

Belgacom Forum™ 500 and Forum™ 5000

Forum Phone 520,
Forum Phone 530

User Guide



belgacom

Welcome to Belgacom

Thank you very much for choosing this Belgacom product. Our product meets the strictest requirements with regard to design and quality.

Forum Phone 520, 530

This User Guide will show you how to use your Forum Phone 520 or Forum Phone 530 and answer all your major questions. If you need further support or information, please consult your system administrator or your Belgacom dealer.

Internet:

www.belgacom.be/pabx

You can contact our Support on the following telephone numbers:

in Dutch: 0800 22 400

in French: 0800 33 400

in German: 0800 44 400

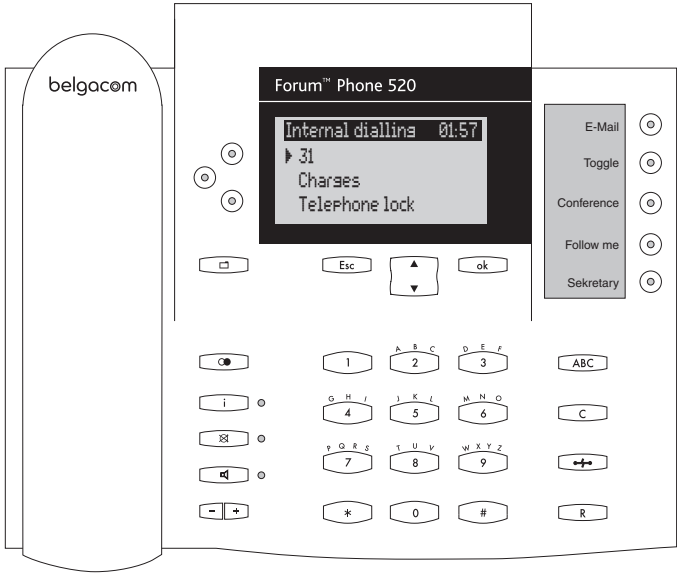
in English: 0800 55 400

Forum™ 5000 and Forum™ 500

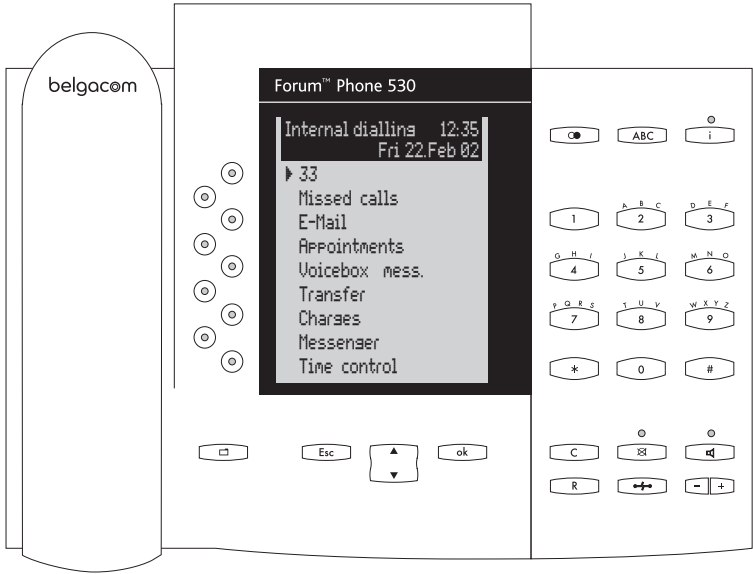
This user guide applies to the Forum™ 5000 and Forum™ 500 product families. The Forum™ 500 product family comprises the Forum™ 523/524, Forum™ 525/526 and Forum™ 550/560 communications systems. The Forum™ 5050 communications system belongs to the Forum™ 5000 product family.

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

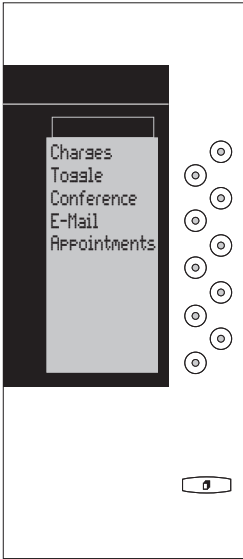
We hope you enjoy using your Forum Phone.



Forum Phone 520



Forum Phone 530



Forum Keypad 530

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System Telephones on the Forum 500 / Forum 5000

The Forum Phone 520 and Forum Phone 530 are corded system telephones that you can operate on your Forum 500 / Forum 5000 communications system. The novel MenuCard display makes your telephone easy to operate and gives you fast access to your system's wide range of different functions and features.

The Forum Phone 520 and the Forum Phone 530 have the same functionality, the only difference being the size of the display and the number of programmable keys available. Furthermore, the Forum Phone 530 can be expanded by means of an add-on keypad module with a display (Forum Keypad 530). The Forum Phone 520 and the Forum Phone 530 can be fitted with various adapters to meet a wide range of specific requirements.

The Forum Phone 520 and the Forum Phone 530 are also available as IP telephones (Forum iPhone 520 and Forum iPhone 530). These telephones have the same functionality as the standard system telephones. All of the functions described in this guide are also available for the IP telephones.

You can activate the features and program functions on the telephones themselves, or equally conveniently, use the **Configurator** of the Forum 500 / Forum 5000.

Familiarise yourself with your telephone. Using this guide, you will learn how to use many new functions that make communication and organisation easier.

The Glossary

Should you need further information about any system features described in this user guide, please read the Glossary which comes with your communications system.

You Need Authorisation

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

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

Dealing with Malfunctions

Please refer to the chapter entitled "Frequently Asked Questions" in the "Mounting and Commissioning" (Forum 523/524, Forum 525/526, Forum 550/560) resp. "Commissioning and Maintenance" (Forum 5050) user guide for tips on how you can deal with any faults you may experience with your telephone.

Using Your Telephone

Safety Precautions

WARNING! Do not open the telephone or the connected accessories, as this could lead to you touching live parts.

Note: *Repairs must only be carried out by authorised Belgacom service personnel.*

- Keep fluids and chemicals away from the telephone and its accessories.
- Use only the AC adapter plug included in the delivery (if necessary).
- Do not use AC adapter plugs that show visible damage (e.g. cracks in the housing).

Installation Site

Do not install the telephone or its accessories

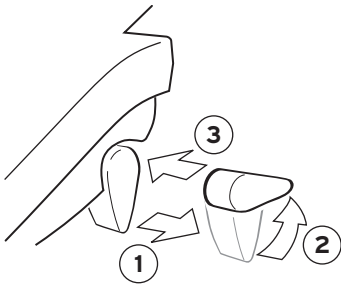
- near water, moisture or in damp locations;
- near sources of heat or in direct sunlight;
- in unventilated rooms;
- near devices that generate strong magnetic fields, electrical devices, fluorescent lamps, computers, radios or television sets;
- in dusty places or places subjected to vibrations, shocks or extreme temperature fluctuations.

Place the telephones on a non-slip surface. The surface finish of your furniture may affect the telephone's pedestals, softening them and causing them to leave undesirable marks on your furniture.

Cleaning

Simply wipe your telephone with an antistatic or slightly damp cloth. Never use a dry cloth or a cleaning agent.

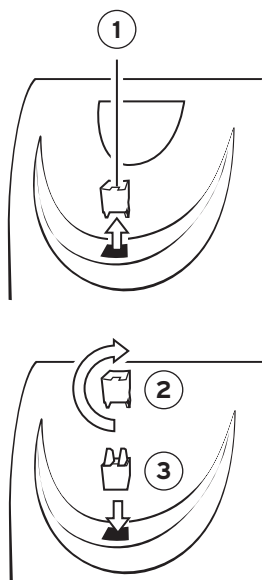
Adjusting the Inclination



Pull the pedestals out (1) and turn them forwards or backwards (2) (two settings are possible). Then push them back in again to fix their position (3).

Wall Mounting

To mount your telephone to the wall, remove the pedestals by pulling them out sideways, and insert them in the two recesses on the bottom of the telephone so that it will hang directly against the wall later. Using a screwdriver, pry the retention pin (1) for the handset out of its receptacle, turn it upside down (2) and insert it again.



To mount your telephone to the wall, drill two holes at the following distance apart:

Forum Phone 520	155 mm
Forum Phone 530	184 mm

Insert 6 mm screws in the holes, making sure their heads protrude 2.5 to 3 mm from the wall and mount the telephone onto the screws.

Labelling the Keys

The five keys to the right of the display of the Forum Phone 520 can be programmed as call keys or programmed with destinations or functions. The programming/assignment does not appear in the display.

Inserting Label Strips

Label strips are supplied for the corresponding labelling. Proceed as follows to label the insert:

- Press down slightly on the bottom part of the cover, sliding it downwards so that the top part of the cover snaps out and you can remove this and take out the label strip.
- Replace the printed strips.
- To replace the cover, insert it in the slot, then slide it down and finally slide it up until the catches snap into place.

Printing Label Strips

Using the **Configurator** of the Web console, you can print the labels for a selected system telephone with the current key assignment (**Telephony: Devices: System phones** menu).

Labelling Function Keys

If you have programmed a function key then you can enter a label for this key which will be shown in the display. You will find further information in the section *Programming a Function onto a Key* starting on page 110.

Add-ons

On the back of the Forum Phone 520 and the Forum Phone 530 you will find sockets to which add-ons and accessories can be connected, either directly or via various adapters:

- one socket on the Forum Phone 520, and
- two sockets on the Forum Phone 530.

The following components are supported by the Forum 500 / Forum 5000:

- U_{pn} adapter
Forum Phone 500 module 2nd Forum Phone
- a/b adapter
- Forum Phone 500 power supply 2nd phone
(on a U_{pn} adapter and on an a/b adapter)
- Audio adapter
Forum Phone 500 module Headphone

The Forum Phones can be expanded as follows:

- the Forum Phone 530 by up to three **keypad modules**
Forum Keypad 530.
Keypads are connected directly to the telephone (i.e. without adapters).
Please refer to the chapter entitled *The Keypad Module on the Forum Phone 530* starting on page 31.
- Forum Phone 520 and Forum Phone 530 can each be expanded by the connection of a second Forum Phone.
A second telephone is connected via a U_{pn} adapter (Forum Phone 500 Module 2nd Forum Phone) and in addition via an AC adapter, if this is necessary. Only a limited number of system telephones can be connected in this way for operation as second telephones.

- Forum Phone 520 and Forum Phone 530 can each be expanded by various types of external **audio equipment**, e.g. a headset or an external active speaker. Connection is via an audio adapter. Please refer to the chapter entitled *External Audio Devices* starting on page 32.

