



The Konftel 250 User Guide

ENGLISH

OmniSound® HD – Optimal sound

By incorporating full duplex audio, the patented audio technology OmniSound® guarantees the audio conference an impressive and crystal clear sound in both directions through a hypersensitive microphone with 360° sound pickup and speakers that provide powerful sound distribution to all participants.

OmniSound® HD offers HD audio transmission for VoIP calls. In addition features like echo cancellation, background noise suppression which minimizes distracting background noise and an equalizer for personal adjustment of the sound's various characteristics are also included. Move freely around the room, talk, discuss and debate while retaining great sound quality that is entirely free from irritating sound clipping, damping or echoes. It's as close as you can get to natural sound.



Konftel AB hereby declares that this conference unit complies with all essential requirements and other relevant provisions of Directive 1999/5/EC.

See www.konftel.com/doc for a complete declaration.



Warning!

Do not expose the Konftel 250 to water or moisture.



Warning!

Do not open the casing of the Konftel 250.



Warning!

Only use the power adapter provided to connect the unit to the mains.

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DESCRIPTION

GENERAL

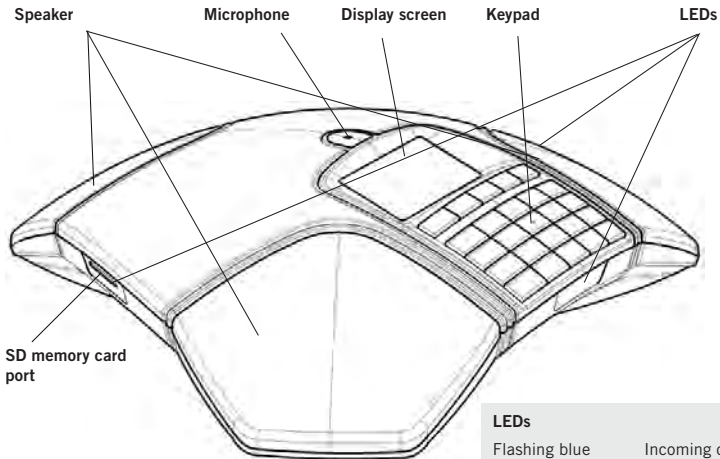
The Konftel 250 conference phone offers a host of innovative features:

- OmniSound® HD audio technology.
- Conference guide for easy set-up of multiparty calls.
- Record your meetings with an SD memory card so that you can listen to them later on.
- Expansion microphones can be added to increase the voice pickup range. (Optional.)
- 2 year guarantee.

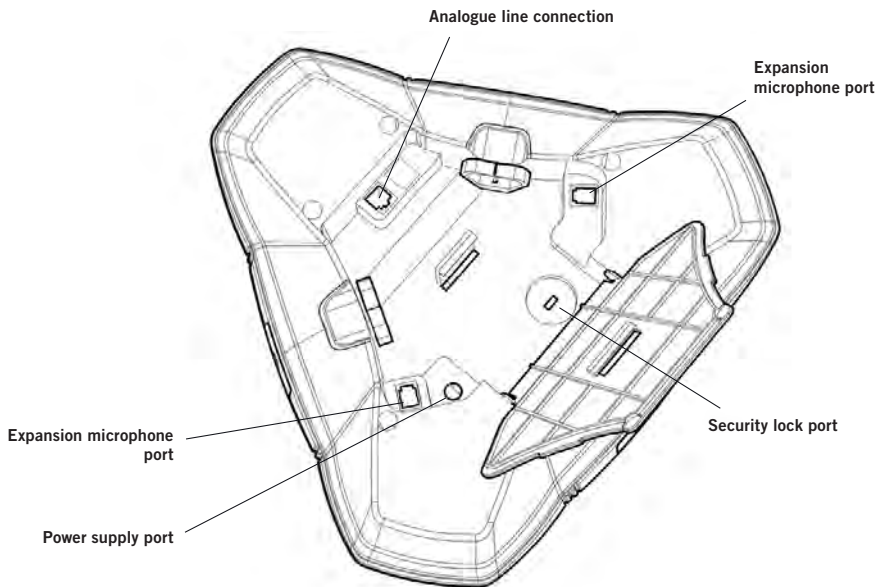
MAINTENANCE

Clean the equipment with a soft, dry cloth. Never use liquids.

