

Forum™ 500

Forum™ 5000

Forum Free 568

Forum Free 578

Forum Free 588

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, Forum Free 578 and Forum Free 588

The following operating instructions will assist you in using your Forum Free 568, Forum Free 578 and Forum Free 588 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.

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General Information

The DECT telephone **Forum Free 568/578/588** is a cordless system telephone for operation on the Forum 500 / Forum 5000 communications system. You can also operate your DECT telephone on other communications systems and thus use it at different locations. Operation on communications systems by other manufacturers is still possible when they comply with the GAP standard.

There are three DECT telephone models available:



Forum Free 568

- 2 side buttons (+/-)
- 3 softkeys (2 of them programmable)
- colour display
- caller list for up to 50 entries
- redial list for 50 entries
- private phone book / personal directory for 200 entries
- socket for headset
- IP 50 ingress protection



Forum Free 578

- 1 hotkey / 3 side buttons (programmable)
- 3 softkeys (2 of them programmable)
- 2 programmable navigation keys
- colour display
- caller list for up to 50 entries
- redial list for 50 entries
- private phone book / personal directory for 200 entries
- headset connection via cable or *Bluetooth*
- mini USB connection
- IP 50 ingress protection



Forum Free 588

- 1 hotkey / 3 side buttons (programmable)
- 3 softkeys (2 of them programmable)
- 2 programmable navigation keys
- colour display
- 1 emergency key (SOS)
- caller list for up to 50 entries
- redial list for 50 entries
- private phone book / personal directory for 200 entries
- sensor for mandown, no movement, escape alarm
- headset connection via cable or *Bluetooth*
- mini USB connection
- IP 65 ingress protection (dust and jet-water protected)

Appropriate Use

This product can be operated on a DECT-GAP-compatible communications system in all EU member countries. The telephone complies with radio-specific European-harmonised DECT standards.

The CE mark on the product confirms conformity with the technical regulations regarding user safety and electromagnetic compatibility, valid as of the issue date of the corresponding Declaration of Conformity according to European Directive 99/5/EC.

Safety Information

Please be sure to note the following when setting up, connecting and operating the telephone.

- Place the charger on an anti-slip mat.
- Position the connecting cable where it will not cause an accident!
- The charger may only be set up and operated within a closed building.
- Please refer to page 17 for important information on battery use.
- Do not lay down the mobile unit or set up the charger

- near heat sources,
- in direct sunlight,
- near other electrical devices generating strong, magnetic fields.
- Protect your telephone from moisture, dust, aggressive fluids and vapours.
- Connect only approved accessories.
- Use the included power supply only (ID No.: 23-001089-00).
- Use the standard batteries ID No. 23-001059-00 or ID No. 23-001080-00.
- Do not use any power supply that is visibly damaged (ruptures, cracks of the housing).
- Switch off the mobile unit before you remove the batteries.
- Research has demonstrated that in certain cases medical devices can be affected by portable telephones (DECT) that are switched on. This is why when within medical institutions you should be sure to comply with the regulations of the respective institution when using portable telephones.

WARNING!

Never

- open the charger or the mobile device (aside from the battery compartment lid)!
 - touch the plug contacts with sharp, metal objects!
 - carry the charger by the connecting cable!
-

- Only use a slightly damp or an anti-static cloth to clean your telephone. Never use a dry cloth. Never use cleansing agents.
- Do not use your telephone in areas at risk of explosion.
- Do not use Forum Free 568 and Forum Free 578 in damp rooms (e.g. bath).
- Do not hold the telephone in the hands-free mode next to your ear as the volume can be very high.
- Set up and keep mobile device and accessories outside the reach of children.
- This product's earcap region (at the front) and the loudspeaker region (at the rear) is slightly magnetic and may pick up metallic objects, such as staples or pins. Please check both regions for metallic objects before use.

Note for persons wearing hearing aids

Persons wearing hearing aids should keep in mind that when using the mobile device at sufficient volume, the resulting radio signal interference produces an unpleasant humming noise.

Overview and Basic Information

Authorisation is Required

Most of the features mentioned in this manual can only be used when you have the corresponding user authorisation. Your system administrator configures authorisations when configuring the communications system.

Contact the system administrator when you have questions on specific features or are not able to use a feature satisfactorily.

Further Documentation

Please use the other included documentation on parts of your communications system. This documentation is on the Forum 500 / Forum 5000 product CD.

DECT and GAP

A digital radio connection is established between the mobile unit and the base station (Radio Fixed Part, RFP) in accordance with the DECT standard (DECT = Digital Enhanced Cordless Telecommunications). The digital channel ensures the best voice quality without static or background noise. The Generic Access Profile (GAP) is used for signalling between the communications system and the mobile unit.

The Generic Access Profile (GAP) and the DECT standard define procedures according to which digital cordless telephones can establish connections. The GAP standard applies independent of manufacturer, meaning that communications systems and mobile units of various manufacturers can be combined. The basic functions (telephoning, accepting calls) are always available in these combinations; other functions (e.g. displaying the call number on the display, displaying connection charges) which your Forum 500 / Forum 5000 communications system provides along with your mobile unit, may not be available with other manufacturers' communications

systems. Please consult the corresponding manufacturer's user guide or contact your system administrator.

Information on transmission quality

- Due to digital transmission within the frequency range used – even within range depending on the structural environment – dead spots can result. In this case, transmission quality can be lessened by increased and brief transmission gaps. A slight movement outside the dead spot will re-establish the usual transmission quality. When a caller goes out of range, the connection is disconnected.
- In order to avoid radio-related interference with other electronic devices, we recommend as great a distance as possible (minimum of 1 m) between the charger or mobile unit and other devices (e.g. radios, loudspeakers, etc).
- As is the case with any cordless telephone, the mobile unit uses radio signals which do not guarantee a connection under all circumstances. This is why you should never completely rely on cordless telephones for essential communication (e.g. for medical emergencies).

Installation

Scope of Delivery

Mobile unit

This package includes:

- a mobile unit (Forum Free 568, Forum Free 578 or Forum Free 588)
- a standard battery
- a belt clip
- only with Forum Free 588: information paper for removing the lateral guides in the charger

Charger (separate)

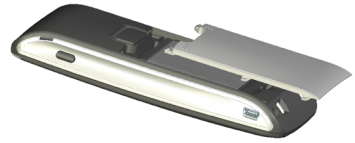
This package includes:

- a charger
- one power supply (ID No.: 23-001061-00)

Inserting Battery

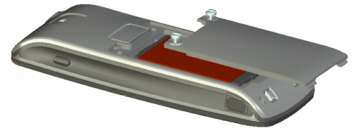
Forum Free 568, Forum Free 578

Slide the battery compartment lid down until the catch releases, then lift it. Insert the battery with the contacts pointing down. Place the battery compartment lid on the unit and slide it upwards until it clicks into place.



Forum Free 588

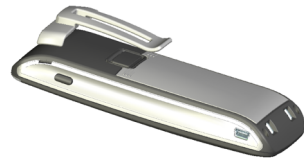
Loosen the two screws on the rear side of the mobile unit with a suitable tool and remove the lid. Insert the battery with the contacts pointing downwards, close the battery compartment with the lid (insert lower down, press upwards) and screw it shut again. Do not damage the rubber seal when putting it back together.



Mounting / Removing a Bracket

Forum Free 568, Forum Free 578

The bracket that comes with the product is placed on the two openings at the upper end of the mobile unit and snapped into place by pressing on it. To remove the bracket, press in the little recesses of the edge of the bracket and pull the bracket apart somewhat.



Headset Socket/Bluetooth®

All mobile units have a 2.5 mm jack socket on the bottom for connecting a headset. Use recommended headsets only (see *Accessories* starting on page 149).

The **Forum Free 578/Forum Free 588** mobile units have a *Bluetooth* interface (2.0) for operating corresponding headsets. The *Bluetooth* interface can be used for transmitting audio data only with a headset.

Safety precaution

Headsets can produce tones which are very loud and high. When you are exposed to such tones, this can lead to hearing damage. Before using a headset, please adjust the volume to the lowest possible level. You can make these settings for cable-connected headsets in the **»» > Audio > Volume Settings > Corded Headset** menu (see page 112). Adjust the setting directly on the device with *Bluetooth* headsets (please consult the device user guide). When telephoning with the headset, adjust the volume – if necessary – slowly.

Forum Free 588 : Removing the Cover

The opening of the headset socket is closed with an undetachable cover. If a headset is not used, please be sure to close the opening to be sure the device can be operated in accordance with its protection class.

Remove the cover by tugging it out of the housing on the **upper** edge.
Never tug it out on the lower edge!

USB and External Charging Port

Forum Free 578, Forum Free 588: There is a mini USB port (2.0) on the lower right side. It has two functions.

- As an interface for connecting to the PC e.g. to load data to/from the device. When the mobile unit is connected to a PC it is charged simultaneously. The charging process is slower, however, than when the mobile unit is charged in the charger.
- As a connection socket for a USB charger (see *Accessories* starting on page 149), e.g. to charge the mobile unit even when it is in a leather pouch. This charging process is also slower than when charging in the charger.

Use a shielded “USB 2.0 A to USB mini B” type USB cable only.

Forum Free 588 – USB Port: Removing the Cover

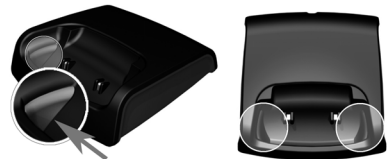
The opening of the USB port is closed with an undetachable cover. If a USB cable is not used, please be sure to close the opening to be sure the device can be operated in accordance with its protection class. Remove the cover by tugging it out of the housing on the **upper** edge.

Never tug it out on the lower edge!

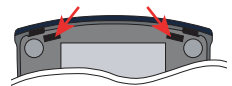
Setting Up and Connecting the Charger

Forum Free 568, Forum Free 578: The mobile units can be operated without changing the charger.

Forum Free 588: When operating the mobile unit, you have to remove the two lateral guides in the charger. These are easy to lift up on the inner edge using a fingernail or a paper clip.



You can also remove the guides by pressing a suitable screwdriver in the longish holes on the bottom of the charger.



Connect the power supply unit with the charger and place the connecting cable through the cable guide. If necessary, change the connector of the power supply (see *Power Supply / Power Supply Unit* on page 16).

Where to set it up

Your telephone is made for normal usage conditions. Today's furniture is coated with a sheer myriad of lacquers and plastics and treated with various lacquer care products. It is possible that some of these materials contain components which can attack and deteriorate the plastic feet of the charging station. The device feet altered by these foreign substances may leave undesirable marks on furniture surfaces.

For understandable reasons, the manufacturer cannot assume liability for these types of damage. This is why you should use an anti-slip mat under your charging station – particularly with furniture that is new or has been freshened up with lacquer care products.

Note: Please make sure you do not set up the charging station in the space where doors or windows open: Damage Risk!

Power Supply / Power Supply Unit

The power supply unit is suitable for 100V to 240V alternating current (50-60 Hz). It comes with 4 interchangeable adapters so it can be used practically anywhere worldwide. As needed, put the connector on the power supply used in your country. Mounting varies slightly as there are two variants of the power supply connector.

Variant 1: Position the switch on the power supply at OPEN and slide the connector in place upwards and off. Stick the desired new connector into the power supply and lock it by positioning the switch at LOCK.

Variant 2: Remove the connector if one is there by pressing OPEN. Then place the desired new connector into the power supply slightly diagonally with the TOP designation showing upwards. Press it down until it clicks into place.

When you wish to disconnect the charger from the power supply, pull the power supply unit plug out of the mains socket. If there is a power outage, all memory data (programme and user data) are saved on the mobile unit without alteration.

Important Battery Information

Devices are operated using a Li-ion battery.

Be sure to read the following precautionary regulations before using the battery for the first time. Retain these precautionary regulations and all operating instructions close at hand for later reference.

Not observing any of the following precautionary battery operation regulations is hazardous and can lead to overheating, inflammation and explosion.

- CAUTION: Explosion hazard when battery replaced improperly.
- Never use the battery for providing power to other devices. It is exclusively for supplying power to the mobile units.
- Never use or leave the battery near open flames.
- Never put the battery in a microwave oven, throw it into a fire or expose it to extreme heat in any other way.
- Never carry or store the battery together with electroconductive articles (necklaces, pencil leads, etc.)
- Never take apart the battery or modify it in any way or subject it to powerful blows.
- Never immerse the battery in freshwater or saltwater.
- Never use or leave the battery in direct sunlight, or in a car parked in direct sunlight or anywhere else with high temperatures.
- If you ever notice any fluid leakage, an unusual smell, accumulation of heat, discolouring, deformation or any other abnormal condition while using, charging or storing the battery, remove it immediately from the mobile unit and keep it away from open flames.
- Battery fluid can damage your eyes. If you ever get battery fluid in your eyes, immediately rinse them with clean tap water and contact a doctor.
- If the battery is to be used by children, make sure that a responsible adult instructs them regarding relevant precautionary regulations and make sure the children use the battery properly.
- If battery fluid accidentally gets on your clothing or skin, immediately rinse the spot with clean tap water. Extended contact with battery fluid can lead to skin inflammation.

Precautionary Regulations during Usage

- The battery is only intended for usage with this mobile unit.
- Only use the charger that comes with the product for charging.
- A new battery is not charged. Before using it the first time, you thus have to charge it.
- Using a battery in a cold environment can reduce the expected operating time of a fully charged battery. Charge the battery in a place where the temperature is within the 10° C to 35° C range. Charging the battery outside this temperature range can mean the time required for charging is longer or result in failure to charge.
- If the operating time of a battery is very limited after being fully charged, this indicates the life span of the battery has expired. Replace the battery with a new one.
- Never wipe off the battery with thinner, benzine, alcohol or other volatile agents or chemically treated cloths. Otherwise, this could cause deformation of the battery or malfunctioning.
- When you have to ship your mobile unit with an installed Li-ion battery or ship the Li-ion battery separately, please observe the legal stipulations and directives regarding sending hazardous materials with the post.

Commissioning

Load the battery before using the mobile unit for the first time because of its low capacity on delivery. Place the switched on or switched off mobile unit into the charger. If the mobile unit is switched off (e.g. after inserting the battery for the first time), the mobile unit will be charged while being switched off. The LED flashes alternately green / red to indicate this state. When you switch on the mobile unit (see page 38), the current charging status is displayed (see page 21).

Maximum battery performance is achieved only after three to five charge and discharge cycles. Place the mobile unit regularly into the charger to charge the battery optimally.

Charging and Usage Times

Charge time in the charger (uncharged battery)

2.5 hours to full capacity.

Charge time using USB charger

5 hours to full capacity.

Talk time

Up to 12 hours (at full charge).

Stand-by time







Up to 110 hours (at full charge).

Note:

Poor radio connections (large distance from system radio station) reduce the stand-by and talk time of the mobile unit. High speaker or ringer signal volume, frequently activated key and display lighting as well as activated vibration alarm and *Bluetooth* operation are also features decisive in reducing stand-by and talk times.

Battery Charge Display

The charging status of the battery is shown on the display. The following means:

-  61 - 100 % charged
-  31 - 60 % charged
-  11 - 30 % charged
-  6 - 10 % charged
-  0 - 5 % charged
-  battery is charged

- When the mobile unit is placed on the charger with a completely discharged battery there is no status display until a certain charge has been reached. This process can take a few minutes and is not a defect.
- Even when the mobile unit is switched off the battery discharges slowly.
- While charging the LED appears orange; green when the battery is fully charged (can be deactivated in the **»»» > Settings > Illumination > LED indications > Life indication** menu (see page 135).

Charge Warning


When the battery capacity is nearly exhausted, you will see a warning on the display and hear short “beep” signals as an acoustic warning (can be deactivated in the **»»» > Audio > Attention tones > Battery warning** menu (see page 114)).


If you are making a call at the time, you have 5 minutes to complete the call before the mobile unit shuts itself off.

Mobile Unit Subscription (Checking In)


Your mobile unit can be operated on a maximum of 10 different communications systems. To do so, it has to be subscribed to each system, i.e. checked in.


The check-in procedure is usually done when commissioning the device. This is usually done by your system administrator for you when operated on the Forum 500 / Forum 5000 communications system. Checking in is done via the following steps.

1. Switch on the mobile unit. To do so, press the  button.

When commissioning, the **Language** menu appears. Use the Δ and ∇ navigation keys to select the desired display language. Confirm with the  softkey.

2. When commissioning the first time, **Subscription** appears on the display.

If you do not wish to immediately start checking in, after a few seconds **No system** appears on the mobile unit on the idle display. In this case, press the  softkey and call the **System > New system** menu.

A new DECT configuration entry must be configured on the Forum 500 / Forum 5000 communications system to check in the mobile unit. When the mobile unit is to be checked in onto the communications system using the so-called **Secured procedure** the IPEI (International Portable Equipment Identity) of the mobile unit is required for this configuration entry (located in the  > **System > Show IPEI** menu).

3. You have to enter the **Authentication Code** first to log into a new system. The access code is valid for all further steps during the login, i.e. up until the login was successful or cancelled.

Enter the (maximum) 8-digit code which was entered into the Configurator of the communications system. If no authentication code was entered into the Configurator, no code entry is necessary. Press the **Next** softkey.

Note: When you prefix authentication code entry with the star key, the mobile unit will be checked in as a GAP device. The header of the access code input mask changes to **GAP/CATiq**.

Tip: The length and quality of the authentication code used depends on your security requirements. Please keep in mind that the memory required for the authentication code increases 4 bits per additional digit.

4. After entering the access code the **New system** is displayed. Continue with the following menu items.

- **Subscription:** If there are no other communications systems within radio range and you have activated simplified registration on the communications system, you can start logging in via this menu item without entering a PARK.
- **Enter PARK:** begins the login process in the secured procedure. Enter the communications system PARK. Then press the **Next** softkey.
- **Show IPEI:** displays the IPEI of the mobile unit.

The mobile unit begins subscription and displays **Subscription: Please wait**. This procedure should be completed very quickly. If not, the entries may not be correct or the radio connection is inadequate. In this case, cancel the procedure using the **Esc** softkey and repeat the registration with corrected entries. After completion of checking in, the mobile unit is ready for operation.

The following applies to other manufacturers' communications systems

Register your mobile unit with the communications system as described in the manufacturer manual.

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.

Registration

Anytime the mobile unit is checked in/registered with a communications system, this registration is saved on the device. A registration entry includes a system name.

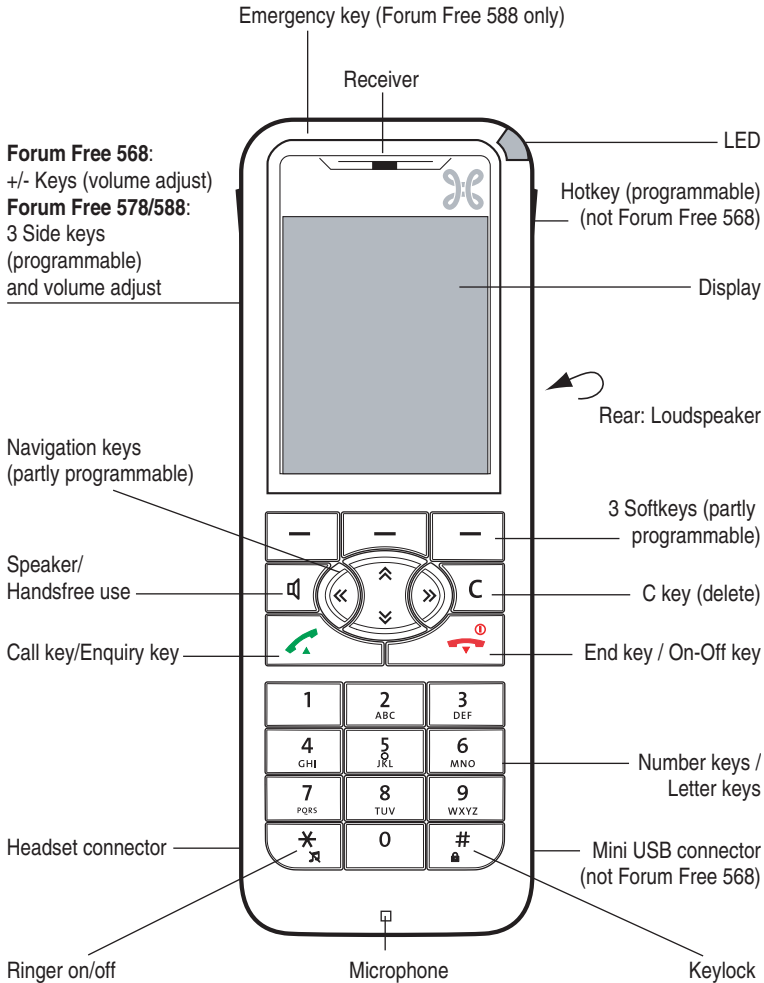
When you have checked onto the system with your mobile unit, the system name appears on the display. You can change the registration entry data as needed. To do so, call the **»» > System > Subscriptions** menu. Select the desired registration entry and change the data (please refer to page 115).

