

belgacom

BELGACOM Forum 700 & its CD-ROM

PIMphony & Management Tools



USER GUIDE

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BELGACOM Forum 700

The versatile e-communication appliance

YOUR BELGACOM FORUM 700

- Why Belgacom Forum 700 ?
- How will it change your business ?

PIMPHONY & MANAGEMENT TOOLS' CONTENTS

- PIMphony Software
 - PIMphony Client
 - PIMphony Central Services
 - SPI for Microsoft TAPI Server
- Management Software
 - PM5 Easy/EasyPlus
 - Internet Administration
 - Label Set Tool
- User's documentation:

HOW TO INSTALL YOUR CD-ROM AND ITS APPLICATIONS?

- How to install PIMphony Software ?
 - To install PIMphony Client
 - To install PIMphony Control Services and SPI for Microsoft TAPI Server

- How to install the Management Tools ?
 - To install Label Set Tool
 - To install PM5 Easy/EasyPlus

HOW TO USE THE APPLICATIONS OF YOUR CD-ROM

- How to use PIMphony

- How to use Label Set Tool

- How to use PM5 Easy/EasyPlus
 - To use Data Collection & Tools
 - To use installation typical
 - To use Modification typical

- How to use the Internet Administration tool

- How to use the documentation
 - To read the documentation
 - To print the documentation

SAFETY PRECAUTIONS & CONDITIONS OF USE

WHAT TO DO IN CASE OF PROBLEMS ?

WARRANTY

BELGACOM FORUM 700

The versatile e-communication appliance



We would like to congratulate you for having chosen the Belgacom Forum 700, and we hope that this innovative and flexible all-in-one box product will satisfy all your needs.

YOUR BELGACOM FORUM 700

The Belgacom Forum 700 is the answer to your needs. This pre-configured server integrates Data, Internet and Voice in one single system. It is a complete, ready-to-use offer, which allows you to manage increasing information flows coming from different networks and to optimize telecom equipment costs.

Innovative, the Belgacom Forum 700 is an all-in-a box product that offers a solution whatever the existing infrastructure of your business is. It provides many converged applications such as Internet services on different types of connections (ISDN, PSTN, xDSL...), call management, CTI, services on the move...

The Belgacom Forum 700 can adapt to your specific needs: it can evolve as your needs evolve. It is able to easily meet your requirements, as it is modular, flexible and able to evolve: you can easily access new features and expand capacity. It is also simple to acquire, use and own. And as you have only one single infrastructure for voice, data and Internet shared access, it is cost-effective, and makes you more productive and competitive.

➤ **Easy to use:**

The Belgacom Forum 700 and the *PIMphony & Management Tools* CD-ROM are easy to buy, to install and to maintain. This is absolutely vital in order not to waste time getting familiar with the product: it lets you concentrate on your business and not on technology.

➤ **Security of information**

The Belgacom Forum 700 includes several security mechanisms to protect your company network and data from external viruses, and secure your Internet access: password, built-in proxy/cache server, built-in certified firewall...

➤ **Communication costs optimized:**

Since many components such as the firewall server, the proxy/ cache server are built in, you do not need to buy separate items. Thanks to the Belgacom Forum 700 you are now able to optimize your IT investments.

As the Belgacom Forum 700 is modular at every level, it can be tailored to meet your requirements. As a result of which you cut your costs, since you only pay for what you use.

➤ **Higher employee productivity:**

The Belgacom Forum 700 helps you to save time. Indeed, as the e-communication appliance integrates Data, Internet and Voice in one single system, it enables you to have just one platform for both voice and data. In addition, your employees do not waste time dealing with three different interfaces for voice (telephone), data and text (PC for e-mails and paper for fax).

E-mail makes everyone more productive: it is much easier and much faster to communicate both inside and outside the office

Thanks to your personal assistant, you are now easy to get hold of; you can offer callers a choice of up to five different options: your secretary, your mobile phone, an outside number, the operator, or your voicemail.

➤ **Customer satisfaction:**

The Belgacom Forum 700 brings you the capability to enhance your customer relations. PIMphony facilitates your contact and customer relationship management, improves the quality of your services and increases your reactivity and efficiency. Thanks to the CLI (Calling Line Identification) and DDI (Direct Dial In) features, PIMphony automatically pops the customer's file on your PC screen before you even have had the time to touch your telephone's receiver.

E-mail also improves your customer relations. In fact, it allows you to stay in touch with your customers at any time: it makes you more accessible to them and them to you.

Belgacom also tries to satisfy you by bringing you a high-quality and reliable product as well as by providing you daily support.

Belgacom Forum 700 is the e-communication appliance, which really enhances the productivity and the efficiency of your company. Belgacom Forum 700 can be tailored to meet your unique needs in order to evolve just like your company.

Making Internet, LAN, e-mail and advanced telephony available to small and medium sized businesses, Belgacom Forum 700 empowers you with big business communications made-to-measure for companies like yours.

PIMPHONY & MANAGEMENT TOOLS' CONTENTS



This unique CD-ROM delivered with Belgacom Forum 700 contains:

- PIMphony Software
- Management Software
- User's documentation

➤ **PIMphony Software:**

PIMphony is a personal communication manager, which provides a powerful, user-friendly phone assistant that manages daily phone tasks. Thanks to PIMphony, you can turn your PC into a phone. PIMphony combines a complete set of phone services that are permanently available from your PC, whatever application you may be running. This efficient communication manager enhances your productivity and adds a new dimension to the services already delivered by your telephone system.