DESCRIPTION

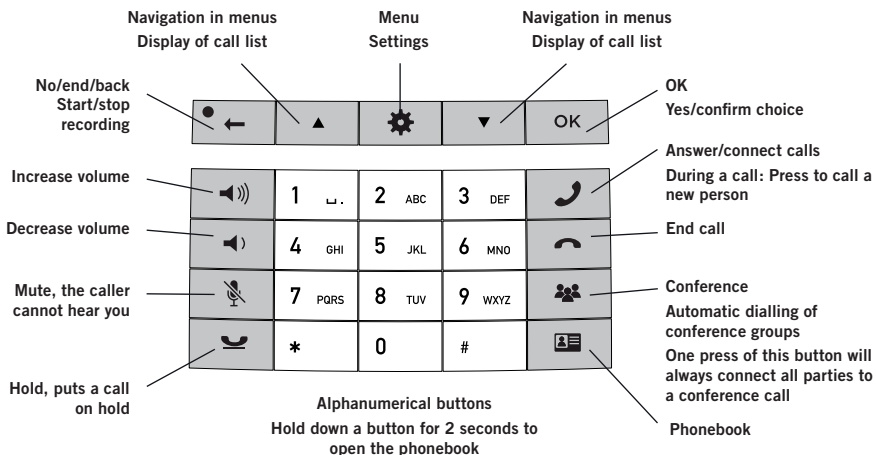


LEDs	
Flashing blue	Incoming call
Steady blue light	Call in progress
Flashing red	Hold, microphone and speaker turned off
Steady red light	Mute, microphone turned off



DESCRIPTION

KEYPAD



ⓘ Some Konftel 250 have a different keypad with other symbols. This does not affect the functions of the buttons.

Writing text

Each button contains letters and characters – more than those shown on the button (see illustration below). Press the same button repeatedly to change to another character. If there are two letters under the same button that you want to enter one after the other, you need to pause slightly before entering the second letter.

Press the ● ← button to delete the last character you entered.

1 [space] . - 1	2 ABC A B C Ä Å Ä Å 2	3 DE D E F É È 3
4 GHI G H I 4	5 JKL J K L 5	6 MN M N O Ö Ø Ñ 6
7 PQRS P Q R S 7	8 TUV T U V Ü Ú 8	9 WXY W X Y Z 9
*	0 0	#

DESCRIPTION

NAVIGATION AND SELECTION IN MENUS

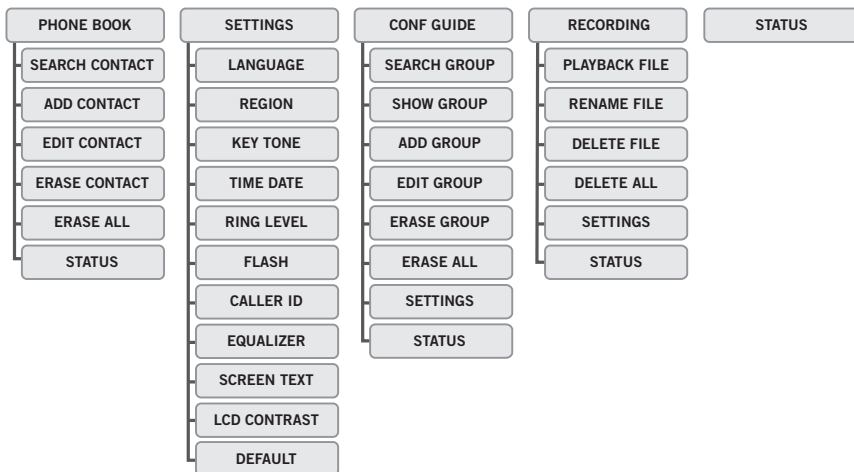
- ⇒ Press **⚙**.
- ⇒ Select the option you want from the menu using the arrow buttons.
- ⇒ Confirm by pressing **OK** to select the marked option.
- ⇒ Cancel the setting or go back one level in the menu by pressing **•** ←.
- ⇒ Quit the menu by pressing **⚙** again.
- ① Note that after you have made changes to a setting, you must press **OK** to activate the setting.

