature being active. The "do not disturb" will remain effective - only those return calls that you want to receive will be allowed to reach you.

– If you are the object of a call diversion ("follow me") and then initiate "do not disturb", the call diversion will be cancelled. If you are the object of a "call diversion to" and then initiate "do not disturb", the call diversion will be maintained.

– If you have first initiated "do not disturb" and then want to initiate the "call diversion to" or "follow me", this will not be possible. You will hear the negative acknowledgement tone.

– If you receive an internal call, although the internal "do not disturb" feature has been initiated, then this will be a return call that you have initiated yourself (and which you might have forgotten if it had been initiated some time ago) or another user has initiated a return call before you activated the "do not disturb" feature on your telephone.

– With combination units, faxes and modems, when the "do not disturb" feature is active you will not hear a special dialling tone after lifting the receiver, so that automatic dialling could be started.

2.1.9   Return call

Initiating an internal return call

If an internal user is engaged or does not lift the receiver, you can initiate an automatic return call from him or her.

As soon as the other user puts the receiver down again, your telephone will ring. You will receive the return call. Lift the receiver and the other user will be called automatically.

- Lift the receiver and dial the number of the internal user. You will hear the engaged or the ringing tone. Dial "9" to initiate the return call. You will hear a positive acknowledgement tone. Put down the receiver. Your telephone will ring as soon as the other user has finished speaking.

☞ – You can initiate return calls from different internal users one after the other.

– If you hear the negative acknowledgement tone, no return call will be possible from the user desired, because another user is expecting a call first or because the party you want to call has switched on the internal "do not disturb" feature on his or her telephone.

– If you have activated the internal "do not disturb" feature on your telephone, the guarding will be temporarily revoked when you receive a return call.

– If you cannot be contacted when the return call is initiated, it will cease after 60 seconds. It will always be started again when the user from whom you want to get the return call puts down the receiver.

– A return call will be deleted if contact has been made with the person making the return call, or if the return call has not been made within one hour.

Initiating an external return call CCBS

In order to initiate a return call from an external caller who is currently engaged, you can make use of the exchange's "CCBS" ISDN feature. This will initiate a return call automatically. Proceed as described in "Initiating

an internal return call". However, it is not possible to receive a return call from a user who is currently free. By dialling the code number ✶57, you can delete an initiated external return call again.

Initiating a return call:

- Lift the receiver and dial the number of the external user you want to contact. You will hear the engaged tone. Dial "9" to initiate the return call. You will hear a positive acknowledgement tone. Put down the receiver. Your telephone will ring as soon as the other user has finished speaking.

Deleting a return call:

- Lift the receiver and dial code number ✶57. If you have activated the feature for automatically obtaining an outside line, you must first press the hold for inquiry" (call-back) button. You will hear the positive acknowledgement tone, the return call will be deleted. Put down the receiver.

☞ – Note: your exchange must support the CCBS feature. It is not available everywhere at present.

– If you do not take a return call, it will be deleted.

– If you continue hearing the engaged tone or negative acknowledgement tone after dialling "9", it will not be possible to initiate a return call.

2.1.10 Automatic redialling

By dialling a code number, you can automatically redial the number you last dialled. This means that you can use the automatic redial feature even with a telephone that does not have its own automatic redialling button. If you have telephones that use pulse dialling, automatic redialling using the code number has the advantage of being quicker.
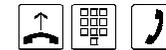
 Make the call.

2.1.11 Speed (abbreviated) dialling

At the master set, you can store up to 200 external telephone numbers in the unit's call number memory.

Every user who has at least authorisation for inward calls can use speed dialling.

- Lift the receiver and dial the code for the call number memory (✶700 to ✶899). The stored number will be dialled. Make the call.

☞ – After speed dialling a specific number, you can add further digits (e.g. the extension number of a particular user).

– If your telephone does not have the authorisation for inward calls or if you have selected an empty call number memory, you will hear a negative acknowledgement tone.

– With a terminal device set up as a combination unit, the "audio" service will be transmitted as well.

2.1.12 Automatic dialling

You can activate the automatic dialling feature on your telephone for an emergency. If you lift the receiver and then do not dial any number, the unit will automatically dial (after 10 secondes) a previously stored emergency number.

Code No.	Explanation
✶450	Automatic dialling OFF
✶451	Automatic dialling ON

☞ – After lifting the receiver, the special dialling tone will remind you that the automatic dialling feature is active.

– You can only enter the emergency number in the unit from the master set or by using the PC set-up program. The emergency number can be either an internal or external number (see "Programming an emergency service number for automatic dialling", section 4.1.15 in the "Installation and programming" book).

– In order to avoid malfunctions, you should test this feature at least once after activating it.

– With ISDN telephones at the internal S_0 bus, when you use the automatic dialling feature, you must ensure that automatic dialling is not repeated if the telephone number being called is engaged. If you want to try again, put down the receiver first. Try to dial the stored number after waiting for 10 seconds.

– With analogue connections, automatic dialling is only possible using a terminal that has been set up as a telephone.

– The automatic dialling is not active when the unit is delivered from the factory.

– If you hear a negative acknowledgement tone after activating automatic dialling, this means that no emergency number has been programmed.

– If the user being called is engaged, the unit will try to call the emergency number again every 30 seconds. After 12 attempts, the unit will cease dialling automatically.

– Automatic dialling can also be initiated by a user who has "no authorisation".

– When you activate automatic dialling and if a telephone is programmed to get an outside line immediately when the receiver is picked up, this feature will be temporarily deactivated. The feature will be active again when you deactivate automatic dialling.

2.1.13 Call allocation switch-over

You can program three types of call allocation for external calls with the telecommunication unit. These are: daytime service, daytime service combined with call forwarding, and night service. You can activate the individual call allocations with the following code numbers.

Code No.	Explanation
✶401	Activate daytime service
✶402	Activate daytime service with call diversion
✶403	Activate night service

You have specified which terminal devices will ring when you programmed the call allocations. (If you have not programmed anything, the factory default setting will be active - i.e., the daytime service). If several devices ring during a call allocation, the internal user who is first to pick up the receiver will be connected with the caller.

