

Further information available via:

**freecall** 0800 33 01000

[www.telekom.de](http://www.telekom.de)

or T-Punkt outlets.

You can also place your order for  
all services and products directly via:

**freecall** 0800 33 01001 or

[www.telekom.de/auftragdirekt](http://www.telekom.de/auftragdirekt)

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Your T-Net guide -  
all services at a glance.



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**Please note**

Accessing certain service features can incur additional costs. Detailed information about this can be obtained via freecall 0800 33 01000, at [www.telekom.de](http://www.telekom.de) or in T-Punkt outlets.

## The ideal preconditions.

- In order to be able to access the service features offered by the digital T-Net, you need a telephone with audio frequency dialling capability (multi-frequency dialling procedure MFV).

### Please note

You can easily find out if your telephone has been switched to audio frequency dialling mode by pressing any numbered button and listening for the respective tone.

- Moreover, for the purposes of accessing 'call waiting/call-back/alternating between lines' and 'three-way conference' modes, your telephone must also be equipped with an R button (call-back button with 'hook flash' functionality with between 170 and 310 ms response time).
- You also need a CLIP-compatible telephone with a VDU if you want to be able to display calling numbers.

## 'Call waiting' mode.

### Activation

1. Pick up receiver
2. Wait for dialling tone
3. Enter **\* 4 3 #**
4. Wait for message  
("The required service feature has been activated")
5. Replace receiver

### Taking waiting call after terminating first call

1. You hear the 'call waiting' tone while you are on the telephone
2. If you wish to take the call from the person 'waiting', you have 30 seconds to terminate the first call and replace the receiver
3. Pick up the receiver again when the telephone rings

### Taking waiting call while retaining initial call

(See page 6: 'Call-back mode/ Alternating between lines')

### Rejecting call from person 'waiting'

1. You hear the 'call waiting' tone while you are on the telephone
2. If you don't wish to take the call from the person 'waiting', press buttons **R** and **0**
3. The 'call waiting' tone is thus suppressed for the call concerned

### Deactivating 'call waiting' mode

1. Pick up receiver
2. Wait for dialling tone
3. Enter **# 4 3 #**
4. Wait for message  
("The required service feature has been deactivated")
5. Replace receiver

### Please note

If you receive a 'call waiting' signal during fax/modem operation, the transmission may be disrupted. You should therefore deactivate the 'call waiting' service feature prior to fax/modem operation as a precautionary measure.

## 'Call-back' mode/ Alternating between lines.

### Taking waiting call while retaining initial call

1. You hear the 'call waiting' tone
2. You then have 30 seconds in which to press the **R** button (hook flash functionality)
3. Wait for special dialling tone
4. Press **2**
  - The first call is now on hold (inactive)
  - You are now connected with the second call (active)

### Alternating between two lines

1. Press **R** button
2. Wait for special dialling tone
3. Press **2**

### Please note

Once you have replaced the receiver, you are reminded by a ringing sound (max. 15 seconds; up to three times) that you have a further call on hold.

### 'Call-back' mode (establishing second connection during initial call)

1. Press **R** button
2. Wait for special dialling tone
3. Dial number of person you wish to contact
  - The first call is now inactive
  - The second connection is now being established

### Terminating one of two parallel calls

1. Press **R** button
2. Wait for special dialling tone
3. Press **1**
  - Active connection is being terminated

## Three-way conference.

### You either accept the call from the person waiting ...

1. You hear the 'call waiting' tone
2. You then have 30 seconds in which to press the **R** button (hook flash functionality)
3. Wait for special dialling tone
4. Press **2**
  - The first call is now on hold (inactive)
  - You are now connected with the second call (active)

### ... and link up both callers ...

1. Press **R** button
2. Wait for special dialling tone
3. Press **3**
  - Two callers are connected

### ... or you try to establish a further connection

1. Press **R** button
2. Wait for special dialling tone
3. Dial number of person you wish to contact
  - The first call is now inactive
  - The second connection is now being established

## Call transfer facility (AWS).

This facility enables you to automatically transfer all calls to a number of your choice – either immediately, or after 20 seconds or when your line is engaged.

### Activation

1. Pick up receiver
2. Wait for dialling tone
3. Enter
  - \* 2 1 \*
  - for 'immediate AWS' or
  - \* 6 1 \*
  - for 'AWS after 20 seconds' or
  - \* 6 7 \*
  - for 'AWS engaged'
4. Enter number of subscriber you wish to call
5. Press #
6. Wait for message ("The required service feature has been activated")
7. Replace receiver

### Points to note

All you need to do to check whether 'immediate AWS' has been activated is pick up the receiver. If you hear the special dialling tone, this means 'immediate AWS' has been activated. The options 'AWS after 20 seconds' and 'AWS engaged' can be activated parallel to one another and each made applicable to a different target number.

