

Belgacom IDS 260 / 210 Belgacom Forum™ 700

User manual



belgacom

Thank you for choosing one of our, range of telephones, and for your confidence in **Belgacom**

Your digital telephone offers you all the latest design features, so that it is very easy to use, while providing the most efficient means of communication.

This easy-to-use telephone offers you:

- a receiver that is pleasant to use: it fits nicely in the hand with a flexible grip section⁽¹⁾,
- communication is even more convenient using the audio keys (loudspeaker, hands free⁽²⁾, etc.
- using the convenient alphabetic keypad, you can call your correspondents by name⁽³⁾,
- transparent magnifying keys⁽⁴⁾ for immediate reading of your programmed settings (direct calls, functions, etc.),

Your user-friendly telephone offers you:

- a screen that displays your correspondent's number or name and guides your programming operations,
- communication icons⁽⁵⁾ (busy, free, on hold) to help you manage your calls (switching between calls, etc.),
- a complete range of connection interface units for data transmission, assisted telephone applications (CTI*) or easy connection of analogue (fax, answering machine) or ISDN terminals (PC with ISDN board, G4 fax).

For the **IDS 260** telephone only:

- 1) Flexible grip sections
- 2) Hands free
- 3) Alphabetic keypad
- 4) Transparent keys
- 5) Communication icons

*CTI : Computer Telephone Integration

How to use this guide ?

You have a Belgacom IDS 260 digital telephone. The alphabetic keypad, the screen and the icons will help you use your telephone easily and make optimum use of the many functions offered.

• Actions



Lift the receiver.



Hang up.



Description of an action or context.

• Display



Partial view of display.

• Programmable keys and icons



Line key.



Icon corresponding to key.



Key programmed by technician to access service.

• Keypad



Numeric keypad.



Alphabetic 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. The features described in this manual and indicated with an asterisk (*) can only be accessed with some software versions.

Contents

Getting to know your IDS 260 telephone p.8

Getting to know your IDS 210 telephone p.10

I.

Using your telephone p.12

- 1.1 Making or answering a call without lifting the receiver (hands free)* p.12
- 1.2 Making an outside call p.13
- 1.3 Making an internal call p.13
- 1.4 Calling your correspondent by name (company directory) p.14
- 1.5 Calling from your personal directory p.16
- 1.6 Calling from the common directory p.16
- 1.7 Receiving a call p.17
- 1.8 Filtering calls using the voice mailbox p.17
- 1.9 Redialling* p.18
- 1.10 Temporarily storing a number to call again p.18
- 1.11 Requesting automatic callback if internal number is busy p.19
- 1.12 Answering an internal call in intercom mode* p.20
- 1.13 Sending DTMF signals p.20
- 1.14 Making an ISDN call p.21
- 1.15 Hiding your identity (ISDN call) p.22
- 1.16 Identifying a malicious call (ISDN call) p.22
- 1.17 Activating the loudspeaker during a conversation (receiver lifted) p.23
- 1.18 Mute, so that your correspondent cannot hear you *. . p.23

Contents

2.

During a conversation	p.24
2.1 Calling a second person during a conversation	p.24
2.2 Answering a second call during a conversation	p.25
2.3 Transferring a call	p.25
2.4 Switching between calls (Broker call)	p.26
2.5 Three-way conference with internal and/or external correspondents (conference)	p.27
2.6 Placing a call on hold (hold)	p.28
2.7 Placing an outside call on hold (parking)	p.29
2.8 Getting information about camped-on calls	p.30
2.9 Intrusion into an internal conversation	p.31
2.10 Store a number*	p.31

3.

Sharing	p.32
3.1 Receiving supervised call ringing	p.32
3.2 Answering the general bell	p.32
3.3 Manager/secretary filtering	p.33
3.4 Call pick-up	p.34
3.5 Answering briefly in place of the operator	p.35
3.6 Monitoring calls to other terminals	p.35
3.7 Hunting groups	p.36
3.8 Calling an internal correspondent on his/her pager	p.37
3.9 Calling a correspondent on his/her loudspeaker	p.37
3.10 Sending a written message to an internal correspondent	p.38
3.11 Send a voice message copy	p.41
3.12 Sending a recorded message to a number / a distribution list	p.42
3.13 Broadcasting a message on the loudspeakers of a station group	p.43
3.14 Answering a call on your pager	p.43
3.15 Allocating an outside line	p.44

Contents

4.

