

Belgacom IDS 310 Belgacom Forum™ 700

Operator Terminal



belgacom

This guide describes the services offered by the Belgacom IDS 310 operator station (OS) connected to a **Belgacom Forum 700** system.

This guide covers the specific functions of the Belgacom IDS 310 operator station (consult the station user manual for a description of the other services) :

- restricted service,
- reserving a group of outside lines for exclusive operator use,
- diverting operator calls to another number,
- broadcasting background music on the external loudspeaker,
- answering a night call,
- programming.

The operator station receives incoming calls and routes them to the appropriate extensions within the system.

Depending on the amount of traffic handled, your system can have one or more operator stations:

- grouped: all stations ring simultaneously,
- assigned to specific time periods: only stations currently operational will ring.

This option is set up by your installation technician.

How to use this guide ?

You have a Belgacom IDS 310 digital telephone. The large display, navigator and alphabetic keypad will help you use your telephone easily and make optimum use of the many functions offered.

• Actions



Off-hook.



Hang up.



Description of an action or context.

• Navigator



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

• Display and display keys



Partial view of display.



Display key.

• Programmable keys and icons



Line key.



Icon corresponding to key.



Key programmed by technician to access service.

• Keypad



Numeric keypad.



Alphabetical keypad.



Specific key on numeric keypad.

• Audio keys



Loudspeaker.



Hands free.



Adjustment "reduce".



Adjustment "increase".

• Other fixed keys



Fixed key.



MENU key.

• Other symbols used



Alternative to action sequence.



Important information.

These symbols can be supplemented by small icons or text. All default or customized function codes are given in the table of codes in the appended sheet.

Contents

1.

Getting to know your telephone p.6

Operator station (OS) functions p.8

- 1.1 Setting restricted service p.8
- 1.2 Reserving a group of lines. p.9
- 1.3 Manually diverting operator calls to another number . . p.10
- 1.4 Broadcasting background music on the external
loudspeaker. p.11
- 1.5 answering a night call p.12
- 1.6 Using a headset p.13
- 1.7 When you return, consult your general voice mailbox. p.14

2.

Programming functions p.15

- 2.1 Accessing programming p.15
- 2.2 Programming system directory (ComSpD) p.15
- 2.3 Programming date and time (Clock) p.16

3.

**Setting various subscriber telephone
parameters. p.17**

- 3.1 Accessing the subscriber function p.17
- 3.2 Subscriber name (Name) p.17
- 3.3 Resetting a subscriber password (ResCod) p.18
- 3.4 Subscriber display language (Lang) p.18
- 3.5 Subscriber personal directory (PerSPD) p.18
- 3.6 Subscriber discrimination criteria (Barrng) p.19

Contents

4.

Complementary 'Expert' functions	p.20
4.1 Accessing the 'Expert' function.	p.20
4.2 Table of business codes (Accoun)	p.20
4.3 Direct numbers of extensions (PubNum)	p.21
4.4 Greeting and holding messages (MOH)	p.23
4.5 DECT cordless telephones	p.25
4.6 Changing the operator password (Passwd)	p.26
4.7 Resetting the system (RstSys)	p.27
4.8 voice message service	p.28
4.9 Software licence agreements	p.32
Guarantee and clauses	p.33

Getting to know your telephone

■ Navigator

Lets you browse through several pages of the display and select a line (the bottom line is implicitly active).



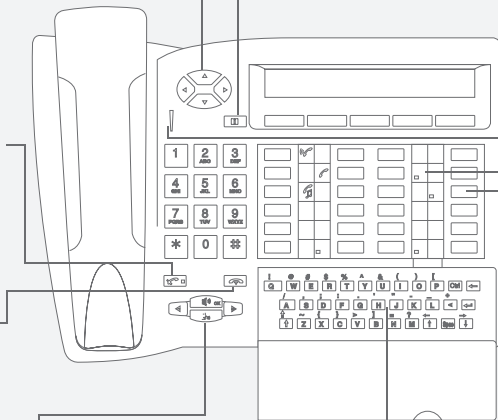
■ Guide key

This key lets you:

- obtain information about the telephone
- program the keys

Mute key so that your correspondent can no longer hear you.

Hang-up key
To terminate a call or programming.



■ Audio keys

Loudspeaker:
to share a conversation

to reduce
loudspeaker or
receiver volume



to increase
loudspeaker or
receiver volume

Hands free:
to make or answer a call without
lifting the receiver

■ Alphabetical keypad

Protected by a flap, used for call by name, message service and programming. You have a self-adhesive 'Memo' label to stick inside the flap.