Checking In

After the mobile unit has been registered on one or more communications systems, you can make calls. If you have activated the **Auto Search** feature (see page 115), the mobile unit (when idle) will automatically select the closest available system and check in there. If you do not wish to use the **Auto Search** feature, you can execute an exclusive search for a desired system based on the saved registration entries.

Functions

Operational Controls on the Mobile Unit



Key assignment (default)

Display Elements and Symbols

The Display

The display shows you information regarding the current connection state or menu lists and texts. When idle you see











- the system name with the internal call number,
- your programmed user name,
- the current time and date,
- a set alarm 🕒 and/or appointment 📅,
- any activated features if applicable,
- the activated profile 👤,
- symbols for programmed functions.

The time is only displayed when transmitted from the system or set by you.

Use the navigation keys to scroll up and down through pick-lists (e.g. phone book) and the menu for the features. A selectable entry is highlighted.

Display Elements

Symbols in the upper line of the display:

- | | |
|---|--------------------------------------|
|  | radio connection quality |
|  | microphone switched off |
|  | battery charging status |
|  | battery is charged |
|  | loudspeaker switched on |
|  | headset active |
|  | <i>Bluetooth</i> headset operational |
|  | <i>Bluetooth</i> connection active |
|  | voicebox message (if available) |
|  | you have received new short messages |



you have short messages which have been read



ringer switched off



call key pressed



call forwarding “immediately” is activated



call protection active



alarm sensor active (Forum Free 588 only)

Line of Softkeys and Idle Display

The three keys below the display are called softkeys. The functions assigned to the keys are shown in the lowest line of the display. The key function automatically changes depending on the respective operation state of the mobile unit.

The following symbols appear in the softkey line in the default condition of the mobile unit.



Enables selection from the redial list.



Navigation menu. This is for calling a pick-list of frequently used features. These are:

- phone book of the Forum 500 / Forum 5000 communications system (central phone book / system directory)
- phone book of the mobile unit (personal phone book / private directory)
- info lists (caller list, voicebox (if available), redial)
- profiles

The **navigation keys** are also assigned with these functions.



● **short** key press: You open the device menu of the mobile unit (see page 101).

● **long** key press: You open the system menu / main menu of the communications system (see page 116).

Note: Please keep in mind that the functions of the left and middle softkeys and the left/right navigation keys are programmable and can thus be re-assigned later on.

The LED

The light diodes located on the upper corner (tri-colour / red-orange-green) signal specific events which can be system defaults which you cannot alter or also may be switched on or off by you (see also page 135). Please refer to the following table for more information.

Colour	Status	Description	can be switched on/off
green	flashes rapidly	incoming call	yes
	flashes slowly	stand-by display / within range / not in the charger	yes
	illuminated	handsfree activated	yes
	illuminated	battery fully charged (when on the charger)	yes
red	flashes rapidly	sensor alarm (Forum Free 588 only)	no
	flashes rapidly	outside system range	yes
	flashes rapidly	alarm call / notification	no
	flashes slowly	new entries in the info area (e.g. caller list)	yes
	flashes slowly	time functions	yes


Colour	Status	Description	can be switched on/off
orange	flashes slowly	stand-by display / within range / not in the charger / battery capacity under 60% charged	yes
	illuminated	battery charging	yes
green / red	alternating	mobile unit is switched off while being charged in the charger	no





Illumination






The display and the keyboard are illuminated. You can individually define the illumination duration yourself in the **»»» > Settings > Illumination** menu (see page 134).



Key Functions







The following table provides you with an overview of the various default key functions. The keys provide access to various functions depending on the device state and key press length (short or long).

Key	Duration (key press)	State	Description
right softkey 	short	stand-by	calls the device menu
		menus, lists	calls the respective options menu or save
		call	options menu during call
	long	stand-by	calls the system menu / main menu

Key	Duration	... State	Description
left softkey 	short	stand-by	redial (default) or calls programmed function
		menus, lists call	confirm (OK) activates the call-dependent function (e.g. enquiry, reject)
	long	stand-by	programming the key function
middle softkey 	short	stand-by	displays the "Navigation menu": list of functions which can also be accessed using the navigation keys (default), or calls the programmed function
		menus, lists, editor	cancel (ESC)
	long	stand-by	programming the key function
up navigation key 	short	stand-by, call	calls the central phone book
		menus, lists editor	scrolls upwards one line up
down navigation key 	short	stand-by, call	calls the personal phone book
		menus, lists editor	scrolls downwards one line down

Key	Duration	... State	Description
left navigation key 	short	stand-by, call	calls the info list (default) or calls the programmed function
		menus	back one menu level. Usually replaces the Esc softkey (back)
		editor	moves cursor back one digit
	long	stand-by	programming the key function
		call	decreases volume (save via )
		editor	moves cursor to beginning of line
right navigation key 	short	stand-by, call	calls the profile setting (default) or calls the programmed function
		menus	to the next menu level. Usually replaces the Ok / Change softkey
		editor	moves cursor forward one digit
	long	stand-by	programming the key function
		call	increases volume (save via )
		editor	moves cursor to end of line
handsfree 	short	stand-by	making a handsfree call
		call	switches speaker/handsfree on / off
		lists	makes handsfree call to selected entry

Key	Duration	... State	Description
C key 	short	incoming call	switches off the ringer (only for current call) – if supported by system
		menus	back one menu level. Usually replaces the ESC softkey (back)
		lists	deletes the corresponding entry
		editor	deletes the character left of the cursor
	long	lists	deletes the entire list (except phone book)
		menus editor	back to stand-by state deletes all characters
call key (lifting up), green 	short	stand-by	making a call
		incoming call	accept call
		call	signal key function
		lists	makes call to selected entry
	long	stand-by	calls the redial list
		lists	adopts pre-dialling entry (for local list access only, see page 135)

Key	Duration	... State	Description
end key, red 	short	stand-by	“Off” menu
		call	end call
		incoming call	reject call (if supported by system)
		menus/lists editor	back to stand-by state exit editor without changes
	long	all states	switching off mobile unit
		mobile unit off	switching on mobile unit
number keys 	short	stand-by	pre-dialling numeric entry
		editor	characters according to table (see page 36)
number 	long	stand-by	calls voicebox (if available)
number keys 	long	stand-by	dials the corresponding speed-dialling destination (if speed-dialling is programmed)
 key	short	stand-by	pre-dialling * entry
		editor	switches upper/lower case when entering text
	long	stand-by	switches ringer on/off (permanently)
 key	short	stand-by	pre-dialling # entry
		editor	characters according to table (see page 36)
	long	stand-by	keylock on

Key	Duration	... State	Description
hotkey (not Forum Free 568)	short	stand-by	calls the programmed function (default: VIP list)
SOS key (Forum Free 588 only)	long	stand-by, call	makes an emergency call (call or notification, depending on the programming and on the communications system)
upper sidekey (Forum Free 578, Forum Free 588 only)	short	stand-by call	calls the programmed function increases volume (for current call only)
sidekey ⊕ (Forum Free 568 only)	short	call	increases volume (for current call only/save with OK)
middle sidekey (Forum Free 578, Forum Free 588 only)	short	stand-by	calls the programmed function
lower sidekey (Forum Free 578, Forum Free 588 only)	short	stand-by call	calls the programmed function decreases volume (for current call only)
sidekey ⊖ (Forum Free 568 only)	short	call	decreases volume (for current call only/save with OK)

Locking Your Telephone Interface by the System Administrator

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

- You can still make calls with your telephone but no system functions can be configured.
- The redial function, the communications system telephone books, the Info menu and the state-dependent menus cannot be activated. (The state-dependent menus are described in the *Telephoning* starting on page 60 chapter). The personal phone book of the mobile unit is, however, available because the lock only affects communications systems functions.
- If the system administrator has authorised you to do so, you can set the time group of the communications system (please refer to the chapter entitled *System menu “Central settings”* starting on page 133). If your user group authorisation changes according to the time group, then it is possible that your telephone’s interface lock will be cancelled due to a change in time group.

Please contact your system administrator if you have questions regarding your authorisations.

Menu Navigation

Using Menus

Scrolling









Use the Δ / ∇ navigation keys to scroll through menu entries. When you press the Δ key with the first menu entry selected, you go to the last menu entry. When you press the ∇ key with the last menu entry selected, you go to the first menu entry.

Menus hide automatically

Menus hide automatically under the following conditions.

- Any open menu closes automatically after 60 seconds if you do not make any further entries. Exception: Playing back a voicebox message which is longer than 1 minute. Unsaved changes are lost.
- In the call state when you make entries that require calling up a new call-dependent menu, e.g., when looking for a call number in the phone book during an enquiry call.
- When switching to a sub-menu or up a menu level.
- Any saved menu entries remain saved when you exit the menu.
- When you have opened the device menu (see page 101) and you get an incoming call, you can accept it and the menu remains in the background (see also *Automatic Hide / Message Windows* starting on page 42). When you have opened the system menu / main menu of the Forum 500 / Forum 5000 communications system and get an incoming call (see page 116), the caller will hear a busy signal and the call is entered onto your caller list.

Example: Language Setting

1. Open the menu – depending on the configuration of your mobile unit, this is done via
 - the  softkey
 - or
 - short key press of the  end key and select the **Menu** menu entry from the list.
2. Use the Δ / ∇ navigation keys to select the **Settings** entry from the list and press the  softkey or the \blacktriangleright navigation key.
3. Use the Δ / ∇ navigation keys to select the **Display** entry from the list and press the  softkey or the \blacktriangleright navigation key.
4. Use the Δ / ∇ navigation keys to select the **Language** entry from the list and press the  softkey or the \blacktriangleright navigation key.
5. Use the Δ / ∇ navigation keys to select a language offered on the list and press the  softkey (save).
6. To exit the menu press the Esc softkey multiple times, the \blacktriangleleft navigation key, the C key , or press the  end key shortly.

The *Adding Entry to Personal Phone Book* on page 98 chapter has another detailed navigation example.

The Editors

Entering names/call numbers

Various editors enable you to enter new call numbers and names or edit older entries (e.g. Phone book). Entering letters of the alphabet is done with the following library of characters:

Key	Upper-case letter	Lower-case letter
1	? ! 1 - + * / = & () % ¿ i	? ! 1 - + * / = & () % ¿ i
2	A B C 2 Ä Å À Á Ã Ä Æ Ç	a b c 2 ä å à á ã ä æ ç
3	D E F 3 È É Ê Ë	d e f 3 è é ê ë
4	G H I 4 Ì Í Î Ï	g h i 4 ì í î ï
5	J K L 5	j k l 5

Key	Upper-case letter	Lower-case letter
6	M N O 6 Ñ Õ Ö Ó Ô Õ Ø	m n o 6 ñ õ ö ó ô õ ø
7	P Q R S 7 ß	p q r s 7 ß
8	T U V 8 Ü Û Ú Û	t u v 8 ü ù ú û
9	W X Y Z 9	w x y z 9
0	space , . O ; ; _ " ' ^ ~	space , . O ; ; _ " ' ^ ~
*	short key press: switching between entering numbers or text and upper/lower case long key press: entry of *	short key press: switching between entering numbers or text and upper/lower case long key press: entry of *
#	# @ € \$ £ ¥ < > { } [\]	# @ € \$ £ ¥ < > { } [\]

- In input lines for entering text, the numeric keyboard automatically switches to entry of letters.
- When entering text, use the ◀ / ▶ navigation keys to move text input position to the beginning or end of the entry. Entries are always made at the cursor position. Input position moves automatically when you enter a new character.
- When entering text, the first letter is automatically upper case and then automatically switched to lower case. After you enter a space, the next letter is upper case. You can also press the **[*]** star key to switch back and forth between upper and lower case.
- When entering text you can switch to numeric input by pressing the number key **longer**.
- When entering numbers (call numbers) you may have to enter the “R” character (for enquiry calls). Press the **[#]** hash key multiple times to select “R”.
- A short press of the **[C]** C key deletes single numbers/characters (left of the cursor position), a long key press to delete the entire entry.
- The **ESC** softkey cancels the input procedure.


Basic Functions

Device Functions

Switching Mobile Unit Off/On

You can switch off your mobile unit to make your battery charge last longer. If your mobile unit is switched off, no ringer or info tones are emitted (for example, for an appointment call).

Switching on mobile unit

Switch on by pressing and holding the  end-call key until the display lights up once again. This can take up to 10 seconds.

The display now looks like this (e.g.):




The communications system is called “Forum” and the (internal) call number of the mobile unit is “39”. This information refers to the mobile unit of the communications system. The mobile unit is named “Peters”.



The current date and time settings are usually provided by the system when checking in.

Note: When **no subscription** appears on the display the mobile unit has to be checked in; please refer to *Mobile Unit Subscription (Checking In)* starting on page 21.

Switching off mobile unit

Longer key press of the  end-call key

or ...

Short key press of the  end-call key, select **Switch off** and press the  softkey.

After a confirmation message, the mobile unit is switched off.

Note: If a switched of mobile unit is placed in the charger, it stays switched off while being charged. The LED flashes alternately red / green to indicate the charging process. For technical reasons the mobile unit is switched on when it was placed in the charger and removed from it before the LED begins to flash red / green.

Keylock / Phone Lock

Activating keylock



When idle, press the  hash key longer.

The keylock is activated and the  symbol appears on the display.


When you receive a call, the keylock is deactivated for the duration of the call.

Use the  call key to accept the call.


Deactivating keylock

Press the softkey with the  symbol and then the  hash key within 3 seconds.



Cancel phone lock

If you have locked your telephone to prevent unauthorised use (see page 137), you can cancel the lock by pressing the  softkey and entering your device PIN.

Telephone Lock

If you wish to permit another person to temporarily use your telephone, you can activate the telephone lock for the mobile unit via the  > **System Menu** > **Protection** menu (see page 127). Dependent on the system configuration, when the telephone lock is activated, the functionality range is restricted on the mobile unit, incl. possibly restricted dialling rights.

Speaker / Handsfree Use

Press the  loudspeaker key before or during a call to allow multiple persons to participate in the call. Repeat the process to switch it off. When the loudspeaker function is activated, the  symbol appears on the display.





To obtain the best speaker/handsfree quality, make sure neither the speaker nor the microphone are covered up. When placing the mobile unit into the charging station during a call, the speaker/handsfree is automatically activated.

Note: Do not hold the telephone in the handsfree mode next to your ear as the volume can be very high.

Adjusting Volume During a Call



During a call you have seven levels to adjust the volume of the receiver/headset or the loudspeaker (during speaker/handsfree, see page 40).


Forum Free 568

Press the  /  sidekeys to increase or reduce volume for the current call. Alternatively, you can use the  (quieter) und  (louder) navigation keys by pressing and holding them to begin with. To make a volume adjustment, push them in quick succession.

Forum Free 578, Forum Free 588

Press the upper or lower sidekeys to increase or reduce volume for the current call. If the keys have been programmed **with functions** (please refer to page 133 also), press and hold them to begin with. To make a volume adjustment, push them in quick succession.



Alternatively, you can use the  (quieter) und  (louder) navigation keys by pressing and holding them to begin with. To make a volume adjustment, push them in quick succession.

Note: When you make a setting and press the  OK softkey, the new value is saved (i.e. saved as a menu entry, please refer to “Audio” Menu starting on page 111).



Switch Ringer On/Off

If you wish to be sure you are not disturbed (e.g. during a meeting) you can switch off the ringer. Incoming calls are then signalled silently by vibration instead of the audio signal (if activated, see page 113 – not available on the Forum Free 568).



Switch off

When idle, press the  star key longer – the  symbol appears on the display.

Switch on


When idle, press the  star key longer once again – and the  symbol appears on the display.

Switch Off Ringer When Called



If you wish to switch off the ringer for a current incoming call, press the  key or the  softkey. As long as the caller has not hung up yet, you can still accept the call.

Vibra Call

(Forum Free 578/Forum Free 588 Only)

You can activate/deactivate the vibration alarms in the  > **Audio** > **Ringer settings** > **Vibra call** menu (see page 113).



Signalling Wake-up Time or an Appointment

When there is a wake-up call or appointment call (see page 90) the ringing tone is activated for 1 minute and the display shows an event text, if saved. You can completely terminate the call using the **Stop** softkey. If you press the **Snooze** softkey, the ringing tone is interrupted for 5 minutes and then switched on again. You can also press the  end key or the  C-key instead of the **Snooze** softkey.


Muting Mobile Unit

If you do not want the caller to hear, e.g. what you are discussing with someone else in the room, you can temporarily mute your mobile unit.


Muting

Press the  softkey. The  symbol appears in the upper line of the display. The caller on the telephone can no longer hear you.

Cancel muting

When you wish to talk to the caller again, press the  softkey once again. The caller on the telephone can hear you again.


Illumination / Display Dimming

Keypad and display are illuminated. Illumination is switched on anytime a key is pressed or a call made and remains switched on for a configurable time. To prevent a complete deactivation of display illumination after this time, you can activate the dim function. Illumination remains switched on but at lower intensity. This setting reduces battery operating times. You can make changes in the  > **Settings** > **Illumination** > **Display dimming / Keypad / Display** menu (see page 134).

Switching on display illumination



If display illumination is completely switched off, you can switch it on with one of the three softkeys below the display without executing the function assigned to those keys.

Display: Change Brightness

Adjust the display brightness to suit your prevailing environment. Change the brightness in the  > **Settings** > **Display** > **Brightness** menu (see page 134).



Automatic Hide / Message Windows

If you have an open a menu or input mask and there is an incoming call, the information regarding the call appears on the display (name/call number of the caller, etc). After ending the call, you return to where you had been before the call. When you have opened the system menu / main menu of the Forum 500 / Forum 5000 communications system and get an incoming call (see page 116), the caller will hear a busy signal and the call is entered onto your caller list.

Messages appear for some settings in the Device menu and lengthier texts are automatically scrolled forward. You can also scroll manually by pressing the  /  keys.

Event Window and Info Menu

When the mobile unit is idle, an event window appears on the display if, e.g. there are new entries in the caller list, the voicebox (if configured) or in the message list. If there are multiple entries, the **New infos** header appears.

Open the Info menu to retrieve the entries. When idle, press the ◀ navigation key and select a menu entry. You can also open the Info menu by pressing the  softkey or the  softkey.

Date / Time



When idle, the display shows the current date and the current time of the Forum 500 / Forum 5000. After commissioning or after changing the battery it may take a moment until all current data is transmitted from the Forum 500 / Forum 5000 communications system.

Bluetooth® Headset Operation

(Forum Free 578/Forum Free 588)

The *Bluetooth*® brand name as well as the *Bluetooth*® logo are the property of Bluetooth SIG, Inc. and any usage of this trademark is licenced. Other trademarks and brand names are the property of the respective owner.

The *Bluetooth* function of the mobile units permit checking in two *Bluetooth* headsets, one of which can be selected for operation.

A *Bluetooth* headset which is checked in and reachable ( symbol) has priority over any headset that may be simultaneously connected by cable ( symbol).




When using a headset (*Bluetooth* or cable connected) and the handsfree key is pressed on the mobile unit, the call is definitely continued via the loudspeaker of the mobile unit.


If the mobile unit and the *Bluetooth* headset become disconnected during a call, a message appears on the display. You can decide whether you wish to continue the call with a cable-connected headset or on the mobile unit itself or whether to end the call.


Subscribing / Renaming / Unsubscribing Bluetooth Headset

Checking in



To do so, switch the headset into the “Pairing mode”. Please refer to the user guide of the headset to do so.