☞ – The preset call allocations are described in section 3.1 "Condition as supplied" and the necessary programming steps are outlined in 4.1.3, "Call allocation for external calls" in the "Installation and programming" book.

– Please refer to 4.1.5, "Call allocation for the door intercom system" in the "Installation and programming" book for details of the intercom call allocation.

2.1.14 Call diversion / follow me

The unit allows you to activate the call diversion feature. There are two kinds of call diversion:

Follow me, i.e. the diversion of calls from other telephones to your own, and

Call diversion to another telephone or to an outside number.

Both types of call diversion are inactive when the unit is delivered from the factory.

Follow me

Using the "follow me" feature, you can redirect calls destined for another of the unit's telephone to your own. Set up "follow me" at that telephone to which the call is to be diverted.

With the "deactivate follow me" command, you cancel all of the "follow me" diversions that you have set up.

Code No.	Input	Explanation
✶420		Follow me OFF
✶421	XX	Follow me from user XX ON

Activate the "follow me" feature like this:

- Lift the receiver and dial code number ✶421. Dial the internal telephone number of the user whose calls you wish to have diverted to your telephone. You will hear a positive acknowledgement tone. Put down the receiver.

☞ – Diverted external calls can only be taken on telephones which at least have authorisation for inward calls.

– Calls can only be diverted once. Calls diverted to you will be signalised on your telephone, even if you have activated a "call diversion to..." on your telephone.

– "Follow me" cannot be carried out from a telephone where the "do not disturb" feature has been activated. You will then hear the negative acknowledgement tone.

– A user whose calls have been diverted will hear the special dialling tone. The caller will then be able to cancel the "call diversion to..." by dialling code number ✶410.

Call diversion to ...

You can program the following types of call diversion for every user:
- permanent call diversion,
- call diversion when there is no reply (after 15 seconds)
- call diversion when engaged

The call can then be re-routed to an internal or external user.

Programming

Any terminal device can be programmed for call diversion.

Code No.	Input	Explanation
✶410		Call diversion OFF
✶411	XX	Permanent call diversion to user XX ON
✶411	0 + max. 25 digits	Permanent call diversion to an external telephone number ON
✶412	XX	Call diversion to user XX ON when no reply
✶412	0 + max. 25 digits	Call diversion to an external telephone number ON when no reply
✶413	XX	Call diversion to user XX ON when engaged
✶413	0 + max. 25 digits	Call diversion to an external telephone number ON when engaged

Note: dial zero first when you enter an external number.

☞ – If you have programmed a call diversion, you will hear the special dialling tone when you lift the receiver again (only when "0" has to be dialled to get an outside line).

– If you are programming an outward call diversion, please make sure that the diversion destination has been correctly entered.

– When the line is engaged, a diversion will also be performed if call waiting is allowed.

Example: You want all calls to be re-routed from your telephone to the external number of your cellular phone if there is no reply (i.e. after 15 seconds). The number of the cellular phone is, say, 0172-1234567.

- Lift the receiver. You will hear the internal dialling tone (when outside lines are obtained automatically, press the hold for inquiry (call-back) button after lifting the receiver). Dial "✶412001721234567". This will activate the call diversion. Put down the receiver.

☞ – You can only set up one call diversion for your telephone. When you activate a new call diversion, you overwrite the call diversion that was already there.

– Your own telephone can be the call diversion destination of all other internal users.

– Diverted external calls can only be taken on telephones which are at least authorised for inward calls.

– Calls can only be diverted once. Calls diverted to you will be signalised on your telephone, even if you have activated a call diversion on your telephone.

– It is not possible to make call diversions to a telephone where the "do not disturb" feature has been activated. If you try, you will hear a negative acknowledgement tone.

– If two users have programmed each another as call diversion destinations, their telephones will both ring "crosswise".

2.1.15 Remote modification of a call diversion

You can remotely modify the call diversion of any user. There are two ways to perform this remote modification with your telecommunication unit.

1. You call a telephone number reserved for this purpose (MSN/direct dialling number) and modify the call diversion or

2. You use a telephone answering machine connected to your unit, with which you can program the call diversion from another location while it is recording.

To make a remote modification you will need a telephone with multifrequency dialling or a multifrequency handheld transmitter.
With either method, a remote modification can only be made if a four-digit PIN number has previously been programmed (see 4.1.8, "Programming a call diversion from another location" in the "Installation and programming" book).

Method 1: Calling a telephone number reserved for remote modification

Specify a number (MSN/direct dialling number) to be reserved for remote modification purposes. This MSN will then be used exclusively for this purpose. When you then call this number from a different location, your unit will accept the call after 10 seconds, without your telephone ringing. You can then change your call diversion remotely.

Initiating a remote modification of the call diversion

Call the telephone number that you have activated for the remote modification and wait for the attention tone. The attention tone is a high tone that lasts for 5 seconds. It sounds similar to a fax tone. This tells you that you have dialled the right telephone number for remote modification. An unauthorised caller will be deterred as he will think he is connected with a fax machine.

Then dial the code for the remote call diversion modification as described below ("remote modification of a call diversion").

☞ – After one incorrect attempt to dial, the connection will be cut off. If a wrong PIN number is entered three times in a row, the unit will prevent any more remote modifications being made. Then you must re-program the PIN on the master set.

- If you do not transmit a multifrequency signal for 30 seconds, this connection will also be terminated.
- When printing the call data, an incoming call for user 10 will be announced if that telephone number is called which is reserved for remote modification of the call diversion.

Method 2: Calling a telephone answering machine enabled for remote modification

Specify an answering machine connected to your unit which can be called normally and via which you can remotely modify your call diversion. This method has the advantage that you do not need to reserve a telephone number. However, you will need to have a suitable answering machine.

Initiating the remote modification of the call diversion

Call the telephone answering machine that you have activated for the remote modification and wait for the message. Then, as described below, dial the code for the remote modification of a call diversion. Please note that a telephone answering machine can switch itself off when there is a long intervall. (Refer to the instructions for your telephone answering machine).

☞ − You will hear the negative acknowledgement tone if you enter the wrong PIN. You will then have two more attempts to correctly enter the PIN. If the wrong number is entered three times in a row, the unit will not allow any more remote modifications. Then you must re-program the PIN on the master set.

