

Belgacom IDS 310 Belgacom Forum™ 700

Reception terminal



belgacom

How to use this guide ?

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

• Actions



Off-hook.



Hang up.



Description of an action or context.

• Navigator



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

• Display and display keys



Partial view of display.



Display key.

• Programmable keys and icons



Line key.



Icon corresponding to key.



Key programmed by technician to access service.

• Keypad



Numeric keypad.



Alphabetical keypad.



Specific key on numeric keypad.

• Audio keys



Loudspeaker.



Hands free.



Adjustment "reduce".



Adjustment "increase";

• Other fixed keys



Fixed key.



MENU key.

• Other symbols used



Alternative to action sequence.



Important information.

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

Contents

1.

Getting to know your telephone p.6

Client check-in p.8

1.1 Registering a client when he checks-in. p.8

2.

Client consultation p.10

2.1 Printing a client information ticket p.10

2.2 Wake-up p.11

2.3 Do not disturb p.12

2.4 Metering credit p.13

2.5 Check-out p.13

2.6 Client name p.14

2.7 Language p.14

2.8 Message service. p.14

2.9 Public number (DDI). p.16

2.10 Barring p.16

2.11 Password p.16

3.

Client check-out p.18

3.1 Printing a telephone bill p.18

3.2 Pre check-out p.18

3.3 Check-out p.19

Contents

4.

Customising your application	p.21
4.1 Wake-up	p.21
4.2 DDI allocation	p.21
4.3 Language	p.22
4.4 Metering credit	p.22
4.5 Barring	p.23
4.6 Currency	p.23
4.7 Do not disturb	p.24
4.8 Taxation parameter	p.25
4.9 Exit time	p.26
4.10 VAT rate	p.26
4.11 Client record screens	p.26

5.

Room status	p.29
5.1 Room status indication	p.29
5.2 Room status consultation	p.30
5.3 Producing a room status ticket	p.31
5.4 Room status configuration	p.32
Guarantee and clauses	p.34

Contents

Getting to know your telephone

■ Navigator

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



■ Guide key

This key lets you:

- obtain information about the telephone
- program the keys

Light indicating messages received.

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

Hang-up key
To terminate a call or programming.

■ Audio keys

Loudspeaker:
to share a conversation

to reduce
loudspeaker or
receiver volume



to increase
loudspeaker or
receiver volume

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

■ Alphabetical keypad





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

■ Programmable keys and icons




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

Icons are associated with each of these keys:






Call icons:

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

Function icons:

-  Function active.
-  Function requiring action.
-  Terminal or line busy.













Preprogrammed function keys:

-  Divert calls to another number.
-  Access the various mail services.
-  Access your personal directory.
-  Transfer call to another terminal.
-  Make an ISDN call.

Some other keys have been programmed by your technician for your own convenience:

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

Room terminal icons :

	1st segment	2nd segment	3rd segment
			
Lit	Room taken	Terminal busy	Room not cleaned
			
Not lit	Room free	Terminal free	Room cleaned
			
Flashing	Wake-up alarm problem	Terminal ringing*	Room problem

*internal or outside call

■ Installing the programmable key label

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

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



1.1

Registering a client when he checks-in.

- **When a client arrives, select a free and cleaned room :**



“Hotel”
programmed key



key corresponding to a
free room

OR



directory no. of room

According to the sequence of screens, you must:

- 1) Enter the “empty” fields (client name, for example).
- 2) Modify the fields which do not correspond to the default values (language, for example).
- 3) Validate all the check-in screens as you go along.

The validation (OK key) of the last screen quits the CHECK-IN; the room is then considered occupied, a “Client Information Ticket” is printed automatically.

- **The following screens correspond to the check-in (a maximum of six from eight):**

- **Deposit:**

A prepayment (metering credit) is proposed by default.
You can modify the amount or select “NoPrep” (no prepayment).



The client prepayment amount is converted into a number of metering impulses (metering credit). When his credit runs out, an audio signal warns the customer that:

- his call is about to be cut off,
- he cannot make any more outside calls,
- he is requested to make a further prepayment.