■ Three-colour indicator light

The indicator light on your terminal enables you to monitor the system. The light has five possible statuses (colours and/or flashing):

Flashing green: message received (voice or screen) or call received in the “ calls received ” memory.

Orange fixed: indicates traffic overload level 1 (1 is calls on hold).

Flashing orange: terminal on test.

Red fixed: indicates traffic overload level 2 (call unanswered within 20 seconds or number of calls on hold exceeds number of operator stations).

Flashing red: several low priority system messages present or one very serious system message indicating a system hardware fault.


■ Programmable keys and icons

To make a call, activate a service or manage your calls.

Icons are associated with each of these keys:

Call icons:

 Incoming call (flashing).

 Call in progress.

 Call on hold.

 Call on common hold.


Function icons:

 Function active.

 Function requiring action.

 Terminal or line busy.


Preprogrammed function keys:


 Internal or outside line key.

 Lines 1 to 15: Outside line key on your system.


 Divert calls to another number.


 Access the various mail services.

 Access your personal directory.


 Group supervision.

 Normal or restricted mode.

 Make an ISDN call.

 Transfer call to another terminal.

Some other keys can be programmed by your installation technician as a function of your requirements:

 Key must be programmed by your technician to access a service.

1.1 Setting restricted service

This function sets the system to restricted service.

All incoming calls are directed to a general ring or a programmed number:



display and tone indicate service active

“Normal/
Restr” fixed
key

operator password
(by default
HELPI954)



OR



“Normal/Restr”
key icon indicates
service active



To restore normal service, repeat operation.



If an outside number has been entered by the installation technician, selection of restricted service will automatically divert calls received by the operator to the defined outside number.

1.2 Reserving a group of lines

For maximum availability of the operator station, thus assuring optimum reception of incoming calls, a group of outside lines can be reserved which will only be available to the operator station(s):



“Reserved TGp”
programmed key



operator password
(by default
HELP1954)

display and tone indicate
service active



“Reserved TGp”
key icon indicates
service active



OR



To cancel the line reservation, repeat operation.

1.3 Manually diverting operator calls to another number

During a period of absence, the operator can divert all calls received (incoming calls and internal calls dialling 9) to another number:



“Att.Div”
programmed key



enter the number
of the terminal to
receive the
message



operator password
(by default
HELPI954)



display and tone indicate service active



OR



“Att.Div” key icon
indicates service
active



To cancel the line reservation, repeat operation.

1.4

Broadcasting background music on the external loudspeaker



“Bkg.Music”
programmed key



operator password
(by default
HELP1954)

display and tone indicate
service active



“Bkg.Music” key icon
indicates service active



OR



To cancel the line reservation, repeat operation.

1.5 answering a night call

An incoming night call is indicated in the same way as an ordinary call:

your telephone
rings



the night call name or n° is
displayed



OR



off-hook

hands free

• Opening the door:



OR



'Unlock Door'
programmed key or
function code

1.6 Using a headset

You can connect a headset instead of your receiver:

- **To activate or deactivate headset mode:**



activating or
deactivating
headset mode

- **Answering or making a call:**



hands free

- **To activate or deactivate the loudspeaker during a conversation:**



To answer in intercom mode:



When you return, consult your general voice mailbox

The light indicates that messages have been received.



operator password
(by default
HELPI954)



previous message

go to next message

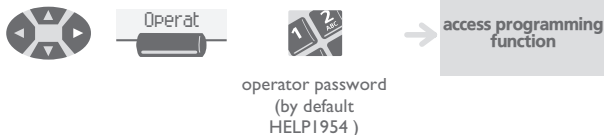


listen to message

erase message

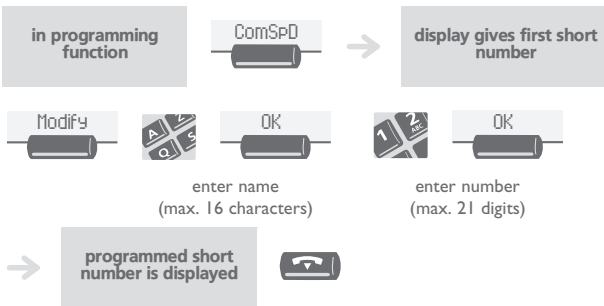
2.1 Accessing programming

Your **Belgacom Forum 700** system's operator station can access the general programming services.

