

Belgacom Forum™ IPhone 730

Belgacom Forum™ Phone 730

Belgacom Forum™ 700

User manual



Introduction

Thank you for choosing a telephone from the Forum™ IPhone/Phone range manufactured by **Belgacom**. Your terminal has a new ergonomic layout for more effective communication.

- A large graphic screen, in conjunction with various keys and the navigator, allows you to make calls, configure and program your telephone,
- a receiver that is pleasant to use: it fits nicely in the hand with a flexible grip section,
- communication is even more convenient using the audio keys (loudspeaker, hands free),
- using the convenient alphabetic keypad, you can call your correspondents by name.



You will find the latest version of the manual on the site www.belgacom.be.

Initializing your voice mailbox (option)

When your phone has a mailbox, after pushing the mail-button, your phone will ask you to initialize your mailbox. Once personalized, this message will disappear.

light flashes



enter your personal code then record
your name according to voice guide
instructions



*Your personal code is used to access your voice mailbox and to lock your telephone.
You can always modify this (see chapter : Programming your telephone/Modifying
your personal code).*

How to use this guide

• Actions



Lift the receiver.



Hang up.

• Keypad



Numeric keypad.



Alphabetic keypad.



Specific key on numeric keypad.

• Navigator

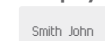


Move the navigation key up, down, to the left or to the right.



To go back one level (press and release) or to return to the welcome page (press and hold) ; during a conversation, can be used to access the different pages (Menu, Perso, etc.) and to return to the telephone screens.

• Display and display keys



Partial view of display.



Display key.

• Audio keys



Loudspeaker,
hands free.



Adjustment "reduce".



Adjustment "increase".

• Programmable keys and icons



Line key.



Icon corresponding to key.

• Other fixed keys



Fixed key.



MENU key/Info key.



Voice mail access key.

• Other symbols used



Means that the function is accessible from the Menu page.



Means that the function is accessible from the Perso page.



Means that the function is accessible from the Info page.



Means that the function is subject to programming. **Dial Free Number for any modification: 0800 44 500**

These symbols can be supplemented by small icons or text.

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Writing accented or special characters with the phone keyboard

Guarantee and clauses

Getting to know your telephone



Audio keys



Hang-up key: to terminate a call.



Hands-free/Loudspeaker Key: to make or answer a call without lifting the receiver.

- Lit in hands-free mode or headset mode (short press).
- Flashing in loudspeaker mode (long press).



Intercom/Mute key:

- During a conversation: press this key so that your correspondent can no longer hear you.
- Terminal idle: press this key to answer calls automatically without picking up the receiver.



To adjust the loudspeaker or handset volume up or down

Extension unit



An extension unit can be fitted to your telephone. This provides additional keys which can be configured as function keys, line keys, call keys etc.

To affix labels: push the holding strip of the unit backwards to you and lift it. Install the label under the keypad, in the housing designed for, and place the keypad back into position.

Display and display keys

Contains several lines and pages providing information on calls and the functions accessible via the 6 keys associated with the words on the screen.



Transfer icon: pressing the key next to this icon allows you to program or change the transfer function.



Headset connected.



Silent mode activated.



Appointment programmed.



Telephone locked.



Display keys: pressing a display key activates the function shown associated with it on the screen.

Navigation



OK key: used to validate your choices and options while programming or configuring.



Left-right navigator: used to move from one page to another.



Up-down navigator: used to scroll through the content of a page.



Back/Exit key: to return to previous menu (short press) or return to first screen (long press) ; during a conversation, provides access to welcome screens (Menu, Info, ...) and to return to the conversation icon screens.

Welcome screens



Menu page: contains all functions and applications accessible via the keys associated with the words on the screen.

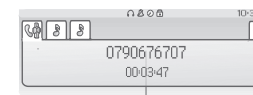
Perso page: contains call line keys (allowing supervision of calls) and programmable call keys.

Info page: contains information on the telephone and the status of its functions: name, telephone number, number of messages, activation of transfer function, appointment reminder, etc.

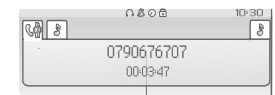
Call display



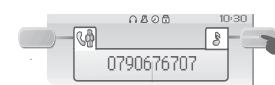
Incoming call.



Call in progress or outgoing call.



Call on hold*.



If you get two calls at the same time, you can switch from one call to the other by pressing the display key associated with each call.

Left-right navigator: used to check calls.

Function keys and programmable keys



Guide key: used to obtain information on functions of the 'menu' page and to program key of the 'perso' page. Pressing this key during a call displays the name or number of the caller.



Messaging key to access various mail services

If the key flashes, a new voice message or a new text message has been received.



'Redial' key

- To access the 'Redial' function (short press).
- Call back on the last 10 number dialed (long press).

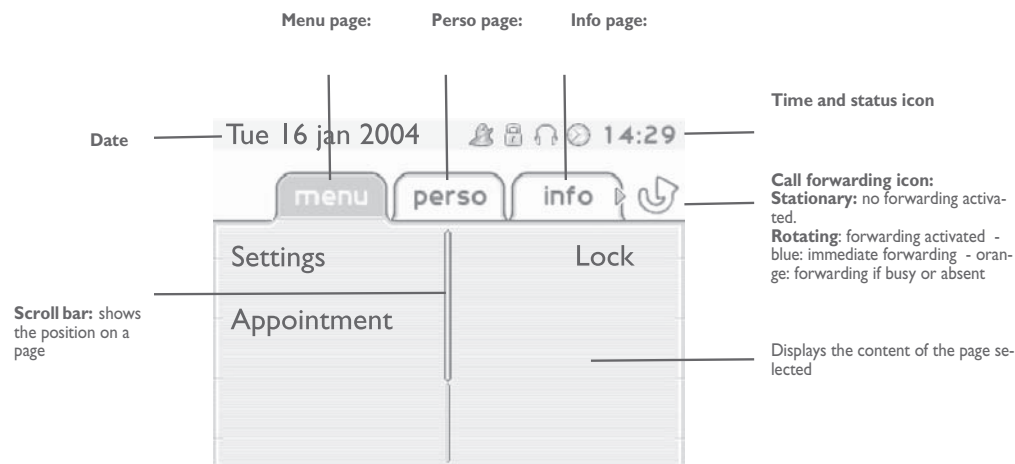


Programmable key (F1 and F2 keys)

Lit when the function associated with the key is activated.

1 Description of the screens

1.1 Welcome screens



- **Menu page:** contains all functions and applications accessible via the keys associated with the words on the screen. From this page, it is possible to adjust the ringer volume and screen brightness, program the time of an appointment, lock the terminal, define the default page displayed, configure voice mail, and access telephone functions such as calling back one of the last numbers or intercepting calls.



- **Perso page:** contains call line keys (allowing supervision of calls) and programmable call keys. The up-down navigator is used to access all the direct call keys (apart from those displayed by default). Direct call keys are programmed or modified via the Information key.



- **Info page:** contains information on the telephone and the status of its functions: name, telephone number, number of messages, activation of transfer function, appointment reminder, etc.



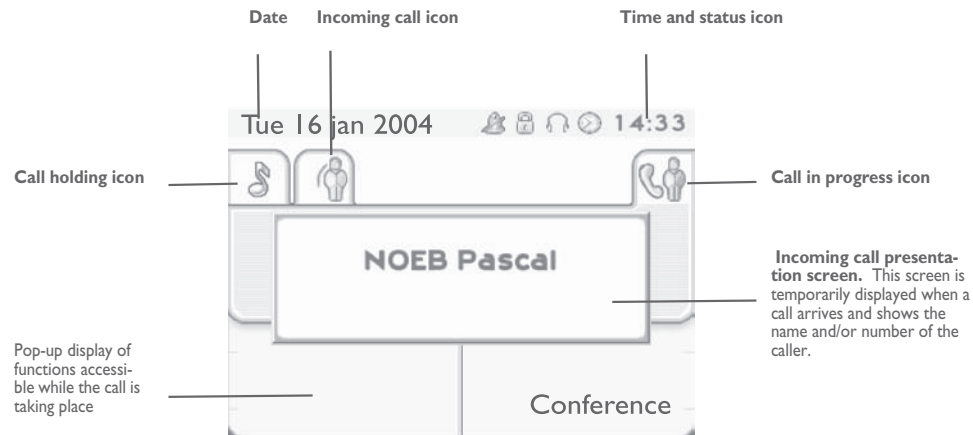
Left-right navigator:
used to move from one page to another.



Up-down navigator:
used to scroll through the content of a page.

Description of the screens

1.2 Call management screen



Each tab corresponds to a call, the status of which is symbolized by its icon (in progress, held, arrival of new call). When a call is in progress, use the left-right navigator to look at held or incoming calls.



Use the up-down navigator to display the functions accessible. These functions (transfer, conference, etc.) are directly related to the status of the call consulted. For example, the transfer function will not be available between a call in progress or a held call and an incoming call.



Back/Exit key: used to switch from a telephone screen to an application screen. For example, can be used while a call is in progress to look up a number, program an appointment reminder, etc.

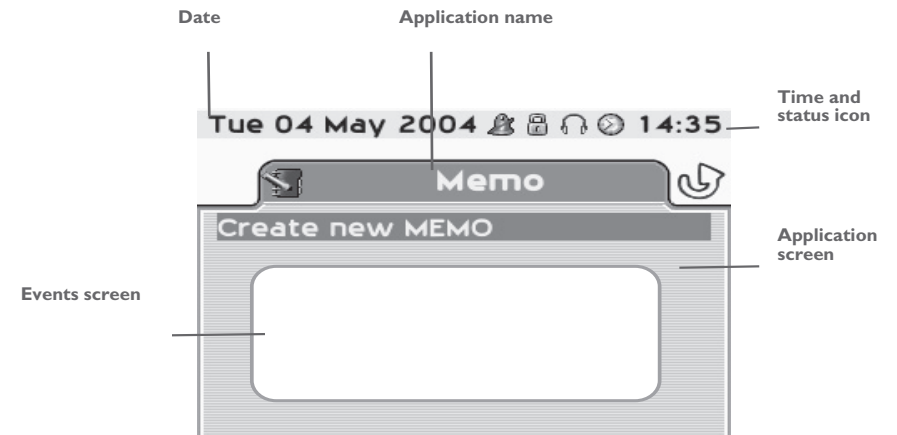


Depending on how the system is configured, the name or number of the caller is displayed on the screen. Pressing the 'i' key displays the name or number of the caller on the screen. If the number is displayed by default, pressing the 'i' key displays the name. If the name is displayed by default, pressing the 'i' key displays the number.