'Immediate AWS' can only be overwritten with 'immediate AWS', as this AWS has priority over 'AWS after 20 seconds' and 'AWS engaged'. Should you wish to change 'immediate AWS' to a different AWS, you must first deactivate 'immediate AWS' and then activate the new AWS.

### Deactivation

1. Pick up receiver
2. Wait for dialling tone
3. Enter
  - # 2 1 #
  - for 'immediate AWS' or
  - # 6 1 #
  - for 'AWS after 20 seconds' or
  - # 6 7 #
  - for 'AWS engaged'
4. Wait for message ("The required service feature has been deactivated")
5. Replace receiver

## Changing your PIN code.

Before you can use the line block options or call number block options, you first have to change your default PIN code setting (0000). When doing so, you are able to choose your very own secret PIN number. The only restriction here is the fact that your PIN code may not comprise four identical numbers, e.g. 7777, a safety precaution preventing any misuse of your line.

### Changing your secret number (PIN)

(only possible for your home connection)

1. Pick up receiver
2. Wait for dialling tone
3. Enter \* 9 9 \*
4. Enter old four-digit PIN code  
(in case of default code: 0 0 0 0 )
5. Press \*
6. Enter new four-digit PIN code
7. Press \*
8. Repeat new PIN code
9. Press #
10. Wait for message ("The required service feature has been activated")
11. Replace receiver

### Please note

Your PIN code for the 'line block', 'call number block' and 'AWS remote control' service features is the same. The default setting '0000' need only be changed the first time you activate your PIN code.

# Remote control of call transfer facility (AWS) – in conjunction with special dialling tone.

This service feature enables you to use your PIN code to activate or change your telephone's call transfer facility from almost any other telephone either at home or abroad.

## Activation

1. Dial 'ServicePoint'<sup>1)</sup> subscriber number
2. Wait for special dialling tone
3. Enter home subscriber number without dialling code
4. Wait for special dialling tone
5. Enter **\* 2 1 \*** for 'immediate AWS' or  
**\* 6 1 \*** for 'AWS after 20 seconds' or  
**\* 6 7 \*** for 'AWS engaged'
6. Enter PIN code<sup>2)</sup>
7. Press **\***
8. Enter AWS target number
9. Press **#**
10. Wait for message ("The required service feature has been activated")

## Note

Should AWS remote control not be possible via the procedure described above, follow the procedure described on pages 12 and 13.

<sup>1)</sup> You will be notified of the 'ServicePoint' subscriber number when you receive confirmation of your order. The 'ServicePoint' number must be preceded by your local dialling code and, in the case of calls made from abroad, by your country code. Calls to the 'ServicePoint' number are charged at the standard tariff rates. AWS remote control can only occur on a subscriber number basis.

## Deactivation

1. Dial 'ServicePoint'<sup>1)</sup> subscriber number
2. Wait for special dialling tone
3. Enter home subscriber number without dialling code
4. Wait for special dialling tone
5. Enter **# 2 1 \*** for 'immediate AWS' or  
**# 6 1 \*** for 'AWS after 20 seconds' or  
**# 6 7 \*** for 'AWS engaged'
6. Enter PIN code<sup>2)</sup>
7. Press **#**
8. Wait for message ("The required service feature has been deactivated")

## Requesting whether AWS has been set up for home number

1. Dial 'ServicePoint'<sup>1)</sup> subscriber number
2. Wait for special dialling tone
3. Enter home subscriber number without dialling code
4. Wait for special dialling tone
5. Enter **\* # 2 1 \*** for 'immediate AWS' or  
**\* # 6 1 \*** for 'AWS after 20 seconds' or  
**\* # 6 7 \*** for 'AWS engaged'
6. Enter PIN code<sup>2)</sup>
7. Press **#**
8. Wait for message ("The required service feature has been activated" or "The required service feature has been deactivated")

<sup>2)</sup> Please study the instructions on page 9 concerning PIN entry.

