

# Belgacom Forum™ 500

## Forum Phone 510

### User Guide





## Key Functions



**Arrow keys** for scrolling through the menu



**Softkeys** for executing the function displayed on the relevant key. Text display: e.g. OK



**Keypad** for entering digits / telephone numbers and letters / names.



**Signal Key** (Enquiry key)



**Redial key** for redialling the last 5 telephone numbers dialled.

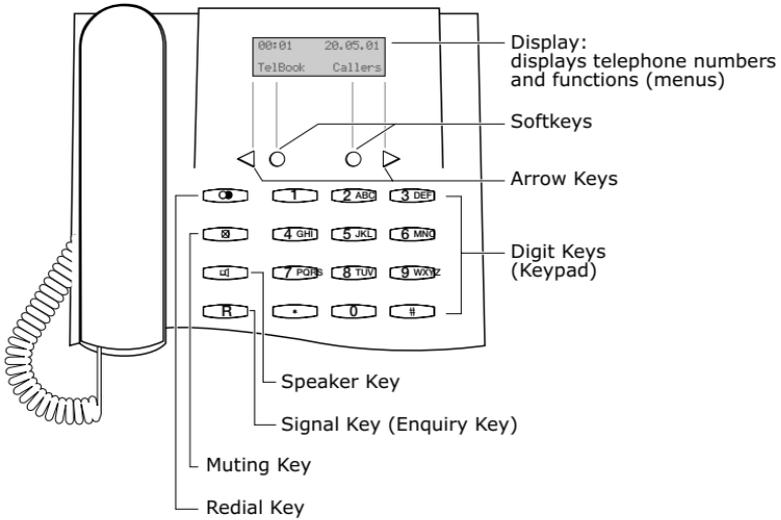


**Muting key** for deactivating the microphone.



**Speaker key** for activating the speaker or hands-free function.

# Keys and Displays



Your Forum Phone 510 has a two-line display, a numeric keypad, several function keys and four menu control keys. All Forum Phone 510 and ISDN functions and features are controlled using these menu keys, which are explained in the section entitled Menu Control starting on page 5. The remaining keys on your Forum Phone 510 have fixed functions. The **\*** and **#** keys serve as digit keys. The display on your Forum Phone 510 shows digits, e.g. telephone numbers or the current time, as well as messages, texts and the menus with the functions of your terminal. Certain states, e.g. active call forwarding, are displayed here. The accrued connection charges are also shown in the display, providing the call connection display is active. The displays in the lower display line change: during a call the softkeys have a different function to that in idle state. If your terminal displays a message (e.g. an error message), the menu display (key functions) is overlaid for about 2 seconds with the warning text. The message then disappears and the softkey functions are displayed again.

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# Using Your Telephone

## **Correct Use / Declaration of Conformity**

The Forum Phone 510 is a telephone, that gives you easy access to the features of the digital telephone network. The following pages give you a detailed description of all the available features.

Firstly, however, please read the following instructions:

Your Forum Phone 510 is not initially programmed for your line, which means your telephone does not "know" which telephone number (multiple subscriber number, MSN) it should ring.\*

Before making a call, therefore, you should first carry out several settings, as described in the section entitled "Programming MSNs". Alternatively, you can also make and accept calls immediately with the Forum Phone 510 without programming. All functions and features are accessed using the integrated menus. In the section entitled "Menu Control" you can find out about the basic functioning of the menus, control keys and softkeys.

Before commissioning the terminal please read the operating instructions.

For operation on an extension system please refer to the operating instructions for that telephone system. In the event of prolonged power failure some data on the Forum Phone 510 may be lost.

\* When used for the first time, calls are signalled for all MSNs.

This product can be operated in all EU member states on an ISDN basic access, which supports the Euro-ISDN protocol DSS1.

The CE symbol on the product confirms its conformity to the technical guidelines on user safety and electromagnetic tolerance, valid at the publication date of the relevant declaration of conformity in accordance with European Directive 99/5/EC.

## Safety Precautions

- Please read the user guide and keep it in a safe place.
- Do not open the terminal.
- Do not place the terminal in direct sunlight or in the vicinity of other heat sources.
- Do not install or use the terminal in areas where there is danger of an explosion.
- Keep the terminal dry, free of heavy dust, and away from aggressive fluids and vapours.
- Do not expose the terminal to electromagnetic fields (e.g. caused by electric motors or household devices) as this could affect the sound quality.
- Avoid placing the telephone in the immediate vicinity of radios, televisions and video players.
- Plug the connecting cable of the device into the correct socket (western-type socket on NTBA, S<sub>0</sub> -bus or telephone system). Do not change the plug on the connecting cable.
- Never make a call in the immediate vicinity of water.
- Clean the device with a soft, slightly damp or anti-static cloth.
- When cleaning do not use cleaning agents or chemical substances.
- Only operate the device within the temperature range of + 5°C to approx. + 35°C.

Your telephone is intended for ordinary use. Today's furniture is coated with a countless variety of varnishes and synthetics and is treated with a whole range of preservative agents. It may be the case, therefore, that some of these substances contain elements which attack and soften the synthetic feet of the telephone. Terminal feet which have been modified by foreign substances may leave unwanted marks on the surface of furniture. Understandably, the manufacturer cannot be held liable for this

kind of damage. For this reason please place your telephone (especially on new or re-treated furniture) on a non-slip pad.

### **Internal Clock**

Your Forum Phone 510 has an internal clock. This is necessary to display the date and time in the idle state and to assign the calls entered into the call list with the date and time of their entry.

Immediately after commissioning, the clock is still inactive and the display shows neither the date nor the time in the idle state.

