

Forum™ 500 Forum™ 5000

Forum Free 565 Forum Free 575

User Guide



Welcome to Proximus

Thank you for choosing a Proximus product that stands for the best in quality matched with high design standards.

Forum Free 565, 575

The following operating instructions will assist you in using your Forum Free 565 or Forum Free 575 and answer most of the questions that may arise. If you need any extra information or support, the first people to ask are your system administrator or retailer.

Internet:

www.proximus.be/pabx

Forum™ 5000 and Forum™ 500

This user guide applies to the Forum™ 5000 and Forum™ 500 product families.

- The Forum™ 500 product family comprises the Forum™ 523/524, Forum™ 525/526 and Forum™ 550/560 communications systems.
- The Forum™ 5000 product family comprises the Forum™ 5500, Forum™ 5004, Forum™ 5008 and Forum™ 5012 communications systems.

If individual features differ on the systems, a reference is made in this user guide.

We hope you enjoy using your Forum Free.

Contents

Forum Free 565/575	5
General Information	5
You Need Authorisation	5
The Glossary	5
Further Documentation	5
Safety Precautions	6
Scope of Delivery	7
Your Telephone's Features	8
Using Your Telephone	8
General Information	8
Power Supply	8
Usage	8
DECT and GAP	8
Additional Notes	9
Installation	9
Installation Site	9
Inserting/Removing the Battery	10
Installing the Charging Station	11
Important Information About the Battery	11
Charging and Discharging	12
Charging the Battery	12
Commissioning	12
Charging and Operating Times	12
Charge Display	13
Commissioning	14
Handset Subscription (Checking In)	14
Background Information	15
Displays, Keys and Symbols	16
Displays	18
Symbols in the Display	19
Text Lines	20
Softkey Line	21
Illumination	21

Softkeys and Other Keys	21
Softkey: Arrow Keys	21
Softkey: OK	22
Softkey: Esc	22
Softkey: Redial	23
Softkey: Menu	23
Automatic Hide	23
Receiver Key	23
Loudspeaker Key	23
Info Key	24
C-Key	24
Signal Key	24
Hash Key	25
Star Key	25
Number Keys	25
The Locking of Your Telephone Interface by the System Administrator	26

Telephoning

General Information	28
Description of Operating Steps	28
Switching the Handset On/Off	28
Speaker/Hands-free Use	28
Muting	29
Visual Call Indicator	29
Time/Alarm	29
Internal and External Telephone Numbers	29
Multiple Trunk Keys	29
Multiple Connections	30
DTMF Postdial/VF Signalling	30
Call-charge Display	30
Redialling	30
Telephone Lock	30
Blocked/Unblocked Call Numbers	31
Keypad Dialling	31
Least Cost Routing (LCR)	31
Transmission of Call Numbers	32
Calls in the Call-waiting Queue	33
Forwarding Calls	33

Menu Before and During a Call	35
“Selection” Menu in the Idle State	36
Making External/Internal Calls	38
Seizing an External Line Manually or Automatically and Entering of Call Numbers	38
Making a Call	39
Making a Call from the Redial List	40
Making a Call from the Phone Book	41
Making a Call from the Call List	42
Call Waiting with an Internal Subscriber	43
Voicebox Queries	44
Ending a Call	44
Using Routes to Make Calls	44
“Calling ...” Menu	45
“Busy” Menu	47
Menu During a Call	48
Accepting Calls	48
Normal Call	48
VIP Calls	49
Calls During a Conversation	50
“Call” Menu	50
“Call-Waiting” Menu	51
Enquiry, Toggling, Transfer and Conference	52
Enquiry/Toggling by Means of the R-Key	52
Transferring an Internal/External Call to an Internal Subscriber	53
Transferring an External Call to an External Subscriber	54
“Subscriber on Hold” Menu	54
Internal/External 3-Party Conference	55
“Conference” Menu	56
Special Calls/Conversations	57
Call Recording	57
Automatic Call Recording	59
Accepting an Appointment Call	60
Baby Call	60
Doorbell, Door Opener	60
Entrance Intercom Calls	61
Announcements (with and without Intercom)	62
Answering a Callback	64

Making Calls from the Telephone Book	64
The Forum 500 / Forum 5000 Telephone Book	64
“Phone book” Menu	65
Speed-Dialling	66
Add Phone Numbers to Phone Book from Lists or During a Call	66
Your Forum Free 565/575’s Local Phone Book	68

Features and Menus **70**

How to Set Features	70
Using Menus	70
Using the Star and Hash Keys	70
The Menus	70
“Main” Menu	70
“Calls” Menu	72
“Call forwarding” Menu	76
“Messages” Menu	78
“Phone settings” Menu	80
“Protection” Menu	86
“Connections” Menu	87
“Phone book” Menu	90
“Applications” Menu	91
“Central settings” Menu	91
“Info” Menu	92
“Active features” Menu	93

Appendix **95**

Care and Maintenance	95
Forum Free 575 with a MEM card	95
General Information	95
Operation with/without MEM card	95
Inserting the MEM card	96
Removing the MEM card	97
Technical Data	98
Environmental Information	98

Index **99**

Support **105**

Forum Free 565/575

General Information

The Forum Free 565 and the Forum Free 575 are cordless system terminals for use in conjunction with the Forum 500 / Forum 5000 communications system. The newly designed menus allow you to use and access your system's many features quickly and easily.

The Forum Free 565 and the Forum Free 575 have the same functionality. They differ in the size of the display and in a few cases with regard to the text displayed in the display. Each difference is pointed out in this user guide. The Forum Free 575 has an additional headset port.

You can activate the features and programme functions on the telephone itself, or equally conveniently, use the **Configurator** of the Forum 500 / Forum 5000.

Get to know your telephone equipment. You will discover many new functions that simplify communication and organisation considerably.

You Need Authorisation

Most of the features mentioned in this user guide are only available to you if you have the appropriate user authorisation. This will be set up by your system administrator when configuring the communications system.

If you are unable to use a particular feature or have any questions, consult your system administrator.

The Glossary

These operating instructions describe all the basic functions of your telephone. Should you require further information on the system's features, please refer to the glossary provided with your communications system.

Further Documentation

Refer also to the other documentation supplied with the components of your communications system. You can find this documentation on the communications system's product CD.

Safety Precautions

Only use this product in countries where the relevant authorities have authorised its operation.

Please observe the following notes on safety when setting up, connecting and using your telephone:

- Place the charging station on a non-slip base.
- Do **not** place either the handset or the charging station system
 - near water, moisture or in damp locations,
 - near heat sources,
 - in direct sunlight,
 - near other electrical equipment.
- Protect your telephone from moisture, dust, corrosive liquids and fumes.
- Do not use your telephone in damp rooms (e. g. bathroom) or in areas where there is a risk of explosion.
- Connect to approved accessories only.
- Use the supplied AC adapter only.
- Do not use AC adapters that show visible damage (e. g. cracks in the housing).

WARNING! Never

- open the telephone yourself!
- touch the plug contacts with pointed, metallic objects!

- Simply wipe your telephone with an antistatic or slightly damp cloth. Never use a dry cloth or a cleaning agent.
- Research has shown that in certain cases mobile telephones (DECT) that are switched on can affect medical equipment. If you are using mobile telephones within a medical establishment, then please observe its regulations.

Scope of Delivery

As a package, the Forum Free 565 includes

- a handset
- three batteries

As a package, the Forum Free 575 includes

- a handset
- three batteries
- belt clip
- MEM Card (see also *Forum Free 575 with a MEM card* starting on page 95)

The charging station package includes

- a charging station
- a 230 V AC adapter plug with a connecting cable

Your Telephone's Features

Using Your Telephone

General Information

The Forum Free 565/575 is a cordless telephone designed for operation in the Forum 500 / Forum 5000 communications system. In addition to convenient softkey control of system features, this telephone also offers a variety of features that allow you to make calls more easily. You can also operate your handset in other communications systems, which means you can use the same handset in different places. Furthermore, it is possible to operate the handset in communications systems made by other manufacturers, as long as they meet the GAP standard.

Power Supply

This product requires a 230 V alternating current power supply. This product can only be switched off by removing the adapter plug from the mains socket.

The mains supply voltage in some countries is 110 V. The corresponding adapter plug can be obtained as accessory. Please consult with customer service of your supplier for this.

Usage

This handset, like any cordless telephone, operates using radio signals, which do not always guarantee a connection being established under all circumstances. For this reason, you should never rely solely upon any cordless telephone for essential communication (e. g. medical emergencies).

DECT and GAP

Your handset uses a digital radio connection in accordance with the DECT (Digital Enhanced Cordless telephone) standard for the connection to the base station. The digital channel guarantees superior voice quality without static or background noise. For signalling between the communications system and the handset, the Forum Free 565/575 uses the Generic Access Profile (GAP).

The Generic Access Profile (GAP) and the DECT standard define processes used by digital cordless telephones to establish connections. The GAP standard is not manufacturer-specific so it is possible to combine the communication systems and handsets of different vendors. The basic functions (making and receiving calls) are always possible with these combinations, but other functions provided by your Forum 500 / Forum 5000 communications system together with your handset (e. g. display of call numbers or call charges) may not be available when communications systems produced by other manufacturers are used.

Additional Notes

Depending on the digital transmission in the frequency range used and also on the technical environment within the range of coverage, silent zones may occur. In this case, transmission quality can be diminished by multiple, short transmission gaps. Slight movement out of the silent zone will restore typical transmission quality. The connection will be lost if the handset is moved out of range.

In order to avoid radio coupling into other electronic equipment, we recommend the maximum possible distance (min. 1m) between the charging station / handset and other devices (e. g. radios, loudspeakers etc.)

Before using the handset, people with hearing aids should note that radio signals can couple into hearing aids and if strong enough can cause an unpleasant buzzing sound.

Installation

Installation Site

Place the charging station on a flat, even surface. Do not place the charging station or accessories near:

- water, moisture or damp areas
- heat sources, direct sunlight or inadequately ventilated areas
- devices that produce strong magnetic fields, electrical devices, fluorescent lamps, computers, radios, television sets, fax machines and telephone terminals

- areas where the equipment may be covered, penetrated by fluids and where its ventilation is impaired
- areas where there is excessive dust, and areas subject to vibration, shock or extreme temperature fluctuations

Place and/or store the handset and accessories out of the reach of small children.

Inserting/Removing the Battery

Use **type AAA** batteries only. Replacements can be obtained through your supplier.

To insert/remove the battery pack, proceed as follows:

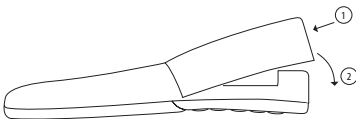
Opening the battery compartment

To unlock the battery compartment cover, use a pointed object (e. g. a ballpoint pen) and push it into the hole at the bottom of the handset (1) while lifting the cover away as illustrated (2).



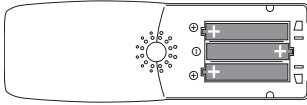
Closing the battery compartment

After you have inserted the batteries (see next paragraph) hold the cover against the battery compartment at a slight angle (1) and push it down until it snaps shut (2).



Battery polarity

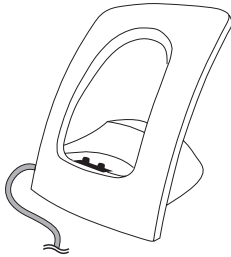
Observe the correct polarity when replacing the batteries. The +/ - symbols in the battery compartment must correspond to the +/ - symbols of the batteries. The batteries can be inserted without exerting force. Attempting to insert the batteries with incorrect polarity can cause the handset to be damaged.



Installing the Charging Station

To operate the charging station you need a 230 V AC mains connection.

Connect the cable of the adapter plug to the socket on the underside of the charging station, and then insert the adapter plug into the mains socket.



Adapter plug

Installing the charging station

Important Information About the Battery

Use the battery only as directed. Never use a damaged or flat battery.

Heat and cold reduce the performance and the lifetime of the battery. A handset with either a hot or a cold battery may not function temporarily, even when the battery is fully charged.

Dispose of used batteries in accordance with local regulations. Please make use of any recycling facilities available.

Never throw a battery into a fire.

Charging and Discharging

The battery can be charged and discharged hundreds of times, but it will eventually be used up. When the operating time (i. e. talk and stand-by time) has become noticeably shorter than normal, the battery should be replaced.

In order to achieve long operating times, you should discharge the battery at intervals by not placing the handset in the charging station and leaving it switched on until it switches itself off. Only use this method to discharge the battery.

Extreme fluctuations in temperature have an effect on the charging capacity of the battery.

Charging the Battery

Commissioning

Charge the batteries for approx. five to six hours before using your handset for the first time. This safety measure extends the lifetime of your batteries. The maximum performance of the batteries is only reached after three to five charging/discharging cycles.

Place the handset in the charging station regularly in order to reach the optimum battery charge.

Be careful to observe the correct polarity when replacing the batteries. It is absolutely essential that you only use rechargeable batteries authorised by the manufacturer. The manufacturer does not accept any responsibility for malfunction or damage when other types of rechargeable battery or normal batteries are used.

Charging and Operating Times

Charging time

5 - 6 hours (for fully discharged batteries)

Talk time

Forum Free 565: up to 20 hours (fully charged)

Forum Free 575: up to 14 hours (fully charged)

Stand-by time

Forum Free 565: up to 200 hours (fully charged)






Forum Free 575: up to 140 hours (fully charged)

Note: Batteries with an unknown charging status are fully charged in approx. 14 hours.







Charge Display

The charging status of the battery is shown in the display as follows:

Forum Free 565's charge display

-  75 - 100 % charged
-  50 - 74 % charged
-  25 - 49 % charged
-  0 - 24 % charged
-  (Frame flashes) Battery nearly discharged

Forum Free 575's charge display

-  81 - 100 % charged
-  61 - 81 % charged
-  41 - 60 % charged
-  21 - 40 % charged
-  0 - 20 % charged
-  (Frame flashes) Battery nearly discharged

Your handset has a battery management system that has to determine the limits of the battery charging status before it can display an accurate charge level.

When the battery has been replaced, the charge level is not correctly displayed until a whole charge and discharge cycle has been completed.

When the handset is in the charging station, the flashing or lit sections indicate charging and the charge level.

Charge warning

When the battery capacity is nearly exhausted, the battery symbol will flash in the display.

If you are making a call at the time, you still have up to three minutes of talk time before the handset switches itself off. If you are not making a call and the handset is not in the charging station, “Battery empty” appears in the display. You can no longer make a telephone call now.

Commissioning

Handset Subscription (Checking In)

Your handset can be operated in up to ten different communications systems. To be able to do this, it must be subscribed to every system, this means: the handset must be checked in.

Normally the check-in operation is performed when commissioning the handset. If you are operating your handset in the Forum 500 / Forum 5000 communications system, checking in your handset will be done by your system administrator.

For the communications systems of other manufacturers:

Enrol your handset in the communications system as described in the chapter “*Phone settings*” Menu starting on page 80 (section “System”).

Note for the system administrator

If you are operating a DECT network on an Forum 5004/5008/5012 or Forum 5050 communications system, please read the more detailed information as well in the “Mounting and Commissioning” (Forum 5004/5008/5012) or “Commissioning and Maintenance” (Forum 5500) guide and in the online help on the topics DECT networks and DECT areas. This is where you will find details on configuring DECT base stations and on checking in DECT terminals in DECT areas.

Background Information

Checking in

The Forum 500 / Forum 5000 check-in operation for handsets is initiated via the Web console, either by the system administrator or by a user with administrator rights. You will need the following information if you wish to subsequently subscribe a handset yourself.

There are two check-in procedures. Depending on which procedure is used, there are different time limits for the completion of the procedure and you may also have to enter an authentication code.

- **Simplified procedure:** The handset must be subscribed to the communications system within three minutes. This convenient procedure enables you to subscribe any DECT telephone within this short period of time (“the next handset is being subscribed”). All menu items in the “Subscription” menu must be confirmed with **OK**.
- **Secured procedure:** The handset must be subscribed within one hour. You will need to know the IPEI of your handset and you may also have to enter an authentication code (AC) for this procedure. The IPEI can be read out from the handset’s “System” menu (see page 81); the AC can be obtained from your system administrator or read out from the **Telephony: Devices: DECT phones** menu in the **Configurator** of the Forum 500 / Forum 5000 (Web console).