It provides 16 technical specifications and functions such as enquiry call, conference, multi-line management (up to 8 simultaneous communications), detailed call log... , 15 speed dial

or programmable function keys and is a perfect contact manager and personal information manager thanks to the dial by name, screen popping of contact cards, screen pop set-up wizard...

The PIMphony offer consists of:

➤ PIMphony Client:

- PIMphony Basic : free of charge on your PC
 - ✓ Call control management
 - ✓ Embedded call log
- PIMphony Pro: features of PIMphony Basic and personal features
 - ✓ Contact manager software integration (screen popup)
 - ✓ Voice mailbox management
 - ✓ Unified messaging
- PIMphony Team: all the features of PIMphony Pro and teamwork services
 - ✓ Supervision window
 - ✓ Assistant feature

➤ PIMphony Central Services:

This centralised service allows you to keep trace of all calls. When the end user's PC is turned off, this service collects incoming calls and distributes the updated call log when the PC is on again. It provides only the new entries since the last local entry.

➤ SPI for Microsoft TAPI Server

SPI you have to install when you want to use the Microsoft TAPI 2.1 Server.

FREE TRY & BUY ! PIMphony Pro & Team are free for up to 25 users for a two-month trial. The countdown starts as soon as the first user opens PIMphony.

➤ **Management Software:**

▪ **PM5 Easy/EasyPlus:**

This application gives you the ability to manage the day-to-day administration and the users' data. There is no specific technical wording and function explanations will guide you through the application.

- ✓ **Data Collection & Tools:** it gives you the possibility to configure the system off line, before the installation
- ✓ **Installation typical:** you will use it during the installation
- ✓ **Modification typical:** it allows you to modify the data that you have already collected; the system evolves just like your company.

▪ **Internet Administration**

This Belgacom Forum 700 tool for the administration of Internet services is designed to allow remote management of several tasks.

▪ **Label Set Tool:**

This application retrieves, edits and prints key labels for Belgacom telephone sets.

IDS 310: for high traffic handling and team telephony

IDS 260: for user-friendliness and efficiency

IDS 210: for simplicity

IDS 110: for cost-effectiveness

➤ **User's documentation:**

The Belgacom Forum 700 user documentation consists of all the documents for the IDS sets, including the Operator or Hotel sets.

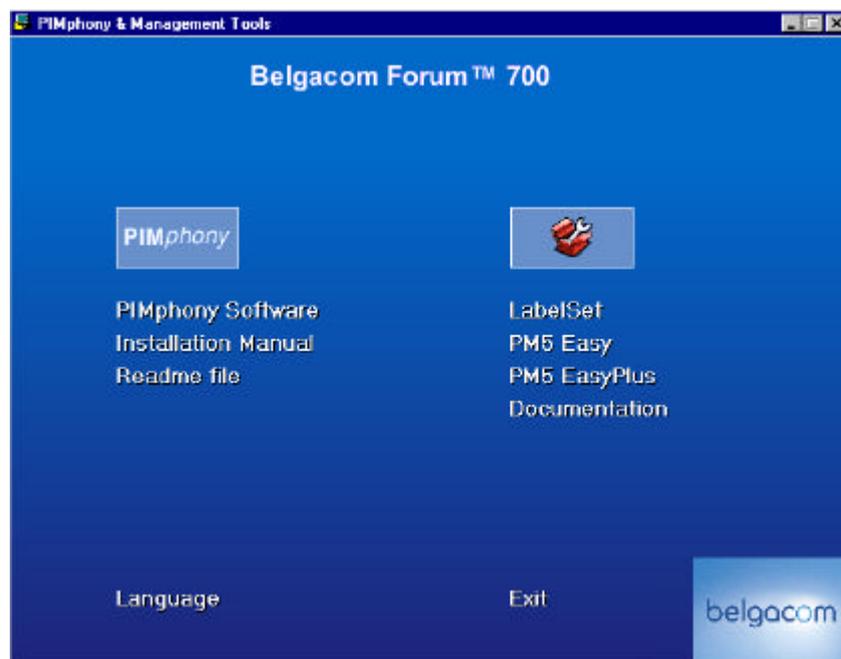
HOW TO INSTALL YOUR CD-ROM AND ITS APPLICATIONS ?



The installation of your CD-ROM PIMphony and management tools is really easy:

Insert your CD-ROM. It will automatically start as soon as you have put it in your CD-ROM player/reader

Here is the welcome page of the CD-ROM:



Remarks:

- ✓ To optimize the display , use the mode 65536 colors, however it is not mandatory.
- ✓ A wizard will guide you through each installation
- ✓ Minimum configuration of your PC: please refer to each on-line installation guide

➤ Installation of PIMphony:

The logo for PIMphony, consisting of the word "PIMphony" in a white, sans-serif font inside a blue rectangular box.

To install PIMphony Client:

- Click on PIMphony on the welcome page
- Select the installation language and click on next
- Please, follow the instructions that guide you through the set-up process
- At the end of the installation, choose between PIMphony Basic, PIMphony Pro and PIMphony Team.

To install PIMphony Control Services and SPI for Microsoft TAPI Server:

PIMphony Control Services and SPI for Microsoft TAPI Server are located in the Directory of PIMphony.