The operating range of such add-ons depends on the maximum power of the U_{pn} interface of the communications system, and on the power consumption of the respective equipment. The range can be increased by the deployment of secondary AC adapters. For the relevant technical details and a complete overview of the various equipment combinations that you can configure, please refer to the chapter entitled "Accessories and Adapters" in the "Mounting and Commissioning" (Forum 523/524, Forum 525/526, Forum 550/560) resp. "Commissioning and Maintenance" (Forum 5050) user guide. Please also refer to the information on the scope of available features in expanded equipment combinations.

Note: *Secondary devices are activated by the communications system. The communications system detects whenever there are two adapters of the same type on a Forum Phone 530. This is not permitted, and for this reason, they are not released for operation.*

CAUTION! Protect your equipment against static discharge!

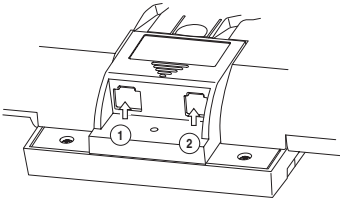
Static electricity can damage the sensitive components of the Forum 500 / Forum 5000. To avoid such damage when connecting add-ons, you must first discharge the static electricity from your body. Work only in an antistatic environment. If possible, use conducting pads or antistatic mats.

Module 2nd Forum Phone

A Module 2nd Forum Phone is an adapter with a U_{pn} interface (1) for connecting an additional Forum Phone, and a socket for an AC adapter (2).

You can use the AC adapter on the Forum Phone 520 and on the Forum Phone 530.

Note: *Please operate only the AC adapter with the part no. 900 263 33 on the Module 2nd Forum Phone.*



Module 2nd Forum Phone (U_{pn} adapter) on the back of the Forum Phone 520

In order to install an adapter, you have to remove the cover from the back of the Forum Phone. Insert the U_{pn} adapter in the socket until it snaps into place. It is possible to install adapters during operation: you do not have to disconnect the telephone from the system in order to do this.

Note: *In the case of a Forum Phone 530 you can plug a U_{pn} adapter into either of the two sockets. However, you can only operate one U_{pn} adapter on each Forum Phone 530.*

Using the U_{pn} adapter you can connect an additional Forum Phone 520 or Forum Phone 530 as a second telephone. A second telephone connected via a U_{pn} adapter is completely independent of the first one. Connection via adapter is not a parallel connection.

When connecting a second telephone, you require a UP cable. Use this cable to connect the additional Forum Phone to the U_{pn} adapter (1) on the first telephone.

The 2-wire UP cable must not exceed 30 m in length. Depending on the length of the cable and the type of Forum Phone connected as a second telephone, there may be insufficient feed power. This could result in a decrease of the ringer volume and the open

listening/hands-free volume of the second telephone. The feed power can be increased by connecting an external AC adapter (2).

Note: *U_{pn} adapters on the communications system can only be operated on telephones directly connected to the system. A U_{pn} adapter is not permitted on a second telephone.*

a/b Adapter

Using an a/b adapter, you can connect analogue telephones to the Forum Phone 520 and Forum Phone 530 system telephones.

Technical Data

- Dialling mode: DTMF
- CLIP is not supported on connected analogue telephones.
- Charge impulses are not transmitted, and charges are therefore not displayed on analogue telephones.

Notes on Connecting a/b Adapters

The connection of an a/b adapter exceeds the feed power of the U_{pn} port (3 W), regardless of the range. For this reason you also have to connect a power supply to the a/b adapter.

Note: *Use the power supply with the part number 900 263 33!*

You can connect *one* a/b adapter to a Forum Phone 520 or a Forum phone 530.

You can connect one a/b adapter *and* one U_{pn} adapter to a Forum Phone 530. On the telephone connected via the U_{pn} adapter, a Forum Phone 520 for example, *no* a/b adapter can be operated.

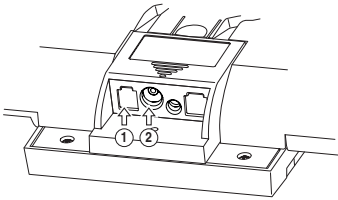
If you combine an Forum Phone 530 via an a/b adapter and a U_{pn} adapter with two other telephones (i.e. three telephones altogether), you can make calls on a maximum of two of them simultaneously.

CLIP = Calling Line Identification Presentation: Displays the telephone number of the caller.

Forum Phone 500 Module Headset

The Forum Phone 500 Module Headset (audio adapter) is an adapter accessory with various sockets for connecting external audio and signalling equipment. You can use audio adapters on the Forum Phone 520 and on the Forum Phone 530 to connect audio equipment and various accessories. The following interfaces are available for external analogue equipment:

- one 4-pole socket (1):
for connecting an ear cap, a second handset, a headset, an external active loudspeaker, headphones or an external microphone
- one stereo socket (2):
for connecting recording equipment



A Forum Phone 500 Module Headset on the back of a Forum Phone 520

The safe operation of equipment in combination with audio equipment can only be guaranteed when you use certified, original accessories. In order to avoid invalidating liability and warranty, connect only audio equipment certified for this purpose via the audio adapter. You will find a list of such equipment in the "Mounting and Commissioning" (Forum 523/524, Forum 525/526, Forum 550/560) resp. "Commissioning and Maintenance" (Forum 5050) user guide. For further information, please contact your Belgacom Sales Department.

In order to install an adapter, you have to remove the cover from the back of the Forum Phone. Insert the audio adapter in the socket until it snaps into place. It is possible to install adapters during operation: you do not have to disconnect the telephone from the communications system. Connect the external equipment appropriately according to type.


Note: In the case of a Forum Phone 530, you can plug the audio adapter into either of the two sockets. However, only one audio adapter can be operated on each Forum Phone 530.

Key Assignments

Note: Some of the keys have dual functionality (depending on whether you simply press the key or press and hold it). The keys are assigned on the telephone itself or via the **Configurator** on the Web console.

The “MenuCards” described in what follows are windows that are displayed for the purpose of setting features and functions. For more details, refer to the section entitled *Display and MenuCards* starting on page 23.

Dial Keypad with ABC Assignment

 This is for dialling telephone numbers or entering text. The key label does not show all the available letters and special characters. For more information, refer to the section entitled *Entering Text* on page 29.

Call Key 1 of the Telephone

⊙ The first of the keys allocated to the display is occupied by your internal telephone number (main number). This internal number is assigned an external number at which you can be reached. More than one external number can be assigned to the key. If you wish to make a call, lifting the handset seizes the key, and you can immediately dial an internal or external number (depending on the system setting). Pressing and holding the key displays a MenuCard which allows you to program telephone numbers (see the section entitled *MenuCard “Prog. call key”* starting on page 107).

A system setting makes it possible to have your internal number assigned to other telephones as well. Calls will then be signalled to other telephones simultaneously.

Call Keys with Other Telephone Numbers


⊙ Additional internal numbers can be assigned to the keys to the left of the displays of the Forum Phone 520 and Forum Phone 530. Additional internal numbers can also be assigned to the five programmable call keys to the right of the display on the Forum Phone 520.

These internal numbers are, in turn, assigned external numbers at which you can be reached.

To make a call, you must first press the key. Pressing and holding the key displays a MenuCard which allows you to program the functions of this key.

Note: *To make team functions available, the system administrator can configure call keys as trunk keys, team keys, busy keys or direct-call keys. For further information, please refer to the chapters entitled Team Functions starting on page 71 and "Team Functions" in the "Mounting and Commissioning" (Forum 523/524, Forum 525/526, Forum 550/560) resp. "Commissioning and Maintenance" (Forum 5050) user guide.*

MenuCard Key


 This key is used to display MenuCards. A short press of the key shows a selection of features that can be used in the current device status (e.g. during a call). Pressing and holding the key shows the MenuCard containing the main menu with all available settings.

Note: *You need the appropriate authorisation to operate this key on your system telephone. Consult your system administrator if your authorisation has to be changed.*

Info Key

- Short key press: Displays a MenuCard with received messages (the LED of the key flashes slowly).
- Long key press: Displays a MenuCard with a list of active features, which restrict the reachability of the telephone (e. g., call protection is on). The illuminated LED of the key indicates that the reachability of the telephone is restricted or that the telephone lock is activated (see also *Telephone Lock* on page 41).

ABC Key

-  Short key press: Opens the MenuCard for the telephone book. When entering texts (please refer to page 29 also) one can switch between the alphanumeric and numeric modes.
- Long key press: Opens the list of the available display languages.

A short press of this key opens the MenuCard for the telephone book. Pressing and holding the key shows you a list of the display languages you can set.

Note: *You need the appropriate authorisation to operate this key on your system telephone. Consult your system administrator if your authorisation has to be changed.*

Arrow Keys




These let you scroll through the MenuCards.

OK Key




This is used to confirm your selection in the MenuCards.


Redial Key

 Pressing this key opens a MenuCard containing a list of the last-dialled numbers.

Enquiry Key

 This is used to initiate an enquiry call.


Hands-Free/Open-Listening Key

 This key (which has an LED) lets you make calls using the microphone and/or loudspeaker. The illuminated LED of the key indicates that hands-free telephoning is activated. The LED flashes when open-listening is activated.


Disconnect Key

 Pressing this key ends the current call.


Muting Key

 This key (which has an LED) deactivates the microphone. The ringer of your telephone can be switched off for incoming calls over the muting key.

C Key


 A short press of this key deletes input or list entries in the menu. Pressing and holding the key deletes a complete entry or a list, e.g. the call list.

Plus/Minus Key


 The functions of this key depend on the device's current status:

- It adjusts the volume during open-listening/hands-free mode.
- It adjusts the volume when making a call via the handset.
- It adjusts the volume of the ringer tone during a call.

- It sets the contrast of the display when the telephone is idle.
- It switches features on/off quickly.
- It changes the volume of the ringer tone and the melody in the menu.
- It moves the cursor when entering telephone numbers or text.

Note: *If you have already used the plus/minus key to open a menu to set the display contrast or the volume, your current setting will automatically be applied after three seconds, without your using  to confirm.*

ESC Key

 This key is used to exit an input window without changing its contents and to return to the menu branches.

Programmable Keys with LED Display

⊙ Your system telephone provides you with several keys, which you can individually program, that have a LED display. These are:

- on the Forum Phone 520 the five keys with LEDs to the right of the display. Additionally you can also program the keys free left of the display, that is, all keys which have not yet been assigned as call keys by the system administrator (see also the section [Call Keys with Other Telephone Numbers](#) on page 18).
- on the Forum Phone 530 the keys to the left of the display which have not been assigned as call keys by the system administrator. Additionally you can also program other functions on the keys of a Forum Keypad 530.

Free programmable keys can be assigned as follows:

- with call numbers (destination)

Please read the chapter entitled [Programming Call Numbers \(Destinations\)](#) starting on page 108.

- with functions (e. g. call forwarding)

Please read the chapter [Programming Functions \(Features\)](#) starting on page 109.

To use a configured programmable key, do the following:

- A short press of the key dials the number or activates the function.
- Pressing and holding the key down lets you program the key via a MenuCard.