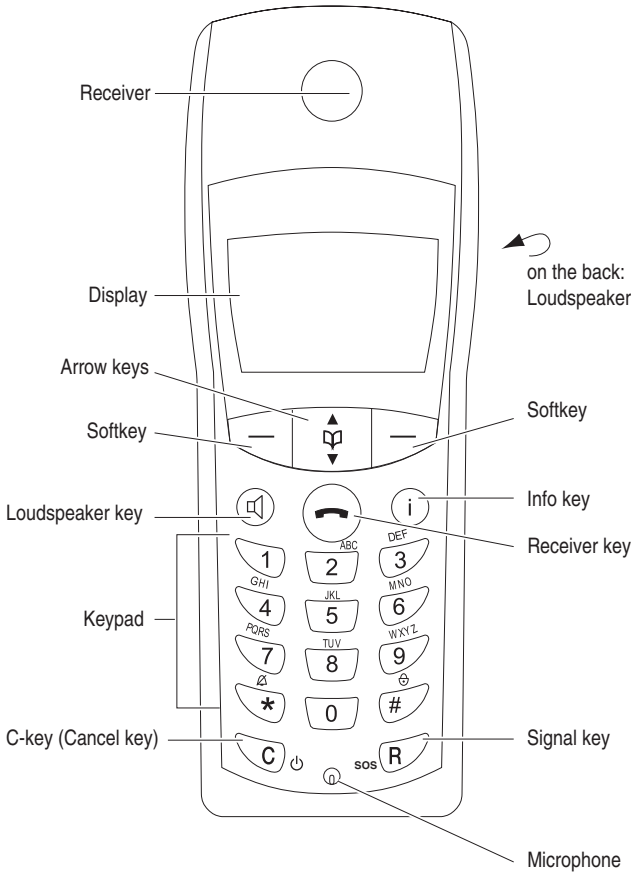
Subscription

The handset will store a subscription record for each communications system it has been checked into. Each subscription record includes a name; whenever the handset enters the range of a base station, this name will be appear in the handset’s display.

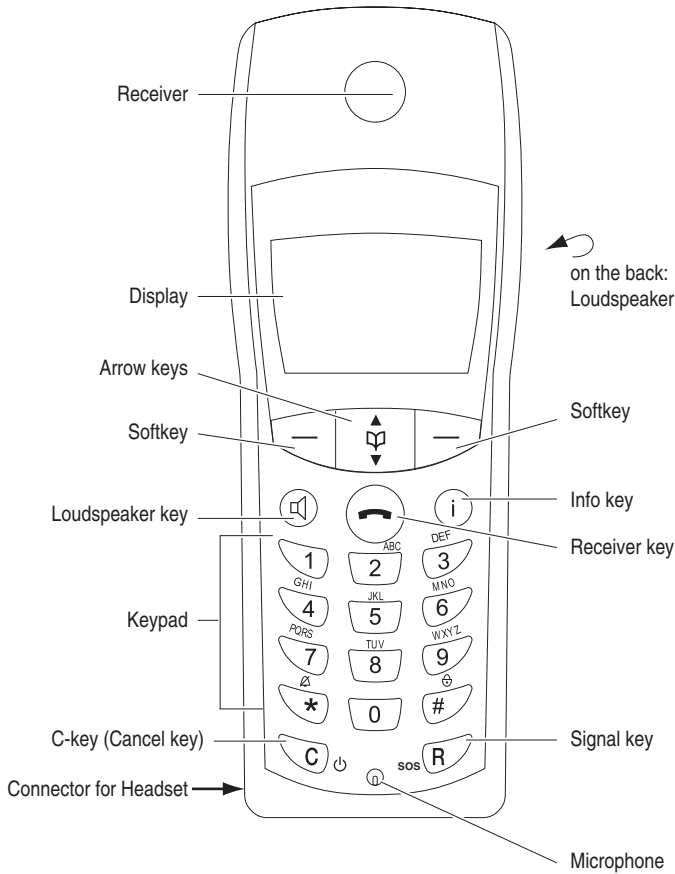
Registration

Once the handset has been subscribed to (checked into) one or more communications systems you can make and receive calls. If you have activated the **Auto Search** feature (see page 82), the handset will automatically register with the nearest base station in its range (provided the handset is in the idle state). If you do not want to use the auto search feature, you can register the handset with a base station using the subscription record stored in the handset.

Displays, Keys and Symbols

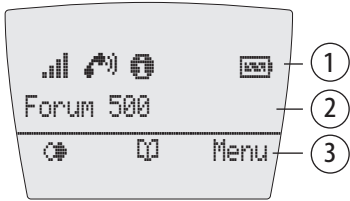


Operating Elements on the Forum Free 565

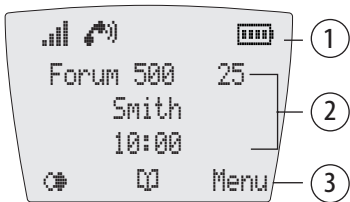


Operating Elements on the Forum Free 575

Displays



Forum Free 565's Display



















Forum Free 575's Display

1 Symbol line (see page 19)

2 Text lines: **one** line on a Forum Free 565, **three** lines on a Forum Free 575 (see page 20)

3 Softkey line (see page 21)

Symbols in the Display

-  Quality of the radio connection (four bars means a stable radio connection; a single bar means an unstable radio connection)
-  Call state (receiver key pressed)
-  Call state (speaker/handsfree activated)
-  Microphone switched off
-  Ringer switched off
-  Forum Free 565: Battery charging status (refer to *Forum Free 565's charge display* starting on page 13)
-  Forum Free 575: Battery charging status (refer to *Forum Free 575's charge display* starting on page 13)
-  You have activated the keypad lock.
-  Redial list
-  Forum Free 565: You have received calls or messages (short messages, E-mail).
-  Forum Free 575: You have received messages (short messages, E-mail).
-  You have received a voice box message. This requires a voicemail system to be connected to your communications system. The symbol is only visible if there is no active connection to the communications system.
-  Telephone book (see page 64)
-  Forum Free 575 only: You have programmed and activated a local alarm (see page 84).
-  Forum Free 565 only: You have activated a feature which impairs your reachability: call forwarding immediately, call protection.
-  Forum Free 575 only: You have activated a feature which impairs your reachability: call forwarding immediately, call protection.

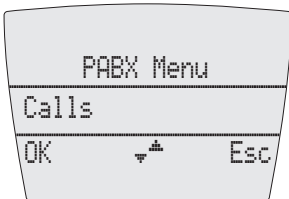
Text Lines

The middle line on the Forum Free 565 and the three middle lines on the Forum Free 575 information on the current connection state or menu lists and texts are displayed.

In the call state you see in the display the call number or name of caller/called subscriber.

Forum Free 565

In the idle state, the display shows the user name programmed for the handset (see page 85) and the internal call number that you entered during enrolment (see page 82). If the handset is registered on multiple base stations, the name of the active base station and the internal call number for the handset are displayed.



Text line on a Forum Free 565

Forum Free 575

In the idle state you see the name of the communications system to which the handset is currently subscribed, the internal call number that you entered during enrolment (see page 82), the user name programmed for the handset (see page 85) and the current time.

Selection lists (e.g. telephone book) and the Features menu are displayed in three line extracts. Use the arrow keys to scroll up or down. Items that can be selected are displayed with a dark background.



Text lines on a Forum Free 575

Softkey Line

The texts and symbols in this line refer to the keys underneath. The contents of the line change according to the operating status.


Illumination







The display is automatically illuminated when calls are received or when you press a key. The illumination is automatically switched off again ten seconds after the last key was pressed.





Softkeys and Other Keys

The two keys below the display, as well as the arrow keys, are known as softkeys. The functions assigned to the keys are shown in the lowest line of the display. The key function changes automatically according to the operating status of the handset.


Softkey: Arrow Keys

Above the arrow keys  you will see symbols that identify the individual functions of the arrow keys:


Forum Free 565	Forum Free 575	Function
		The “up” arrow key allows you to select call numbers from the phone book of your communications system Forum 500 / Forum 5000.
		The “down” arrow key allows you to select call numbers from the local phone book of your telephone.
		When you are entering call numbers or names, you can make changes by moving a cursor. The arrow keys allow you to move the cursor to the beginning or end of the entry.

Forum Free 565	Forum Free 575	Function
		<p>If a selection list (e.g. phone book or menu) is displayed, you can use the arrow keys to scroll to the desired entry.</p> <p>If a continuous text is shown (e.g. a message), you can scroll up and down through the text with the arrow keys.</p>
		<p>During a call you can change the volume of the receiver /loudspeaker using the arrow keys (with the Forum Free 575 also the volume of the headset).</p>

Scrolling


Use the arrow keys  to scroll between menu entries. When the first entry in a menu is selected and you press the **up arrow key** you go to the last entry of this menu. When the last entry in a menu is selected and you press the **down arrow key** you go to the last entry.


Softkey: OK

Press  to confirm the selected function.

If a function only has one quick-switch option, it is operated by this key. Active settings (ON) are indicated by a “✓” next to the relevant item; inactive settings (OFF) are indicated by a “-”.

Softkey: Esc

Press the  softkey **briefly** to exit the section of the menu currently displayed. You will then see the selection from the previous menu or the current idle or call display.

When you navigate within the menu and **press and hold** the  softkey the menu closes and the telephone is in idle state again.

Softkey: Redial

☎ Allows you to select a call number from the redial list.


Softkey: Menu

A **long** key press in the idle state displays the main menu. Here you can edit all the phone settings. The individual menus are explained in the chapter entitled “Main” Menu starting on page 70.

A **short** key press invokes a menu that depends on the handset’s state. This menu only displays the relevant operations that can currently be performed.

Automatic Hide

Menus are automatically hidden under the following circumstances:

- Whenever you receive a call while your phone is in the idle or call state.
- In the call state, when you perform input that requires invoking a new, call-dependent menu (e. g. you press the R-key  to make an enquiry).
- If you press a softkey that invokes a menu other than the one currently displayed.
- When you are in a system menu (e. g. phone book of the communications system) and a caller tries to reach you, the caller hears a busy signal.
- An open menu is automatically closed after 60 seconds if you do not make any additional entries. Exception: playing back a voicebox message with a duration longer than a minute. Changes that have not been saved are lost.

If you have saved your input in a menu, it remains saved when you leave the menu.

Receiver Key

☎ The receiver key has the same function as lifting or replacing the receiver of a normal telephone.

Loudspeaker Key

🔊 This key activates the speaker or hands-free mode.

Info Key

ⓘ By means of this key you can access the various lists (e. g. the call list) as well as view and change currently activated features (e. g. call protection, call forwarding).

If there are new calls, e-mails, short messages or voicebox messages, then on the ...

... Forum Free 565 the Info symbol  flashes slowly in the display

... Forum Free 575 the Info key flashes.

C-Key

🗑 The C key (also known as the Cancel key) has several functions. Depending on the current state of the telephone it can be, e. g. terminal is idle, when on a call, in the editing mode, or depending on the length of the key press: **brief** or **long**. The following functions are available:

... **when the device is switched off:**

short or **long** key press: device is switched on

... **device idle:**

long key press: the device is switched off

... **within editors:**

- **brief** key press: deletes a single character to the left of the cursor
- **long** key press: (after a brief warning tone) deletes the entire entry

... **if you are in a list (e. g. caller or redial list):**

- **brief** key press: deletes the entry selected
- **long** key press: (after a confirmation message) deletes the entire list




... **within a menu:**

- **brief** key press: moves back a menu level
- **long** key press: exits the menu


Signal Key

☎ This key initiates an enquiry during a call. Holding this key pressed dials the SOS number (if one has been stored).

Hash Key

 Long key press in the idle state switches the key lock on. An active keypad lock is displayed with a  symbol in the symbol line. To unlock the keypad, press the softkey under this symbol and then the  key.











Star Key



 Long key press in the idle state switches the ringer on and off.


Number Keys

The number keys are used to directly enter call numbers and names, including Vanity phone numbers.

In input lines for text, the numerical keypad automatically switches to the entry of letters. You can enter the following characters by pressing the number keys several times:

Key	Upper-case letter	Lower-case letter
	1 ? ! , . : ; " ' `	1 ? ! , . : ; " ' `
	A B C 2 Ä Å À Á Ã Ä Æ Ç	a b c 2 ä å à á ã ä æ ç
	D E F 3 È É Ê Ë (Euro sign)	d e f 3 è é ê ë (Euro sign)
	G H I 4 Ì Í Î Ï	g h i 4 ì í î ï
	J K L 5	j k l 5
	M N O 6 Ñ Ö Ò Ó Ô Õ Ø	m n o 6 ñ ö ò ó ô õ ø
	P Q R S 7 ß	p q r s 7 ß
	T U V 8 Ü Ù Ú Û Ü	t u v 8 ü ù ú û ü
	W X Y Z 9	w x y z 9
	Forum Free 565: O (space) @ \$ & * - + = ^ % Forum Free 575: O (space) @ \$ &	Forum Free 565: O (space) @ \$ & * - + = ^ % Forum Free 575: O (space) @ \$ &

Key	Upper-case letter	Lower-case letter
	Forum Free 565: A -> a a -> A Forum Free 575: * - + = < > ^ %	Forum Free 565: A -> a a -> A Forum Free 575: * - + = < > ^ %
	Forum Free 565: # () { } [] / \ < > Forum Free 575: # () { } [] / \	Forum Free 565: # () { } [] / \ < > Forum Free 575: # () { } [] / \

- When entering text, you can use the arrow keys to move the cursor to the beginning or end of the entry.
- Inputs are always made to the immediate left of the cursor position.
- The input position moves automatically if you pause briefly between your inputs or if you enter a new character.
- When entering text, the first letter will automatically be upper case, the remaining letters automatically lower case. After you enter a space, the next letter will be upper case once again.
- While entering text, you may switch back and forth between upper and lower case by pressing a number key for a **longer** time. The upper-/lower-case remains activated until the next time you press a number key longer.
- A short press of the C-key  deletes individual digits/characters (in front of the cursor), whereas long pressing the key deletes the complete entry.
- The **Esc** key cancels the entire procedure.

The Locking of Your Telephone Interface by the System Administrator

The system administrator can lock your telephone's interface via a setting for your user group. All keys of your telephone no longer function aside from a few exceptions (e. g. the number keys and the receiver key).

- You can then make calls with your telephone but no system functionality can be configured.
- The redial functions, telephone books of the communications system, Info menu and state dependent menus are not available. (These menus are opened by a short press on the **Menu** softkey, they are described in the

Telephoning starting on page 28 chapter.) The local telephone book, however, is accessible as the lock only affects the functionality of the communications system.

- If the system administrator has authorised you, you can set the time group of the communications system (see also “*Central settings*” Menu starting on page 91). If your user group authorisation changes according to the time group, then it is possible that the interface lock of your telephone will be cancelled.

Please consult your system administrator if you have questions concerning your authorisation.



Telephoning

General Information


Description of Operating Steps

The following descriptions list all the softkey functions of the left and right key below the display. These functions can be activated by pressing the arrow keys or the **OK** softkey.

Switching the Handset On/Off

You can switch the handset off by pressing  for longer than one second in the idle state. You switch it on by pressing  again or by placing the handset in the charging station. No ringer or alarm signal is emitted (e. g. for an appointment call) while the handset is switched off.

Speaker/Hands-free Use

To allow several people in the same room to take part in a call, press the loudspeaker key  during a call. Repeat to switch off. You will achieve the best quality when the handset is in a vertical position; in other words when neither the loudspeaker nor the microphone are covered.

Setting the volume

During a call you can adjust the speaker or loudspeaker volume (with a Forum Free 575 also the headset volume) to one of a number of levels (three levels with a Forum Free 565, seven levels with a Forum Free 575). You can monitor the setting in the display.


To adjust the earpiece (or the headset) volume, press the arrow keys; to adjust the loudspeaker volume, switch the loudspeaker on and then press the arrow keys.

Note: When the telephone is in its idle state again, it reverts to the default menu setting. You can change the default setting in the “Phone settings” menu (see also “*Phone settings*” Menu starting on page 80).

Muting

During a call you can switch your handset's microphone off with **Mute**. The person at the other end of the line can no longer hear you. **Unmute** switches it back on.

Visual Call Indicator

The receiver symbol  in the display flashes and the display illumination is switched on to indicate an incoming call.

Time/Alarm

In the idle state, the display shows the current communications system's time (Forum Free 575 only). The time is automatically updated after an external call. After going into operation for the first time or changing the batteries, it can take a moment before the Forum 500 / Forum 5000 communications system transmits the current time.

The Forum Free 575 also has a programmable alarm function. For details, please refer to page 84.

Internal and External Telephone Numbers

The internal and external telephone numbers at which you can be reached are assigned when your Forum 500 / Forum 5000 communications system is set up.

Multiple Trunk Keys

There may be multiple configured trunk keys (max. of three with the Forum 500 / Forum 5000 communications system). Each of these keys has its own internal call number which – dependent of the system configuration – can also be assigned to its own external call number. Ask your system administrator regarding the configuration valid for you.

If there are multiple trunk keys configured on your telephone, you can specifically dial a call number using one of these keys (when dialling directly and for pre-dialling, please refer to the chapter *Making External/Internal Calls* starting on page 38). The first trunk key is assigned as the preference key if you do not select one in particular.

For calls you make from the redial list or from the caller list, the respective trunk key is automatically seized from which the original call was made.

Multiple Connections

Two calls can be made to your handset simultaneously. This means that you can telephone with two parties, toggle between these connections or initiate a 3-party conference. Any further callers will hear a busy signal.

If the system administrator has configured a call queue, further calls will enter this queue (see also the section *Calls in the Call-waiting Queue* starting on page 33).

DTMF Postdial/VF Signalling

Depending on the system's configuration, your telephone is automatically set to VF (voice frequency) signalling in the connection state. You can use this, for example, to query an answering machine or a voice mailbox. Consult your system administrator if you have questions concerning this function.

Call-charge Display

If your network operator transmits call charge information, and if you have dialled an external number yourself, you will see the amount of the charge for this call during the call or after you hang up.