## Remote control of call transfer facility (AWS) – in conjunction with spoken procedure instructions.

### Activation

1. Dial 'ServicePoint<sup>1)</sup>' subscriber number
2. Wait for spoken procedure instructions
3. Enter home subscriber number without dialling code
4. Press **\***
5. Enter PIN code<sup>2)</sup>
6. Press **#**
7. Wait for spoken procedure instructions
8. Enter **\* 2 1 \*** for 'immediate AWS' or  
**\* 6 1 \*** for 'AWS after 20 seconds' or  
**\* 6 7 \*** for 'AWS engaged'
9. Enter AWS target number
10. Press **#**
11. Wait for message ("The required service feature has been activated")

### Deactivation

1. Dial 'ServicePoint<sup>1)</sup>' subscriber number
2. Wait for spoken procedure instructions
3. Enter home subscriber number without dialling code
4. Press **\***
5. Enter PIN code<sup>2)</sup>
6. Press **#**
7. Wait for spoken procedure instructions
8. Enter **# 2 1 #** for 'immediate AWS' or  
**# 6 1 #** for 'AWS after 20 seconds' or  
**# 6 7 #** for 'AWS engaged'
9. Wait for message ("The required service feature has been deactivated")

### Requesting whether AWS has been set up for home number

1. Dial 'ServicePoint<sup>1)</sup>' subscriber number
2. Wait for spoken procedure instructions
3. Enter home subscriber number without dialling code
4. Press **\***
5. Enter PIN code<sup>2)</sup>
6. Press **#**
7. Wait for spoken procedure instructions
8. Enter **\* # 2 1 \*** for 'immediate AWS' or  
**\* # 6 1 \*** for 'AWS after 20 seconds' or  
**\* # 6 7 \*** for 'AWS engaged'
9. Wait for message ("The required service feature has been activated" or "The required service feature has been deactivated")

<sup>1)</sup> You will be notified of the 'ServicePoint' subscriber number when you receive confirmation of your order. The 'Service-Point' number must be preceded by your local dialling code and, in the case of calls made from abroad, by your country code. Calls to the 'ServicePoint' number are charged at the standard tariff rates. AWS remote control can only occur on a subscriber number basis.

<sup>2)</sup> Please study the instructions on page 9 concerning PIN entry.

This function can be activated to ensure that nobody uses your line to telephone without your permission. We offer various block options, so-called usage restriction classes (VKI), so that you can choose the block that best suits your specific purposes.

#### Setting up block with indication of specific VKI

1. Pick up receiver
2. Wait for dialling tone
3. Enter \* 3 3 \*
4. Enter four-digit PIN code<sup>1)</sup>
5. Press \* and enter VKI (see page 15; e. g. 2)
6. Press #
7. Wait for message ("The required service feature has been activated")
8. Replace receiver

#### Block activation without indication of specific VKI

1. Pick up receiver
2. Wait for dialling tone
3. Enter \* 3 3 \*
4. Enter four-digit PIN code<sup>1)</sup>
5. Press #
6. Wait for message ("The required service feature has been activated")
7. Replace receiver

#### Block deactivation

1. Pick up receiver
2. Wait for dialling tone
3. Enter # 3 3 \*
4. Enter four-digit PIN code<sup>1)</sup>
5. Press #
6. Wait for message ("The required service feature has been deactivated")
7. Replace receiver

You have the choice of the specific VKIs described below:

**VKI 1:** all outgoing calls except for emergency calls

**VKI 2:** all outgoing calls except for 'City' calls and 0190/0900 service numbers

**VKI 3:** all international calls beginning with 00

**VKI 4:** all intercontinental calls beginning with 0012-0019, 002, 005-009

**VKI 5:** all 0190/0900 service numbers

**VKI 6:** all outgoing calls and 0190/0900 service numbers except for 'City' calls

**VKI 7:** all international calls and 0190/0900 service numbers

**VKI 8:** all intercontinental calls and 0190/0900 service numbers

#### Points to note

The 'setting up block with indication of specific VKI' option can only be applied either as the first option to be chosen or when changing a VKI that has already been set.

The 'setting up block without indication of specific VKI' option can only be applied when a VKI has already been activated and then deactivated. In such a case, the VKI last entered is reactivated.

Emergency numbers 110 and 112 cannot be blocked by the line block facility.

<sup>1)</sup> Please study the instructions on page 9 concerning PIN entry.



The call number block facility gives you the opportunity of blocking selected subscriber numbers in a highly targeted manner. Should you want to make use of this function, all you need to do is enter up to five subscriber numbers or subscriber number groups in the appropriate list. The entries in the list should be numbered from '1' to '5'. By activating this function you have decided that either the selected target numbers or groups should not be contactable (Option 1 – blocked target numbers) or that only the selected numbers or groups should be contactable (Option 2 – exclusive target numbers).

## Points to note

Emergency numbers 110 and 112 cannot be blocked by the call number block facility.

Incoming calls are not affected by call number blocks.