Keep in touch	p.45
4.1 Selecting calls to be diverted	p.45
4.2 Diverting calls to another number (immediate diversion)	p.46
4.3 Diverting your calls to your voice message service	p.47
4.4 Activate/disable the personal assistant	p.48
4.5 Personal assistant: reaching you with one number only	p.49
4.6 Diverting calls to your pager	p.50
4.7 Forwarding your calls from the receiving terminal ("Follow me")	p.51
4.8 Applying a selective diversion	p.51
4.9 Diverting all group calls	p.52
4.10 When you return, cancel all diversions	p.52
4.11 Diverting calls when your line is busy (divert if busy)	p.53
4.12 Do not disturb	p.54
4.13 When you return, consult recorded messages	p.55
4.14 Leaving a recorded message for internal callers	p.56
4.15 Consulting written messages	p.57

5.

Managing your charges	p.59
5.1 Charging your calls directly to business accounts	p.59
5.2 Finding out the cost of an outside call made for an internal user from your terminal	p.59
5.3 Charging the cost of an outside call to your company*	p.60

Contents



6.

Programming your telephone p.61

- 6.1 Initializing your voice mailbox. p.61
- 6.2 Customising your voice greeting p.62
- 6.3 Modifying your personal code p.62
- 6.4 Selecting ringer tune and adjusting volume p.63
- 6.5 Adjusting screen brightness p.64
- 6.6 Selecting language p.65
- 6.7 Programming direct call keys p.65
- 6.8 Programming your personal directory. p.66
- 6.9 Programming an appointment reminder p.68
- 6.10 Identify the terminal you are on. p.69
- 6.11 Broadcasting background music on your loudspeaker. . . p.70
- 6.12 Locking your terminal. p.70

Declaration of compliance p.72

Getting to know your IDS 260 telephone

-  To check or modify your key programming.
-  Calling from your personal directory.

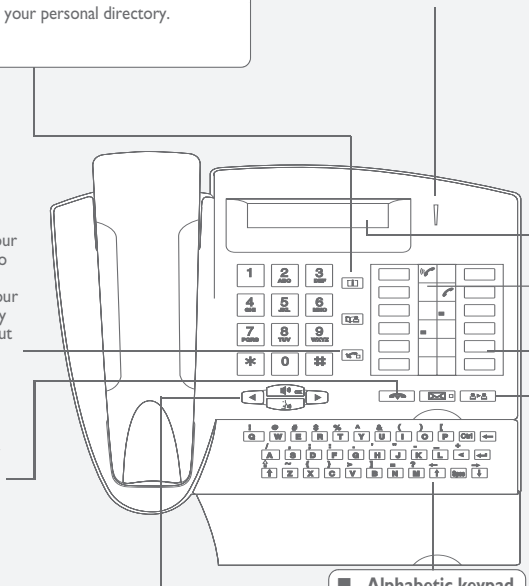
Light indicating messages received.

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

Intercom so that your terminal automatically answers a call without having to lift the receiver.

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.

■ Alphabetic 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.





Display

The screen displays several pages of information concerning the present call.




■ Programmable keys and icons

To make a call, activate a service or manage your calls. Icons are associated with each of these keys:





Line 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.

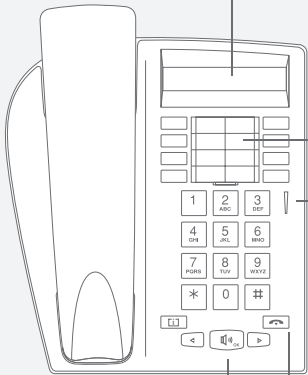
Preprogrammed function keys:

-  Display new page.
-  Divert your calls to another terminal.
-  Three-way conference.
-  Automatically redial the last number dialed.

-  Access the various mail services.
-  Transfer call to another terminal.

Getting to know your IDS 210 telephone

Display Comprises several pages giving information on the current call.







Hang-up key

To terminate a call or programming.

Programmable keys and LEDs

The keys are divided into line keys, corresponding to the line LEDs, and function keys.







Line LEDs

-  Call in progress.
-  Incoming call (flashing).
-  Callback (flashing).
-  Call on hold (flashing).

Function LEDs

-  Function active.