Writing style in instructions

In the instructions, **⚙ > SETTINGS** means you should:

- ⇒ Press **⚙**.
- ⇒ Mark the **SETTINGS** option using the arrow buttons and confirm by pressing **OK** to open the menu.

Menu tree



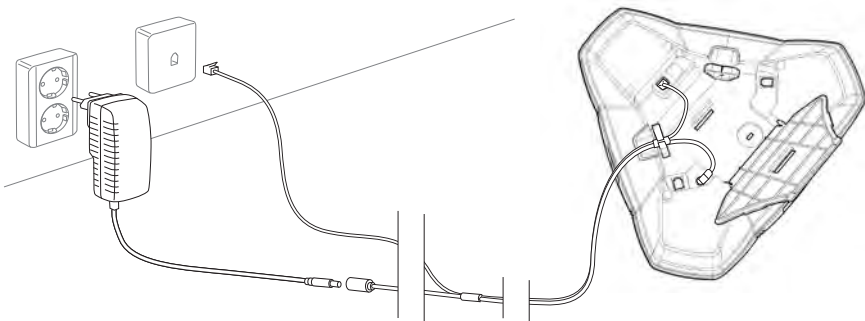
CONNECTIONS

UNPACKING

- ⇒ Check that all parts are included in the package. If any parts are missing, please contact your retailer.
 - The Konftel 250 conference phone
 - Power adapter with universal socket compatibility
 - 7.5 metre cable for electric power and line connection
 - Intermediate plugs for analogue connection
 - Quick reference guides in different languages

CONNECTING AND INSTALLING

- ⇒ Connect to an analogue line as illustrated.
- ⇒ Plug the Konftel 250 into the mains using the power adapter as illustrated.
- ⇒ Place the conference phone in the middle of the table.



SELECT REGION AND LANGUAGE

The first time the Konftel 250 is started, you will be required to select the region in which you are located. The Konftel 250 then automatically configures to the telecom network for that region.

- ⇒ Select the region in which you are located. Click **OK** to confirm your selection.
- ① You can use the arrow buttons to press an alphanumeric button to jump to the first region that starts with that letter in the list.
- ⇒ Select the language you want. Click **OK** to confirm your selection.
- ① Select **⚙** > **SETTINGS** if you want to set the date and time or make other adjustments.

ANSWERING AND MAKING CALLS


ANSWERING CALLS

A ring tone is heard and the blue LEDs start flashing.

⇒ Press  to answer.

The LEDs show a steady blue light. The duration of the call is shown on the display screen.

ENDING CALLS

⇒ End the call by pressing .

MAKING CALLS

⇒ Dial the number.

⇒ Press .

The number is called and the LEDs show a steady blue light. The duration of the call is shown on the display screen.

Or:

⇒ Press .

⇒ Dial the number.

The number is called and the LEDs show a steady blue light. The duration of the call is shown on the display screen.

Redialling

⇒ Press an arrow button.

The last number that you dialled appears on the display screen.

⇒ Use the arrow buttons to look through previously dialled numbers.

⇒ Press .

The number you select is dialled.

Calling from the phonebook

Please turn to page 13 for instructions on adding and updating contacts in the phonebook.

⇒ Press  (Phonebook).


⇒ Mark the contact you want.

① You can use the arrow buttons to press an alphanumeric button to jump to the first name that starts with that letter in the list.

⇒ Press .

The contact you select is dialled.