- Start- programs
- Click on Explorer Windows NT. The window is split in a tree view on the left and a detail view on the right.
- Click on D, on the tree view
- Double click on PIMphony, on the detail view
- You have now access to PIMphony Central Services and SPI for Microsoft TAPI Server

An installation guide (install.pdf) is available in the Directory of PIMphony. You can also read that document on the welcome page of your CD-ROM by clicking on Installation manual. That guide, available in many languages will also provide you installation advice for PIMphony Client.

The Readme file located in the welcome page of your CD-ROM, provides complementary information on PIMphony.

It shows:

- A quick product description
- Its new features
- Installation notes:
 - ✓ before you run set-up : hardware and software requirements
 - ✓ installing PIMphony
 - ✓ post installation
- Tips and tricks for a better use of PIMphony

- Technical notes
- Known issues
- Technical support

➤ **Installation of the management tools:**



To install Label Set Tool:

- Click on Label Set Tool on the welcome page of your CD-ROM
- The wizard Install Shield will guide you through the set-up process
- Click on next, then next
- Choose the folder in which you would like to install Label Set
- Click on Finish to complete set-up

To install PM5 Easy/EasyPlus:

- Click on PM5 on the welcome page of your CD-ROM
- Select the installation language
- The wizard Install Shield will guide you through the set-up process
- Click on next
- For PM5 online sessions via modem or a direct serial cable V24 you have to install the RAS service. Click on Yes or No whether you want a RAS or not
- Choose the folder in which you wish to install PM5
- Select one country or more
- Select the target country
- Select the components you want to install, clear the ones you do not want to install
- Click on next, then next, then next
- You can choose to launch PM5 after clicking finish or/and to put a PM5 icon on desktop
- Click on finish to complete set-up.

HOW TO USE THE APPLICATIONS OF YOUR CD-ROM ?

➤ How to use PIMphony?



The online *Help* will precisely guide you through the different stages of the use of PIMphony. This guide is divided into five sections:

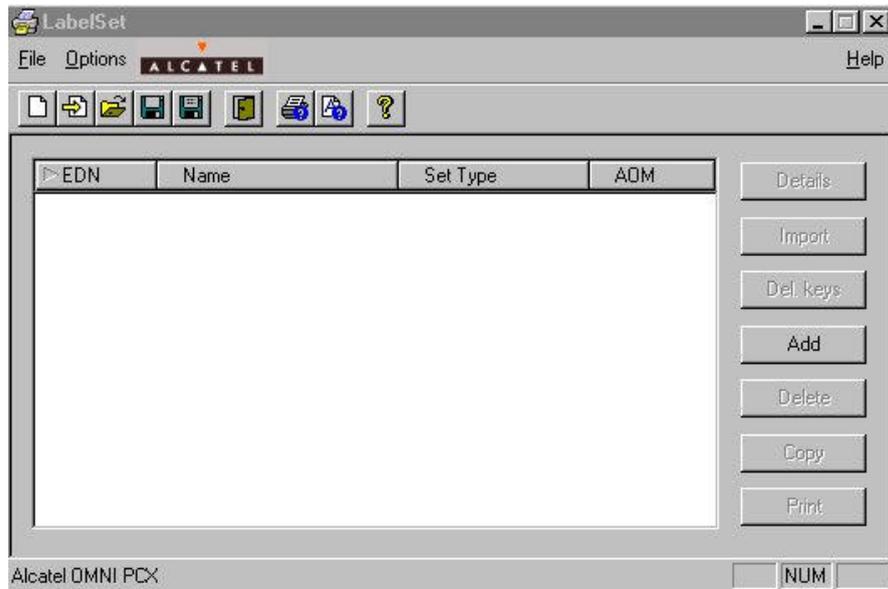
- General presentation of the application, its functions and its practical features
- Getting started with the application which guides you through the early stages
- PIMphony configuration for general information concerning viewing, popup and telephony settings
- Detailed user's guide for the 6 main modules in the application
 - ✓ Telephone, which is the main user interface
 - ✓ Dialler, which is presented as an icon in the tool bar
 - ✓ Pop-up, which concerns the PIM
 - ✓ Mailbox, management of your voice messages
 - ✓ Assistant: call routing
 - ✓ The supervision window
- Miscellaneous: it includes a glossary, and instructions in the event of technical problems

To create a new configuration or to modify an old one, you can use the PIMphony wizard for configuration. You can find it by selecting Start, then Programs and then the folder where you have chosen to install Pimphony.