Some function keys are preprogrammed:

-  Divert your calls to another terminal.
-  Access the various mail services.
-  Access your personal directory.
-  Automatically redial the last number dialled.
-  Display new page.
-  Transfer call to another terminal.

Light indicating voice messages received or callback requests.

Audio keys

Loudspeaker:

to share a conversation

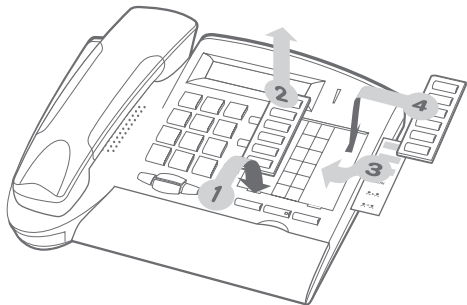
to reduce loudspeaker or receiver volume



to increase loudspeaker or receiver volume

Installing the programmable key

A printed label is supplied with the terminal. This should be installed beneath the programmable keys.



1. Insert a flat “ blade ” into the slot (1 slot per key block).
2. Raise the cover.
3. Slide the printed label into position.
4. Replace the cover.

1

Using your telephone

1.1

Making or answering a call without lifting the receiver (hands free)*



OR



OR



line key

number required



you are in hands free mode



terminate your call



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

during a conversation



* IDS 260 telephone only.

1.2 Making an outside call

• Making a call:



OR



“Outside line”
key

number required



0155667000



tells you the status of your
call



0 is the default code for an outside line.

1.3 Making an internal call



OR



internal number
required

default code for
“Operator call”
function

OR



name and number of person called are
displayed

line key

Calling your correspondent by name (company directory)



Smith John

first letters of your correspondent's name

proposes a name and the corresponding number

- **If name is OK:**



make the call

- **If name is not OK:**

you can refine the search by adding more characters to the search name or by consulting the various proposals.



OR



to show the next or previous name



to show supplementary information



to erase the name shown

On **IDS 210** telephones: this function requires a “**Call by name**” programmed key. When the key is pressed:



a name is displayed



first two letters of
correspondent's name

enter if name is OK

*

OR



OR



OR



**LONG
PRESS**

show next or previous name

erase name displayed

* **Enter a letter:** the keys on the numeric keypad also correspond to letters which are displayed when you press the key.



press once for “A”, “B” or “C”

1.5

Calling from your personal directory



the system automatically dials the number

directory number
required (0 to 9)



To enter your numbers see 'Programming your personal directory'.

On **IDS 210** telephones: use the preprogrammed key to access your personal directory:



1.6

Calling from the common directory

Your terminal has access to a common directory of outside numbers.



directory number

1.7

Receiving a call

your telephone rings



Smith John

correspondent's name or
number

- To answer:



OR



1.8

Filtering calls using the voice mailbox

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:



programmed key
**'Voice mailbox
screening'**



enter your personal
code

• **When you receive a call:**

0155667000

name or number of the caller

you hear the message left by your caller



hands free to take the call

OR



lift the receiver

OR



to stop listening only

OR



same key to stop listening and deactivate the screening

1.9

Redialling*



Select the 'Redial' function



select the No. in the last ten issued



Call required number

1.10

Temporarily storing a number to call again

the number called does not reply

before hanging up



"Temporary number"
programmed key



number remains stored until another number is recorded

- **Redialling the stored number:**



“Temporary number” programmed key

On **IDS 210** telephones: use the preprogrammed key to access your personal directory:



1.11

Requesting automatic callback if internal number is busy

internal number busy



OR



“Automatic callback if terminal busy” programmed key or function code



callback request acknowledged



- **Cancelling callback request:**



OR



“Cancel automatic callback” programmed key or function code

1.12 Answering an internal call in intercom mode*

You can answer without lifting the receiver. When you receive an internal call, your telephone rings and you are connected directly in hands free mode. The screen shows the caller's identity.



corresponding LED lights up



activate intercom mode

cancel intercom mode

* IDS 260 telephone only.

1.13 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



OR



“DTMF End to End”

programmed key or function code



all the figures dialled are then sent as DTMF signals



same key to cancel



The function is automatically cancelled when you hang up.