MAKING THREE-WAY CALLS


The simplest way to set up a multi-party call is to use the conference guide (see page 10). You can connect another party to an on-going call as follows. During a call, the  button acts as Flash/R-pulse, which means it transmits commands to the PBX.

① If you experience problems making multi-party calls: Different PBXs may require different signals. Please contact your telephone administrator or service provider. Turn to page 12 for more details.

⇒ Press .

A second dialling tone is heard.

⇒ Dial the second participant's number and wait for an answer.

⇒ Press the  button and then **3**.



All three participants are now linked together in one call.

If you don't get an answer when you dial the second number

⇒ Go back to the first call by pressing .


DURING A CALL

ADJUSTING THE SPEAKER VOLUME


⇒ Adjust the speaker volume using the buttons  and .

PLACING CALLS ON TEMPORARY HOLD

Mute

⇒ Press  to turn off the microphone.

The LEDs change from blue to red. The other party cannot hear what you are saying.

⇒ Press  to reconnect the call.


Hold

⇒ Press  to put the call on hold.

The LEDs change from blue to flashing red. Both the microphone and the speaker are turned off and the call is on hold.

⇒ Press  to reconnect the call.

ENDING CALLS

⇒ End the call by pressing .

CONFERENCE GUIDE



The conference guide allows you to create 20 conference groups with up to six people in each. You can now call the participants in a meeting by simply pressing a few buttons.

You may need to adjust some settings in your Konftel 250 to make it compatible with your PBX. Please turn to page 12 in this User Guide for more details.


Entering text with the keypad

Please turn to page 4 for instructions on using the keypad to enter text.






CREATING CONFERENCE GROUPS

- ⇒ Select  > **CONF GUIDE** > **ADD GROUP**.
- ⇒ Enter a group name and press **OK** to confirm.
- ⇒ Press **OK** to enter the first person.
- ⇒ Write the name of the first person and press **OK** to confirm. Enter the number and press **OK** to confirm.
- ⇒ Press **OK** to add another person and repeat the above steps.
- ⇒ Conclude by pressing **•** .


MAKING CONFERENCE GROUP CALLS

- ⇒ Press the  (**Conference**) button.
- ⇒ Select the conference group you want to call.
The Konftel 250 dials the first person and asks you to confirm when the person answers.
- ⇒ Press **OK** when the first person has answered.
- ⇒ Continue in the same way for each person in the group.

If you don't get an answer


- ⇒ Press **•**  if one of the persons you are trying to call does not answer.
The conference guide will ask you if you want to redial that person.
 - ⇒ Either press **OK** or **•** .
 - If you decide not to redial (**•** ) you will be asked if you want to end the conference guide or continue to the next person.*
 - ⇒ Press **OK** to continue and **•**  to end the guide.
When the guide has ended, you will be connected with up to six people and ready to start your conference.
-  Please note that you can also call a conference group via **SEARCH GROUP** in the **CONF GUIDE** menu.

MAKING MULTI-PARTY CALLS

- ⇒ Press the  (**Conference**) button.
- ⇒ Select QUICK GUIDE with the arrow buttons. Press **OK** to confirm.
The Quick Guide asks you to dial the first number.
- ⇒ Dial the first person's telephone number. Press **OK** to confirm.
- ⇒ Press **OK** when the first person has answered.
- ⇒ Press **OK** to call another person and repeat the above steps. Press **• ←** when you have called all the persons you want for your meeting.

If one of the persons does not answer, follow the steps for calling a saved conference group (see above).

DISPLAYING CONFERENCE GROUP PARTICIPANTS

- ⇒ Select  > **CONF GUIDE** > **SHOW GROUP**.
- ⇒ Mark the group you want and press **OK**.
The names of the conference group participants are displayed.

EDITING CONFERENCE GROUPS

- ⇒ Select  > **CONF GUIDE** > **EDIT GROUP**.

Here, you can change the name of a conference group, add or delete a person from a group and change a person's name and phone number.