The Locking of your Telephone Interface by the System Administrator

The system administrator can lock your telephone's interface via a setting for your user group. All keys of your telephone no longer function aside from a few exceptions (e. g. the number keys and the call key 1).




- You can then make calls with your telephone but no system functionality can be configured.
- If the system administrator has authorised you, you can set the time group of the communications system (see also MenuCard "Central Settings" starting on page 104). If your user group authorisation changes according to the time group, then it is possible that the interface lock of your telephone will be cancelled.

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



Display and MenuCards

Changing the Language

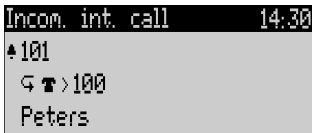
Use the following procedure to set the display language:

1. Press the key  (long press).
2.  Using the arrow keys, scroll to the desired setting.
3. Confirm the setting with the  key.

In the Main menu you can use the **4 Phone settings** MenuCard to change the language.

4. First you select the entry **8 Display** and then **Language**.
5.  Use the arrow key to scroll to the desired setting.
6. Confirm the setting with the  key.

Info Line(s)

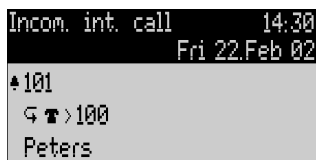


The Forum Phone 520 display

The first (and on the Forum Phone 530 the second) line of the display shows additional current information. In the second line of the Forum Phone 530 display you can, for example, view the capacity status of a call queue. If there is an entry in the phone book for the called subscriber (see also page 102), name and call number are displayed alternately in the calling state.

When the telephone is idle, you can see the subscriber's name or the telephone number – as assigned to the telephone in the **Configurator** of the Web console – as well as the time (the Forum Phone 530 also displays the day of the week and the date). If more than one key is assigned a telephone number, the assignment of the call key 1 is always the one displayed.

For the system telephones Forum Phone 520, the system administrator can adjust the setting so that the date is shown instead of the user name.



The Forum Phone 530 display

During a call, the current charge counter and annotation texts are displayed (if configured). During an enquiry call you will see the number of the enquiry call you dialled.

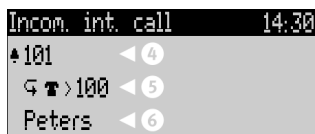
Key Lines

The display next to the keys is assigned to them on a line-by-line basis. Depending on the type of key, the following display texts are shown.

Note: *The call and seizure states are identified by additional symbols on the call keys. For details, refer to the section entitled Making Calls starting on page 35.*



- 1** Call key in idle state: internal telephone number or a user-assigned text.
- 2** Call key during dial and connection state: dialled telephone number.
- 3** Destination key with names programmed: programmed name.



4 Call key during call state: telephone number (if transmitted) or the name of the caller (if listed in the telephone book).

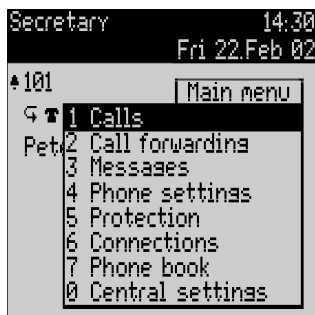
5 Function (feature) key programmed: name of feature with status display.

6 Destination key with name programmed. If no name was programmed, the display shows the programmed telephone number instead of the name.

MenuCard Display

All the features of your telephone and the system are controlled via display windows, as you are familiar with from your PC. These display windows look like index cards and are called MenuCards.

MenuCards are displayed using different keys. Please refer to the explanations in the section entitled *Key Assignments* on page 17.



Menu Card display on the Forum Phone 530

The top line of a MenuCard contains the name of the menu or that of the selected feature. The lines below it contain all the selectable features or lists of names and numbers.

A MenuCard covers some of the key lines, but it is still possible to execute all the functions (features) assigned to the keys (e.g. accepting a call on a call key).








Other display windows for entering information (such as a telephone number) may be superimposed on the MenuCards.






Invoking MenuCards and Selecting Items from the List

Use the keys described in the section entitled *Key Assignments* on page 17 to invoke a MenuCard (see the table entitled *Invoking MenuCards via the Keypad* on page 26). Note when a short or a long press of a key is required. Selecting list entries is described in the table entitled *Selecting Items from MenuCard Lists* on page 27.



Invoking MenuCards via the Keypad

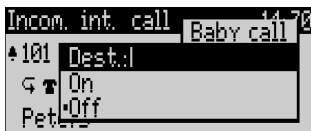
Key	Short	Long	MenuCard	Page
MenuCard key 	x		Depends on the device's status	--
		x	Main menu	83
Info key 	x		Info / current messages	106
		x	Active features	106
ABC key 	x		Telephone book	102
		x	Language setting (display)	23
Redial key 	x	x	Redialling list	39
Programma-ble key 		x	Program the key	108

Selecting Items from MenuCard Lists

<p>Arrow keys</p> 	<p>The arrow keys are used to select items in and/or scroll through the MenuCard lists. If the list is longer than the display window, you will see an arrow at the bottom of the window indicating there are additional items. When you scroll down, another arrow will appear at the top of the window. When the first entry in a menu is selected and you press the up arrow key ▲ you go to the last entry of this menu. When the last entry in a menu is selected and you press the down arrow key ▼ you go to the last entry.</p>
<p>Number keys</p> 	<p>In the main menu, you can also make your selection by entering the number to the left of the feature.</p>
<p>OK key</p> 	<p>Pressing this key confirms your selection or setting. Depending on the feature, it is executed now and you exit the MenuCard, or additional setting windows are displayed.</p>
<p>ESC key, short press</p> 	<p>This cancels your selection/entry without making any changes and takes you back to the next highest branch of the menu tree.</p>
<p>ESC key, long press</p> 	<p>This closes the MenuCard without making any changes</p>

Setting Windows and their Characteristics

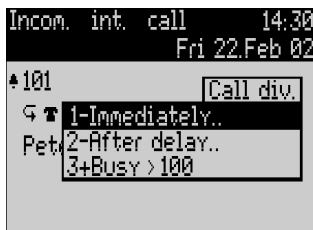
Two dots following a MenuCard item mean: After pressing the OK key  a sub-menu is opened in which you can select options or make enter input. The settings in the sub-menu are stored after pressing the OK key .



In an input line (e.g. for a telephone number) you can make entries/changes straight away. The cursor indicates the position at which the input or deletion is made.

Your inputs are stored after you press the OK key or scroll further with the arrow key.

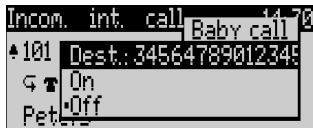
Toggling



A "+" sign to the left of the name of a feature indicates that it is activated and a "-" sign that it is deactivated.

The plus/minus key lets you toggle between the on/off states, while the OK key moves you to the next item in the setting window.

Entering/Deleting Digits



If numerical inputs are longer than the display field, the digits are pushed to the left out of the visible area

Using the plus/minus key you can move the cursor and display the digits that were previously not visible. The digits on the right will then disappear from the display field. Inputs are always made to the immediate left of the cursor position. A short press of the C-key deletes individual digits, whereas pressing and holding the key deletes the complete entry.













Deleting Lists


In displayed lists (e.g. the call list) you delete individual items from the list with a short press of the C-key . Pressing and holding the C-key deletes the entire list, but only after the query



Are you sure? Press to delete the list.

Entering Text

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


Key	Characters
	1?!.,:'''
	ABC2ÄÅÄÄÄÃÆÇ
	DEF3ÈÉÊËË[euro]
	GHI4ÌÍÎÏ
	JKL5
	MNO6ÑÕÒÓÔÕØ
	PQRS7ß
	TUV8ÜÚÚÚ
	WXYZ9
	0-(blank)@\$&
	*-+=~<>^%ö
	#(){}[]/\

- Inputs are always made to the immediate left of the cursor position.
- The input position moves automatically if you pause briefly between your inputs or if you enter a new character.
- When entering text, the first letter will automatically be upper case, the remaining letters automatically lower case. After you enter a space, the next letter will be upper case once again.
- While entering text, you may switch back and forth between upper and lower case by pressing a number key for a **longer** time. The upper-/lower-case remains activated until the next time you press a number key longer.
- Press the ABC key  briefly to switch between the alphanumeric and numeric modes.

- If the text passages are more than one line long, line breaks are made automatically at the end of each line. You can move the cursor by using the plus/minus key .
- A short press of the C-key  deletes individual digits/characters (in front of the cursor), whereas long pressing the key deletes the complete entry.

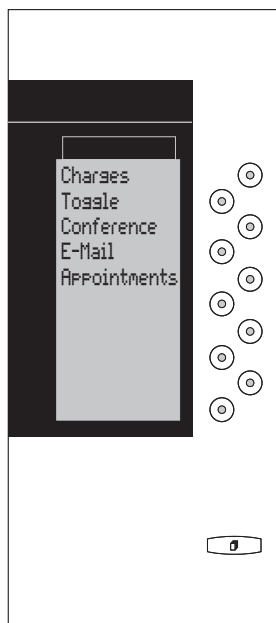
Automatic Exit

MenuCards close automatically under the following conditions:

- An open menu is automatically closed after 60 seconds if you do not make any additional entries. Exception: playing back a voicebox message with a duration longer than a minute. Changes that have not been saved are lost.
- In the idle or connection state, if you receive a call and accept it by lifting the handset or pressing a key.
- In the connection state, if you make inputs that require a new connection-dependent MenuCard (e.g. you pressed the R-key  to make an enquiry call; see the section entitled *Making Calls* starting on page 35).
- If you press a key that invokes a MenuCard other than the one displayed.

All inputs that have been saved in the MenuCards remain intact when you exit the menu.

The Keypad Module on the Forum Phone 530



Forum Keypad 530 for a Forum Phone 530


Up to three add-on keypad modules with display can be connected to the Forum Phone 530. Each module has ten keys, which are assigned to the corresponding display lines.

The keys can be allocated in three levels, thereby providing you with 30 randomly programmable memory locations for destinations and functions for each module.

At the first level of the keypad module call keys can be programmed (as trunk keys, team keys, busy keys or direct-call keys). The number of keypad modules on a Forum Phone 530 and their assignment are configured in the **Configurator** of the Web console.

Please note: *In order to plug in a keypad module, you must first unplug your system telephone's U_{pn} cable. Although adapters can be plugged in during operation, this is not permissible for keypad modules.*

Selecting the Function Level

You switch levels by using the level key  at the lower right. The icons in the top line of the display tell you which level is set.

Operating the Keypad Module Keys

The keys of the keypad module are operated in the same way as programmed keys, as described in this user guide (see the following sections: *Programming Call Numbers (Destinations)* starting on page 108, *Programming Functions (Features)* starting on page 109, and *Programming the Call Keys* starting on page 74).