Calls can also be managed from the Perso page. While the call is in progress, press the Back/Exit key and display the Perso page. Calls in progress or waiting are displayed on the different line keys. It is then possible to converse with the caller of your choice by pressing the key associated with him.

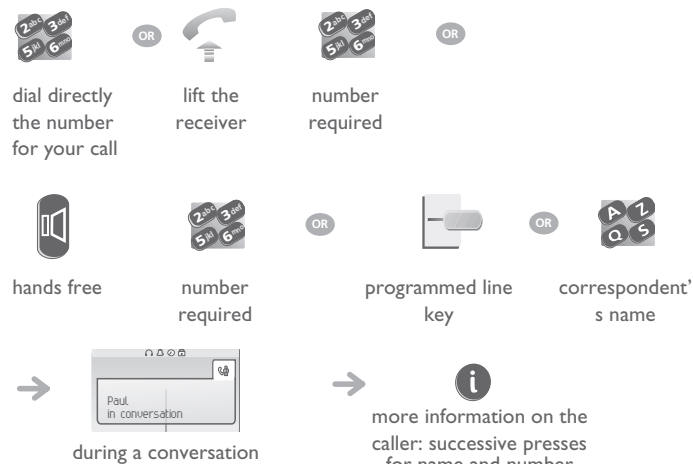
1.3 Application screen




- **Application screen:** displays information relevant to programming or configuring the telephone.
- **Events screen:** displays events connected to the programming or configuration operations in progress, confirmation, rejection, error, etc.

2 Making a call / receiving a call

2.1 Making a call



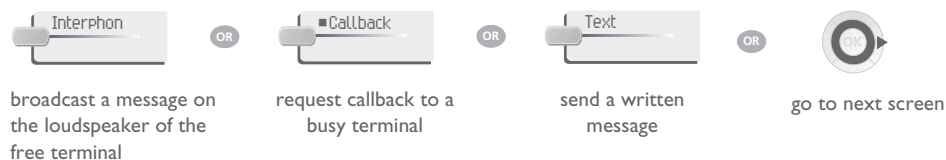
To make an external call, dial the outside line access code before dialling your correspondent's number. 0 is the default code for an outside line.

*During the communication, you can access the **PERSO** menu via the key: .*

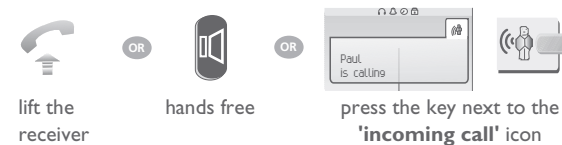
The duration of your external call may be limited in time by the administrator.. In this case, a beep sounds and/or a message will be displayed on the screen 20 seconds before the end of the communication


Depending on how the system is configured, the name or number of the caller is displayed on the screen. Pressing the 'i' key displays the name or number of the caller on the screen. If the number is displayed by default, pressing the 'i' key displays the name. If the name is displayed by default, pressing the 'i' key displays the number.

• If the internal number does not reply:



2.2 Receiving a call



*During the communication, you can access the **PERSO** menu via the key: . To call up the unanswered calls, see point "6.9 List of unanswered external calls and displaying your text messages" List with missing external calls and your displaying text-messages".*

Depending on how the system is configured, the name or number of the caller is displayed on the screen. Pressing the 'i' key displays the name or number of the caller on the screen. If the number is displayed by default, pressing the 'i' key displays the name. If the name is displayed by default, pressing the 'i' key displays the number.

2.3 Using the telephone in 'Hands free' mode

■ Terminal idle:



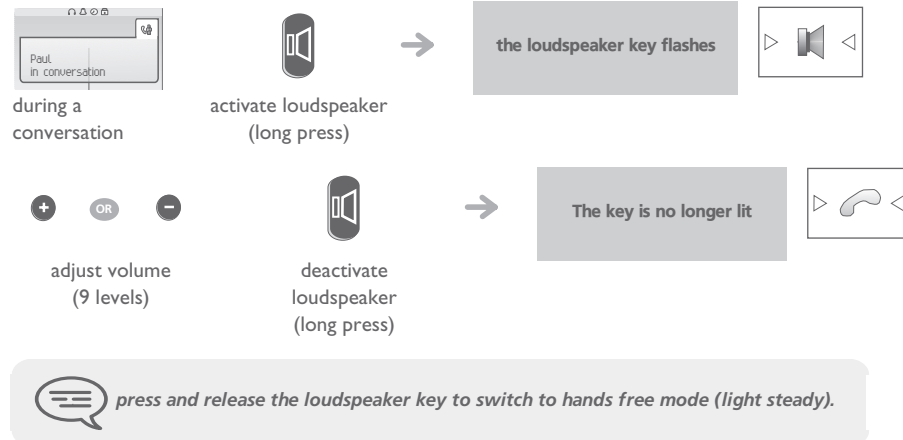
■ Call in progress:



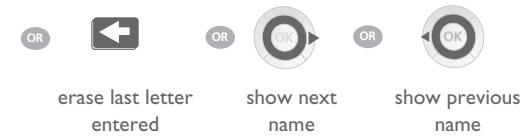
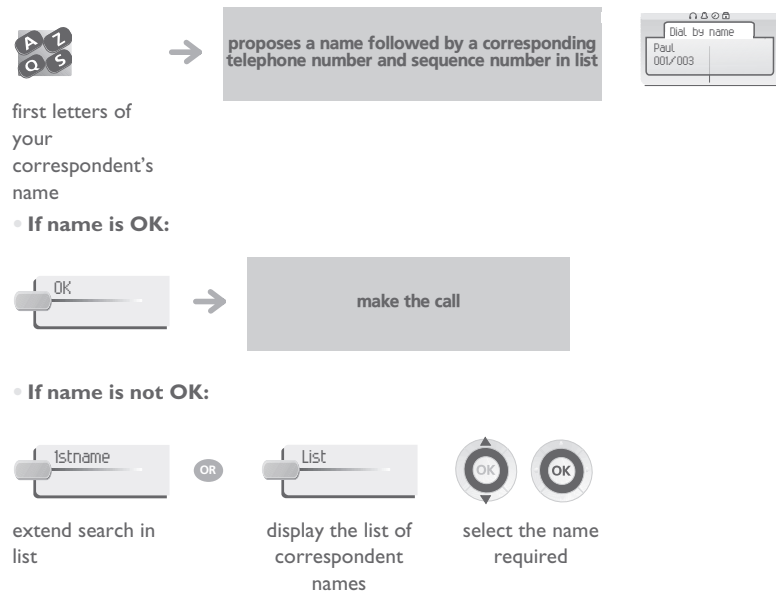
During a conversation, you can lift the receiver without terminating the call.

Making a call / receiving a call

2.4 Activating the loudspeaker during a conversation (receiver lifted) - Loudspeaker

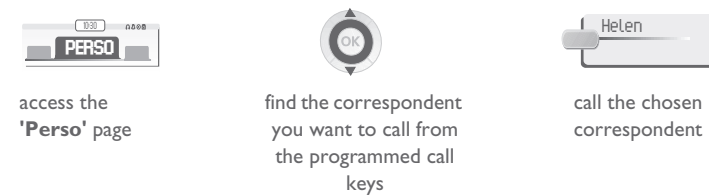


2.5 Calling your correspondent by name (company directory)



2.6 Make calls via your programmed call keys

Perso



Concerning the programming of the call-buttons, see chapter 'Programming your telephone/Programming direct call keys (option) (Perso page):'.

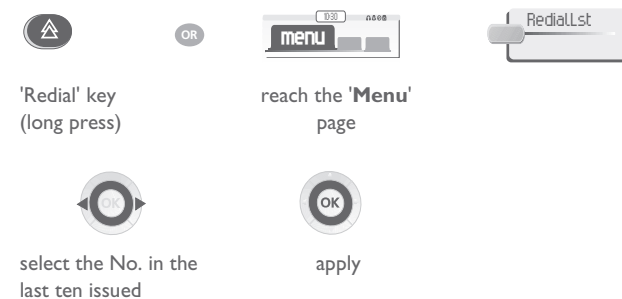
2.7 Calling back the last numbers dialled

Menu

- Redialling the last number dialled (redial)

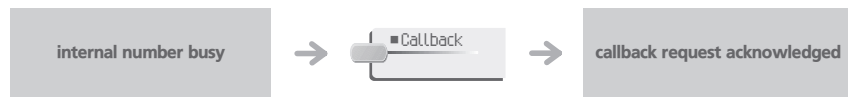


- Call back on the last 10 number dialled



Making a call / receiving a call

2.8 Requesting automatic callback if internal number is busy



• Cancelling callback request:



Automatic callback is not available if the set of your correspondent is free or if you are put on hold when the set is busy.