- **Guest's name:**

Enter the client's name (8 characters max.).

- **Wake-up time:**

A wake-up alarm time is proposed by default.
You can modify the time or select “Clear” (no wake-up alarm).

- **DND:**

Activate (DND) or deactivate (dnd) the “do not disturb” feature.

- **Language:**

Select the client's language from the possibilities offered.
Note: the language is automatically assigned to the client voice mail box and terminal (if it has a display).

- **DDI number:**

The client is automatically assigned a DDI no.
Select “Choice” to assign another and then pass it on to the client.

- **Outside calls (Barring):**

The client's line is barred by default for international calls.
Select “Choice” to modify the terminal's barring.

- **Room password:**

The client is automatically assigned a password.
Select “Choice” to assign another and then pass it on to the client.

• **You can consult and modify client data (room taken):**

After selecting the room (see below), the first line of each screen shows the data for the client occupying this room:

- the client's name
- the client's language
- the client's wake-up alarm time (if programmed) and the indication of a possible problem with the wake-up alarm
- the status of the DND (do not disturb) feature
- the status of his prepayment the signs + for "credit" and - for "debit") and the currency used
- the segment lit or unlit representing the status of the client's message service (text mail, voice mail, and call-back request from reception)
- the directory number of the room

2.1

Printing a client information ticket



"Hotel"
programmed
key



key
corresponding to
room



directory no. of
room

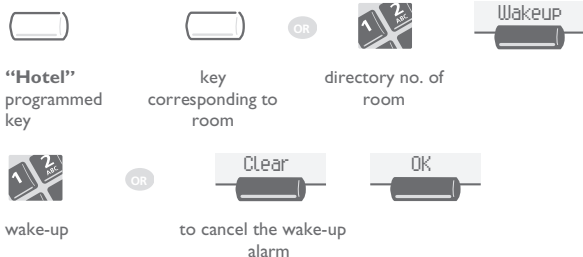


• **The information ticket indicates:**

- the client's name
- the room no.
- the language
- the password
- the DDI no.
- the terminal barring
- the global total of the client's deposit (metering credit)
- the total remaining to be paid by the client (debit) or to be reimbursed by the hotel (credit); total deposit made minus the cost of communications
- the rate of VAT and the total amount of VAT corresponding to the cost of communications
- the number of communications made
- the status of the DND feature (active or inactive)
- the status of the client's message service (messages present or not: text, voice and call-back requests from reception)

2.2 Wake-up

- This feature is used to modify the time of the client's wake-up alarm:



- **Consultation of the alarm status:**

Several choices are possible:

- Left segment of the room key:

The flashing status of a room key informs you that there is a problem with the wake-up alarm.



- Room consultation screen:

The room consultation screen shows if there is a wake-up alarm time programmed and if there is a problem with the wake-up alarm.

Example:

- 07:30 wake-up alarm time programmed, wake-up alarm active if the “:” (colon) flashes
- 07:30 wake-up alarm time programmed, wake-up alarm deactivated if no characters flash
- :-- No wake-up alarm time programmed, and a problem with the wake-up alarm if all of the segments flash
- 07:30 No wake-up alarm time programmed, and a problem with the wake-up alarm if all of the characters flash

Wake-up alarm status:

Press WAKE-UP; the status of the wake-up alarm will be one of the following:

active: the wake-up alarm is activated

inactive: the wake-up alarm is deactivated

busy: problem, the terminal was busy during the three attempts

unanswered: problem, the terminal was not answered during the three attempts

inaccessible: problem, the terminal was inaccessible during the three attempts



In the case of a wake-up problem, the system alerts reception by sending a message and a ringing tone to the terminal which is repeated approximately every 30 seconds

2.3

Do not disturb

- This feature is used to modify the status of the client's DND (do not disturb) feature (active or inactive):



"Hotel"
programmed key

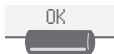
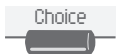


key corresponding to
room

OR



directory no. of room



consecutive presses

In the consultation screen, "DND" = feature activated, "dnd" = feature deactivated

2.4 Metering credit

- This feature is used to modify the amount of a client's metering credit



"Hotel"
programmed
key

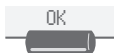


key corresponding to
room

OR



directory no. of room



new amount of money
deposited

The system recalculates the global total of the client's deposit and the balance.