Before programming a key, you must always select the desired level. All MenuCard displays related to the keys of an add-on device are shown in the display of the basic device.

External Audio Devices

Configuring Audio Devices

You use the **7 Add-on adapter** menu in the **Phone settings** menu group to configure and activate the audio devices connected to your system telephone.

In the **Main menu** you select **4 Phone settings**, then **7 Add-on adapter**, followed by ...

- Under the menu item **1 Add-on selection** you enter the type of analogue audio device connected to socket 1, or deactivate the socket. Select the type of device that is to be activated (**Ear cap**, **Second handset**, **Headset**, **Active speaker box**, **Ext. microphone**, **DECT-Headset**). Select **Off** to temporarily deactivate the socket.
- Use the menu item **2 Add-on volume** to adjust the volume of the device.
- Under the menu item **3 Relay selection** you enter the type of device connected or select **off** deactivate the socket.

Program one or, if necessary, several function keys to activate/deactivate the connected audio devices. You can then switch devices (e.g. a headset) on and off by simply pressing a single function key (without e.g. having to use the hook-switch for the headset). The current status is signalled visually.

5 Record

6 Second handset

7 Headset

? DECT-Headset

Using the Audio Devices

Ear cap:

The ear cap is automatically activated when you lift the handset or switch the loudspeaker on.

Second handset:


The second handset can only be switched on when you have lifted the (normal) handset of the system telephone or switched on the loudspeaker.

To activate the second handset, use either a function key or the menu item **6 Second handset**.


Headset:

To activate the headset, use either a function key or the menu item **7 Headset**. Switching on the headset is equivalent to lifting the handset. You can also use the headset and handset simultaneously. When using a headsets it is useful to activate the "En-bloc dialling" feature (see the section entitled *MenuCard "Phone Settings"* starting on page 92). For further information on connecting a DECT headset, please contact the Belgacom Sales Department.

Loudspeaker and headphones:

To activate an external loudspeaker or headphones, use the hands-free key . The external loudspeaker will be used instead of the telephone's built-in loudspeaker.

Microphone:

An external microphone is activated automatically when you use the hands-free key  to switch on the loudspeaker. The external microphone is used instead of the telephone's built-in microphone.

Recording:

You can start recording as soon as the handset has been lifted or the loudspeaker switched on. To start recording, either use a function key or the menu item

5 Record. Recording stops when the handset is replaced or the loudspeaker switched off.

Note: *If your recording equipment does **not** support the audio adapter's start/stop signal, you will have to start and stop the recording directly on the recording equipment itself. Activation via the telephone is then no longer necessary.*

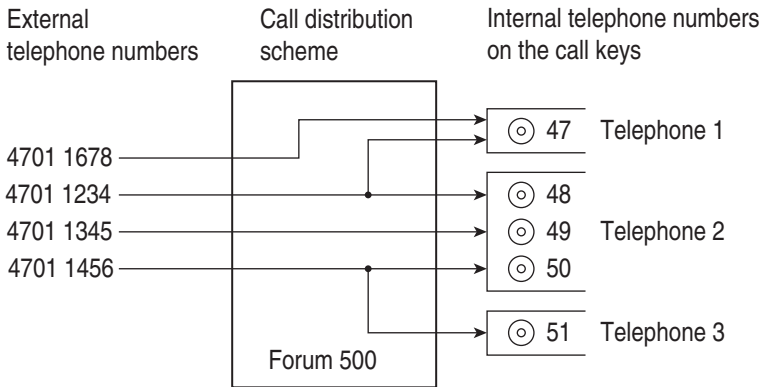
Making Calls

General Functions

Internal and External Telephone Numbers

The internal number of your telephone is assigned when you configure your communications system.

The telephone number is linked to the call key \odot of your telephone, which means you receive calls on this key. You can have several internal telephone numbers on different call keys. The external telephone number(s) at which you can be reached is (are) assigned to the call key(s) (with the internal number).



Example of the assignment of internal and external telephone numbers

The above example shows that the system's external telephone numbers are first stored in the Forum 500 / Forum 5000. The telephones can be reached selectively by means of call distribution of the numbers to the internal numbers (call keys). As you see, telephone 1 and telephone 2 both ring when a call is made to the number "4701 1234". At the same time, telephone 1 can also be reached on the number "4701 1678".

Signalling on the Call Keys

“Call key” is the general term for all keys of your telephone which you use to make calls and are called. These are feature keys or call keys with team functions (team keys or direct call keys).

The LEDs and symbols on the call keys indicate the following states:

First call	LED flashes 🔔 Bell flashes
Further call	LED flashes rapidly 🔔 Bell flashes
Key seized	LED on ➡ Arrow on
Call held	LED flashes slowly ➡ Arrow flashes slowly
Team member’s key seized	LED on ☎ Handset on and display of team key text

Calls in the Call-waiting Queue

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

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

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

If several telephone numbers are configured for your telephone (e.g. on trunk or team keys), separate call-waiting queues are used for each number.

On the Forum Phone 530 incoming calls are signalled by means of a short tone (default setting); they are also indicated on the display. The system administrator can switch off the notification tone for a new call in the web configurator with the **Beep for calls in call queue** option (menu: **Telephony: Devices: System phones**).

If there are calls in the queue, the level indicator appears at the beginning of the second line of the Forum Phone 530 display. If several telephone numbers with call-waiting queues are configured for your telephone, the total number of entries appears.

Accepting a Call During Automatic Dialling


Sample situation: You have entered a call number or selected a call number (in the call list, the re-dial list or the phone book). The call number is not yet dialled and you receive a call at that moment. When you pick up the handset the following operations are possible:

- The call number you entered is dialled.
- You accept the call.

The **Prefer incoming connections** option determines which of these operations is carried out. The system administrator configures this option in the web configurator, in the **Telephony: Settings** menu.

Block Dialling/Automatic Dialling

If you activate the menu item **En-bloc dialling** in the MenuCard **Phone settings**, you can enter all telephone numbers (and correct or add digits to them, if necessary) without lifting the handset. The number is displayed in the Info line. Entries from the redial stack, the call list and the telephone book that are to be dialled using also appear in the Info line first. The number

you have selected is not dialled until you lift the handset or press the hands-free key . It is useful to activate the "Block dialling" feature when using a headset (see the section entitled *MenuCard "Phone Settings"* starting on page 92).

If block dialling is switched off, the telephone switches to hands-free mode or open-listening mode as soon as you enter a call number and dial it.

Block Dialling and Headset Operation

It is useful to activate the "block dialling" feature when using a headset. Once block dialling has been activated and the headset switched on, the phone immediately switches over to headset operation and the call number is dialled when you enter a number on the phone.

Dialling a Different User or a Different Terminal

You can also use your system phone for dialout with a headset. To do so, save a destination call number on your system phone (via the MenuCard **Connections**, the menu entry **2 Dial: 0 Remote dialling**, please refer to page 99 also). The saved call number will be dialled automatically when you press the headset key within 30 seconds. After 30 seconds, the dialout will be deactivated automatically.


This feature can be used on all devices for which the system administrator has configured a device ID. This means that you can also save a dialout for another user who, e. g. also has a system telephone.

DTMF Postdial/VF Signalling

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

With the Forum iPhone 520 and Forum iPhone 530 telephones no postdialling via DTMF is supported for ISDN or SIP lines.

Muting


Pressing the muting key  deactivates the microphone during a call, and the person at the other end of the line can no longer hear you. Press the key again to switch the microphone back on.

Call-charge Display, Duration Display

If your network operator transmits call charge information, and if you have dialled an external number yourself, you will see the current amount of the charge in the Info line during or at the end of a call. The menu item **Charge settings** in the **Phone settings** MenuCard lets you deactivate this or switch to the duration display.


Adjusting the Volume with the Plus/Minus Key

  14:30


Use the plus/minus key  to adjust the volume of the loudspeaker in open-listening/hands-free mode or the volume of the handset during a call via the handset, or the volume of the ringer tone when you receive a call.

Note: *When the telephone is in its idle state again, it reverts to the default menu setting.*


Redialling


Pressing the redial key  displays a MenuCard containing the last ten numbers dialled (with the most recent entry at the top). If a telephone number is also stored in your system's telephone book/name directory, you will see the name as well.

Select the entry (phone number or name).

If you now press the  button, the phone book will open (see explanation further below).

If you picked up the receiver before calling up the redial list, the phone number will now be dialled automatically.

If you do not pick up the receiver and then press the  button, you can execute the following functions:


- **Dial:** Press the  button or pick up the receiver. The phone number will be dialled.
- **Phone book:** You can add the entry to a phone book (**1 New entry**) or to an existing entry (**2 Add**). Please see: *Add Phone Numbers to Telephone Book from Lists or during a Call* starting on page 69.
- **Info:** You can obtain information on the called subscriber (e.g. his or her phone number if his or her name is displayed in the redial list). You can see when you last dialled this number and how often you have tried to reach the subscriber. If there are multiple trunk keys configured on your telephone, the trunk key with which the call was made is indicated.

Note: *If your internal extension number (e.g. "30") is configured on more than one terminal, you can view and edit the redial list for the extension 30 on each of these terminals. If, for instance, you delete the redial list on one terminal, it will be deleted on all others as well.*


Hands-free, Open-listening Mode

In hands-free mode, the handset is on-hook. You hear the caller over the loudspeaker and speak through the microphone of the handset (although it is on-hook). In the case of open listening, the loudspeaker is activated in addition to your handset.

Calling via the Handset

To switch open listening on/off, press the hands-free key . To switch to hands-free mode, press and hold down the hands-free key and replace the handset.

Initiating a Hands-free Call



Instead of lifting the handset, press the hands-free key . End the call by pressing the hands-free key again.

Blocked/Unblocked Telephone Numbers

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

Telephone Lock

If you wish to permit another person to temporarily use your telephone, you can activate the telephone lock via the **5 Protection: 3 Telephone lock** menu entry (see page 95). Independent of the system configuration, when the telephone lock is activated, the functionality range is restricted on the telephone, incl. possibly restricted dialling rights.

When the telephone lock is activated, the LED of the info key  is illuminated while the info key is without function then. To deactivate the telephone lock, press the MenuCard key  and enter your user PIN thereafter.

Keypad Dialling

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



Lift the handset and press the star key and the digits "1" and "2". This switches your telephone over to the keypad protocol. You can now enter the code digits for the appropriate keypad.

Note: *In the idle state, keypad dialling is automatically active. Once the called subscriber answers the call, which can be an external answering machine for example, you can execute the required functions by pressing the number keys.*

Least Cost Routing (LCR)

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

This is only necessary if LCR has been configured for you in the Forum 500 / Forum 5000. Consult your system administrator about this.

