

# TENOVIS

*We give you the edge.*



## ***Economy Telephone Integral TE 13***

***Connected to ISDN Telecommunications Systems Integral***

Operating Instructions

## Important information

### Please note

This telephone is only for connection to Tenovis TK system digital interfaces and meets the basic requirements of the European guidelines 1995/5/EG (Radio und Telecommunication Terminal Equipment, R&TTE). This telephone is not designed for direct operation on public telephone network interfaces

If problems occur when operating the device, please consult your dealer or the Tenovis service in the first instance.

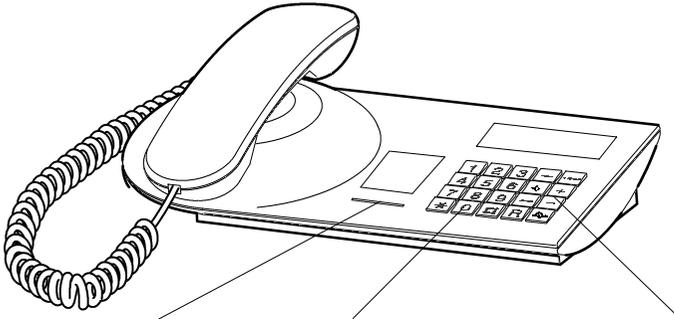
The Declaration of Conformity can be requested from the following internet address. [www.tenovis.com/deutsch/verzeichnis/conformance.htm](http://www.tenovis.com/deutsch/verzeichnis/conformance.htm) or under index look for look for the key word: Conformity

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

### Positioning the telephone

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

## Your telephone at a glance



### **LED**

Flashes when you receive a call, illuminates for a message and call diversion

### **Alphanumeric keys**

For dialing call numbers and entering codes

### **8 pre-assigned function keys**

For quick access to certain functions

## What you should know about your telephone

Your TE 13 telephone has a number of functions which make using it easier. Additional functions are available if your telephone is being used in a telephone system. You can find more information in the operating manual for your telephone system.

### **Making calls**

You can enter each digit of a call number individually. Frequently called numbers can be stored for destination and speed dialing, and can be called at any time with the push of a button.

### **Receiving calls**

When someone calls, your telephone will ring and the LED next to the keypad will flash.

### **Additional information**

Please contact your system administrator for additional information on using your telephone system. Your administrator can assist you with certain functions, such as changing your PIN, deleting call numbers you programmed, etc.

## All keys at a glance

### Digit keys with letters



Alphanumeric keys for dialing call numbers and entering codes. The alphabetic labelling allows you to dial so called vanity numbers.

Star and Hash keys for special functions.

### Function keys



Speed dial key for dialing the numbers stored in the telephone system.



Programming key for initiating or ending programming mode, in which you can change base settings or store call numbers, for example.



Redial key for dialing the most recent or a selected call number. **Integral 5 / 3:** External call numbers only.



Refer-back key for consulting with internal or external subscribers.



Call-back key for initiating an automatic call-back if the internal line you call is busy. Your telephone will ring as soon as the other subscriber has finished calling (call back). You then pick up the handset to call the subscriber again.

**Integral 5 / 3:** You can also request a call-back if the other subscriber does not answer the phone.



Call diversion. You can divert calls to another telephone.



You can adjust the handset volume during a call by pressing the Plus and Minus keys. If you are making a handsfree call, the volume of the loudspeaker will be adjusted.

**Integral 5 / 3:** You can also adjust the ringing volume.

## How to operate your telephone

The operation of some functions depends on the system with which your telephone is being used.