1. Switch the function on () in the  > **Settings** > **Bluetooth** > **BT Status** menu.
2. Open the  > **Settings** > **Bluetooth** > **Subscribe headset** menu and then press the **New** softkey.
3. The name of the headset found appears on the display. Confirm the display with **Ok** and enter the headset PIN.



Now the headset is checked in and the  symbol appears in the upper line of the display.

You determine the respectively active headset in the  > **Settings** > **Bluetooth** > **Select headset** menu.

Renaming



Select the menu entry  > **Settings** > **Bluetooth** > **Subscribe headset** > **[Headset name]** ... > **Edit**.

Checking out


Select the menu entry  > **Settings** > **Bluetooth** > **Subscribe headset** > **[Headset name]** ... > **Delete**.

Telephoning via the *Bluetooth* Headset


Accepting a call

Press the corresponding “call key” on the headset or the  call key on the mobile unit. The  symbol appears.


Ending a call

Press the corresponding “end-call key” on the headset or the  end-call key on the mobile unit.

Outgoing call

Enter the call number on the mobile unit and press the corresponding “call key” on the headset or the  call key on the mobile unit.


Handsfree operation

When you press the  handsfree key to accept a call or during a call, *Bluetooth* operation is interrupted and the loudspeaker / microphone of the mobile unit is switched on.

Transferring call to headset

During a connection via the mobile unit: press the “call key” on the headset.

Transferring call to mobile unit

During a connection via the headset: press  and select **Transfer BT to Handset**.

Special Key (Hotkey) / VIP List


(Forum Free 578/Forum Free 588)


The special key (hotkey) on the upper right side of the Forum Free 578 and Forum Free 588 mobile units is prepared as the VIP directory / VIP list as the default for saving up to six especially fast-access telephone numbers (the key can be re-programmed, please refer to the chapter entitled *Key Programming* starting on page 143).

Programming call numbers

To programme your preferred call numbers, press the hotkey briefly and select **New entry**. Enter the name and call number.

Dialling a call number

To dial this call number, press the hotkey briefly, select the desired entry and press the  call key; the call is made.

Calls from call numbers/names on the VIP list are signalled by the VIP call. This setting is made in the  > **Audio** > **Melodies** menu (see page 112).

Note: The VIP list can also be programmed with call numbers in the **Directories** menu (see page 109).

VIP List

(Forum Free 568)

The Forum Free 568 programmable keys can also be assigned with a VIP directory. To do so, programme one of these keys as described on page 143 and then save the name and call number as described in the previous section (or in the **Directories** menu).

Profiles

Profiles are a group of mobile unit settings which are respectively assigned to a specific situation or application. So you can, e.g. switch from the **Normal** operation mode (e.g. in an office) to the **Loud** operation mode when you move into a different environment (e.g. workshop). Switching profiles adjusts various features to the environment, e.g. ring tone volume, vibra call, voice quality, LED signalling etc.

Your mobile unit has 5 profiles. These are pre-defined but can be changed at anytime. Change the default settings as needed in accordance with your requirements (see page 141).

Note: When you change features contained by the profile with the profile activated via the usual menu access (e.g. via the **»»» > Audio > Volume settings > Earpiece** menu), these settings are taken on by the respective profile.

Adjusting to Environment

Your mobile unit has 2 functions for adjusting the device to a loud environment.

When you activate the function via the **»»» > Audio > Ringer settings > Volume** menu, the volume of the ring tone is automatically increased when the environment is loud.

Please note that in this case the ring tone volume should not be set to **Increasing**.

When you activate this feature via **»»» > Audio > Loud environment**, the mobile unit will attempt to improve voice quality in a loud environment. This

applies to connections via the mobile unit itself as well as on a corded headset (not to Bluetooth headsets nor to handsfree mode).

Special Functions

Emergency Call Key (SOS)


All devices offer the option of saving an SOS emergency call function to one of the programmable keys (see page 143). After a short key press of the programmed key (emergency call key), an SOS emergency call number is dialed. Whether the call can be made while idle or also in the call state depends on the device, the type of programmed key and the system where the mobile unit is currently checked in.

If you have programmed the SOS emergency call function to the left or middle softkey, the emergency call key is only available when idle. If you program the emergency call function to one of the other keys (left or right navigation key or side keys / hotkey on the Forum Free 578, Forum Free 588), then the emergency call key can also be used when in the connection state (depending on the system).

On the Forum Free 568 / Forum Free 578 the mobile unit is always switched into the handsfree operation when the emergency call number is dialed. On the Forum Free 588 you can configure whether the call is made in the handsfree or receiver operation (see the **Handsfree at alarm** menu entry under **Alarm Sensor** on page 138).

The Forum Free 588 mobile unit has a separate SOS key on the top edge. You can configure what the key does in the menu **»»» > Security > SOS call > SOS key** or in the menu **»»» > Settings > Key programming >** [and pressing the SOS key]. The following can be configured: **SOS call: immediately** (then the SOS emergency call number is dialed directly) or **SOS call: with confirmation** (the SOS emergency call number is dialed only after a confirmation prompt). After pressing and holding the key, the SOS emergency call number is always dialed immediately.

You can enter the SOS emergency call number in the menu **»»» > Security > SOS call > SOS number**. If the SOS emergency call number is predefined by the system, this menu entry does not appear.

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  hash key 3 times 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: The emergency call key / SOS key on the Forum Free 588 even when the keylock and phone lock are activated, as well as when the telephone lock are activated. Under certain circumstances it may not be possible to use the emergency call key/SOS key when activating system features via menu (e.g. **System menu**). You should thus avoid making menu settings during safety-relevant usage of the mobile unit.


The Alarm Sensor

Forum Free 588 only

The Forum Free 588 mobile unit has an alarm sensor that continuously determines the tilt angle or motion of the device. This can lead to various types of alarms which automatically trigger an alarm call. You have to have an alarm call number or the SOS emergency call number programmed (see previous section) and the alarm sensor function is activated. The following alarms are supported:

- Mandown alarm
- No movement alarm
- Escape alarm

All three alarm types can be activated simultaneously. The alarm call number is the same for all types of alarm. If there is no alarm call number saved, the SOS emergency call number saved to the emergency call key / SOS key is used.

The first type of alarm detected is activated. The  symbol appears in the first display line when the sensor alarms are activated. One way you can determine which alarm is active is in the **Active Features** menu (see page 108).

Please note that to ensure dependable functioning, the device should be worn (belt clip) as exposed as possible (not in your pocket).

Mandown

Usually the mobile unit is worn vertically, e.g. with the belt clip directly fastened to the person's body. The position measurement is conducted continuously and checks to ensure the device is still upright. If the device is 45° from being in the vertical, an alarm is triggered after a defined time interval, as there may be an emergency.

No movement

This alarm is triggered when the mobile unit is motionless for a definable time interval (no device movement or movement of the person wearing the device). Sensor sensitivity can be configured in three levels. It is recommended to test the sensitivity of the no movement alarm with the person being monitored in order to guarantee reliable operation.

When loading the device in the charger or via the USB port, the no movement alarm is deactivated.

Escape

The escape alarm is triggered when the sensor detects intense movements of the mobile unit during a configurable time interval. As with the no movement alarm, the sensor sensitivity can be set at three levels. It is recommended to test the sensitivity of the escape alarm with the person being monitored in order to guarantee reliable operation.

Setting alarm times

The settings are in the **»»» > Security > Alarm Sensor** menu (see page 138).

Alarm times are comprised as follows:

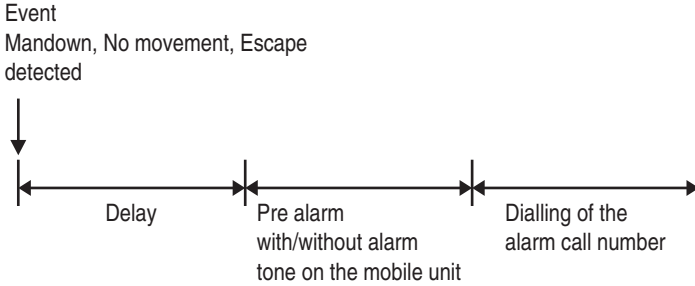
Delay: This is the time that starts after the triggering event (mandown, no movement, escape). If the triggering event is interrupted for at least 2 seconds during this time, the delay restarts.

The delay can be configured separately for each alarm type.

Pre alarm: This is the time where – if activated – an alarm tone is signalled on the mobile unit before the alarm call number is dialled. To switch off the alarm tone (and thus deactivate the alarm), you have to press the **Esc** softkey. During pre-alarm, a display shows how much time remains until the alarm call number is dialled.

If the triggering event is interrupted for at least 4 seconds (2 seconds for the no movement alarm) during this time, the delay restarts.

The escape alarm can only be cancelled via the **ESC** softkey.
Setting the time for the pre-alarm is done for all alarm types together.



Other alarm parameter settings

Alarm number: If the SOS emergency call number is predefined by the system, this menu entry does not appear.

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 **#** hash key 3 times 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.

If there is no alarm number saved, the SOS emergency call number – if there is one – is called alternatively.

Alarm auto answer: If the function is activated, any call is automatically accepted during Pre call. If the function is deactivated and there is an incoming call during pre-alarm, or a call already being made, the alarm call number is dialled after pre-alarm.

No matter what the setting, calls from the alarm call number or the SOS emergency call number are automatically accepted and pre-alarm ended.

Alarm tone: Pre-alarm can take place with/without an alarm tone on the mobile unit. When the alarm tone is activated, it is signalled with increasing volume.

Repeat alarm: This is the time interval after which another pre-alarm including subsequent dialling of the alarm call number is executed (e.g. because calling the alarm call number was cancelled by the system).

Handsfree in alarm: You can configure whether an alarm call is done in handsfree or receiver operation. This setting also applies to the emergency call via the SOS emergency call key.

Several alarm types simultaneously activated



Do not activate the three alarm sensor types simultaneously when short delay and repeat times are set and the pre-alarm is switched off. This may block the menu access (to deactivate an alarm type) in case of a simultaneous alarm call. Place the mobile unit in the charger and keep it placed there. Make your configurations then.

Connections

Internal and External Call Numbers

Internal and external call numbers for reaching you are assigned during configuration of the Forum 500 / Forum 5000 communications system.

External Seizure and Entry of Call Numbers

If you hear the external dialling tone after pressing the  call key, your telephone is set to **spontaneous** external line seizure. If you hear the internal dialling tone after pressing the  call key, your telephone is set to **manual** external line seizure. The external line seizure applicable for you is configured by your system administrator upon user group configuration.

If your telephone is set to **manual** external line seizure, an internal line is seized initially. You can dial an internal call number immediately. You have to use the external line prefix to dial external call numbers (default: "0"). The system administrator defines this code for all users in the Forum 500 / Forum 5000 and informs you of the applicable value.



If your telephone is set to **spontaneous** external line seizure, an external line is seized initially. You can dial an external call number immediately. To reach internal users – before entering the internal call number – press the

  star key twice.

If you dial a call number for an enquiry or when you programme call number destinations, you have to enter these call numbers in accordance with the external line seizure applicable to you.

Example

You wish to programme call forwarding.

- You enter an **external** call number directly with spontaneous line seizure; with manual line seizure, enter the prefix code for the external line (default: “0”). Exception: The destination of “Divert MSN” is always entered without a prefix code.
- Enter an **internal** call number directly with manual line seizure; with spontaneous line seizure, press the   star key twice beforehand.



Multiple Trunk Keys

Multiple trunk keys can be configured on your telephone (three max. on the Forum 500 / Forum 5000 communications system). Each of these keys has its own internal call number – independent of system configuration – which can also be assigned to its own external call number. Ask your system administrator about the configuration applicable to you.

When you have multiple trunk keys configured on your telephone, you can dial a call number directly via one of these keys, please refer to the *Pre-dialling* starting on page 60 chapter. The first trunk key is designated the preference key if you do not make a selection.

When making a call from the redial list or from the caller lists, the respective trunk key is automatically seized from which the original call was made.

Tip

Use the programmable keys for fast and convenient access to your device’s trunk keys. Assign the  **Line x** function to one or multiple keys. The trunk key is then permanently assigned to the programmed key. You can also programme a key with the  **Select Line** function. You can then select the respective trunk key desired via this programmed key. Please refer to the *Key Programming* starting on page 143 chapter for further information.

Multiple Connections

Your device can handle two connections simultaneously, i.e. you can speak with two callers at the same time, and switch back and forth between these connections (toggle) or conduct a three-party conference. Any further callers will hear a busy signal.

When the system administrator has configured a call queue, any further calls are given a place in the queue (please refer to the *Calls in the Call-Waiting Queue* starting on page 55 section).

DTMF Postdial / VF Signalling

Depending on the system configuration, your telephone is automatically set to VF signalling during a call. Use VF signalling, e.g. to query a voice message or voicebox. Please contact your system administrator if you have questions regarding this function.

Charge Display (Charges)

If your network operator transmits charge information – even for external calls you dial yourself – you will see the charge amount for the call during and after the call.

Note: If there are no charges for the call, no charges are displayed.

Transmission of Call Numbers

There are various ISDN services which either allow or prevent transmission of call numbers between users.

“CLIP” feature

CLIP is an abbreviation which stands for “Calling Line Identification Presentation”. The call number of the caller is displayed (if transmitted). If the call number has also been entered into the directory of the Forum 500 / Forum 5000, the name is displayed.

“CLIP no screening” feature

“CLIP no screening” offers transmission of an arbitrary call number for outgoing connections instead of transmitting the actual call number of the caller. This means that instead of your call number being displayed, e.g. a service call number is displayed to the user you called. The “CLIP no screening” feature must be ordered from the network operator and

authorised for use by the system administrator during system configuration. When you receive an external call where the caller is displaying a different call number than the one actually technically being transmitted, a “?” appears next to the call number on the display. If the call number indicated on the display is saved to a phone book entry, the name is displayed as usual 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 which stands for “Calling Name Identification Presentation”. In addition to the call number of a caller, the name provided by the caller is transmitted and displayed. This requires that the network operator transmits this information with the connection. If the call number of the caller is also entered into the Forum 500 / Forum 5000 directory, this – local – entry is given priority on the display.

“CLIR” feature

CLIP is an abbreviation which stands for “Calling Line Identification Restriction”. Before dialling a call number, you can determine from case to case whether the transmission of your call number is to be suppressed to the person you are calling, please refer to the *Pre-dialling* on page 60 chapter).

Blocked / Unblocked Call Numbers

Your telephone can be blocked for all or for certain external call numbers. Emergency call numbers (110/112 in Germany) can be placed on a special list – no matter what your external authorisation – and can thus be dialled at any time. Ask your system administrator about it.

Keypad Dialling

Some European network operators require the keypad protocol in order to be able to set features. Depending on the system configuration, your telephone is automatically set to keypad dialling during a call. If not – before dialling – you have to switch your device and enter the codes stipulated by the network operator. These are then directly forwarded to the exchange and evaluated there. You usually receive an announcement in response. Please contact your system administrator if you have questions regarding this function.



Now your telephone has been switched to the keypad protocol. Now you can enter the keypad codes.

Note: This setting is deleted once again when the call is completed!

Least Cost Routing (LCR)

For every outgoing external connection, the communications system automatically makes a connection – via LCR – to a network operator defined by the system administrator. If you do not use this preferred connection and for a single call would like to select a network operator yourself (call by call), switch LCR off before making the call (please refer to the “LCR off” menu entry in the *Menu when Pre-dialling* starting on page 66 section).

Note: The baby call and external call forwarding are not automatically conducted via preferred connections. This is where you can prefix the codes of the desired network operator when entering the call number, when you wish to use a different network operator than the standard one.

Calls in the Call-Waiting Queue

The system administrator can additionally configure and activate a **Call-waiting queue** for your telephone in the Forum 500 / Forum 5000. While you are making a call, new calls are registered in this queue, the caller first hears an announcement (if your system administrator has configured an announcement) and then the ring tone. The number of calls that can be registered in your queue is defined by the system administrator, e.g. 5 calls. Once this number is reached, any additional callers hear a busy signal. The calls in the queue are transferred in accordance with their priority (baby calls, door calls, VIP calls, other internal and external calls), calls with the same priority are transferred in the order made.

Calls that are in the queue for too long a time are removed. The caller then hears a busy signal also. The time interval until an external call is cleared from the queue is defined by the network operator. This is usually 3 minutes in most European countries.

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 activated on your telephone, every time a new call comes in you will hear the call-waiting tone and see on your display whether the call is external or internal. If call-waiting protection is activated and you end the call, the next waiting call will be signalled.

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

Calls with Booking Numbers

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 evaluation. Booking numbers are useful, e.g. for calculating costs per client (fees and times) in an office. Incoming calls can also be associated with a booking number.

Notes on booking numbers

- The system administrator defines the length of the entered booking number during system configuration.
- Entering a booking number during a call is possible only if the system administrator has activated this function for your user group.
- For external connections established by you it is relevant how system administrator has configured the route you are using for the connection. One thing the system administrator defines during configuration is whether a booking number is entered via the menu during a call. He/she can, however, also specify that booking numbers must be entered via 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 call number.
- Calls made with booking numbers can be evaluated with the **Forum Count** Web application of the Forum 500 / Forum 5000 communications system.

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 or if the terminal is busy. You can configure more than one call forwarding mode at the same time (**Immediately**, **After delay** or **Busy**). You can, e.g. 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** call forwarding is always given priority.

Call forwarding to a voicebox

If **Forum Voicemail**, the integrated voicemail system, is installed on the communications system, you can also forward your calls to the call number of your voicebox.

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 such that 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 on your device.

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  softkey. Frequently used features of the Forum 500 / Forum 5000 communications system are displayed, which you can then activate in this situation.

Examples

1. Another telephone in your pick-up group rings and you want to accept the call. Press the  softkey **briefly**, select **Pick-up** and confirm your choice with . 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  softkey **briefly** and confirm **Callback** with .

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

Tip

For fast and convenient access to the state-dependent menus you can programme one of the programmable keys with the  **System Menu** function (please refer to the chapter entitled *Key Programming* starting on page 143).

Telephoning

Safety precaution

Do not hold the telephone in the hands-free mode next to your ear as the volume can be very high.

External / Internal Calling

Dialling Directly



Press the call key.



Dial the internal or external call number (if necessary with the prefixed code for external line seizure, please refer to the chapter entitled *External Seizure and Entry of Call Numbers* on page 51).

Pre-dialling



Enter entire call number and then press the call key.

If there are several trunk keys configured on your telephone you can assign them specifically (please refer to page 52).



Enter the internal or external call number.




Press softkey briefly. The **Options** menu opens.



Press softkey to confirm the selected **Select line** menu entry.



Use the navigation keys to select the desired trunk key and confirm with the  softkey.

Correcting pre-dialling entry



Press C key briefly to delete single digits.






Press C key longer to delete the entire call number.

Making a Call from the Redial List

The call numbers you last dialled are saved in the redial list (the last entry is first on the list). If the call number is also entered into the communications system phone book, the name appears as well.

 /  When idle, press the  softkey or press the call key – long key press. The call numbers most recently dialled appear.

 /  Select an entry via the navigation keys.

 Press the call key to dial the selected call number.

If your internal call number (e.g. “30”) is configured on multiple terminals, you can view and edit the redial list for the call number 30 on each of these terminals. If you delete, e.g. the redial list on a terminal, it is then deleted on the other terminals as well.


If there are multiple trunk keys configured on your telephone (please refer to the chapter entitled *Multiple Trunk Keys* on page 52), when you redial, the trunk key is automatically seized with which you originally dialled the call number.

Additional options


After you have selected an entry from the redial list, you can instead of dialling – execute other operations as well. The operations available to you depend on the **List access** setting (please refer to page 135).



Local Redial List


 Press softkey. Information on this entry appears.

 Press softkey. The redial list menu opens and you can edit the entry/list, please refer to page 106.

Redial List via Communications System

 Press softkey. The redial list menu opens.

 /  Use the navigation keys to edit the entry/list, please refer to page 106.


Note: You can access the info menu / redial list using the navigation menu (see page 26) or via the  menu access when the mobile unit is idle.