- ⇒ Mark your choice of option in the menu using the arrow buttons and press **OK** to confirm.
The names of the conference groups are displayed.
- ⇒ Mark the group you want to change and press **OK** to confirm.
- ⇒ Mark a person you want to change and press **OK** to confirm.
- ⇒ Make the change and press **OK** to confirm.
- ① Delete a number or a letter in a name by pressing **• ←**. If you want to cancel the change you are making and leave the name or number as they were, press **• ←** until the CONFERENCE GUIDE menu appears.

CONFERENCE GUIDE

DELETING CONFERENCE GROUPS

- ⇒ Select **☛** > **CONF GUIDE** > **ERASE GROUP**.
- ⇒ Mark the group you want to delete and press **OK**.
- ⇒ Confirm that you really want to delete the group by pressing **OK** or cancel the deletion of a group by pressing **•** ←.

DELETE ALL CONFERENCE GROUPS

- ⇒ Select **☛** > **CONF GUIDE** > **ERASE ALL**.
- ⇒ Confirm that you really want to delete all groups by pressing **OK** or cancel the deletion of all groups by pressing **•** ←.

CONFERENCE GUIDE SETTINGS

When a multi-party call is going to be connected, a special signal (flash or R-pulse) is produced which transmits the command (request, return and conference) to the PBX. It may be necessary to change the type of signal if calls are connected via a PBX. Different PBXs may require different signals. These requirements should be specified in the technical data for the PBX. Settings for the most common PBXs are listed on Konftel's website.

- ⇒ Select **☛** > **CONF GUIDE** > **SETTINGS**.
- ⇒ Enter the command for a request for a new dialling tone and press **OK** to confirm. ("F" is the basic setting)
- ⇒ Enter the command to connect everyone to a multi-party call and press **OK** to confirm. ("F3" is the basic setting)
- ⇒ Enter the command to return to your original call and press **OK** to confirm. ("F" is the basic setting)

If you experience problems making multi-party calls

It may be necessary to change the duration of the R-pulse so that it works with your PBX. Read "ADJUSTING THE FLASH/R PULSE DURATION" on page 19.

Your PBX may not be programmed to admit multi-party calls or the procedure may be different. Please contact your telephone administrator or service provider.

DISPLAYING CONFERENCE GUIDE STATUS

- ⇒ Select **☛** > **CONF GUIDE** > **STATUS**.

The display screen indicates the number of conference groups already stored plus how many more groups can be added.






PHONEBOOK

The Konftel 250 has a phonebook that holds up to 50 entries. See page 7 for making calls via the phonebook.



Entering text with the keypad

Please turn to page 4 for instructions on using the keypad to enter text.




SEARCHING FOR CONTACTS

- ⇒ Press  (Phonebook).
- ① Another way to search for a contact in the address book is to hold down a number button for two seconds (see page 8). You can also search for a contact via the PHONEBOOK menu. ( > **PHONE BOOK** > **SEARCH CONTACT**).
- ⇒ Mark the contact you want.
- ① You can use the arrow buttons to press an alphanumeric button to jump to the first name that starts with that letter in the list.
- ⇒ Press **OK** or  to dial the selected contact, •  to return to the PHONEBOOK menu or  to exit the menu.

ADDING CONTACTS

- ⇒ Select  > **PHONE BOOK** > **ADD CONTACT**.
- ⇒ Enter the name of the contact and press **OK** to confirm.
- ⇒ Write the number and press **OK** to confirm.
- ⇒ Press **OK** to add another contact or  to exit the menu.

EDITING CONTACTS

- ⇒ Select  > **PHONE BOOK** > **EDIT CONTACT**.
- ⇒ Mark the contact you want to change. Press **OK** to confirm.
- ⇒ Make the change and press **OK** to confirm.
- ① Delete a number or a letter in a name by pressing • . If you want to cancel the change you are making and leave the name or number as they were, press •  until the PHONEBOOK menu appears.