Note: *Baby call and external call forwarding are not automatically switched via preferred connections. In this case, if the network operator you wish to use is not the default operator, you can key in the appropriate operator's code digits before entering the telephone number.*

Transmission of Call Numbers

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

"CLIP"

"CLIP" is an abbreviation for "Calling Line Identification Presentation". The caller's call number (if transmitted) is displayed by means of the corresponding call key. If this number is also stored in your telephone book, the caller's name is displayed.

"CLIP no screening" Feature

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

indicated call number is saved as a phone book entry, as usual, the name will be shown along with a question mark.

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

"CNIP" Feature


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

"CLIR" Feature



"CLIR" is an abbreviation for "Calling Line Identification Restriction". Before dialling a call number, you can decide from case to case if you wish to prevent your call number from being displayed to the called subscriber. To do this, select **Suppress number** from one of the MenuCards described in the next section.



If this feature is not provided, your telephone number will always or never be displayed, depending on the system setting. Consult your system administrator for more information.

MenuCards Before and During a Call

When your telephone is in the idle or the connection state, a short press of MenuCard key  provides you with state-dependent MenuCards displaying frequently used features you can activate.

Examples


Another telephone in your pick-up group rings, and you want to answer the call. Lift the handset, press MenuCard key , select **Pick-up** and confirm this with . You are now connected to the caller.


Alternatively, let us assume the line you call is busy and you want the person with this number to call you back. When you hear the busy signal, press the MenuCard key  and confirm **Callback** with .

The state-dependent MenuCards are illustrated at the end of each of the following sections.

Note: *As a rule, the features are only available to you if they can actually be executed.*

MenuCard “Selection” in the Idle State

Press (but do not hold down) the MenuCard key  (this also works if you have already lifted the handset), then select ...

Unpark call: Consecutively unparks one or more connections which you have previously parked, for instance to make enquiries or to forward calls (see *MenuCard “Conversation”* starting on page 49). Select the parked call desired from the list offered. Confirm with the key .

Pick-up: Accepts a call for another telephone in your pick-up group.

Pick-up select...: Accepts a call for any other telephone. To do this, enter the telephone number of the other telephone. If the other telephone is already in the call state (e.g. an answering machine is in announcement mode), you pick up the call. The subscriber for whom you picked up the call must belong to a user group for which “Call removal” authorisation is activated, otherwise “Pickup selective” is not possible.

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

Take: You accept a current call from a different terminal at your telephone and continue your call on your telephone. The prerequisite is that your telephone and the other terminal have the same internal call number. You can also programme the function “Take” to a feature key (see also *Programming Functions (Features)* starting on page 109).

Announcement: After entering the call number, you can initiate an announcement to another system telephone, or on a group of system telephones.

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

Charges: For each trunk key, you can view the charges for the last call as well as the total charges.

Door opener: This activates the door opener.

Notes: Note a call number and a name or dial a noted call number.

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

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


LCR off: This switches off the LCR function.

VIP call: Your next internal call is made as a VIP call.

Main menu: This opens the Main menu; see the section entitled *Main Menu* starting on page 83. You can also open this menu by pressing and holding down the MenuCard key.



Making External/Internal Calls

Manual or Automatic Trunk Line Seizure

If your telephone is set to **manual** line seizure, all call keys on your telephone first seize an internal line, and you can dial an internal number straight away. When making external calls, you must first press the line seizure code digit (presetting: ) .

Note: *This also applies to all enquiry calls and call forwarding to external destinations, but not to call forwarding "MSN".*

Your system administrator configures this code digit for all subscribers on the Forum 500 / Forum 5000 system and will tell you what value is currently valid.

If your telephone is set to **automatic** line seizure, all call keys on your telephone seize an external line, and you can dial external numbers straight away. In order to reach internal subscribers, press the star key twice   before dialling the internal number.

Making an External Call

with Automatic Trunk Line Seizure

☒ Lift the handset (your call key is seized)

and/or

☉ press the particular call key (hands-free mode).


☒ Dial the external number.

with Manual Trunk Line Seizure

☎ Lift the handset (your call key is seized)

and/or

☎ press the particular call key (hands-free mode).

☎ Dial the trunk line seizure code digit (presetting: ) and then the external telephone number.



Making an Internal Call

with Automatic Trunk Line Seizure

☎ Lift the handset (your call key is seized)

and/or

☎ press the particular call key (hands-free mode).

  Press the star key twice ...

and dial the internal telephone number ☎ .

with Manual Trunk Line Seizure

☎ Lift the handset (your call key is seized)


and/or

☎ press the particular call key (hands-free mode).

☎ Dial the internal telephone number.

Using Destination Keys to Make Calls

You can save call numbers to call numbers. To dial, simply press the destination key.

☎ / ☎ /  Then you pick up the handset or press the desired call key or the hands-free/open-listening key. Your call key is seized.

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. 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 96) you will hear the busy signal. You can penetrate a subscriber's call-waiting protection via a VIP call (see page 52).

Using Routes to Make Calls

☎ (routing code, tel. no.)

in enquiry calls:

☎ R (routing code, tel. no.)

The Forum 500 / Forum 5000 establishes calls to the desired subscribers either automatically or via specific routes. Your system administrator configures these routes in the Forum 500 / Forum 5000 and specifies how each route is seized. In order to manually seize a specific route for a call, you dial the routing code before dialling the (internal or external) telephone number. By making calls via specific routes, you can e.g. contact subscribers in the branches of a large company network. It is also possible to use a manually-entered routing code to record your call-charge data for private and business external calls separately.

The **default route** "External line" is always present and cannot be deleted. Automatic trunk line seizure uses the Forum 500 / Forum 5000 trunk line seizure code digit for the default route.

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

Busy Display for Bundles and Routes on the System Telephone

The system telephones can display whether all lines of a bundle (trunk group) or a route are busy.



To do this, you must program a function key for the system telephone in the **Configurator** (in the **Telephony: Devices: System phones** menu, function "Bundle state" or "Route state"). This function cannot be programmed on the system telephone itself. Contact your system administrator if necessary so that this key can be configured for you.

The name of the bundle or route and the number of busy channels appear in the display. This display is constantly refreshed.


If the "Route state" function is programmed and you press this key briefly, the routing code will be dialled accordingly (e.g. "0").

If all lines in the bundle or the route are busy, the LED on the programmed function key is illuminated.

Ending Calls

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

MenuCard "Conversation"

Press (but do not hold down) the MenuCard key , then select ...

Phone book: You can add the other party's phone number to a phone book as a new entry (**1 New entry**) or you can add it to an existing entry (**2 Add**). Please see: *Add Phone Numbers to Telephone Book from Lists or during a Call* starting on page 69.

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

Hints on Booking Numbers

- Entering a booking number during a call is possible only if the system administrator has activated this function for your user group. Only then will the **Booking number** menu item be displayed.
- For external connections established by you it is important how the route that you are using for the connection has been configured by the system administrator. Among other things, the system administrator specifies whether a booking number is entered through the system terminal menu (and therefore during the call). He can, however, also specify that booking numbers must be entered with a code procedure. In that case the booking number must be entered before the call is initiated and the connection is established. It is entered after the routing code and before the actual destination number. In this case it is not possible to enter the booking number during the call.
- You can also program the function "Enter booking number" to a function key (see also *Programming Functions (Features)* starting on page 109). Via this function key you can then enter the booking number during the conversation. To program, select the **Connections: 2 Dial: 9 Booking number** entry from the **Main menu**. You can define a booking number that will be saved to the function key. If you do not define a booking number, then you can – after pressing the function key – enter any booking number. Ask your system administrator how long a booking number can be (this depends on the system configuration) and which booking numbers possibly already exist.
- Calls made with booking numbers can be analysed with the Forum 500 / Forum 5000 **Forum Count** web application.

Park call: Users can park one or more callers to make other calls or put down the receiver and engage in other activities. (This is fundamentally different from the "Hold Connection" function; with this function the connection with the caller is terminated as soon as the called subscriber puts down the receiver). Parked calls are recorded in a list on the system terminal. The system offers the next available parking spot (0-9, * or #). Users can accept the calls from the list in whichever order they wish, enabling them to unpark specific calls as required. Until his call is unparked, the caller will hear music on hold, provided music on hold has been configured. If the user does not unpark the caller after a certain amount of time, he will receive an automatic recall if the receiver has been replaced (the display shows information on the recall). This automatically unparks the caller. If, however, the user is still making another call and has not hung up, the caller will hear the busy tone and will be "unparked".

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

Pick-up*: Accepts a call for another telephone in your pick-up group. Your first call is put on hold.
(*: Not possible if there are already two active calls.)

Note: *If a called subscriber is a member of an (additional) pickup group for which pickup protection (**Prevent Pickup**) is active, then you cannot pick up calls to that subscriber's number.*

Pick-up select...*: You accept a call for any other telephone. To do this, enter the number of that telephone. If the other terminal is already in the call state (e.g. an answering machine is in announcement mode), you pick up the call. The subscriber for whom you picked up the call must belong to a user group for which "Call removal" authorisation is activated, otherwise "Pickup selective" is not possible.
(*: Not possible if there are already two active calls.)

Note: *If a called subscriber is a member of a user group for which pickup protection is active, then you cannot selectively pick up calls to that subscriber's number.*

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

internal call number. Your first call is put on hold. You can also programme the function "Take" to a feature key (see also *Programming Functions (Features)* starting on page 109).


Hold: Holding is a team function. When you place a call on hold, this call may be picked up by another member of your team (see also the section *Holding and Transferring Calls with a Function Key* starting on page 74).

Door opener: Activates the door opener.

Notes: You can note a telephone number during a call. Under **Dest.**, enter the number and a **Text**, if required, and **Save** the number. You can call the number with **Dial**.

Intercept: The telephone 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!

MenuCard "Busy"

Press (but do not hold down) the MenuCard key , then select ...

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

Pick-up select...*: You accept a call for any other telephone. To do this, enter the number of that telephone. If the other terminal is already in the call state (e.g. an answering machine is in announcement mode), you pick up the call. The subscriber for whom you picked up the call must belong to a user group for which "Call removal" authorisation is activated, otherwise "Pickup selective" is not possible.

(*: Not possible if there are already two active calls.)

Note: *If a called subscriber is a member of a user group for which pickup protection is active, then you cannot selectively pick up calls to this subscriber's number.*

VIP call*: Your call is acoustically signalled to called internal busy subscribers, even if they have activated their call-waiting protection, call-protection or call-forwarding function (only possible on system telephones).

(*: Not possible if there are already two active calls.)

Accepting Calls

By Lifting the Handset or Pressing a Key

Normal Call

☒ / ☎ Lift the handset or press the call key to which the call is being signalled (hands-free mode).

Lifting the handset always accepts the caller who has been waiting the longest (note the bell symbol 📞 in the display, see also page 36).

VIP Call

Calls of this type from authorised subscribers are signalled to you even if you have activated your call-waiting protection, call-protection or call-forwarding function. You hear the ringing tone:

☒ / ☎ Lift the handset and press the appropriate call key (hands-free mode).

