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Forum 300 Analogue Telephone User Guide

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1 To Make an External Call on any Available Line

- Lift handset
- Internal dial tone heard
- Dial digit **9**
- External dial tone heard
- Dial external number

2 To Make an External Call on a Specific Line or Group of Lines

- Lift handset
- Internal dial tone heard
- Press ***** key
- Dial digit **9**
- Dial line number (**1** – **8**)
- Dial external number

3 To Make an Internal Call

- Lift handset
- Internal dial tone heard
- Dial extension

4 Redial

To redial the last external number dialled from the extension

- Lift handset
- Internal dial tone heard
- Press ***** key
- Dial digit **5**

5 To Call an Extension Group

- Lift handset
- Internal dial tone heard
- Dial group number (**80** – **89**)

6 To Dial Phone Book Entries

From the Common Address Book -

- Lift handset
- Internal dial tone heard
- Press ***** key
- Dial speed number code (**4000** – **4199**)

From the Personal Address Book -

- Lift handset
- Internal dial tone heard
- Press *****
- Dial access code (**800 – 849**)

The Personal Address Book entries are accessible only from the extension that programmed them.

7 Call Hold

To place a call on hold -

- While on a call
- Press **R** (**Recall**) key
- Internal dial tone heard

To retrieve a held call -

- At internal dial tone
- Press **R** (**Recall**) key
- Held call retrieved

Note: If an enquiry call is made while the call is on Hold, press the **R** key to return to internal dial tone and proceed as above.

8 Call Transfer

Unannounced Transfer -

- While on a call
- Press **R** (**Recall**) key to put call on hold
- Internal dial tone heard
- Dial extension required
- When ringing tone heard – replace handset or press the **SPEAKER** key

Announced Transfer -

- While on a call
- Press **R** (**Recall**) key to put call on hold
- Internal dial tone heard
- Dial extension
- When extension answers – announce call
- Replace handset or press the **SPEAKER** key

9 Page

To page a Forum Phone 320 or 310 -

- Lift handset
- Internal dial tone heard
- Press ***** key
- Dial digits **77**
- Dial extension required

To make a universal page -

- Lift handset
- Internal dial tone heard
- Press ***** key
- Dial digits **77**
- Press ***** key

To answer a universal page -

- Lift handset
- Internal dial tone heard
- Press ***** key
- Dial digits **76**
- Press ***** key

10 Call Pick-Up

To pick up a call ringing another extension -

- Lift handset
- Internal dial tone heard
- Press ***** key
- Dial digits **71**
- Dial extension number of phone ringing
- Call connected

To make a universal pick up -

- Lift handset
- Internal dial tone heard
- Press ***** key
- Dial digits **719**
- Call connected

11 Pick-Off

To pick up a call already answered by another extension (for example, an answering machine) -

- Lift handset
- Internal dial tone heard
- Press ***** key
- Dial digits **71**
- Dial extension number from which call to be retrieved
- Call connected

12 Call Parking

To park a call -

- Place the current call on Hold
- Internal dial tone heard
- Press ***** key
- Dial digits **74**
- Success tone heard
- Replace handset

To retrieve a parked call -

- Lift handset
- Internal dial tone heard
- Press ***** key
- Dial digits **75**
- Dial extension which parked call

13 Conference

A conference call is a three party call between either -

2 external lines + 1 internal extension
1 external line + 2 internal extensions
3 internal extensions

Place first two calls on hold and proceed as follows -

- Internal dial tone heard
- Press ***** key
- Dial digits **73**

14 To Intrude on a Busy Extension

- Lift handset
- Dial extension number required
- Busy tone heard
- Dial digits **79**

To Enter Voice Mail Menu

- Lift handset
- Internal dial tone heard
- Press ***** key
- Dial digits **99**

Follow the voice prompts to retrieve, play, record or delete voice messages.

15 Door Opening Code

When the doorphone rings, to open the door -

- Lift handset
- Confer with doorphone
- Replace handset
- Lift handset again
- Internal dial tone heard
- Press ***** key
- Dial digits **78**

16 Divert All Calls

- Lift handset
- Internal dial code heard
- Press ***** key
- Dial digits **21**
- Press ***** key
- Dial extension to which call is to be diverted
- Press **#** key

17 Divert All Calls to Voice Mail

- Lift handset
- Internal dial tone heard
- Press ***** key
- Dial digits **21**
- Press ***** key
- Press ***** key
- Dial digits **99**
- Press **#** key

18 Divert All Calls to an External Number

- Lift handset
- Internal dial tone heard
- Press ***** key
- Dial digits **210**
- Press ***** key
- Enter external number
- Press **#** key

19 Clear Divert All Calls

- Lift handset
- Internal dial tone heard
- Press **#** key
- Dial digits **21**
- Press **#**