1.14 Making an ISDN call



“ISDN”
programmed key



number called



screen shows number
dialled

- **To correct the number:**



OR



move cursor

- **To send the call:**



LED corresponding to “ISDN” key remains lit up
throughout the call

- **Sending a subaddress:**

You may have to add a four-digit subaddress to your correspondent's number (to obtain a fax, PC, telephone, etc.).



“ISDN”
programmed key



number called



“SubAdd”
programmed key



enter subaddress
on keypad



validate and send call

1.15 Hiding your identity (ISDN call)

When you call an internal or an outside ISDN number, your number is automatically sent.

You can hide your identity before sending your call.



hidden identity remains active while key icon is lit up

“Secret”

programmed key



same key to cancel

1.16 Identifying a malicious call (ISDN call)

When you receive a call, you can ask the network operator to record informations about your communication (correspondents' numbers, date and time of call, subaddress, etc.).

during a conversation



code for function 'Identify malicious call'



service request acknowledged



Using this service requires to take out a subscription to the network operator.

1.17

Activating the loudspeaker during a conversation (receiver lifted)

During a call



activate loudspeaker



OR



adjust volume (7 levels)



deactivate loudspeaker

1.18

Mute, so that your correspondent cannot hear you *

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

during a conversation

disable
microphonecorresponding LED lights
upresume the
conversation

* IDS 260 telephone only.

2.1**Calling a second person during a conversation**

during a conversation



OR

number of second
correspondentname of second
correspondent*

OR



OR



line key

directory number
required (0 to 9)

the first call is on hold

- **To cancel your second call and recover the first:**

line key for which icon is
flashing

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

* IDS 260 telephone only.

2.2 Answering a second call during a conversation

- A second correspondent is trying to call you:

during a conversation

Smith John



caller's name or number
flashing for 3 seconds

line key for which icon
is flashing



the first call is on hold

- To recover your first call:



line key corresponding to
icon

If you hang up without answering the second call, your telephone will ring.

2.3 Transferring a call

- To transfer your call to another number:

during a
conversation



the first call is on hold

number required

- **If the number receiving the transfer answers:**



OR



if allowed by system configuration

You can also transfer your call immediately, without waiting for the number to answer, using either of the two methods described above.



Transfer between two outside calls is not generally possible (depends on country concerned and system configuration).

On **IDS 210** telephones: use the preprogrammed key to access the “Transfer” function:



2.4

Switching between calls (Broker call)

During a conversation, a second call is on hold.

To accept the second call:



the first call is on hold

line key corresponding to icon

2.5

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

During a conversation, a second call is on hold.



three-way conference



cancel conference and
return to first
correspondent



hang up on all correspondent



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



2.6 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.



your call is placed on hold

line key

- **Recover the call on hold:**



line key corresponding to
icon

- **Common hold:**

To recover your call on any telephone in your system.



your correspondent is placed on hold and hears
the holding tone

“Hold” programmed
key

- **Recover the call on hold from any telephone:**



line key corresponding to icon

2.7

Placing an outside call on hold (parking)

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

During a conversation



OR



“Park call” programmed key or function code



your correspondent is placed on hold and hears the holding tone

• To recover the parked call:



OR



“Retrieve parked call”
programmed key or function code

number of telephone
from which call was
parked



If the parked call is not recovered within a preset time (default value 1 min 30), it is transferred to the operator.

2.8 Getting information about camped-on calls

- **Another call is received:**

during a conversation, you hear a beep



beep



call is automatically placed on hold

Smith John

identity shown briefly

- **You wish to take the call immediately:**



first call is automatically placed on hold

line key corresponding
to icon



If several calls are received simultaneously, only the last one is shown.

2.9 Intrusion into an internal conversation

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



OR



'Intrude on a call' programmed key

code for function 'Intrude on a call'

same key to cancel

• Protection against intrusion:



OR



"Protect a call" programmed key or function code recorded message No.

Protection is cancelled when you hang up.

2.10 Store a number*

To store the displayed number in the personal directory while a communication is in progress:



select a record in the directory

enter the name of your correspondent

apply (twice)

3.1 Receiving supervised call ringing

To receive the special ringing for calls to another number:



“Supervised call ringing” programmed key

same key to cancel



This service must have been programmed by your installation technician.

3.2 Answering the general bell

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



OR



“Answer general bell”

programmed key or function code

3.3 Manager/secretary filtering

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:**



calls to manager’s number are filtered by the selected person (secretary, for example)

“Filter”

programmed key



same key to cancel



Filtering is indicated on the manager telephone screen and on the programmed keys of the manager and secretary telephones.