When entering target subscriber numbers for the purpose of activating the call transfer facility (AWS), only those subscriber numbers can be chosen which have not already been blocked. If the AWS is activated prior to the selection of a specific call number block option, calls will continue to be transferred to the target-subscriber number concerned.

## Option 1 – blocked target numbers

### Activation

1. Enter \* 3 3 1 \*
2. Enter PIN code<sup>1)</sup>
3. Press #

### Deactivation

1. Enter # 3 3 1 \*
2. Enter PIN code<sup>1)</sup>
3. Press #

### Editing list entries

1. Enter \* 3 4 1 \*
2. Enter PIN code<sup>1)</sup>
3. Press \*
4. Enter list placing
5. Press \*
6. Enter target subscriber number
7. Press #

### Deleting list entries

1. Enter # 3 4 1 \*
2. Enter PIN code<sup>1)</sup>
3. Press \*
4. Enter list placing
5. Press #

### Deleting entire list

1. Enter # 3 4 1 \*
2. Enter PIN code<sup>1)</sup>
3. Enter \* 0 #

## Option 2 – exclusive target numbers

### Activation

1. Enter \* 3 3 2 \*
2. Enter PIN code<sup>1)</sup>
3. Press #

### Deactivation

1. Enter # 3 3 2 \*
2. Enter PIN code<sup>1)</sup>
3. Press #

### Editing list entries

1. Enter \* 3 4 2 \*
2. Enter PIN code<sup>1)</sup>
3. Press \*
4. Enter list placing
5. Press \*
6. Enter target subscriber number
7. Press #

### Deleting list entries

1. Enter # 3 4 2 \*
2. Enter PIN code<sup>1)</sup>
3. Press \*
4. Enter list placing
5. Press #

### Deleting entire list

1. Enter # 3 4 2 \*
2. Enter PIN code<sup>1)</sup>
3. Enter \* 0 #

<sup>1)</sup> Please study the instructions on page 9 concerning PIN entry.

## Calling without dialling.

The 'calling without dialling' function enables you to connect with a given subscriber without having to dial his or her number. All you have to do is pick up the receiver. If you do not then dial within a period of five seconds, this function is automatically activated and dials the target subscriber number you have programmed.

### Activation

1. Pick up receiver
2. Wait for dialling tone
3. Enter \* 5 3 \*
4. Enter number you wish to contact
5. Press #
6. Wait for message ("The required service feature has been activated")
7. Replace receiver

### Deactivation

1. Pick up receiver
2. Wait for dialling tone
3. Enter # 5 3 #
4. Wait for message ("The required service feature has been deactivated")
5. Replace receiver

### Checking activation

1. Pick up receiver
2. Wait for dialling tone
3. Enter \* # 5 3 #
4. Wait for appropriate message  
(If 'calling without dialling' facility has been activated: "The required service feature has been activated"; if 'calling without dialling' facility has not been activated: "The required service or service feature is not available")
5. Replace receiver

## Re-call if called line engaged.

If you hear the engaged tone, you can activate the 're-call if called line engaged' function, and your telephone calls you back within a period of 45 minutes to indicate that the required number is about to be re-called as the line concerned is no longer engaged.

### Activation

(activation of re-call function)

1. The number you have just dialled is engaged
2. Press R button
3. Wait for special dialling tone
4. Enter \* 3 7 #
5. Wait for message ("The required service feature has been activated")
6. Replace receiver

### Deactivation

(premature deactivation of re-call function)

1. Pick up receiver
2. Wait for dialling tone
3. Enter # 3 7 #
4. Wait for message ("The required service feature has been deactivated")
5. Replace receiver

### Please note

If you have activated your answering machine, T-NetBox or AWS facility, the re-call function connects the subscriber you wish to contact with the corresponding target facility or number.

### Accepting re-call of previously engaged number

1. As soon as the previously engaged number becomes free, you will be called back to indicate that the required number is about to be re-called
2. Pick up receiver
3. The previously engaged number is automatically re-called
4. The connection has been established when the subscriber you wish to contact answers. The re-call function is then deleted.

## Calling number display/ Calling number transfer.

With an appropriately equipped telephone<sup>1)</sup>, the service feature 'calling number display' enables you to see on your display the number of the subscriber calling. That is providing the given subscriber's telephone has 'calling number transfer' functionality and this facility has not been suppressed.

The service feature 'calling number transfer' automatically transmits your number to any subscriber you call, providing he or she has an appropriately equipped telephone. If you do not wish your number to be transferred to a specific subscriber, you can suppress this facility prior to making the call concerned.