Redialling: selecting alternative call number of the called subscriber

If a call number of the redial list is saved in the communications system's phone book and there are other call numbers (mobile call number, private number) saved in this phone book entry, use redial as follows:



 /  When idle, press the  softkey or press the call key – long key press. The call numbers most recently dialled appear.



 /  Select an entry via the navigation keys.

 Press softkey. The additional call numbers of this subscriber are displayed.

 /  Select **Dial**. The call number is dialled.

... or

 /  Select **M:** (mobile call number) or **P:** (private call number).










 /  Press softkey or press the call key. The selected call number is dialled.

Note: Dialling an alternative call number from the redial list is only possible if the redial list is managed by the communications system (siehe also page 135).

Making Calls from the Caller List

Your mobile unit saves the call numbers to the caller list of the users that either did not reach you (missed calls) or callers that you most recently spoke with (accepted calls). This requires that the call number was transmitted during the call, please refer to the chapter entitled *Transmission of Call Numbers* starting on page 53. A missed call is deleted from the list when a caller reaches you on a subsequent call. If a caller is saved in your phone book, the name is displayed. If a caller has called multiple times, that caller's calls are listed as one entry. If a caller suppresses display of his/her call number,










the call is also saved on the caller list. Multiple calls from an unknown call number are listed as one entry.

-  When idle, press the  navigation key to open the info menu.
-  /  and  Select the **Caller List** menu entry and confirm with the  softkey.
-  /  Select an entry via the navigation keys.
-  Press the call key to dial the selected call number.

If there are multiple trunk keys configured on your telephone (please refer to the chapter entitled *Multiple Trunk Keys* on page 52), when you receive a call from the caller list, the trunk key is automatically seized with which you originally received the call number.

When accessing the caller list locally the display shows

When you have configured the local caller list (please refer to the **List access** setting, page 135), the following symbols indicate the respective type of call:

-  accepted, answered call
-  missed call
-  rejected call
-  filtered call
-  call-waiting not answered
-  forwarded call
-  SOS call
-  automatically accepted call
-  VIP call

Additional options

After you have selected an entry from the caller list, you can instead of dialling – execute other operations as well. The operations available to you depend on the **List access** setting (please refer to page 135).

Local caller list



Press softkey. Information on this entry appears.



Press softkey. The caller list menu opens and you can edit the entry/list, please refer to page 105.

Caller list via communications system



Press softkey. The caller list menu opens.



Use the navigation keys to edit the entry/list, please refer to page 105.

Note:

You can access the info menu / caller list using the navigation menu (see page 26) or via the ➡ menu access when the mobile unit is idle.

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 128) you will hear the busy signal. You can penetrate a subscriber's call-waiting protection via a VIP call (see page 69).

Using Routes to Make Calls

The Forum 500 / Forum 5000 establishes calls to a desired subscriber 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 desired call, dial the routing code before dialling the (internal or external) call number. By making specific calls via 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.



enter routing code, dial call number

for enquiry:





enter routing code, dial call number

Your system administrator can provide you information on current routes and your codes.

Menu when Dialling

Note: Menu items marked with an * are only displayed if the system administrator has given corresponding user authorisation.

You have pressed the  call key and wish to dial a call number. During a call, press the  softkey **briefly** and then select ...

Take: You wish to take a current call from one terminal over to your DECT telephone and continue the call on the DECT telephone. To do so, your DECT telephone and the other terminal must have the same internal call number.

Pick-up: * You pick up the call intended for another telephone in your pick-up group.

Pick-up select: * You pick up a call for any other internal subscriber. Enter the call number of the other telephone. If the other telephone is already 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 select” 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 select” are not possible.

VIP call: * Your next internal call is executed as a VIP call. Enter the call number of the subscriber to whom you wish to transfer under **Dest:**. Even when the internal subscriber called (with system terminal only) has activated call waiting protection, call protection or call forwarding, your call is signalled acoustically.

Announcement: * After entering the call number, you can initiate an announcement to another system terminal (or to 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 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.

LCR off: * You switch off LCR (Least Cost Routing) for the next call.

Un Park: Consecutively “unparks” one or more connections which you have previously parked, for instance to make enquiries or to forward calls.

Personal directory: You can search for and dial a call number in the personal phone book, please refer to page 98.

Central directory: You can search for and dial a call number in the central phone book, please refer to page 93.

Redial: Displays entries in the redial list. You can select and dial an entry, please refer to page 61.

Caller list: Displays entries in the caller list. You can select and dial an entry, please refer to page 62. This menu entry is only available if you have configured local list access (see page 135).

Add ...: You can insert a call number into the personal phone book or the VIP list.

Door opener: * You activate the door opener.

Menu when Pre-dialling

Note: Menu items marked with an * are only displayed if the system administrator has given corresponding user authorisation.

You have entered a call number into pre-dialling (please refer to page 60). Press the **»»** softkey **briefly** and then dial ...

Calling: The call number is dialled.

Select Line: * When there are multiple trunk keys configured on your telephone (please refer to page 52), select the trunk you wish to make the call and then press the **Ok** softkey.

- Suppress number:** * You determine whether (**On** option) or not (**Off** option) your call number is suppressed to the person you call for the following call.
- Pick-up select:** * You pick up a call for any other internal subscriber. If the other telephone is already 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 select” is not possible.
- Note:** If the called subscriber is a member of a user group for which pick-up protection is active, “Pick-up select” is not possible.
- VIP call:** * Your next internal call is executed as a VIP call. Even when the internal subscriber called (with system terminal only) has activated call waiting protection, call protection or call forwarding, your call is signalled acoustically.
- Announcement:** * You can initiate an announcement to another system terminal (or to a group of system terminals).
- Intercom:** * You can initiate an announcement to a single system terminal. The microphone of the 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.
- Get name:** You can compare the entered call number with the entries of the local phone book to control if this is the right call number. If there is no corresponding entry in the local phone book, “No entry” is displayed.
- Add ...:** You can insert the entered call number into the personal phone book or the VIP list.
- LCR off:** * You switch off LCR (Least Cost Routing) for the next call.

Menu during Conversation

Note: Menu items marked with an * are only displayed if the system administrator has given corresponding user authorisation.

You are making a call. Press the  softkey **briefly** and then dial ...

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!

Disconnect: The connection is disconnected. The current call is ended and you can dial once again.


Record: * You start a call recording. 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 82).

Take: * You wish to take a current call from one terminal over to your DECT telephone and continue the call on the DECT telephone. To do so, your DECT telephone and the other terminal must have the same internal call number. Your first call is put on hold.

Pick-up: * You pick up the call intended for another telephone in your pick-up group. Your first call is put on hold. “Pick-up” is not available if there are two connections running already.

Pick-up select: * You pick up a call for any other internal subscriber. Enter the call number of the other telephone. If the other telephone is already in the call state (e.g. an answering machine is making an announcement), you pick up the call. “Pick-up select” is not available if there are two connections running already. 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 select” 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 select” are not possible.

Booking number: * You can assign a booking number to the current call (to an external subscriber). Enter the booking number (8 digits max.) under **No.** and confirm with the  softkey. Please refer to the *Calls with Booking Numbers* starting on page 56 chapter for further information.

Park call: * You can “park” the caller for a certain time. Please refer to the *Parked Calls* starting on page 86 chapter for further information.

Personal directory: You can search for a call number in the personal phone book, please refer to page 98.

Redial: Displays entries in the redial list. You can search a call number in the redial list. This menu entry is only available if you have configured local list access (see page 135).


Caller list: Displays entries in the caller list. You can search a call number in the caller list. This menu entry is only available if you have configured local list access (see page 135).

Add ...: The call number of the person you are speaking with is added to the personal phone book, the central phone book or the VIP list.

Door opener: * You activate the door opener.

Menu if Subscriber Busy

Note: Menu items marked with an * are only displayed if the system administrator has given corresponding user authorisation.

You have dialled a call number and the subscriber is busy. Press the  softkey **briefly** and then dial ...

Callback: * You leave your callback request with a busy subscriber (please refer to the *Callback* starting on page 89 section also).

Disconnect: You disconnect the connection and can then dial once again.

Pick-up select: * You pick up a call for any other telephone. Enter the call number of the other telephone. If the other telephone is already 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 select” is not possible.

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

VIP call: * Even when the internal subscriber called (with system terminal only) has activated call waiting protection, call protection or call forwarding, your call is signalled acoustically.

Personal directory: You can search for a call number in the personal phone book, please refer to page 98.

Redial: Displays entries in the redial list. You can search a call number in the redial list. This menu entry is only available if you have configured local list access (see page 135).

Caller list: Displays entries in the caller list. You can search a call number in the caller list. This menu entry is only available if you have configured local list access (see page 135).

Add ...: The call number of the subscriber called is added to the personal phone book or the VIP list.

Door opener: * You activate the door opener.

Menu when Calling

You have dialled a number. Your call is signalled to the subscriber called. The subscriber called has not yet accepted the call. Press the **»»»** softkey **briefly** and then dial ...

Disconnect: You disconnect the connection and can then dial once again.

Personal directory: You can search for a call number in the personal phone book, please refer to page 98.

Redial: Displays entries in the redial list. You can search a call number in the redial list. This menu entry is only available if you have configured local list access (see page 135).

Caller list: Displays entries in the caller list. You can search a call number in the caller list. This menu entry is only available if you have configured local list access (see page 135).

Add ...: The call number of the subscriber called is added to the personal phone book or the VIP list.

Door opener: You activate the door opener (this menu entry is available to you with the appropriate user authorisation).

Ending a Call



Calls are ended by pressing the end key briefly.

If the subscriber you are speaking to ends the call, the busy signal for your telephone is switched off after a few seconds and you can be reached again. This also applies when you are connected via headset. The time interval until the busy signal is switched off is configured by the system administrator. All other connections are ended after 20 seconds when the receiver is not replaced.

Accepting Calls

When there is an incoming call, an event window with information on the call appears on the display and the display illumination is switched on.



Press the call key.

... or

When “Auto answer” is activated (see page 135) – remove the mobile unit from the charging station.

optional:



The ring tone and/or vibration alarm are switched off, you can, however, still accept the call.

... or

Reject /



Press softkey (alternatively: end key). The call is rejected. The caller hears the busy signal.

... or



Press softkey **briefly** and select one of the menu entries offered, please refer to *Incoming Call Menu* starting on page 73.

Normal call

When you are called, the caller's call number is displayed (if transmitted). If this call number is also recorded in your phone book, you will see the person's name instead.

External calls from unknown call number

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

Call for a virtual call number (Tele Secretary)

Call numbers not assigned to any telephone or user (virtual call numbers) can be configured on the Forum 500 / Forum 5000. The system administrator can divert a virtual call number to another internal call number, e.g. the call number of your telephone. This kind of diverted call is signalled on your telephone just like a normal call.

VIP calls

VIP calls from authorised users are signalled to you even when call protection, call waiting protection are activated or call forwarding is programmed. You hear the melody (please refer to the "Melody" section on page 112 also) and see the entry **VIP call** along with the caller's call number on the display. Accept the call just like a normal call.

Multiple trunk keys

If your telephone has multiple trunk keys configured on it (please refer to page 52), the display shows which call number the call is for, e.g. **For:20**.

Calls During a Conversation

While you are making a call, any incoming calls are signalled acoustically as well as visually on the display ("Call Waiting"). Call waiting protection must be deactivated for this to happen (see page 128).



You are making a call, hear the call waiting tone and see the text **Call waiting** as well as the name or call number of the subscriber waiting on the display.



Press the end key to end the current call. The call waiting call is now signalled to you just like a normal call.

... or




Press softkey **briefly** to accept the call waiting call. Your first call is placed on hold. You are speaking with the call waiting caller. For further information, please refer to the *Enquiry, Toggling, Transfer and Conference* starting on page 75 chapter.

... or




Press softkey **briefly** and select one of the menu entries offered, please refer to *Call Waiting Menu* starting on page 74.


Incoming Call Menu

You receive an incoming call, the telephone is in the idle state. Press the  softkey **briefly** and then dial ...

Accept: You accept the call.

Reject: Reject the call by pressing the  softkey. The caller hears the busy signal.

Ringer off: Switch call signalling (ringer and/or vibration alarm) off temporarily. You can still accept the call.

Deflect call: You do not accept the call yourself, rather deflect it to another subscriber. Enter the call number of this subscriber under **Dest:** and then the  softkey. You can only use the “Deflect call” function if your user group has the authorisation to deflect internal and/or external destinations.


Note: 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.


Add ...: The call number of the subscriber calling is added to the personal phone book or the VIP list.


Door opener: You activate the door opener (this menu entry is available to you with the appropriate user authorisation).


Call Waiting Menu

Note: Menu items marked with an * are only displayed if the system administrator has given corresponding user authorisation.

You are making a call and receive a call. Press the  softkey **briefly** and then dial ...




Accept: Accept the call by pressing the  softkey. The connection to the original subscriber is held in enquiry. You can now toggle back and forth between the two callers (please refer to the chapter entitled *Enquiry, Toggling, Transfer and Conference* starting on page 75).

Reject: Reject the call-waiting call by pressing the  softkey. The caller hears the busy signal.

Deflect call: * You do not accept the call yourself, rather deflect it to another subscriber. Enter the call number of this subscriber under **Dest:** and then the  softkey. You can only use the “Deflect call” function if your user group has the authorisation to deflect internal and/or external destinations.

Note: 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.

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

Park call: * You park the first call. Press the  end key to enable your telephone to accept calls. The call-waiting call will then be signalled like a normal call. Press the  call key and you are connected with the call-waiting subscriber. After you have finished this call you can “unpark” the parked call by briefly pressing the  softkey and selecting the **Un park** menu entry. Please refer to the *Parked Calls* starting on page 86 chapter for further information.

Personal directory: You can search for a call number in the personal phone book, please refer to page 98.

Redial: Displays entries in the redial list. You can search a call number in the redial list. This menu entry is only available if you have configured local list access (see page 135).

Caller list: Displays entries in the caller list. You can search a call number in the caller list. This menu entry is only available if you have configured local list access (see page 135).


Add ...: The call number of the person you are speaking with is added to the personal phone book, the central phone book or the VIP list.

Door opener: * You activate the door opener.

Enquiry, Toggling, Transfer and Conference


Enquiry / Toggling

During a call you can consult another subscriber.

 You are making a call.

Initiate enquiry:

 Press softkey **briefly**. Your first call is placed on hold.

 Enter internal or external call number. Note the type of line seizure (see page 51).



 You are speaking with the subscriber called.


For toggling (switching back and forth between callers):

 Press softkey.

Ending toggling/enquiry:

 Press softkey **briefly**.

 Use the navigation keys to select the **Disconnect** menu entry and confirm with the  softkey. The current call is ended.

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

Transferring an Internal/External Call to an Internal Subscriber

You have dialled an internal enquiry call (see page 75).

The subscriber called via enquiry answers:



Announce the call transfer.




Press softkey **briefly**.

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



Press softkey **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 time interval (the communications system is 45 seconds by default, the system administrator can change this value), you get an automatic recall. You are re-connected to the original subscriber when you press the  call key again.


If the system administrator has configured the **Music on hold upon transfer on calling** feature in the **Configurator**, the caller on hold hears “Music on Hold” while his/her call is signalled to the other internal subscriber. This setting also determines whether, when calling back, the caller hears “Music on Hold” or a ringing tone or busy signal.

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



Press softkey **briefly**.



Use the navigation keys to select the **Disconnect** menu entry and confirm with the  softkey.



Enter another 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 enquiry call menu (see page 77).



Press softkey **briefly**.



Use the navigation keys to select the **Connect** menu entry and confirm with the softkey.

Depending on your communications system's settings, the external calls will be switched together on your communications system or on the exchange of your 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.

Enquiry Call Menu

Note: Menu items marked with an * are only displayed if the system administrator has given corresponding user authorisation.

You have put a call on hold and are making an enquiry call. Press the softkey **briefly** and then dial ...

Diversion: You put your current caller on hold (called via enquiry) and then call another (third) subscriber with whom you wish to connect your current (second) caller. Enter the call number of the subscriber to whom you wish to transfer under **Dest:** and then press the softkey. Announce the call and press the end key. The call has now been transferred. After transfer, you are reconnected with the (first) caller you originally put on hold.

3 party: * You initiate a 3-party conference, see page 79.

Connect: * You connect the subscriber on hold with the current caller you are speaking with.

Toggle: You toggle between the current subscriber and the subscriber you last spoke with.

Disconnect: You disconnect the current connection. You can now either enter a new call number for another enquiry. Or press the **R** softkey **briefly** and you will be re-connected with the subscriber on hold.

Booking number: * You can assign a booking number to the current call (to an external subscriber). Enter the booking number (8 digits max.) under **No.** and confirm with the **OK** softkey. Please refer to the *Calls with Booking Numbers* starting on page 56 chapter for further information.

Park call: * You can “park” the current caller. Please refer to the *Parked Calls* starting on page 86 chapter for further information.

Personal directory: You can search for a call number in the personal phone book, please refer to page 98.

Redial: Displays entries in the redial list. You can search a call number in the redial list. This menu entry is only available if you have configured local list access (see page 135).

Caller list: Displays entries in the caller list. You can search a call number in the caller list. This menu entry is only available if you have configured local list access (see page 135).

Add ...: The call number of the person you are speaking with is added to the personal phone book, the central phone book or the VIP list.

Door opener: * You activate the door opener.

Menu when Subscriber on Hold

Note: Menu items marked with an * are only displayed if the system administrator has given corresponding user authorisation.

You have placed a call on hold. Press the **»»»** softkey **briefly** and then dial ...

VIP call: * Your next internal call is executed as a VIP call. Enter the call number of the subscriber to whom you wish to transfer under **Dest:**. Even when the internal subscriber called (with system terminal only) has activated call waiting protection, call protection or call forwarding, your call is signalled acoustically.

Announcement: * After entering the call number, you can initiate an announcement to another system terminal (or to 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 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.

LCR off: * You switch off LCR (Least Cost Routing) for the next call.

Personal directory: You can search for and dial a call number in the personal phone book, please refer to page 98.

Central directory: You can search for and dial a call number in the central phone book, please refer to page 93.

Redial: Displays entries in the redial list. You can select and dial an entry, please refer to page 61.

Caller list: Displays entries in the caller list. You can select and dial an entry, please refer to page 62.

Add ...: You can insert a call number into the personal phone book or the VIP list.

Door opener: * You activate the door opener.

Three-Party-Conference

If your user group has the corresponding authorisation configured, you can conduct a telephone conference (maximum of 3 subscribers). Conference participants can be internal or external callers. Three-party conferences cannot be connected.

Initiating and ending a conference

Initiate conference




Press R key **briefly**. Establish enquiry connection (see page 75).



When the subscriber answers, announce the conference.



Press softkey **briefly**.

- ▲ / ▼ Use the navigation keys to select the **3 Party** menu entry and confirm with the  softkey. The conference is initiated.

Ending conference




Press softkey **briefly**.

... or



Press softkey **briefly**.



- ▲ / ▼ Use the navigation keys to select the **3 Party End** menu entry and confirm with the  softkey.

Continuing call with conference participants individually

During a conference, you can speak to conference participants separately.




Press softkey **briefly**.

- ▲ / ▼ Use the navigation keys to select the **Toggle** menu entry and confirm with the  softkey. Both connections are held and you can toggle between the subscribers using the  softkey.


Menu during Conference


Note: Menu items marked with an * are only displayed if the system administrator has given corresponding user authorisation.

You are now in a three-way conference. Press the  softkey **briefly** and then dial ...

3 Party End: You end the conference.

Connect: * You switch yourself out of the conference. The other subscribers remain connected.

Toggle: You cancel the conference. You are speaking with one of the subscribers, the other is on hold. Use the  softkey to toggle back and forth between subscribers to speak with them alternately.

Booking number: * When you call an external subscriber and have included the person in the conference, you can assign a booking number to the call data of this connection. Enter the booking number (8 digits max.) under **No.** and confirm with the  softkey. Please refer to the *Calls*

with *Booking Numbers* starting on page 56 chapter for further information.

Personal directory: You can search for a call number in the personal phone book, please refer to page 98.

Redial: Displays entries in the redial list. You can search a call number in the redial list. This menu entry is only available if you have configured local list access (see page 135).

Caller list: Displays entries in the caller list. You can search a call number in the caller list. This menu entry is only available if you have configured local list access (see page 135).