The clock is activated automatically with the first successful call you make.

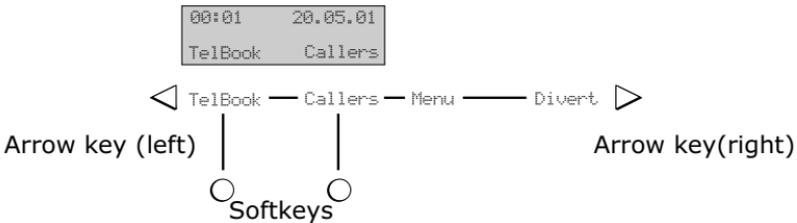
## Menu Control

Your Forum Phone 510 is operated using interactive menu guidance. These menus mean that you can access all the ISDN functions using only four keys. The menu control keys are the softkeys and the arrow keys (< > keys).

The two keys below the display are designated as softkeys. These keys have a flexible rather than fixed function. The current key function is shown on the display of your Forum Phone 510; the name of the function appears in the lower display line (e.g. Menu)

Using the arrow keys you "shuffle" the possible functions (softkey function) across the lower display line. The softkey function then changes accordingly. This means that you can "scroll" through the menus using the arrow keys.

The menu display also alternates as described between different operating states, as during a call, for example, you will need different functions to when dialling.



# Making a Call

## Outgoing Calls

### Pre-Dialling

You can enter the telephone number of a desired destination without lifting the handset.

The dialling process is prepared and initiated as soon as you lift the handset or press the speaker button. Enter a telephone number. Errors can be deleted individually using the ◀ arrow key.

You can also access a telephone number from the telephone book or from the last number redial list. Lift the handset and the telephone number is dialled.

Telephone numbers from the call list and where relevant from the last number redial list are always pre-dialled.

Select a telephone number and initiate dialling by lifting the handset or pressing the speaker key.

When pre-dialling you can select any of the following menu items:

**HideID/ SendID (Restrict / Transmit):** On/Off function - own telephone number is transmitted or not

**MSN:** calls up a submenu where the MSN for the outgoing call can be selected

**SubAddr (Subaddress):** Option of attaching a subaddress to the telephone number

**Back**

## **On-Hook Dialling**

You can also dial a telephone number without lifting the handset.

To do this, enter a telephone number and then press the speaker button. Your Forum Phone 510 activates the speaker and dials the entered telephone number.

Lift the handset once connected.

To terminate dialling (e.g. when busy), press the speaker key (speaker off).

On-hook dialling works with or without pre-dialling:

You can select a telephone number from the telephone book, the call list or the redial list, or enter it manually and then initiate dialling with the speaker key (pre-dialling). Alternatively, you can first press the speaker key and then enter the telephone number (without pre-dialling).

Telephone numbers from the redial list can only be pre-dialled.

Please note that once a connection is established you can hear the other party, but they can only hear you when you lift the handset.

## **Last Number Redial**

You make a call from the Forum Phone 510 in the normal way: Lift the handset and dial a telephone number. You also accept calls in the usual way, by lifting the handset.

On the following pages you will find the basic functions of your telephone, with the section entitled "Features" explaining the more extensive enhanced functions.

Lift the handset and press the redial key. Your Forum Phone 510 now dials the last telephone number you entered

**or**

press the redial key several times (on-hook). The last five telephone numbers dialled are displayed consecutively. When you lift the handset the displayed telephone number is dialled.

### **Automatic Redial**

If you attempt to make a call and fail to get through your Forum Phone 510 can automatically redial the number.

You make a call but fail to get through. Press AutoDl. and replace the handset.

Your Forum Phone 510 now initiates a redialling attempt every 90 seconds, for a maximum of five attempts. If dialling is successful (i.e. your call gets through), your Forum Phone 510 rings as it would for an incoming call. To terminate autodial, press Cancel.

### **Automatic Callback**

If you fail to get through to the party called because the line is busy you can initiate an automatic callback.

As soon as the desired party has finished his/her call your telephone rings just as though the other party had called you back.

Press the CallBck softkey.

After a few seconds a message appears telling you that your callback request has been received and saved by the ISDN. You can now hang up.

A callback request is saved by the network, not in your telephone or the telephone of the dialled party. This means that automatic callback is not possible from all subscriber's phones and in these cases an error message appears. To delete a callback request press the Discorrn softkey when the callback is signalled.

The connection charges for the callback service are normally incurred by you.\*

**NB:** If the "Callback" function is unavailable, "Callback" does not appear as a softkey.

\* For further information about callback calls please contact your network operator.

### Selecting an MSN During Dialling

When you make a call your Forum Phone 510 sends your telephone number (one of your MSNs) to the dialled subscriber. You can select which MSN is sent when pre-dialling.\*

First enter the destination telephone number or select this from the telephone book, redial or call list.

Then press the MSN softkey. Now use the arrow keys ◀▶ to select the MSN to be sent.

Then press OK.

If you have not selected the desired MSN you can select a different one.

If you do not explicitly select an MSN and do not restrict the transmission of your telephone number, the first programmed MSN is transmitted.

\* The MSN needs to have been saved for this, as described under "Programming MSNs". If no MSN has been programmed, the exchange may use the MSN for the line.

## Telephone Number Restriction

When you make a call your Forum Phone 510 sends your telephone number (one of your MSNs) to the dialled subscriber. If you do not want this to happen you can restrict this transmission on a given occasion.\*

First enter the destination telephone number or select it from the telephone book, redial or call list.

Then press the HideID softkey to restrict the transmission of your telephone number.