3.4 Call pick-up

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:**



OR



“Group call pick-up” programmed
key or function code

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



OR



“Terminal call pick-up”
programmed key or function code

Enter number of
ringing telephone



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

3.5 Answering briefly in place of the operator

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



your telephone will ring at the same time as the switchboard

“Operator help”
programmed key



same key to cancel

• Calls to the switchboard:

calls to the switchboard will ring on your telephone



“Operator help”
programmed key

3.6 Monitoring calls to other terminals

Calls to other numbers can be directed to any telephone (max. 8 numbers per programmed key):



your telephone will ring at the same time as the others

“Monitoring”
programmed key



same key to cancel

3.7 Hunting groups

- **Hunting group call:**

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

- **Temporary exit from your hunting group:**



OR



“**Hunting group out**’ programmed
key or function code

your group number

- **Return into your group:**



OR



“**Hunting group in**’ programmed
key or function code

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.

3.8 Calling an internal correspondent on his/her pager

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



number called



OR



“Paging” programmed key or
function code



paging in progress is displayed



Your correspondent can answer from any telephone in the system.

3.9 Calling a correspondent on his/her loudspeaker

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



“Forced” programmed
key



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

3.10

Sending a written message to an internal correspondent



Message



number called



OR

enter the first letters of
the namefirst message in list
(max. 27)

OR



scroll through the messages

OR



read all messages

OR

change language of
messagesend selected
messageexit from mail
service

- If selected message has to be completed:



enter appropriate
data



OR



erase entry



send selected
message

On **IDS 210** telephones: use appropriate preprogrammed key to access “Message” or “Transfer” function:



**LONG
PRESS**

erase entry

• 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*

3.11

Send a voice message copy



display number of new and old messages



OR



personal code

select message to copy



OR

copy
message

number called

correspondent's
name

apply



OR



OR

add a
correspondent

record a comment

send message

On **IDS 210** telephones: use the preprogrammed key to
access the "Message" function:

3.12

Sending a recorded message to a number / a distribution list



personal code



OR

correspondent's
no. or list no.correspondent's name
or list name

apply



OR

Ready to
recordadd a
correspondent

record message



Recording ...

recording

Are you sure
?

end of recording



OR



OR



apply

replay message

re-record a message

On **IDS 210** telephones: use the preprogrammed key to access the "Message" function:



3.13 Broadcasting a message on the loudspeakers of a station group

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



speak, you have 20 seconds



number of
broadcast group



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

3.14 Answering a call on your pager

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

your pager beeps



“Answer paging”
function code



your extension
number

3.15 Allocating an outside line

If authorised, you can transfer an outside line to another terminal, thus enabling that person to make an outside call.

during an internal conversation



“Allocate outside”
programmed key



your internal correspondent now has an
outside line and can dial



To know the cost of the call, press the “Allocate & charge” programmed key instead of the “Allocate outside” key, to allocate the line (see “Managing your charges”).

4.1 Selecting calls to be diverted

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



message "4-Div" is displayed



OR



set "7-ExtLoc"
(consecutive presses)

divert internal and
outside calls

divert outside calls

OR



divert internal
calls

apply your choice

4.2 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.).



OR



diversion key or **“Immediate diversion”** function code

number called



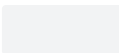
diversion is acknowledged



OR



your telephone is no longer active



diversion is displayed, with number or name to which the calls are diverted



General remark concerning diversions: the number to which your calls are diverted can be programmed. However, if the programmed number is not being answered, another diversion number should be entered when the function is activated.



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

4.3

Diverting your calls to your voice message service



OR



OR



programmed key or code for type
of diversion required



number of message
service

4.4

Activate/disable the personal assistant



personal assistant display
status

personal assistant



to activate personal
assistant



OR



to deactivate personal
assistant



apply

4.5

Personal assistant: reaching you with one number only



personal assistant

select type of
diversion

AND/OR



AND/OR

dial number of
a colleague or
your secretarydial an outside line
numberdial number of your
DDS or DECT

AND/OR

activate/ deactivate
transfer to operator

4.6 Diverting calls to your pager

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



OR



OR



“Divert to paging” programmed
key or function code



diversion is acknowledged

OR



message “4-Div” is displayed



diversion is acknowledged

4.7

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

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



OR



"Follow me" programmed key or
function code

your extension
number

OR



message "4-Div" is displayed



your extension
number

4.8

Applying a selective diversion

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



OR



"Selective diversion" programmed
key or function code

same key to cancel



To use this function, the selective diversion lists must be programmed.