Remote modifying of a call diversion (for both methods)

Dial the following code symbols:

▦ Start of the call diversion modification, the four-digit PIN number and internal number of the telephone whose call diversion is to be changed
then either

▦ **✶410** with which you disable an existing call diversion or

▦ **✶41XYY** with which you activate a call diversion to an internal user, YY (11/12/...). X specifies the type of call diversion or

▦ **✶41X0nnnn#** with which you activate a call diversion to an external user, telephone number: nnnn (max. 25 digits). X specifies the type of call diversion. The cross-hatch symbol (#) is used to terminate the telephone number.

Types of call diversion: X=1 permanent call diversion

X=2 call diversion when no reply received

X=3 call diversion when engaged

Example:

Call a programmed MSN or answering machine, then dial:

 # 0815 13 ✶412 06169604 #

#:	symbol for the start of the call diversion modification
0815 :	PIN
13:	internal user to be re-routed
✶412:	call diversion when no reply received
06169604:	external telephone number as diversion destination
#:	symbol for the end of the telephone number

2.1.16 Conference

You can use the unit to set up a telephone conference. To do this, you can either

- connect a number of internal users (at most, all of them - internal conference)
- or connect an external user with another internal user. (conference 1 external / 2 internal)
- or set up a conference with two external users. (conference 2 external / 1 internal)
- Two separate conferences are also possible.

Internal conference

📞 **R** ▦ 📞 **R ✶ 3 6** 📞 ✕

- You are making an internal call. Press the signal button R and dial the internal number of another internal user and make an inquiry call.. Dial code number R ✶36 for conference. You will hear a positive acknowledgement tone. You have set up a conference with three users.

R ▦ 📞 **R ✶ 3 6** 📞 ✕

- Press signal button R, dial another internal number and make another inquiry call. Dial code number R ✶36 for conference. You will hear a positive acknowledgement tone. You have set up a conference with four users.
- etc.

External/internal conference

[icons: phone R 0 keypad phone R * 3 6 phone X]

- You make an internal call. Press the signal button R and dial "0" to get the outside line. Dial the external telephone number you want. Make an inquiry call. Dial code number R ✴36 for conference. You will hear a positive acknowledgement tone. You now have a conference with two internal and one external user.

☞ – Each party to the conference can invite additional internal users to take part in the internal conference. New parties will be introduced by a positive acknowledgement tone.

– Each party can only take part in one conference.

– You can also connect an internal user or another external user to an external call.

– An external or door intercom call is signalised to the conference by an external call-waiting tone if the user being called is in the conference.

– Each party to the conference who has at least authorisation to accept external calls can pick up the external call with R ✴6.

– Each party can pick up a door-bell call with R 27 or R 28.

– During the external call or door intercom call, the conference party concerned is no longer in the conference. This party can then switch back to the conference with R ✴36 - provided he or she has not put down the receiver.

– The conference is over when there is only one connection remaining between two parties.

– For an internal user taking part in conference call waiting is not possible.

2.1.17 Wake-up calls / calls at appointed times (reminders)

Each user can program a wake-up call or reminder by telephone. A wake-up call rings for 5 seconds at a pre-arranged time. If the user lifts the receiver, a positive acknowledgement tone will be heard and the wake-up call will be terminated. If the user does not lift the receiver, the call will be repeated twenty times at one minute intervals. The wake-up call will then be terminated.

Unique and daily wake-up calls are possible, as well as calls on particular days of the week. The daily wake-up call rings at a pre-programmed time a maximum of twenty times and is then terminated. The daily wake-up call is heard at the same time every day. Wake-up calls can also be made on specific days every week.

Calls at set times (reminders) represent a special kind of wake-up call. In contrast to the wake-up call, calls at appointed times (reminders) ring for 5 seconds every day at the same time. You can also specify particular

days for these calls. These calls at appointed times do not need to be acknowledged.

Programming

Code No.	Input	Explanation
✴460		Calls: wake-up or at appointed times OFF
✴461	hhmm	Unique wake-up call ON at hhmm
✴462	hhmm	Daily wake-up call ON at hhmm
✴463	hhmm	Daily call at appointed time ON at hhmm
✴464	hhmm 1 2 3 …	Wake-up call ON at hhmm for weekdays (1 = Mon - 7 = Sun)
✴465	hhmm 1 2 3 …	Call at appointed time ON at hhmm for weekdays (1 = Mon - 7 = Sun)

(hh = hours, 2-digit / mm = minutes, 2-digit)

Example: **You want to be called at 8 a.m. from Monday to Friday.**

[icons: phone up, phone, keypad, phone, phone down]
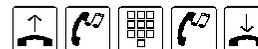
- Lift the receiver. You will hear the internal dialling tone. Dial "✴464 0800 12345". You will then hear the positive acknowledgement tone. Put down the receiver.

2.1.18 Printing and deleting the telephone charges

You can apply for the "transmission of the connection charges following the termination of a connection" feature for your ISDN connection. This feature may be subject to a fee. If you have applied to the telephone company for this service, you will be able to use a connected printer to print out the telephone charges for each user or for the unit as a whole.

You can choose between:

▪ printing the charges arisen by each user, on the basis of your own rate for a unit.

▪ printing the charges of the telephone unit, on the basis of the telephone company's rate for a unit.

You can only initiate the printing or deleting of the telephone charges for the users and the unit using a master set.

Code No.	Input	Explanation
✶4710	XX	Delete charge account of user XX
✶4711	XX	Print charge account of user XX (user's own charges)
✶4720		Delete charge accounts of all users
✶4721		Print charge accounts of all users
✶4730		Delete charge account of the unit
✶4731		Print charge account of the unit (telephone company charges)

Example: You want to print out the telephone charge for user 14.

☝ 📞 ✶ 4 7 1 1 1 4 📞 ⤓

☞ – For technical reasons, the details in the telephone company's bill may differ from the charges recorded by the unit. In such cases, the charge meter reading at the telephone company's exchange is always binding.

– You can also select the charges using the configuration program and delete them if necessary.