Now initiate dialling with the speaker key or lift the handset.

\* This service is only available on request from some network operators.

## Dialling with a Subaddress

In order to use certain services it may be necessary to transmit a subaddress in addition to the telephone number. This subaddress is transmitted to the opposite terminal during dialling for evaluation by the dialled terminal.

First enter the telephone number. Then press the SubAddr softkey.

Now enter the subaddress. An "E" appears in the display between the telephone number and subaddress. Now initiate dialling with the speaker key or lift the handset.

The subaddress can contain up to 20 characters. The Forum Phone 510 can only transmit digits in the subaddress; letters cannot be transmitted.

## Enquiry

Your ISDN line has two user channels, which can be used simultaneously to make calls. You can also hold an additional call during an existing call, in which case the original call is held.

You are making a call and want to hold an enquiry call.

Press the Hold softkey, or the  key for an enquiry.

Your call is held and you can carry out the enquiry call. Dial the desired telephone number

**or**

select it in the telephone book.

To terminate the enquiry call press the Disconn softkey.

## Handset Volume

Lift the handset and press the Volume softkey to set the volume.

Now set the desired volume with the arrow keys. Press the OK softkey.

When you replace the handset the original setting is restored.

Please note that the handset volume can only be set when the speaker is deactivated. When the speaker is activated you can only adjust its volume. The handset volume cannot be permanently saved.

## Speaker Volume

Activate the speaker with the speaker key and then press the Volume softkey to adjust the volume. Now set the desired volume with the arrow keys. Then press the OK softkey.

The volume setting is adjusted. When you replace the handset the original setting is restored

**or**

press the Save softkey and the adjusted volume is permanently saved.

## Incoming Calls

In the case of the Forum Phone 510 you accept incoming calls in the normal way by lifting the handset. You can also reject or deflect calls, as described in the sections entitled "Rejecting a Call" or "Deflecting a Call". As your ISDN connection has more than one user channel, other calls may arrive during an existing call. In this case "Call Waiting" is signalled. This situation is described in more detail in the section entitled "Accepting / Rejecting Call Waiting".

When you receive a call you can see the caller's telephone number in the display.\* If this telephone number is listed in the telephone book of your Forum Phone 510 you will see the caller's name as it appears in the telephone book instead.

### Accepting a Call

**Your telephone rings:** The caller's telephone number, or, where available, his/her name, appears in the display.

**Your telephone rings:** If the call was an automatic callback a corresponding message appears in the display.

While the telephone is ringing the lower display line alternates between the caller's name and the softkey function.

If you accept the call your telephone number is transmitted to the caller so that the caller can see whom he/she has reached.\*\* You can prevent this transmission before lifting the handset with the HideID softkey for restricting telephone numbers

\* Only if the telephone number is transmitted and corresponds with the telephone book entry.

\*\* This telephone number may deviate from the number dialled by the caller, e.g. if the call has been diverted to your line.

## Rejecting a Call

You can also reject an incoming call. When you receive a call the caller's telephone number appears in the display.\* If this telephone number is listed in the telephone book of your Forum Phone 510 you will see the caller's name as it appears in the telephone book instead.

**Your telephone rings:** The caller's telephone number, and, where available, his/her name, appear in the display. While the telephone is ringing you can see the softkey function in the lower display line:

**Reject** : option not to accept the call

**Reroute** (Deflect): calls up a submenu where the destination for the call deflection can be selected

**HideID/ SendID** (Restrict/Transmit): On/Off function - own telephone number is transmitted or not

Press the Reject softkey. The call is rejected and your telephone stops ringing.

\* Only if the telephone number is transmitted and corresponds to the telephone book entry.

If you reject a call it is not entered into the call list. Your caller is not informed that you have rejected the call. If multiple terminals are operated on your ISDN line the call can continue to be signalled on the other terminals.

## Deflecting a Call

When you receive a call you can choose to deflect this to a telephone number from the telephone book or a telephone number specially stored for this purpose. To find out how to program the telephone number for call deflection please refer to the section entitled "Telephone Number for Call Deflection".

This feature may not be available from all network operators.

### **When your telephone rings.**

The caller's telephone number or name appears in the display. While the telephone is ringing the softkey function is visible. Press the Reroute softkey. Now use the arrow keys to select whether to deflect the call to a standard call deflection telephone number or to a telephone number from the telephone book.

#### **(Telephone Number)**

##### **Reroute** (Deflect)

The telephone number to which you want to deflect the call can be selected from the telephone book as you would when making a call from the telephone book. You then press the Reroute softkey to deflect the call.

After initiating the call deflection your telephone ceases to ring. In the event that the call deflection was not possible, e.g. because the destination is busy, you will see an error message. Call deflection is an ISDN function and it can therefore take several seconds for a reply to arrive from the network. The calculation of connection charges varies according to the network operator used; normally the caller is billed for the connection to your line and you are billed for a connection from your line to the call deflection destination.

## Rejecting / Accepting a Waiting Call

If a call comes in for your telephone number while you are making another call you hear the call waiting tone in the handset; in addition, call waiting appears in the display.

**Reject** : option not to accept this "waiting call"

**Accept** : accept the "waiting call" immediately and hold the other call

**HideID** (Restrict): accept the "waiting call"; hold the other call.

You can now accept or reject the waiting call, or alternate between both callers (known as toggling).

You are making a call and hear the call waiting tone. The telephone number of the waiting caller appears in the display.

Press the Accept softkey, or the **(B)** key to accept the new call.