Call for a Virtual Number (Tele Secretary)

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

A forwarded call is signalled on the corresponding call key of your telephone. For informational purposes the virtual number to which the call was originally made is shown. The system administrator can also assign the virtual number a name. If this has been done, the name is shown on the display of your telephone.

☒ / ☎ Lift the handset or press the call key to which the call is being signalled (hands-free mode).

External Calls with Unknown Call Number

When you receive an external call where the caller indicates a different number than the one actually being transmitted (CLIP no screening), your display will show a "?" next to the call number. If

the indicated call number is saved as a phone book entry, as usual, the name will be shown along with a question mark. Note: Display of the “?” can be deactivated by the system administrator.

Automatic Call Connection

In certain operational modes (e.g. in hands-free operation or when making calls with a headset), it can be useful to be able to accept subsequent calls automatically. On your system telephone, you set the delay after which calls are automatically connected in the **5 Auto call Answer** sub-menu of the **1 Calls** menu.

During Another Call

On the Same Call Key

📞 You are speaking on the telephone, hear the short tone (call-waiting signal) and see the call on your display.

⦿ Press the call key assigned to the line on which you are speaking. This puts your first call on hold and connects you to the new caller.

 /  Press the disconnect key to end the current call.



⦿ Press the call key again.

📞 You are now reconnected to the subscriber you put on hold.

On a Different Call Key

📞 You are conducting a call, hear a notification tone (default) and see the call on the display.

⦿ Press the flashing call key. This puts your first call on hold and connects you to the new caller.

 /  Press the disconnect key to end the current call or replace the handset

⦿ Then press the call key of the held subscriber. (The LED and arrow symbol flash slowly.)


📞 You are now reconnected to the first subscriber.

Note: The system administrator can switch off the notification tone for a call on another call key in the web configurator with the **Beep for calls in call queue** option (menu: **Telephony: Devices: System phones**).

VIP Call

You hear the call-waiting tone. During a call, press the call key that signals the call.

MenuCard "Call waiting"


You hear the call-waiting tone. Press (but do not hold down) the MenuCard key , then select ...

Accept: You accept the waiting call. The subscriber you were talking to before is put on hold.

Reject: The caller hears a busy signal.

Deflect: You do not accept the waiting call, but deflect it to another subscriber after entering this subscriber's telephone number as the destination (**Dest.**). You can only use the "Deflect call" function if your user group is authorised to forward calls to internal and/or external destinations.

MenuCard "Call"

Press (but do not hold down) the MenuCard key , then select ...

Reject call: You reject the call. The caller hears a busy signal.

Deflect call: You do not accept the call yourself, but deflect it to another subscriber after entering this subscriber's telephone number as the destination (**Dest.**). You can only use the "Deflect call" function if your user group is authorised to forward calls to internal and/ or external destinations.

Door opener: This activates the door opener.

Voicebox Queries




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

- via **Forum Voicemail** (from a telephone whose number is not assigned to your voicebox)
- by calling the voicebox directly (from a telephone whose number is assigned to your voicebox)
- by means of the additional menu **9 Applications** in the Main menu (see the section entitled *MenuCard "Applications"* on page 104).


Note: For detailed information on the operation of **Forum Voicemail**, please refer to the user guide of the add-on component "Forum Voicemail".

Enquiry, Toggling, Transfer and Conference


Enquiry/Toggling by means of the R-Key or Another Call Key



 During a call, press the R-key (display in the Info line) and  dial the internal or external telephone number (for manually-seized trunk calls with the trunk line seizure code digit, e.g. , see page 46),

or

 press another call key to place an enquiry call with a team member.

The original call is put on hold while you are consulting with the third subscriber.

 To toggle (i.e. switch backwards and forwards between the two subscribers), press the key of the held subscriber (the LED and arrow symbol on this key flash slowly).



 /  End enquiry/toggling by replacing the handset or pressing the disconnect key.

 /  Then press the key of the call on hold.

 You are now reconnected to the subscriber who had been held.

Transferring an Internal/External Call to an Internal Subscriber

You have dialled an internal enquiry call (see the section entitled *Enquiry/Toggling by means of the R-Key or Another Call Key* on page 56). When the subscriber answers,

  inform them of the call transfer and hang up.

If the other subscriber does not answer or is busy,

 replace the handset, the other subscriber is called.



If the called internal subscriber answers, they are connected to the waiting call. If this call is not accepted within a certain period of time (by default 45 seconds), you are called back and, after lifting your handset or pressing the call key, are reconnected to the original subscriber and the display shows information on the recall.

The period of time after which a recall is made can be changed by your system administrator. Ask your administrator for the current time value.

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



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

 Press the disconnect key and then press

 /  the call key or enquiry key on which the subscriber with whom you originally spoke is waiting.

Transferring an External Call to an External Subscriber

An external call can only be transferred to an external subscriber by means of the MenuCard **Subscriber on Hold**.


To do this, press (but do not hold down) the MenuCard key  and confirm **Transfer** with the OK key .

External calls are interconnected within your telephone system, depending on your system setting.

Note: *When you call an external number and then transfer this person to another external party, you will bear the costs for the call between these 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 (ISDN user channels).*

MenuCard "Subscr (Subscriber) on hold"


You are making an internal or external enquiry call ...

Press (but do not hold down) the MenuCard key , then select the following from the **Subscr on hold** MenuCard:

Transfer: You connect the subscriber on hold to the subscriber with whom you are currently speaking.

Conference: This initiates a three-party conference.

Toggle: This function enables you to switch between the subscriber with whom you are currently speaking, and the one with whom you last spoke.


Park call: You can park one or more calls and make other phone calls in the meantime. (see *MenuCard "Conversation"* starting on page 49). The system offers the next available parking spot (0-9, * or #). Confirm with the key .

Door opener: You activate the door opener.

Internal/External Three-Party Conference

You have dialled an internal or external enquiry call (see the section entitled *Enquiry/Toggling by means of the R-Key or Another Call Key* starting on page 56).


☞ If the subscriber answers, inform them of the conference and select the **Conference** menu item from the MenuCard **Subscriber on Hold**. The conference is started.

☞ /  End the conference by hanging up or pressing the disconnect key.

Note: *Interconnecting the two conference participants or removing one of them from the conference is only possible using the appropriate menu item in the MenuCard. 3-party conference connections are not available.*

If you wish to speak to one of the conference participants separately again or remove one of them,

☉ press this participant's call key. You are now speaking with this participant, while the other participant is put on hold. Now you can toggle again.

 ☉ End your conversation with this participant by pressing the disconnect key and then press the call key of the participant on hold.

MenuCard "Conference"

Press (but do not hold down) the MenuCard key , then select ...

Disconnect: 34565483: This removes an external participant from the conference.

Disconnect: 1234: This removes an internal participant from the conference.

Transfer: This removes you from the conference, while the two other participants remain connected.

End conference: This ends the conference.




Toggle: This breaks up the conference and you can now switch between the subscribers.

Door opener: You activate the door opener using this.



Special Calls/Functions

Accepting an Appointment Call

You can save appointments with the menu item **3 Appointments** in the MenuCard **Messages**.

At the appropriate time, the appointment message appears on the display and your telephone rings for a period of one minute with the ringer volume steadily increasing. Press the OK key  once to switch the ringer signal off. Press  again to acknowledge the display signal. If you lift the handset during an appointment call, a special tone (through the handset) indicates that the ringer signal was an appointment call. You can also end the appointment call with the  key or by lifting the handset. Elapsed and active appointment calls are displayed in the **Info** MenuCard.

Baby Call

You can save an internal or external telephone number in the menu item **4 Baby call** of the MenuCard **Protection**. If the menu item has been activated, this programmed telephone number is dialled when a specified period has expired (presetting is five seconds after you have lifted the handset. If you begin dialling a telephone number within the specified period, the baby call is cancelled. The baby call can also be triggered by pressing the hands-free key  or a call key .

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


Announcements (with and without Intercom)

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


- **Announcement with intercom:** the microphone of the terminal called is switched on (hands-free mode) 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. In order to answer your announcement, the subscriber has to take the call just like a normal call (please refer to the section *Responding to an Announcement* on page 62 also). If you make an announcement to a group of system telephones (e. g. to a hunt group number on which calls are signalled simultaneously), all subscribers called hear the announcement at the same time. You hear a signal tone via your telephone when the (announcement) connection has been made to all called subscribers. If one of these subscribers replies to the announcement (by accepting the call), the announcement call to the other system terminals is terminated.

If a subscriber being called has activated announcement protection or intercom protection, announcements to that subscriber's call number will not be carried out.

Making an Announcement without Intercom

 **Briefly** press the MenuCard key and select **Announcement**. Under **Dest.:** you enter the call number (of a single terminal or of a group of terminals). Make your announcement.

Making an Announcement with Intercom



 **Briefly** press the MenuCard key and select **Intercom**. Under **Device-ID:** you enter the device-ID of the terminal. Your system administrator can provide you with the device ID. Make your announcement.

Responding to an Announcement


If you receive an announcement yourself, you will hear a special information tone.

... for an announcement without intercom

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

 /  To respond, lift the handset or press the hands-free/open-listening key.

or:

 **Briefly** press the MenuCard key. Select **Accept** in the MenuCard **Announcement**.


... for an announcement with intercom

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

Note: *When you have activated announcement protection (see page 95) and/or intercom protection (see page 97) on your system telephone, announcements to your call number will not be carried out.*


Rejecting an Announcement

In the MenuCard **Announcement**, select **Reject** if you want to reject the announcement call. The subscriber making the announcement then hears the busy tone.

You can also reject the announcement by pressing the disconnect key  or a feature key on which you have programmed the **Reject** function. You can also reject an announcement call with **Announcement with intercom** by pressing the hands-free/open-listening key.

Answering a Callback

A callback request is executed when the other subscriber is free again. When you hear the signal on your telephone, you...

 lift the handset, and the other subscriber will be called.

Forwarding Calls

Types of forwarding

You can forward internal or external calls intended for yourself to another internal call number or, provided that you have the necessary user group authorisation, to another external call number. Calls can be forwarded either immediately, after a specified period of time (delay) or if the line is busy. You can configure more than one call forwarding mode at the same time (**Immediately**, **After delay** or **Busy**). You can, for example, configure call forwarding **Immediately** for external calls to one call number, and call forwarding **After delay** for internal calls to a different call number. During configuration, the system administrator defines an interval in seconds for **After delay** call forwarding. You can replace this default with your own individual value when programming **After delay** call forwarding. If more than one forwarding mode has been activated, **Immediately** is given priority.

Call forwarding to a voicebox

If **Forum Voicemail**, the integrated voicemail system, is installed in the communications system, you can also forward your calls to a voicebox configured for you.

Selective Call Forwarding

Further, the system administrator can programme call forwarding where the call number of the caller is analysed ("SCF: Selective Call Forwarding"). 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 hunt group call numbers.