Add ...: You can insert a call number into the personal phone book, the central phone book or the VIP list.

Door opener: * You activate 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 *System menu: “Calls”* starting on page 118). 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.



Press softkey.



Use the navigation keys to select the **Record** menu entry and confirm with the softkey. If the communications system is configured accordingly, it produces a beep when the recording session starts.

End recording



Press softkey.



Use the navigation keys to select the **Record** menu entry and confirm with the softkey.

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.

Voicebox Queries


Forum Voicemail answering machine is the integrated voicebox system for the Forum 500 / Forum 5000 communications system. If the system administrator has configured a voicebox for you, callers can leave messages for you, even when you cannot be reached at times.

On your mobile unit, received voicebox messages are saved in the info menu and on the caller lists of the main menu. The  symbol appears on the display when new voicebox messages await you. To query new messages:


1 Long key press of number key 1.

... or



Press softkey **briefly** and select the Voicebox entry in the **Info** menu and confirm with the  softkey. A list of voicebox messages received appears.



Use the navigation keys to select one of the entries displayed (confirm with the  softkey). You can now listen to the message and edit it (please refer to the “Voicebox mess.” section as of page 119).

Additional options

- It is possible to programme call forwarding to the voicebox (in the **Call forwarding** menu, please refer to page 122).
- You can also query your voicebox messages by directly calling the (call number of your) voicebox. You can also use the **Call voicebox** menu entry in the **Applications** menu (see page 132). Voicebox operation is voice controlled. Please refer to the user guide of the **Forum Voicemail** voicebox programme for detailed information.

Parked Calls

While calling, you can “park” (one or more) callers for some time and meanwhile conduct other telephone calls or also hang up and carry out other operations. Parked calls are recorded on a list. You can remove calls from the list in any order such that a call is specifically “unparked” once again. The caller hears music on hold – if music on hold has been configured – until the call is “unparked”. If the caller is not “unparked” after some time, a callback is automatically made to your mobile unit as soon as your device is free again. The caller is then automatically “unparked”. If you are, however, still on another call, the caller hears the busy signal and is thus “unparked”. The authorisation for parking connections and the time interval until which callback takes place, is configured by the system administrator upon system configuration.

Park call



You are making a call.



Press softkey.



Use the navigation keys to select the **Park call** menu entry and confirm with the softkey. The system offers the next available parking spot (0-9, * or #). Confirm with the softkey.



Press the end key.

Unpark call



Press softkey when idle.



Use the navigation keys to select the **Unpark** menu entry and confirm with the softkey. Select the parked call desired from the list offered. Confirm with the softkey.



You will be connected with the parked caller.

Announcements (with and without Intercom)

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 system terminal called will be switched on (handsfree operation) and the person you are calling can immediately answer your announcement. 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. You can also make an announcement to a group of system terminals (e.g. to a hunt group number on which calls are signalled simultaneously). All subscribers called hear the announcement at the same time in this case. The person initiating the announcement hears a signal tone on his/her telephone when the (announcement) connection has been established to all called subscribers. If one of these subscribers replies to the announcement, 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



Pre-dialling: Enter the call number (of a single terminal or of a group of terminals).



Press softkey **briefly**.



Use the navigation keys to select the **Announcement** menu entry.



Press softkey to confirm. State your announcement.

Making an announcement with intercom



Pre-dialling: Enter the device-ID of the terminal. Your system administrator can provide you with the device ID.



Press softkey **briefly**.



Use the navigation keys to select the **Intercom** menu entry.



Press softkey to confirm. State your announcement.

Responding to an announcement (announcement without intercom)

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



Press the call key to answer the announcement.

alternatively:



Press softkey (alternatively: end key) to reject announcement.



The announcement initiator then hears the busy signal.

alternatively:



Press softkey **briefly** and use the Δ / ∇ navigation keys to select:

- **Accept call** to answer the announcement,
- **Reject** to reject the announcement.

Responding to an announcement (announcement without intercom)

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

Note:

When you have activated announcement protection (see page 127) and/or intercom protection (see page 128) on your mobile device, announcements to your call number will not be carried out.

Callback


If you call another subscriber of your Forum 500 / Forum 5000 communications system and the line is busy, you can initiate automatic callback. Your user group must have authorisation for this feature to be able to use it.

Initiating a callback



Press softkey **briefly**.



Use the navigation keys to select the **Callback** menu entry and confirm with the  softkey.

Answering a callback


A callback is carried out when the other subscriber is free.

When your telephone rings:



Press call key. The other subscriber is now called.

Baby Call

The “Baby call” function dials a previously programmed internal or external call number a specific time interval after pressing the  call key (please refer to page 128). The default time interval on the communications system is 5 seconds. The system administrator can change this value. If you begin dialling a call number within the specified time interval, the baby call is cancelled.

Carrying out a baby call



Press call key.

Note:

You can also programme an emergency call number on your mobile unit. In contrast to the baby call, an emergency call is executed immediately (please refer to page 47 also).

Confirming Appointment / Alarm Clock

Your mobile unit allows you to set and activate up to three appointments and up to three wake times (please refer to page 110).

The time of an appointment or the alarm clock are signalled to you with the configured ringer and the red flashing LED for ca. 45 seconds. The corresponding text appears on the display. Confirm signalling with **Esc**.

Accepting an Appointment Call

When your mobile unit is checked in to the Forum 500 / Forum 5000 communications system, you can save two additional appointments on your mobile unit (please refer to page 126). When the appointment time occurs, your mobile unit rings for a period of one minute with volume increasing. The appointment number appears on the display. An appointment can be repeated once or repeatedly.

Accepting an appointment call



Press call key. The reason for the programmed appointment appears.



Press softkey to confirm the appointment call.

If you are on a call at the time of the appointment call, you will hear a special tone and the display indicates the appointment number. After you finish the call, a short message informs you that the appointment expired.

Doorbell, Door Opener

A doorbell appears on the display (**Door call**). 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 door while idle



Press softkey **briefly**.



Use the navigation keys to select the **Door opener** menu entry and confirm with the softkey.

Opening door during call



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



Press softkey **briefly**.



Use the navigation keys to select the **Door opener** menu entry and confirm with the softkey.

Note:

The **Door opener** menu entry 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. For more information, consult your system administrator.

Entrance Intercom Calls

Calling the “Doorphone”

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



For enquiry:




The code procedure for calling the door intercom is determined by the system administrator. Possible codes are:

* 1 0 2 bis * 1 0 9 .

Contact your system administrator regarding the valid code procedure.

Calling door when idle

Press the  call key. You speak with the visitor.

Door call during call

If the doorbell signal is triggered during a call, you hear the call-waiting tone. Proceed as described under *Opening door during call* starting on page 91.

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 via the Call forwarding menu (see page 124).

Call duration

All door calls are automatically terminated after a specific time interval has expired (default 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 time interval in the Forum 500 / Forum 5000 from 30 to 300 seconds and will be able to tell you the current value.

Phone Book

System Phone Book

Up to 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 phone book of your Forum 500 / Forum 5000 communications system. This number includes the centrally administered phone book (available to all users), the personal entries of all subscribers, and – provided you are using the multicompany variant of the Forum 500 / Forum 5000 – the entries in the companies' phone books. An entry in the company phone book can be used by all employees in your company.

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

Authorisations

To be able to edit the central phone book and the company phone books, you have to have the corresponding authorisations from the system administrator.

The Forum 500 / Forum 5000 phone books can also be edited from the system Web console, provided you have the authorisation to do so.

Contact your system administrator for information on your authorisations.


Calling from the Communications System Phone Book

Search the **Phone book** menu for entries saved to the communications systems 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).

 When idle, press the  navigation key.

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: In the **Name:** field enter the first letter(s) of the name you are searching for (see *The Editors* on page 36).



Press softkey.

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



Select an entry via the navigation keys.



Press softkey.

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





Select the call number desired with the navigation keys.



Press call key – the call number is dialled.

... optional

When there are multiple trunk keys configured on your telephone (please refer to page 52), use the  navigation keys to select the desired trunk key and then press the  call key.

... or



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 (System Phone Book)

All central phone book entries can also be dialled via two-digit or 3-digit speed-dialling numbers once they have been configured. The 2-digit speed-dialling numbers are in the range 00...99, the 3-digit are in the range 000...999. Ask your system administrator how many digits are valid.


Dialling a speed-dialling destination


 * 7  (SD no.)

Alternatively:

 * 7 *  (SD no.) #

Add Phone Numbers from Lists to Communications System Phone Book






You can add phone numbers saved in your caller list or your redial list to a phone book. These lists must be in the communications system to do so. This is handled in the  > **Settings** > **List access** menu (see page 135).

While you have the caller list or the redial list open, press the  softkey and select the **Phone book** menu entry.

New entry: You add the call number to a phone book (see page 95).

Add: You add the call number to an existing phone book entry (see page 97).

Adding call number as new phone book entry

- △ / ▽ Select the **New entry** menu entry in the **Phone book** menu, confirm with the  softkey.
- △ / ▽ Select desired phone book: **Personal**, **Company** or **Central**, confirm with  softkey.
- △ / ▽ Determine call number: **Office**, **Mobile** or **Private**, confirm with  softkey.
-  Enter **Name:** and **First name:** (see *The Editors* starting on page 36), confirm with  softkey respectively.



Confirm or change call number displayed, e.g. **No. office**, confirm via **Ok** softkey.

You can assign a speed-dialling number to the call numbers of the entry in the central phone book. You automatically have the next available speed-dialling number (**Abbrev. no.**) offered to you. If you wish to assign them, press the **Ok** softkey. If not, delete the speed-dialling number with the C-key **C** (enter another unused speed-dialling number if needed) and then press **Ok**.



Display your own call number; select **Transmit number**, confirm with **Ok** softkey.



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 *Menu when Pre-dialling* starting on page 66 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 (**No. mobile** and **No. Private**), confirm with **Ok** softkey respectively.



Dialling default number (**Default office**, **Default mobile** or **Default private**), confirm with **Ok** softkey. The phone book entry is saved.

The default call number is dialled automatically if no other call number is selected before establishing a connection.

Adding call number to a phone book entry

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 **Add** menu entry in the **Phone book** menu, confirm with the **Ok** softkey.

▲ / ▼ Select desired phone book: **Personal**, **Company** or **Central**, confirm with **Ok** softkey.



Enter letter/name you are searching for (see *The Editors* starting on page 36).



Press softkey.

You see the phone book list beginning with the characters entered. If you do not enter any characters and press **Ok**, the list will begin with the first entry.

▲ / ▼ Use arrow keys to select the name desired, confirm with **Ok** softkey.

▲ / ▼ Select the kind of call number to save the list entry under: **Office**, **Mobile** or **Private**, confirm with **Ok** softkey.

Note: If you wish to edit phone book entries (e.g. to change names and call numbers), use the "Phone book" menu (see *System menu: "Phone book"* starting on page 131).

Personal Phone Book

In addition to the phone book of your Forum 500 / Forum 5000 communications system, your mobile unit also has a local (personal) book. This phone book enables you to save up to 200 additional, personal entries with 3 call numbers respectively.

Calling from the Personal Phone Book



When idle, press the ▾ navigation key.




Enter the first letter(s) of the name you are searching for (see *The Editors* on page 36).

... or




Select an entry via the navigation keys.

Access the various call numbers associated with the name using the  softkey.













Press the call key to dial the selected call number.


Note:

You can access the personal phone book using the navigation menu (see page 26) or via the  softkey when the mobile unit is idle.










Adding Entry to Personal Phone Book

1. Open the phone book – depending on the configuration of your mobile unit, this is done via
 - the navigation key ▾,
 - the softkey  and select the entry **Directories** /  or  and **Personal directory** /  or ,
 - one of the function keys to which you have assigned phone book access.
2. Select **New entry** and confirm via  or .
3. You see an overview of possible entries. Select **Name** and confirm via  or .
4. Select the characters of a key by pressing it repeatedly and quickly, enabling you to see the characters assigned to that key. Input position moves automatically forward if you make no entry for a short time or

when you enter a new character. Correct entries by moving the cursor behind the number/letter to be deleted with the ◀ / ▶ navigation keys and then press the  key. This is where you can now enter new characters.


Every word is automatically begun with upper-case letters. Press the  key multiple times to select upper or lower case (displays **A** or **a**) or upper-case letters only at the beginning of words (displays **Aa**).

Confirm your entries with the  softkey.

5. Now select the next line ▼ (e.g. **Private**) and confirm via  or ▶.
6. Enter the private call number for the entry and press .
7. Now select the next line ▼ (e.g. **Business**) and confirm via  or ▶.
8. Enter the business call number for the entry and press .
9. Using this method, enter the mobile call number, the e-mail address and the fax number if necessary.
10. If you would like to assign a number key for speed-dialling this entry, select **Quick call** and confirm via  or ▶. From the list, select a key (2...9) and confirm via  or ▶. Exit the list via **Esc** or ◀. You can delete or overwrite existing list entries.
11. You can assign a particular melody to an entry for signalling a call from this call number. Select **Melody** and confirm via  or ▶. Select a melody from the list. Press  or ▶ to save your selection.
12. Press the  softkey to save the entire phone book entry.

Note: If there is only one destination number saved for a phone book entry with a speed-dialling option (personal, office, mobile, e-mail or fax), it is possible to directly call this destination at a later point by pressing and holding the corresponding speed dial key 2...9 (see page 100).

Editing Personal Phone Book Entries

- ▼ When idle, press the ▼ navigation key.
-  Enter the first letter(s) of the name you are searching for (see *The Editors* on page 36).
- ... or
- ▲ / ▼ Select an entry via the navigation keys.
- ➡➡ Press softkey. The local phone book menu appears (see following section).

Local phone book menu

Sort: For the next call the entries will be sorted according the selected call number category (eg. Private, Business, etc.).

Edit: The entry can be changed.

New entry: You create a new entry.

Add to ...: The call number dialled next is added to the VIP list.

Delete: The entry is deleted.

Memory: Shows the number of entries already saved.

Speed-Dialling (Personal Phone Book)

When entering call numbers into the personal phone book, individual entries can be assigned to the keys 2...9 as speed-dialling keys. Select the entry as follows.

1. When idle, **hold and press** one of the keys 2...9.
2. If there are multiple destination numbers saved to the phone book entry, you will see the list within the entry where you can use the navigation keys to select one of the numbers.
3. If the phone book only has one destination (personal, office, mobile, e-mail or fax) and the **Auto.Speed Dial** menu item is activated (see page 136), this entry is directly dialled.

The Device Menu

This chapter presents all essential features available on the mobile unit **and** the Forum 500 / Forum 5000 communications system. Because the communications system also supports the operation of cord-connected and other cordless telephones, some menu entries are named differently, although they serve the same purpose. The following descriptions offer more information.









Some menu entries are only shown on your telephone when you belong to a user group authorised to use the corresponding feature. Contact the system administrator when you have questions on specific features or are not able to use a feature satisfactorily.

Alongside the Device menu, there are state-dependent menus that you, e.g. can access during a call, to use features available in that device state. For more information, please refer to the chapter entitled *Telephoning* starting on page 60.

To open the Device menu do the following.


- Press **»»»** **briefly** when idle.
- When idle, press the  end key and select **Menu**.

Information on Display Symbols in the Device Menu

-  Save When you adjust settings in a menu, you have to open the respective settings window with the **Ok** softkey. Your entry is then saved with the  softkey.
-  Information You can access additional information on the entries via the  softkey.
-  Options Use the  softkey to open other sub-menus (e.g. Delete, Change).
- Esc Use the **Esc** (Escape) softkey to cancel entries and/or go a step back in a menu.
- Ok Use the **Ok** softkey to confirm a selected function or entry.
-  Call When you press the  softkey an entry is either dialled directly or goes into pre-dialling.

Overview: Device Menu

Info

Contains access information to call list, redial list, voicebox (if supported), received messages and announcements, the most recent call charges and active features. Fast access is also available on the **◀** navigation key or via the  softkey (default).

Menu description: see page 105

Active features

This menu offers fast access to some important settings, such as, e.g. **Bluetooth, Profiles, Alarm clock** and **Appointment** as well as **Mandown, No movement alarm** and **Escape alarm** on the Forum Free 588.

Menu description: see page 108

Directories

Offers access to the system phone book and to the personal phone book. Fast access is also available on the \blacktriangle navigation key and \blacktriangledown or via the \blacklozenge softkey (default).

Menu description: see page 108

Un park

This menu entry is only available when your mobile unit is checked into the Forum 500 / Forum 5000 communications system. Use this to unpark a parked call.

Menu description: see page 109

Pickup

This menu entry is only available when your mobile unit is checked into the Forum 500 / Forum 5000 communications system. Use this to accept calls for other telephones in your pickup group

Menu description: see page 109

Take

This menu entry is only available when your mobile unit is checked into the Forum 500 / Forum 5000 communications system. You can take over a call from another terminal on your mobile unit.

Menu description: see page 110

Time/Alarms

This is the menu where programme appointments, wake-up times or a timer and define formats for displaying date and time.

Menu description: page 110

Audio

This menu is where you make the settings regarding volume, ringer and info tones.

Menu description: page 111

System

This menu is where you can define the active communications system for your mobile unit, manage subscriptions to various systems as well as view the IPEI-number and information on hardware and software status.

Menu description: page 115

System menu

This entry is only available on the menu when your mobile unit is checked into the Forum 500 / Forum 5000 communications system. Use this menu entry to open the main menu of the Forum 500 / Forum 5000 communications system and have access to the system features.

Menu description: page 116

Settings

This is where you find device settings such as keylock, key programming, user name, display settings, illumination, *Bluetooth*, etc.

Menu description: page 133

Security

This menu can be accessed via the PIN (Personal Identification Number). The default is "0000" (4 digits of 0 (zero)). You can lock the mobile unit here, change the PIN, programme an emergency call number, enter alarm sensor settings (Forum Free 588 only) as well as reset the mobile unit entirely or partially to factory settings.

Menu description: page 137

Profiles

This menu is for creating and managing user profiles. There are five editable default profiles.

Menu description: page 141


Door opener

This menu entry is only available when your mobile unit is checked into the Forum 500 / Forum 5000 communications system. This is for operating the door opener.

“Info” Menu

Caller list: Displays entries in the caller list. If there is a phone book entry for one of the call numbers displayed, the corresponding name is displayed. The entries in this menu are dependent on the **List access** setting (please refer to page 135).

Note: Calls are also entered on the caller lists of the menu **System menu**, see page 118).

Local caller list: Up to 50 entries can be saved to the local caller list. Entries are limited to 30 on the Forum Free 568. The following options ... are available in the local caller list.

Dial number ...: Call number is dialled; you call the caller back. If there are multiple trunk keys configured on your telephone (please refer to the chapter entitled *Multiple Trunk Keys* on page 52), upon callback, the trunk key is automatically seized with which you originally received the call.


Predial: Call number is added to pre-dialling.

Add to ...: Call number can be added to the phone book or the VIP list.

Details ...: Entry information is displayed.

Delete: The entry is deleted after an enquiry.

Delete all: The list is deleted after a confirmation prompt.

Communications system caller list: Up to 50 entries can be saved to the communications system caller list. Press the  softkey. The following options are now available in the communications system caller list.

Dial: Call number is dialled; you call the caller back. If there are multiple trunk keys configured on your telephone (please refer to the chapter entitled *Multiple Trunk Keys* on page 52), upon callback, the trunk key is automatically seized with which you originally received the call.

Delete: The entry is deleted after an enquiry.

Phone book: Call number can be added to the phone book of the communications system, see page 95.

Info: Entry information is displayed.

Delete all: The list is deleted after a confirmation prompt.

You usually have the following possibilities for editing the call lists of the communications system.

Briefly press C key : deletes the selected entry

Press and hold C key : deletes the list

Paging messages: If your Forum 500 / Forum 5000 communications system is equipped with a corresponding application, paging messages can be sent on your telephone. These messages are displayed here. Please contact your system administrator for more information.


Voice box: Displays new messages in the voicebox of your communications system (if available), please refer to the menu *System menu: “Calls”* starting on page 118.

Text Messages: Displays new short messages, please refer to the menu *System menu: “Messages”* starting on page 125.

e-mail: Displays new e-mails, please refer to the menu *System menu: “Messages”* starting on page 125.