You are connected with the waiting caller and the original call is held

**or**

press the HideID softkey. This also accepts the second call (the original call is held)

**or**

press the Reject softkey. This stops the call waiting signal. The signal can continue on other terminals on your ISDN line.

Please note that accepting a waiting call always places the original call on hold.

## **Toggling**

When you are making a call and another call is being held you can alternate between the lines (toggling).

You are making a call. Another call is being held. Press the Shuttle softkey or the **(R)** key. You are now connected with the other subscriber.

The Shuttle softkey enables you to alternate between both subscribers. The Discconn softkey terminate the call you are currently making. This then reconnects you with the subscriber on hold. Replacing the handset disconnects both lines.

## **Conference Calls**

If you are making a call and another call is being held, you can set up a three-party conference call. During the conference call each party can hear the other two.

### **You are making a call.**

Another call is being held.

Press the 3-Party softkey for the conference call.

The conference call is active.

If you hang up during a conference call you have set up, this ends the conference. This disconnects the lines to the two other parties.

If you have set up a conference and one of the other parties hangs up, you can continue to hold a normal telephone call with the remaining party.

You can end the conference by hanging up (see above). Or you can also switch to toggling (alternating between the two parties) or terminate the connection to one of the parties.

## Ending a Conference Call and Toggling

From a conference call you can return to alternating between the parties (toggling).

### **You are making a three-party conference call.**

Press the Shuttle softkey. Use the arrow keys to select the party you wish to continue talking to while the other party is held

**or**

press the Back softkey to return to the conference. You can now continue with the three-party conference.

Alternating between two parties is described in the section entitled "Toggling".

## Ending a Conference Call and Disconnecting

During a conference call you can disconnect one of the two conference parties. You are then left holding a normal telephone call with the remaining subscriber.

### **You are on a three-party conference call.**

Press the Disconn softkey. Use the arrow keys to select the party you want to disconnect

**or**

press the Back softkey to return to the conference. You can then continue with the three-party conference.

## Telephone Book

Your Forum Phone 510 contains a telephone book from which you can access telephone numbers.

### Making a Call from the Telephone Book

In your Forum Phone 510's idle state you can select any of the following menu items using the arrow keys:

**Callers** (Call List): submenu for selecting list entries

**TelBook** (telephone book): submenu for selecting telephone book entries for a call

**Menu**: submenu for carrying out telephone settings or editing the telephone book

Press the TelBook softkey for the telephone book.

The first entry in the telephone book appears. Using the arrow keys you can now scroll through the telephone book in order.

**or**

Enter the first letter by pressing the corresponding digit key.

Then press the OK softkey.

You can now dial the telephone number by lifting the handset, or add to the telephone number by entering additional digits (e.g. for an extension number). You can also select (after pressing the OK softkey) whether your telephone number should be transmitted while establishing a connection.

If you do not select an option then the first programmed MSN is transmitted to the destination.

## Post-dialling from the Telephone Book

You can also post-dial parts of telephone numbers manually or from the telephone book.

This is advisable if you often call different subscribers on a telephone system. You can then save the extension numbers of individual subscribers in the telephone book.

You have dialled the first few digits of a telephone number off-hook. Press the TelBook softkey.

Use the arrow keys to select an entry. Confirm and press the Dial softkey.

The telephone number is dialled. If you have dialled the first part of a telephone number from the telephone book on-hook, lift the handset and dial the extension number using the digit keys.

## Call List

If you receive a call but do not answer it, your Forum Phone 510 saves the caller's number in the call list if the telephone number has been transmitted. If the telephone number has not been transmitted "**Unknown**" appears in the display. You can call back the telephone numbers saved in the call list at any time.

### Making a Call from the Call List

In your Forum Phone 510's idle state you can select any of the following menu items using the arrow keys:

**Callers** (Call List): submenu for selecting entries from the list

**TelBook** (Telephone Book): submenu for selecting a telephone book entry for a call

**Menu**: submenu for carrying out telephone settings or editing the telephone book

Press the Callers softkey.

The most recent entry in the call list appears. If the telephone number is listed in the telephone book, the caller's name appears instead. Using the arrow keys < > scroll through the individual entries in the call list. The Option softkey shows the date and time of the call (also see page 6) as well as other options to dial the displayed telephone number.

If you want to transfer the telephone number to the telephone book, press the TelBook softkey now. The caller's telephone number is entered into the telephone book and you can enter a name for the telephone number.

If you want to delete an entry from the call list, press the Delete softkey.

To find out how to enter a name please refer to the section entitled "Adding a New Entry". The call list stores up to 10 calls.

Calls which are answered on another terminal on your ISDN line are not displayed in the call list.

## Calling Back from the Call List

Callers whose telephone numbers are saved in the call list can easily be called back.

Press the Callers softkey.

The most recent entry in the call list appears. If the telephone number is listed in the telephone book, the caller's name appears instead.

Using the arrow keys ◀▶ you can scroll through the individual entries in the call list.

Lift the handset or press the speaker key. The displayed number is dialled.

If you call back a person listed in the call list this way, the call in the list will be marked as having been answered, but will not be deleted from it. Marked calls have a tick to the left. If you wish to select a specific MSN for dialling purposes, press the Option softkey and the MSN. If you do not wish the number to be transmitted during the call, select Option and HideID.

When dialling a telephone number from the call list it is not possible to add a subaddress.

## Notebook

Using the notebook function you can note a telephone number during a call. The noted number is entered into the telephone book, to which you can later add a name. You can also save the caller's telephone number in the notebook.

### Noting a Telephone Number

You are making a call and want to note a telephone number.

Press the Notepad softkey.