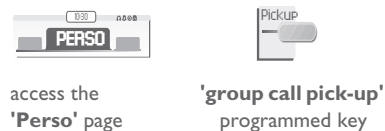
2.9 Call pick-up (option)

Perso



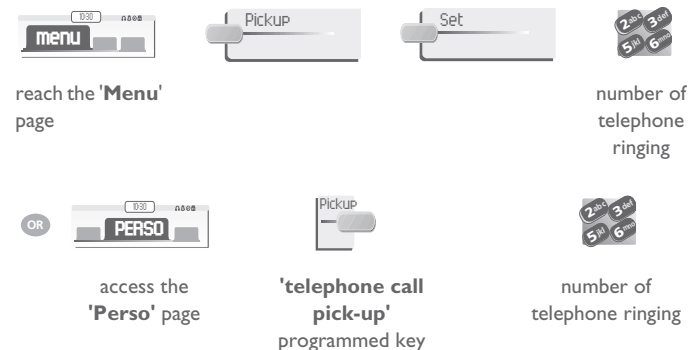
You hear a telephone ringing in an office where no-one can answer. If authorised, you can answer the call on your own telephone.

• If the telephone ringing is in your own pick-up group:



Group call pick-up is also possible using code #72.

• If the telephone ringing is not in your pick-up group:



Individual call pick-up is also possible using code #71.

The system can be configured to prevent call pick-up on certain telephones.

2.10 Receiving intercom calls

You can answer a call without lifting the receiver. When you receive a call, you are automatically connected in hands-free mode. The identity of the caller is displayed on the screen.

• To activate - Terminal idle:



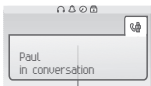
When your caller hangs up, intercom mode remains active.

• To deactivate - Terminal idle:

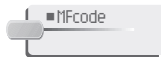


2.11 Sending DTMF signals

During a conversation you sometimes have to send DTMF signals, such as with a voice server, an automated attendant or a remotely consulted answering machine.



during a conversation



to activate



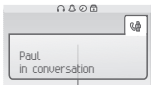
The function is automatically cancelled when you hang up.



If you want to make a second call using direct outward dialling, you must first disable voice frequency signalling

2.12 Mute, so that your correspondent cannot hear you

You can hear your correspondent but he/she cannot hear you:



during a conversation



The key lights up



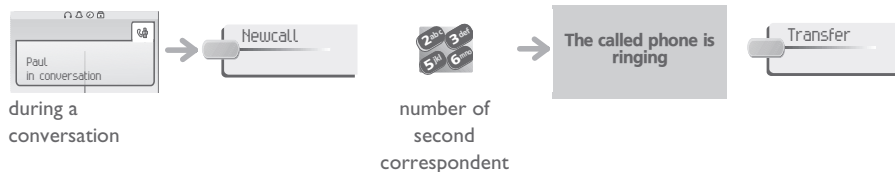
The key is no longer lit



resume the conversation

3.1 Transferring a call

- Transfer of call without announcement (fast transfer):

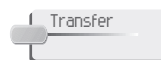


When a call is not answered, it will be routed back to the phone. Your phone begins to ring, unhook and you're back on the phone.

- Transferring a call with announcement:



- If the number receiving the transfer answers:

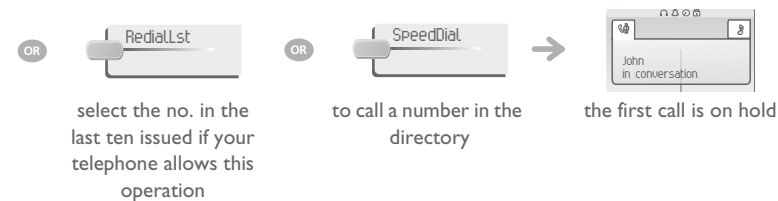
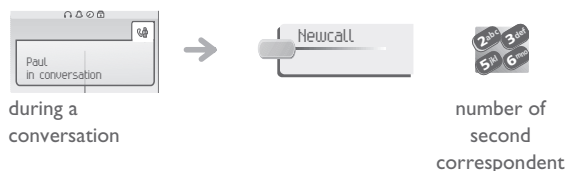


- The transfer recipient does not answer

Retrieving the call:



3.2 Making a second call during a conversation



- Other methods for calling a second correspondent



Dial directly the number for your call.



Name of second correspondent.

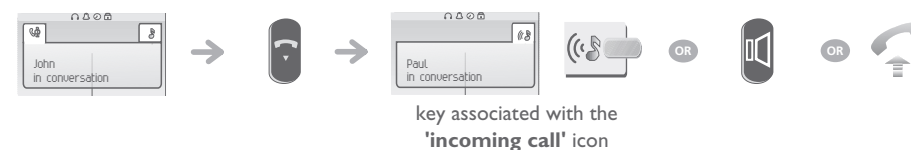


- To access the 'Redial' function (press and hold).
- Call back on the last 10 number dialled (short press).



Programmed line key (Perso page:).

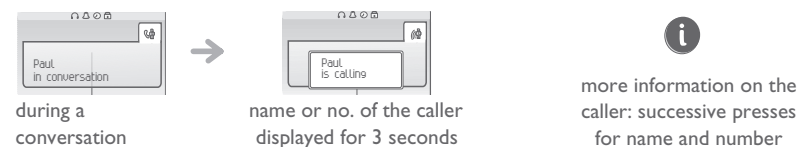
- To cancel your second call and recover the first:



If you make an error, hang up: your telephone will ring and you will recover your first call.

3.3 Answering a second call during a conversation

- A second correspondent is trying to call you:



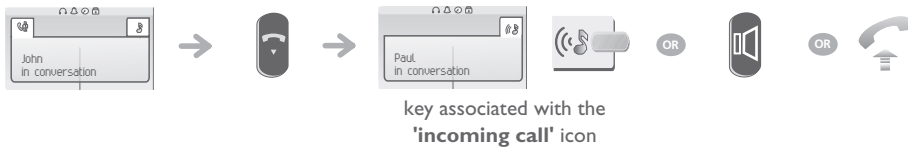
Depending on how the system is configured, the name or number of the caller is displayed on the screen. Pressing the 'i' key displays the name or number of the caller on the screen. If the number is displayed by default, pressing the 'i' key displays the name. If the name is displayed by default, pressing the 'i' key displays the number.

During a conversation

■ Answer call displayed:

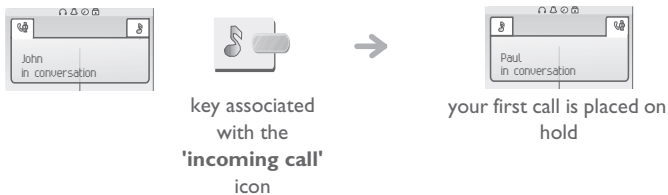


• To return to your first caller and end the conversation in progress



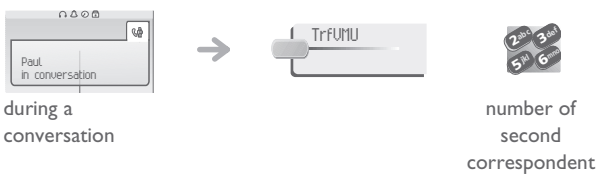
3.4 Switching between calls (Broker call)

During a conversation, a second call is on hold.
To accept the second call:



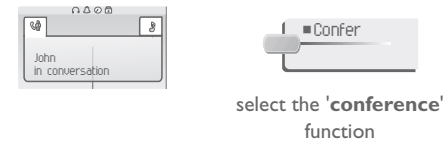
3.5 Transfer a call to the voice mailbox of an absent party

During the call, you want to transfer your correspondent to the voice mailbox of another correspondent.



3.6 Three-way conference with internal and/or external correspondents (conference)

■ During a conversation, a second call is on hold:



■ Cancel conference and return to first correspondent (if conference is active):



■ Hang up on all correspondent (if conference is active):



■ After the conference, to leave your two correspondents talking together:



cancel the conference

3.7 Placing a call on hold (hold)

• Exclusive hold:

During a conversation, you wish to place the call on hold and recover it later, on the same telephone.



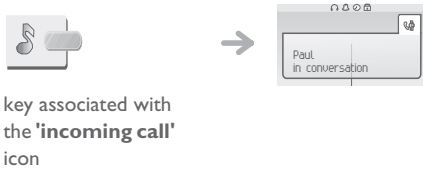
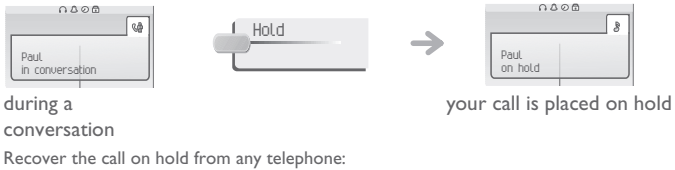
• Recover the call on hold:



key associated with the 'incoming call' icon

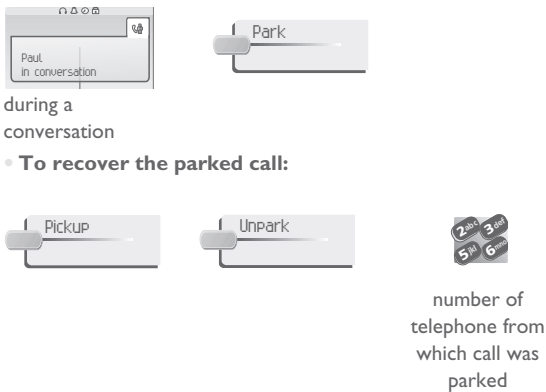
During a conversation

- **Common hold (subject to programming):**
to recover your call on any telephone in your system.



3.8 Placing an outside call on hold (parking)

You can place an outside call on hold and recover the call on another telephone:

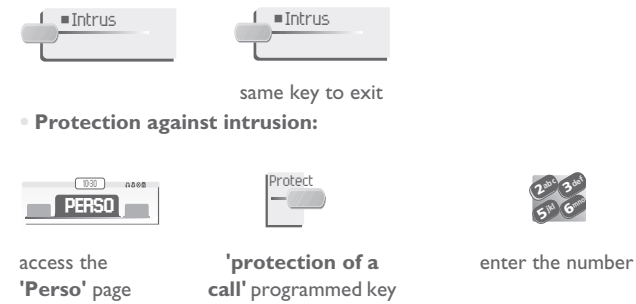


If the parked call is not recovered within a preset time, it is transferred to the operator.

Using code #74, you can park a call or retrieve a parked call.