Jobs: If your Forum 500 / Forum 5000 communications system is equipped with a corresponding application, paging messages can be sent on your telephone, which require a returning answer to the application. These messages are displayed here. Please contact your system administrator for more information.

Redial list: Displays entries in the redial list. If there is a phone book entry for one of the call numbers displayed, the corresponding name is displayed. The entries in this menu are dependent on the **List access** setting (please refer to page 135).

Local Redial List: The last 30 call numbers dialled are saved on the local redial list. Entries are limited to 20 on the Forum Free 568. The following options ... are available in the local redial list.

Dial number ...: Call number is dialled. If there are multiple trunk keys configured on your telephone (please refer to the chapter entitled *Multiple Trunk Keys* on page 52), upon redial, the trunk key with which you originally dialled the call number is automatically seized.


Predial: Call number is added to pre-dialling.

Add to ...: Call number can be added to the phone book or the VIP list.

Details ...: Entry information is displayed.

Delete: The entry is deleted after an enquiry.

Delete all: The list is deleted after a confirmation prompt.

Redial List via Communications System: The last 50 call numbers dialled are saved on the communications system redial list. Press the  softkey. The following options are now available in the communications system redial list.

Dial: Call number is dialled. If there are multiple trunk keys configured on your telephone (please refer to the chapter entitled *Multiple Trunk Keys* on page 52), upon redial, the trunk key with which you originally dialled the call number is automatically seized.

M: and **P:** Display of this subscriber’s further call numbers which are stored in the communications system’s phone book.

Delete: The entry is deleted after an enquiry.

Phone book: Call number can be added to the phone book of the communications system, see page 95.


Info: Entry information is displayed.

Delete all: The list is deleted after a confirmation prompt.

You usually have the following possibilities for editing the re-dial list of the communications system.

Briefly press C key : deletes the selected entry

Press and hold C key : deletes the list

Costs: You see the charges for the last call and the sum total for your device. If there are multiple trunk keys configured on your telephone, you can view the individual charges for each of these keys. To do so, select the desired key (e.g. **L1: [internal call number]**) and then press the  softkey.

Active features: Displays active features which restrict reachability. The same features are also in the menu called **System menu**. You can deactivate features here.

Call protect.: Call protection is activated; see page 127

Call forwarding: Call forwarding is activated; see page 122

Time control: Time control is configured on the system and can be activated from the telephone; see page 133

“Active features” Menu

The **Active features** menu offers fast access to certain selected menu entries.

Bluetooth (available on the Forum Free 578/Forum Free 588): Switches Bluetooth feature on/off and configures it, see page 43.

Mandown / No movement alarm / Escape alarm (available on the Forum Free 588): Switches alarm sensor on/off and configures it, see page 48.

Profiles: Switch quickly from one profile to another, see page 141.

Alarm clock: Switches alarm clocks 1...3 on/off and configures it (see page 110). Use the ◀ and ▶ navigation keys to select the respective alarm clock.

Appointment: Switches appointments 1...3 on/off and configures it (see page 110). Use the ◀ and ▶ navigation keys to select the respective appointment.

“Directories” Menu

This menu provides access to the personal phone book on your mobile unit, to the communications system phone book and to the VIP-list.

Please refer to chapter *Phone Book* starting on page 93 for additional details on dialling from phone books and creating new entries.

Central directory: You can dial a call number saved in the system phone book (see page 93).

Personal directory: You can edit the entries in your personal phone book. Select an entry from the list.

▶▶... **Sort:** For the next call the entries will be sorted according the selected call number category (eg. Private, Business, etc.).

Edit: The entry can be changed.

New entry: You create a new entry.

Add to ...: The call number dialled next is added to the VIP list.

Delete: The entry is deleted.

Memory: Shows the number of entries already saved.

Note: Please refer to pages page 98 and page 98 for more information on dialling from your personal phone book and creating a new entry.

VIP list: Create the first VIP list entry as follows:

Select **New entry** to define a name and call number.

Select an entry from an existing list:

»»... **Edit:** The entry can be changed.

Delete: The entry is deleted.

New entry: You create a new entry.

“Un Park” Menu Entry

This menu entry is only available when your mobile unit is checked into the Forum 500 / Forum 5000 communications system, see “*System*” Menu starting on page 115.

Un Park: Consecutively “unparks” one or more connections which you have previously parked, for instance to make enquiries or to forward calls (see also *Parked Calls* starting on page 86).

“Pickup” Menu Entry

This menu entry is only available when your mobile unit is checked into the Forum 500 / Forum 5000 communications system, see “*System*” Menu starting on page 115.

Pickup: You pick up the call intended for another telephone in your pick-up group.

Note: If the called subscriber belongs to a user group with **Pickup protection** activated, you cannot pick up calls for that person’s call number.

“Take” Menu Entry


This menu is only available when your mobile unit is checked into the Forum 500 / Forum 5000 communications system, see “System” Menu starting on page 115.

Take: You wish to take a current call from one terminal over to your DECT telephone and continue the call on the DECT telephone. To do so, your DECT telephone and the other terminal must have the same internal call number.

“Time/Alarms” Menu

Use the ◀ and ▶ navigation keys to adjust input position for all menu settings and the ▲ and ▼ keys to change the values.

Appointment: Displays appointment list. You can enter and activate up to 3 appointments. Select an entry from the list and press the **Ok** softkey.

Status: Switching the appointment on  or switching it off.

Change: Switching appointment on or off.

Time: Displays time set for the appointment.

Change: Changes time setting.

Date: Displays date set for the appointment.

Change: Changes date setting

Text: Displays text entered for the appointment.

Change: Change/re-enter the text (32 characters max.).

Note: If the ringer is switched off (see page 113), there is no acoustical signal for the appointment set. Appointments can also be programmed in the **System menu** (see page 126).

An appointment call which is already being signalled can be interrupted for 5 minutes at a time, as described on page 41 with **Snooze**. When opening an appointment which has been paused, **Stop** (to switch off) and **Snooze** (to continue interrupting the signal) appear.

Alarm clock: Displays the list of alarm clocks. You can enter and activate up to 3 appointments.

Status: Switching the alarm clock on or switching it off.

Change: Here you can choose between **Once** (at the next spec-

ified time with this value), **Daily** (repeats daily), **Weekdays** (Monday to Friday), **Weekend** (Saturday, Sunday) and **Off**.

Time: Displays time set for the alarm clock.

Change: Changes time setting.

Text: Displays text entered for the alarm clock.

Change: Change/re-enter the text (32 characters max.).

Note: If the ringer is switched off (see page 113), there is no acoustical signal for the alarm clock set.

A wake-up call which is already being signalled can be interrupted for 5 minutes at a time, as described on page 41 with **Snooze**. When opening an alarm which has been paused, **Stop** (to switch off) and **Snooze** (to continue interrupting the signal) appear.

Timer: options for setting a timer which counts backwards (max. 23 hours / 59 minutes). The respectively remaining time until signalling (beeps increasing in volume) is shown on the display. The ring tone of the timer cannot be configured.

Format settings: For configuring date and time display format.

Time format: Changes the time format (**24h** or **12h am/pm**)

Date format: Changes the date format.

DD.MM.YY for, e.g. 10.04.09

DD.MM.YY for, e.g. 04/10/09

DD.MM.YY for, e.g. 09-04-10

DD.MM.YY for, e.g. 09-04-10

“Audio” Menu

Volume settings: For changing the following settings, use the ◀ and ▶ navigation keys or enter a number (1 ... 7).

Note: The default settings for the Ringer Loudness ex-factory comply with regulatory requirements. We recommend that the default setting is retained.

Earpiece: Displays the currently set earpiece volume.

Handsfree: Displays the currently set volume for handsfree mode.

Corded headset: Displays the currently set headset volume (not applicable to Bluetooth headset).

Internal call: Changes the currently set volume for calls from internal subscribers.

External call: Changes the currently set volume for external calls.

Unknown number: Changes the currently set volume for calls without transmitted caller number.

Callback: Changes the currently set volume which you receive as a callback.

Recall: Changes the currently set volume for recalls.

VIP call: Changes the currently set volume for calls from VIP- call numbers (not call numbers in your VIP-List).





Special call: Changes the currently set volume for special calls.

SOS call: Changes the currently set volume for incoming emergency calls.

Alarm clock: Changes the currently set volume for alarm clock signaling.

Appointment: Changes the currently set volume for appointment signaling.

Text message: Changes the currently set volume for text messages (does not apply for Message waiting and paging messages).

Note: With the  /  softkey you can switch the ring tone on off or on (except **VIP call**, **Special call**, **SOS call**). If the ring tone is switched off,  will be displayed as a reminder. Switching the ring tone off / on can also be made by pressing and holding down the -key (in the idle state). Attention tones (see **Melodies**) will always be signaled with the volume of the **Internal call**.

Melodies: Different call types can be signalled using different melodies. Select one of the following entries.

L1 ... L3: Selects the melodies for the trunk keys (see also the chapter *Multiple Trunk Keys* starting on page 52). You can set different melodies for internal (**Internal call**) and external (**External call**) calls as well as for calls where the phone number is not trans-

mitted (**Unknown number**). If only one trunk key is available the options will be shown directly.

Callback: Changes the currently set melody which you receive as a callback.

Recall: Changes the currently set melody for recalls.

VIP call: Changes the currently set melody for calls from VIP- call numbers (not call numbers in your VIP-List).


Special call: Changes the currently set melody for special calls.


SOS call: Change of the currently set melody for incoming emergency calls.

Alarm clock: Changes the currently set melody for alarm clock signaling.

Appointment: Changes the currently set melody for appointment signaling.

Text message: Changes the currently set melody for text messages (does not apply for Message waiting and paging messages).

Note: You can listen to the melody with the  softkey before saving. There is a choice of 44 polyphonic MIDI ringer melodies, 8 normal ringing tones (Basic), 7 alarm tone sequences and 9 attention tones. At an incoming call, attention tones will be played only once. There are 5 melodies (6700) additional.

Ringer settings: Switching the ringer settings on  or off.

Play once: Select whether the call tone melody should be played once or repeated.

Silent charging: The handset does not give an acoustic signal for any calls when it is in the charger cradle. When you take it out, calls are acoustically signalled again. The calls are recorded in the call list. “Silent charging” will not apply when the handset is charged via the USB connector. This setting can also be done in the **Device options** menu (see page 135).

Ringer: Switches all the ringer entries on the list on or off. This setting can also be done in the Volume settings menu (see page 111).

Vibra call: Select if the call signalling is also made via the vibration alarm (not Forum 568).

Corded headset: Select if the call signalling is also made on the headset.

Noise detection: When this function is active, the volume of the ringer is automatically raised if there is loud background noise. If you want to use this feature, make sure the ringer volume is not on the “Increasing” setting.

Attention tones: Select whether the respective attention tones are switched on or off.

Key click: Acoustic confirmation of key press.

Confirm tones: Confirms successful/failed settings.

End of menu: Info tone when the end of a list/menu is reached.

Battery warning: Info tone when the battery has only low capacity remaining. There are just a few minutes remaining before the connection is disconnected.

Coverage warning: Info tones when the radio connection threatens to break off.

Alarm tone (Forum Free 588 only): Alarm tone which sounds during the pre-alarm (triggered by alarm sensor). This setting is also in the **Alarm sensor** menu (see page 138).

Loud environment: If this setting is activated, the mobile unit attempts to improve voice transmission in a loud environment (does not apply when operating a Bluetooth headset or in handsfree mode).

Audio quality: This menu entry is only available with the Forum 5004/5008/5012 and Forum 5500 communications systems in combination with DECToverIP. If the handset is used in reflection-prone environments (e.g. metallic workshops), there may be interference with the DECT reception. Mitel XQ technology can be used in these areas in order to prevent this interference. However, Hi-Q audio and the XQ mode can interfere with each other. The following settings can be used to prevent connection failures in XQ areas.

Standard Audio: Set this (normal) speech quality if interference may occur (e.g. in XQ areas).

Hi-Q audio: Attempts are always made to establish a connection in high speech quality (Hi-Q audio). In the event of an existing Hi-Q connection in an XQ area where high speech quality is also

supported, this quality level is maintained. This is the standard setting.


Automatic: Attempts are always made to establish a connection in high speech quality. If the device is located in a XQ-protected environment, then incoming or outgoing connections are made in standard speech quality. Switch on this mode if you switch regularly between areas (XQ / office) and still wish to use Hi-Q audio in the office.


“System” Menu

New system: Enter the authentication code and the PARK code optionally. For more information on this, consult your system administrator.

Subscription:

Auto search: The mobile unit automatically checks in to the currently available system with the strongest signal. The mobile unit can only check in to the relevant system if it has previously been subscribed to that system. Please contact your system administrator if necessary.

[System 1...10]: List of systems where the mobile unit is already subscribed. The selected system is highlighted. Select an entry via the navigation keys. The mobile unit attempts to establish a connection with .

Press  to query and set additional options. These usually do not have to be changed. The following settings should be made by the system administrator.

Character set shows the character set used by the editor.

Details displays additional device data.

Use **Delete** to delete the subscription for the corresponding system.

Stop searching: this designates the mobile unit as absent on the system. This function is helpful on some systems if the system does not detect that the device is switched off and then e.g. activate call forwarding in this case.

Show IPEI: The international mobile unit code is displayed (IPEI = International Portable Equipment Identity). This may be necessary to designate your mobile unit on the communications system.

Version info: Information on the hardware and software status of the mobile unit is displayed.

“System menu” / Main Menu

This menu is only available when your mobile unit is checked into the Forum 500 / Forum 5000 communications system, see “System” Menu starting on page 115.

The menu **System menu** comprises the following menu groups under the menu header **Main menu**:

Calls

This is where the most important call-related features are grouped together.

Menu description: see page 118

Call forwarding

This menu group provides all types of call forwarding which you can programme on your telephone. Please note the explanations in the *Forwarding Calls* starting on page 57 chapter also.

Menu description: see page 122

Messages

This menu group offers information on e-mails and short messages which you have sent or received. Furthermore, you can programme appointment calls and activate prepared notification texts.

Menu description: see page 125

Protection

Among other things, you can activate the call protection or the telephone lock, and change the user PIN in this menu group.

Menu description: see page 127

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 access during a call.

Menu description: see page 128

Phone book

You can edit the phone books of the communications system in this menu group.

Menu description: see page 131

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, this is where you can access and configure your voicebox.

Menu description: see page 132

Central settings (central settings)

This is where you can configure central settings for the communications system. This is an optional menu item, it is only available if your system administrator has configured the appropriate authorisation for your user group.

Menu description: see page 133

A number of the menu entries in the System menu / Main menu are also available in other menus. For example, received e-mails are available under **Main menu > Messages** and also available via the **Info** menu. Features which affect your telephone’s reachability (e.g. call protection activated) are located at **Main menu > Protection** as well as in the **Info** menu under **Active features**.

To open the System menu /Main menu, do the following.

- Press **»»» longer** when idle.
- Press **»»» briefly** when idle. Select **System menu**.

Using code number procedures

Many features in the **System menu** can also be configured by entering code numbers. Code numbers are entered via the ***#** and **#*** keys respectively and in combination with a specific series of numbers (**0** to **9** keys).



Code number input is especially intended for analogue terminals on your system. Code numbers can also be used on your mobile unit. They are described in the short user guide “Code-number Procedures” (this is supplied with the system). A current online overview is available anytime in the **Codes** entry in the **System info** menu of the Forum 500 / Forum 5000 communications system Web console.

System menu: “Calls”



Call lists: Displays the lists of missed and accepted calls.

Missed calls: You see the call numbers of the callers who most recently tried to reach you. The name is displayed instead of the call number if the caller is in the system phone book.

This list also applies to calls transferred or forwarded to you from other internal subscribers.

- The  symbol indicates forwarded calls.
- A call when busy is indicated by the  symbol.
- When you receive an external call where the caller is displaying a different call number than the one actually technically being transmitted, a “?” appears next to the call number on the display. Note: Display of the “?” can be deactivated by the system administrator.
- If the call number indicated on the display is saved to a phone book entry, the name is displayed as usual 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 suppresses display of his/her call number via CLIR, the call is also saved on the caller list. Multiple calls from an unknown call number are listed as one 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.

The authorisations of your user group determine which calls are recorded on your caller list. Your system administrator can specify that internal calls, external calls, calls when busy, and calls from the door be included in your call list.

Select an entry. You can call the caller back directly by pressing the  call key. Alternatively, press the  softkey and then select one of the following options:

Dial: You call the caller back. If there are multiple trunk keys configured on your telephone (please refer to the chapter entitled *Multiple Trunk Keys* on page 52), upon callback,

the trunk key is automatically seized with which you originally received the call.

Delete: The entry is deleted after an enquiry. (An entry is automatically deleted when you call the caller back).


Phone book: You add the call number of the caller to one of the phone books (please refer to *Add Phone Numbers from Lists to Communications System Phone Book* starting on page 95).

Info: This displays information about the caller: call number or name, time of the last call and the number of calls.

Delete all: The list is deleted after a confirmation prompt.

Note: If your internal call number (e.g. “30”) is configured on multiple terminals, you can view and edit the calls for the call number 30 on each of these terminals. 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 page 118).

Voicebox mess. (voicebox messages): Displays the list of messages received. Each message is identified by the caller’s phone number or (if saved in the phone book) by the caller’s name. Messages that have not yet been played back are marked with a . The most recently received messages are at the top of the list.

Play: Listen to the message. You can also use the number keys to control message playback: **4** (rewind), **5** (pause) and **6** (fast forward).

Dial: You call the caller back. If there are multiple trunk keys configured on your telephone (please refer to the chapter entitled *Multiple Trunk Keys* on page 52), upon callback, the trunk key is automatically seized with which you received the voicebox message.

Delete: The entry is deleted after an enquiry.

Phone book: You add the call number of the caller to one of the phone books (please refer to *Add Phone Numbers from*

Lists to Communications System Phone Book starting on page 95).

Forward: You can forward the message to another voicebox **with comment** or **without comment**. Enter the call number of the other voicebox under **To**; use the ***** star key to end a spoken comment.

Mark as new: If the message is addressed to another person and you accidentally have listened to it, you can use this option to reset the message to “new” status.

Info: To view the call number or name of the caller, as well as the duration, date and time of the message.

Delete all: You delete all messages stored in your voicebox (after a confirmation prompt).

Note: Alternatively, you can also use the **Applications** menu for querying voicebox messages, see page 132 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 82). 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 to control message playback: **4** (rewind), **5** (pause) and **6** (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 call number of the caller to one of the phone books (please refer to *Add Phone Numbers from*

Lists to Communications System Phone Book starting on page 95). This menu item is not displayed when you selected an audio conference recording.

Forward: You can forward the recording to another voicebox **with comment** or **without comment**. Enter the call number of the other voicebox under **To**:: use the  star key to end a spoken comment.

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 (after a confirmation prompt).


Charges: You see the charges for the last call and the sum total for your device. If there are multiple trunk keys configured on your telephone, you can view the individual charges for each of these keys. 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 communications system users. To do so, your user group has to have “Costs” authorisation from your system administrator.

Number: Enter the internal call number of the other telephone.

Phone book: You can also select a call number from the phone 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  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.

On/Off: switching hunt group calls on or off

All: switching all hunt group calls **On/Off** for your telephone or for the trunk key selected

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 121).

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 set that your device is busy as soon as one of the trunk keys is busy. Any subsequent callers hear a busy signal.

on/off: switching the function on or off. A  indicates the function is switched on.

System menu: “Call forwarding”


Call diversion: Programming call diversions for your own telephone. If there are multiple trunk keys configured on your telephone, you can programme call diversions for each of these keys. To do so, select the desired key (e.g. **L1: [internal call number]**) and then press the  softkey.

Immediately / After delay / Busy: Select the desired forwarding type.

Dest.: Enter the call number you wish to forward to (for entering the call number, please refer to the chapter entitled *External Seizure and Entry of Call Numbers* starting on page 51).

Time: When programming call forwarding after time, enter the time in seconds after which a call is to be forwarded (10 sec ... 120 sec). If you do not enter a value, the default time interval provided by the system administrator at system configuration is used (default: 20 seconds).

Internal calls / External calls / Int./ext. calls (internal & external calls): Select which calls are to be forwarded.