Now enter the desired telephone number. If you make an error you can delete the last digit with the  arrow key.

If you want to save a caller's telephone number in the telephone book, press the redial key instead of entering the telephone number.

Press the OK softkey. The noted telephone number is stored in the telephone book (without a name).

The note is shown as the last entry in the telephone book and can be assigned a name.

A new entry overwrites the last telephone number saved.

## Special Functions

### Parking a Call

You can "park" a call you are currently making if necessary. A parked call is not disconnected and you can continue it later.

You can also go to another telephone which is connected to the same ISDN line, and continue the parked call there. This function means, for example, that you can transfer calls to a cordless terminal.

#### **You are on a call and want to park it.**

Press the Park softkey. Now enter a park code. This code allows you to continue the parked call later.

Then press the Park softkey again.

If the call has been successfully parked, you will receive a reply from the network.

The code serves to identify the parked call during "**unparking**". You can use any single digit number for this. The call can only be unparked later by entering this code.

If the call is not parked, you will receive a corresponding error message.

Parked calls which are not continued are automatically disconnected after 180 seconds.

**NB:** While the call is parked the other party does not receive an announcement; the line will appear "dead" to them.

## Continuing a Parked Call

You can continue a parked call at any time.

Lift the handset and press the Unpark softkey to continue a parked call.

If the message "all trunks busy" (both B-channels busy, one by the parked call) appears in the display after lifting the handset, you can also unpark the call on-hook using "**Menu – ISDN – Unpark**".

Now enter the park code used to park the call. This reconnects you with the other party.

If no call has been parked, or if the "parked" caller has hung up in the meantime, you will receive the message "no call parked" when you press the Unpark softkey.

## Identifying a Malicious Caller

On request some network operators offer the option of registering malicious calls.

The network operator will then record and save the date, time, your telephone number and the caller's telephone number you want to identify.

Please contact your network operator for details.

### **You want to identify a malicious caller.**

Press the MCID softkey.

The network operator attempts to identify the caller's telephone number. This process can take several seconds. You then receive a reply from the network.

For further details on this service, which is also called Malicious Caller Identification (MCID), please contact your network operator. Interception is not always possible. If the identification of the caller's telephone number fails, you will receive a corresponding error message.

### **DTMF Post-Dialling / Remote Answerphone Access**

If a connection is live, you can use the digit keys and the **\*** and **#** keys to send standardised DTMF signals, e.g. to control answerphones, voicemail systems, etc.

#### **You are making a call and want, for example, to access an answerphone.**

Press the digit keys. The relevant DTMF signals are produced.

### **Keypad Protocol**

If you press the digit keys during a call your Forum Phone 510 produces the standardised DTMF signals used for controlling answerphones or entering messages for paging services. You can, however, also convert the keys to the keypad protocol, e.g. to control new ISDN services in the exchange.

#### **You are making a call.**

Press the **DTMFOff** softkey. The keypad now no longer sends DTMF signals, but keypad protocol codes instead.

Press the **DTMFor** softkey to return to DTMF transmission.

# Features

Your Forum Phone 510 and your ISDN line offer many functions above and beyond simply making calls. Some of these features are network services, e.g. call forwarding, conference calls, display of caller telephone numbers, etc., which you can use on your terminal.

Other features are specific to your Forum Phone 510, e.g. call filter, transmission of your telephone number during calls, call charge display, telephone lock, etc. The following sections describe how to use the various ISDN and Forum Phone 510 features.

## Call Filter

You can activate a call filter if you wish. If the filter is active, calls are only signalled if the caller is listed in the telephone book.

The call filter treats all calls in the same way, even calls arriving during another call (call waiting).

Press the Menu softkey.

Select the Terminal menu with the arrow keys and then press the Terminal softkey.

Select the FiltOn or FiltOff softkey.

The call filter is activated or deactivated accordingly.

Depending on whether the filter is active or inactive the FiltOn or FiltOff softkey, with which you can set the relevant state, is visible.

Calls where the caller withholds his/her telephone number are never signalled when the call filter is active as there is no telephone number available to compare with a telephone book entry.

By pressing the  $\triangleright$  arrow key you can see that the feature is active.

## Activating/Deactivating the Call Charge Display

Some network operators can send call charge information to your terminal.

If you receive call charge information you have the option of deactivating the call charge display on your Forum Phone 510 either during or after a call. Even when the display is deactivated your terminal continues to collect call charge information on its four call charge counters; you can then view the accrued amounts at any time.

Press the Menu softkey.

Using the arrow keys, call the Terminal function up on the display and then press the corresponding softkey.

Select the Call Charge menu with the Charge softkey. Enter your PIN (where a PIN has been set up). Press the HideCh or ShowCh softkey to activate or deactivate the automatic call charge display.

Either the HideCh or the ShowCh softkey is displayed, depending on the setting. Call charge information can contain the charges for the entire call after the call has finished (call charge display at the end of the call) or your terminal can receive call charge information per call charge unit used (call charge display during the call). For further details please contact your network operator.

## Locking Your Telephone

You have the option of locking your telephone to prevent use. Even when locked the **emergency number** (in the UK: **999**) can still be dialled.

The Forum Phone 510 has three types of lock:

- **Total Lock** permits the acceptance of incoming calls only; dialling out is not possible.
- **Direct Call** allows one telephone number to be entered; if the lock is active then only this number can be dialled.
- **Read Only** allows you to set three digit sequences; only telephone numbers beginning with these sequences can then be dialled.

Press the Menu softkey.

Using the arrow keys, call the Terminal function up on the display and then press the corresponding softkey.

Select the Lock softkey.