3.9 Intrusion into an internal conversation (option)

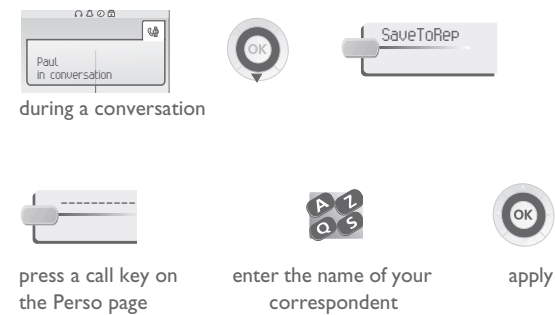
Your correspondent's line is busy. If the number is not "protected" and if authorised, you can intrude into the call:



Protection is cancelled when you hang up.

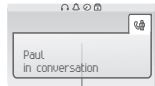
3.10 Store a number

During a call, to save the number onto a call key:



3.11 Adjust audio volume

During a call, to adjust the volume level of the loudspeaker or receiver:



during a conversation



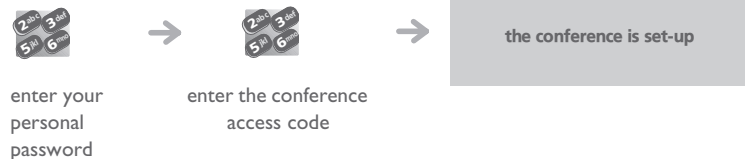
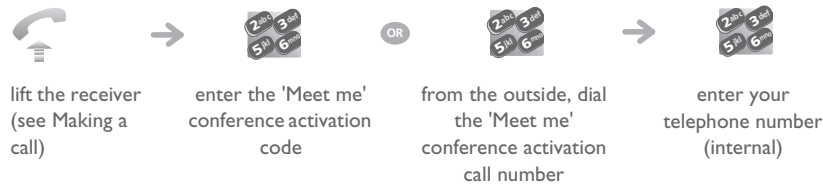
Adjust audio volume

The 'Meet me' function is used to set up a conference with a maximum of 6 persons: the 'master' of the conference (who has the rights for initiating the conference) and the participants (maximum of 5) who meet for the conference.

4.1 Initiate a 'Meet me' conference

In order for the participants to join the conference, you must first decide on a meeting time for the conference and send them the access code.

 *When the system prompts you to enter a code or password, you are allowed 3 attempts before the system rejects your request.*

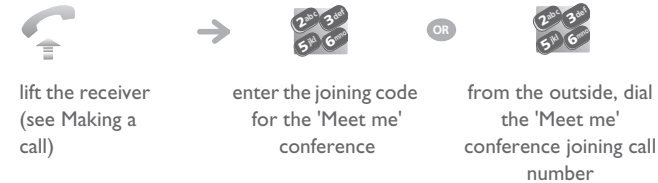


- Activation code : this code is defined by the administrator during system configuration
- Call number for activating the 'Meet me' conference: this call number is used by the conference master when he wishes to initiate a conference from an external set. This number must have been defined previously by the system administrator
- Password: the default password cannot be used. If necessary, refer to chapter: "Modifying your personal code".

 *When the conference master on-hooks, all the communications will be cut-off.*


4.2 Join a 'Meet me' conference

Once set-up by the conference master, the participants can join the 'Meet me' conference (5 participants maximum).




- Joining code : this code is defined by the administrator during system configuration.
- Call number for joining the 'Meet me' conference: this call number allows the participants to join a conference from an external set. This number must have been defined previously by the system administrator.

 *An audible beep sounds when a participant joins the conference. 2 audible beeps sound when a participant leaves the conference.*

 *You cannot join a conference if the maximum allowed number of participants is already reached.*

 *If the conference has not yet been set up by the conference master you are put on hold until the conference is initiated (5 minutes maximum).*

 *If you cannot directly reach the conference, you have to call first an internal user or an automatic operator. This one dials the call number for joining the 'Meet-me' conference and then transfers your call (10 seconds).*

5.1 Diverting calls to another number (immediate diversion)

The number can be your home, portable or car phone, voice message or an internal extension (operator, etc.).

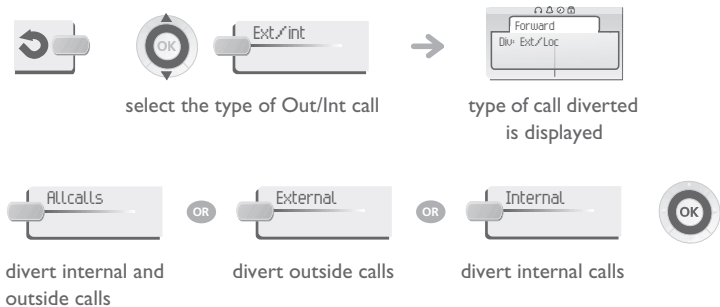


You can make calls, but only the destination number can call you.

By default, internal and external calls are deflected (to change, see point 5.2) Selecting calls to be diverted).

5.2 Selecting calls to be diverted

When a diversion is applied, you can select the types of call to be diverted: outside, internal, all.



5.3 Do not disturb

Perso

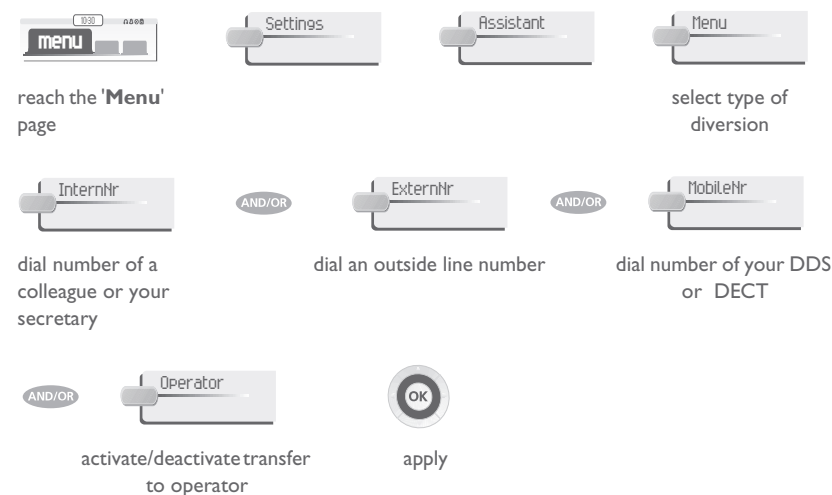
You can make your terminal temporarily unavailable for all calls.



During an internal call, the Do Not Disturb message is displayed on the sets of callers when they try to call you. External calls are deflected to the attendant.

5.4 Personal assistant: reaching you with one number only (option)

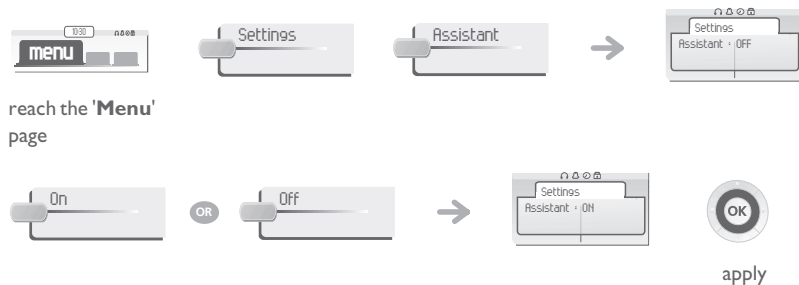
Menu



Forwarding to the personal assistant is immediate. The voice prompt is already recorded and cannot be customised. Before activating the personal assistant, the voice mailbox must be initialized and will always be part of the voice prompt announcement (no available language choice for the personal assistant). If a French language set calls a Dutch language set that is deflected to the personal assistant, the announcement will be in Dutch). In the menu of the assistant, there is no need to parameter all the destinations and the personal assistant announcement will be adapted to your choice.

5.5 Activate/disable the personal assistant (option)

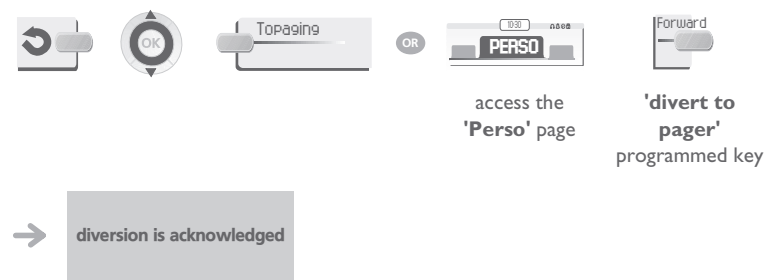
Menu



5.6 Diverting calls to your pager (option)

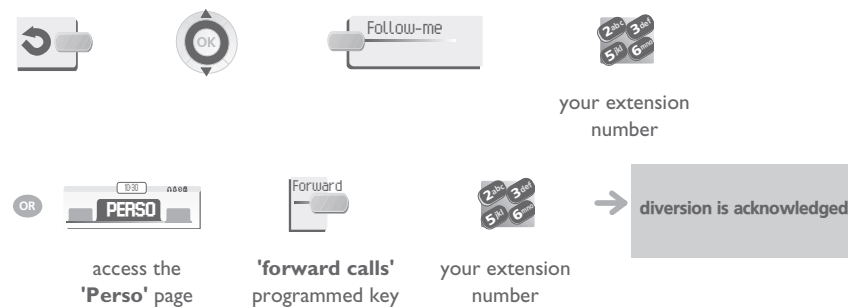
Perso

Callers will thus be able to contact you while you are moving around the company:



5.7 Forwarding your calls from the receiving terminal ("Follow me")

You wish to receive your calls in your present location:
Use the "Follow me" function.