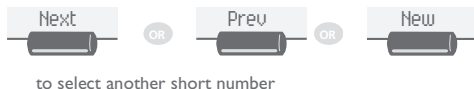


2.2 Programming system directory (ComSpD)

This function can be used to programme system short numbers, accessible to all system users:



- **To enter another short number:**



2.3

Programming date and time (Clock)

in programming
function

Clock




OK




enter date
and time

- Changing date and time:



OR



OR

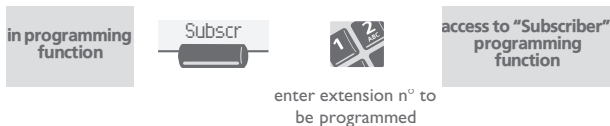


previous
character

next character

3.1 Accessing the subscriber function

This function provides access to the various parameters defined for a system user or subscriber, identified by an extension number:



3.2 Subscriber name (Name)



• Changing the name:



Name must be entered in format name/space/first name.

3.3 Resetting a subscriber password (ResCod)

This function is used to cancel a subscriber password and restore the default password (0000):

in "Subscriber" function



3.4 Subscriber display language (Lang)

This function is used to specify the display language for the selected subscriber. Pressing this key scrolls the various languages available:

in "Subscriber" function



3.5 Subscriber personal directory (PerSPD)

This function is used to create the personal directory of the selected subscriber:

in "Subscriber" function



display gives first number

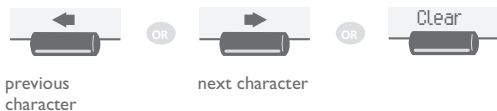


enter name (max.
6 characters)



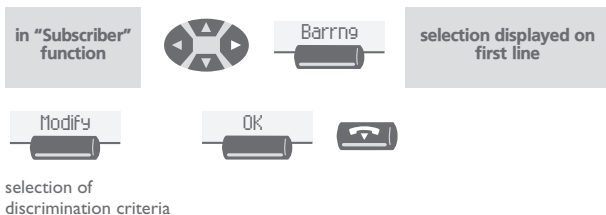
enter public
number
(max. 19 digits)

- **Changing a name or number:**



3.6 Subscriber discrimination criteria (Barrng)

This function is used to define discrimination criteria for each subscriber:



This function is used to describe discrimination criteria for each subscriber.

4.1

Accessing the 'Expert' function

in programming
functionaccess to "Expert"
programming function

4.2

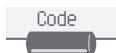
Table of business codes (Accoun)

This function is used to define the table of business codes enabling a subscriber to charge his/her calls to a business account:

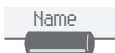
in "Expert" function



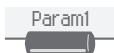
create an entry



OR



OR



max. 16 digits

max. 16 characters

OR



• On 'Param1'



OR



indicate whether
identity required or
not

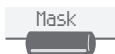
indicate whether
password required or
not

• On 'Param2'



indicate
discrimination
category

OR



indicate number of
masked digits



"Barrng": discrimination category: none, 1 to 16, that of subscriber (SET) or that of user (GUEST).

'Barrin': number of digits : DEF (default value : 4), all, none, 1 to 9.

4.3

Direct numbers of extensions (PubNum)

This function is used to define the table of direct numbers (SDA) of extensions (PubNum).

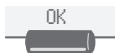
in "Expert" function



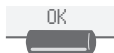
create an entry



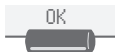
direct n° or n°
forming prefix



number of
extensions within
assigned range
(max. 99)



public n° of first
extension

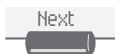


- **Modifying an entry:**



go to previous
entry

OR

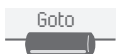


go to next entry

OR



OR



select specific entry



modify contents of
entry displayed

4.4

Greeting and holding messages (MOH)

This function is used to define the greeting message and hold music parameters.

in "Expert" function

Voice



MOH

This function is used to record 8 greeting messages or holding music.



erase the recorded message and replace it with the default message

To record a message :



record message

to stop

stop recording momentarily



duration of message is displayed



Hold music may be subject to author's rights and appropriate action should be taken in this respect.

MusSrc

This function is used to select a music source (3 possible sources).

Stndrd

OR

VoicPr

OR

Tape

by default

personal

Outside

OK



4.5 DECT cordless telephones

This function is used to manage DECT telephones and to create DECT GAP extensions:

• Adding a DECT GAP extension:

in "Expert" function



In progress

...