Redialling

The last call numbers you dialled are stored in the redial list (with the most recent entry at the top). If a call number is also stored in the Forum 500 / Forum 5000 telephone book, you will see the name.

Telephone Lock

You can switch the telephone lock on or off using the **Protection - Telephone Lock** menu after entering your PIN. Switching on the telephone lock changes dialling rights. You may no longer be able to make external calls or only make them to a limited extent.

Blocked/Unblocked Call Numbers

Your telephone can be blocked from dialling all or selected external call numbers. Emergency numbers can be entered in a special list, irrespective of your trunk line access rights, and thus always be dialled. Consult your system administrator for details.

Keypad Dialling

A number of European network operators need the keypad protocol in order to set features. Depending on your system configuration your telephone could be set to keypad dialling during the connection state. If this is not the case, you must switch your telephone over to the keypad protocol – before dialling – and enter the code digits specified by the network operator. These are transmitted directly to the exchange and evaluated there. You usually get an announcement as an acknowledgement. Consult your system administrator if you have questions concerning this function.



This switches your telephone over to the keypad protocol. You can now enter the code digits for the appropriate keypad.

Note: The setting is deleted again when the connection is terminated!

Least Cost Routing (LCR)

Whenever you make an external call, your system automatically uses LCR to set up a connection to a network operator that has been selected by the system administrator. If you do not wish to use this preferred connection and want to select a network operator yourself for each call (i. e. on a call-by-call basis), then before making the call, select **LCR off**

(see also the **LCR off** menu in the section entitled “*Selection*” Menu in the Idle State starting on page 36). This is only necessary if LCR has been configured for you in the Forum 500 / Forum 5000. Consult your system administrator about this.

Note: Baby call and external call forwarding are not automatically routed via preferred connections. In this case, if the network operator you wish to use is not the default operator, you must prefix the desired call number with the operator’s code.

Transmission of Call Numbers

With ISDN there are different features which allow or prevent the transmission of (external) call numbers between subscribers.

“CLIP” feature

CLIP is an abbreviation for “Calling Line Identification Presentation”. The caller’s call number (if transmitted) is displayed. If this number is also stored in the Forum 500 / Forum 5000 telephone book, the caller’s name is displayed.

“CLIP no screening” feature

Using “CLIP no screening” outgoing connections instead of sending the real call number of the caller, send another call number. Thus, instead of being shown your number, the subscriber you have called is shown, for example, a service call number. The feature “CLIP no screening” must be enabled by the network provider and activated in the system configuration by the system administrator. When you receive an external call where the caller indicates a different number than the one actually being transmitted, your display will show a “?” next to the call number. If the indicated call number is saved as a phone book entry, as usual, the name will be shown along with a question mark.

Note: Display of the question mark “?” is the system default. The system administrator can switch off this default setting in the web configurator with the **Mark unchecked phone number with ?** option (**Telephony: Settings** menu).

“CNIP” feature

CNIP is an abbreviation for “Calling Name Identification Presentation”. In addition to the call number, the name configured by the caller is also transmitted and displayed on the corresponding call key. If the caller’s number is listed in the Forum 500 / Forum 5000 telephone book, then this – local – entry is displayed in preference.

“CLIR” feature

CLIR is an abbreviation for “Calling Line Identification Restriction”. Before dialling a call number, you can decide from case to case if you wish to prevent your call number from being displayed to the called subscriber. To do this, select **Suppress number** (see also “*Selection*” Menu in the Idle State starting on page 36). If this feature is not provided, your call number will always or

never be displayed, depending on the system setting. Consult your system administrator for more information.

Calls in the Call-waiting Queue

The system administrator can configure and activate a **call-waiting queue** especially for your telephone in the Forum 500 / Forum 5000 system. While you are making a call, new calls can be queued. These callers first hear an announcement (if the system administrator has preset an announcement) and then the ring tone. The number of calls permitted in the call-waiting queue is set by the system administrator during system configuration, 5 calls for example. When this number is reached, further callers hear the busy tone. The calls in the queue are put through in order of priority (baby calls, door calls, VIP calls, other internal and external calls), irrespective of the order in which they came in.

Calls that have been in the queue for too long are removed, and the callers then hear the busy tone. The period of time until a call is released is set by the network operator. In most European countries this is usually three minutes.

Your telephone can have a call-waiting queue even if it belongs to a subscriber group. A call-waiting queue simultaneously affects call forwarding.

Note: If call-waiting protection is deactivated on your telephone, you will hear the call-waiting tone every time a new call comes in. The display indicates if it is an internal or an external call. If call-waiting protection is deactivated and you end the call, the next waiting call will be signalled.

For more information please refer to the chapter entitled “Call Queue” in the “Mounting and Commissioning” (Forum 523/524, Forum 525/526, Forum 550/560, Forum 5004/5008/5012) resp. “Commissioning and Maintenance” (Forum 5500) guide.

Forwarding Calls

Types of forwarding

You can forward internal or external calls intended for yourself to another internal call number or, provided that you have the necessary user group authorisation, to another external call number. Calls can be forwarded either immediately, after a specified period of time (delay) or if the line is busy. You can configure more than one call forwarding mode at the same time

(**Immediately**, **After delay** or **Busy**). You can, for example, configure call forwarding **Immediately** for external calls to one call number, and call forwarding **After delay** for internal calls to a different call number. During configuration, the system administrator defines an interval in seconds for **After delay** call forwarding. You can replace this default with your own individual value when programming **After delay** call forwarding. If more than one forwarding mode has been activated, **Immediately** is given priority.

Call forwarding to a voicebox

If **Forum Voicemail**, the integrated voicemail system of the Forum 500 / Forum 5000, is installed, you can also forward your calls to a voicebox configured for you.

Call forwarding instances set up by the system administrator

- **Selective Call Forwarding:** The system administrator can programme call forwarding where the call number of the caller is analysed (“SCF: Selective Call Forwarding”).
- **Call filter:** The system administrator can use call filters to establish call forwarding settings that apply to callers with specific call numbers or callers with suppressed numbers.

Potentially this could be the reason why specific calls do not reach you. If you have any questions concerning this functionality, please consult your system administrator.

Least Cost Routing

Least Cost Routing (LCR) can be evaluated with call forwarding to external numbers, provided your system administrator has configured LCR and its application in the Forum 500 / Forum 5000 correspondingly. Ask your administrator for the configuration applicable to you.

Hunt group call numbers

During system configuration, the system administrator can configure call forwarding destinations for standard and comfort hunt group call numbers. These destinations are called if all members of a standard or comfort hunt group are busy or if (for a standard hunt group of type **Linear**, **Cyclical** or **Statistical**) the call is not picked up by any group members within a certain period of time. You cannot view or change this call forwarding on your device.

In addition, the system administrator can determine whether you can forward incoming **standard** hunt group calls or not. If the system administrator does

not permit call forwarding for your standard hunt group call number, any call forwarding that you have programmed on your device is not carried out upon a hunt group call.

For more information on the topic of standard and comfort hunt groups, please contact your system administrator.

Call forwarding chains

The system administrator can configure the system so multiple call forwarding instances can be linked one to another to form a chain. A simple example: user A forwards to user B, who then forwards to user C. A call for user A is then directly signalled to user C.

A setting in your user group regulates which call number appears on your device when a call which has been forwarded multiple times is signalled on your device: you will see either the call number of the last user who programmed the last call forwarding in the chain, or the call number of the first user in the chain. The number displayed is also saved to the caller list for missed calls.

The system prevents call forwarding chains from forming a loop, e. g. when the call forwarding destination refers back to the call forwarding source. When the system detects a call forwarding loop, no further call forwarding is carried out. This can mean that – despite call forwarding being programmed – calls are nonetheless signalled on your device.

A loop is also detected during call deflection. If you receive a call via a call forwarding chain and wish to deflect it to a destination call number which is already in the call forwarding chain, a negative acknowledgement tone is heard and the call signalling on your device will continue. Contact your system administrator if call forwarding is not functioning as expected on your device. The system administrator is able to analyse call forwarding chains and eliminate any possible conflicts.

Menu Before and During a Call

When the handset is in the idle or call state, state-dependent menus are displayed when you press the **Menu** softkey briefly. Frequently used features are displayed, which you can then activate.

Examples:

1. Another telephone in your pick-up group rings and you want to accept the call. Press the **Menu** softkey briefly, select **Pick-up** and confirm your choice with **OK**. You will be connected with the caller.
2. Or a subscriber is busy and you want to be called back. When you hear the busy signal, press the **Menu** softkey and confirm **Callback** with **OK**.

The state-dependent menus are individually described at the end of the following chapters.

“Selection” Menu in the Idle State

Note: Menu items marked with an * are only displayed if the corresponding user authorisation has been set in the Configurator.

Press the **Menu** softkey **briefly** (this is also possible when you have already pressed the receiver key ☹), and then select ...

Unpark call: Consecutively unparks one or more connections which you have previously parked, for instance to make enquiries or to forward calls (see “*Calling ...*” Menu starting on page 45). Select the parked call desired from the list offered. Confirm with the **Ok** softkey.

Redial: The list of the last dialled numbers is displayed and you can dial one of these numbers again. This menu point is only displayed with a Forum Free 565.

Phone book: You open the Forum 500 / Forum 5000 telephone book. You can enter new entries, edit existing entries or call one of the stored subscribers. This menu point is only displayed with a Forum Free 565.

Pick-up:* You pick up a call made to another telephone in your pick-up group.

Pick-up select.:* Once you have entered the call number, you can pick up a call to any other telephone. If the other telephone is in the call state (e. g. an answering machine is making an announcement), you pick up the call. The subscriber for whom you picked up the call must belong to a user group for which “Call removal” authorisation is activated, otherwise “Pick-up selective” is not possible.

Note: If the called subscriber is a member of a user group for which pick-up protection is active, “Pick-up” and “Pick-up selective” are not possible.

Take:* You accept a current call from a different terminal at your DECT telephone and continue your call on your DECT telephone. The prerequisite is that your DECT telephone and the other terminal have the same internal call number.

Announcement:* Once you have entered the call number, you can initiate an announcement to another **system terminal** (or on a group of system terminals).

Intercom: After entering the device ID, you can initiate an announcement to a **single** system terminal. The microphone of the end terminal called will be switched on and the person you are calling can immediately answer your announcement. The “Intercom” function cannot be used for announcements to a group of terminals.

Charges: You see the charges for the last call and the total call charges for your telephone.

Door opener:* This activates the door opener.

Notes: Note down a call number and a name or select a noted number.

Suppress number: For the following (internal or external) call, your call number will not be presented to the called subscriber. This menu item is dependent on the system settings.

Transmit number: For the following call, your call number will be presented to the called subscriber. This menu item is dependent on the system settings.

LCR off:* This switches the least cost routing function off. When configuring your user group the system administrator can determine that LCR should not be used. In this case this menu item will not be displayed.

VIP call:* Your next call will be treated as a VIP call. Even if the internal subscriber you are calling has activated call-waiting protection, call protection or call forwarding (on his system terminal), your call will still be acoustically signalled.



Main menu: The main menu will be displayed, see “Main” Menu starting on page 70. You can also open this menu with a **long** press on the Menu softkey.

Making External/Internal Calls

Seizing an External Line Manually or Automatically and Entering of Call Numbers

If you hear an external dialling tone when you press the receiver key, your telephone is set to automatic external line seizure. If you hear an internal dialling tone when you press the receiver key, your telephone is set to manual external line seizure. Which kind of external line seizure is applicable to you is preset by the system administrator.



If your telephone is set to **manual** external line seizure, an internal line will be seized when you press the receiver key and you can immediately dial an internal number. For external calls you will have to enter the external line seizure digit (preset to “0”) before dialling the call number. Your system administrator configures this code digit for all subscribers on the Forum 500 / Forum 5000 system and will inform you of the current code.

If your telephone is set to **automatic** external line seizure, an external line will be seized when you press the receiver key and you can immediately dial an external number. For internal calls, press the star key   twice before dialling the internal number.

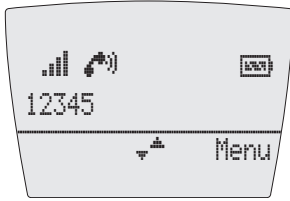
If you are dialling a number for a consultation call, or programming a destination number, enter the numbers in accordance with the type of external line seizure your telephone is set to.

Example:

You want to programme call forwarding.


- You can enter an **external** number directly if the telephone is set to automatic line seizure. If it is set to manual line seizure, you will need to precede the external number with the external line seizure digit (preset to “0”). “Call forwarding MSN” destinations are an exception in that they are always entered without a code digit.
- You can enter an **internal** number directly if the telephone is set to manual line seizure. If it is set to automatic line seizure, press the star key   twice before dialling the internal number.

Making a Call




Forum Free 565's Display



Dialling directly

- ☎  press the receiver key and enter an internal or external call number (with prefixed code for seizure of external trunks if necessary, please refer to page 38 also).

if there are several trunk keys configured on your telephone you can assign them specifically (please refer to page 29):

- ☎ press receiver key **long**
- ⏮ select the desired trunk key with the arrow keys
-  enter internal or external call number

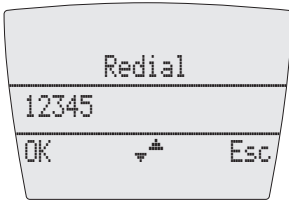
Pre-dialling

-  ☎ enter entire call number and then press the receiver key
- if there are several trunk keys configured on your telephone you can assign them specifically (please refer to page 29):
-  enter internal or external call number
- ☎ **long** press of receiver key
- ⏮ select the desired trunk key with the arrow keys

Edit pre-dialling:

- ☎ brief key press: delete single digits
- ☎ long key press: deletes entire entry

Making a Call from the Redial List




Forum Free 565's Display




Forum Free 575's Display

Selecting:

Press the left softkey  in the idle state. The last subscribers you called will appear (call number or name). Use the arrow keys to select an entry.

Dial:

Press  to dial the call number selected.

Note:

If there are multiple trunk keys configured on your telephone (please refer to the chapter *Multiple Trunk Keys* starting on page 29), when you redial, the trunk key is automatically seized with which you originally dialled the call number.

Additional options:

Press **OK** to display a selection menu with the following options:

- **Dial:** Press **OK**. The number will be dialled.
- If there are other call numbers saved to the entry selected, these are offered for selection (**M:** = mobile call number) or **P:** = private call number). Press **OK**. The number will be dialled.
- **Delete:** The number will be deleted from the list.
- **Phone book:** You can add the number to the Forum 500 / Forum 5000 phone book (**New Entry**) or to an existing entry (**Add**). See also *Add Phone Numbers to Phone Book from Lists or During a Call* starting on page 66.
- **Delete all:** Following a security prompt, you can delete the entire redial list.

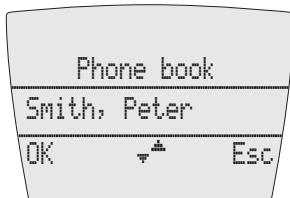
Note: If your internal number (e. g. “30”) has been configured on more than one terminal, you can display and edit the redial list for the call number 30 on any one of these terminals. If you, for example, delete the redial list on one of the terminals the list will also be deleted on the other terminals.

Making a Call from the Phone Book

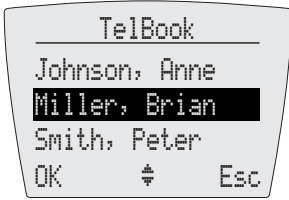
Selecting:

In the idle state, press the arrow key 

- up to open the Forum 500 / Forum 5000 telephone book
- down to open the local phone book of your telephone.



Forum Free 565's Display



Forum Free 575's Display

Dialling from the Forum 500 / Forum 5000 telephone book

Enter the first letter/s of the desired name. Press the **OK** softkey. The first entry begins with the letter you specified. Use the arrow keys **↵** to select an entry.

Press **⊖**, the selected number will be dialled.

Alternative: Press the **OK** softkey. Now you can select one of the call numbers stored in this entry (**Office, Mobile, Private**). Press **OK** again to see a list enabling you to dial the number of the selected phone book entry or to view more detailed information on the entry.

Dialling from the local telephone book

Enter the first letter/s of the desired name. The first entry begins with the letter you specified. Use the arrow keys **↵** to select an entry.

Press **⊖**, the selected number will be dialled.

Alternative: Press the **Option** softkey. Now you can edit this entry, delete it, call the subscriber or edit/complete the number before dialling.

Note: For more information please refer to the chapter entitled *Making Calls from the Telephone Book* starting on page 64.

Making a Call from the Call List

Your handset saves the numbers of the last incoming calls in call lists (missed calls, and received calls). If the system administrator has configured a voicebox for you, the list indicates the received messages also.

If a caller has called more than once, his calls are grouped in a single entry. If a caller has suppressed display of the call number with CLIR, the call will still appear in the call list. In the case of several calls with unknown numbers, they are then grouped together in a single entry.

A missed call is deleted from the list if the caller has subsequently been able to contact you.

If a caller is stored in your phone book, the name will be displayed.

Selecting:

In the idle state, press the Info key ⓘ **briefly**.

Select **Missed calls** or **Voicebox mess..** (To open the list of the accepted calls use the “Calls” menu; please refer to the section entitled “Accepted calls” on page 73.)