On/Off: Switching call forwarding on or off. Active call forwarding is indicated by a . This is followed by the call forwarding destination.

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

Divert MSN (MSN call forwarding): Use the “Divert MSN” (MSN = Multiple Subscriber Number) to forward incoming **external** calls per MSN to **external destinations**. Several MSNs can be grouped together (this is configured by the system administrator) and forwarded to a common destination number. A list of the configured MSNs and MSN groups is displayed.

Immediately / After delay / Busy: Select the desired forwarding type.


Dest.: Enter the external call number to be forwarded to. For the “Divert MSN” type of call forwarding, the (external) destination number is always entered **without** the area code.

On/Off: Switching call forwarding on or off. Active call forwarding is indicated by a . This is followed by the call forwarding destination. A “?” preceding the entry, (e.g. ? **MSN Group 1**), means that call forwarding is active for only some MSNs or that there are different call forwarding types activated for this group.

Note: 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 (door call forwarding): This is where you can programme “Divert call immediately” for door calls. If several doorbells are configured on the communications system, first select the doorbell whose calls are to be diverted. The number of doorbells available, depends on the type of entrance intercom. Consult your system administrator if you have questions concerning the configuration of the doorbells.

Dest.: Enter the call number you wish to forward to (for entering the call number, please refer to the chapter entitled *External Seizure and Entry of Call Numbers* starting on page 51).

On/Off: Switching call forwarding on or off. Active call forwarding is indicated by a . This is followed by the call forwarding destination.

Remote divert (call diversion for): You can also configure call forwarding for other Forum 500 / Forum 5000 users. Programming call forwarding for a virtual call number is also possible (please refer to *Call for a virtual call number (Tele Secretary)* on page 72 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 themselves have authorisation to “Prevent call forwarding by other user”).

Number: Enter the internal phone number you wish to forward.

or ...

Phone book: You can find and select the desired call number in the communications system phone book (see page 93).

The next steps are identical with programming call forwarding (see page 122).

Follow me: This type of call forwarding diverts calls from another terminal (source) to your telephone. The PIN of the source terminal is required for this function. If the “follow me” function is active, all call numbers of the other device are forwarded **immediately** to your telephone.

Source: Enter the internal call number from which calls are to be forwarded.

PIN: Enter the user PIN of the source.

On/Off: Switching call forwarding on or off. You can switch “Follow me” call forwarding off again on your own telephone or on the

other terminal via the **Off** option. You can also switch off “Divert call immediately” on the other terminal.

System menu: “Messages”

Short messages: You can exchange short messages with other communications system users with a system terminal.

Received mail (main in-box): A list of senders of received messages is displayed.

Show: Short message text is displayed. Use the ► key to view date/time received and the sender.

Delete: The message is deleted after a confirmation prompt.

Forward: You can edit the message and then forward it to another user. Edit the message. Press the **Ok** softkey to forward it. Enter the internal call number of the user to whom you would like to forward the message. You can also select a call number from the communications system phone book. Confirm input/selection of the call number with the **Ok** softkey.

Delete all: All received messages are deleted after a confirmation prompt.

Outgoing mail (mail out-box): Short messages sent by you are displayed. In the same way as described in the above section, you can display, forward or delete these messages.

New message: You can send a message to another user. Enter the text (max. 160 characters) and then press the **Ok** softkey. Enter the internal call number of the user to whom you would like to send the message. You can also select a call number from the phone book. Confirm input/selection of the call number with the **Ok** softkey.

Note: Short messages can also be sent to system terminals from the **Forum CTI** Web application. Please refer to the **Forum 500 / Forum 5000** communications system online help for information.

E-Mail: A list of senders of received messages is displayed.

Show: The subject text of the e-mail is displayed. Use the ► key to view date/time received and the sender.

Delete: The e-mail message is deleted after a confirmation prompt.

Delete all: All received e-mail messages are deleted after a confirmation prompt.

Note: The actual e-mails are not deleted. You can access and edit these at your desktop PC with your e-mail programme.

Appointments: You see the status of both appointments which can be programmed in the menu **System menu:** ✓ = appointment activated.

Time: Displays time set for the appointment.

Ok: Enters/changes time setting.

Reason: Displays text entered for the appointment.

Ok: Enter/change the text (31 characters max.)

Repeat

Single: Appointment is signalled when the set time comes around.

Date: Appointment is signalled once at the time set on the date entered. Enter the date. The date format is set in the **Time/Alarms** menu (see page 111).

Mo - Fr: Appointment is signalled weekdays at the time set.

Sa - Su: Appointment is signalled on the weekend at the time set.

Every day: Appointment is signalled daily.

On/Off: Switching appointment on or off.

Note: If the ringer is switched off (see page 113), there is no acoustical signal for the appointment set. Appointments can also be programmed in the **Time/Alarms** menu (see page 110).

Presence: You can inform other communications system users regarding your presence status, e.g. you are currently not in the office. 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. Use the ▲ and ▼ navigation keys to select the desired text. If no message is to be displayed, select the text **Available**.

Text: List positions available for your own message text

Ok: Enter/change the text (23 characters max.)

Note: Messages can also be entered via the **Forum CTI Web** application. Please refer to the Forum 500 / Forum 5000 communications system online help for information.

System menu: “Protection”

Call protect.: Switching signalling of calls on/off for all call numbers of your device (exception: VIP calls and hunt group calls continue to be signalled). When call protection is activated, a caller hears either a ringing tone or a busy signal (the system administrator configures this when configuring user groups).

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

Int./ext. calls (internal & external calls): You can activate call protection either for internal calls only, for external calls only, or for all calls.

On/Off: Switching call signalling on or off.

Note: Call protection is only in effect on the terminal where it was activated. If the internal call number of the terminal is available multiple times (i.e. on other terminals as well), call protection is not automatically activated on them.

Announc. prot (announcement protection): Switching the announcement protection **On** or switching it **Off**. When announcement protection is activated, no announcements can be made to your telephone (please refer to page 87 also).

If there are multiple trunk keys configured on your telephone, you can switch announcement protection on/off for each of these keys. 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 allow another person to use your telephone, you can activate the telephone lock. Then your telephone is given the authorisations for the “Guests” user group. This user group is configured by the system administrator and prevents unauthorised persons from accessing, reading or making changes in the **System menu** and its menu entries and lists on your mobile unit. Dialling rights may also be restricted. A programmed emergency call key or the **SOS**

key can still be used on the Forum Free 588.

Please contact your system administrator for information on the altered range of functions when the telephone lock is on. Telephone lock access is user-PIN protected (default “0000”). After entering the PIN, activate / deactivate the function with the **On** or **Off** option.

Baby call: Switches baby call on/off (please refer to page 89 also).

Dest.: Enter the destination call number for a baby call.

On/Off: Switching baby call on or off.

Change PIN: Enter the current user PIN (6-digits max.) and then the new PIN twice. You require this PIN for accessing the telephone lock (see page 127). If you have misplaced your PIN, please contact your system administrator.

Availability: All active features (call protection, call forwarding, call waiting protection) which affect your reachability are deleted.

Call wait Prot: While you are making a call, and are thus busy, other internal/external subscribers can use call waiting to notify you that they are calling you also. If you would like to prevent this, activate call waiting protection (**On**); the caller hears a busy signal.

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

Note: Call waiting protection is only in effect on the terminal where it was activated. If the internal call number of the terminal is available multiple times (i.e. on other terminals as well), call protection is not automatically activated on them.

Intercom prot. (Intercom protection): Switches the intercom protection **On** or **Off**. When intercom protection is activated, no intercom announcements can be made to your telephone (please refer to page 87 also).

System menu: “Connections”

The following features are executed if the current connection state of your telephone permits. These features are also available in the state-dependent menus.

Call pick-up

Pick-up: You pick up the call intended for another telephone in your pick-up group.

If the called subscriber belongs to a user group with pickup protection activated, you cannot pick up calls for that person’s call number.

Pick-up select. (Pickup selective): After entering the call number, you pick up the call for any other telephone.

If the called subscriber belongs to a user group with pickup protection activated, you cannot pick up calls for that person’s call number.

Note: If the other telephone is already in the call state (e.g. an answering machine is making an announcement), you can pick up the call with “Pickup select.”. 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 select” is not possible.

Take: You wish to take a current call from one terminal over to your DECT telephone and continue the call on the DECT telephone. To do so, your DECT telephone and the other terminal must have the same internal call number.

Dial

Announcement: You direct an announcement to other **system terminals** (please refer to page 87). Enter the call number of the subscriber to whom you wish to transfer under **Dest:**. Announcements can also be directed to call numbers where multiple subscribers can be reached (e.g. a hunt group call number).

Note: If a called subscriber has announcement protection on (see page 127), this feature is not executed.

Intercom: This function is for directing an announcement **to a single system terminal** and the microphone is switched on the system terminal called (please refer to page 87). The subscriber called can answer you immediately without having to press a key. Enter the device ID of the terminal in **Device-ID:**. For information on the device IDs available, contact your system administrator.

Note: If a called subscriber has call waiting protection on (see page 128), this feature is not executed.

VIP call: Your next internal call is executed as a VIP call. Enter the call number under **To:**. Even when the internal subscriber called (with system terminal only) has activated call waiting protection, call protection or call forwarding, your call is now signalled acoustically.

Door opener: You activate the door opener.

Phone book: You open the Forum 500 / Forum 5000 phone book and can call one of the subscribers listed there (please refer to the chapter entitled *Calling from the Communications System Phone Book* on page 93).

Switch auth. (Switch authorisation): You switch another terminal into a user group defined by the system administrator. When the user group is changed, this involves different authorisations, e.g. the authorisation for international dialling. This switch only applies to the next call conducted on this terminal. Please consult your system administrator regarding changed authorisations when switching user groups.

Number: Enter the internal call number of the terminal whose authorisation you wish to switch. Use **On/Off** to activate/deactivate the switch.

Phone book: You can find and select the desired call number in the communications system phone book (see page 93). Use **On/Off** to activate/deactivate the switch.

Note: If the terminal to be switched is making a call, the authorisation switch takes place when the call is finished. 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. Charges are only displayed if a call costs something.

PIN dialling: For the next call, you switch 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 system configuration and 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.

System menu: “Phone book”

You can edit **communications system** phone books in this menu (please refer to the chapter entitled *System Phone Book* starting on page 93). Your user group authorisations determine which phone books you can edit.

New entry: Creating a new phone book entry.

Personal / Company / Central: Select the desired phone book.

Name / First name: Enter last name and first name.

No. office / No. mobile / No. private: Enter the corresponding call number.

Abbrev. no. (available in the central phone book only): You can assign a speed-dialling number to each entry call number. You automatically have the next available speed-dialling number (Abbrev. no.) offered to you. If you wish to assign them, press the **OK** softkey. If not, delete the speed-dialling number with the C key **C** (enter another unused speed-dialling number if needed) and then press **OK**.

Transmit number: For each call number in a telephone book entry, you can specify whether your own call number should be automatically displayed or not whenever you dial these numbers (from the telephone book).

- **Default:** You can decide before calling this call number whether or not your call number is to be transmitted or not (refer to the *Menu when Pre-dialling* starting on page 66 chapter also).

- **yes:** Your call number is always displayed.
- **no:** Your call number is always suppressed.

Default office / Default mobile / Default private: Select the default number. The default call number is dialled automatically if no other call number of the phone book entry is selected before establishing a connection.

Edit: Change an existing phone book entry

Personal / Company / Central: Select the desired phone book.

Name: Enter the first letter/s of the name. Then select the desired entry from the list displayed.

Delete: The entry is deleted.

Edit: Overwrite and/or add to the current entry information. The procedure is identical to the one described in the “New entry” section on page 131.

System menu: “Applications”

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.

Voice box: This menu is only shown if the system administrator has installed the additional programme package **Forum Voicemail** and configured a voicebox for you.

Voicebox mess. (voicebox messages): You see the list of received voicebox messages and can listen to them and edit them (please refer to “Voicebox messages” starting on page 119).

Call voicebox: You call your voicebox. The next steps are voice-controlled.

Please refer to the user guide of the **Forum Voicemail** voicebox programme for detailed 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 terminal. The menu entry **Server menu** will be offered to you in this case. Contact your system administrator if you have questions.

System menu “Central settings”

In the menu **Central settings** you can define rules and settings for the time management of your system. The **Time control** menu entry is available if the user group of your telephone has been granted “Time Control” authorisation by the system administrator. The **Date/Time** menu entry is only available if the system administrator has assigned the **Expert** service profile to your user group. If you do not have any of these authorisations the **Central settings** menu will not be displayed.

Time control: In the Forum 500 / Forum 5000 communications system several time groups can be configured. Depending on the activated time group, incoming calls are signalled on different terminals.


Automatic: Activates automatic time control. The configured time groups then switch automatically according to the timetable configured by the system administrator. This setting remains active until one of the existing time groups is set manually.


Time group: The system administrator can configure up to 10 time groups. The time groups are either numbered (default setting) or they have been given a name by the system administrator. You can manually select a specific time group; the automatic time control is then deactivated.

Note: Any “MSN” call diversion 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.

“Settings” Menu

Key lock: Press the  softkey to activate the key lock (please refer to page 39).

Key programming: You can programme the softkeys (except ), the side keys, the call key and the hotkey (not the Forum Free 568). After calling the **Key programming** feature, press the key you wish to programme. A pick-list of programmable functions appears.

Forum Free 588: This is where you set the SOS key function. After calling up the menu press the SOS key and select ...

SOS call: with confirmation: After a short key press on the SOS key in an emergency a prompt is displayed. This prompt avoids to initiate the SOS call by mistake. After a long key press the SOS number is dialled directly.

SOS call: immediately: After a key press on the SOS key in an emergency the SOS number is dialled directly.

User name: Displays the user name name, shown on the display when idle.

Display

Language: Select a display language from the list.

Font settings: You can select a small, medium or large font for the display.

Color schemes: You have a range of 5 different background colours to choose from for the menus.

Brightness: Change display brightness to adjust to current ambient lighting conditions using the ◀ and ▶ navigation keys or by entering a number (1 ... 8).

Illumination

Display dimming: This setting is for keeping the display illumination always on, or dimmed for a definable time (1 min ... 48 min), also for when the device is idle or on the charger. This setting reduces battery operating times. This is why you should only select the on setting (permanent) if you regularly charge the mobile unit after usage.

Display: This is for setting how long full display illumination (e.g. after each key press) remains on (10 ... 240 sec).

Keyboard: This is where you set how long keyboard illumination remains on after each key press (**Light off**, 1 ... 240 sec).

Charger: This is where you set how long display illumination remains on when the device is placed on the charger (**Light off**, 1 ... 240 sec).

Conversation: To save battery power, you can define how the display is illuminated during a call connection (**Light off**, **Light on**, **Light dimmed**).

LED indications: You can switch LED display on/off as desired (see also page 27).

Life indication: LED slowly flashing green or orange.

Incoming call: LED quickly flashing green or orange with incoming calls.

Out of range: Red LED flashing quickly when you leave the radio range of the system.

Charge indication: LED lights up orange when the battery is charging, changing to green when charging complete.

Info: Slowly flashing red LED, e.g. when there is a new entry on the caller list.

Handsfree: Green LED lights up when the loudspeaker is on.

Appointment: Slowly flashing red LED when appointment signalled.

Alarm clock: Slowly flashing red LED when wake-up time signalled.

List access: The caller list and / or the re-dial list are usually managed on your mobile unit (setting: **Local**). If a list is also stored on the communications system (setting: **PBX**), you can select which list you wish to display. When **Automatic** is selected, the device always shows the **PBX** list (if available) of the communications system. If this list is not available, **Local** is automatically selected. Selecting the **PBX** list (or **Automatic / PBX**) is a good idea if your mobile unit is operated parallel with the corded telephone. This means that both devices have access to the same list and changes are shown on both devices.

Device options

Silent charging: The mobile unit does not signal any calls as long as it is on the charger. As soon as you remove it, calls are signalled again. The calls are recorded on the caller list. **Silent charging** does not apply to charging via the USB port (available on the Forum Free 578/Forum Free 588).

Auto. key lock: When this function is active, the keypad lock is automatically switched on if you do not use the device for more than 60 seconds.

Auto answer (charger): If this function is active, the mobile unit automatically accepts a call when it is taken from the charger.

Auto answer (call): This function has the mobile unit automatically accept a call. You only activate this feature if your work procedures necessitate it, as it could enable a caller to listen in without your noticing. To be on the safe side, the automatic call acceptance is introduced with 3 notification tones and a quickly blinking green LED signals the connection.


The function is useful for being immediately informed of important things (e.g. when on call). In addition, when operating the mobile unit, this function can be used more easily with a headset. Press **Change** to switch on or off.

The following options can be configured:

Time: you can set the length of time after which a call is automatically accepted: 0 sec ... 20 sec.

Please note: if your device supports the text messages and / or paging features, do not enter a value any less than 3 seconds.

Handsfree: the call can be accepted in the handsfree mode (loudspeaker is activated). Using the setting **In charger only** or **Always** differentiates whether or not handsfree is switched on only when the mobile unit is in the charger or whether it is also switched on when, e.g. it is being carried.

Microphone: the call can be accepted automatically with or without the microphone switched on. The microphone can, however, be switched on with the  softkey after taking the call.

LED indications: this is for switching the LED display on or off during a connection.

Attention tone: the notification tone at the begin of the automatic call acceptance can switched on or off with this.

Auto quick hook: if this feature is activated, this destination is immediately dialled by pressing and holding a speed dial key (see page 100). The prerequisite is that the associated phone book entry only contains one destination (personal, office, mobile, e-mail or fax). Otherwise the list of the entries is provided in pre-dialling.

Bluetooth (available on the Forum Free 578/Forum Free 588)

BT Status: Shows whether *Bluetooth* is switched on or not. Press the **Change** softkey to switch on or off.

Select headset: Select the headset you wish to use from the list of subscribed headsets.

Subscribe headset: Press the **New** softkey to subscribe a new headset for use on your mobile unit. Carry out the steps necessary for the headset (see headset user guide). The mobile unit searches for *Bluetooth* devices within range for ca. 30 sec. Select an entry, press the **Ok** softkey and enter the headset PIN. “Pairing” is started.

If you wish to change the name or delete a *Bluetooth* headset, select ...

»»... **Edit:** Changes the headset name.

Delete: The subscription data for the corresponding headset is deleted after a confirmation prompt.

Device ID: Displays the Bluetooth device ID of your DECT telephone

“Security” Menu

You have to enter the device PIN to open the **Security** menu. The default is “0000” (4 digits of 0 (zero)).

Phone lock: The telephone is locked. Now only incoming calls can be accepted. A programmed emergency call key or the SOS key can still be used on the Forum Free 588. To remove the telephone lock, see page 39.

Change PIN: Change the device PIN for the **Security** menu. Enter the new PIN and then re-enter the new PIN once more.

SOS call


SOS number: Enter the call number for an emergency call. This SOS emergency call number is dialled when the SOS key is pressed (Forum Free 588), when a programmed emergency call key is pressed or via the **Alarm sensor** (Forum Free 588, if no **Alarm number** is programmed). If the SOS emergency call number is predefined by the system, this menu entry does not appear.

SOS key: you can define what the SOS key does (Forum Free 588). Either the emergency call number is dialled immediately (**SOS call: immediately**) or just after being pressed again (**SOS call: with confirmation**).

Alarm sensor (Forum Free 588 only): Please read the description of the alarm sensor on page 48 before making configurations.

Alarm number: If the SOS emergency call number is predefined by the system, this menu entry does not appear.

Enter the alarm call number to be dialled when there is a sensor alarm.


Forum 500 / Forum 5000 systems only: You can prefix the call number with the R key function (enquiry) by pressing the  key 3 times. Then an alarm call can also be made during a call (depending on mobile unit).

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

Alarm auto answer: You can configure whether a call from any call number is automatically answered during a prealarm. No matter what the setting, calls from the alarm call number or the SOS emergency call number are automatically accepted and prealarm ended.

Handsfree in alarm: You can configure whether an alarm call is done in handsfree or receiver operation. This setting also applies to the emergency call via the SOS/emergency call key.

Pre alarm: Use `Change` to switch the pre-alarm for all alarm types on or off.