2.5 Check-out



"Hotel"
programmed
key



key corresponding to
room

OR



directory no. of room



Refer to the chapter about this feature (client check-out).

2.6 Client name

- This feature is used to modify the client's name:



“Hotel”
programmed
key

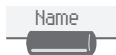


key corresponding to
room

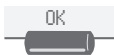
OR



directory no. of room



client name
(8 characters max.)



2.7 Language

- This feature is used to modify the language of the client.



“Hotel”
programmed
key

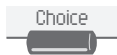


key corresponding to
room

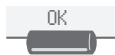
OR



directory no. of room



consecutive presses



2.8 Message service

- Call-back request:**

This feature is used to leave the client a call-back request (terminal message LED activated):



“Hotel”
programmed
key

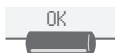
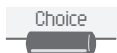


key corresponding to
room

OR



directory no. of room



consecutive presses

• **Reading the type of message left:**

This feature is used to find out what type of message (voice or text message) has been left for the client:



“Hotel”
programmed
key



key
corresponding to
room

OR



directory no. of
room



• **The screen displays one of the following labels:**

Oper.

: call-back request:



or not



Voice

: voice mail waiting



or not



Text.

: text mail waiting



or not



2.9 Public number (DDI)

- This feature is used to assign another DDI no. to the client:



“Hotel”
programmed key

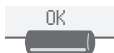
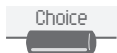


key corresponding to
room

OR



directory no. of room



consecutive presses

2.10 Barring

- This feature is used to modify call barring (international, national, local or prohibited calls) on the client's terminal:



“Hotel”
programmed key

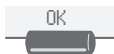
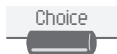


key corresponding to
room

OR



directory no. of room



consecutive presses

2.11 password

- This feature is used to modify the password assigned to a client:



“Hotel”
programmed key

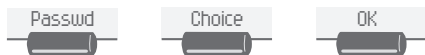


key corresponding to
room

OR



directory no. of room



consecutive presses



system assigns another password

• **The client can use his password to:**

- lock his terminal (prohibit external calls)
- establish communications with protected account codes (using substitution or not)
- access his voice mail box remotely

3.1 Printing a telephone bill



“Hotel”
programmed key



key corresponding to
room



OR



directory no. of room

• **The bill indicates:**

- the client's name
- the room no.
- the global total of the client's deposit (metering credit)
- the number of communications made
- the total cost of communications
- the rate of VAT and the total amount of VAT corresponding to the cost of communications
- the total remaining to be paid by the client (debit) or to be reimbursed by the hotel (credit); total deposit made minus the cost of communications

3.2 Pre check-out

- **This enables the client, before an early morning departure for example, to settle his telephone bill the day before (no more external calls possible) whilst still keeping all the features programmed on his terminal (wake-up alarm, messages, DDI no., DND, etc.):**



“Hotel”
programmed key



key corresponding to
room



OR



directory no. of room



The pre check-out erases the client's "remainder to pay"

3.3 Check-out

- This enables reception to free the room:



“Hotel”
programmed key



key corresponding to
room

OR



directory no. of room



The room parameters are rebooted.
The telephone bill is printed automatically.

- The result of a pre check-out/check-out on room parameters are:

	PRE CHECK-OUT	
Wake-up	/	Wake-up Cancelled
Message	/	Kept for 1 hour
DND	/	Cancelled
Divert:	/	Cancelled
DDI allocation	/	Number assigned to operator
Barring	No external call	No external call
Room status	/	Free/ Not cleaned
password	/	Cancelled
Name	/	Room number
Remainder to pay	Deleted	Deleted

Table analysis:

- **/:** this symbol indicates that the status remains unchanged.
- **No external call:** new barring on the room's terminal.
- **Remainder to pay:** the total remaining to be paid by the client (debit) or to be reimbursed by the hotel (credit), total deposit made minus the cost of communications, is deleted.
- **Kept for 1 hour:** unheard messages are kept for 1 hour.
Check-in resets the voice mail box.
- **Free/not cleaned:** the room assumes the "free" and "not cleaned" status.
- **Room no.:** the name of the client is replaced by the room number (the directory is updated).