2.1.19 Making calls using the telephone charge account (small charge account)

If you have set up a charge account (see "Charge account", section 4.1.21 in the "Installation and programming" book) for a user, he or she can continue making outward calls until the total charges arisen have reached the limit of the charge account. If you have applied for the "charge information during a call" feature, the limit of the charge account can be exceeded during a call. The user will hear a warning (5 short tones). 30 seconds after this warning signal, the connection will be ended.

If you do not have the "charge information during a call" feature, then you can only determine whether the account limit has been exceeded after the call has been made.

If you only have standard ISDN access, you will receive no information whatsoever about the charges. In such cases, it does not make sense to work with the telephone charge account.

☞ - If the charge account limit of a user's connection has been exceeded, then it will not be possible to make any external connections - except for emergency calls (police, ambulance, etc.). If the user now attempts to get an outside line or to call any number other than that for the emergency services, the user will receive the warning tone described above, fol-

lowed by the negative acknowledgement tone. The user will only be able to make outgoing external calls when the amount of the charge account is increased, or when the charge account limit is removed.

- If the charge account limit is exceeded during an inquiry call, the external call being made will be cut off after 30 seconds - without any prior signal.

2.1.20 Hearing music-on-hold and audible tones

When you make an inquiry call in the middle of a call with an external user, the party who is placed on hold will hear the internal or external music-on-hold, depending on what has been set up for the unit. (See section "4.1.14, "Setting up the music-on-hold" in the "Installation and programming" book). If you want to check which music is being used as music-on-hold, you can do so as follows.

Code No.	Input	Explanation
✶480	0	Listen to current music-on-hold

In the same way, you can also hear which audible tones are being generated by the unit so that you know how the tones referred to in the operating instructions sound. A summary of the tones is to be found in section 1.6 "Explanation of the audible tones".

Code No.	Input	Explanation
✶481	00	No tone
✶481	01	internal dialling tone
✶481	02	Ringing tone
✶481	03	Engaged tone
✶481	04	Positive acknowledgement tone
✶481	05	Negative acknowledgement tone
✶481	06	Unique negative acknowledgement tone
✶481	07	Internal call waiting tone
✶481	08	External call waiting tone
✶481	09	Warning tone, telephone charge account
✶481	10	Special dialling tone (internal)
✶481	11	Specific internal dialling tone (in other countrys)
✶481	12	Specific internal special dialling tone (in other countrys)
✶481	13	Permanent tone (like external dialling tone)

2.1.21 CTI - dialling from the database

CTI = Computer-Telephone Integration

CTI software reproduces the user interface of a special-feature ISDN telephone on a computer. You only need the receiver of a telephone or a headset. This makes it possible to see information from the ISDN unit (which cannot normally be depicted due to the limitations of normal telephone hardware) on your computer monitor.

The software makes it easier to use the telephone while you are working on the PC. The windows for the CTI application open up from the background when you lift the receiver or when there is an incoming call. You can dial from within an integrated database or telephone book. A caller's telephone number will be linked with his or her name if this information has already been stored in the database.

In addition, the software will also give you a view of the state of your telecommunication unit. You will be shown who is making a call at the moment, which basic channels are occupied or not, and much more.

To install the program on your PC, select from the CD's set-up programm "CTI application" and follow the instructions.

2.2 ISDN features

2.2.1 Transmitting the telephone number

The telephone unit will transmit your telephone number to an external user even before the call connection has been made.

You can individually activate or deactivate two types of transmission.
- Your telephone number will be transmitted to the external user you are calling.
- Your telephone number will be transmitted to the external user who is calling you.

If you have an ISDN telephone with an internal S_0 bus, you can also program the unit in such a way that the telephone number will be transmitted to the telephone (or not, depending on how you have programmed it).

Note: apply to your telephone company for "case by case suppression of telephone numbers" otherwise the following procedures will have no effect.

Code No.	Transmission of telephone number ...
✶500	... to person being called OFF
✶501	... to person being called ON
✶502	... to person being called as set up at an ISDN telephone
✶510	... to caller OFF
✶511	... to caller ON
✶512	... to caller (as set up at an ISDN telephone)

2.2.2 Call forwarding

You can make a special application to the telephone company for the "call forwarding" feature. This feature is likely to cost money. With this feature, you can ensure that the ISDN exchange forwards all calls made to the telephone number of your unit (single) connection point or multipoint interface connection to another destination which you have defined. You can only specify one of the unit's call number memories as the call forwarding destination.

There are three varieties of call forwarding:
- Permanent, i.e. all calls are immediately forwarded,
- When engaged, i.e. all calls are immediately forwarded if your unit (single) connection or multiple subscriber number is engaged,

- When there is no reply, i.e. all calls are forwarded after 15 seconds if nobody answers.

☞ You can only activate or deactivate the different types of call forwarding with a master set. When you receive the unit, the master set is telephone 11. If you also want to activate the call forwarding feature in the exchange from another telephone, you must first program a master authorisation (see "Assigning master authorisation", section 4.1.24 in the "Installation and programming" book).

Call forwarding at the unit (single) connection point

Code No.	external port	No. of the call number memory	Explanation
✶520	1 or 2		Call forwarding OFF
✶521	1 or 2	700-899	Permanent call forwarding
✶522	1 or 2	700-899	Call forwarding when no reply
✶523	1 or 2	700-899	Call forwarding when engaged

Example 1: You would like to activate permanent call forwarding.

⌜↑⌝ ✶ 5 2 1 1/2 ⊞ ⌐ ↓

- Lift the receiver and enter code number ✶521 and the external connection. From the call number memory (700 to 899), specify the destination to which your call is to be forwarded. You will hear a positive acknowledgement tone. Put down the receiver.

 (when dialling 1/2, dial
 "1" when you want the 1st external port, and
 "2" when you want the 2nd external port.)

Example 2: You would like to deactivate call forwarding.

⌜↑⌝ ✶ 5 2 0 1/2 ⌐ ↓

- Lift the receiver and dial number ✶520 and the external connection. You will hear a positive acknowledgement tone. Put down the receiver.

 (when dialling 1/2, dial
 "1" when you want the 1st external port, and
 "2" when you want the 2nd external port.)

☞ – After you have dialled this code, it may take several seconds until you hear the positive acknowledgement tone. If you put down the receiver before, the call forwarding feature will not be activated (or deactivated).