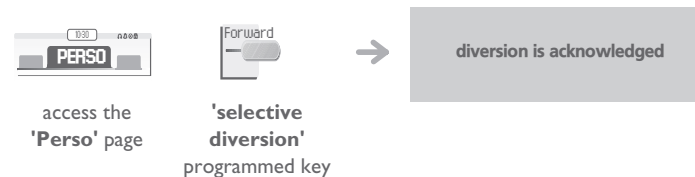


Activating follow me is also possible using code #798 and can be disabled using code #799 and the number of the internal set.

5.8 Applying a selective diversion (option)

Perso

You can selectively divert calls, according to the caller's identity:



5.9 Diverting all group calls (option)

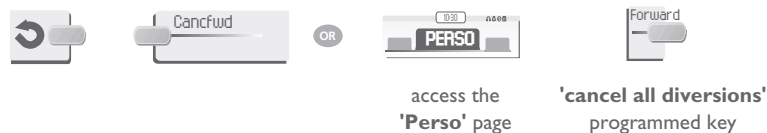
Perso

You can divert all your group calls to another internal number:



5.10 Cancelling all diversions

Perso



OR

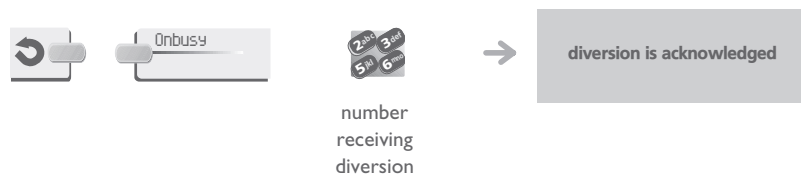
programme another type of diversion

Canceling all forwarding is also possible using code #790.

5.11 Diverting calls when your line is busy (divert if busy)

Perso

Callers can be diverted to another telephone if you are already on the line.

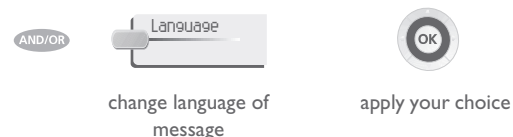
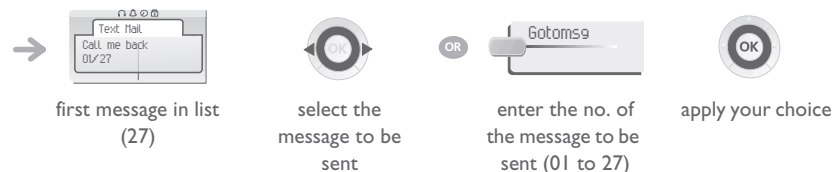


5.12 Leaving a recorded message for internal callers

You can leave a message on your terminal which will be displayed on the screen of the terminal calling you.



• Predefined message:



• Personal message:



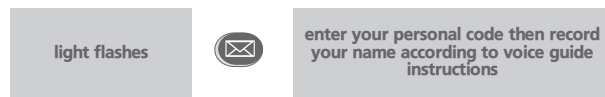
• The 27 standard messages are shown below:

1	Call me back	15	Meeting on ____ (*)
2	Call me back tomorrow	16	Meeting on ____ at ____ (*)
3	Call me back at ____ (*)	17	Out for a while
4	Call back ____ (*)	18	Absent for the rest of the day
5	Call the attendant	19	Absent, back at ____ (*)
6	Call the secretary	20	Absent, back on ____ at ____ (*)
7	I will call back at ____ (*)	21	On vacation, back on ____ (*)
8	Use paging	22	External meeting
9	Please fetch your fax	23	External meeting, back on ____ (*)
10	Please fetch your mail	24	I am in room nr ____ (*)
11	Please cancel your forwarding	25	In a meeting - do not disturb
12	Visitors are waiting	26	At lunch
13	You are expected at reception	27	Indisposed
14	Meeting at ____ (*)	(*)	Messages to be completed using numeric keypad

6 Use your mailbox (option)

6.1 Initializing your voice mailbox (option)

When your phone has a mailbox, after pushing the mail-button, your phone will ask you to initialize your mailbox. Once personalized, this message will disappear.

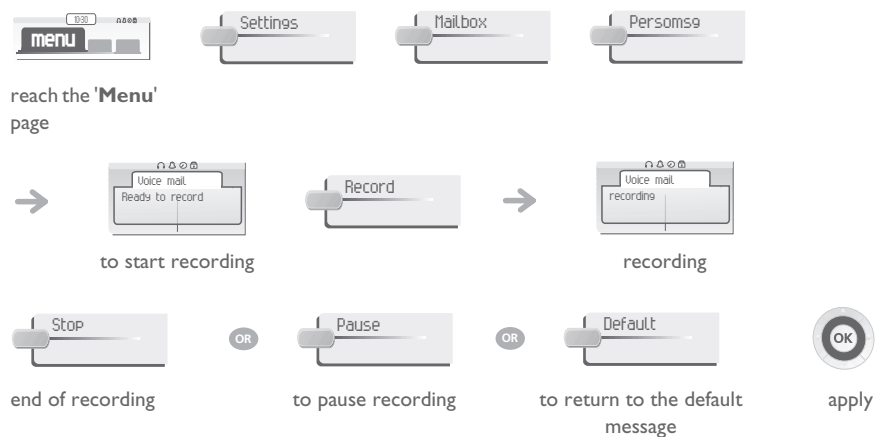


Your personal code is used to access your voice mailbox and to lock your telephone. You can always modify this (see chapter : Programming your telephone/Modifying your personal code).

6.2 Customising your voice greeting

Menu

You can replace the greeting message by a personal message

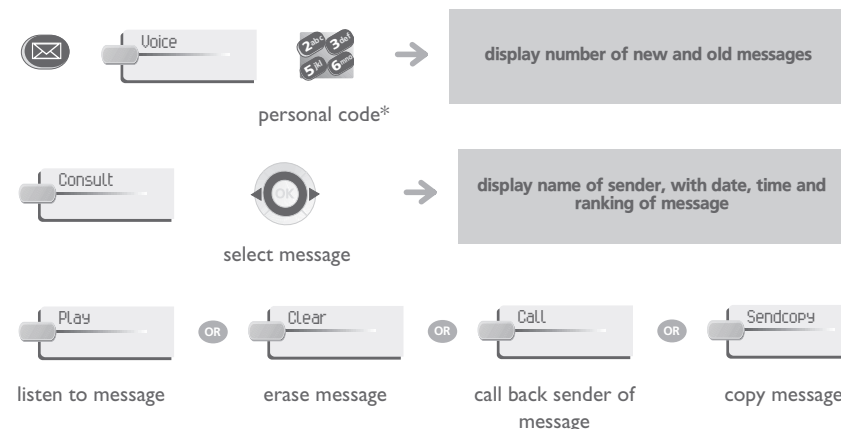


6.3 Diverting your calls to your voice message service



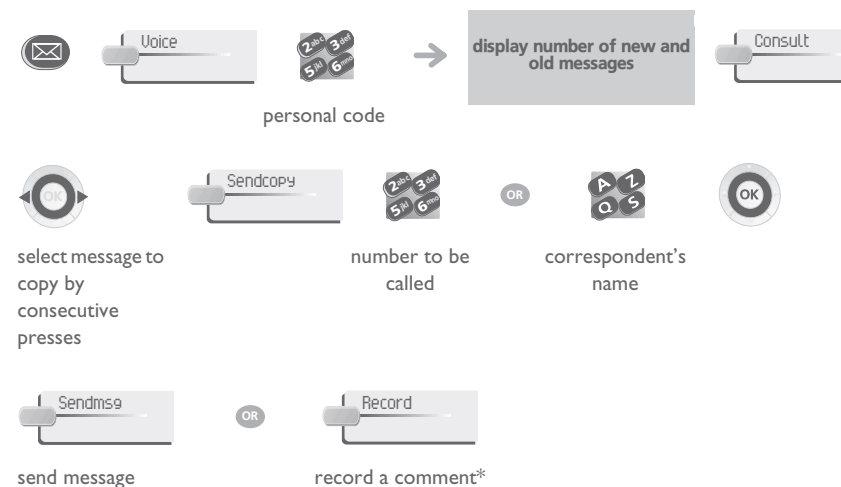
6.4 When you return, consult recorded messages

The light indicates that messages have been received.



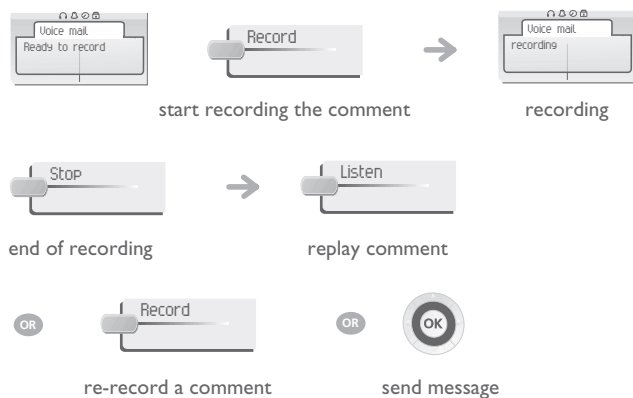
* Upon delivery, the code is 0000. See also chapter 'Modifying your personal code'.