20 Divert On No Answer

- Lift handset
- Internal dial tone heard
- Press ***** key
- Dial digits **61**
- Press ***** key
- Dial extension to which the calls are to be diverted
- Press **#** key

21 Divert On No Answer to Voice Mail

- Lift handset
- Internal dial tone heard
- Press ***** key
- Dial digits **61**
- Press ***** key
- Press ***** key
- Dial digits **99**
- Press **#** key

22 Divert On No Answer to an External Number

- Lift handset
- Internal dial tone heard
- Press ***** key
- Dial digits **610**
- Press ***** key
- Enter external number
- Press **#** key

23 Clear Divert On No Answer

- Lift handset
- Internal dial tone heard
- Press **#** key
- Dial digits **61**
- Press **#** key

24 Divert On Busy to Extension

- Lift handset
- Internal dial tone heard
- Press ***** key
- Dial digits **67**
- Press ***** key
- Dial extension to which call is to be diverted
- Press **#** key

25 Divert On Busy to Voice Mail

- Lift handset
- Internal dial tone heard
- Press ***** key
- Dial digits **67**
- Press ***** key
- Press ***** key
- Dial digits **99**
- Press **#** key

26 Clear Divert On Busy

- Lift handset
- Internal dial tone heard
- Press **#** key
- Dial digits **67**
- Press **#** key

27 Do Not Disturb

- Lift handset
- Internal dial tone heard
- Press ***** key
- Dial digits **62**
- Press **#**

28 Clear Do Not Disturb

- Lift handset
- Internal dial tone heard
- Press **# key**
- Dial digits **62**
- Press **#**

29 Programme Entries in the Personal Address Book

Note: The line access digit is automatically inserted.

- Lift handset
- Internal dial tone heard
- Press * key
- Press * key
- Dial entry code **(800 – 849)**
- Press * key
- Dial external number (maximum of 20 digits)
- Press # key

30 Clear Entry in Personal Address Book

- Lift handset
- Internal dial tone heard
- Press # key
- Dial entry code **(800 – 849)**
- Press # key

31 Manual Day / Night Switch

- Lift handset
- Internal dial tone heard
- Press * key
- Dial digits **07**
- Enter code: 1 = day ringing 2 = night ringing etc
- Press # key

32 CLI Restriction

- Lift handset
- Internal dial tone heard
- Press * key
- Dial digits 30
- Press #
- This restricts CLI for all subsequent calls

33 CLI Presentation

- Lift handset
- Internal dial tone heard
- Press * key
- Dial digits 31
- Press # key
- This allows CLI for all subsequent calls

34 Programme PIN Code

- Lift handset
- Internal dial tone heard
- Press * key
- Dial digits 70
- Press * key
- Press * key
- Enter PIN
- Press * key
- Enter PIN
- Press # key

Note: **PIN = 4 digit PIN code**

35 Clear Pin Code

- Lift handset
- Internal dial tone heard
- Press * key
- Dial digits **70**
- Press * key
- Enter PIN
- Press # key

Note: **PIN = 4 digit PIN code**

36 Activate Roaming Pin

- Lift handset
- Internal dial tone heard
- Press * key
- Dial digits 68
- Press * key
- Enter User Number
- Press * key
- Enter PIN
- Press # key

Note: **PIN = 4 digit PIN code**

37 Deactivate Roaming PIN

- Lift handset
- Internal dial tone heard
- Press # key
- Dial digits 68
- Press # key

38 Change PIN Code

- Lift handset
- Internal dial tone heard
- Press * key
- Dial digits 70
- Press * key
- Dial OLD PIN code
- Press * key
- Dial NEW PIN code
- Press * key
- Dial NEW PIN Code
- Press # key

39 Unpark a line

- Lift handset
- Internal dial tone heard
- Press * key
- Dial 9
- Press * key
- Dial the line number

40 Unpark an extension

- Lift handset
- Internal dial tone heard
- Press * key
- Dial 9
- Press # key
- Dial the extension number

41 Answer a Page from an extension

- Lift handset
- Internal dial tone heard
- Press * key
- Dial 76
- Dial the extension number

42 Explicit Call transfer

During an active call with a second call on hold

- Press * key
- Dial 72

The held call is transferred to the active call.

43 Divert to an extension on No Answer after S seconds

- Lift handset
- Internal dial tone heard
- Press * key
- Dial 67
- Press * key
- Dial the extension number
- Press * key
- Dial the number of seconds
- Press # key

44 Select an external line and activate CLIP for one call only

- Lift handset
- Internal dial tone heard
- Press * key
- Dial 0
- Press * key
- Dial 30
- Press # key

45 Select an external line and activate CLIR for one call only

- Lift handset
- Internal dial tone heard
- Press * key
- Dial 0
- Press * key
- Dial 31
- Press # key

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