– If you do not activate call forwarding at a master set, or if the call number memory is empty, you will hear a negative acknowledgement tone.

– If the call forwarding feature is active, you will hear the special dialling tone after the external line has been occupied.

– If you have activated permanent call forwarding at the unit (single) connection point, no external calls will be allowed in, even if they are to extension numbers.

Call forwarding at the multipoint interface

At the multipoint interface, you must additionally enter the index for the multiple subscriber number (MSN) that is to be forwarded.

Code No.	external port	Index MSN	No. of the call number memory	Explanation
✶520	1 or 2	0-9		Call forwarding OFF
✶521	1 or 2	0-9	700-899	Permanent call forwarding
✶522	1 or 2	0-9	700-899	Call forwarding when no reply
✶523	1 or 2	0-9	700-899	Call forwarding when engaged

Example: You want to set up call forwarding when engaged for your second MSN (index: 1) at the second external port.

⌜↑⌝ ✶ 5 2 3 2 1 ⊞ ⌐ ↓

- Lift the receiver and enter code number ✶523 and the external connection, followed by the index of the MSN. From the call number memory (700 to 899), specify the destination to which your call is to be forwarded. You will hear a positive acknowledgement tone. Put down the receiver.

☞ – After you have dialled this number, it may take several seconds until you hear the positive acknowledgement tone. If you put down the receiver before, the call forwarding feature will not be activated (or deactivated).

– If you do not activate call forwarding at a master set, or if the call number memory is empty, you will hear a negative acknowledgement tone.

– If the call forwarding feature is activated, you will hear the special dialling tone after the external line has been occupied.

Operation

2.2.3 Holding a connection (alternating between external connections)

With a multipoint interface, you can have an external connection held by the ISDN exchange so that you can conduct an inquiry call on the same line with a second external user. You can then return to the first call.

You can also switch between the two external calls (alternating or brokering).

⟦🖐 R ✳ 5 3 📞 ⌨ 🖐⟧

- Make an external call. Dial code number R ✳53 to put the external call on hold. You will now hear the external dialling tone. Dial the desired second external number for your second external call and conduct the second external call (an inquiry call).

⟦R ✳ 5 3 🖐⟧

- By dialling code number R ✳53 you will be returned to the first external call. Continue your external call,

- etc.

☞ – If you hear a negative acknowledgement tone instead of an external dialling tone, it will no longer be possible to put calls on hold at the exchange. After twice pressing signal button R you will be connected with the external user again.

– If you put down the receiver, you will break off the current call. You will receive a return call if another user is on hold in the exchange.

– Charges will arise both for the current call and for the one on hold.

2.2.4 Three-way conference

Using the ISDN exchange, you can organise a three-way conference with two external users. This will only occupy one external line. To set up the three-way conference, you must first have an external connection held by the ISDN exchange so that you can conduct an inquiry call on the same line with a second external user. Then you both switch to the three-way conference.

⟦🖐 R ✳ 5 3 📞 ⌨ 🖐⟧

- Make an external call. Dial code number R ✳53 to put the external call on hold. You will now hear the external dialling tone. Dial the number of the second external party. You are now making an inquiry call with the second external party.

⟦R ✳ 5 4 📞 ✂⟧

- Dial code number R ✳54 for three-way conference. You will hear a positive acknowledgement tone. You have set up a three-way conference with two external parties.

☞ – If you hear a negative acknowledgement tone instead of an external dialling tone, it will no longer be possible to put calls on hold at the exchange. After twice pressing signal button R you will be connected with the external user again.

– A three-way conference will not be possible if you hear the negative acknowledgement tone after dialling the code number for the three-way conference.

– If you put down the receiver, you will terminate the three-way conference.

– Telephone charges will arise for the external calls in the three-way conference.

– Alternating with signal button 'R' is not possible during a three-way conference.

2.2.5 Parking calls at the exchange

It only makes sense to "park" calls if you want to transfer a call from the unit to another ISDN telephone on a multipoint interface, for example.

You must pick up a parked call again within 3 minutes, otherwise the exchange will cut it off.

If you want to park a call or pick up a parked call again, you must dial a double-digit transaction number, because a number of calls may be parked on the bus.

Parking a call:

⟦🖐 R ✳ 5 5 ⌨ 📞 ✂⟧

- You are making an external call. Dial code number R ✳55 and a double-digit transaction number (00 to 99). You will hear a positive acknowledgement tone. Put down the receiver.

☞ – If you hear a negative acknowledgement tone it will no longer be possible to park at the exchange. After twice pressing the hold for inquiry (call-back) button, you will be connected with the external user again.

– For equipment with shorter transaction numbers, press the ✳ button as the second digit, for devices without any transaction numbers, just dial ✳.

Resuming a call:

- Lift the receiver. Dial code number ✶56 and the double-digit transaction number (00 to 99) and resume your external call.

☞ – If you hear a negative acknowledgement tone, no call is parked at the exchange under the transaction number.

– For equipment with shorter transaction numbers, press the ✶ button, for devices without any transaction numbers, just dial ✶.

2.2.6 Tracing nuisance calls

You can make a special application to the telephone company for the " tracing nuisance calls" feature. This feature is likely to cost money.

With this feature, the ISDN exchange stores the telephone number of the caller, as well as your own telephone number and the time and date of the call. It is thus possible to have the caller traced during the course of the call.

- You are making an external call. Dial code number R ✶59. You will hear a positive acknowledgement tone. Put down the receiver. The connection will be terminated.

☞ – If you want to continue the call after the caller has been traced, press signal button R twice.

– Until you continue or terminate the conversation with the caller, the caller will hear music-on-hold from the unit or from an external source.

– You will hear the negative acknowledgement tone if you have not applied for the "tracing nuisance calls" feature or if the caller could not be traced by the exchange.

3. Appendix

3.1 What you need to observe with the office 1008 and 1108

The "office 1008 ", "office 1108" and "office 2108" differ only in terms of hardware configuration level. The differences in equipment are described in section 1.2, "General information on your telecommunication unit". If you have decided to use the office 1008 or office 1108, note that there are some limitations:

External S_0 connection

There is only one external S_0 connection. If you try to carry out programming for the second port (or try to assign it) the office 1008 or office 1108 data entries will be deleted.