DELETING CONTACTS

- ⇒ Select **⚙** > **PHONE BOOK** > **ERASE CONTACT**.
- ⇒ Mark the contact you want to delete and press **OK**.
- ⇒ Confirm that you really want to delete the contact by pressing **OK** or cancel the deletion of a contact by pressing **•** **←**.

DELETING ALL CONFERENCE GROUPS

- ⇒ Select **⚙** > **PHONE BOOK** > **ERASE ALL**.
- ⇒ Confirm that you really want to delete all contacts by pressing **OK** or cancel the deletion of a contact by pressing **•** **←**.

DISPLAYING PHONEBOOK STATUS

- ⇒ Select **⚙** > **PHONE BOOK** > **STATUS**.

The display screen indicates the number of contacts already stored plus how many more contacts can be added.

RECORDING

It is possible to record a phone conference on an SD (Secure Digital) memory card so you can listen to it later on.

A flashing symbol appears on the display screen during recording. A beep is heard every 20 seconds so that other parties in the call know it is being recorded. The beep can be turned off (see page 17).

The recorded call is saved on the memory card. The document is named after the time at which the recording began (e.g. 14-35-01.wav) and is saved in a folder with the current date. This name can be changed after the recording has ended (see page 17).


STARTING A RECORDING

Remember to notify all parties in the call before you start recording.

⇒ Press the  button for two seconds and press **OK** to confirm.

The recording symbol flashes on the display screen.

MUTE FUNCTION

⇒ Press the  button during a call to turn the microphone off.

The LEDs change from blue to red.

The other party cannot hear what you are saying and only the called party is recorded.


HOLD

⇒ Press  during the call to put the call on hold.

The LEDs change from blue to flashing red.

Both the microphone and the speaker are turned off and the call is on hold. None of the parties will now be recorded.

ENDING A RECORDING

⇒ Press the  button for two seconds and press **OK** to confirm.

The recording symbol is no longer displayed on the screen.

LISTENING TO A RECORDING

You can listen to a recorded phone conference on your Konftel 250 or a computer using an SD memory card reader. Recordings are saved in .wav format and can be played back on your choice of media player.

Listening to recordings on the Konftel 250:

⇒ Select **☛** > **RECORDING** > **PLAYBACK FILE**.

⇒ Mark the folder you want (date) and press **OK** to confirm.

A list of all recordings for the specified date is displayed. Names, date, time and length are displayed for each recording.

⇒ Mark the recording you want and start the playback by pressing **OK**.

Adjusting the speaker volume

⇒ Increase the volume using the **◀||)** button and lower it using **◀|)**.

Pause playback

⇒ Pause the playback by pressing **OK**.

⇒ Restart playback by pressing **OK** again.

Move forward in the recording during playback

⇒ Move forward in the recording by pressing arrow down or backward by pressing arrow up.

① The recording advances about 10 seconds every time you press the button.

You can also jump further forward in the recording:

Key 3 – forward 1 minute

Key 6 – forward 10 minutes

Key 1 – backward 1 minute

Key 4 – backward 10 minutes

Stop playback

⇒ Stop the playback by pressing **• ←**.

MANAGING RECORDINGS

Editing the name of a recording

① The recording is named by default with the time at which the recording started.

⇒ Select **⚙** > **RECORDING** > **RENAME FILE**.

⇒ Mark the folder you want and press **OK** to confirm.

⇒ Mark the recording to be edited and press **OK**.

⇒ Make the change and press **OK** to confirm.

① Delete a number or a letter in a name by pressing **•** ←.

If you want to cancel the change you are making and leave the name or number as they were, press **•** ← several times until the **RECORDING** menu appears.

Deleting a recording

⇒ Select **⚙** > **RECORDING** > **DELETE FILE**.

⇒ Mark the folder you want and press **OK**.

⇒ Mark the recording to be deleted and press **OK**.

⇒ Confirm that you really want to delete the recording by pressing **OK** again, or cancel the deletion of a recording by pressing **•** ←.