4.9 Diverting all group calls

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



OR



“Divert group calls” programmed
key or function code

number receiving
diversion



diversion is acknowledged



OR



4.10 When you return, cancel all diversions



OR



OR



“Cancel all diversions” programmed
key or function code



acknowledgement of cancellation of diversion is displayed. Your
telephone will again receive all incoming calls

OR



message “4-Div” is displayed



A diversion can also be cancelled by programming another type of diversion.

4.11

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



OR



“Divert if busy” programmed key or
function code

number receiving
diversion



diversion is acknowledged



OR



OR



message “4-Div” is displayed



number receiving
diversion

4.12 Do not disturb

You can make your terminal temporarily unavailable for all calls.



OR



OR



“Do not disturb” programmed key
or function code



“Do not disturb” message is displayed

OR

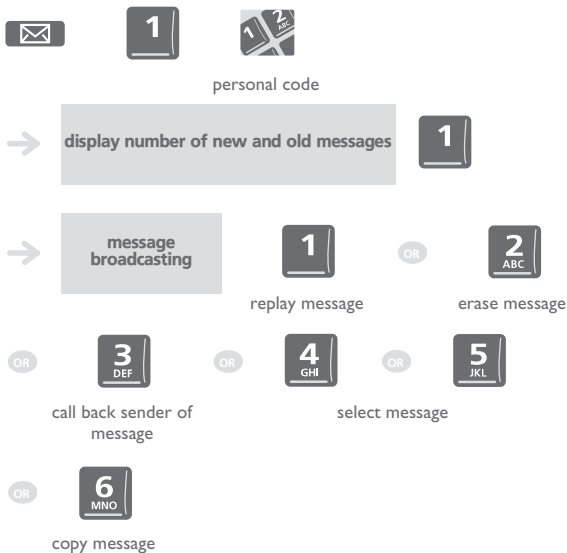


message **“4-Div”** is displayed



4.13 When you return, consult recorded messages

The light indicates that messages have been received.



On **IDS 210** telephones: use the preprogrammed key to access the “Message” function:



4.14 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.



MaLvei

“Divert to text”
programmed key

first of the 27 messages

follow instructions to select message



*Message is selected in the same way as in:
Sending a written message to an internal correspondent.*

4.15 Consulting written messages

The light indicates that messages have been received.



number of messages received is displayed



name of first person to call back is displayed



number of sender of message is displayed



OR



display date and time
of message

display contents of
message

OR



OR



read complete message

call the person back

*

erase message



OR



OR



go to next
message

previous message

terminate consultation

* Calling the person back automatically erases the message.

On **IDS 210** telephones: use the preprogrammed key to access the “Message” function:



**LONG
PRESS**

erase message displayed

5.1 Charging your calls directly to business accounts

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



OR



“Business account code”
programmed key or function code

number of business
account

• Adding or changing a business code during a call:



“Business account code during call” programmed key

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

in conversation with the internal
user



OR



“Meter Total Recall” programmed
key or function code



the call is placed on hold



outside number
called



transfer call to your
correspondent on hold

• **At the end of the call, you are called back and you can:**

1. Read information concerning call (cost, duration, number of units...).
2. Print a charge ticket.



twice



On **IDS 210** telephones: use the preprogrammed key to access the "Transfer" function:



5.3

Charging the cost of an outside call to your company *

If authorised, when travelling or from home, you can call a public network subscriber and charge the cost of the call to your company.



your company's number



extension number and check code



public network number

*For more details, contact your system manager.

6.1

Initializing your voice mailbox

light flashes



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



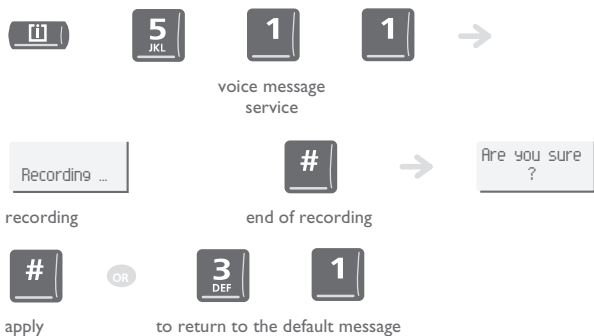
Your personal code is used to access your voice mailbox and to lock your telephone.

