

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. Is the installation complicated?

No, on the contrary, it's very simple. All you have to do is press two buttons according to the operating instructions. Please note that the **distyNotruf NEO** must be connected to a power source for connection to the base station.

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

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

4. Is the device also available in other colours?

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

5. 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 NEO**.
2. The number that first calls the **distyNotruf NEO** is saved.



3. In order to program the emergency numbers via telephone, it is necessary to establish a voice connection to **distyNotruf NEO**, e. g. by calling **distyNotruf NEO** with your own mobile phone and accepting the call with the **distyNotruf NEO** key. A separate call is required for each emergency number.

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 NEO**.

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

6. The first emergency number is not stored as described under point 5.2.

This phenomenon can occur with some base stations. If this is the case with you, please follow the instructions under 5.1. or 5.3.

7. 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.



8. 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.

9. Can I change individual emergency numbers?

Yes, proceed as described under 5.

10. Can I wear the distyNotruf NEO only on my wrist?

No, both a belt clip and a collar are included with the device.

11. I don't like the bracelet. What can I do?

The bracelet is fastened with 2 standard 22 mm spring pins (as usual for many watch types). You can exchange the bracelet for the enclosed bracelet or any other bracelet available on the market.

12. How long does the rechargeable battery last?

During normal operation approx. 4 days.

13. 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.

14. What is the difference between distyNotruf NEO and distyNotruf pro?

The pro version is intended exclusively for professional users. A programming adapter is required for operation (Mat.-No.: 5000359).

15. Can distyNotruf NEO be operated simultaneously at several base stations?

No, only at one base station.



16. 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.

17. The distyNotruf NEO 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 NEO** connected to a power source with the USB cable?

18. 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!

19. distyNotruf NEO does not dial?

When operating on a private branch exchange or "operation on telephone systems" it may happen that the alarm call (= outgoing call) is not possible. The reason for this is the internal clocked dialling tone of the telephone system, which is similar to the busy tone. The busy tone detection of the **distyNotruf NEO** then immediately triggers the connection again by mistake. The remedy is to change the "Automatic hangup" parameter, e.g. to the value = 2.

20. Dialling 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 NEO**. This is done by dialing ****9889171#** or the ProgrammerApp.



21. 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.

22. Reset device to factory settings?

In order to reset the **distyNotruf NEO** to factory settings, it is necessary that you establish a voice connection to the **distyNotruf NEO** by calling **distyNotruf NEO** with your own mobile phone and accepting the call with the **distyNotruf NEO** key.

Please dial the phone number of the base station where you registered the **distyNotruf NEO**.

Then select the following key combination: ****9 (pause 1-2 sec.) 8899915752#**, wait for acknowledgement tone.

The device is then in the factory settings.