Select an entry with the arrow keys.

Dial:

Press Ⓣ to dial the call number selected. If you have selected a voicebox message, your voicebox is called now and you can listen to this message.

Note: If there are multiple trunk keys configured on your telephone (please refer to the chapter *Multiple Trunk Keys* starting on page 29), upon a call from the caller list, the trunk key is automatically seized with which you had originally received the call number.

Call Waiting with an Internal Subscriber

When you call an internal subscriber whose number is busy, your call will appear on their display and signalled with the call waiting tone (exception: hunt groups to a busy comfort hunt group are not signalled with a call waiting tone). You hear the ringing tone yourself. The system administrator can determine that a special ringing tone is used for call-waiting calls. Based on this special ringing tone, you can decide whether you wish to end the connection or not.

If the subscriber called has activated call-waiting protection (see page 87) you will hear the busy signal. You can penetrate a subscriber's call-waiting protection via a VIP call (see page 47).


Voicebox Queries

There are various ways of listening to the messages in your voicebox:

- via **Forum Voicemail** (from a telephone whose number is not assigned to your voicebox)
- by calling the voicebox directly (from a telephone whose number is assigned to your voicebox)
- by means of the additional menu **Applications** in the Main menu (see the section entitled “*Applications*” Menu on page 91).

Note: For detailed information on the utilisation and operation of **Forum Voicemail**, please refer to the add-on guide “Forum Voicemail”.



Ending a Call

Press  to end a call.




If the subscriber you are speaking to ends the call, the busy tone for your telephone is switched off after approx. three seconds and you can be reached again.

If the subscriber you are speaking to ends the call while you are in hands-free mode, the busy tone for your telephone is switched off after a few seconds and you can be reached again. This also applies if you were connected to the other subscriber via your headset (only on the Forum Free 575). The time frame after which the busy tone is switched off is configured by the system administrator. All other calls will be ended after 20 seconds if the handset is off-hook.

Using Routes to Make Calls

  (routing code, tel. no.)

Enquiry calls:

   (routing code, tel. no.)

The Forum 500 / Forum 5000 establishes calls to the desired subscribers either automatically or via specific routes. Your system administrator configures these routes in the Forum 500 / Forum 5000 and specifies how each route is seized. In order to manually seize a specific route for a call, dial the routing code before dialling the (internal or external) call number. By

making calls via specific routes, you can e. g. contact subscribers in the branches of a large company network. It is also possible to use a manually-entered routing code to record your call-charge data for external private and business calls separately.

For information on the current routes and their codes, please contact your system administrator.

“Calling ...” Menu

Note: Menu items marked with an * are only displayed if the corresponding user authorisation has been set in the Configurator.

During a call, press the **Menu** softkey **briefly** and then select ...

Hands-free on or Hands-free off: Here you can activate/deactivate the hands-free functionality. This menu point is only displayed with a Forum Free 575.

Disconnect: The call will be disconnected.

Phone book: You can add the other party's phone number to the Forum 500 / Forum 5000 telephone book as a new entry (**New Entry**) or you can add it to an existing entry (**Add**). Please see: *Add Phone Numbers to Phone Book from Lists or During a Call* starting on page 66.

Park call:* You can park one or more callers to make other calls or put down the receiver and engage in other activities. Parked calls are recorded in a list. The system offers the next available parking spot (0-9, * or #). Confirm with the **Ok** softkey. You can remove the calls from the list in whichever order you wish, enabling you to unpark specific calls as required. Until his call is unparked, the caller will hear music on hold, provided music on hold has been configured. If you do not unpark the caller after a certain amount of time, you will receive an automatic recall if your telephone is available again. This automatically unparks the caller. If, however, you are still making another call and have not hung up, the caller will hear the busy tone and will be “unparked”.

Authorisation for parking connections and the period of time after which there is a recall is defined by the system administrator during the configuration of the system.

Booking number:* By means of a booking number you can record the call data of a connection to an external subscriber and save them in the Forum 500 / Forum 5000 for further analysis. Booking numbers are useful, for example, for calculating costs per client (fees and times) in an office. Select the menu item. Under **No.** enter the booking number (8 digits maximum) and confirm your entry with the **OK** softkey.

Incoming calls can also be associated with a booking number. To do so, simply press the **Menu** softkey after you have accepted the call. Enter the appropriate number under **Booking number**.

Notes on booking numbers

- The system administrator defines the length of the entered booking number when he configures the system.
- Entering a booking number during a call is possible only if the system administrator has activated this function for your user group. Only then will the **Booking number** menu item be displayed.
- For external connections established by you it is important how the route that you are using for the connection has been configured by the system administrator. Among other things, the system administrator specifies whether a booking number is entered via the menu during the call. He can, however, also specify that booking numbers must be entered with a code procedure. In that case the booking number must be entered before the call is initiated and the connection is established. It is entered after the routing code and before the actual destination number.
- Calls made with booking numbers can be analysed with the Forum 500 / Forum 5000 web application **Forum Count**.

Pick-up:* You pick up a call made to another telephone in your pick-up group. Your first call is put on hold. “Pick-up” is not possible if there are already two active calls.

Pick-up select.:* Once you have entered the call number, you can pick up a call to any other telephone. Your first call is put on hold. If the other telephone is in the call state (e. g. an answering machine is making an announcement), you pick up the call. The subscriber for whom you picked up the call must belong to a user group for which “Call removal” authorisation is activated, otherwise “Pick-up selective” is not possible.

Note: If the called subscriber is a member of a user group for which pick-up protection is active, “Pick-up” and “Pick-up selective” are not possible.

Take:* You accept a current call from a different terminal at your DECT telephone and continue your call on your DECT telephone. The prerequisite is that your DECT telephone and the other terminal have the same internal call number. Your first call is put on hold.

Intercept:* The call numbers of “malicious callers” can be saved in your network operator’s exchange (if this service is enabled). The function is also possible if the caller has already hung up!

Door opener:* This activates the door opener.

“Busy” Menu

Note: Menu items marked with an * are only displayed if the corresponding user authorisation has been set in the Configurator.

You have called a busy subscriber. Press the **Menu** softkey **briefly** and then select ...

Disconnect: The call will be disconnected.

Callback:* You leave your callback request with a busy subscriber (not possible for hunt group numbers).

Pick-up select.:* Once you have entered the call number, you can pick up a call to any other telephone. If the other telephone is in the call state (e. g. an answering machine is making an announcement), you pick up the call. “Pick-up selective” is not possible if there are already two active calls. The subscriber for whom you picked up the call must belong to a user group for which “Call removal” authorisation is activated, otherwise “Pick-up selective” is not possible.

Note: If the called subscriber is a member of a user group for which pick-up protection is active, “Pick-up” and “Pick-up selective” are not possible.

VIP call:* Even if the internal subscriber you have called has activated call protection, your call will be acoustically signalled on their telephone.

Door opener:* This activates the door opener.

Menu During a Call

You have dialled a call number and the called subscriber has not yet accepted the call.

Press the **Menu** softkey **briefly** and then select ...

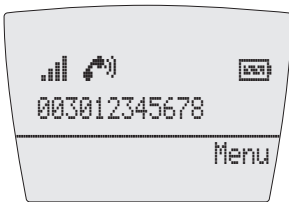
Disconnect: The call will be disconnected.

Door opener: This function activates the door opener. (This menu item is only displayed if you have been given the corresponding user authorisation.)

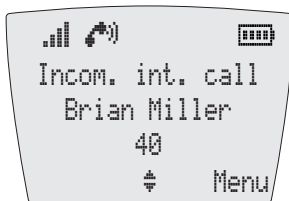
Accepting Calls

Normal Call

When you receive a call, the caller's number will be displayed (if transmitted). If this call number is listed in your telephone book, you will see the name of the caller instead. In addition, you will see whether the caller's call number is the office, the mobile or the private number of a phone book entry (mobile or the private number are indicated by **M:** or **P:**).



Forum Free 565's Display



Forum Free 575's Display

To accept the call, press \ominus or take the handset out of the charging station (if "Auto Answer" is activated; see page 84).

Menu opens the “Call” menu (see page 50).

Call for a virtual number (tele secretary)

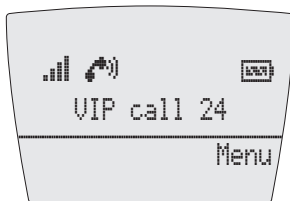
In the Forum 500 / Forum 5000, numbers can be configured to which no telephone and no subscriber are assigned (virtual numbers). The system administrator can forward a virtual number to another internal number, the number of your telephone for example. Such a forwarded call is signalled as a normal call on your telephone.

External calls with unknown call number

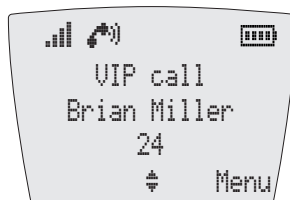
When you receive an external call where the caller indicates a different number than the one actually being transmitted (CLIP no screening), your display will show a “?” next to the call number. If the indicated call number is saved as a phone book entry, as usual, the name will be shown along with a question mark. Note: Display of the “?” can be deactivated by the system administrator.

VIP Calls

These calls from authorised users are signalled even when call-waiting protection, call protection or call diversion have been activated.



Forum Free 565's Display



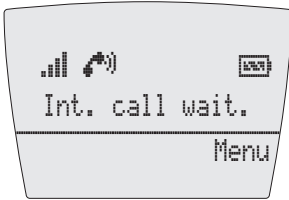
Forum Free 575's Display

You hear a discreet ring tone in this case. The display indicates **VIP call** and the caller's call number.

Press \ominus to accept the call.

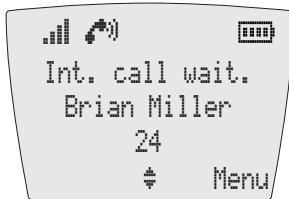
Calls During a Conversation

External or internal calls during a conversation are signalled acoustically and visually.



Forum Free 565's Display

The display alternately indicates “Internal call waiting” and the call number or name of the calling subscriber.



Forum Free 575's Display

The display shows “Internal call waiting”, the name and call number of the call-waiting subscriber.

Press \mathcal{R} to place the current call on hold and accept the waiting call.

Press \ominus to end the current call. The waiting call will now be signalled as a normal call.

Press Menu to access the “Call Waiting” menu (see page 51).

“Call” Menu

You receive an incoming call in the idle state. Press the Menu softkey **briefly** and then select ...

Reject call: You reject the waiting call by pressing the OK softkey. The caller hears the busy tone.

Deflect call: You do not accept the call yourself, but deflect it to another subscriber. Enter the destination number and confirm this with **OK**. You can only use the “Deflect call” function if your user group is authorised to forward calls to internal and/ or external destinations.

Door opener:* This function activates the door opener. (This menu item is only displayed if you have been given the corresponding user authorisation.)

“Call-Waiting” Menu

You receive an incoming call in the call state. Press the **Menu** softkey **briefly** and then select ...

Hands-free on or Hands-free off: Here you can activate/deactivate the hands-free functionality. This menu point is only displayed with a Forum Free 575.

Disconnect: You disconnect the current call and accept the waiting call.

Phone book: You can add the first party’s phone number to the Forum 500 / Forum 5000 telephone book as a new entry (**New Entry**) or you can add it to an existing entry (**Add**). Please see: *Add Phone Numbers to Phone Book from Lists or During a Call* starting on page 66.

Park call:* You park the first call. The system offers the next available parking spot (0-9, * or #). Confirm with the **Ok** softkey. Then press the **⊖** key to enable your phone to accept new calls. The second (waiting) call will then be signalled like a normal call; you can accept it by pressing the **⊖** key. After you have finished this call you can unpark the parked call by briefly pressing the **Menu** softkey. Select the desired parked call from the list offered. Confirm with the **Ok** softkey.

Reject: You reject the waiting call by pressing the **OK** softkey. The caller hears the busy tone.

Accept: You accept the waiting call by pressing the **OK** softkey. The current call is held.

Deflect: You do not accept the call yourself, but deflect it to another subscriber. Enter the destination number and confirm this with **OK**. You can only use the “Deflect call” function if your user group is authorised to forward calls to internal and/ or external destinations.

Door opener:* This function activates the door opener. (This menu item is only displayed if you have been given the corresponding user authorisation.)

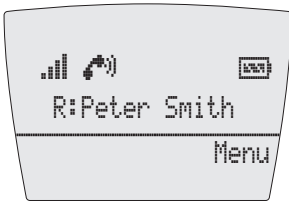
Enquiry, Toggling, Transfer and Conference

Enquiry/Toggling by Means of the R-Key

During a call you can consult another subscriber.

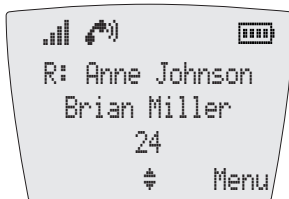
Press the **R** key. The first call is put on hold.

Now dial the other internal or external call number (for manually-seized external lines with the external line seizure code digit, e. g. 0, see page 38).



Forum Free 565's Display

The display alternately indicates the current subscriber and the subscriber on hold (by their call number or name).



Forum Free 575's Display

The subscriber in enquiry and the current call-partner are displayed.

Press **R** again to return to the first call. Press **R** repeatedly to toggle between the two calls.

To end the enquiry/toggling press the **Menu** softkey and select the **Disconnect** menu item. If you press the **R** key again, you are connected to the subscriber on hold again.

Pressing **⊖** transfers your first call to the subscriber you consulted.

Transferring an Internal/External Call to an Internal Subscriber

You have dialled an internal consultation call (see *Enquiry/Toggling by Means of the R-Key* starting on page 52).

The subscriber called via enquiry answers:

- J** Announce the call transfer.
- ⊖** Press receiver key **briefly**.

The subscriber called via enquiry does not answer or is busy:

- ⊖** Press receiver key **briefly**. The other subscriber is called.

If the called subscriber accepts the call, he/she will be connected to the waiting call. If the call is not accepted within a certain period of time (by default 45 seconds), you get an automatic callback and are connected to the original subscriber when you press **⊖** again. The period of time after which a recall is made can be changed by your system administrator. Ask your administrator for the current time value.

While a call is being transferred to another internal subscriber, the caller hears music on hold. The setting **Music on hold upon transfer on calling** in the **Configurator** of the Web console specifies whether callers continue to hear music on hold on recall, or whether they hear the ringing tone again.

Use the following procedure to disconnect an enquiry connection (e. g. when the subscriber called is busy):

Menu Press softkey **briefly**.

- ⏮** Use the arrow keys to select and confirm the **Disconnect** menu entry.
- OK** Press softkey to confirm.



Enter another internal call number to transfer the call.

or



Press R key **briefly**. You are speaking with the waiting subscriber once again.

Transferring an External Call to an External Subscriber

External calls can only be transferred to an external subscriber via the “**Subscriber on hold**” menu.

You have dialled an external number for a consultation call (see *Enquiry/Toggling by Means of the R-Key* starting on page 52); the original (external) caller is kept on hold.

Press the **Menu** softkey **briefly** and confirm the **Transfer** menu item with **OK**.

Depending on your communications system’s settings, the external calls will be switched together in your communications system or in the exchange of you network operator.

Note: When you call an external party and then transfer this person to another external party, you will bear the costs for the call between the two external callers. You have no way of influencing how long the transferred call will last. The connection is established via the Forum 500 / Forum 5000 and occupies two call channels.


“Subscriber on Hold” Menu

Note: Menu items marked with an * are only displayed if the corresponding user authorisation has been set in the Configurator.

You have put a call on hold and are making a consultation call.

Press the **Menu** softkey **briefly** and then select ...


Hands-free on or **Hands-free off:** Here you can activate/deactivate the hands-free functionality. This menu point is only displayed with a Forum Free 575.

Disconnect: You disconnect the current call and return to dialling mode. Enter a new call number for a further enquiry or press the  key. You will be connected with the subscriber on hold.

Phone book: You can add the phone number of the current subscriber to the Forum 500 / Forum 5000 telephone book as a new entry (**New Entry**) or you can add it to an existing entry (**Add**). Please see: *Add Phone Numbers to Phone Book from Lists or During a Call* starting on page 66.

Park call:* You can park the current call (see also “*Calling ...*” Menu starting on page 45).

Booking number:* By means of a booking number you can record the call data of a connection to an external subscriber and save them in the Forum 500 / Forum 5000 for further analysis (see also “*Calling ...*” Menu starting on page 45).

Call Diversion: You put your current caller on hold and then call another subscriber with whom you wish to connect your current caller. Enter the call number of the subscriber, announce the call and press the  key. The call has now been transferred. After transfer, you are reconnected with the caller you originally put on hold.

Transfer:* You connect the subscriber on hold with the current subscriber.

Conference:* You initiate a 3-party conference.


Toggle: You toggle (i. e. switch) between the current and previous subscriber.

Door opener:* This activates the door opener.

Internal/External 3-Party Conference

You have dialled an internal or external enquiry call (see the section entitled *Enquiry/Toggling by Means of the R-Key* starting on page 52).


If the subscriber accepts the call, announce the conference and select **Conference** from the “Subscriber on hold” menu. This initiates the conference.