6.5 Send a voice message copy

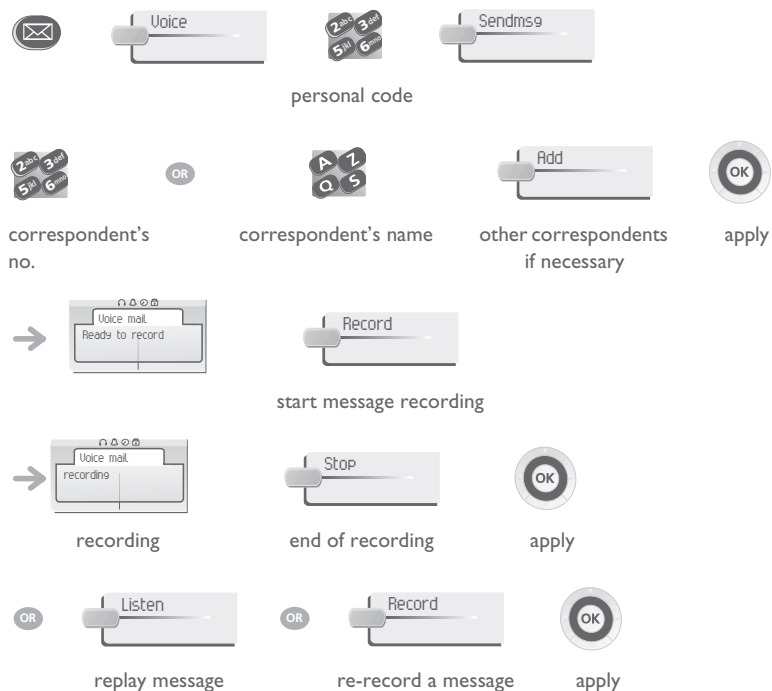


Use your mailbox (option)

* To record a comment :



6.6 Sending a recorded message to a number

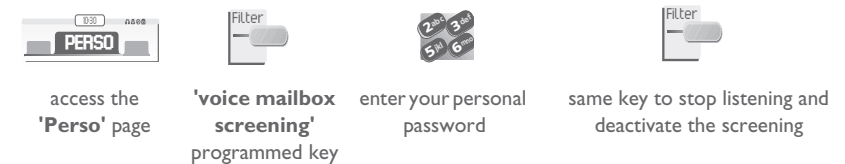


6.7 Filtering calls using the voice mailbox (option)

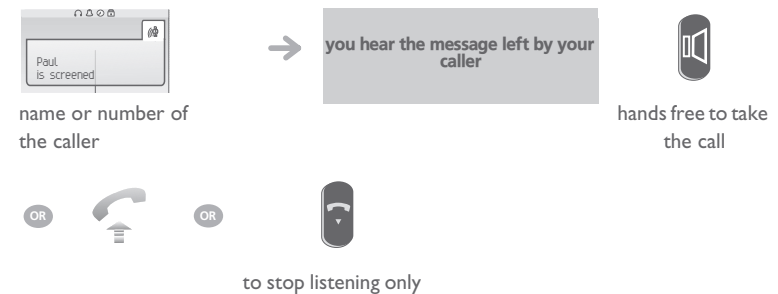
▼ Perso

This service lets you filter incoming calls to your voice mailbox. When your caller leaves his message you can choose to communicate with him.

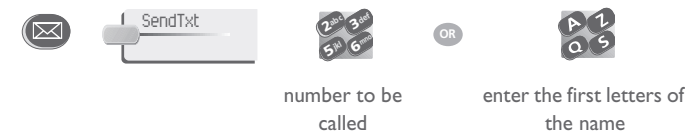
• Activating call screening:



• When you receive a call:

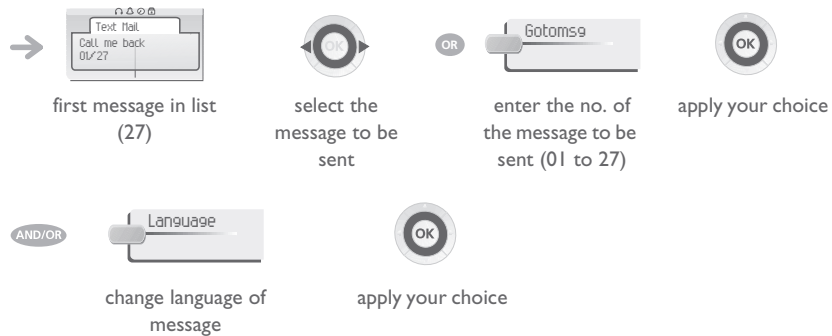


6.8 Sending a written message to an internal correspondent



Use your mailbox (option)

• Predefined message:



• Personal message:

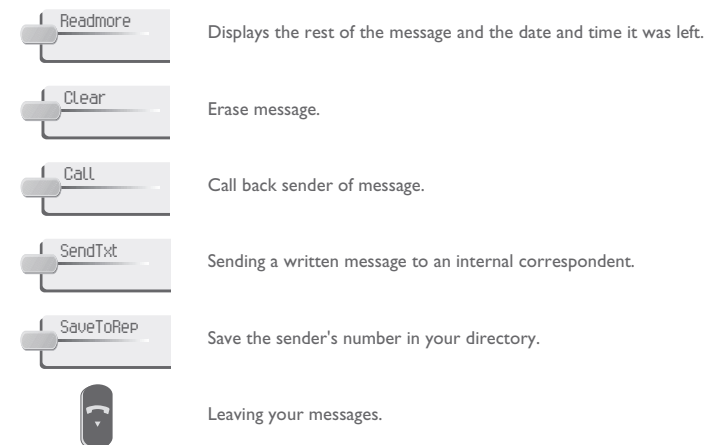
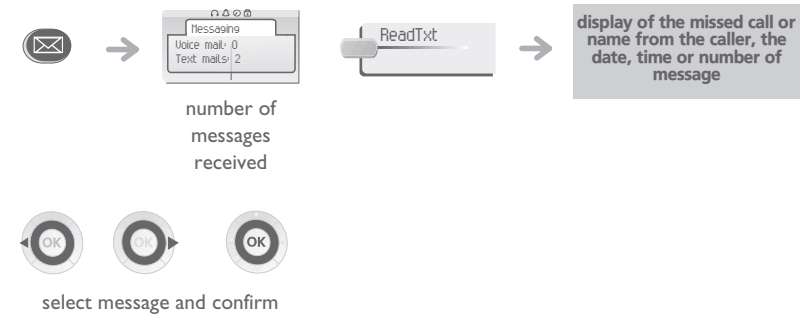


• The 27 standard messages are shown below:

1	Call me back	15	Meeting on ____ (*)
2	Call me back tomorrow	16	Meeting on ____ at ____ (*)
3	Call me back at ____ (*)	17	Out for a while
4	Call back ____ (*)	18	Absent for the rest of the day
5	Call the attendant	19	Absent, back at ____ (*)
6	Call the secretary	20	Absent, back on ____ at ____ (*)
7	I will call back at ____ (*)	21	On vacation, back on ____ (*)
8	Use paging	22	External meeting
9	Please fetch your fax	23	External meeting, back on ____ (*)
10	Please fetch your mail	24	I am in room nr ____ (*)
11	Please cancel your forwarding	25	In a meeting - do not disturb
12	Visitors are waiting	26	At lunch
13	You are expected at reception	27	Indisposed
14	Meeting at ____ (*)	(*)	Messages to be completed using numeric keypad

6.9 List with missing external calls and your displaying text-messages

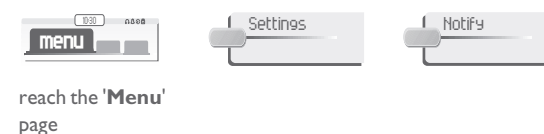
The light indicates that messages have been received.



6.10 Message notification (option)

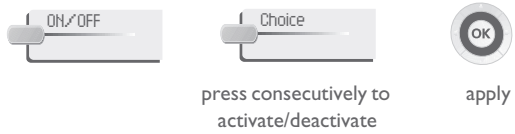
Menu

A message is left in your mailbox but you are not at your desk. You can configure your telephone so that you receive notification of the message on another telephone.

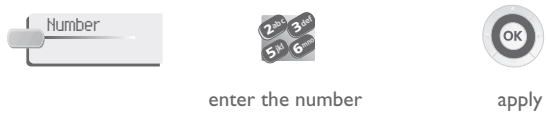


Use your mailbox (option)

- **Activate/deactivate message notification:**



- **To pause recording:**



- **Change the time slot:**

the time slot during which notification is activated can be changed.



6.11 During the call, record the communication



During the recording, you can suspend or halt the recording.

7 Some additional facilities

7.1 Receiving supervised call ringing (option)

Perso

To receive the special ringing for calls to another number:



access the
'Perso' page



“Supervised call
ringing”
programmed key



same key to cancel

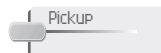
7.2 Answering the general bell (option)

Menu

When the operator is absent, outside calls to the operator are indicated by a general bell. To answer:



reach the 'Menu'
page



7.3 Manager/secretary filtering (option)

Perso

System configuration allows “manager/secretary” groups to be formed, so that the manager's calls can be directed to one or more secretaries.

• From the manager's or secretary's telephone:



access the
'Perso' page



“Filter”
programmed key



incoming calls are filtered by a chosen
person (secretary, etc.)



same key to cancel



Filtering is indicated on the manager's telephone by the icon corresponding to the “filtering” programmed key.

7.4 Answering briefly in place of the operator (option)

Perso

Outside calls to the operator will ring on your telephone and you can answer the call:



access the
'Perso' page



“Operator help”
programmed key



your telephone will ring at
the same time as the
switchboard



same key to
cancel

• Calls to the switchboard:

calls to the switchboard will ring on
your telephone



“Operator help”
programmed key

7.5 Hunting groups (option)

Perso

• Hunting group call:

Certain numbers can form a hunting group and can be called by dialling the group number.



no. of group to be called

• Temporary exit from your hunting group: /Return into your group:



access the
'Perso' page



'exit group'
programmed key



your group number



Belonging to a group does not affect the management of direct calls. A specific telephone within a group can always be called by using its own number.

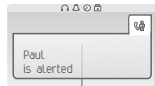
Some additional facilities

7.6 Calling an internal correspondent on his/her pager (option)

Perso



The number called does not answer and you know that the person called has a pager:



your correspondent does not reply

access the 'Perso' page

'page' programmed key



paging in progress is displayed



Your correspondent can answer from any telephone in the system.