Now enter your PIN (if one has been set up).

The detailed procedure for the three options **Direct Call**, **Total Lock** and **Read Only** is described on the following pages.

### Direct Call

For the Direct Call option you program in a telephone number. If the lock is active your Forum Phone 510 automatically dials this number when a key is pressed.

Select the softkey with the DirCall variant.

If a Direct Call number has already been saved this appears in the first display line.

Now enter the desired telephone number or edit the existing one. Using the ◀ arrow key you can delete the existing number. Then activate Direct Call with the On softkey.

### **Direct Call is activated.**

The idle display now no longer shows the menu: the first line displays the number, which is dialled when a key is pressed. To deactivate Direct Call press the Release softkey. Now enter your PIN.

To deactivate Direct Call you must enter your PIN, even if the basic setting "0000" has not been changed.

### **Total Lock**

With the Total Lock variant dialling and programming are completely blocked. This means that no calls can be made from your terminal.

Select the softkey with the FullLck variant.

The terminal is locked.

To remove the lock press the Release softkey.

Now enter your PIN.

To remove the lock you must enter your PIN. If the PIN is entered incorrectly the lock remains active.

Even when the lock is active you can still answer calls.

Please note that the lock only applies to your terminal; calls can still be made from terminals connected to the same ISDN line.

The **emergency number** 100/101 can also still be dialled when the terminal locked.

## Read Only

With Read Only the terminal is also locked telephone numbers to prevent from being dialled.

You can, however, enter exceptions from the lock.

Select the softkey with the PartLock variant.

Now enter up to three exceptions from the locking function.

Separate each telephone number by pressing the  arrow key.

Press the OK softkey to confirm your choice.

The terminal is locked.

To remove the lock press the Release softkey.

Now enter your PIN.

If Read Only is active, only telephone numbers starting with the digits you have entered as exceptions from the lock can be dialled.

You can enter up to three exceptions from the lock.

**100/101 can always be dialled as an emergency number, even if 100/101, 10 or 1 are not included as an exception from the Read Only rule.**

## Diverting a Call

Calls to each of your MSNs can be diverted to another telephone number if desired.

For further details on this ISDN function please contact your network operator. Normally, three call diversion variants are possible: unconditional, on busy, or delayed.

**NB: Call diversion** is an automatic function of your Forum Phone 510 together with the ISDN. **Call deflection** is a manual function:

you can initiate the deflection manually depending on the situation (see "Deflecting a Call").

Press the Menu softkey.

Using the arrow keys, call the ISDN function up on the display and then press the corresponding softkey.

Select Call Diversion with the Continu softkey.

Now use the arrow keys  $\triangleleft \triangleright$  to select the MSN for which you want to activate the call diversion and press the OK softkey.

If you select "**All**", all existing MSNs on this  $S_0$  -bus will be diverted.

If a call diversion is already active, you will see the setting for this diversion. Press the  $\triangleright$  arrow key to display the menu.

To set up a new call diversion select the New softkey. Now use the arrow keys to select which services should be diverted.

Now enter the telephone number to which calls for the MSN should be diverted and press the softkey for the desired call diversion variant.

By pressing the  $\triangleright$  arrow key you can see that the feature is active.

The call diversion variants differ in how the diversion is carried out:

#### Uncond.

In the case of unconditional call diversion all calls for the diverted MSN are diverted to the destination telephone number.

#### NoReply

In the case of delayed call diversion your terminal will ring initially. If a connection is not established within a delay period (approx. 10 sec) the call is diverted.

#### Busy

In the case of the third option the call is always diverted if your ISDN line is busy, i.e. if both user channels are in use.

You can set up call diversions for each of the three MSNs which can be assigned to your Forum Phone 510; each of these call diversions can have a different destination telephone number and a different variant (unconditional, delayed, on busy).

The ISDN is a service-integrating network: various services (separate on analogue networks) are offered on one network. This means, for example, that telephony (voice), telefax (visual data), data transfer, etc., can be operated together on the ISDN. Each ISDN terminal sends a service indicator during connection, which shows the called party the service to be used.

For call diversion you can now select whether all calls should be diverted (i.e. voice and data) or only voice calls. If you only divert voice calls, calls which carry a data service indicator (e.g. fax group 4) continue to be signalled on your ISDN line and not at the call diversion destination.

## Deleting a Call Diversion

Press the Menu softkey.

Using the arrow keys, call the ISDN function up on the display and then press the corresponding softkey.

Select Call Diversion with the Continue softkey. Now use the arrow keys <|> to select the MSN you want to delete the call diversion for and press the OK softkey.

The display now shows the active call diversion details. Press the > arrow key.

If you have diverted all services, you will see details of the different services in order and then the menu.

Press the Delete softkey.

Now select which services should no longer be diverted. If you select **All**, the call diversions for all services are deleted.

Now confirm which call diversion variant should be deleted. You must enter a variant here which is actually active.

**NB:** The ISDN deals with all three call diversion variants (**unconditional, delayed, on busy**) separately. This means that you must delete the variant which is actually active.

# Programming Your Telephone

## General

Your Forum Phone 510 has been preprogrammed to allow you to make calls immediately.

To benefit from the full range of ISDN and Forum Phone 510 features, however, you must carry out your own settings where necessary. All settings saved in the terminal are referred to as "Programming".

All programming is carried out in the terminal's idle state, i.e. on-hook.

All programming except for Notebook and Volume programming always begins with the Menu softkey on the idle display.

Some of these settings are protected by a PIN: only those who know the PIN can edit the setting. The factory setting is 0000 (all settings can be edited).

The individual setting options are described on the following pages.