Press the  key to end the conference.

Note: You can connect the two conference participants with each other or disconnect a specific participant only by selecting the

corresponding item from the “Conference” menu. 3-party conference connections are not available.

If during the conference you want to talk to the conference participants separately again or disconnect them individually, select the “Conference” menu. Then ...

- select the **Disconnect** menu item to disconnect a specific subscriber from the conference and continue the call with the other participant;
- or select **Toggle** to end the conference. Both connections are held and you can toggle between the subscribers using the  key.

End the conference by hanging up or by selecting the **End conference** menu item.

“Conference” Menu

Note: Menu items marked with an * are only displayed if the corresponding user authorisation has been set in the Configurator.

You have initiated a 3-party conference. Press the **Menu** softkey **briefly** and then select ...

Hands-free on or Hands-free off: Here you can activate/deactivate the hands-free functionality. This menu point is only displayed with a Forum Free 575.

Disconnect (e. g. **034565483**): You disconnect the subscriber with the call number 034565483 from the conference (in this example an external subscriber).

Disconnect (e. g. **12**): You disconnect the subscriber with the call number 12 from the conference (in this example an internal subscriber).

Phone book: You can add the caller’s phone number to the Forum 500 / Forum 5000 telephone book as a new entry (**New Entry**) or you can add it to an existing entry (**Add**). Please see: *Add Phone Numbers to Phone Book from Lists or During a Call* starting on page 66.

Booking number:* If you have called an external subscriber and included him/her in the conference, you can record the call data of this connection and associate them with a booking number (see also “Calling ...” Menu starting on page 45).

Transfer:* You disconnect yourself from the conference. The other subscribers remain connected.

End conference: You end the conference.

Toggle: You terminate the conference and can now toggle between the two subscribers.

Door opener:* This activates the door opener.

Special Calls/Conversations

Call Recording

You can record internal and external calls, e. g. for logging purposes.

Features of this function

- The “Record calls” functions is only available on the Forum 5004/5008/5012 and Forum 5500 communications systems.
- Three-party conferences cannot be recorded.
- Messages that are stored in your voicebox cannot be recorded either.
- Recorded calls are stored in your voicebox, together with your voicebox messages. The total capacity for all recordings **and** messages (of all users) is 24 hours in a Forum 5500 communications system, and 6 or 24 hours (with an additional memory module installed) in a Forum 5004/5008/5012 communications system.
- The recordings are stored in a separate list. You can display this list from the main menu (see also the chapter “Calls” Menu starting on page 72). In addition, you can view and edit the recordings list through the web application **Forum CTI**.

Prerequisites

In order for you to be able to record calls, the system administrator needs to make sure the following prerequisites are met.


- He has to set up a voicebox for you (i.e. for the call number of your terminal) (in the **Configurator**, menu **Applications: Forum Voicemail: Voice Boxes**).

- The authorisation **Call record** has to be activated for your user group (in the **Configurator**, menu **User manager: User groups**).


Important privacy note

For privacy protection reasons it may be required to announce the start of a call recording session with a beep. The administrator has to activate the authorisation **Call record with beep** for your user group (in the **Configurator**, menu **User manager: User groups**).

Start recording

 You are making a call.

Menu Press softkey **briefly**.


 Use the arrow keys to select and confirm the **Record** menu entry.

OK Press softkey to confirm.

If the communications system is configured accordingly, it produces a beep when the recording session starts.

End recording

Menu Press softkey **briefly**.

 Use the arrow keys to select and confirm the **Record** menu entry.

OK Press softkey to confirm.

Notes

- Call recording automatically ends if:
 - the caller who started the recording session establishes an enquiry connection,
 - the recording memory is full or
 - the connection is terminated.
- A call can only be recorded by one of the two callers. If one of the callers has started recording the call, the other caller cannot simultaneously record the call himself.

- If a call cannot be recorded, the communications system produces a negative acknowledgement tone.

Automatic Call Recording

Depending on the system configuration, the communications system can automatically record and save your calls with external subscribers.

Features of this function

- The “automatic call recording” function is only available with the Forum 5004/5008/5012 and Forum 5500 communications systems.
- Only calls with **external** parties are recorded. This applies to both incoming and outgoing calls that are made directly to you or made by you, as well as calls that are forwarded to you.
- In principle, only the parts of a connection in which **two** subscribers are talking to one another are recorded. In any situation where there is a connection but you are not talking to the external party (e.g. in the event of an enquiry call or if you have started a 3-party conference), recording is automatically stopped for this call segment. Recording restarts as soon as you speak with the external party again (e.g. once you have finished the enquiry call).
- The communications system saves each recorded call segment in an audio file. Access to these audio files is reserved for the system administrator.
- As soon as the connection to the external party is terminated, call recording is ended.

Note on data protection

You must inform the external party that the call is being automatically recorded.

Further information

For further information about automatic call recording, contact the system administrator.

Accepting an Appointment Call

You can save appointments with the **Appointments** menu item in the **Messages** menu (see “Messages” Menu starting on page 78).

At the appropriate time, the appointment message appears on the display and your telephone rings for a period of one minute with the ringer volume steadily increasing. To view the appointment message press the ⊖ key and confirm the appointment call with **OK**.

If you are in conversation during an appointment call, you will hear a special tone and the display indicates the appointment number. After you finished conversation a short message informs you that the appointment expired.

Baby Call

You can save an internal or external call number in the menu item **Baby call** of the “Protection” menu.

If the “Baby call” function has been activated and you press the ⊖ key in the idle state, this programmed call number is dialled when a specified period has expired (presetting is five seconds). If you begin dialling a call number within the specified period, the baby call is cancelled.

Your system administrator configures the baby call period from 0 to 20 seconds for all subscribers on the Forum 500 / Forum 5000, and will be able to tell you the current value.

Doorbell, Door Opener

A doorbell appears on the display. If the call number of the door has its own phone book entry, or the system administrator assigned a name when the doorbell was configured, the name of the doorbell is displayed.

... opening the door while the telephone is in the idle state

Press the ⊖ key.

To open the door, select the **Door opener** menu item in the menu displayed.

... opening the door during a call

If the doorbell signal is triggered during a call, you will hear the discreet call-waiting tone.

To open the door, select the **Door opener** menu item in the menu displayed.

Note: The **Door opener** menu item is not dependent on an entrance intercom call. The door opener function controls a relay contact in your system which can also be connected to other devices. Consult your system administrator for further details.

Entrance Intercom Calls

Calling the entrance intercom

If an analogue entrance intercom (e. g. of the “Doorphone” type) or a SIP entrance intercom is connected to your system, you can use this procedure to speak with a visitor.

☎ * 1 0 2

In an enquiry call:

☎ 15 * 1 0 1 2

* 1 0 2 to * 1 0 9.

Contact your system administrator regarding the valid code procedure.

Alternative: You can also call the door intercom by selecting the **Connections: Door call** entry from the Main menu (see page 90).

Signal when the telephone is in the idle state

Press the ☎ key. You can speak with the visitor.

Signal during a call

If the doorbell signal is triggered during a call, you hear a call-waiting tone. Proceed as described in the section entitled ... *opening the door during a call* starting on page 60.


Door call forwarding

You can forward calls signalled from the doorbell to another (internal or external) call number, a so-called “pharmacy line”.

This is done by means of the following code-number procedure (or via the **Call forwarding** menu; see the section entitled “*Call forwarding*” Menu starting on page 76).

On: ☎ * 1 5 1 * (trunk line seizure code, e.g. ☎ ☎ (Destination tel. no.) ☎)

Off: ☎ # 1 5 1 #

Several doorbells can be configured in the Forum 500 / Forum 5000. You can forward these doorbells using the appropriate code number procedure. For example, select , to forward calls for doorbell 3 or to switch off the forwarding of calls for doorbell 3.

How many doorbells are available and with which code number procedure these can be forwarded depends on the entrance intercom that is connected. Please ask your system administrator which code number procedure you should use.

Call duration

All door calls are automatically terminated after a specific period has expired (presetting is 60 seconds). This ensures that forwarded door calls do not unintentionally lead to continuous calls (e.g. to a voicebox).

Your system administrator can configure the period in the Forum 500 / Forum 5000 from 30 to 300 seconds and will be able to tell you the current value.

Announcements (with and without Intercom)

Announcements can only be made to system terminals. For you to be able to use this function, the system administrator must set up the corresponding authorisation for you. Announcements can be set up on single or multiple system terminals. The “Announcement” function is available in two versions.

- **Announcement with intercom:** the microphone of the terminal called is switched on and the person you are calling can immediately answer your announcement (hands-free mode). An announcement with intercom can only be conducted to a single system terminal (not a group of terminals).
- **Announcement without intercom:** The called subscriber hears a special information tone followed by your announcement. In order to answer your announcement, the subscriber has to take the call just like a normal call (please refer to the section *Responding to an announcement* on page 63 also).

If you make an announcement to a group of system telephones (e. g. to a hunt group number on which calls are signalled simultaneously), all subscribers called hear the announcement at the same time. You hear a signal tone via your telephone when the (announcement) connection has been made to all called subscribers. If one of these subscribers replies to

the announcement (by accepting the call), the announcement call to the other system terminals is terminated.

The system administrator has to extend the corresponding authorisation for your user group for you to be able to use the function. If a subscriber being called has activated announcement protection or intercom protection, announcements to that subscriber's call number will not be carried out.

Making an announcement without intercom

Briefly press the **Menu** softkey. Select **Announcement**. Under **To:** you enter the call number (of a single terminal or of a group of terminals). Make your announcement.

Making an announcement with intercom

Briefly press the **Menu** softkey. Select **Intercom**. Under **Device-ID:** you enter the device-ID of the terminal. Make your announcement.

Responding to an announcement

... for an announcement without intercom

That function requires that your user group has to have "Announcement accept" authorisation granted by your system administrator.

If you receive an announcement yourself, you will hear a special information tone. The display indicates **Announcement** and the caller's name.

To respond, press the **⊖** key. Alternatively: briefly press the **Menu** softkey. Select **Accept** and confirm with **OK**.

To reject, briefly press the **Menu** softkey. Select **Reject** and confirm with **OK**. The subscriber making the announcement then hears the busy tone.

... for an announcement with intercom

Your telephone switches to the hands-free mode when it receives the announcement. You can speak with the caller immediately.

When you have activated announcement protection (see page 86) and/or intercom protection (see page 87) on your mobile device, announcements to your call number will not be carried out.

Answering a Callback

If you call another subscriber in your Forum 500 / Forum 5000 communications system and the line is busy, you can request an automatic callback using the corresponding menu item.

Briefly press the **Menu** softkey. Select **Callback** and confirm with **OK**. A callback is carried out when the other subscriber is available again. Your telephone will then ring.

Press **⊖** and the other subscriber will be called.

Making Calls from the Telephone Book

The Forum 500 / Forum 5000 Telephone Book

Approximately 2,000 entries (Forum 523/524, Forum 550/560, Forum 525/526) or 4,000 entries (Forum 5004/5008/5012, Forum 5500) can be saved in the telephone book of your communications system. This number includes the centrally administered telephone book, the personal entries of all subscribers, and, provided you are using the multi-company variant of the Forum 500 / Forum 5000, the entries in the companies' telephone books.

How many entries you can save in your personal telephone book is determined by your system administrator when configuring the Forum 500 / Forum 5000. The personal entries are automatically sorted into the comprehensive register, but can only be viewed on your telephone. (However, the system administrator or a person with the corresponding authorisation can delete your telephone book completely.)


Note: The Forum 500 / Forum 5000 phone book can also be edited from the Web console, provided the system administrator has authorised you to do so. Consult with the system administrator regarding authorisation.


For instructions on managing the telephone book, refer to the section entitled "*Phone book*" *Menu* starting on page 90.


“Phone book” Menu

Search the **Phone book** menu for entries saved to the communications system phone books.

The entries in the phone books of the communication system can be saved within the system itself or in an external address directory (LDAP server, configured by the system administrator). A combination of these storage locations is also possible. The storage locations of phone book entries do affect phone book searching (see following description).


-  Press **up arrow key briefly** when idle. The **Directory** menu and the **Name:** menu entry appear.

If you now press the  softkey, the complete list of phone book entries stored on the communications system is displayed. The list is sorted alphabetically and you can page to the desired entry.

-  Alternatively: Enter letter/name you are searching for (see *Number Keys* starting on page 25).


-  Press softkey


The list of phone book entries found is displayed. All suitable search results are displayed, no matter where they are stored.

-  Use the arrow keys to select the desired name.



-  Press softkey.

If there is more than one call number under this name (e.g. an office number and a mobile number), the list contains correspondingly designated entries (**Office**, **Mobile** and **Private**).

-  Use the arrow keys to select the desired call number.

-  Press receiver key – the call number is dialled –

optional:

When there are multiple trunk keys configured on your telephone (please refer to page 29), use the  arrow keys to select the desired trunk key and then press the  receiver key.

or

OK Press softkey.

A selection menu appears where you can dial this call number (**Dial** menu entry) or view information on this phone book entry (**Info** menu entry).

Speed-Dialling


All central telephone book entries can also be selected by two-digit or three-digit speed-dialling numbers once they have been configured. The two-digit speed-dialling numbers are in the range 00...99, the three-digit are in the range 000...999. Ask your system administrator how many digits are valid.

Selecting a speed-dialling destination

    (SD no.)

alternatively:

    (SD no.) 

Note: If you have the telephone book open, instead of keying in the name, you can also press the  key and enter the speed-dialling destination to find the name entry.

Add Phone Numbers to Phone Book from Lists or During a Call

You can add phone numbers saved in your caller list or your redial list to a phone book (see “Calls” Menu starting on page 72 and *Making a Call from the Redial List* starting on page 40). You can also add the other party’s phone number to the phone book during the call.

Select the **Phone Book** menu item.

- **New Entry:** You can add the phone number to a phone book.
- **Add:** You can add the phone number to an existing phone book entry.

Add phone number as new phone book entry

Select **New Entry** and press **OK**.

Personal, Central, Company: You can add the entry to your personal phone book. If your system administrator has authorised you (or the user group you

are part of) accordingly, you can also edit the central phone book and your company's phone book. Select the desired phone book and press **OK**.

Office, Mobile, Private: Define the kind of phone number the list entry should be saved as. Confirm your selection with **OK**.

Enter **Name** and **First Name**. Confirm each entry with **OK**.

You can add to the phone book entry by entering further phone numbers.

If you add the entry to the central phone book, you can assign a speed-dialling number. Select **Abbrev. no**. The system will offer a speed-dialling number. You can accept this number or enter another one which is not in use. Confirm with **OK**.

You can define whether or not your own call number is automatically transmitted if you call this call number. Select **Transmit number** and confirm with **OK**. Select one of the following options and confirm the selection with the **OK** softkey:

- **Default:** You can decide before calling this call number whether or not your call number is to be transmitted or not (refer to the "Selection" Menu in the Idle State starting on page 36 chapter also).
- **yes:** Your call number is always displayed.
- **no:** Your call number is always suppressed.

As necessary – just like in the two previous steps – enter additional call numbers (**Mobile** and **Private**), confirm with **OK** softkey respectively.

Then select the default number (**Default office**, **Default mobile** or **Default private**) and confirm with **OK**. The default number is the number that is used if you do not select any other number before establishing the connection.

Press **OK** to save the entry.

Add phone number to a phone book entry

Select **Add** and press **OK**.

Personal, Central, Company: You can add the entry to your personal phone book. If your system administrator has authorised you (or the user group you are part of) accordingly, you can also edit the central phone book and your company's phone book. Select the desired phone book and press **OK**.

In the relevant phone book, select the entry you would like to add a number to (please also refer to the explanations under “Look up name” in the section entitled “*Phone book*” Menu starting on page 65).

Office, Mobile, Private: Define the kind of phone number the list entry should be saved as. Confirm with **OK**.

Note: If you want to edit phone book entries (to change the name or number, for example), use the “Phone book” menu (see also “*Phone book*” Menu starting on page 90).


Your Forum Free 565/575’s Local Phone Book

In addition to the phone book of your Forum 500 / Forum 5000 communications system, your Forum Free 565/575 also has a local phone book with 50 entries that are saved in the telephone’s memory.

In the idle state **briefly** press the lower arrow key .

Look up: Entering a single letter will take you to the entries beginning with this letter. Use the arrow keys to select the desired name.

Then press ...

- the  key to dial the number;
- the **Option** softkey to display the local telephone book menu.

The local phone book’s menu (Forum Free 565)

New Entry: You create a new entry. Enter the phone number and the name. Confirm with **OK**.

Use number: The number is transferred and can be edited before dialling.

Call up: The number is called.

Show Entry: The telephone book entries can be viewed (names and numbers).

Edit Entry: You edit the selected entry. Save your changes with **OK**.

Delete Entry: You delete the selected entry (without a security prompt).

Quick call: You can allocate the selected entry in the local telephone book a speed-dialling number (0...9). The speed-dialling number programmed is displayed to the left of the telephone book entry. When the Forum Free 565 is

in the idle state, you can press and hold the speed-dialling number (keys 0...9) to view the associated entry in the local telephone book. This copies the number to on-hook dialling, where you can then dial it by pressing ⊖.