**If you mistakenly press an incorrect key during a programming sequence, simply replace / lift the handset. You can then start the procedure over.**

### Basic functions of your telephone

<b>Making calls (internal)</b>	 Lift handset  Enter internal call number  Conduct call
<b>Making calls (external)</b>	 Lift handset  Dial external line code (usually 0)  Enter external call number  Conduct call
<b>Adjusting the volume during a call (for current call only)</b>	 During call  Press (repeatedly) to adjust volume
<b>Adjusting the ringing volume</b>	 Your telephone rings  Leave handset on-hook  Press (repeatedly) to adjust volume
<b>Consultation</b>	 During call  Initiate consultation  e.g. 4 4 Enter call number  Conduct consultation  Return to 1st call
<b>Forwarding (transferring)</b>	 During call  Initiate consultation  e.g. 4 4 Enter call number  Subscriber answers  Replace handset
<b>Dialing last number again (redial)</b> Int. 5 / 3: external only	 Lift handset  Initiate redial  Conduct call
<b>Storing a specific redial number</b> Int. 5 / 3	 Lift handset  Enter call number  Store call number
<b>Dialing a selected redial number</b> Int. 5 / 3	 Lift handset  Dial call number  Conduct call

**Special functions of the Integral 5 / 3**

<p><b>Holding the call on the line</b> (from E6 software)</p>	 <span style="margin-left: 100px;"><b>R</b></span> <span style="margin-left: 100px;"><b>* 1 3 0</b></span> <span style="margin-left: 100px;"></span> <span style="margin-left: 100px;"></span> <span style="margin-left: 100px;"><b>R</b></span> <p>During external call    Initiate call hold (1st caller waiting)    Enter code    Dial external number    Conduct 2nd call    Return to 1st call</p>
<p><b>Dialing a speed-dial number</b></p>	 <span style="margin-left: 100px;"></span> <span style="margin-left: 100px;">e.g. <b>1 1 6</b></span> <span style="margin-left: 100px;"></span> <p>Lift handset    Programme speed dial    Enter speed-dial number    Conduct call</p>
<p><b>Initiating call-back</b></p>	 <span style="margin-left: 100px;"></span> <span style="margin-left: 100px;">OK signal</span> <span style="margin-left: 100px;"></span> <span style="margin-left: 100px;"></span> <p>Subscriber's line is busy    Initiate call-back    OK signal    Replace handset    Your phone rings when subscriber ends call</p>
<p><b>Cancelling call-back</b></p>	 <span style="margin-left: 100px;"></span> <p>Leave handset on-hook    Cancel call-back</p>
<p><b>Diverting calls to another internal telephone</b></p>	 <span style="margin-left: 100px;"></span> <span style="margin-left: 100px;">Enter code "1", "2" or "3" for: see 1)</span> <span style="margin-left: 100px;"></span> <span style="margin-left: 100px;">OK signal</span> <span style="margin-left: 100px;"></span> <p>Lift handset    Set up call diversion    Enter code "1", "2" or "3" for: see 1)    Enter internal call number    OK signal    Replace handset</p>
<p><b>Deactivating call diversion to another internal telephone</b></p>	 <span style="margin-left: 100px;"></span> <span style="margin-left: 100px;">Enter code "1", "2" or "3" for: see 1)</span> <span style="margin-left: 100px;"></span> <span style="margin-left: 100px;">OK signal</span> <span style="margin-left: 100px;"></span> <p>Lift handset    Deactivate call diversion    Enter code "1", "2" or "3" for: see 1)    Enter your own call number    OK signal    Replace handset</p>
<p><b>Changing call diversion destination from another phone (from E6 software)</b></p>	 <span style="margin-left: 100px;"></span> <span style="margin-left: 100px;">Switch over dial mode to DTMF (tone dial)</span> <span style="margin-left: 100px;"></span> <span style="margin-left: 100px;">Dialing tone</span> <span style="margin-left: 100px;">Further: See Switching call diversion on/off</span> <p>Call ATK system externally    Enter remote control no.    Enter call number and PIN of desired subscriber    Dialing tone</p>
<p><b>Diverting calls from another internal telephone to you</b></p>	 <span style="margin-left: 100px;"><b>* 7 0</b></span> <span style="margin-left: 100px;">Enter code "1", "2" or "3" for: see 1)</span> <span style="margin-left: 100px;"></span> <span style="margin-left: 100px;">OK signal</span> <span style="margin-left: 100px;"></span> <p>Lift handset    Code "call diversion from"    Enter code "1", "2" or "3" for: see 1)    Enter internal call number    OK signal    Replace handset</p>
<p><b>Diverting calls to another internal telephone</b></p>	 <span style="margin-left: 100px;"><b>* 7 1</b></span> <span style="margin-left: 100px;">Enter code "1", "2" or "3" for: see 1)</span> <span style="margin-left: 100px;"></span> <span style="margin-left: 100px;">OK signal</span> <span style="margin-left: 100px;"></span> <p>Lift handset    Code "call diversion to"    Enter code "1", "2" or "3" for: see 1)    Enter internal call number    OK signal    Replace handset</p>
<p><b>Diverting calls to an external telephone</b></p>	 <span style="margin-left: 100px;"><b>* 1 4 9</b></span> <span style="margin-left: 100px;">Enter code "1", "2" or "3" for: see 1)</span> <span style="margin-left: 100px;"></span> <span style="margin-left: 100px;"><b>#</b></span> <span style="margin-left: 100px;">OK signal</span> <span style="margin-left: 100px;"></span> <p>Lift handset    Code "External call diversion"    Enter code "1", "2" or "3" for: see 1)    Enter external call number    Confirm call number    OK signal    Replace handset</p>
<p><b>1) Enter code for:</b>          "Immediate call diversion": 1          or "Delayed call diversion": 2          or "Call diversion if busy": 3</p>	
<p><b>Deactivating call diversion</b></p>	 <span style="margin-left: 100px;"><b># 7 0</b></span> <span style="margin-left: 100px;">or <b># 7 1</b></span> <span style="margin-left: 100px;">or <b># 1 4 9</b></span> <span style="margin-left: 100px;">OK signal</span> <span style="margin-left: 100px;"></span> <p>Lift handset    Code "call diversion from"    Code "call diversion to"    Code "External call diversion"    OK signal    Replace handset</p>