DECT GAP
extension is
created

Modify



public network n° of DECT
extension



waiting for creation from DECT GAP
extension



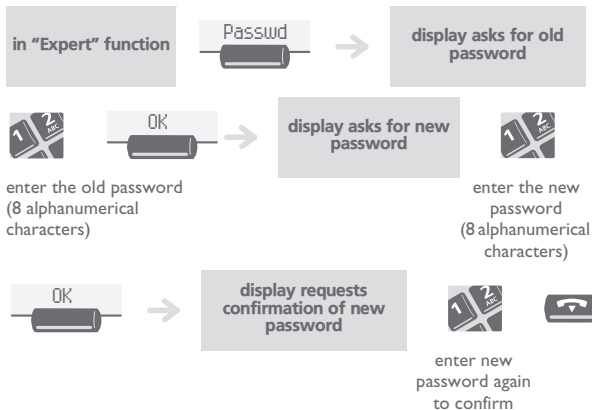
follow instructions given on
display



at end of creation

4.6 Changing the operator password (Passwd)

This function is used to change the operator session password:



4.7

Resetting the system (RstSys)

This function is used for a hot or cold system reset:

in "Expert" function

RstSys

Cold

OR

Warm

Yes

OR

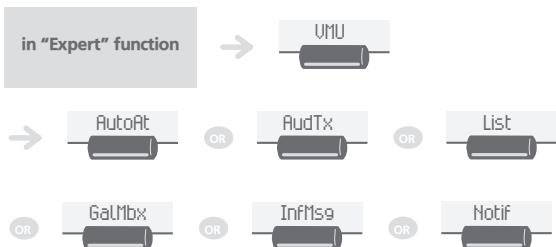
No



A cold reset will restore your system default configuration (our specific configuration will be lost). The reset request must be confirmed.

4.8 voice message service

This function is used to manage the voice guides and to configure the broadcasting lists.



AutoAt Configuration of 3 types of voice guides for the automatic switchboard (day, night, '**Good-bye**') message.



OR

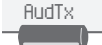
GdBye

'Goodbye' voice guides


You can:

- listen to the voice guide (default or personalized)
- record a personalized voice guide
- erase the personalized voice guide and replace it with the default voice guide.

AudTx Configuration of 3 types of Audiotex (day, night, '**Good-bye**' message)



AudTx → **Day** OR **Night**



opening times Audiotex closing times Audiotex

OR **GdBye**



'**Goodbye**' Audiotex

You can:

- listen to the voice guide (default or personalized)
- record a personalized voice guide
- erase the personalized voice guide and replace it with the default voice guide.

List Personalization of broadcasting lists (max. 50)

List → Listen OR Record
listen to the name assigned to the list record a list

OR Clear OR Edit
delete a broadcasting list edit a list

GalMbx Defining the general mailbox greeting message

GalMbx → Listen OR Record
listen to the recorded / default message record a message

OR Dfault → Yes OR No
erase the recorded message and replace it with the default message

InfMsg Recording of information messages used by the PABX and the Audiotex service (opening or closing times); maximum of 50 messages.

InfMsg → **Listen** OR **Record**
 listen to the recorded message record a message

OR **Prev** OR **Next**
 previous message go to next message

Notif Defining the message notification announcement

Notif → **Listen** OR **Record**
 listen to recorded / default announcement record a personalized announcement

OR **Dfault** → **Yes** OR **No**
 erase the recorded announcement and replace it with the default announcement

4.9 Software licence agreements

This function is used to read or modify the software licence agreements.

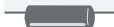
in "Expert" function



SwKeys

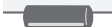


Main



OR

CTI



SwKeys



Reading the system software licence agreement.

CTI



Configuration of the CTI software licence agreement.



The CE marking indicates that this product complies with the following EC directives

- CE** - 89/336/CEE (electromagnetic compatibility)
- 73/23/CEE (low voltage)
- 1999/5/CE (R&TTE)

Pursuant to directive 1999/5/CE (R&TTE) published in the Official Journal of the European Community of April 7, 1999, these items of equipment use the DECT harmonized frequency spectrum and can be used in all the countries of the European Community, in Switzerland and Norway.

No guarantee is given concerning possible interference affecting DECT equipment, due to other authorised utilisation of the radio frequencies concerned.

3EH 21015 UCAB Ed.01

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