Deleting all recordings

⇒ Select **⚙** > **RECORDING** > **DELETE ALL**.

⇒ Confirm that you really want to delete all recordings by pressing **OK** again, or cancel the deletion of a recording by pressing **•** ←.

ADJUSTING THE RECORDING INDICATOR

A short beep is heard every 20 seconds so that all the parties in the call know it is being recorded. This feature can be turned off.

⇒ Select **⚙** > **RECORDING** > **SETTINGS**.

⇒ Select your choice and press **OK** to confirm.

DISPLAYING RECORDING FEATURE STATUS

⇒ Select **⚙** > **RECORDING** > **STATUS**.

The display screen indicates the number of recordings, the total length of recorded calls and how many hours of recording time are left before the memory card is full.

SETTINGS

SELECTING LANGUAGES

- ⇒ Select **⚙** > **SETTINGS** > **LANGUAGE**.
- ⇒ Select the language you want and press **OK** to confirm.

SELECT REGION

The first time the Konftel 250 is started, you will be required to select the region in which you are located. The Konftel 250 then automatically configures to the telecom network for that region. Your selected entries can be changed later via this menu.

- ⇒ Select **⚙** > **SETTINGS** > **REGION**.
- ⇒ Select the region in which you are located.

DEACTIVATING KEYPAD TONES

You can select whether or not you want a tone to be heard when you press a button. Note that this setting does not affect the tone you hear when you dial a number in call mode.

- ⇒ Select **⚙** > **SETTINGS** > **KEY TONE**.
- ⇒ Select your choice and press **OK** to confirm.

ADJUSTING DATE AND TIME

Changing the date

- ⇒ Select **⚙** > **SETTINGS** > **TIME DATE** > **DATE**.
- ⇒ Change the flashing figures for the year using the arrow buttons or by entering the figures on the keypad. Press **OK** to confirm and to continue to the month, and then proceed in the same way for the day.

Changing the time

- ⇒ Select **⚙** > **SETTINGS** > **TIME DATE** > **TIME**.
- ⇒ Change the flashing figures for the hour using the arrow buttons or by entering the figures on the keypad. Press **OK** to confirm and to continue to minutes.

Changing the time format

- ⇒ Select **⚙** > **SETTINGS** > **TIME DATE** > **TIME FORMAT**.
- ⇒ Select either a 12-hour or a 24-hour format using the arrow buttons and press **OK** to confirm your choice.

ADJUSTING RING LEVEL VOLUME

⇒ Select **⚙** > **SETTINGS** > **RING LEVEL**.

⇒ Select your choice and press **OK** to confirm.

① There are six volume levels plus a silent mode. You will hear the ring tone for each level you select. If you select silent mode, an LED on the phone flashes when an incoming call is received.

ADJUSTING THE FLASH/R PULSE DURATION

The Flash/R pulse (Register recall) is used to request a new line from the PBX. Different countries and PBXs may require different durations for activating the Flash/R pulse. Duration requirements should be specified in the technical data for the PBXs.

⇒ Select **⚙** > **SETTINGS** > **FLASH**.

⇒ Select your choice and press **OK** to confirm.

Examples of suitable settings are:

100 ms – Scandinavia, Europe, Siemens HiPath

300 ms – Germany, France, Israel

500 ms – USA

SELECTING CALLER ID STANDARD

Konftel 250 needs to be configured to match the Caller ID standard in your country.

Note that in some cases even individual states/provinces within a country use different standards. The table below is a guideline for choosing the correct setting. If the caller ID is not working properly, select another setting or contact your telephone service provider for further information.

Caller ID standard	Country
Bellcore (Telcordia)	Canada (usually), USA, Australia, New Zealand, China, Hong Kong, Singapore
ETSI	Austria, Belgium, Czech Republic, France, Germany, Italy, Luxemburg, Norway, Poland, Spain, Slovenia, Switzerland, Turkey, South Africa, Taiwan
BT (British Telecom)	United Kingdom
DTMF	Denmark, Finland, Greece, Iceland, Netherlands, Portugal, Sweden, China, India, Saudi Arabia, Brazil, Uruguay

⇒ Select **⚙** > **SETTINGS** > **CALLER ID**.