The local phone book's menu (Forum Free 575)

New: You create a new entry. Enter the phone number and the name. Confirm with OK.

Edit: You edit the selected entry. Save your changes with OK.

Delete: Delete the selected entry after confirmation.

Delete all: All entries in the local telephone book are deleted after confirmation.


Quick call: You can allocate the selected entry in the local telephone book a quick call number (0...9). The quick call number is displayed to the right of the telephone book entry. When the Forum Free 575 is in the idle state, you can press and hold the speed-dialling number (keys 0...9) to view the associated entry in the local telephone book. This copies the number to on-hook dialling, where you can then dial it by pressing ⊖.

Features and Menus

How to Set Features



There are different ways to set the features of your telephone and the system:

Using Menus

Activate the menu with the corresponding softkey as described under *Displays, Keys and Symbols* starting on page 16 and make the appropriate setting. Use the arrow keys and the  softkey to select items.

Note: Press the softkey longer than you would when telephoning. Only then will the Main menu appear in the display.

Using the Star and Hash Keys


Many features can be set by entering code digits. This is done using the  or  key combined with a specific string of code digits.

Code digit input is intended primarily for analogue telephones in your system. The code digits can also be used on your system telephone and are described in the short user guide “Code-number Procedures” (this is supplied with the system). You can view the up-to-date online summary via the **Codes** item in the **System info** menu of your communications system’s Web console.

The Menus

Note: Some menu items are only displayed on your telephone if you belong to a user group that is authorised to use the corresponding feature. If you are unable to use a particular feature or have any questions, consult your system administrator.

“Main” Menu

This menu contains all available features. Some of the menu items can be found in other menus as well. For example, incoming e-mails are located under **Messages** in the main menu and can also be called up by way of the Info key  (if it has been configured accordingly). Features that affect the

availability of your telephone (e. g. active call protection) can be found in the main menu and also in the menu **Active features**, which you can call up by pressing and holding the Info key ⓘ.

Press and **hold** the Menu softkey or, if the telephone is idle, press (but do not hold) the Menu softkey and select the menu item **Main menu**. This displays the primary groups of menus ...

Calls: This contains the most important features relevant to a call.

Call forwarding: This menu group contains all types of call forwarding that you can program on your telephone. Please keep in mind the explanations in the chapter *Forwarding Calls* starting on page 33.

Messages: This menu group provides information about short messages and e-mails that you have received and sent. Furthermore, you can programme appointment calls and activate pre-defined message texts.

Phone settings: In this menu group you can configure your telephone to meet your personal requirements (e. g. volume, ringer settings, key lock and display contrast).

Protection: Among other things, you can activate the call protection or the telephone lock.

Connections: This menu group provides you with all the features that can affect a call. Depending on the particular state, these features are also displayed in the menus that you can call up during a connection.



Phone book: You can edit the system telephone books in this menu group.

Applications: This menu group contains all functions offered by your system telephone in conjunction with additional programme packages of your communications system. If your system administrator has set up, e. g. a voicebox with the **Forum Voicemail** additional programme for you, a menu will be offered to you here for querying and configuring your voicebox.

Central settings: Here you can make system settings. This is an optional menu item, it is only available if your system administrator has configured the appropriate authorisation for your user group.

“Calls” Menu


First select **Call lists** and then ...

- **Missed calls:** Here you can see the call numbers of callers who have tried to reach you. This also applies to calls transferred or forwarded to you from other internal subscribers. The  symbol indicates forwarded calls. Which calls are recorded in your call lists is determined by the authorisations of your user group. Your system administrator can specify that internal calls, external calls, calls when busy, and calls from the door all be included in your call list. If a caller is listed in the system’s telephone book, the caller’s name is displayed instead of the call number. A call when busy is indicated by the handset symbol . When you receive an external call where the caller indicates a different number than the one actually being transmitted, your display will show a “?” next to the call number. Note: Display of the “?” can be deactivated by the system administrator. If the indicated call number is saved as a phone book entry, as usual, the name will be shown along with a question mark. When there is a door call, either the call number or the name of the doorbell is displayed. The name is displayed if the call number of the door has its own phone book entry, or the system administrator assigned a name when the doorbell was configured. If a caller has suppressed the display of his or her call number using CLIR, the call will still be shown in the call list. Where several calls from unknown numbers have been made, they are grouped together into a single entry. The system administrator can, however, during system configuration, determine that any calls with unknown call numbers will not be included on your call list.

Select an entry and then one of the following options.

- **Dial:** Call the caller back.
- **Delete:** The entry is deleted. (An entry will be automatically deleted after you called back the caller.)
- **Phone book:** You add the entry to a phone book (please see *Add Phone Numbers to Phone Book from Lists or During a Call* starting on page 66).
- **Info:** This displays information about the caller: call number or name, time of the last call and the number of calls.
- **Delete all:** You delete all entries from the call list.

Note: If your internal phone number (e. g. “30”) is installed on several terminals, you can view and edit the call list for extension 30 on each of these terminals. For example, if you delete the call list from one terminal, it will be deleted from all others as well.

- **Accepted calls:** You see the call numbers or the names of the callers with whom you last spoke. You can edit this list in the same way as the missed calls list (see previous section).
- **Voicebox mess.:** You see the list of messages received. Each message is identified by the caller’s phone number or, if stored in your phone book, by the caller’s name. Messages that have not yet been played back are marked with a tick (✓) on the Forum Free 565, on the Forum Free 575 with a “+”. Messages that have been played back are marked by a “-”. Select a message and one of the following options.
 - **Play:** Listen to the message the caller recorded. You can also use the number keys **4** (rewind), **5** (pause) and **6** (fast forward) to control message playback.
 - **Dial:** Call the caller back.
 - **Delete:** The message will be deleted.
 - **Phone book:** You add the caller’s call number to a phone book (see also *Add Phone Numbers to Phone Book from Lists or During a Call* starting on page 66).
 - **Forward:** Forward the message to a voicebox of another Forum 500 / Forum 5000 user, with or without a comment. Under **To:**, enter the phone number of the other voicebox. Confirm a recorded comment by pressing the  key.
 - **Mark as new:** If the message is addressed to another person and you accidentally have listened to it, you can use this menu option to reset the messages to the status “new”.
 - **Info:** Use **Info** to view the call number or name of the caller, as well as the duration, date and time of the selected message.
 - **Delete all:** You delete all messages stored in your voicebox.

Note: The options for editing a voicebox message are only executed if a voicebox has been activated (in the Forum 500 / Forum 5000’s **Configurator**, **Forum Voicemail: Voice Boxes** menu).

- **Recordings:** You will only see this menu entry if the system administrator has enabled the function “Call recording” for you (also see chapter *Call Recording* starting on page 99). You can see and edit the list of your recordings (calls and audio conferences). When a call is recorded, the name or the number of the caller is displayed. If an audio conference is recorded, the conference room or the conference invitation is shown as a name. Select the desired entry from the list. Then select ...


- **Play:** To listen to the recording. You can also use the number keys **4** (to rewind), **5** (to pause) and **6** (to fast forward).

- **Dial:** To call the conversational partner. This menu item is not displayed when you selected an audio conference recording.

- **Delete:** The recording will be deleted.


A recording is only stored in the communications system once. If you share a voicebox with several users of the communications system, a recording is only deleted from the system when the last user deletes the recording.

- **Phone book:** You add the caller’s call number to a phone book (see also *Add Phone Numbers to Phone Book from Lists or During a Call* starting on page 66). This menu item is not displayed when you selected an audio conference recording.

- **Forward:** Forward the recording to a voicebox of another Forum 500 / Forum 5000 user, with or without a comment. Under **To:**, enter the phone number of the other voicebox. Confirm a recorded comment by pressing the  key.

- **Info:** You can see duration, date and time of the recordings as well as the internal call number you used during the recorded call. During a call recording, the name or the number of the caller is displayed. If you record a conference, the conference room or the conference invitation is shown as a name.

- **Delete all:** You delete all recordings stored in your voicebox.

Charges: Here you can see the amount charged for the last call and the total charges for your telephone. When there are multiple trunk keys configured on your telephone, you can have the charges individually metered. To do so, select the desired key (e. g. **L1: [internal call number]**) and then press the  softkey.

Remote charges: You can view the charges of other Forum 500 / Forum 5000 users by entering the other user's internal number or by selecting a number from the telephone book.

Hunt group: If your telephone belongs to one or more standard hunt group(s), you can use this menu entry to switch hunt group signalling for your telephone on or off. When there are multiple trunk keys configured on your telephone and assigned to hunt group call numbers, you can switch the hunt group signalling for each of these keys on or off. To do so, select the desired key (e. g. **L1: [internal call number]**) and then press the **OK** softkey.

HG No: [internal call number]: The pick-list of hunt group call numbers appears. Activated hunt group calls have a "+" prefixing the hunt group call number; deactivated ones have a "-". Use the **on/off** options to switch hunt group call signalling on or off for the call number dialled. Use the **All** menu entry to switch signalling of all hunt group calls for your telephone on or off (**On/Off**).

Note: If you are the last reachable member of a standard hunt group and you log out then any further callers will hear a busy signal. Depending on the system configuration, external callers can also be forwarded to the exchange.

Comfort HG: If your telephone belongs to one or more comfort hunt group(s), you can use this menu entry to switch comfort hunt group signalling for your telephone on or off. The operation is identical to the operation of the standard hunt groups (see menu item **Hunt group** on page 75).

This menu item is only displayed when the feature

Forum Comfort Hunt Group is enabled in your communications system and if you are a member of one or more comfort hunt group(s). Refer to the "Mounting and Commissioning" guide (Forum 523/524, Forum 525/526, Forum 550/560, Forum 5004/5008/5012) or "Commissioning and Maintenance" (Forum 5500) for detailed information on the "Hunt groups" topic.

Note: The system administrator can set up a **comfort hunt group** such that the last accessible group member can log out. If you are the last accessible member of the comfort hunt group and log out, other callers are parked in the call queue of the comfort hunt group. They remain parked there for a maximum of one hour, providing they are not assigned beforehand to a member who

has since logged back in. After waiting for an hour, the caller receives a busy signal.

Device busy: If there are multiple trunk keys configured on your telephone, you can configure that as soon as one of the trunk keys is occupied your device is considered busy. Any further callers hear the busy signal. You can activate this function with **On** or deactivate it with **Off**. A “+” appears to designate the function is activated.

“Call forwarding” Menu

First select **Call forwarding** and then ...

Call diversion: Programming call forwarding for one’s own telephone. When you have multiple trunk keys configured on your telephone, you can programme call forwarding for each of these keys individually. To do so, select the desired key (e. g. **L1: [internal call number]**) and then press the **OK** softkey. Select **Immediately**, **After delay** or **Busy** for the forwarding mode. Then key in the call forwarding destination (please refer to the chapter entitled *Making External/Internal Calls* starting on page 38). **Time:** When programming call forwarding after time, enter the time in seconds after which a call is to be forwarded (10 ... 120 seconds). If you do not enter a value, the default time interval provided by the system administrator at system configuration is used (default: 20 seconds). Then select whether internal calls, external calls or all calls should be forwarded to the destination number. Activate call forwarding with **on**. Active call forwarding is indicated by a “+” sign. This is followed by the call forwarding destination.

Note: All calls for the call numbers of your telephone are forwarded. If a number is stored on more than one telephone, then calls made to any of the other telephones will be forwarded as well.

Divert MSN: “Divert MSN” is available for ISDN multi-terminal accesses. For each MSN you can use this form of call forwarding to forward incoming **external** calls to **external destinations**. Several MSNs can be grouped together (this is configured by the system administrator) and forwarded to a common destination number.

The display indicates a list of the configured MSNs and MSN groups. Select an entry. Then select **Immediately**, **After delay** or **Busy** for the forwarding mode. Then key in the external destination number and activate the function. Active call forwarding is indicated by a “+” sign. This is followed by the call

forwarding destination. A “?” preceding the entry, **? MSN Group 1** for example, means that call forwarding is active for some MSNs or that there are different call forwardings activated for this group.

Note: For this type of call forwarding, the (external) destination number is always entered without the trunk line seizure code digit. If “Divert MSN” is executed in the exchange (= external call forwarding, configured by the system administrator), it can take a few seconds after configuration for call forwarding to be activated in the exchange.

Divert door: With this type of call forwarding, all calls signalled by the doorbell are forwarded. If several doorbells are configured on the communications system, first select the doorbell whose calls are to be diverted. How many door bells are available, depends on the type of entrance intercom. Consult your system administrator if you have questions concerning the configuration of the door bells. Then key in the call forwarding destination (please refer to the chapter entitled *Making External/Internal Calls* starting on page 38). Activate call forwarding with **On**. Active call forwarding is indicated by a “+” sign. This is followed by the call forwarding destination.

Remote divert: This function allows you to configure call forwarding for the phone numbers of other Forum 500 / Forum 5000 users. Programming call forwarding for a virtual call number is also possible (please refer to *Call for a virtual number (tele secretary)* starting on page 49 also). In order to do so, “Call forwarding for other user” authorisation is required, otherwise this menu item will not be displayed. Also, you can configure call forwarding only for those users whose terminal has not been blocked for this type of access (these users will themselves have authorisation to “Prevent call forwarding by other user”).

Enter the internal phone number for which you want calls to be forwarded. Optionally you can select a call number from the telephone book. The rest of the procedure is identical with the one for configuring call forwarding for your own telephone (see page 76).

Follow me: This type of call forwarding is configured on a destination telephone to which calls for an original (source) telephone are forwarded. The PIN of the source telephone is required for this function. If the “follow me” function is active, all call numbers of the other telephone are forwarded **immediately**.

As the **Source**, enter the internal call number for which calls are to be forwarded from the source telephone to the destination telephone. Then enter the **PIN** of the source. Activate the follow me function with **On** option. To deactivate the follow me function, select the **Off** option on your own telephone or on the other telephone (source). Alternatively, on the other telephone (source), you can deactivate the “follow me” function by switching off the function “Divert call immediately”.

“Messages” Menu

First select **Messages** and then ...

Short messages: Short messages can be exchanged between users with system terminals. On arrival of a new message then on the ...

... Forum Free 565 the Info symbol  flashes slowly in the display

... Forum Free 575 the Info key flashes.

- **Received mail:** A list of senders of messages is displayed. Use the arrow keys to scroll through the display functions.
 - **Show:** Select an entry and press the **OK**. You see the “Subject” text of the message, the sender and the date/time.
 - **Delete:** You delete the message.
 - **Forward:** Select an entry. You can now edit the text of the message. Press **OK**. Enter the internal call number of the user to whom you would like to forward the message. Optionally you can select a call number from the telephone book. Confirm the entry/selection of the call number with **OK**.
 - **Delete all:** You delete all messages.
- **Outgoing mail:** A list of messages sent by you is displayed. In the same way as described in the above section, you can forward or display these messages.
- **New message:** You can send a new message to another user. First enter the text (max. 160 characters) and then press **OK**. Enter the internal call number of the user to whom you would like to send the message. Optionally you can select a call number from the telephone book. Confirm the entry/selection of the call number with **OK**.

Messages can also be sent to system terminals from the **Forum CTI Web** application. You will find more information on this in the **Forum 500 / Forum 5000** online help.

E-mail: You will see the list (senders) of e-mails received. Select an entry: A selection menu appears allowing you to display the e-mail (subject, sender, date/time), delete the selected e-mail or delete the entire list of e-mails. Use the arrow keys to scroll through the display functions.

Appointments: You see the status of both appointments. To programme an appointment, select one with the arrow keys and **OK**. Under **Time** you can enter the time at which the appointment reminder is to be activated. Select **Reason** to enter the reason for the appointment. Select **Repeat** and determine how often you want the appointment call to be signalled: once only (**Single**) or on a fixed day (enter the specific date), **Mo - Fr** or **Sa - Su** or **Every day**. Activate the appointment reminder with **On** or deactivate it with **Off**.



Your phone will ring at the set time and the appointment number appears on the display. Press the **⊖** key to display the reason for the appointment.

Presence: You can inform other communications system users regarding your presence status, e. g. you are currently not in the office or on holiday. The text appears on the display of the caller of an internal call provided that the caller's telephone is a system terminal. There are pre-defined message texts available for this. Select the desired text. If no message is to be displayed, select the **Available** text. Furthermore, you can write your own message text individually (maximum length of 23 characters). Select the **Text:** menu entry, enter the text and press the **OK** softkey. The text is now saved and selected in the Presence list. You can overwrite this text at any time.


Note: Message texts can also be entered and selected using the **Forum CTI Web** application. Please refer to the online help of the **Forum 500 / Forum 5000** communications system for more information.

“Phone settings” Menu

First select **Phone settings** and then ...


Key lock: You can lock the keypad of your handset to prevent accidental activation. Confirm this with **OK**. An active keypad lock is displayed with a  symbol in the symbol line. To unlock the keypad, press the softkey under this symbol and then the  key.


Audio: In this menu you configure volume and ringing signals for your telephone. This menu is only displayed with a Forum Free 565.