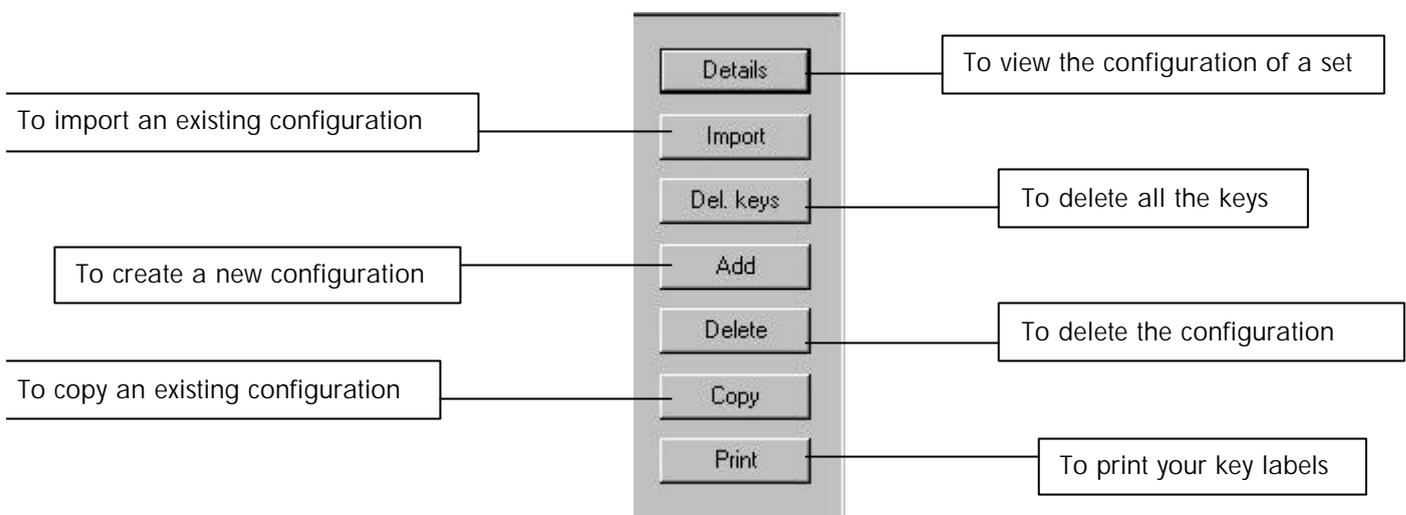
➤ How to use Label Set Tool ?

- Launch Label Set Tool.
To do so, you can:
 - ✓ select start, then programs and then the folder where you have chosen to install Label Set Tool

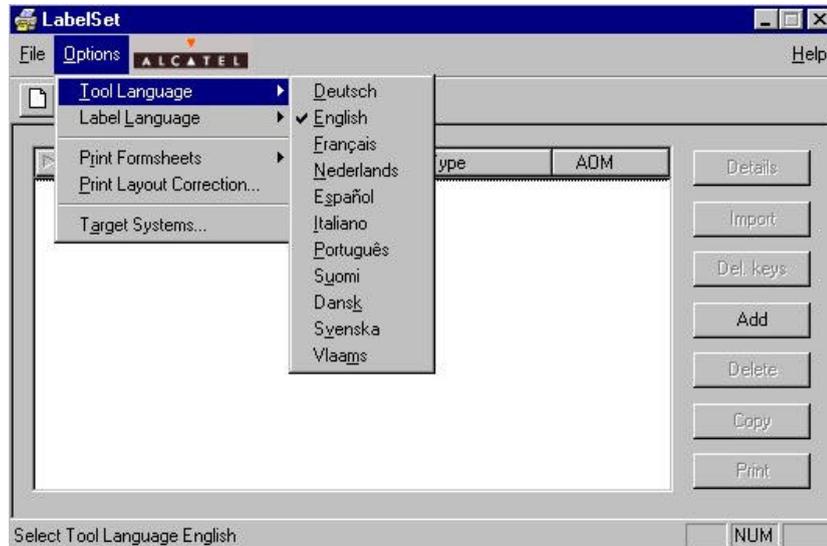
- Select your system: Belgacom Forum 700
- Here is the Label Set Tool window:



Description of the different keys of Label Set Tool

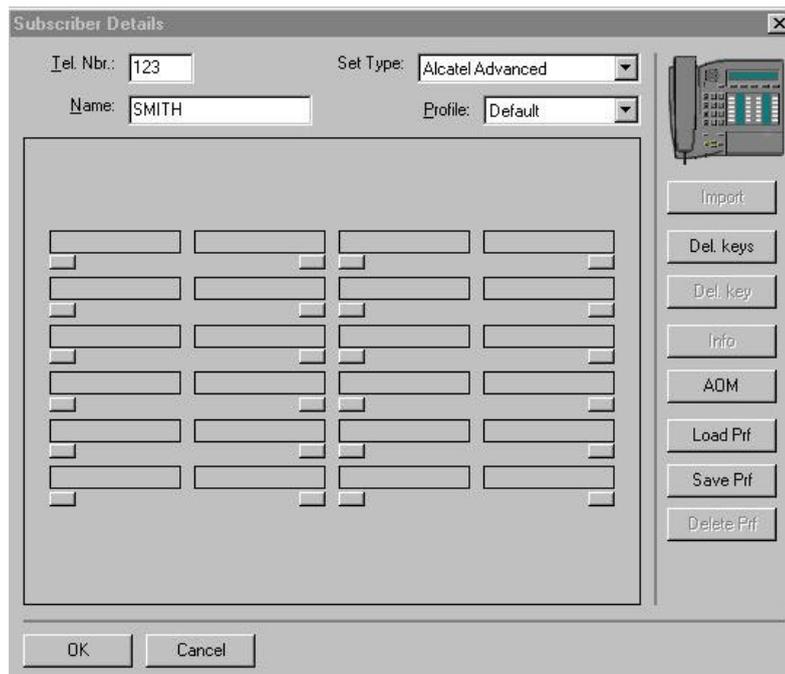


- You can change the language of the tool and of the labels

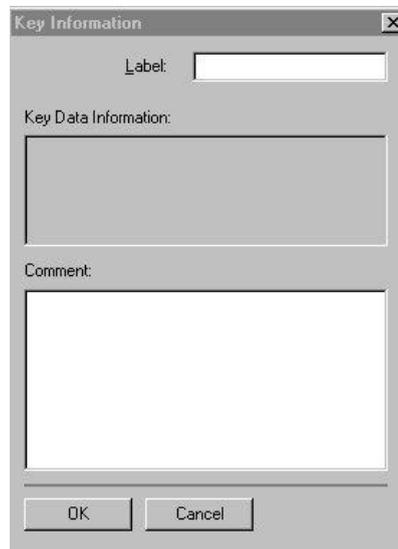


To create a new set of labels:

- Click on add
- Choose the set type
- Enter the telephone number
- Enter the user's name

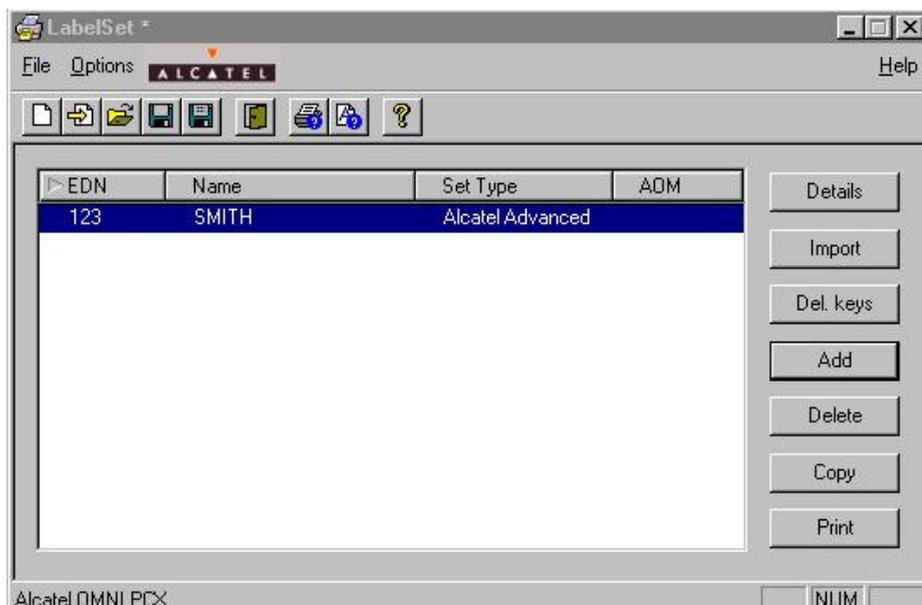


- Click on the grey rectangle below the key
- Complete the key label and you can even add, if you wish, key data information and comments



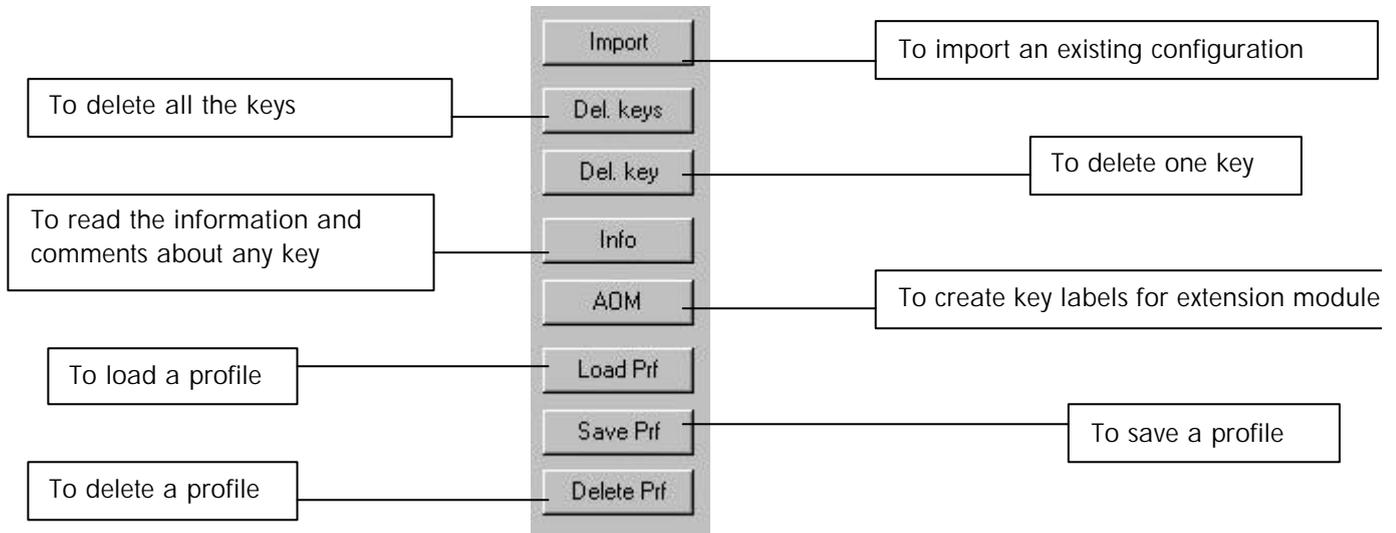
The image shows a dialog box titled "Key Information". It contains a "Label:" text field, a "Key Data Information:" text area, and a "Comment:" text area. At the bottom, there are "OK" and "Cancel" buttons.