### Call-specific suppression of 'calling number transfer' facility

1. Pick up receiver
2. Wait for dialling tone
3. Enter \* 3 1 #
4. Enter target subscriber number
5. Your number is not transferred to the subscriber whose number you have just dialled
6. Hold conversation
7. By replacing the receiver, you automatically delete suppression of 'calling number transfer' functionality

<sup>1)</sup> In the case of all telephones connected after 15.01.1998, 'calling number transfer' functionality is automatically activated unless the subscriber concerned expressly requires this facility to be deactivated. This free service feature can be requested or changed at any time via freecall hotline 0800 33 01000.

## T-NetBox – your virtual call manager (1).

T-NetBox is a virtual call manager service which Deutsche Telekom offers its customers. For a monthly charge of only € 2.05, you are given access to service features that far exceed those offered by a standard answering machine. All you need to do is key in your own requirements via the T-NetBox to decide your personal contactability.

### Activating T-NetBox

1. Pick up the receiver and dial the freecall number 0 8 0 0 3 3 0 2 4 2 4 from your own telephone, follow the spoken instructions you are given and specify your secret PIN code
2. Switch on T-NetBox (see p. 22)

### Contacting T-NetBox – from your own telephone:

1. Dial freecall number 0 8 0 0 3 3 0 2 4 2 4
2. Enter secret PIN code and confirm with \*

### from someone else's telephone ('Box' has been switched on):

1. Dial your own subscriber number
2. Interrupt welcome text with \*
3. Enter secret PIN code upon request
4. Confirm input with \*

### from someone else's telephone ('Box' has been switched off):

1. Dial off-call subscriber number 0 1 8 0 5 0 6 6 0 3 3<sup>2)</sup>
2. Follow instructions

<sup>2)</sup> € 0.12 per minute

# T-NetBox – your virtual call manager (2).

## Switching T-NetBox on/off

1. Dial T-NetBox (see p. 21)
2. Dial **3 2 7** for default settings menu
3. Select default setting:
  - 1** Switch on after 20 seconds and if engaged<sup>1)</sup>
  - 2** Switch on for all calls (T-NetBox answers immediately)
  - 3** Switch off
  - 6** Switch on after 20 seconds
  - 7** Switch on if engaged
4. Wait for confirmation

## Calling up voice messages via main menu

1. **1** Call up messages:
  - 1** Repeat current message
  - 2** Pause on/off
  - 3** Next message
  - 7** Re-call function
  - 9 \*** Delete message
  - 9 9 \*** Delete all messages called up so far

## Tips

1. **0** Direct access to main menu
2. **5** Access 'Help' function
3. **# 5** Call operator
4. **8** T-NetBox info service

## Fax function<sup>2)</sup>

1. **4 1** Set up/Terminate fax function

## If you have received fax messages:

1. **\*** Print out all fax messages that have not yet been printed
2. **3** Call up and print out specific fax messages. The T-NetBox requests you to key in the fax number via the keypad on your telephone. Store this fax number as standard should you wish to use it frequently.

## FamilyBox<sup>3)</sup>

1. **4 2** Set up FamilyBox
2. **2** Transmission of messages within the FamilyBox

## Changing settings

1. **3 4** Change secret PIN code
2. Welcome text menu:
  - 3 1 1** Record 'Box' name
  - 3 1 2** Select one of 5 standard texts
  - 3 1 3** Record personal welcome text
  - 3 1 4** Record message text
3. Default settings menu:
  - 3 2 1** Change operating mode
  - 3 2 2** Select menu language
  - 3 2 3** Set up standard fax number
  - 3 2 6** Call up current setting
4. Message menu:
  - 3 3 1** Message to own telephone
  - 3 3 2** Message to someone else's telephone
  - 3 3 3** Message via SMS (T-D1 network) or pager<sup>4)</sup>

## Terminating T-NetBox access

1. Switching off T-NetBox (see p. 22)
2. **3 2 9** Terminate T-NetBox access. This can also be done via freecall number **0 8 0 0 3 3** **0 4 7 4 7** or via e-mail: [tnet-box@t-online.de](mailto:tnet-box@t-online.de)

<sup>1)</sup> Recommended setting

<sup>2)</sup> Access provided to fax functionality costs € 1.03 per month.

<sup>3)</sup> The first FamilyBox is free of charge; each further FamilyBox costs € 0.52 per month.

<sup>4)</sup> The transmission of T-NetBox messages via SMS to a mobile telephone is free of charge and only available to T-D1 mobile network customers. Infotax, Skype or Scall signalling is charged at € 0.108.