## Terminal Functions

### MSN Signalling

Press the Menu softkey.

Using the arrow keys, call the Terminal function up on the display and then press the corresponding softkey.

Select the Melody softkey.

Use the arrow keys to select the MSN for which you want to carry out settings and then press the OK softkey.

Now set how this MSN should be signalled.

The arrow keys adjust the volume. The digits 0..9 and the \* and # keys adjust the ring tone.

Save your settings using the OK softkey.

While carrying out the settings you hear the ringer as a control.

If an MSN is programmed (assigned), but should not ring (e.g. an MSN which is reserved solely for faxes), just set the volume to nought; even if the ringer is deactivated you can still make calls using this MSN.

## Deleting the Call Charge Counter

Your terminal saves all of the call charge information it receives from the ISDN. The call charges are held on four counters:

one for each MSN (where programmed) and one "unknown" counter, which is used if you have not programmed a MSN. Each of these counters can be deleted independently.

The total call charges incurred are calculated from the individual counters and can be viewed with the Total: softkey.

If you change from unit counting to call charge display you must delete the call charge counter.

Press the Menu softkey.

Use the arrow keys to select the Terminal Functions menu and then press the Terminal softkey.

Select the Charge softkey.

Now enter your PIN (if one has been programmed). Press the Delete softkey.

Now use the arrow keys  $\triangleleft \triangleright$  to select the counter you want to delete and press the Delete softkey again.

The corresponding call charge counter is then deleted.

## Setting the Call Charge Factor

Your Forum Phone 510 stores the connection charges incurred for the terminal. It also receives details from the network about the call charge units incurred.\* The following programming is used to set the cost of a unit:

Press the Menu softkey.

Using the arrow keys, call the Terminal function up on the display and then press the corresponding softkey.

Select the Charge softkey.

Enter your PIN if required. Press the Factor softkey for the call charge factor.

Enter the amount per unit to be used for conversion and press the OK softkey. If you delete the call charge factor with the  arrow key (left), the units are displayed.

\* Some network operators make a charge for transmitting call charge information, which is an additional service..

The call charge factor is a currency amount you must enter (in euros and cents). The decimal point is entered using the  key. A maximum amount of 600.00 can be entered.

## Setting the PIN

Some settings on your terminal are protected by a PIN (personal identification number), providing you have set up a PIN using the procedure below.

Press the Menu softkey.

Using the arrow keys, call up the Terminal function on the display and then press the corresponding softkey.

Select the NewPIN softkey.

First enter the **old PIN**, then the **new PIN**.

Confirm the entry by re-entering the **new PIN**, which is then saved.

The PIN always consists of four digits. When entering a PIN you do not have to confirm it with the OK or a similar softkey. When the fourth digit is entered your Forum Phone 510 automatically adopts the PIN. If the newly entered PIN and the confirmation of the new PIN do not match you will see an error message. In this case the old PIN remains active.

The factory setting is 0000. This means that a PIN entry is not requested for any setting change. If you want to remove an existing PIN, enter and confirm 0000 as the new PIN. The PIN is then deactivated.

### **Activating / Deactivating the Function Key Click**

You have the option of setting your Forum Phone 510 so that the speaker emits a small clicking sound when a key is pressed, which should make entering information easier.

Press the Menu softkey.

Using the arrow keys, call the Terminal function up on the display and then press the corresponding softkey.

Select the ClickOff or ClickOn softkey.

Depending on whether the key click function is active or not the ClickOff or ClickOn softkey is displayed.

### **Selecting the Display Language**

All messages can be displayed in different languages. The factory setting is German 'as the telephone was made in Germany'.

Press the Menu softkey.

Using the arrow keys, call the Terminal function up on the display and then press the corresponding softkey.

Select the Lang. softkey.

Use the arrow keys to select the desired language and then press the corresponding softkey, e.g. English.

## Setting the Ringer

You can set the tone and volume of the ringer. Two special tone options are available exclusively on this terminal.

Press the Menu softkey.

Using the arrow keys, call the Terminal function up on the display and then press the corresponding softkey.

Select the Melody softkey.

The MSN display appears.

Confirm your entry with the OK softkey

**or**

select a different MSN.

Use the digit keys 0 to 9, and \* to select a tone option.

Use the arrow keys to adjust the volume.

Confirm this by pressing the OK softkey.

## Restoring to Factory Settings

If necessary you can restore the terminal to its factory settings.

Press the Menu softkey.

Using the arrow keys, call the Terminal function up on the display and then press the corresponding softkey.

Select the Reset softkey.

**NB:** Restoring the terminal to the factory settings deletes all existing settings. The display language is restored to German, the telephone book is deleted, and all programmed MSNs are lost.

Settings which affect your ISDN line but not your terminal are not deleted when the terminal is reset. If a call diversion is active, you cannot restore the terminal to factory settings. The call diversion must first be deactivated.

## Telephone Book

Your Forum Phone 510 can store up to 35 names and telephone numbers in its telephone book.

This collection of telephone numbers has three functions:

Firstly it makes dialling numbers listed in the telephone book particularly easy. In addition, the assignment of names to telephone numbers means that the Forum Phone 510 can display the caller's name instead of his/her telephone number. Finally, the telephone book serves the call filter: if the filter is active, calls are then only signalled if the caller is listed in the telephone book.

### Adding a New Entry

Press the Menu softkey.

Using the arrow keys, call the TelBook function up on the display and then press the corresponding softkey.

Select the New softkey.

Now enter the telephone number or press the redial key to transfer the contents of the redial list.

Then select the Name softkey.