7.7 Answering a call on your pager (option)

Perso



A call on your pager can be answered from any telephone within the system.

your pager beeps



access the 'Perso' page

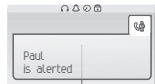
'answer page' programmed key

your group number

7.8 Calling a correspondent on his/her loudspeaker (option)

Menu

Your internal correspondent does not answer. If authorised, you can remotely activate your correspondent's phone:



your correspondent does not reply



you are connected to the loudspeaker on your correspondent's phone (if he/she has the hands free function)

7.9 Broadcasting a message on the loudspeakers of a station group (option)

A message not requiring an answer can be broadcast on the loudspeakers within your broadcast group:



speak, you have 20 seconds



OR



number of broadcast group



The message will only be broadcast on terminals not in use and which have a loudspeaker.

7.10 Modify the automated attendant welcome message remotely

This feature enables a user with the appropriate rights to modify the automated attendant night or day-time message.



voice mail call number



number of your voice mailbox



personal code



access the 'personal options' menu



access the 'welcome messages customisation' menu



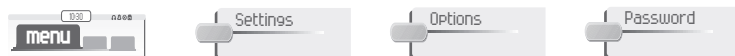
follow the instructions of the voice guide

8 Programming your telephone

8.1 Modifying your personal code

Menu

Your personal code is used to access your voice mailbox and to lock your telephone.



reach the 'Menu' page



old code
(4 digits)

new code
(4 digits)

As long as your voice mailbox has not been initialized, personal code is 0000.

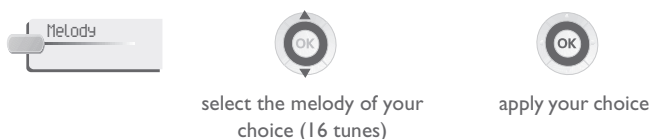
8.2 Configuring the telephone ringer

Menu

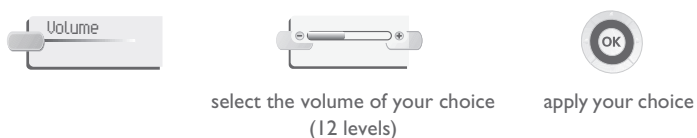


reach the 'Menu' page

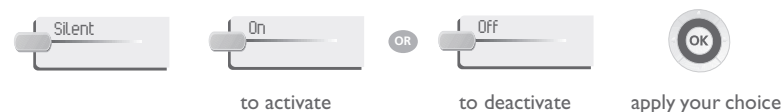
▼ Choose the tune:



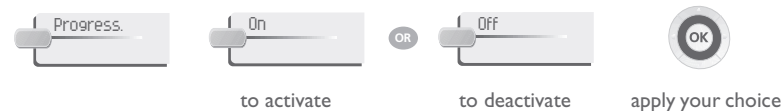
▼ Adjusting the ringer volume:



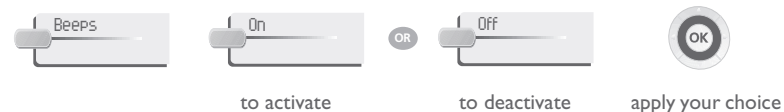
▼ Activate/deactivate silent mode:



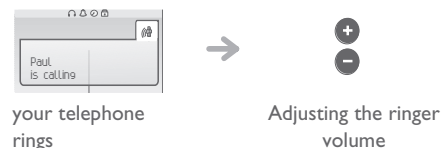
▼ Activate/disable meeting mode (progressive ringing):



▼ Activate/deactivate discreet ring mode:



▼ Adjust ringer volume while a call arrives:

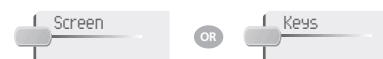


8.3 Adjusting screen brightness

Menu



reach the 'Menu' page



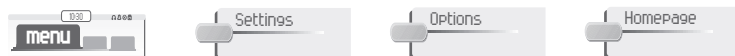
increase or reduce the brightness of the screen or keys (of the extension unit) by pressing consecutively on the corresponding keys

Programming your telephone

8.4 Selecting the welcome page

Menu

This function is used to choose the page displayed by default on the telephone.



select the default page



apply your choice

8.5 Selecting language

Menu



reach the 'Menu' page



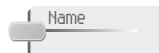
select the default page



apply your choice

8.6 Programming direct call keys (option) (Perso page:)

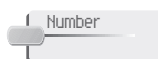
Perso



access the **Perso** page using the navigator

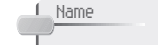
press a call key on the Perso page

enter the name



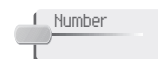
enter the number

8.7 Programming direct call keys (option) (F1 and F2 keys)



press a programmable key (F1 or F2)

enter the name



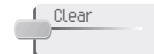
enter the number

8.8 Erase a programmed key

Perso



access the **Perso** page using the navigator



select the key to erase

press a programmable key (F1 or F2)

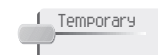
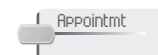
8.9 Programming an appointment reminder

Menu

You can define the time of a temporary reminder (one in 24 hours) or a permanent reminder (every day at the same time).



reach the 'Menu' page



select the type of appointment (temporary or permanent)



enter time of appointment



apply the appointment time

Programming your telephone

- At the programmed time, your telephone rings:



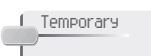
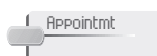
If you are in conversation, the display flashes and an audio tone is generated. After three calls without reply, a temporary request is cancelled but a permanent request remains in memory.

If your calls are diverted to another terminal, the diversion is not applied to the reminder call.

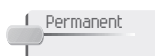
- To cancel your reminder request:



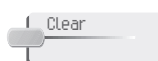
reach the 'Menu' page



OR



select the type of appointment (temporary or permanent)



8.10 Identify the terminal you are on

Info

The number of your telephone is displayed on the 'Info' page.



Access the **Info** page using the navigator.

8.11 Broadcasting background music on your loudspeaker (option)



You can broadcast background music on the loudspeaker of your telephone (depending on configuration):



when telephone is not in use, background music is played

(Long press)



same key to cancel (Long press)



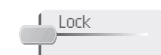
The music stops when a call is made or received and starts again when you hang up.

8.12 Lock / unlock your telephone

Menu



reach the 'Menu' page



your telephone is locked/unlocked

depending the displayed informations, enter your password or confirm

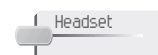
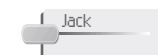
8.13 Configuring the audio jack of your telephone

Menu

By default, the audio jack of your telephone can be used to connect a headset, hands free kit or loudspeaker.



reach the 'Menu' page



OR



8.14 Activating/deactivating 'forced headset' mode

Menu

'Forced headset' mode must be activated as soon as a headset is installed instead of the receiver.



reach the '**Menu**'
page



activating/deactivating '**forced headset**' mode

9 ACD : Agent set - Supervisor station

9.1 Agent set

A call centre solution allows optimum distribution of calls to agents according to their availability and skills.

9.2 Open an agent session (login) - Agent set



Select the ACD application



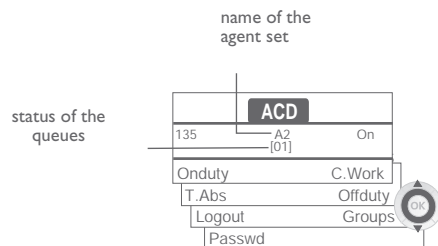
select the agent and validate



ACD application welcome screen display

depending the displayed informations, enter your password or confirm

9.3 ACD application welcome screen - Agent set



- '01' means: 1 call waiting (Forum™ iPhone/Phone 730 - Forum™ iPhone/Phone 720 - Forum™ iPhone 710).

9.4 The four operating statuses of the agent set

An agent's availability is determined by the operating status (of which there are 4), that the agent can change at any time. These statuses are:

- In service**, the agent is ready to receive calls.
- Withdrawn**, the agent has withdrawn from the ACD application.
- Additional task**, the agent is performing a task concerning a call and is not taking other calls.
- Temporarily absent**, the agent has taken a break and is not taking calls.

The agent can change the operating status directly by entering codes (on all sets), by pressing the function keys on the set (Forum™ iPhone/Phone 730 and Forum™ iPhone/Phone 740 / iPhone 750 sets), or using the 'Agent Assistant' agent software on PC (if available).

9.5 Changing the operating status of the set - Agent set

• Changing using codes (all sets)

The operating status change codes are defined when the system is configured. Contact the system administrator to obtain these codes.



enter the feature code to activate

Statuses	Codes
in service	
withdrawn	
additional task	
temporarily absent	



A melody is played: activation accepted, the change of status has been carried out

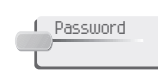
OR

A 'buzzer' type alarm sounds: activation refused, the set is probably not taken into account by the call centre; you should contact your administrator

• Change by function keys (Forum™ iPhone/Phone 730 and Forum™ iPhone/Phone 740 / iPhone 750)

Press the function key of the status to be activated. Information relative to the selected status is displayed on the screen. If a refusal message is displayed, contact the system administrator.

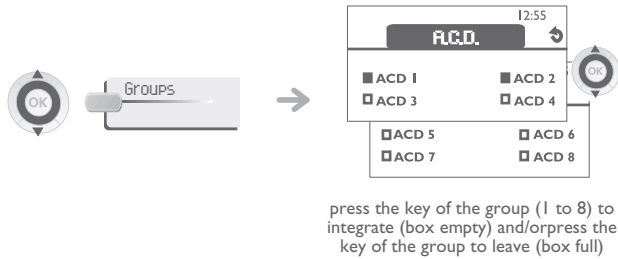
9.6 Modifying your personal code - Agent set



new code (4 digits)

ACD : Agent set - Supervisor station

9.7 Integrating another group/leaving a group - Agent set



9.8 Agent set - Close the agent session (logout)



9.9 Supervisor station

A supervisor can consult the messages left in the voice mailboxes of the call centre groups (maximum 8 groups) using the function keys on an Forum™ iPhone/Phone 730 or Forum™ iPhone/Phone 740 / iPhone 750 set.

A supervisor can also perform the agent function from the same set.

