

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 ProgrammerApp, 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, see next point.

7. Test of the "telephone number chain"?

To do this, press the emergency call key and wait until all telephone numbers have been dialled. To achieve this, none of the called emergency call subscribers may acknowledge the call using the hash key.



8. Can I change individual emergency numbers?

Yes, proceed as described under 4.

9. 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.

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

No, only at one base station.

11. 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.

12. 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?

13. 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!



14. 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 ProgrammerApp.

15. No connection between device and ProgrammerApp possible?

After you have opened the app, the correct COM port must first be set. This is done by pressing the “Hole Com Port” button. If the port “Com... (Silabs)” is not found, there is a problem with ‘the Silabs driver’. You have either not installed the driver or you have not installed the correct driver. Please only use the driver which you can find on our homepage in the red field. If you have already installed another driver, please remove it via the Windows Device Manager and set the check mark in the “Remove driver permanently” window during uninstallation.

16. Reset device to factory settings?

In order to reset the **distyNotruf stationär** to factory settings, it is necessary that you establish a voice connection to the **distyNotruf stationär** by calling **distyNotruf stationär** with your own mobile phone and accepting the call with the **distyNotruf stationär** key. Please dial the phone number of the base station where you registered the **distyNotruf stationär**. Then select the following key combination: ****9 (pause 1-2 sec.) 8899915752#**, wait for acknowledgement tone. The device is then in the factory settings.