- Click on OK
- Do the same for the other keys, and finally click on OK
- The set configuration is saved



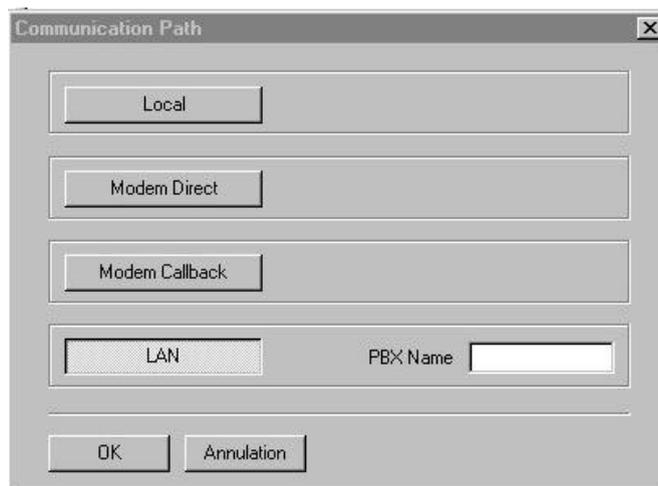
If you wish to give many telephones the same configuration, it is easier and much faster to create one configuration and then to click on Copy. You can also modify some keys.

Keys available on the subscriber details window:



To import an existing configuration

- Connect to your system thanks to PM5
- Choose your connection mode





- Enter your password (Easy: *help1954*; EasyPlus.: *kilo1987*)
- Import your configuration:

You can also just click on the following icon:



To modify key labels:

- Select the right set
- Click on: details
- To personalize a key label you can click on the grey rectangle below the key
- You can also add an icon by using right mouse button when you are on the key label

To modify the font:

You can modify the font of your key labels by:

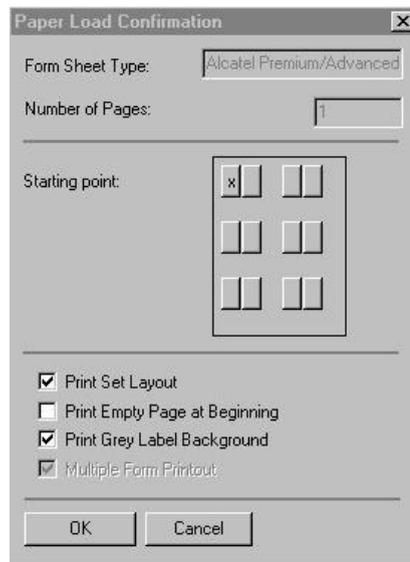
- Selecting file, and then font selection
- OR by clicking on the following icon on the Label Set Tool window:



To print your key labels:

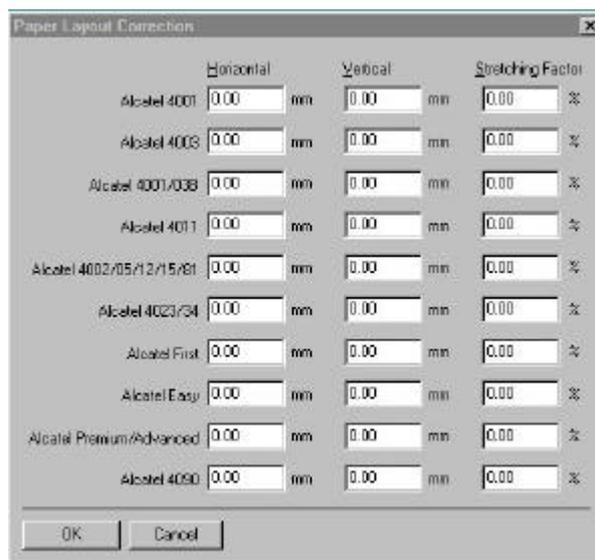
You can print your key labels on the precut paper delivered with your new set, or on regular standard paper.

- Select the set
- Click on print
- You can see the paper load confirmation window



The starting point option allows you to choose where you would like to start the printing

- Click on OK
- You can also define the paper layout by clicking on *Options* and then on *Print layout corrections* on the Label Set Tool window:



- Click on OK to launch the printing.

➤ How to use PM5 Easy/EasyPlus?

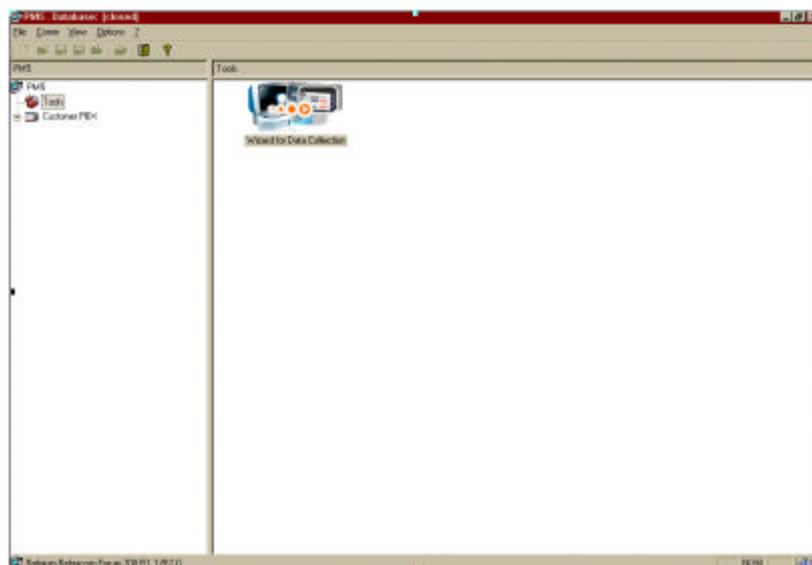
Click on the PM5 icon on the office PC (if you have answered yes when installing)

Here is the welcome page of your PM5 application.