⇒ Select your choice and press **OK** to confirm.

ADJUSTING SOUND (EQUALIZER)

The sound reproduction can be adjusted to the required pitch (SOFT, NEUTRAL and BRIGHT).

- ⇒ Select **⚙** > **SETTINGS** > **EQUALIZER**.
- ⇒ Select your choice and press **OK** to confirm.

CHANGING TEXT ON THE DISPLAY SCREEN

The text on the display screen can be changed when the Konftel 250 is on hook.

- ⇒ Select **⚙** > **SETTINGS** > **SCREEN TEXT**.
- ⇒ Delete existing text using **• ←** and enter your new text. Press **OK** to confirm.

ADJUSTING LCD CONTRAST

- ⇒ Select **⚙** > **SETTINGS** > **LCD CONTRAST**.
- ⇒ Select your choice and press **OK** to confirm.

RESETTING

There is a menu option under SETTINGS that resets all settings to default. Please note that this also deletes all contacts in the phonebook and all groups saved in the conference guide.

- ⇒ Select **⚙** > **SETTINGS** > **DEFAULT**.
- ⇒ Confirm that you really want to reset the settings to default by pressing **OK** again, or cancel the resetting procedure by pressing **• ←**.

CHECKING STATUS

If you need to check the software version or serial number.

- ⇒ Select **⚙** > **STATUS**.

TECHNICAL SPECIFICATIONS

Size	Diameter 240 mm, height 77 mm
Weight	1 kg
Colour	Charcoal black
Display screen	Illuminated graphics (LCD), 128x64
Keypad	Alphanumerical 0–9, *, off hook/F, on hook, mute, hold, volume up, volume down, 5 buttons for menu navigation, phone book, conference guide
Anti-theft protection	Kensington security slot
Memory	Support for SD memory cards up to 2 GB

Connectivity

Analogue telephone connectivity	Modular 6/6 modular (RJ11) to a public analogue telecommunication network or an analogue PBX
Power supply	AC adapter 100–240 V AC/14 V DC
Expansion microphones	2 modular 4/4

Audio

Technology	OmniSound® HD
Microphone	Omni-directional
Reception area	Up to 30 metres ² , >10 people
Speakers	Frequency band 200–3300 Hz
Sound level	90 dB SPL 0.5 m
Equalizer	Three pitches: soft, neutral, bright

Environment

Temperature	5°–40°C
Relative humidity	20–80% condensation free
Recommended acoustic conditions	Reverberation period: 0.5 S Rt 60 Background noise: 45 dBA

SERVICE AND GUARANTEE

If anything is wrong with your Konftel unit, please contact the place of purchase.

Guarantee

We give a two-year guarantee on our conference telephones.

Service

Service is offered after the expiration of the guarantee. Please contact your retailer and ask for a cost estimate.

Konftel support

If you have any questions about the guarantee and service, please contact your Konftel support centre

Europe: +46(0)90-706 489 (Monday–Friday 8.00–17.00 GMT+1)

E-mail: rma@konftel.com

USA and Canada:

+1 866-606-4728 (Monday–Friday 08.00–17.00 GMT-8)

E-mail: konftel.usa@konftel.com

Konftel is a leading company and the world's fastest growing brand, within audio conferencing equipment. Since 1988, our mission has been to help people around the world to conduct meetings despite distances. Based on our success, we know that audio conferencing is a great way to save time, money and at the same time contribute to a better environment. High audio quality is essential for efficient meetings, this is why our patented audio technology OmniSound®, is built into all Konftel Conference phones. The products are sold globally under the Konftel brand and our head-quarter is based in Sweden. Read more about the company and products on **www.konftel.com**