- **Volume:** Select **Ear-piece** or **Speaker**. Use the arrow keys to change the volume or enter a digit from 1 to 3.
- **Ringer settings:** You can configure the ring tones for incoming calls on your telephone (**Volume** and **Melody**).
 - Volume:** Use the arrow keys to change the volume or enter a digit from 1 to 7 (0 deactivates the ring tone).
 - Melody:** You can use different melodies to distinguish between four types of incoming calls: internal calls, external calls, messages and VIP calls. Select the type of call (**Internal**, **External**, **Messages**, **VIP**). Then select a melody by using the arrow keys or entering a digit from 1 to 9.
- **Info tones:** Using the **OK** softkey you deactivate an info tone or activate it again (). The following info tones are available:
 - Key click:** Every key press results in a click.
 - Confirm. tones:** Every time a handset setting is switched on or off you will hear a confirmation tone.
 - Low battery:** Three minutes before the phone is switched off due to an empty battery, you will hear four signal tones.
 - Coverage warn.:** You hear a warning tone when you leave the radio range of the base station your telephone is currently registered on.

Ringer Settings: In this menu you configure volume and ringing signals for your telephone. This menu is only displayed with a Forum Free 565.

- **Melody:** You can use different melodies to distinguish between four types of incoming calls: internal calls, external calls, messages and VIP calls. Select the type of call (**Internal**, **External**, **Messages**, **VIP**). You can select from 30 different melodies.
Then select the melody. Enter 1 ... 9 or in quick succession two digits 10 ... 30 or modify the displayed number with the arrow keys.

- **Type:** As well as a melody, you can assign a different kind of signalling to every call: The active setting is displayed with ✓. Select the desired setting and confirm with **OK**.
 - **Full Melody:** Ringer signalling with a complete melody
 - **Single:** As ringer signalling the set melody will only be played once.
 - **Chirp:** Short melody, is also only signalled once
- **Device:** You can select the combination of signal generators with which the call will be signalled. An active signal generator is marked with ✓. Select the desired signal generator and switch it on or off with **OK**.
 - **Buzzer:** Activate or deactivate the acoustic ringer tone. If you deactivate the signal generator then this is shown in the display with the  symbol.
 - **Vibrator:** Activate or deactivate the vibration signal generator.

Note: If you deactivate all signal generators, then the call is only signalled with a flashing  symbol in the display.

- **Volume:** Select the ringer tone volume signalling (1 ... 7) via entering the digit or with the arrow keys and confirm with **OK**.

System: This menu contains the settings for subscribing (checking in) the handset to the base station. Refer also to the information given in the chapter entitled *Commissioning* starting on page 14.

- **Subscribe** (Forum Free 565) / **Subscription** (Forum Free 575): Use this menu to subscribe the handset to one or more base stations. In this menu you also administer the subscription records that have been set during check-in operation. You will find further information in the sections *Forum Free 565's "Subscribe" menu* on page 81 and *Forum Free 575's "Subscription" menu* on page 82.
- **IPEI:** You can read the International Portable Equipment Identity code of your phone here.

Forum Free 565's "Subscribe" menu

- You have selected the menu entry **Subscribe**. Now select one of the following options:
 - **Subscribe PP:** Subscribes the handset (PP = Portable Part) to the base station (FP = Fixed Part). If you wish to check in the handset using the secured procedure, you will need the FP PIN of the base station (also referred to as AC = Authentication Code). If you are using the simplified

procedure, leave this field blank. For more information on checking in handsets, refer to the Forum 500 / Forum 5000 online help. Press **Subscribe**.

– **Autom. Search:** If you have subscribed your handset to several base stations, in the idle state it will automatically select one of the base stations in range. Your handset will thus automatically register on one of the base stations on which it is subscribed to as soon as you are no longer within the range of the current base station. If the handset is subscribed to one or more base stations, the menu option “Auto search” is used to open a list of subscription records. Use the arrow keys to select a base station and press **Option**. The following settings can then be made for that subscription record:

– **Select:** If you have subscribed the handset to several base stations, you can select which one your handset should use.

– **Edit Entry:** You can edit the name and display of the call number (usually the internal/local call number) for the selected subscription record. This information appears in the idle state when the handset is registered on the corresponding base station.

Note: With the Forum 500 / Forum 5000, you do not need to enter an internal phone number for the handset since the communications system manages internal numbers automatically.

– **Delete Entry:** Here you delete the subscription record of the base station in your handset. The handset can only be operated on this system when it has been checked in again.

When the last entry in this list has been deleted, the handset automatically begins to search for a new base station to subscribe to.

Forum Free 575’s “Subscription” menu

- You have selected the menu entry **Subscription**. Now select one of the following options:

At least one subscription available: You see a list of base station names to which the handset has subscribed and additionally the **Auto. Search** entry. Select the one of the entries and press **Options**. You can now make the further below described settings for this entry.

No subscription available: You see the note **No Subscription**. Press **New** to add a subscription.

– **Select** (having selected **Auto. Search**): If you have checked the handset into multiple base stations, then the handset will (in the idle state) automatically select a reachable base station. Your handset will automatically be “registered” at another base station as soon as it is no longer in range of the current base station.

– **Select** (having selected a different subscription entry): If you have registered the handset at multiple base stations, then you can select which subscription your handset should use.

– **New**: You subscribe the handset (PP = Portable Part) to the base station (FP = Fixed Part). Possibly you will need the PAK of the base station. If you wish to check in the handset using the secured procedure, you will need the FP PIN of the base station (also referred to as AC = Authentication Code). If you are using the simplified procedure, leave this field blank. For more information on checking in handsets, refer to the Forum 500 / Forum 5000 online help.

Enter the **PAK** and press **Go on**. Enter the **Auth. code** (Authentication Code) and press **OK**. After a successful check in, you can enter the name and number for the subscription entry. Confirm with **OK**.

– **Edit**: You can edit the name and display of the call number (usually the internal/local call number) for the selected subscription record. This information appears in the idle state when the handset is registered on the corresponding base station.

Note: With the Forum 500 / Forum 5000, you do not need to enter an internal call number for the handset since the communications system manages internal call numbers automatically.

– **Delete**: Here you delete the subscription record of the base station in your handset. The handset can only be operated on this system when it has been checked in again. When the last entry in this list has been deleted, the handset automatically begins to search for a new base station to subscribe to.

– **Delete All**: Here you delete all subscriptions.

Telephone options: This menu contains further terminal-specific settings.

- **Auto-Keylock** (Forum Free 565) / **Auto Key Lock** (Forum Free 575): Use **OK** to activate (☑) or deactivate automatic keypad lock. When the automatic keypad lock is active, the keypad lock is automatically switched on if you do not use the device for more than 60 seconds in the idle state.

- **Key Click:** This menu entry is only displayed with a Forum Free 575. For each key operation a short signal tone can be activated. With **OK** you activate (✓) or deactivate the key click.
- **Alarm:** This menu entry is only displayed with a Forum Free 575. You can set a time between 00:00 and 23:59 at which time the handset will emit an acoustic signal. The signal type is defined by the ringer tone setting for external calls. The alarm signal lasts approximately one minute and can be switched off by pressing any digit key. After each signalled alarm, you will need to reactivate the alarm again.
 - **Set:** Here you enter the wake time, for example 12:15. Confirm your input with **OK**.
 - **Active:** With **OK** you activate (✓) or deactivate the alarm.

Note: When the alarm is active, the idle display shows an alarm symbol (🔔) next to the time.

- **SOS Key:** You can dial a pre-programmed SOS number by pressing and holding the **R** key; you do not need to press receiver key **⊖**. You can enter and save any internal or external call number. If you want to programme an external number as the SOS number you may – depending on the system configuration – have to precede it with the external line seizure digit (see also *Making External/Internal Calls* starting on page 38). With the Forum Free 565 you can use the telephone book when programming a call number for the SOS key. Press the **Phoneb.** softkey and select the desired phone book entry using the arrow keys.

Forum 500 / Forum 5000 systems only: Always save the SOS emergency call number with the prefixed R key function (enquiry/hold). Then an emergency call can also be made during a call (depending on mobile unit – see above). Press the R key **R** to enter the R key function.

Other systems: The “Hold” function may be generated using other codes on other systems. The respective system documentation provides information on suitable programming.

Note: You can also use the emergency call key / SOS key even when the key lock and the telephone lock are activated.

- **Aut. Call ans. (Forum Free 565) / Auto Answer (Forum Free 575):** If the phone is removed from the charging station when a call is signalled, the call is accepted immediately; you do not need to press the receiver key **⊖**. Use the **OK** softkey to activate (✓) or deactivate the function.

When a headset (only with the Forum Free 575) is connected, calls are established automatically, and you can telephone without your hands. When the caller goes on-hook (i.e. puts the phone down), the call is disconnected. If you are not using the headset, then please deactivate this function as unnoticed listening-in by a caller is possible.

Note: The “Automatic call answer” function should only be used when the “Silent charging” function, described below, is off.

- **Silent charg.** (Forum Free 565) / **Silent Charging** (Forum Free 575): The handset does not signal any calls as long as it is in the charger. This applies to acoustic signalling via the ringer, to visual signalling and for signalling by the vibration alarm. As soon as you remove the handset from the charger, calls are signalled again. Use the **OK** softkey to activate (✓) or deactivate the function.
- **Coverage Warn.:** This menu entry is only displayed with a Forum Free 575. The coverage warning sounds a warning tone when leaving the radio range. Use **OK** to activate (✓) or deactivate this function.
- **Username** (Forum Free 565) / **User Name** (Forum Free 575): Here you enter or edit the name that appears on the display when the handset is in the idle state. Use the **OK** softkey to save the setting.

Note: The user name saved here is a two-character abbreviation displayed on this phone only. It is not identical to the user name the administrator enters for a user when configuring the Forum 500 / Forum 5000 and which is used in the central phone book, for example.

- **Language:** Select a language from the list and confirm with **OK**. Display texts then appear in this language.
- **Display Contrast** (Forum Free 565) / **Contrast** (Forum Free 575): Use the arrow keys to adjust the display contrast and confirm with **OK**.
- **Default setting:** Use this function to reset your handset to the factory settings. This menu is only displayed with a Forum Free 565.
 - **Clear Phonebook:** After confirming a security prompt you can delete the local telephone book. The local telephone book contains all entries which are stored in your handset. For more information on the telephone books of your communications system please refer to the chapter entitled *Making Calls from the Telephone Book* starting on page 64.

- **Reset PP:** After confirming a security prompt you reset the handset (PP = portable part) to the factory settings.

“Protection” Menu

First select **Protection** and then ...

Call protect.: This switches call signalling on your telephone **On/Off** (with the exception of VIP and hunt group calls). You can activate (☺) call protection for all calls or for internal calls only/for external calls only. When call protection is activated, the caller hears either the idle or the busy tone. The system administrator configures this when configuring user groups. When there are multiple trunk keys configured on your telephone, you can switch call protection for each of these keys on or off. To do so, select the desired key (e. g. **L1: [internal call number]**) and then press the **Ok** softkey.

Note: Call protection is only activated on the telephone on which it was set. Even if your internal call number is configured on other telephones, call protection is not automatically activated on those telephones.

Announc. prot. (Announcement protection): Switching on (**On**) or switching off (**Off**) announcement protection. When announcement protection is activated, no announcements can be made to your telephone (see also page 62).


When there are multiple trunk keys configured on your telephone, you can switch announcement protection for each of these keys on/off. To do so, select the desired key (e. g. **L1: [internal call number]**) and then press the **Ok** softkey.

Telephone lock: If you wish to temporarily forward usage of your telephone to another person, you can activate the telephone lock. This means your telephone has the authorisations of the “Guests” user group. This user group is configured by the system administrator and locks various menu entries and list accesses on your device so that unauthorised persons cannot read or change them. Dialling authorisation can also be restricted. Please contact your system administrator for information on the altered range of features when the telephone lock is activated. Access to the telephone lock is protected by your user PIN (default “0000”). After entering the PIN, you activate / deactivate the function with the **On** or **Off** option.

Baby call: Enter the destination number and activate or deactivate the baby call (see also the chapter entitled *Baby Call* starting on page 60).

Change PIN: Enter your current PIN and then the new PIN twice. If you have forgotten your PIN, contact your system administrator.

Availability: All active features that hinder your availability are cleared (i. e. call protection, call-waiting protection, call forwarding).

Call wait. Prot.: During a telephone conversation, no further calls are signalled by the call-waiting tone. When there are multiple trunk keys configured on your telephone, you can activate/deactivate call waiting protection for each of these keys. Select the desired key (e. g. **L1: [internal call number]**) and then press the  softkey. Activate the function with **On**.

Note: Call-waiting protection is only activated on the telephone on which it was set. Even if your internal call number is configured on other telephones, call-waiting protection is not automatically activated on those telephones.

Intercom prot. (Intercom protection): Switching on (**On**) or switching off (**Off**) intercom protection. When intercom protection is activated, no intercom announcements can be made to your telephone (see also page 62).

“Connections” Menu

Note: The following features are carried out if this is permitted by the current call state of your telephone. You can also find these features in the call-dependent menus.

First select **Connections** and then ...

select **Call pick-up**, then ...

- **Pick-up:** This accepts a call for another telephone in your pick-up group. If the called subscriber is a member of a user group for which pick-up protection is active, then you cannot pick up calls to this subscriber’s number.
- **Pick-up select.:** You can answer a call for any other telephone. To do this, enter the call number of the other telephone.

If the called subscriber is a member of a user group for which pick-up protection is active, then you cannot pick up calls to this subscriber's number.

Note: If the other terminal is already in the call state (e. g. an answering machine is in announcement mode), you pick up the call. The subscriber for whom you pick up the call must belong to a user group for which the "Call removal" authorisation is activated, otherwise "Pick-up selective" is not possible.

- **Take:** You accept a current call from a different terminal at your DECT telephone and continue your call on your DECT telephone. The prerequisite is that your DECT telephone and the other terminal have the same internal call number.

Or select **Dial**, then ...

- **Announcement...** After entering the call number, you can initiate an announcement on another **system telephone**. Under **To:** enter the call number. Announcements can also be directed to call numbers at which several callers can be reached (see also *Announcements (with and without Intercom)* starting on page 62).

Note: If a called user has activated the announcement protection (see page 86), this feature is not carried out.

- **Intercom:** Use this function to initiate an announcement **to a single system terminal**. The microphone of the system terminal will be switched on and the person you are calling can immediately answer your announcement without having to press a button. Enter the device ID of the terminal for **Device-ID:**. For information on the existing device IDs, speak with your system administrator.

Note: If the called user has activated the intercom protection (see page 87), this feature is not carried out.

- **VIP call:** Even if call protection, call-waiting protection or call-forwarding is activated on the internal subscriber's telephone, this function overrides these restrictions and signals your call (N.B.: this only works if the subscriber has a system terminal).
- **Door opener:** This activates the door opener.
- **Phone book:** This opens the telephone book of the Forum 500 / Forum 5000. You can now call one of the stored subscriber numbers (see also *Making Calls from the Telephone Book* starting on page 64).

Switch. auth. (Switch authorisation): You switch another terminal to a user group defined by the system administrator. Switching the user group means different authorisations, e. g. international dialling authorisation. The switch only applies to the next call made from this terminal. Please contact your system administrator for information on altered authorisations when switching the user group.

- **Number:** Enter the internal call number of the terminal whose authorisation is to be switched. Use **On/Off** to activate/deactivate the switch.
- **Phone book:** You can find and select the desired call number in the communications system directory (see page 64). Use **On/Off** to activate/deactivate the switch.

Note: When the terminal to be switched is currently in the call state, the authorisation switch is carried out after the call is completed. If the next call is not begun within 60 seconds, the authorisation switch expires automatically. At the end of the call, you receive – if configured this way – a brief message on your telephone regarding call duration and relevant charges incurred.

PIN dialling: For the next call, you are switching your telephone into one of the user groups defined by the system administrator. Switching the user group means different authorisations (e. g. international dialling authorisation) and other features are possibly available (e. g. for charging and recording connection data of private calls). Please contact your system administrator for information on the designated application area for PIN dialling.

First you enter your internal call number under **Number** and then your user PIN under **PIN**. Then you can dial the desired call number.

Note: PIN dialling can be done from any terminal which belongs to a user group with this authorisation activated. The call numbers dialled using PIN dialling are not saved in any redial list, neither on the terminal used, nor on one's own terminal.

Lists: When there are multiple call numbers (trunk keys) configured for your telephone, you can define which number(s) are to be recorded in the caller lists (missed calls and accepted calls) and the redial list. Select the desired call number. Use **On/Off** to activate/deactivate the lists for this call number.

Door call: A list of the configured entrance intercom systems is displayed. Select the desired entry from the list. The entrance intercom is called.

“Phone book” Menu

You can add, edit and delete entries in your personal telephone book in this menu. If your system administrator has given you (or the user group to which you belong) the necessary authorisation, you can also edit the central telephone book and your company telephone book. An entry in your company telephone book is created in exactly the same way as an entry in your personal telephone book. It can then be used by all employees in your company.

Information about company telephone books can be found in the “Mounting and Commissioning” (Forum 523/524, Forum 525/526, Forum 550/560, Forum 5004/5008/5012) resp. “Commissioning and Maintenance” (Forum 5500) guide in the chapter entitled “Multi-Company Variant” and in the communications system’s online help.

First select **Phone book** and then ...

