

FAQs

English

The most common questions – answered at a glance

1. Telekom Speedport Smart 3

Problem: Device cannot be logged in. The router should have the firmware update (status 9/2019): 010137.3.5.000.1 or newer!

2. Change distybox³⁰⁰ settings

Normally, it is absolutely sufficient if you use **distybox³⁰⁰** in your router or the DECT base station. No further parameters need to be changed, it does not matter whether you use VOIP phone or fax, book in and you're done. There are only a few exceptions that require parameter changes.

3. Can the distybox³⁰⁰ also be operated with a VOIP port?

The type of mains connection is not relevant for the operation of **distybox³⁰⁰**. It works on all networks.

4. No analog phone at hand?

You no longer have an analogue telephone to set parameters of **distybox³⁰⁰**? No problem: You can set all the dialing procedures via the the keyboard of your multifunction device.

5. Fax is not transmitted or not transmitted completely!

Everything is set up correctly, but incoming or outgoing faxes are not or only incompletely transmitted?

Please reduce the transmission speed of your fax machine (baud rate) as much as possible.



6. New router or new DECT base station

You have received a new router and you want to book in your **distybox³⁰⁰** on this router? (This instruction applies to every new DECT base station.)

To book in **distybox³⁰⁰** at a new router or DECT base station, you have to reset **distybox³⁰⁰** first, this happens as follows:

Please connect **distybox³⁰⁰** either with an analog telephone or with your multifunction device. Then interrupt **distybox³⁰⁰** power supply for 5 seconds.

Now dial ****990#** on the telephone keypad or the fax keypad in the multifunction device and wait for a short acknowledgement tone. **distybox³⁰⁰** is now in its delivery state and can be re-registered according to the operating instructions.

7. After successfully booked in **distybox³⁰⁰** you cannot make a phone call or fax?

There are constellations of network connection and DECT base stations/routers which require a different dialling procedure to reach the called subscriber, the so-called **block dialling**.

Please change three parameters within your **distybox³⁰⁰** in order to dial by block dialling in the future. How this is done is explained in the additional manual "Operating instructions for the expert" on page 12, which can be found under the following link: <https://n-hoppe.jimdo.com/english/downloads/distybox-300>

8. Can I connect an external bell to **distybox³⁰⁰**?

distybox³⁰⁰ supplies 60V to operate an external bell.