Note: the wake-up alarm, DND and Barring features return to their default configuration at the time of the next check-in.

The customisation functions are used to define the default values of the different application screens.

4.1 Wake-up

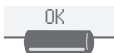
- This feature is used to define (or not) a wake-up alarm time by default:



“Hotel”
programmed key

default wake-up time

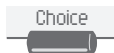
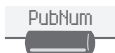
OR



to delete default time

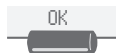
4.2 DDI allocation

- This feature is used to assign (or not) a DDI no. by default:



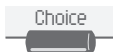
“Hotel”
programmed key

consecutive presses



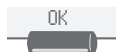
4.3 Language

- This feature is used to select a language by default:



“Hotel”
programmed key

consecutive presses



The language is automatically assigned to the client's voice mail box and terminal

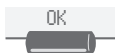
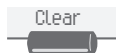
4.4 Metering credit

- This feature is used to activate (or deactivate) the “prepayment request” menu (metering credit) and to enter an amount corresponding to a prepayment by default:



“Hotel”
programmed key

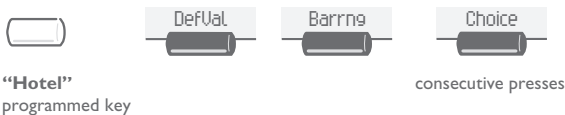
amount



to delete menu

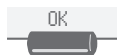
4.5 Barring

- This feature is used to define a room's terminal barring by default (international, national, local or prohibited calls):



"Hotel"
programmed key

consecutive presses



4.6 Currency

- This feature is used to enter the currency of the country:



"Hotel"
programmed key

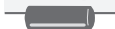
4.7

Do not disturb

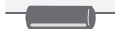
- This is used to activate (or deactivate) the DND feature by default:



DefVal



DND



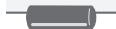
Choice



“Hotel”
programmed key

consecutive presses

OK

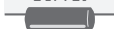


4.8

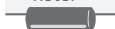
Taxation parameter



DefVal



Meter



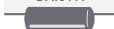
Cost

**“Hotel”**

programmed key

OR

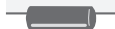
UnitTh



Cost



UnitTh



- **Cost 1, cost 2, cost 3:** enter the 3 basic tax values.
- **OvLoad:** enter the additional cost assigned to the communications made by reception and transferred to room terminals and “public phones”.
- **Threshold 1, threshold 2:** enter the 2 thresholds for the 2nd and 3rd basic tax value.
- **Beep:** metering credit threshold which causes a beep for each credit received.

4.9 Exit time

- The reception terminal automatically exits the Hotel application and switches to standby if no operation is carried out for a programmed length of time:



“Hotel”
programmed key



time (in minutes)

4.10 VAT rate

- This feature is used to enter the country's VAT rate:



“Hotel”
programmed key



VAT rate

4.11 Client record screens

- This feature is used to programme the order in which the six consultation screens most frequently used during check-in appear (maximum of six from eight)

Note: the consultation screens not selected remain available until the end of check-in.



DefVal

ChecIn

Next

“Hotel”

programmed key

OR

Prev

Choice

OK

to move to field to be
modified

- Your different default customisations appear in the table below.