These destinations are called when all users of a hunt group are busy and/or when a call is not accepted by any member of the hunt group within a certain time interval. You cannot view or change this call forwarding on your device.

In addition, the system administrator can determine whether you can forward incoming calls to the hunt group call number or not. If the system administrator does not permit call forwarding for your hunt group call number, any call forwarding that you have programmed on your device is not carried out upon a hunt group call.

Call forwarding chains

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

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

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

A loop is also detected during call deflection. If you receive a call via a call forwarding chain and wish to deflect it to a destination call number which is already in the call forwarding chain, a negative acknowledgement tone is heard and the call signalling on your device will continue.

Contact your system administrator if call forwarding is not functioning as expected on your device. The system administrator is able to analyse call forwarding chains and eliminate any possible conflicts.

Doorbell, Door Opener

A doorbell is signalled to your call key and appears in the display. If there is an entry in the phone book for the call number, the doorbell name appears.

... opening the door while the handset is on hook

☰ Lift the handset.

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

... opening the door during a call

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

⊙ Press the call key to which the door call is being signalled. This puts your first call on hold and connects you to the visitor at the door.



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

⊙ Press the call key again.

☞ You are now reconnected to the subscriber you put on hold.

Entrance Intercom Calls

Calling the Entrance Intercom

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



In an enquiry call:



Signal when the Handset Is on Hook ...

☎ Lift the handset.

- If your system is connected to an entrance intercom, you can speak with your visitor.
- Otherwise you will hear a special door tone when you lift the handset.

Signal During a Call

☎ If the doorbell signal is triggered during a call, you hear a call waiting tone. Proceed as described in the chapter *Doorbell, Door Opener*, section *Signal During a Call* starting on page 66.

Door Call Forwarding

You can forward calls signalled from the doorbell to another (internal or external) call number, a so-called "pharmacy line". This is done by means of the **Call forwarding** menu (see the section entitled *MenuCard "Call Forwarding"* starting on page 88).

Call Duration

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

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

Making Calls from the Telephone Book

The Telephone Book

Approximately 2,000 entries can be saved in the telephone book of your communications system.

This number includes the centrally administered telephone book, the personal entries of all subscribers, and, provided you are using the multi-company variant of the Forum 500 / Forum 5000, the entries in the companies' telephone books.

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

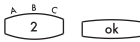
For instructions on managing the telephone book, refer to the section entitled *MenuCard "Phone Book"* on page 102.


MenuCard "Phone book"

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).

Briefly press the ABC key . You see the **Name :** input field in the upper line of the display.

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



Alternatively: Enter the first few letters of the desired entry and press the  key.

The list of phone book entries located is displayed. All suitable search results are listed, no matter where they are saved.



Use the arrow key to scroll through the list.



When you pick up the handset, the entry will be dialed. If the entry has multiple numbers, the preferred number will be dialed.

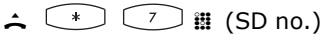


If an entry has multiple call numbers, you may also directly select one of them. Press the OK key and select **Office**, **Mobile** or **Private**. Confirm your selection with the OK key and **Dial** (or pick up the handset). Select **Info** to display the call numbers of the entry.

Speed Dialling


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

Selecting a Speed-Dialling Destination



alternatively:



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

Add Phone Numbers to Telephone Book from Lists or during a Call

You can add phone numbers saved in your caller list or your redial list to a telephone book (see *MenuCard "Calls"* starting on page 84 and *Redialling* starting on page 39). You can also add the other party's phone number to the telephone book during the call. (see *MenuCard "Conversation"* starting on page 49).

Select the **Phone book** menu item.

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

Add Phone Number as new Telephone Book Entry

Select **1 New Entry** and press the button.

Personal, Central, Company:

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

Office, Mobile, Private:

Define the kind of phone number the list entry should be saved as. Confirm your selection with the button.

Enter **Name** and **First Name**. Confirm each entry with the button.

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

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

If the newly entered phone number is to be dialled automatically whenever you call the subscriber (by using the telephone book) you can save this number as a default number. To do this, select the list item **Default** and press the button.

You can (automatically) suppress your own phone number if you dial the newly entered phone number from the telephone book. To do this, select the list item **Suppress number** and press the button.

Save the entry.

Add Phone Number to a Telephone Book Entry

Select **2 Add** and press the button.

Personal, Central, Company:

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

In the relevant telephone book, select the entry you would like to add to (please also refer to the explanations under "Look up Name" in the chapter *MenuCard "Phone book"* starting on page 67).

Office, Mobile, Private:

Define the kind of phone number the list entry should be saved as. Confirm your selection with the button.

Add more information to the entry as described in *Add Phone Number as new Telephone Book Entry* on page 69

Save! the entry.

Team Functions

The system administrator can form a team with two or more telephones and program team functions for these telephones by assigning internal telephone numbers to the telephone's call keys. For each programmed call key, the administrator can determine whether you can receive and make calls or whether you can only call the other members in the team.

As a member of a team, you can see on your display which of the other team members are currently busy. Team members can answer one another's calls and transfer them; they can also substitute for one another.

For an overview of the team functions and some examples of how they are used, please refer to the chapter entitled "Team Functions" in the "Mounting and Commissioning" (Forum 523/524, Forum 525/526, Forum 550/560) resp. "Commissioning and Maintenance" (Forum 5050) user guide.

For information on the display texts, please refer to the chapter entitled *Display and MenuCards* starting on page 23; for information on the call keys, refer to the chapter entitled *Key Assignments* starting on page 17.

Managing Calls in a Team



In a team configuration, the operation of call keys is very similar to the operation described in the previous chapters of this User Guide.

This chapter gives a brief explanation of how to operate the telephones in a team configuration and refers you to other chapters where appropriate.

Making External/Internal Calls

For information on how to operate these functions, please also refer to the chapter entitled *Making External/Internal Calls* starting on page 46.

Using Trunk Keys

 /  Trunk key 1 is automatically seized when you lift the handset or press the hands-free key. You can make internal and external calls

⊙ If you have programmed two or more trunk keys on your system telephone, you can seize them separately.

Using Team Keys

⊙ To call another team member, simply press their team key.

Using Direct-call Keys


⊙ Via direct-call keys you can call team members even if they have programmed a substitute.

Accepting Calls


For information on how to use this function, please also refer to the chapter entitled *Accepting Calls* starting on page 53.

Using Trunk Keys

Calls are indicated on the appropriate trunk key by a visual signal and (if configured) acoustically as well. You can accept the call by

 picking up the handset or

⊙ pressing the trunk key or

 pressing the hands-free key.

With the trunk keys you can set your telephone to idle either by programming call protection, call diversion or a substitute. You can also change the call signalling mode via the trunk keys (see the section entitled *MenuCard "Prog. call key" (Trunk Key)* on page 75).

Using Team Keys

⊙ For calls for another team member, the call number of the caller (or the name if there is a corresponding entry in the telephone book) and the user name of the team member are shown alternately in the display. You can accept a call for another team member by pressing the appropriate team key on your telephone.

You can put the accepted call through to the team member using the team key.

You can change the call signalling mode via the trunk keys (see the section entitled *MenuCard "Prog. team key"* starting on page 77).

Using Direct-call Keys

⊙ Via direct-call keys you can only make calls to team and trunk keys programmed with the same telephone number. No calls are signalled to direct-call keys.

Enquiry, Toggling and Transferring

For information on how to use these functions, please also refer to the chapter entitled *Enquiry, Toggling, Transfer and Conference* starting on page 56.

Within a team you can put a call on hold for enquiries or transfers. Calls on hold are indicated by the LED flashing slowly on your telephone.

While the call is on hold you can make an enquiry call to another member in the team and transfer the call.

The following is a brief description of all call keys (trunk key, team key, busy key and direct-call key).

Enquiry Calls

⊙ Press the call key of the team member with whom you want to consult. The original call is put on hold.

Toggling

⊙ To toggle (i.e. switch back and forth between the two subscribers in the call), press the key of the held subscriber.

Transferring

☞ ☞ Announce the call transfer to the other team member and put the handset on the hook. The call on hold is now transferred to the other team member.

Holding and Transferring Calls with a Function Key

Using the “Hold” function, team members can accept a call that has been parked by another team member. To use the “Hold” function, it must be programmed to an unused feature key on the team members’ telephones.

☞ You are speaking via a call key, e.g. the trunk key with the telephone number “11”.

☉ ☞ Press the “Hold” function key to put the call on hold. Put the handset on the hook.

On the team telephones with the call number 11 programmed on a trunk key or a team key, the LED for the programmed key flashes. The display indicates that a call for the call number 11 is put on hold (is parked).

☞ ☉ **Accepting Calls with a Team Key:** Another team member picks up the handset and presses the team key to which the telephone number “11” has been assigned.

☉ ☞ **Accepting Calls with a Trunk Key:** Another team member presses the trunk key to which the telephone number “11” has been assigned.

For information on how to program the function keys, please refer to the chapter entitled *Programming Functions (Features)* starting on page 109.

Programming the Call Keys


The call keys are configured in the **Configurator** on the Forum 500 / Forum 5000 Web console. For **system telephones**, you can configure the following:




- the type of key (trunk key, team key, busy key or direct-call key),
- the telephone number and the text currently assigned to the key,
- the call-signalling mode for this key.

You can change the pre-settings for the text and the call signalling mode on the appropriate key's MenuCard (see the following sections: *MenuCard "Prog. call key" (Trunk Key)* on page 75 and *MenuCard "Prog. team key"* on page 77) as well as most of the settings for supported features.


If the configuration of a call key is changed in the **Configurator**, the telephone will load the new settings and not be operational for a few moments. For more information on the configuration, refer to the online help of the Forum 500 / Forum 5000.

MenuCard "Prog. call key" (Trunk Key)

Press and hold down the trunk key  for a moment, then select ...

1 Modify text: You will see the text currently assigned to the key. This text is displayed on the display of your telephone. To change the text, press . Delete the existing text with the  key and enter new text, if required. Press  and confirm this with **Save**. If you delete the text, only the key's call number will be displayed.

2 Call diversion: You can configure one or more types of call forwarding for the trunk key (**Immediately**, **After delay**, **Busy**), see the section entitled *MenuCard "Call Forwarding"* starting on page 88. The call forwarding mode configured for a trunk key only applies to that key, not the telephone.

3 Substitution: You can forward calls for this trunk key to another member of the team. Select **Substitute** and choose one of the team members from the list. Press . Select **On / Off** to switch the substitution function on or off.

Note: *The menu entry Substitution is only displayed if the allocated telephone number has been configured on another team member's trunk or team key.*

Calls for this trunk key are now only indicated on your telephone by a visual signal. On the substitute's telephone, the calls are indicated by a visual signal and acoustically, even if the key there has been configured with a different type of call signalling. On the substitute's telephone, the call is signalled acoustically with the

volume set for that telephone (see the section entitled *MenuCard "Phone Settings"* on page 92).