9.10 Supervising group mailboxes - Supervisor station

• Consulting the messages:

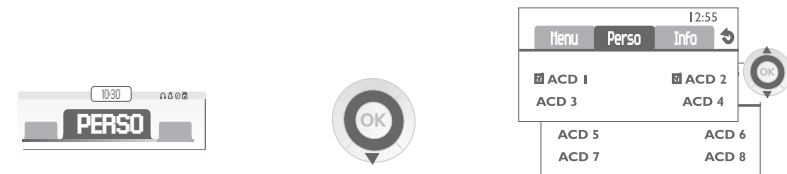
When a message is left in a group mailbox, the voice mail present indicator associated with the supervision key flashes.



Press the supervision key

When a mailbox is consulted by a supervisor, the other supervisors cannot access it.

• Supervision keys for group mailboxes and positioning on the sets:



access the 'Perso' page

10 Managing your charges (option)

10.1 Charging your calls directly to business accounts

Perso



You can charge the cost of your outside calls to business account numbers.



access the
'Perso' page



"Business
account code"
programmed key



enter the number
of the terminal to
receive the
message



password for this
internal telephone



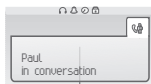
enter number for
correspondent

- Adding or changing a business code during a call:



"Business account code during call" programmed key

10.2 Finding out the cost of an outside call made for an internal user from your terminal



during an internal
conversation



access the 'Perso' page



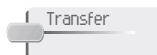
programmed key 'Meter
Total Recall'



the call is placed on hold



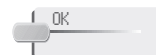
outside
number called



transfer call to your
correspondent on hold

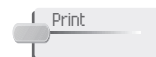
- When the internal correspondent who has taken the call on-hooks, you are called back and can:

1. Read information concerning call (cost, duration, number of units...).

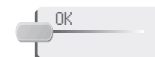


name of internal user and cost of
call

2. Print a charge ticket.



3. Terminate consultation.



10.3 Call duration restriction

The duration of your external call may be limited in time by the administrator. In this case, a beep sounds and/or a message will be displayed on the screen 20 seconds before the end of the communication.

Call transfer : during a call transfer, the maximum duration of the call is reset to the value defined for the destination station of the transfer.

Three-party conference : during a three-party conference, communication is cut off when the maximum time allowed has expired.

'Meet me' conference : there is no call duration restriction.

Parking: the maximum duration time is not reset on parked call retrieval.

11 Functions and corresponding codes

Function	Standard Customized
Answer general bell	#73
Answer paging	#76
Appointment time (programmed)	#82
Automatic callback / Cancel	#63 or ##
Business account code	#78
Calibrated break (R)	#62
Cancel enquiry call	#2
Consultation of call on hold	#60
Customization menu access	#70
Divert group calls / Cancel	#795 / #790
Divert if busy / Cancel	#792 / #790
Divert to paging / Cancel	#794 / #790
Do not disturb / Cancel	#793 / #790
DTMF End to End	#61
Follow me diversion / Cancel	#798 / #790
Group call pick-up	#72
Hunting group out / Hunting group in	#796 / #790
Immediate diversion / Cancel	#791 / #790
Intrude on a call	#5
Locking and unlocking	#75
Mailing	#67
Making an outside call	11
Operator call	0
Paging	#84
Park and retrieve parked call	#74
Redial last number (bis)	#77
Selective diversion / Cancel	#800 / #790
Substitution by business account code	
Switching between calls (Broker call)	#3
Terminal call pick-up	#71
Three-way conference	#64

Guarantee and clauses

Independently of the legal warranty that covers this appliance, it is guaranteed for 1 year, parts and labour, counting from the date indicated on your invoice.

The invoice will be demanded if making a claim under the warranty. The warranty does not however apply in the following cases: in the event of use that does not comply with the instructions given in this user's manual, faults or damage caused by natural wear, damage resulting from a cause external to the appliance (e.g. impact, fall, exposure to dampness, etc.), noncompliant installation or modifications or repairs carried out by people who are not approved by the manufacturer or retailer.

Warning: never place your telephone in contact with water. To clean your telephone, you may however use a damp soft cloth. Never use solvents (trichlorethylene, acetone, etc.) which may damage the plastic parts of your telephone. Never spray it with cleaning products.

The ear piece and microphone area of the handset may attract metallic objects that may be dangerous for the ear.

The wording is not contractual and may be subject to change. Some functions of your telephone are controlled by a software key and the configuration of the unit.

Declaration of compliance

EC: We, Alcatel-Lucent Enterprise, hereby declare that we assume the Forum™ iPhone 730 or Phone 730 product to be compliant with the essential requirements of Directive 1999/5/CE of the European Parliament and Council.



Environmental information

1- The equipment that you bought has required the extraction and use of natural resources for its production. It may contain hazardous substances for the health and the environment.

2- In order to avoid the dissemination of those substances in our environment and to diminish the pressure on the natural resources, we encourage you to use the appropriate take-back systems. Those systems will reuse or recycle most of the materials of your end life equipment in a sound way.

3- The crossed-bin symbol invites you to use those systems.

4- If you need more information on the collection, reuse and recycling systems, please contact your local or regional waste administration.

5- You can also contact us for more information on the environmental performances of our products.

Operating conditions

Operating temperature range: -5°C /45°C.

Acoustic shock protection

The acoustic level of the signal generated by the handset earpiece is less than 130 dBspl for a transient signal (123 dBspl for Australia) and less than 118 dBspl (rms) for a continuous signal (120 dBA for Australia).

Directive 2003/10/EC specifying the risks inherent in noise at work

The ring contributes towards overall daily noise; at its maximum setting, the level is 105 dBA at 60 cm from terminal. To reduce the level, the following is recommended:

- reduce the setting (9 levels of 5 dB)
- program a progressive ring.

Belgacom, in keeping with its policy of constant product improvement for the customer, reserves the right to modify product specifications without prior notice.

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 **0800 44 500**
Free

Annex

Writing accented or special characters with the phone keyboard

The following table describes all the accented or special characters that you can write from your keyboard. The column 'Keyboard' describes the combination of typing keyboard characters to display the desired character. The term 'n/a' in the 'Keyboard' column, shows the characters that can not be typed from your phone.

Character	Keyboard
ı	~!
¢	n/a
£	~\$
¥	~Y
§	n/a
©	^c
°	^m
®	^r
◊	^0
±	n/a
²	^2
³	^3
μ	n/a
¶	n/a
¹	^1
ª	^f
¿	~?
À	`A
Á	´A
Â	^A
Ã	~A
Ä	"A
Å	n/a
Æ	n/a
Ç	~C
È	`E
É	´E
Ê	^E
Ë	"E
İ	`I

Character	Keyboard
Í	´I
Î	^I
Ï	"I
Ð	~D
Ñ	~N
Ò	`O
Ó	´O
Ô	^O
Õ	~O
Ö	"O
Ø	n/a
Ù	`U
Ú	´U
Û	^U
Ü	"U
Ý	´Y
à	`a
á	´a
â	^a
ã	~a
ä	"a
å	n/a
æ	n/a
ç	~c
è	`e
é	´e
ê	^e
ë	"e
ì	`i
í	´i

Character	Keyboard
î	^j
ï	"i
ð	~d
ñ	~n
ò	`o
ó	´o
ô	^o
õ	~o
ö	"o
ø	n/a
ù	`u
ú	´u
û	^u
ü	"u
ý	´y
ÿ	"y
Ă	n/a
ă	n/a
Ȧ	n/a
ȧ	n/a
Ć	n/a
ć	n/a
Č	n/a
č	n/a
Ď	n/a
ď	n/a
Đ	n/a
đ	n/a
Ɛ	n/a
ẹ	n/a
Ě	n/a
ě	n/a
Ĺ	n/a
ĺ	n/a
Ľ	n/a
ľ	n/a

Character	Keyboard
Ł	n/a
ł	n/a
Ń	n/a
ń	n/a
Ň	n/a
ň	n/a
Õ	n/a
õ	n/a
Œ	n/a
œ	n/a
Ř	n/a
ř	n/a
Ř	n/a
ř	n/a
Ś	n/a
ś	n/a
Ş	n/a
ş	n/a
Š	n/a
š	n/a
Ț	n/a
ț	n/a
Ť	n/a
ť	n/a
Ů	n/a
ů	n/a
Ů	n/a
ů	n/a
Ỳ	n/a
Ỳ	n/a
Ž	n/a
ž	n/a
Ž	n/a
ž	n/a
Ž	n/a
ž	n/a

User instructions

All the user instructions for our Forum® telephone exchanges are available on the included CD ROM, and on our Internet site at: www.belgacom.be/pabx.

Diagnosing the problem

In the event of a technical failure or problem, we request that you systematically carry out the following tests before contacting our technical support service.

To facilitate the diagnosis, please inform the helpdesk operator⁽¹⁾ of these test results. Our helpdesk can solve certain problems remotely. This will avoid a technician's visit and reduce repair time considerably.

Problem with a telephone connected to your exchange

1. Reset the telephone by unplugging it and plugging it back in again.
2. Check the connections, cables and the various plugs. Try it out with the cables from another telephone that is working properly.
3. Test the defective telephone in another socket into which a functioning telephone is plugged.

Problem with a cordless DECT telephone

1. Remove and then reinsert the batteries.
2. Ensure that the charger is properly connected.
3. Test the DECT telephone near each of the antennas.

General external or internal communication problem

1. Check that the installation is always powered by 230V.
2. Reset the PABX : press on the button "On/Off" (in top on the right on the front face of the PABX) until the led 'POWER' remains lit red.
To wait a few minutes that the system starts again.
Note: the system will be unusable during this phase of restarting (until 20 min.).

If the problem persists, contact our technical support service.

⁽¹⁾Contact our technical support service

If the problem persists after these few tests :

Consult our Internet site www.belgacom.be/pabx or contact our technical support 24/24 at the following numbers:

- for SMEs and residential customers: 0800/55700
- for large companies 0800/55100

Change your configuration

To change your installation, add equipment or adapt the programming on your Forum®, contact our Customer Service Department at the following numbers:

- for SMEs and residential customers: 0800/55800
- for large companies 0800/55200