Internal S_0 connection

The office 1008 has got no internal S_0 connection. It is limited to analogue connections only. The 1008 cannot be programmed for the internal S_0 connection.

3.2 What you need to observe with a unit that has an a/b module

If you have fitted the office with an a/b module, you have 8 additional analogue user connections at your disposal as well as an additional interface for a door intercom. In this case, the office also permits users 19 to 26 and the door intercom 28.

Appendix

3.3 Summary of the features

The following table provides an overview of the unit's features. Section 3 describes in detail how the unit is operated.

Code No.	external port	Input	Explanation
Exchange line seizure			
0			Normal exchange line seizure (seizes telephone service at combination port)
Making internal calls			
11 or 12 or ...		(or internal teleph. number assigned)	The appropriate internal user will be called
Call door intercom / pick up door-bell call			
27		(or internal teleph. number assigned)	You are connected with door intercom 1
28			You are connected with door intercom 2
Open door			
R 27		(or internal teleph. number assigned)	Press the door opener for 3 seconds while you are connected with door intercom 1
R 28		(or internal teleph. number assigned)	Press the door opener for 3 seconds while you are connected with door intercom 2
Inquiry (call-back) calls with pulse dialling telephones			
n (1...9)			Use the programmed digit 'n' as a substitute for the grounding button with pulse dialling teleph.
Automatic redialling			
⋆1			Redialling the last number called automatically
Code call to all internal users			
⋆21			Global or code call 1
⋆22			Global or code call 2
⋆23			Global or code call 3
⋆24			Global or code call 4
Internal Call Waiting			
3			Use Call Waiting at an internal user by dialling '3' when you hear the engaged tone
Specific exchange line seizure for services			
⋆310			Exchange line seizure with the service used by the terminal device (seizes "telephone" service on a combination port)
⋆311			Exchange line seizure with the "fax" service
⋆312			Exchange line seizure with the "audio" service

Code No.	external port	Input	Explanation
Re-routing outward			
R ⋆32			Normal exchange line seizure ("phone" service on a combi port)
Targeted exchange line seizure with teleph. No. X (with a unit connection, X = 0)			
⋆33	1 / 2	X	Normal exchange line seizure ("phone" service on a combi port)
⋆34	1 / 2	X	Specific exchange line seizure ("fax" service on a combi port)
⋆35	1 / 2	X	Specific exchange line seizure ("audio" service on a combi port)
Setting up a conference			
R ⋆36			During a call, you set up a conference with a number of users.
Remote maintenance/remote configuration			
⋆3838			Seizing an external line for remote configuration
R ⋆3838			Starting remote configuration during a call
Booking an exchange line			
⋆39			Booking an exchange line
Activating call options			
⋆401			Activate daytime service
⋆402			Activate daytime service with call diversion
⋆403			Activate night service
Call diversion			
⋆410			Call diversion OFF
⋆411		XX	Permanent call diversion to user XX ON
⋆411		0 + max.25 digits	Permanent call diversion to an external telephone number ON
⋆412		XX	Call diversion to user XX ON when no reply
⋆412		0 + max.25 digits	Call diversion to an external telephone number ON when no reply
⋆413		XX	Call diversion to user XX ON when engaged
⋆413		0 + max.25 digits	Call diversion to an external telephone number ON when engaged

Code No.	external port	Input	Explanation
Doorbell call re-routing outwards			
✶4150			Re-routing a door intercom call outwards from door intercom 1 OFF
✶4151			Re-routing a door intercom call outwards from door intercom 1 ON
✶4160			Re-routing a door intercom call outwards from door intercom 2 OFF
✶4161			Re-routing a door intercom call outwards from door intercom 2 ON
Follow Me			
✶420			Follow me OFF
✶421		XX	Follow me from user XX ON
Do not disturb			
✶430			Station guarding OFF
✶431			Station guarding (internal)
✶432			Station guarding (external)
✶433			Station guarding (internal and external)
Call waiting security			
✶440			Call waiting security OFF
✶441			Call waiting security (internal)
✶442			Call waiting security (external)
✶443			Call waiting security (internal and external)
Automatic dialling - emergency services number - babyphone feature			
✶450			Automatic dialling OFF
✶451			Automatic dialling ON
Programming a wake-up call / call at an appointed time (reminder)			
✶460			Wake-up call / call at an appointed time OFF
✶461		hhmm	Unique wake-up call ON at hhmm
✶462		hhmm	Daily wake-up call ON at hhmm
✶463		hhmm	Daily reminder ON at hhmm
✶464		hhmm 1 2 3 ...	Wake-up calls for particular days (1 = Mo ... 7 = Sun) at hhmm
✶465		hhmm 1 2 3 ...	Calls at appointed time (reminder) for particular days (1 = Mo ... 7 = Sun) at hhmm

Code No.	external port	Input	Explanation
Delete/print charge account			
✶4710		XX	Delete charge account of user XX
✶4711		XX	Print charge account of user XX (user's own charges)
✶4720			Delete charge accounts of all users
✶4721			Print charge accounts of all users
✶4730			Delete charge account of the unit
✶4731			Print charge account of the unit (telephone company charges)
Hearing the music-on-hold and audible tones			
✶4800			Listen to current music-on-hold
✶481		00 - 12	Listen to audible tones
Rejecting a waiting call.			
R ✶49			You reject a waiting call. (caller receives an engaged tone)
Picking up an external call			
✶6			Picking up an external call
Picking up an internal call or a call taken from a telephone answering machine			
XX 6			Picking up an internal call or a call taken over from a telephone answering machine from user XX
Speed dialling destinations			
✶7		00 - 99	Call speed dialling destination 700-799
✶8		00 - 99	Call speed dialling destination 800-899
Initiating an internal/external return call			
9			Initiating a return call: internal when engaged or no reply, external when engaged
ISDN transmitting (displaying) the caller's own telephone number...			
✶500			... to the person being called OFF
✶501			... to the person being called ON
✶502			... to the person being called, like with ISDN telephones
✶510			... to the person calling OFF
✶511			... to the person calling ON
✶512			... to the person calling, like with ISDN telephones