Now enter the name for this telephone number. Save your entries with the OK softkey.

If you want to enter a subaddress for the telephone number, select the SubAddr softkey.

Now enter the subaddress and press the OK softkey to confirm this.

Telephone numbers and subaddresses together may contain a maximum of 27 digits.

## Entering Digits and Text

The names for the telephone book are entered using the digit keys.

If you press a digit key (several times), the characters listed in the table opposite appear in order. To switch between the two groups of characters (upper and lower case) hold down the relevant key for about 1 second.

If you want to return to telephone number entry during name entry, press the redial key. If you want to delete a character you have entered, press the ◀ arrow key.

Key	Function	After Switching
1	1-?!,."` &()\$£"@	
2	ABC2ÄÅĂĂĂĂĂÆÇ	abc2äåääääääæç
3	DEF3ÉÉÉÉÉ	def3èéééè
4	GHI4 Ì Í Î	ghi4 ì í î
5	JKL5	jkl
6	MNO6ÑÕÖÓÔ	mno6ñõöóô
7	PQRSß	pqrs7
8	TUV8ÛÜÚÛÛ	tuv8üüúûû
9	WXYZ9	wxyz9
0	0	
#	(blank)	

## Deleting/Editing an Entry

Press the Menu softkey.

Using the arrow keys, call the TelBook function up on the display and then press the corresponding softkey.

Select the Delete or Edit softkey.

Select whether you want to edit telephone numbers or names.

Enter your PIN (if required).

Press the Entry softkey to delete a telephone book entry. The first telephone book entry appears.

Use the arrow keys to scroll down to the entry you want to delete and press the Delete softkey.

The displayed entry is then deleted.

## **Deleting the Entire Telephone Book**

If necessary you can delete the entire telephone book.

Press the Menu softkey.

Using the arrow keys, call the TelBook function up on the display and then press the corresponding softkey.

Select the Delete softkey.

Enter your PIN if required. Press the All softkey to delete all entries. Then press the Yes softkey again.

The telephone book is deleted entirely.

The notebook list is also lost, as it is part of the telephone book. The redial list remains intact.

## Last Number Redial

### Deleting the Last Number Redial List

This procedure deletes the contents of the redial list, deleting all five entries.

Press the Menu softkey.

Using the arrow keys, call the TelBook function up on the display and then press the corresponding softkey.

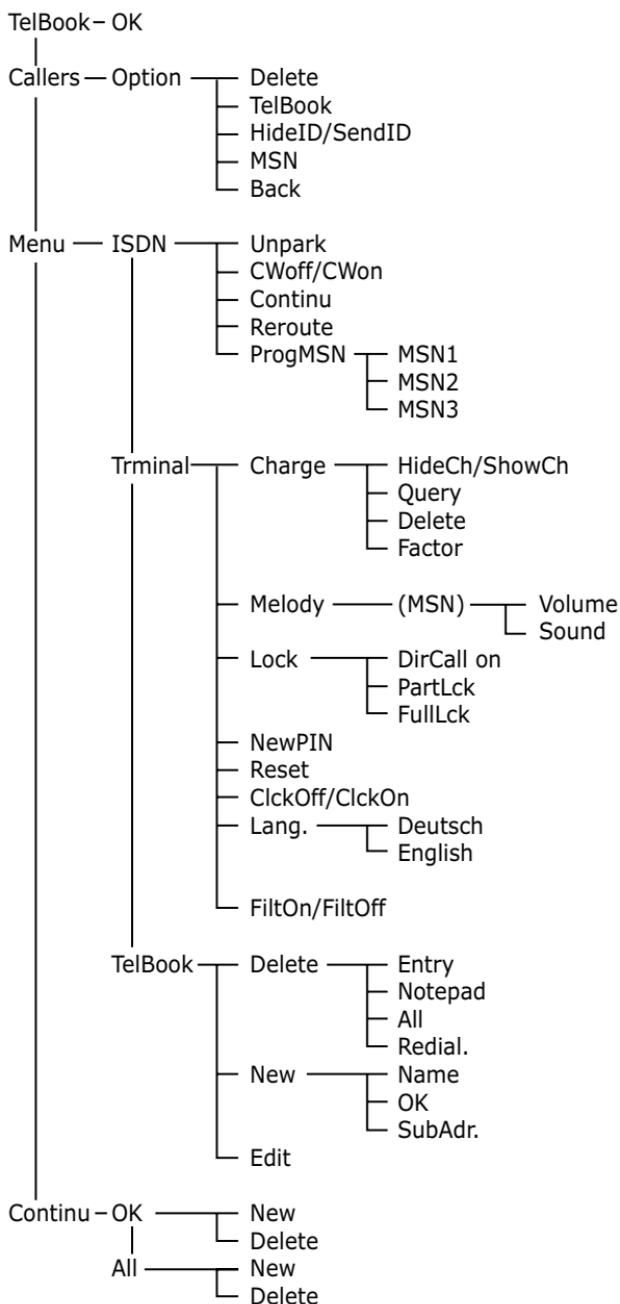
Select the Delete softkey.

Enter your PIN.

Press the Redial. softkey for the redial list.

The redial list is deleted.

## Main Menu



# Environmental information

- 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.
- 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.
- The crossed-bin symbol invites you to use those systems.
- If you need more information on the collection, reuse and recycling systems, please contact your local or regional waste administration.
- You can also contact us for more information on the environmental performances of our products.





**For more information:**

- Please dial 0800 55 400
- Visit us in the Internet at [www.belgacom.be/pabx](http://www.belgacom.be/pabx)
- Contact your Belgacom dealer

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