You can choose the language as soon as you are on the welcome page by clicking on Language and selecting the one you want.

- How to use Data collection & tools ?
- Click on data collection & tools



- Click on wizard for data collection on the welcome page of Data collection & tools

You can now open a new file in order to start a new data collection or open an existing one.



If you choose to start a new collection:

- Select open new file



- Select the country the system is located in
- Select now if your telephone system is going to be a business or a hotel system



You can now collect your data:

To make it easier for you, is each page presented in the same way:

- on the top of the page, an icon and a short sentence guide you all the way through your data collection
- on your left, a drop down menu guides you and helps you always knowing where you are in your data collection

- on the right, are the fields you will have to complete

Supplier Information: Page 1 of 16 [c:\...\AT\DatColl.cpr]

Please skip this page if you are a customer and not a representative of the supplier.

Supplier Information

Customer Information

Default Numbering Plans

Installation Numbers

Operation Mode

Charge Rate

Telephone Sets And Public Lines

Order Number

Installer Name

Address

Telephone

Fax

Data Collected/corrected by

Date of Collection/correction

Date of Installation

Back Next Finish Cancel Help

If your system is a *business* system, you will have to complete:

- Supplier information: order number, installer name, address, telephone, fax...
- Customer information: name, address, fax...
- Default numbering plans: enter the number of digits which will be used for telephone number of subscribers
- Installation numbers: enter the telephone codes without the leading prefix of the country, and then of the city, the system will be operated in, and the installation number (telephone number of your system, without attendant extension) as well as the remote configuration number (modem number for system configuration)
- Operation mode: select the modes for attendant sets and subscribers sets (key system mode or PBX mode)

- Charge rate: enter the price that your public telephone service charges you for one telephone unit in your country's currency unit.

- Telephone sets and public lines: enter the number of telephone sets of each type and the number of public lines you want to connect to your system (digital Belgacom sets, analogue sets, wireless DECT sets, channels to public network in main trunk group)

- Subscribers list: select a line. You can now enter for each internal telephone number: public number, name... You can also program details for barring levels by clicking on *barring*. You can enter the external prefixes, which are forbidden, and the exceptions that are allowed for each barring level.

- Subscriber Misc: enter the telephone number to which calls shall be routed if they are not answered for the displayed amount of seconds. If you do not enter a destination, the non-answered calls will be routed to the attendant. You can also select the language to be used on all telephone sets with display.

- Call distribution: configure the numbers for the call distribution restricted for the external accesses

- Collective speed dialing: program collective speed dial destinations and assign names to them

- Attendant groups: you can combine subscribers into attendant groups one for normal day mode and one for restricted night mode. Select a line. Then, enter for each group a welcome message and group members.

- Hunting groups: combine subscribers into hunting groups. Enter one telephone number for each group. Select a line, then enter for each group: name, type:
 - ✓ Cyclic: the subscribers' phones ring by turns

- ✓ Sequential: the first subscriber must answer the phone; if he does not, the second one will have to and so on ...
- ✓ Parallel: the subscribers phones all ring together
- Broadcast groups: each group will only have one telephone number. Groups members will then be able to broadcast announcements via those telephone sets of other group members which are equipped with loudspeakers. Enter group members...
- Pickup groups: group members can pickup calls to other group members
- Screening: this function allows you to create manager-secretary relation between the telephone sets of two subscribers. Use right mouse button context menu in the table.

If you choose to select *hotel*, you will fill in almost the same categories as for business. However, you will not have to fill in *operation mode*, but:

Guest numbers: you can define ranges of public numbers for guests. A guest who is assigned such a number can be called directly from outside the hotel.

Once you have filled all the categories in, click on finish and save your data collection. You can also print it.



If you choose to open an existing file:

- Click on open an existing file
- Search for the data collection you would like to open, and click on OK
- Complete your data collection, just like before

▪ **How to use Installation typical ?**

Installation typical is the mode used when you install the system. You must absolutely connect to the system. Besides the fact that you must connect to the system, the use of Installation typical is exactly the same as the one of Data collection & Tools.

When you click on Installation typical, it opens the Communication path window. Select the way you would like to be connected to the system:

- Local: to be connected to the system through a V24
- Modem direct: to connect at distance
- Modem callback: to connect at distance
- LAN: to connect your PC at your company's LAN

If you choose Local, Modem Direct or Modem Callback, you will have to install a RAS (Remote Access Service), if you do not have a modem, and if you want to connect at distance.

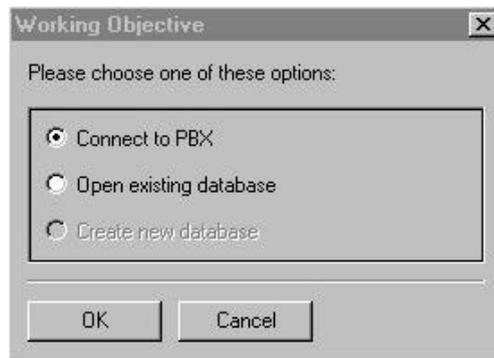
If you choose the LAN connection, enter PBX name and then your password (Easy: *help1954*; EasyPlus:: *kilo1987*). Click on OK.