FUNCTION		YOUR CUSTOMISATION
Name:		
Passwd:		
Wake-up:		
Public number (DDI):		
Language:		
Credit:		
Barring:		
Currency:		
DND:		
Exit:		
VAT:		
Taxation:	Cost 1	
	Cost 2	
	Cost 3	
	Additional cost	
	Threshold 1	
	Threshold 2	
	Beep	
Check-in:		

- **The room status feature makes it possible:**
 - **For housekeeping to:**
 - inform reception about the status of rooms.
 - **For reception:**
 - to change the status of a room,
 - to display room status on the reception's terminal.
 - **To produce a Room Status ticket or voucher.**

5.1 Room status indication

- **Housekeeping informs reception about room status (cleaned, not cleaned, with or without problem):**



OR



0 = room cleaned

1 = room not cleaned



if necessary, problem no. (maximum 3 digits: 000 to cancel previous problem)

5.2 Room status consultation

- The receptionist can consult room status:



“Hotel”
programmed key

key corresponding to
room

OR



screen displays: its “cleaned” or “not cleaned”
status or else its problem no., and its “free” or
“taken” status

directory no. of room

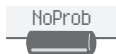


on the basis of this status,
you can:



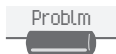
consecutive presses
(cleaned/not cleaned)

OR

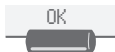


to delete the problem
indicated

OR



to enter a problem no.



5.3

Producing a room status ticket

- A ticket or voucher can be printed automatically when the room status changes (if the feature is programmed).
- The **ROOM STATUS DEVELOPMENT** field is specific and includes the following data:
 - the first digit gives the room status: 0 = room cleaned
 1 = room not cleaned
 - the other digits (maximum 3) represent the number of the problem if there is one.

5.4 Room status configuration

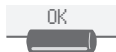
- This feature is used to specify whether all rooms or only those taken can be switched manually or automatically (at a programmed time) to “not cleaned” status:

- Rooms:



“Hotel”

programmed key



consecutive presses

This feature is used to specify which are the rooms concerned by the switch to the 'to clean' status (all rooms or only rooms taken).

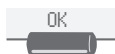
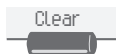
Manual or automatic switch:

This feature is used to specify if the rooms concerned (on the “rooms” menu) switch automatically or manually into “not cleaned” status.



“Hotel”
programmed
key

manual switch



automatic switch

In the table below, you can see the codes you have assigned to different problems indicated in room status:

ROOM STATUS	YOUR CODE
ROOM STATUS prefix:	77
Room cleaned:	0
Room not cleaned:	1
Problem of:	
Problem of:	
Problem of:	
Problem of:	
Problem of:	
Problem of:	
Problem of:	
Cancelling the problem:	000



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

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

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

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

3EH 21016 UCAB Ed.01

User instructions

All the user instructions for our Forum® telephone exchanges are available on the included CD ROM, and on our Internet site at: www.belgacom.be/pabx.

Diagnosing the problem

In the event of a technical failure or problem, we request that you systematically carry out the following tests before contacting our technical support service.

To facilitate the diagnosis, please inform the helpdesk operator⁽¹⁾ of these test results.

Our helpdesk can solve certain problems remotely. This will avoid a technician's visit and reduce repair time considerably.

Problem with a telephone connected to your exchange

1. Reset the telephone by unplugging it and plugging it back in again.
2. Check the connections, cables and the various plugs. Try it out with the cables from another telephone that is working properly.
3. Test the defective telephone in another socket into which a functioning telephone is plugged.

Problem with a cordless DECT telephone

1. Remove and then reinsert the batteries.
2. Ensure that the charger is properly connected.
3. Test the DECT telephone near each of the antennas.

General external or internal communication problem

1. Check that the installation is always powered by 230V.
2. Reset the PABX : press on the button "On/Off" (in top on the right on the front face of the PABX) until the led "POWER" remains lit red.

To wait a few minutes that the system starts again.
Note: the system will be unusable during this phase of restarting (until 20 min.).

If the problem persists, contact our technical support service.

⁽¹⁾Contact our technical support service

If the problem persists after these few tests :

Consult our Internet site www.belgacom.be/pabx or contact our technical support 24/24 at the following numbers:

- for SMEs and residential customers: 0800/55700
- for large companies 0800/55100

Change your configuration

To change your installation, add equipment or adapt the programming on your Forum®, contact our Customer Service Department at the following numbers:

- for SMEs and residential customers: 0800/55800
- for large companies 0800/55200