Appendix

Code No.	external port	Input	Explanation
ISDN call forwarding at the multipoint interface			
✷520	1 / 2	MSN-Index	Call forwarding for MSN OFF
✷521	1 / 2	MSN-Index + 700-899 (Speed dialling destination)	Permanent call forwarding for MSN
✷522	1 / 2	MSN-Index + 700 - 899 (Speed dialling destination)	Call forwarding when no reply for MSN
✷523	1 / 2	MSN-Index + 700-899 (Speed dialling destination)	Call forwarding when engaged for MSN
ISDN call forwarding at equipment connection			
✷520	1 / 2		Call forwarding OFF
✷521	1 / 2	700-899 (Speed dialling dest.)	Permanent call forwarding
✷522	1 / 2	700-899 (Speed dialling dest.)	Call forwarding when no reply
✷523	1 / 2	700-899 (Speed dialling dest.)	Call forwarding when engaged
ISDN holding a line			
R ✷53			Holding a line - the caller hears the message 'Your line is on hold'
ISDN three-way conference			
R ✷54			Three-way conference (confer. between an internal user with two exter. users via a B-channel)
ISDN Parking calls			
R ✷55		XX	Parking a call with transaction number XX
R ✷56		XX	Pick up a parked call with transaction No. XX
Deleting an ISDN return call when engaged (CCBS=call completion to busy stations			
✷57			A return call initiated by an engaged external user is deleted
Load new unit software from server			
✷58		YYYY	After entering PIN YYYY, the automatic update procedure will be started
ISDN malicious call tracing			
R ✷59			Traces malicious or obscene phone calls

3.4 Programming - summary

The following table lists a summary of all programming procedures and the code numbers to be dialled. See the "Installation and programming" book for a detailed description.

Code No.	external port	Index	Input	Explanation
General tasks of installation technician				
✷9000				Start programming mode
✷9001				Activate factory defaults
✷9002				Restore old settings
✷9003				Delete all settings activated by user(s)
✷9009				Reset unit
✷9999				Exit programming mode
Programming the point to point connection point				
✷901	1 / 2	0	max. 12-digit telephone No.	Set up unit telephone number
✷901	1 / 2	1	X	Number of positions for extension X = 1-3
✷901	0 / 1 / 2	3	00-29 XX	Assigment of the telephone number XX to the direct dialling index
Programming the point to multipoint connection point				
✷911	1 / 2	0 - 9	max. 12-digit telephone No.	Assigment of the MSNs to the index
Programming the types of calling for external numbers				
✷912	0 / 1 / 2	0 - 9 / 00 - 29	11 12 13 ...	Call allocation daytime service for external port with MSN/DDI
✷913	0 / 1 / 2	0 - 9 / 00 - 29	11 12 13 ...	Call allocation nighttime service for external port with MSN/DDI
✷914	0 / 1 / 2	0 - 9 / 00 - 29	11 12 13 ...	Call allocation call diversion for external port with MSN/DDI
Programming the types of calling for door calls				
✷9151	1 / 2	1 / 2	11 12 13 ...	Call allocation daytime service for door intercom 1 or 2 - button 1 or 2
✷9152	1 / 2	1 / 2	11 12 13 ...	Call allocation nighttime service for door intercom 1 or 2 - button 1 or 2
Programming an external destination for door intercom calls				
✷9153	1 / 2		max. 25-digit telephone No.	Door intercom 1 or 2 - call diversion destination 1. bell-button outward

Appendix

Code No.	external port	Index	Input	Explanation
Enter dialling code				
✶916			max. 7-digit telephone No.	Enter your own dialling code
Call rejection				
✶917	0 / 1 / 2	0		Call rejection OFF for all MSNs/DDIs
✶917	0 / 1 / 2	1		Call rejection ON for all MSNs/DDIs
✶918	0 / 1 / 2	0 - 9 / 00 - 29		Call rejection OFF for MSNs/DDIs
✶919	0 / 1 / 2	0 - 9 / 00 - 29		Call rejection ON for MSNs/DDIs
Specify print of data for incoming and outgoing calls				
✶9200				Print all call data OFF
✶9201				Print all call data ON
✶9202		XX		Call data for user XX OFF
✶9203		XX		Call data for user XX ON
✶9205				Print without telephone number
✶9206				Print with telephone number
✶9207				Print with truncated telephone number
Specify print of data for calls that were not accepted				
✶92040				Print OFF
✶92041				Print without telephone number
✶92042				Print with truncated telephone number
✶92043				Print with complete telephone number
Define charge factors for the charge accounts				
✶9208			001 - 255	Value of a charge unit in hundredths
✶9209			001 - 255	Value of a charge unit in hundredths (internal)
Programming the charge account				
✶904		XX	YYY	Activating / increasing the charge account for user XX by YYY EURO
✶905		XX		Deactivation of the charge account for user XX

Code No.	external port	Index	Input	Explanation
Personal identifi. No. (PIN) for remote modification of call diversion destination				
✶922		XXXX	YYYY YYYY	XXXX = old PIN / YYYY new PIN
Answering machine enabled for remote modification of call diversion destination				
✶9240				Remote modification via answering machine OFF
✶9241			XX	Remote modification enabled at answering machine at user XX
MSN/extension No. enabled for remote modification of call diversion destination				
✶925				MSN/DDI for deactivating remote modification of the call diversion
✶926	1 / 2	0 - 9 / 00 - 29		Activate MSN/DDI for remote modification of the call diversion
Programming the telephone number for automatic dialling				
✶923			max. 25-digit telephone No.	Programming the hotline number for automatic dialling (including exchange identification code "0")
Programming the time for the call diversion				
✶927			005 - 110 seconds	Daytime service changes call variation changes to call diversion after a pre-set time
Answering machine: programming engaged tone				
✶928			XX	Engaged tone activated for user XX
✶929			XX	Engaged tone deactivated for user XX
Activating the charge pulse				
✶9300				Charge pulse OFF for all users
✶9301				Charge pulse ON for all users
✶9302		XX		Charge pulse OFF for user XX
✶9303		XX		Charge pulse ON for user XX
✶9305				Charge pulse 16 kHz
✶9306				Charge pulse 12 kHz
Specifying the dialling tone/rhythm				
✶931	0 / 1 / 2	0 - 9 / 00 - 29		Program ringing rhythm 1 for telephone number (MSN/DDI)
✶932	0 / 1 / 2	0 - 9 / 00 - 29		Program ringing rhythm 2 for telephone number (MSN/ DDI)
✶933	0 / 1 / 2	0 - 9 / 00 - 29		Program ringing rhythm 3 for telephone number (MSN/ DDI)