<p><b>Announcement to all subscribers</b></p>	 Lift handset  Code "Announcement"  Announcement  Replace handset
<p><b>Announcement to one subscriber</b></p>	 Lift handset  Enter internal call number  Code "Announcement"  Announcement  Replace handset
<p><b>Retrieving calls (Call pick-up)</b></p>	 A telephone rings  Lift handset  Code "Call pick-up"  Number of ringing telephone  Conduct call
<p><b>Conference (internal)</b></p>	 During internal call  Press Refer-back key and enter code  Internal call no. and button "R"  Conference  Connect subscribers  Replace handset
<p><b>Conference (external)</b></p>	 During external call  Press Refer-back key and enter code  Internal call no. and button "R"  Conference  2x Return to 1st call
<p><b>Answering an internal call-waiting call</b></p>	 During call  2nd call (single ringing tone)  Accept call (1st caller waiting)  2nd call  Return to 1st call
<p><b>Answering an external call-waiting call</b></p>	 During call  2nd call (single ringing tone)  Accept call (1st caller waiting)  Code "ext. call waiting"  2nd call  2x Recall 1st caller
<p><b>Activating "Do not disturb" (internal)</b></p>	 Lift handset  Code "Do not disturb"  OK signal  Replace handset
<p><b>Deactivating "Do not disturb" (internal)</b></p>	 Lift handset  Deactivate "Do not disturb"  OK signal  Replace handset
<p><b>Locking the telephone</b></p>	 Lift handset  Code "Lock"  Enter PIN  OK signal  Replace handset
<p><b>Unlocking the telephone</b></p>	 Lift handset  Code "Unlock"  Enter PIN  OK signal  Replace handset