▪ **How to use Modification typical?**

Click on Modification typical on the welcome page of PM5 Easy/EasyPlus.

You can now:

- Connect to PBX
- Open an existing database



If you choose to connect:

- Click on connect to PBX
- Just like in Installation typical, you can choose the way you want to be connected to the system (Local, Modem direct, Modem callback, LAN).

If you choose to open an existing database:

- Click on : open existing database
- Click on the database you would like to work on
- Click on Open

You are now on the welcome page of modification typical.

You can choose between:

- Customer/supplier information: by clicking here, you will have access to the data you entered in Data Collection & Tools
- Modification typical: you will find here all the information that you entered in Data Collection & Tools or in Installation typical. These data are grouped together here to allow you to save time : you can reach just the piece of information that you need by clicking on the icon and then on the tab, which corresponds to what you, are looking for.

✓ SUBSCRIBERS:



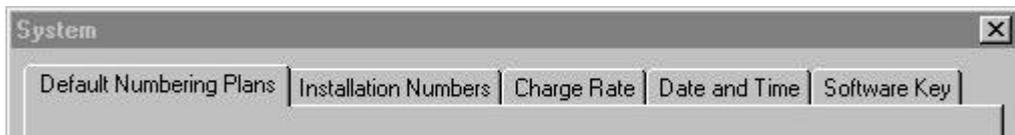
- Subscribers list: if you wish to modify the information about the subscribers (name, public number, set type...)
- Call distribution: if you wish to modify the configuration of the numbers for the call distribution normal and call distribution restricted for external accesses.

✓ GROUPS:



- Attendant groups: if you want to change the welcome message and the group members of the attendant groups
- Hunting groups: if you want to change the group name or the type of group affecting alerting of group members if the group is being called.
- Broadcast group: for each group number, you can change the names...
- Pickup groups: you can change the members of each pickup group

✓ SYSTEM:



- Default numbering plan: if you want to change the digits used for telephone numbers of subscribers
- Installation numbers: if you want to modify the international and inter-city codes, and the installation number.
- Charge rate: if you need to change the price that your public telephone provider charges you for one telephone unit
- Date and time: you can change the date and the time thanks to your PC or do it manually.
- Software key: enter software key to enable all telephone features you have bought.

✓ COLLECTIVE SPEED DIALING:



You can modify the collective speed dialing destinations that you have already configured.

✓ EXTERNAL ACCESSES:



You can modify the configuration of the external accesses.

➤ How to use the Internet Administration tool?

This Belgacom Forum 700 tool for the administration of Internet services is designed to allow remote management of several tasks. (Manage users, monitor statistics and system information, configure time slots and distribution lists, manage Save functions, etc.).

▪ How do you connect?

- Open your Web browser,
- In the address field, enter the following address:
https://<BelgacomForum700>/admin (<Belgacom Forum 700 > is the IP address or the machine name),
- Go to the "Web-Based Management – Authentication" page, go to Operator/Administrator Authentication and enter the name of the user with operator rights or, enter the "operator" followed by the correct password.
- Click Connect to establish the connection.

▪ How do you disconnect?

- Click Disconnect in your browser toolbar.

Note:

The system automatically disconnects after 30 minutes idel connection.

➤ How to use the documentation?

▪ How to read the documentation?

All these guides are available in *pdf* format. In order to read them, you must use Adobe Acrobat. If you do not have it yet, you can refer to the website: www.adobe.com/acrobat.

To read the documentation:

- Click on Documentation on the welcome page of your CD-ROM
- Choose the language you want to read it in
- Double-click a document to see its contents.

Each window is split in two:

- On the left, there is a tree view
- On the right, you have a detail view: you can read the pages of the manual

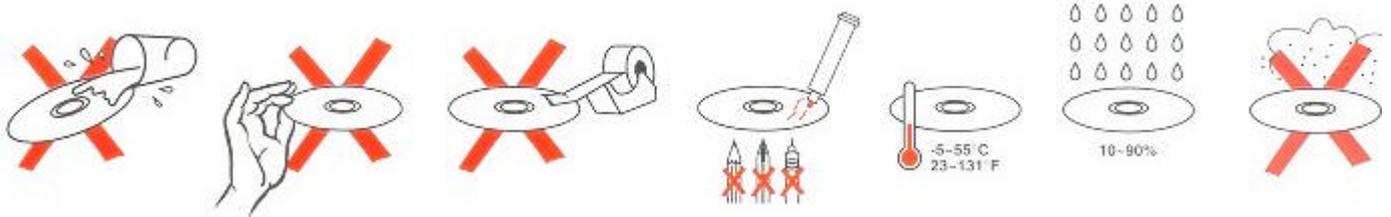
You can directly read the pages you are interested in by clicking on the name of the chapter, which interests you.

You can also read the manual page after page by moving the elevator or by clicking on full view in view.

- **How to print the manuals?**

You can print these manuals any time by clicking on Ctrl P or File-Print.

SAFETY PRECAUTIONS AND CONDITIONS OF USE



WHAT TO DO IN CASE OF PROBLEMS ?

If you meet a problem with PIMphony, please refer to the Readme file or to Help.

If you encounter any kind of problems, please contact your dealer.

WARRANTY

Article 6 of the *PIMphony & Management Tools License*

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