Appendix

Code No.	external port	Index	Input	Explanation
Assigning the user to telephone number				
✷934	1 / 2	0 - 9 / 00 - 29	Priority:1/2 XX	Assigning the user to telephone number with priority 1 or 2
Programming the authorisation of the user to occupy a telephone number				
✷935	0 / 1 / 2	0 - 9 / 0	11 12 13 ...	Users may occupy telephone number (MSN/Port at PTP connection)
Assigment of the user port to a telephone number				
✷936		xx	yy	Port number xx assigned telephone number yy
Programming the authorisation of the user to occupy a telephone number				
✷937			n (1...9)	Pulse dialling inquiry call with digit n
Timing-controlled switch-over in the type of calling				
✷940				Deactivate timing control
✷941				Activate timing control
✷942			hhmm	Enter the time when the nighttime service is to be activated (hh = hours, mm = minutes)
✷943			hhmm	Enter the time when the night service is to be deactivated again (hh = hours, mm = minutes)
Entering date and time				
✷944		TTMMJJ	hhmm	Entering date and time
Display of the telephone number of the caller (CLIP)				
✷945			XX	Telephone No. display for user XX OFF
✷946			XX	Telephone number display for user XX ON (B&O BeoCom 2500 before 1998)
✷947			XX	Telephone No. display for user XX ON
✷948			XX	Internal telephone Number display for user XX OFF
Define terminal/user types				
✷951			XX	Programming the terminal connections to: telephone
✷952			XX	Combination unit
✷953			XX	Answering machine (not possible with master set)
✷954			XX	Fax (not possible with master set)
✷955			XX	Modem (not possible with master set)

Code No.	Index	Input	Explanation
Programming the type of exchange line seizure			
✷956		XX	Automatic exchange line seizure for user XX OFF
✷957		XX	Automatic exchange line seizure for user XX ON
Programming the alarm port			
✷958		XX	Alarm port as user port XX
Setting flash time			
✷9590			Flash time 50 - 110ms
✷9591			Flash time 50 - 350ms
✷9592			Flash time 50 - 750ms
Programming the user authorisation level			
✷962		XX	User XX has... no exchange authorisation (not possible with master set)
✷963		XX	authorisation for incoming calls
✷964		XX	authorisation to make local calls
✷965		XX	authorisation to make domestic calls
✷966		XX	unrestricted authorisation
Programming the call number memory			
✷97	00 - 99	max. 25-digit telephone No.	Programming the call number memory 0-99, no "0" for exchange line seizure given
✷98	00 - 99	max. 25-digit telephone No.	Programming the call number memory 100-199, no "0" for exchange line seizure given
Programming the local area numbers			
✷99	00 - 19	max. 25-digit telephone No.	Programming the local area numbers
Programming the blocking of specific types of numbers			
✷99	20 - 39	max. 25-digit telephone No.	Programming the blocking of specific types of numbers
Telephone number for updating the unit software			
✷995		max. 25-digit telephone No.	Programming the telephone number for updating the unit software

Code No.	Index	Input	Explanation
Programming the country code			
✴902		XX	Setting the country code (default when supplied: 00 for Germany)
Programming the type of charge information			
✴903	0		Charge information as facility (factory default)
✴903	1		Charge information as display information (e.g. Switzerland)
Programming the specific internal dialling tone			
✴906	0		Normal internal dialling tone
✴906	1		Specific internal dialling tone as permanent tone with interruptions
Programming the master authorisation			
✴907	0		Only user 11 has master authorisation
✴907	1		All users may have master authorisation
✴908		XX	User XX has no master authorisation
✴909		XX	User XX has master authorisation

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G U A R A N T E E

Applicable in the Federal Republic of Germany.

The following conditions, which outline the essential requirements and scope of our guarantee do not affect the consumer's statutory rights resulting from the sales agreement between the dealer and the consumer. We provide a guarantee for this unit in accordance with the following conditions:

1. We will repair free of charge in accordance with the following conditions (Nos. 2 to 6) any damage or deficiencies to the equipment that is demonstrably the result of an error at the factory if you inform us immediately after ascertaining it and not more than 24 months after delivery to the end user. The guarantee does not cover easily breakable components such as glass or plastic parts, or light bulbs. Neither does the guarantee cover any minor deviations from the scheduled construction which have no significant influence on the value or functionality of the equipment, nor does it damage due to the chemical and electrochemical influence of water as well as general damage due to unusual environmental conditions.

2. Under this guarantee, we will repair defective components free of charge or replace them by components in perfect order, as we see fit. Repairs at the place where the equipment has been installed can only be requested in the case of major, stationary (fixed) units. Other units covered under the terms of this guarantee must be sent to our authorised workshop. The guarantee registration certificate (filled out) and purchase receipt must be returned with the equipment, together with details of purchase and/or delivery. Replaced components become our property.

3. The guarantee rights become invalid if repairs or made or equipment is interfered with by persons who are not authorised to do so, or when our equipment is fitted with adaptations or accessories that have not been co-ordinated with our equipment.

4. Within the first 24 months following delivery, we will meet the guarantee conditions without any charge for additional costs (travel expenses, the cost of travel-to-work time, freight and packaging charges).

5. Activated guarantees effect neither an extension of the guarantee period nor do they mean that a new guarantee period commences. The term of the guarantee for any replacement parts inserted will end with the term of the guarantee for the entire unit.

6. If the damage or deficiency cannot be eliminated, or the subsequent reconditioning/improvement is rejected or unreasonably delayed by us, either a replacement will be delivered free of charge (within 24 months of the date of purchase/delivery) at the wish of the end user, or the loss in value compensated or the unit will be taken back and the purchase price returned (though the amount shall not exceed the usual market price).

GESKO

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GESKO reserves the right to make
technical modifications and alterations to models.
No responsibility is accepted for any errors that may appear.