## Special functions of the Integral 33

<p><b>Programming a speed-dial number</b></p>	   <p>e.g. <b>4</b></p>   <p>Leave handset on-hook      Initiate programming      Press speed-dial key      Enter call number      End programming</p>												
<p><b>Dialing a speed-dial number</b></p>	  <p>e.g. <b>4</b></p>  <p>Lift handset      Dial speed-dial number      Conduct call</p>												
<p><b>Deleting a speed-dial number</b></p>	   <p>e.g. <b>4</b></p>  <p>Leave handset on-hook      Initiate programming      Press speed-dial key      End programming</p>												
<p><b>Dialing a code-dial number</b></p>	  <p><b>7</b></p> <p>e.g. <b>3 4 5</b></p>  <p>Lift handset      Initiate code dial      Enter code-dial number      Conduct call</p>												
<p><b>Initiating call-back</b></p>	     <p>Subscriber's line is busy      Initiate call-back      OK signal      Replace handset      Your phone rings when subscriber ends call</p>												
<p><b>Cancelling call-back</b></p>	    <p>Leave handset on-hook      Initiate programming      Cancel call-back      End programming</p>												
<p><b>Trapping a caller</b></p>	   <p>You have a nuisance caller on the line      Trap caller      Error signal if caller cannot be trapped</p>												
<p><b>Answering a call for another subscriber</b></p>	    <p>e.g. <b>4 3</b></p>  <p>Another telephone rings      Lift handset      Enter code      Number of ringing telephone      Conduct call</p>												
<p><b>Listening to messages</b></p>	  <p>e.g. <b>5 4 3</b></p>     <p>LED illuminates      Lift handset      Dial mailbox number      Listen to messages      Delete messages      Dial call number      End query</p>												
<p><b>Programming volume and tone</b></p>	   <p>e.g. <b>3 &amp; 3</b></p>   <p>Leave handset on-hook      Initiate programming      Enter function      Enter code and setting (see 1)      Enter additional codes      End programming</p>												
<p><b>*Codes and (settings):</b></p> <table border="0"> <tbody> <tr> <td>Handset volume:</td> <td>0 (0, 1)</td> <td>Signal tone volume:</td> <td>3 (0 - 7)</td> </tr> <tr> <td>Loudspeaker volume:</td> <td>1 (0 - 4)</td> <td>Ringing tone:</td> <td>5 (0 - 7)</td> </tr> <tr> <td>Ringer volume:</td> <td>2 (0 - 7)</td> <td>VIP call tone:</td> <td>6 (0 - 7)</td> </tr> </tbody> </table>		Handset volume:	0 (0, 1)	Signal tone volume:	3 (0 - 7)	Loudspeaker volume:	1 (0 - 4)	Ringing tone:	5 (0 - 7)	Ringer volume:	2 (0 - 7)	VIP call tone:	6 (0 - 7)
Handset volume:	0 (0, 1)	Signal tone volume:	3 (0 - 7)										
Loudspeaker volume:	1 (0 - 4)	Ringing tone:	5 (0 - 7)										
Ringer volume:	2 (0 - 7)	VIP call tone:	6 (0 - 7)										
<p><b>Programming a call diversion destination</b></p>	    <p>e.g. <b>5 5 5 5</b></p>  <p>Leave handset on-hook      Initiate programming      Enter call-diversion destination      End programming</p>												

<p><b>Activating/ deactivating call diversion</b></p>	  Leave hand- set on-hook      Switch call diver- sion on or off
<p><b>Deleting a call diversion destination</b></p>	      Leave hand- set on-hook      Initiate programming      End programming
<p><b>Conference</b></p>	    Consultation      Initiate      You and two subscribers are call      conference      connected with each other
<p><b>Cutting-in (authorisation required)</b></p>	   The line you dialed is      Enter cut-in code      You can speak to busy      the subscriber
<p><b>Cutting out of and returning to a hunt group line</b></p>	  or     Lift      Cut out:      #      Enter      Replace handset      Return:      *      code      handset
<p><b>Answering a call elsewhere (follow-me) – on your phone</b></p>	  or     Lift      Set up follow-me: *      Enter      Replace handset      Cancel follow-me: #      code      handset
<p><b>Answering a call elsewhere (follow-me) – on another phone</b></p>	  or    e.g.    Lift      Set up follow-me: *      Enter      Enter your call      Replace handset      Cancel follow-me: #      code      number      handset
<p><b>Setting the telephone</b></p>	    e.g.     Leave hand-      Initiate      Enter      Enter      End set on-hook      programming      function      code*      programming
<p><b>*Codes:</b>            VIP function on / off:      900 / 910            Suppress call number on / off:      905 / 915            Do not disturb on / off:      917 / 907</p>	