 **Alarm tone:** The pre-alarm can be sounded with or without an alarm tone on the handset. If the alarm tone is activated, the signalling volume increases progressively.


Vibrator: You can set whether the pre-alarm should also be signalled with vibrator call.

Duration: You can set the time (10 sec ... 75 sec) that should elapse before the emergency number is dialled. An increasingly loud ring tone (alarm tone) is signalled on the handset during this time (provided it is activated).

During the pre-alarm the alarm can still be cancelled with the following measures.

- With mandown alarm: By pressing `Esc` or holding the handset vertical for at least 4 seconds.
- With the escape alarm: By pressing `Esc`.
- With the no movement alarm: By pressing `Esc` or shaking the device sideways for 1 – 2 seconds.

Mandown: Use `Change` to switch the mandown-alarm on or off.

 **Alarm in conversation:** Switch off this feature to prevent alarm activation by mistake during an active call.

Delay: Allows you to set the amount of time the handset can remain outside the vertical position before a pre-alarm is triggered (1 sec ... 75 sec).

Please switch “Vibra call” off in the “Ringer settings” (see page 113) if you wish to use the mandown alarm.

Angle: Select the inclination angle of the handset in which the alarm will be triggered.


Steep: Approximately 45° from the vertical position.

Medium: Approximately 55° from the vertical position.

Flat: Approximately 65° from the vertical position.

The inclination angle will be detected in each axis of the handset.

No movement alarm: Use `Change` to switch the no movement alarm on or off.

 **Alarm in conversation:** Switch off this feature to prevent alarm activation by mistake during an active call.

Delay: Allows you to set the amount of time the handset can remain still before a pre-alarm is triggered (1 sec ... 75 sec). To prevent unwanted alarms, pressing any key on the device resets the delay – e.g. if you are navigating the menu.

Sensibility: Allows you to set the sensitivity (**Low, Medium, High**). This allows you to adapt the sensor to the different


movements (e.g. ways of walking) of the surveillance personnel.

– Low sensibility means: Slow movements are enough to reset the delay once again.

– High sensibility means: Only rapid (jolting) movements will reset the delay.

Please switch “Vibra call” off in the “Ringer settings” (see page 113) if you wish to use the no movement alarm.

Escape alarm: Use **Change** to switch the escape alarm on or off.

 **Alarm in conversation:** Switch off this feature to prevent alarm activation by mistake during an active call.

Delay: Allows you to set the amount of time the handset can be in rapid movement before a pre-alarm is triggered (1 sec ... 75 sec).

Sensibility: Allows you to set the sensitivity (**Low, Medium, High**). This allows you to adapt the sensor to the different movements (e.g. running movement) of the surveillance personnel.

– Low sensibility means: The alarm is triggered only by rapid or jolting movements.

– High sensibility means: Slower movements are enough to trigger the alarm.

Please switch “Vibra call” off in the “Ringer settings” (see page 113) if you wish to use the escape alarm.

Repeat alarm: This is the time interval after which another prealarm including subsequent dialling of the alarm call number is executed, e.g. because calling the alarm call number was cancelled (**Off, 5 sec ... 240 sec**). Use **Change** to switch the repetition of an alarm on or off.


Reset to default: You can reset various areas of your settings back to factory settings.

Personal directory: The entries in your personal phone book are deleted after a confirmation prompt.

VIP-list: the VIP list (see page 45) is deleted.

- New info:** Entries in the **Info** menu (see page 105) are deleted after a confirmation prompt.
- All lists:** All lists (caller list, redial list) are deleted after a confirmation prompt.
- Key programming:** All programmed keys will be reset to the status they had on delivery.
- User settings:** All user settings (e.g. display language, display settings) are returned to factory setting after a confirmation prompt.
- All:** The mobile unit is reset to factory settings after a confirmation prompt. Device registration on the system and the PIN are not affected.

“Profiles” Menu

As default, there are 4 pre-defined profiles included for the settings characteristic to “Purpose”. There is a fifth profile for other settings. You can change all profiles and re-name them as desired. The activated profile is displayed when idle behind the  symbol.

Select

- No profile:** No profile is used under this setting. The settings you select apply.
- Normal:** The parameters for “normal” usage are configured in this profile.
- Headset:** Headset operation parameters are pre-defined in this profile.
- Meeting:** Parameters for using the mobile unit during a call are pre-defined in this profile.
- Loud:** This profile has parameters for usage in an especially loud environment.
- <Profile 05>:** This profile can be used as you please.

Settings: Select one of the profiles to make changes.

Profile name: Change the profile name if necessary.

Ringer volume: Set your preferred ringer volume (**Increasing**, levels 1...7).

Ringer device: Select where and with what you wish ring tones to be made (loudspeaker, headset, vibrator).

Play once: Select whether a ring tone sounds once or repeatedly.

Key click: Switch key click on or off.

Confirm tones: Switch the confirmation tones on or off.

Noise detection: Switch automatic noise detection for a louder ringer on or off.

Loud environment: Switch this function on to have voice quality adjusted in a loud environment.

Silent charging: Switch the **Silent charging** function on or off (see also page 135).

LED incoming call: Switch LED display for an incoming call on or off.

“Door opener” Menu Entry

This menu entry is only available when your mobile unit is checked into the Forum 500 / Forum 5000 communications system, see “*System*” Menu starting on page 115.

Door opener: You activate the door opener.

Key Programming

Your mobile unit enables you to assign frequently used functions to specific keys.

Programmable Keys

Forum Free 568

The **left and middle softkeys** below the display, the **call key** and the **left and right navigation keys** can be programmed. The left and right programmed navigation key of the mobile unit can also be used during a connection.

Forum Free 578 / Forum Free 588

The **left and middle softkeys** below the display can be programmed. These programmed keys can only be used when idle.


The **three side keys (left)** and the **hotkey (right)**, the **call key** and the **left and right navigation keys** can also be programmed as usual. These programmed keys can be used during calls and when the mobile unit is idle.

After programming, the display shows the programmed function (not for the hotkey, however). A short key press is sufficient to call the function.










Note: Please keep in mind that some functions are only displayed during a call. When you, e.g. access the caller list, you can scroll through it and edit it, however, you cannot dial a call from the list.














Programmable Functions

Call up the **»»» > Settings > Key programming** menu (see page 133).

If you press the  softkey while programming keys, the standard factory setting value of the key is displayed. You can confirm them via **OK**.

The following selection is offered:

	No function	The key is available.
	VIP list	A call number list (6 entries max.) is assigned to the key. The VIP-List is assigned to the hotkey as the default setting. You have to programme the key first before you can assign call numbers to the VIP-List. After calling it the first time, enter the corresponding call number and name so the list becomes available to you.
	Alarm clock	Initial programming of alarm clock settings is done.
	Appointment	Initial programming of appointment settings is done.
	Profile	The selection of profiles is presented.
	Info	The info menu (caller list, redial, ...) can be programmed.
	New Info	If new messages or, e.g. new calls have arrived in the call list, the list entries are directly retrieved with the programmed key.
	Caller list	Here is the caller list.
	Redial list	Here is the redial list.
	Voice box	Here is the list of voicebox messages.

	Paging messages	If your Forum 500 / Forum 5000 communications system is equipped with a corresponding application, here is where you can programme access to paging announcements.
	Acknowledge message	The key is for acknowledging received messages (paging).
	Text messages	Assigns the key access to new short messages.
	Jobs	Assigns the key to the task list (if available on your system).
	e-Mail	Accessing new e-mail messages is assigned to the key.
	Menu	The key is assigned device menu access.
	System menu	The key is assigned access to the system menu / main menu of the Forum 500 / Forum 5000 communications system.
	Server menu	Accessing the server menu is assigned to the key.
	Personal directory	Here is the personal phone book (saved on the phone).
	Central directory	Here is the Forum 500 / Forum 5000 communications system phone book.
	Navigation	Assigns the key alternative access to functions which are assigned to the navigation keys.
	SOS-call: with confirmation	Assigns the key as SOS emergency call key. After a confirmation prompt the emergency call number is dialled which is saved in the  > Security > SOS call > SOS number menu (see page 137).



**SOS call:
immediately**

Assigns the key as SOS emergency call key. The emergency call number which is saved in the **»»» > Security > SOS call > SOS number** menu is dialled directly (without confirmation prompt).

Forum Free 578 / Forum Free 588: If the SOS emergency call key is to be available during a call also, please do not assign this function to one of the middle or left softkeys (see page 47).



Take

Assigns the key the **Take** function (see page 129).



Un park

Assigns the key the **Un park** function (see page 86).



Pickup

Assigns the key the **Pickup** function (see page 129).



Pickup select

Assigns the key the **Pickup select** function (see page 129).



VIP call

Assigns the key the **VIP call** function (see page 130).



Announcement

Assigns the key the **Announcement** function (see page 129).



Intercom

Assigns the key the **Intercom** function (see page 129).



Door opener x

Assigns the key the **Door opener** function. There are multiple door openers available depending on the system configuration.








Select line

Assigns the key access to the trunk keys of your telephone (please refer to page 52 also).






Line x

Assigns the key access to a selected trunk key of your telephone.

	Active features	Assigns the key access to the Active features menu entry of the system menu / main menu (see page 107).
	Light	Programs a key for switching the display illumination on and off.
	Bluetooth	Assigns the access to the Bluetooth menu to the key (Forum Free 578 / Forum Free 588 only).
	Hi-Q audio	Assigns a key to switch between Standard audio and Hi-Q audio (see page 114).
	Volume	Programs the access to volume control to a key (the programmed key is not labelled with a symbol / icon).

Alternative access to default functions

If you have re-programmed default functions, you have other options for accessing these functions.

	Redial list	... long key press of call key 
	Navigation	... by pressing the Δ , ∇ , \triangleright , \triangleleft keys

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 8. These precautions apply to the mobile unit, the charging station, the 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, then with a dry cloth.

Note: Never spray your telephone with cleaning fluid or solvents. Clean the contacts of the mobile unit and charging station with a lint-free cloth.

Accessories

Headsets

Connected headsets must conform with the standard DIN EN 60950-1, Point 6.2. Please contact your Proximus customer consultant if you require further information about the connectable headsets, adapters and adapter cables.

USB charger

If you wish to charge your Forum Free 578, Forum Free 588 mobile units via a USB charger, please use a USB power adapter available for purchase with the following specifications:

Socket type: Mini USB connector

Type: Switching power supply 100 V to 240 V / 50 – 60 Hz

Power output: ca. 5 W

Output voltage: 5 V / DC

Be sure to use a AC adapter plug with official certification from the relevant agencies.

Please contact your Proximus customer consultant if you require further information about the USB charger.

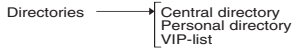
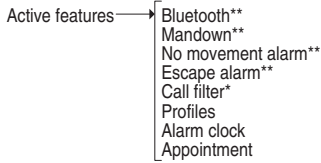
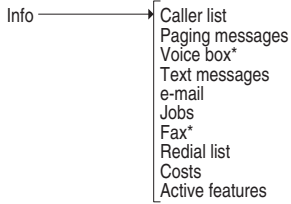
Should you require a USB cable, it may be purchased in a store. Use a shielded “USB 2.0 A to USB mini B” type USB cable only. Please contact your Proximus customer service representative if you require further information on the USB cable.

Technical Data

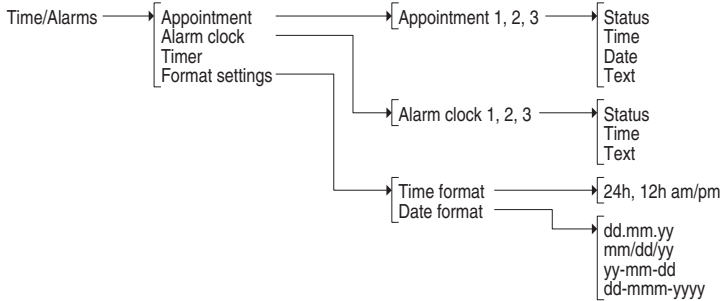
Standard:	DECT /GAP
Number of channels:	120 duplex channels
Frequencies:	1880 MHz to 1900 MHz
Duplexing:	Time-division multiplex, 10 ms frame length
Channel spacing:	1728 kHz
Bit rate:	1152 kbps
Modulation:	GFSK
Speech coding:	32 kbps (Standard audio) 64 kbps (Hi-Q audio)
Transmission power:	10 mW (average output per active channel)
Range:	up to 300 m outdoors, up to 50 m indoors
BluetoothQD ID:	D032724
Charger power supply:	AC 110 – 240 V / 50 / 60 Hz
Mobile unit / standard battery operating time:	Standby time / talk time up to 100 hours / 12 hours
Standard battery:	Li-Ion battery, 3.7 V / 850 (880) mAh / 3.15 (3.3) Wh
Charge time for empty standard batteries:	2.5 hours
Permissible ambient temperatures for mobile unit operation:	5° C to 40° C
Permissible storage temperature:	-5° C to 45° C
Charger dimensions:	Length / Width / Height 76 x 75 x 24 mm

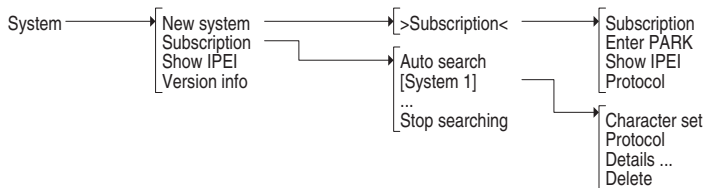
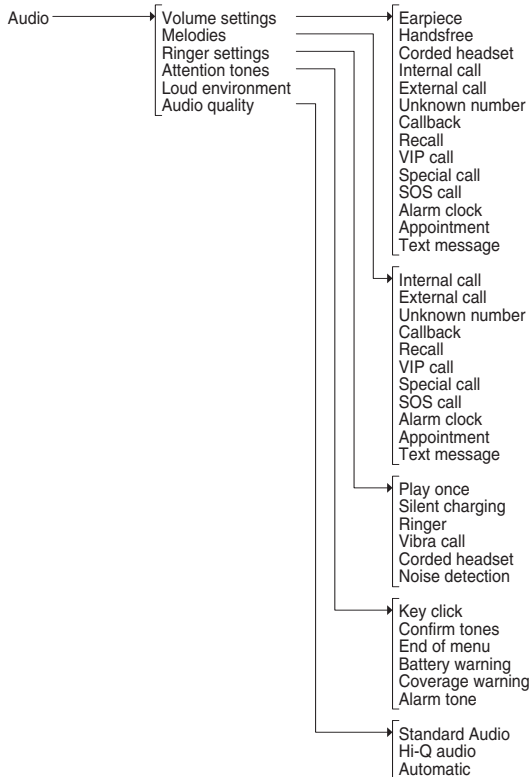
Mobile unit dimensions:	Length / Width / Height
Forum Free 568:	135 x 49 x 22.5 mm
Forum Free 578:	135 x 49 x 22.5 mm
Forum Free 588:	135 x 53 x 22.5 mm
Charger weight:	40 g
Mobile unit weight:	(with battery):
Forum Free 568:	120 g
Forum Free 578:	120 g
Forum Free 588:	125 g
Length of power supply cable:	1.5 m

Menu Tree

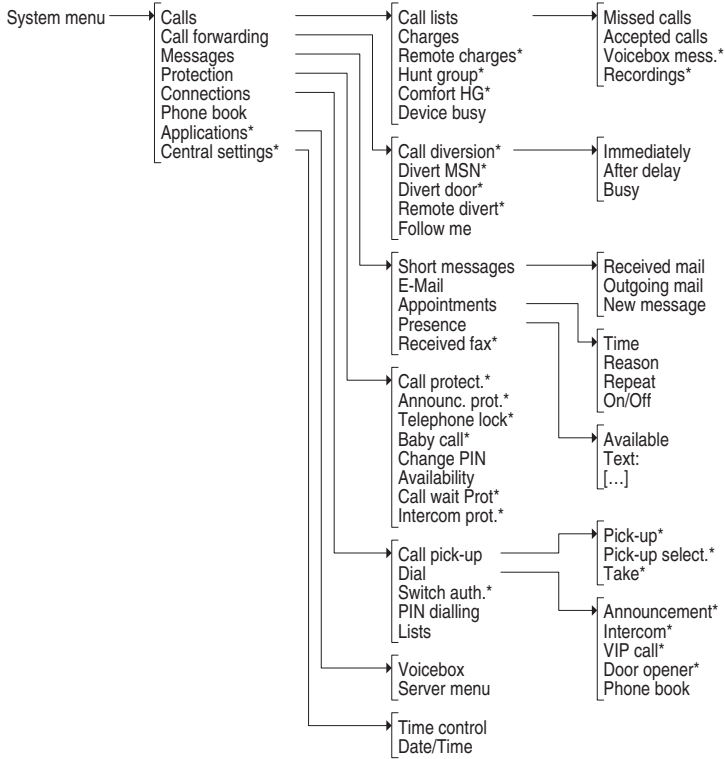


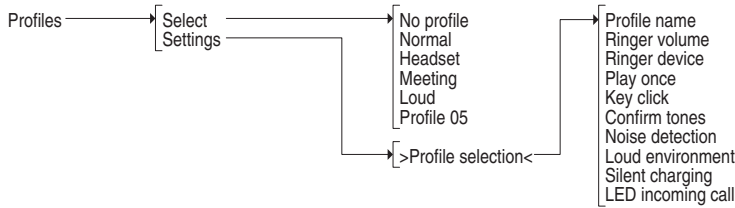
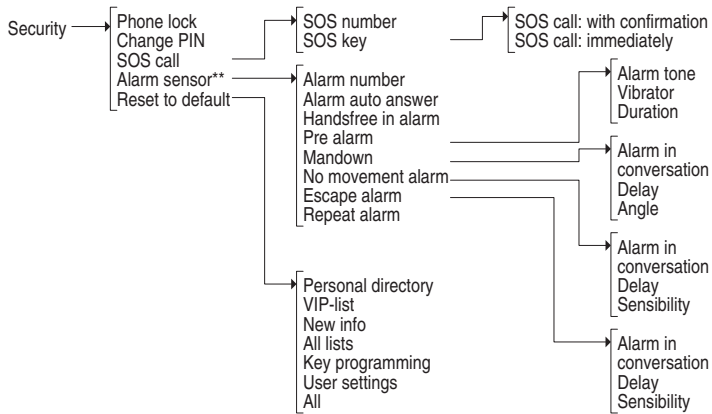
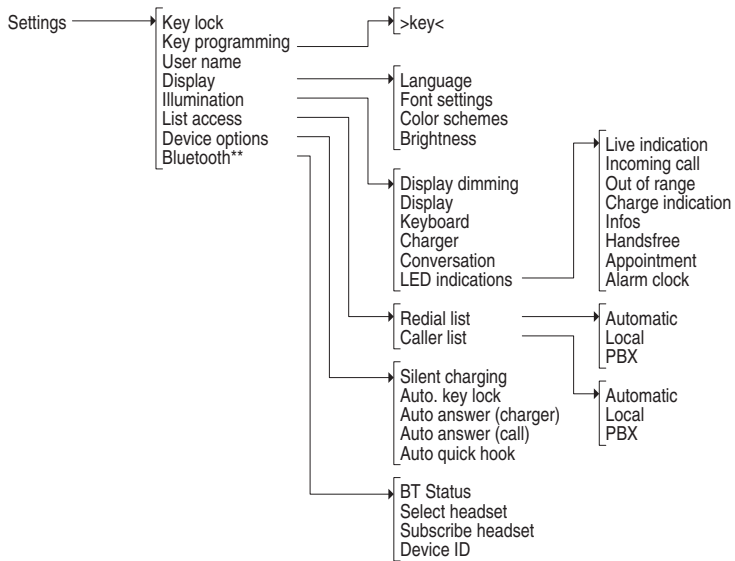
Un Park
Pickup
Take





Menu Tree





Door opener*

*) offered when the communications system allows / supports this

***) offered only for certain terminal types

Environmental Information

- The equipment that you have purchased required the extraction and use of natural resources for its production. It may contain substances hazardous to 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 recycling systems. These systems reuse or recycle most of the materials of your worn out equipment in a sound way.
- The crossed-out wheeled 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 in charge of rubbish disposal.
- You can also contact us for more information on the environmental impact of our products.



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Notes

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