On **IDS 210** telephones: use the preprogrammed key to access the “Message” function:



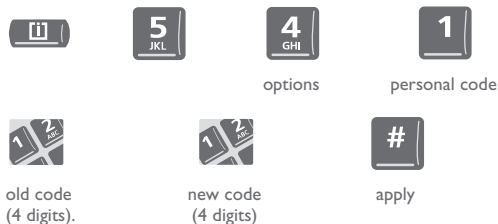
6.2 Customising your voice greeting

You can replace the greeting message by a personal message.



6.3 Modifying your personal code

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



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

6.4 Selecting ringer tune and adjusting volume

You can select your ringer tune (choice of 8) and adjust the volume (1 to 7).



tune number and volume are displayed



OR



consecutive presses
to obtain tune (8)

consecutive presses to
adjust volume (7)

exit

6.5 Adjusting screen brightness



screen brightness icon is displayed



consecutive presses

exit



Levels of brightness are scaled from 4 to 16.

6.6

Selecting language



options

language

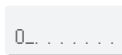


selecting the
language
(key 1 or 2)

apply your choice

6.7

Programming direct call keys



press programmed key

present value of selected key

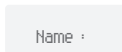


enter the
number

apply

6.8

Programming your personal directory



directory number
(0 to 9)

current name is displayed

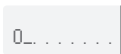


OR



erase current
name

enter new name



OR



current number is
displayed

erase current
name

internal or outside
number to be entered

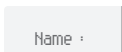


apply



Press the '<->' key on the alphabetic keypad to delete a character.

• On IDS 210 telephones:



directory number
(0 to 9)

current name is displayed



erase current name

OR



enter new name *



current number is displayed



erase current name

OR



internal or outside number to be entered



apply



* Enter a name : the keys on the numeric keypad also have letters which can be displayed by consecutive presses.



press once for "A", twice for "B" and three times for "C"



OR



move cursor left or right

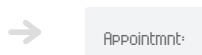
6.9 Programming an appointment reminder

- To programme a temporary appointment reminder (one callback within the next 24 hours):



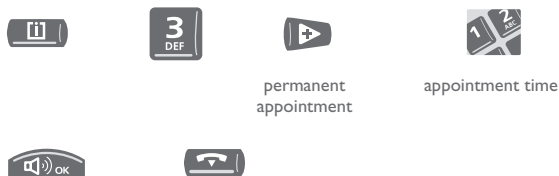
temporary
appointment time
(2 digits for hours,
2 digits for minutes)

apply



for a temporary reminder

- To programme a permanent appointment reminder (callback every day at the same time):



permanent
appointment

appointment time

apply

- At the programmed time, your telephone rings:



to acknowledge



If you are in conversation, the display flashes, a tone is sent and you will hear a beep. After three unanswered calls, a temporary callback request will be cancelled but a permanent callback request will remain in memory. If your calls are diverted to another terminal, the diversion is not applied to the reminder call.

- To cancel your reminder request:



Temporary
Appt



6.10

Identify the terminal you are on



Press this key twice.

6.11 Broadcasting background music on your loudspeaker

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



when telephone is not in use, background music is played



same key to cancel



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

6.12 Locking your terminal

This service enables you to prevent any outside calls from being made and prevent any changes to the programming of your terminal:



OR



“Locking/unlocking” programmed key or function code

personal code number (4 digits)



locking your terminal

unlock your terminal

OR



personal code number (4 digits)



locking your
terminal



unlock your terminal



Declaration of compliance

We,
Alcatel Business Systems,
hereby declare that we assume

Digital terminal IDS 260/210 (Alcatel Reflexes 4020/4010)

product to be compliant with the essential requirements of Directive 1999/5/CE of the European Parliament and Council.

Any unauthorised modification to the product shall render this declaration of compliance null and void. A copy of the original of this declaration of compliance can be obtained by post from:

ALCATEL BUSINESS SYSTEMS
Technical Services - Approvals Manager
I, route du Dr. Albert Schweitzer
F 67408 Illkirch - France



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