<b>Programming your PIN</b> (first time)	 Leave hand-set on-hook  <b>8 0</b> Initiate programming  Press redial key <b>0 0 0 0</b> Enter PIN
	 Press redial key e.g. <b>2 0 0 0</b> Enter new PIN (higher than 2000)  End programming
<b>Changing your PIN</b>	 Leave hand-set on-hook  <b>8 0</b> Initiate programming  Press redial key e.g. <b>2 0 0 0</b> Enter old PIN
	 Press redial key e.g. <b>5 6 7 8</b> Enter new PIN (higher than 2000)  End programming
<b>Locking the telephone</b>	 Leave hand-set on-hook  <b>8 0</b> Initiate programming  Lock telephone
<b>Unlocking the telephone</b>	 Leave hand-set on-hook  <b>8 0</b> Initiate programming  e.g. <b>2 0 0 0</b> To unlock: enter PIN  Unlock telephone

## What else you should know about the individual functions

### Making calls

If you would like to make an external call, you first need to occupy an external line. How you do this depends on the telephone system you have. The alphabetic labelling allows you to dial so called vanity numbers.

### Consultation

You can use this function to talk to a party within your in-house telephone system during an already existing call.

### Redial

The redial function dials the last call number again. Specific redial lets you redial a call number that you have stored specifically for this purpose. You can add digits to the number manually. Numbers that you have dialled using a destination or speed-dial key cannot be redialled using the redial button.

**Integral 5 / 3:** for external call numbers only

### Call-back

As soon as the subscriber's line is free, your telephone rings. Lifting the handset will redial the call number.

**Integral 5 / 3:** You can also request a call-back if the other subscriber does not answer the phone.

### Speed dial

**Integral 33:** You can store a call number under each of the digit keys 0 – 9. This number can contain up to 24 digits. If a number has already been stored under a digit key, this number will be overwritten once a new call number is entered.

**Integral 5 / 3:** The speed-dial destinations are set by your service point.

### Code dial

**Integral 33:** This function allows you to dial numbers stored centrally in the system. If required, you can enter additional digits after the code dial number e.g. an extension number.

### Hunt group line

**Integral 33:** If you have cut yourself out of a hunt group line, you may still be reached via your internal or external extension number.

### Follow me

**Integral 33:** This function enables you to use another telephone (excluding TH 13, TM 13 and TS 13) to set up call diversion for your telephone. You must, however, first set up the diversion on your phone.

**Program-  
ming**

You always have to press the Programming key to start and end the programming mode. This is the only way to store your entries permanently.

**Integral 33:** After you have finished your input and pressed the Redial key, you can continue in the respective program, e.g. make changes to the acoustic settings.

**Changing  
your PIN**

**Integral 33:** Enter a number higher than 2000. The PIN set in the factory is 0000.

**Volume  
and tone**

**Integral 33:** You can adjust the tone and volume for different ringing tones. When programming enter the corresponding code and setting.

**Setting the  
telephone**

**Integral 33:** You can change your telephone's pre-settings. When programming, enter the corresponding code.

**Overview  
of codes**

Many functions of you telephone are operated with codes. In individual cases they can vary from the following **standard** codes. Your service point can provide you with more information if necessary.

**Integral 5 / 3 codes**

Function	Code	In your system
Activate function	*	
Deactivate function	#	
Divert internal calls	70	
Divert calls internally	71	
Divert calls externally	149	
Announcement	80	
Pick up call	34	
Do not disturb	72	
Lock / unlock the telephone	50	

**Integral 33 codes**

<b>Function</b>	<b>Code</b>	<b>In your system</b>
Activate function	*	
Deactivate function	#	
Code dial	7	
Answer call for someone else	*23	
Cut in	1	
Hunt group line	11	
Answer calls elsewhere: prepare on your telephone	13	
Answer calls elsewhere: prepare on another tele- phone	14	
VIP function on / off	900 / 910	
Suppress call number on / off	905 / 915	
Do not disturb on / off	917 / 907	
Lock / unlock telephone, program PIN, change PIN	80	