- **New entry:** Select the required telephone book: **Personal, Company** or **Central**. Enter the name and first name and the call numbers (**Office, Mobile, Private**).

For each call number in a telephone book entry, you can specify whether your own call number should be automatically suppressed whenever you dial these numbers (from the telephone book). Select one of the following options and confirm the selection with the **OK** softkey:

- **Default:** You can decide before calling this call number whether or not your call number is to be transmitted or not (refer to the “*Selection*” Menu in the *Idle State* starting on page 36 chapter also).
- **yes:** Your call number is always displayed.
- **no:** Your call number is always suppressed.

Note: The option configured for transmitting your call number is only considered by the system if your user group has the **display phone number off/on per connection** authorisation activated. Contact your system administrator regarding your valid authorisation.

In the central telephone book you can assign a speed-dialling number to one or several call numbers in the telephone book entry. The system will offer a speed-dialling number. You can accept this number with **OK**. Alternatively you can delete this speed-dialling number using the **☒** key, enter another one which is not in use and confirm with **OK**.

Then select the default number (**Default office**, **Default mobile** or **Default private**) and confirm with **OK**. The default number is the number that is used if you do not select any other number before establishing the connection.

Press **OK** to save the entry.

- **Edit:** Select **Personal**, **Company** or **Central**. In the **Name** field enter the first letter/s of the name. Then select the desired entry from the list and confirm with **OK**. Select **Delete** or **Edit**. Select **Edit** to edit all data of this entry. The procedure is identical to the one used to create a new phone book entry.

“Applications” Menu

This menu is only shown if the system administrator has set up additional programme packages for your communications system and you have the user authorisation to use these programmes.

Voicebox: This menu is only available to you if the **Forum Voicemail** programme package has been installed in your communications system and if the system administrator has configured a voicebox for you. See the “Forum Voicemail” user guide for further information.

Server menu: Your communications system can also be extended via third-party programmes. It is possible to use individual functions of these programmes with your system telephone. The **Server menu** menu entry will be offered to you in this case. For further information, please consult the respective programme documentation.

“Central settings” Menu

In this menu you can define rules and settings for the time management of your system.

The **Time control** menu item is available if the user group of your telephone has been granted “Time control” in the Configurator. The **Date/Time** menu item is only available if the system administrator has assigned the **Expert**

service profile to your user group. If you do not have either of these authorisations this menu will not be displayed on your telephone.

First select **Central settings** and then ...

- **Time control:** In the Forum 500 / Forum 5000 several time groups can be configured. Depending on the activated time group, incoming calls are signalled on different telephones. Switching between these time groups can be done manually or automatically, in this case according to a timetable configured by the system administrator.

Select **Automatic** to activate automatic time control. The configured time groups then change automatically according to the timetable configured by the system administrator. This setting remains active until one of the available time groups is set manually.

The system administrator can configure up to ten time groups. The time groups are either numbered (default setting) or they have been given names by the system administrator. You can manually select a specific time group; the automatic time control is then deactivated.

Note: Any “Divert MSN” always remains in effect, regardless of the currently active time group.


- **Date/Time:** The date and time are taken over from the exchange on the first external outgoing call. If this information is not transmitted by your network operator, you can set the date and time here yourself.

“Info” Menu

This menu is used to quickly locate messages that have arrived or been saved. The same menu items can also be found in the main menu. If there are new entries in the info list then ...

... Forum Free 565: the Info symbol  flashes slowly in the display

... Forum Free 575: the Info key flashes.

In the idle state **briefly** press the Info key  and then select ...

Missed calls: Information on missed calls list (refer to the section entitled “Missed calls” on page 72).

Voicebox mess.: This menu item is only available when there are entries in the voicebox messages list (refer to the section entitled “Voicebox messages” on page 73).

Short messages: This menu item is only available when there are entries in the short messages list (refer to the section entitled “Short messages” on page 78).

E-mail: This menu item is only available if there are e-mails in your e-mail list (refer to the section entitled “E-mail” on page 79).

Appointments: This menu item is only available if you have at least one active appointment (refer to the section entitled “Appointments” on page 79).

Charges: You see the charges for the last call and the total call charges for your telephone. When there are multiple trunk keys configured on your telephone, you can have the charges individually metered. To do so, select the desired key (e. g. **L1: [internal call number]**) and then press the **Ok** softkey.

Active features: You can access the Active Features menu (see next chapter) using this menu item.

Note: In order to be able to use the Info key, your communications systems must be using a software version of at least 5.22.

“Active features” Menu

This menu gives you an overview of the active features that restrict your availability. The same menu items can also be found in the main menu. You can deactivate features directly, thereby removing them from this menu.

Press and **hold** the Info key **ⓘ** or select **Active features** in the **Info** menu. Then select ...

Call protect.: This menu item is only available if the Call protection feature is active. You can use this menu item to deactivate call protection again (see also the section entitled “Call protection” on page 86).

Call diversion: This menu item is only available if you have activated call diversion. You can use this menu item to re-programme call diversion (see also the section entitled “Call diversion” on page 76).

Hunt group: If your device belongs to one or more hunt groups, a list of corresponding hunt groups will be displayed. You can now disconnect from or

connect to hunt groups (see also the section entitled “Hunt group” on page 75).

Time control: This menu item is only displayed if you are authorised to edit the Forum 500 / Forum 5000 time control. It allows you to select a time group or activate automatic time control (see also “Time control” on page 92).

Telephone lock: This menu item is only available if you have activated the telephone lock. You can deactivate the telephone lock after entering the PIN (see also the section entitled “telephone lock” on page 86).

Note: In order to be able to use the Info key, your communications systems must be using a software version of at least 5.22.

Appendix

Care and Maintenance

Your telephone is a product that meets the highest standards of design and manufacture. It should therefore be treated with care. Follow the advice below, and you will be able to enjoy using this product for a long time.

Please follow all the *Safety Precautions* starting on page 6. These precautions apply to the handset, the charging station, the rechargeable batteries (the entire telephone), as well as the accessories.

To clean the telephone, first remove the charger adapter plug from the mains socket. Wipe the equipment with an anti-static cloth or a soft, damp leather cloth.

Note: Never spray your telephone with cleaning fluid or solvents.

Clean the handset and charging station with a lint-free cloth.

If your telephone or one of the accessories fails to function correctly, contact your supplier's customer service.

Forum Free 575 with a MEM card

General Information

The Forum Free 575 can be equipped with a memory card (MEM card) which is provided. The MEM card stores the device's local settings (including a local telephone book with 100 entries) and the device's identification (IPEI). Therefore when exchanging the device it is possible to have this information (via the MEM card) on the other device, thus allowing (without re-enrolment) immediate telephony.

Operation with/without MEM card

The Forum Free 575 when commissioning for the first time, without a MEM card, is also fully operational (without the above mentioned advantages). However, if you have inserted a MEM card (which also already adopted the

telephone's data), then removing it causes the Forum Free 575 to become non-functional until a programmed MEM card is inserted.

Programmed MEM card means: A MEM card that has been inserted in another device or a MEM card that has been especially prepared by the Service (e.g. as replacement).

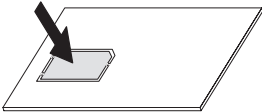
Inserting the MEM card

Safety Notice!

The MEM card must be handled with a great deal of care. The contacts must be free of dust, moisture, fat etc. Do not store the MEM card in warm areas (e.g. direct sunlight). Do not bend the MEM card; the contacts can be broken.

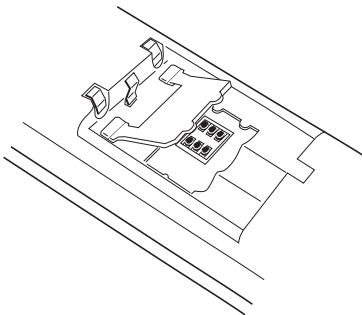
The MEM card is inserted in the battery compartment under the batteries.

1. Using your finger, first remove the small MEM card from the larger frame.

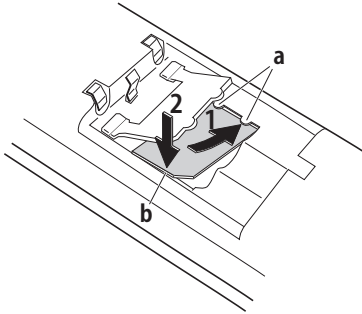


2. Open the battery compartment (see page 10) and remove the batteries (if these have already been inserted).
3. Slide the MEM card cover in the battery compartment in the arrow direction (OPEN). Softly pivot the cover upwards.

Note: Never touch the now visible shiny gold contacts! Static discharge can cause the device to become defective.



- Slide the MEM card (with the contact-surface facing downwards) under the half-moon-holders (a) in the MEM card compartment. Thereby ensure that the bevelled edge of the MEM card is to the bottom left.
- Press the MEM card down until it locks in with an audible sound.



- Close the MEM card compartment with the cover (slide the cover notches into the case until the cover completely covers the MEM card).
- Insert the batteries (see page 10) and close the battery compartment (see page 10).

Removing the MEM card

It is only necessary to remove the MEM card if you pass on the handset or if you need the MEM card for a new handset.

After having removed the batteries:

- Slide the MEM card cover in the battery compartment in the arrow direction (OPEN). Softly pivot the cover upwards.
- With a pointed object press on the release (b), see diagram opposite.
- Take the MEM card out.

Technical Data

Standards:	DECT, GAP, CAP
Display:	Forum Free 565: 3-line graphic display Forum Free 575: 5-line graphic display
Handset weight:	approx. 140 g (including batteries)
Handset dimensions:	146 x 53 x 28 mm (L x W x H)
Battery:	3x AAA cells (NiMh)
Stand-by time:	Forum Free 565: up to 200 hours Forum Free 575: up to 140 hours
Talk time:	Forum Free 565: up to 20 hours Forum Free 575: up to 14 hours
Charging time:	approx. 5 to 6 hours (discharged battery charged to full capacity)

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.



Index

Numerics

3-party conference 30

A

Active features (menu) 93
Alarm 29, 84
Announcement 37, 62, 88
Announcement protection 86
Appointment call 60
Appointments 79
Arrow keys 21
Audio 80
Automatic call answer 84
Automatic call recording, see call recording 59
Automatic keypad lock 83
Availability 87

B

Baby call 60, 87
Base station
 automatic search 82, 83
 select 82
 selection 83
Batteries
 charging and operating times 12
 charging status 19
 charging, discharging 12
 commissioning 12
 discharged (warning tone) 80
 inserting, removing 10
Blocked/unblocked call numbers 31
Booking number 46, 55, 56
Busy (menu) 47

C

Call
 accepting 51
 deflecting 51
 menu 50
 parking 45, 51
 pick-up 87
 recording 57, 74
 rejecting 50, 51
 transferring to an external subscriber 54
 transferring to an internal subscriber 53
 unparking 36
Call diversion 55
Call forwarding 76
 door 77
 external line seizure 38
 for other users 77
 for your telephone 76
 menu 76
 MSN 38, 76
 to voicebox 34
Call indicator 29
Call lists 72
 accepted calls 73
 making a call from 42
 missed calls 72
 voicebox messages 73
Call number
 restricting display of 37
 transmitting display of 37
Call numbers
 blocked/unblocked 31
 internal, external 29
Call protection 86
Call recording 59

- Call transfer 53
- Callback 47, 53
 - answering 64
- Call-charges 30
- Calling ... (menu) 45
- Calls
 - ending 44
 - menu 72
- Call-waiting (menu) 51
- Call-waiting protection 87
- Cancel key 24
- Care and maintenance 95
- Central settings (menu) 91
- Central telephone book 64
- Charge display 13
- Charges 37, 74
 - display 30
- Charging station 11
- Charging time 12
- Checking in 15
- C-key 24
- CLIP 32
- CLIP no screening 32, 49
- CLIR 32
- CNIP 32
- Comfort hunt group 75
- Commissioning 14
- Company telephone books 64
- Conference 52, 55
 - ending 57
 - menu 56
- Confirmation tones 80
- Connection establishment 39
- Connections
 - door call 90
 - lists 89
 - PIN dialling 89
 - switch authorisation 89
- Connections (menu) 87
- Coverage warning 80, 85

D

- Date 92
- DECT 8
- Default setting 85
- Deflect call 51
- Device busy 76
- Dial 88
- Dialling directly 39
- Disconnect 45, 47, 48, 51, 55, 56
- Display 16
 - contrast 85
 - lines 18
- Door call forwarding 61
- Door opener 37, 47, 48, 51, 52, 55, 57, 60, 88
- Doorbell 60, 61
- Doorphone 61
- DTMF 30

E

- E-mail 19, 24, 79
- Enquiry 52
- Entrance intercom 61
- Entrance intercom calls 61
- External line seizure 38

F

- Features 31
- Follow me 77

G

- GAP 8

H

- Handset
 - switching on/off 28
- Handset subscribing 83
- Hands-free 28, 45, 51, 54, 56

Hash key 25
 using 70
Hearing aids 9

I

Illumination 21
Info
 active features 93
 appointments 93
 call diversion 93
 call protection 93
 charges 93
 e-mail 93
 hunt group 93
 menu 92
 missed calls 92
 short messages 93
 telephone lock 94
 time control 94
 voicebox messages 93
Info key 24
Info tones 80
Installation site 9
Intercept 47
Intercom 37, 88
Intercom protection 87
IPEI 81

K

Key click 80, 84
Key lock 80
Keypad dialling 31
Keypad lock 19
Keypad protocol 31
Keys 16

L

Language 85
Least Cost Routing (LCR) 31
 switching off 37

Line seizure 38
Loudspeaker 16, 17
Loudspeaker key 23

M

Main menu 37, 70
Making a call 39
Melody 80
Menu
 Active features 93
 Applications 71, 91
 before and during a call 35
 Busy 47
 Call 50
 Call forwarding 71, 76
 Calling ... 45
 Calls 71, 72
 Call-waiting 51
 Central settings 71, 91
 Conference 56
 Connections 71, 87
 during a call 48
 Info 92
 Main menu 70
 Messages 71, 78
 Phone book 65, 71, 90
 Phone settings 71, 80
 Protection 71, 86
 Selection (in the idle state) 36
 Subscriber on hold 54
Menus
 automatic hide 23
 using 70
Microphone
 off 19
 switching off 29
Multiple connections 30
Muting 29

N

- Note 37
- Number keys 25

O

- Operating time 12

P

- Park call 45, 51, 55
- Personal telephone book 64
- Pharmacy line 61
- Phone book 45, 51, 55, 56, 88
 - clear local telephone book 85
 - edit entry 91
 - local 68
 - menu 65, 90
 - new entry 90
- Phone settings (menu) 80
- Pick-up 36, 46, 87
 - group 46
 - selective 36, 46, 47, 87
- PIN 87
- PIN dialling 89
- Power supply 8
- PP subscribe 83
- Pre-dialling 39
- Presence 79
- Protection (menu) 86

R

- Radio connection
 - quality 19
 - silent zones 9
- Receiver key 23
- Redial list 19
- Redialling 30, 36
 - calling from a list 40
- Remote charges 75
- Reset PP 86

- Reset settings 85
- Ringer
 - off 19
- Ringer settings 80

S

- Safety precautions 6
- Seizing a line 38
- Server menu 91
- Short messages 19, 24, 78
- Signal key 24
- Silent charging 85
- Softkey
 - arrow keys 21
 - Esc 22
 - Menu 23
 - OK 22
 - Redial 23
- Softkey line 21
- Softkeys 16, 17, 21
- SOS key 84
- Speaker 28
- Speed dialling 66
- Standard hunt group 75
- Stand-by time 13
- Star key 25
 - using 70
- Subscribe handset (PP) 81
- Subscriber on hold (menu) 54
- Subscription 15
- Switch authorisation 89
- Symbols 16
- System 81

T

- Take 37, 47, 88
- Talk time 12
- Technical data 98
- Tele secretary 49

Telephone book 36, 64
 making calls from the 41
Telephone lock 30, 86
Telephone options 83
Text lines 20
Three party conference 55
Time 29, 92
Time control 92
Toggling 30, 52, 55, 57
Tone dialling 31
Transfer 52, 55, 57
 to external subscriber 54
 to internal subscriber 53
Transmission of call numbers 32
Trunk keys 29

U

Unparking calls 36
Username 85

V

VF signalling 30
VIP call 47, 49, 88
 initiating 37
Virtual number 49
Visual call indicator 29
Voicebox 91, 92
 messages 19, 24
 querying 44
Voicemail system 34
Volume 80
 adjusting during a call 28

Notes

Support

You can contact our support on the following telephone numbers:

For configuration changes of your Forum™ 500 or Forum™ 5000 communications system

	SMEs and residential customers	Large companies
in Dutch:	0800 22 500	0800 22 200
in French:	0800 33 500	0800 33 200
in German:	0800 44 500	0800 44 200
in English:	0800 55 500	0800 55 200

For repairs

	SMEs and residential customers	Large companies
in Dutch:	0800 22 500	0800 14 888
in French:	0800 33 500	0800 14 888
in German:	0800 44 500	0800 14 888
in English:	0800 55 500	0800 14 888

For more information:

- Visit us in the Internet at www.proximus.be/pabx
- Contact your Proximus dealer