

FAQs

English

The most common questions – answered at a glance

1. What do I need for operation?

You need a telephone connection, a router (e.g. Fritzbox or Speedport with DECT function) or a cordless telephone.

2. Do I have to conclude a contract with follow-up costs?

No, after the purchase of **distyNotruf stationär** there are no further costs or liabilities!

3. Is the device also available in other colours?

No, at the moment the device is only available in black.

4. How do I program the emergency numbers?

There are three different possibilities for programming:

1. With the ProgramApp, which you can conveniently download from our homepage, you can easily set up your **distyNotruf stationär**.
2. The number that first calls the **distyNotruf stationär** is saved.
3. In order to program the emergency numbers via telephone, it is necessary to establish a voice connection to **distyNotruf stationär**, e.g. by calling **distyNotruf stationär** with your own mobile phone and accepting the call with the **distyNotruf stationär** key. A separate call is required for each emergency number.



3. To do this, dial on the external device (e. g. your own mobile phone) the following key combinations:

Emergency number 1 external call **9pause2(Emergency number)#

Emergency number 2 external call **9pause61(Emergency number)#

Emergency number 3 external call **9pause62(Emergency number)#

Emergency number 4 external call **9pause63(Emergency number)#

Emergency number 5 external call **9pause64(Emergency number)#

After pressing the # key, the connection will be terminated.

The calling telephone should not be in the same room as the

distyNotruf stationär.

The "Pause" means that you wait about one second before entering the following digits! This ensures that the device switches to programming mode.

5. The first emergency number is not stored as described under point 4.2.

This phenomenon can occur with some base stations. If this is the case with you, please follow the instructions under 4.1. or 4.3.

6. When the first incoming call is received, the connection is not terminated after the first emergency number has been saved.

This effect occurs with a few base stations. Normally the first number is stored anyway. Please check immediately by testing.

7. Can I change individual emergency numbers?

Yes, proceed as described under 4.

8. Can I plug in the USB connector the wrong way round?

No, because it's a USB-C plug, it doesn't matter how you plug it in for charging.



9. Can distyNotruf stationär be operated simultaneously at several base stations?

No, only at one base station.

10. What happens if an answering machine or a mailbox answers the emergency call?

Since every emergency call must be acknowledged, but an answering machine is unable to do so, the next number is automatically called.

11. The distyNotruf stationär cannot be booked into the base station?

- The base station PIN number must be set to "0000".
- Are all memory locations in the base station filled?
- Is the **distyNotruf stationär** connected to a power source with the USB cable?

12. Dialing pause required?

When operating on a private branch exchange or "operation on telephone systems" it may happen that a short pause is necessary after the outside line access (= 0) and then the dialling is continued. This requires **the activation of the dialling pause** in the **distyNotruf stationär**. This is done by dialing ****9889171#** or the program app.