Calls from direct-call keys to your telephone are signalled acoustically even if you have programmed a substitute (unless you have programmed call protection for this trunk key).

4 Call signalling: Determine whether call signalling to this key is to be **Optical & acoustic**, **Optical only** or **Acoustic after delay**. If you select **Acoustic after delay**, specify the number of seconds after which your telephone is to ring.

5 Call protect: Switch call protection **On** or **Off** for all calls, for internal calls only, or for external calls only. If call protection has been activated, this trunk key will only indicate calls by means of a visual signal, even if they are made from a direct-call key.

6 Ring tone: You can set the **Volume** and **Melody** for different types of incoming calls (**1 External calls**, **2 Internal calls**, **3 VIP call**, **4 Door call**) for each trunk key. Proceed as described in the section "2 Ring Tone" on page 92.

7 Charges: For each trunk key, you can view the charges for the last call as well as the total charges.


8 Call wait. prot.: While you are making a call, other calls for the telephone number of this trunk key are not signalled by a call waiting tone. The caller hears the busy tone.




Note: *If the internal telephone number of this trunk key is configured on several telephones, call-waiting protection is also activated on these telephones.*

9 Announcement pro... (Announcement protection): Switching on (**On**) or switching off (**Off**) announcement protection for this trunk key. When announcement protection is activated, no announcements can be made to your telephone (see also page 60).

0 Lists: Define if for the call number of this trunk key the caller lists (missed calls and accepted calls) and the redial list are recorded. Use **On/Off** to activate/deactivate the lists for this trunk key.

MenuCard “Prog. team key”

Press and hold down the team key  for a moment, then select ...

1 Modify text: The text currently assigned to the key is shown on the display of your telephone. To change the text, press . Delete the existing text with the  key and enter new text, if required. Press  and confirm this with **Save**. If you delete the text, only the key’s telephone number will be displayed.

2 Call signalling: Determine whether call signalling to this key is to be **Optical & acoustic**, **Optical only** or **Acoustic after delay**. If you select **Acoustic after delay**, specify the number of seconds after which your telephone is to ring.

3 Call protect: Switch call protection **On** or **Off** for all calls, for internal calls only, or for external calls only. If call protection has been activated, this team key will only indicate calls by means of a visual signal, even if they are made from a direct-call key.

4 Ring tone: You can set the **Volume** and **Melody** for different types of incoming calls (**1 External calls**, **2 Internal calls**, **3 VIP call**, **4 Door call**) for each team key. Proceed as described in the section “2 Ring Tone” on page 92.

5 Call wait. prot.: While you are making a call, other calls for the telephone number of this team key are not signalled by a call waiting tone (but at the team keys of other terminals unless a call waiting protection was programmed there).

6 Lists: Define if for the call number of this team key the caller lists (missed calls and accepted calls) and the redial list are recorded. Use **On/Off** to activate/deactivate the lists for this team key.

Direct-call Key

When a direct-call key is held down, no MenuCard is displayed. A direct-call key is configured exclusively via the **Configurator** of the Forum 500 / Forum 5000 Web console.

Remote-controlled Functions

The Forum 500 / Forum 5000 enables remote-controlled calls and remote-programmable call forwarding. These features are set up by the administrator when configuring the system. To carry out these features the system PIN is required.

The system PIN is issued by the system administrator, and it must be changed from the factory setting ("0000") to another value in order for the features described below to function.

In addition, all the owners of voiceboxes can, with the corresponding authorisation, call their voiceboxes from external telephones. They can remotely access and edit their messages as well as modify the central settings of their voiceboxes.

Remote-controlled Dialling (Call Through)

Without Internal Number Assignment

☎ (reserved tel. no.) ☎ (system PIN) * (trunk line seizure code, e.g. 0) ☎ (external tel. no.) #

With Internal Number Assignment

☎ (reserved tel. no.) ☎ (system PIN) * (trunk line seizure code, e.g. 0) ☎ (external tel. no.) * ☎ (internal tel. no.) #

You can call the Forum 500 / Forum 5000 from an external telephone, from your home for example, and then dial an external telephone number. The cost of the call is then billed to the Forum 500 / Forum 5000 line. This way you can take advantage of different tariff zones, for example.

For this feature, the system administrator must have set up a telephone number (for remote control) in the Forum 500 / Forum 5000. In addition, the number reserved in the Forum 500 / Forum 5000 can also be assigned an internal telephone number via which the dialling is to be performed. In the case of remote-controlled dialling, there is no check on authorisation.

Least Cost Routing (LCR) is used with remote dialling, provided the system administrator has correspondingly configured LCR and its application in the Forum 500 / Forum 5000. Ask your administrator for the configuration applicable to you.

Remote-programmable Call Forwarding

Configuring the Function

☎ (reserved tel. no.) ☎ (system PIN) ☎ (your internal tel. no.) (trunk line seizure code, e.g.) ☎ (destination tel. no.)

Deleting the Function

☎ (reserved tel. no.) ☎ (system PIN) ☎ (your internal tel. no.)

Using the telephone number reserved in the Forum 500 / Forum 5000 for remote control, you can configure or delete call forwarding "Immediate" for your own telephone number from a remote location. This remotely-programmed forwarding overwrites any other existing call forwarding. Call forwarding "On Busy" and "After Delay" are not affected. Incorrect or non-existent telephone numbers are rejected. Your authorisation is checked in the same way as for forwarding within the Forum 500 / Forum 5000.

A correct entry is confirmed with a positive acknowledgement signal, provided the system administrator has not deactivated this function (in the **Configurator, Telephony: Settings** menu). The external call is subsequently ended.

Note: *The procedure is aborted if there is a pause of longer than 60 seconds between the entry of two digits. With this duration, remote-controlled functions using GSM cell phones can also be realised.*

Remote-programmable Voicebox Configuration and Query

If the system administrator has configured remote query authorisation for your voicebox, you can query and configure your voicebox from an external telephone:

- Using the call number of **Forum Voicemail** (this number is included in the incoming call distribution) ...

you dial the MSN or the system number assigned by the system administrator to the internal number of **Forum Voicemail**.

- Using your own call number (this number is included in the incoming call distribution, and you have activated call forwarding for this telephone to the voicebox) ...

you dial the MSN or the direct-dialling in number under which you can be reached by external callers.

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

Setting up an Internet Connection from Remote

☎ (reserved tel. no.) ☎ (system PIN)

If the communications system is connected to the Internet via a dialup connection, a user can initiate from external that the system establishes an Internet connection (ISP Trigger call). The system is then reachable via the Internet and enables to set up a connection for a VPN connection via RAS.



Note: *The "ISP Trigger call" function is only available with a Forum 523/524 communications system.*

Features and MenuCards

How to Set Features

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



Using MenuCards

Invoke the MenuCards using the appropriate keys as described under *Display and MenuCards* on page 23 and define your settings. Use the arrow keys and the  key to select your settings and the  key to switch between cards. In the primary groups of MenuCards you can also select features directly by entering a number. To do this, simply key in the number to the left of the feature.

Using Programmed Keys

Nearly all of the features can be programmed on a vacant (function) key and called up by pressing the key or switching the function on or off (see *Programming Keys* starting on page 107).



Using the Star and Hash Keys

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



Code digit input is intended primarily for analogue telephones in your system. The code digits can also be used on your system telephone and are described in the "Forum 500 / Forum 5000 – Standard Terminals" user guide (supplied with the system). You can view the up-to-date online summary via the **Codes** item in the **System info** menu of your communications system's Web console.

Main Menu

MenuCard “Main menu”

This MenuCard contains all available features. Some of the menu items can be found in other MenuCards as well. For example, incoming e-mails are located under **Messages** in the main menu and can also be called up by way of the Info key  (if it has been configured accordingly). Features that affect the availability of your telephone (e.g. active call protection) can be found in the main menu and also in the MenuCard **Active features**, which you can call by pressing and holding the Info key down .

The main menu is also used to program features on a key.

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

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

2 Call forwarding: This menu group contains all the types of call forwarding you can programme on your telephone. Please keep in mind the explanations in the chapter *Forwarding Calls* starting on page 63.

3 Messages: This menu group provides information about short messages and e-mails that you have received and sent. You can also configure appointments and activate pre-defined messages (“Presence” function).

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

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

6 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 MenuCards that you can call during a connection.

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



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

0 Central settings: Here you can make system settings.

MenuCard "Calls"

 Select **1 Calls**, then ...

select **1 Call lists**, followed by ...

- **1 Missed calls:** Here you can see the call numbers of callers who have tried to reach you. This also applies to calls transferred or forwarded to you from other internal subscribers. The entry will automatically be deleted after you have called back the caller. Specific feature for missed hunt group calls: If a hunt group member has called back the caller, the missed call entry will be deleted in the caller lists of all hunt group members.
 - Which calls are recorded in your call lists is determined by the authorisations of your user group. Your system administrator can specify that internal calls, external calls, calls when busy, and calls from the door all be included in your call list. If a caller is listed in the system's telephone book, the caller's name is displayed instead of the call number.
 - A call when busy is indicated by the handset symbol .
 - The  symbol indicates calls which were forwarded to you.
 - When you receive an external call where the caller indicates a different number than the one actually being transmitted, your display will show a "?" next to the call number. If the indicated call number is saved as a phone book entry, as usual, the name will be shown along with a question mark. Note: Display of the "?" can be deactivated by the system administrator.

- Door calls are shown either with the call number, or with the name of the doorbell, depending on the type of door intercom in use.
- If a caller has suppressed the display of his or her call number using CLIR, the call will still be shown in the call list. Where several calls from unknown numbers have been made, they are grouped together into a single entry. The system administrator can, however, during system configuration, determine that any calls with unknown call numbers will not be included on your call list.

Note: *If your internal call number (e. g. "30") is assigned to several telephones, you can view and edit the call list for the call number 30 on any of these phones. If, for example, you delete a call list on one telephone, it is deleted on all telephones.*

Call-back

Select an entry (call number or name).

You can open the telephone book by pressing the ABC key while the handset is *on the hook* (see below for further explanation).

If you press the OK key while the handset is *on the hook*, you can then perform the following actions:

- **Dial:** Call the caller back. Press the OK key or pick up the handset.
- **Phone book:** To add an entry to the telephone book (**1 New Entry**) or add to an existing entry (**2 Add**). See also: *Add Phone Numbers to Telephone Book from Lists or during a Call* starting on page 69.
- **Info:** Provides you with information on callers (e. g. call number, if the caller's name is displayed in the call list), time of the call and number of calls. When you have multiple trunk keys configured on your telephone, the trunk key on which the call was received is indicated.
- **2 Accepted calls:** Here you can see the call numbers of the callers you last spoke to. You can also edit this list in the same way as the list for missed calls (see page 84).

Note: Calls coming in via team keys are not added to your caller list.

- **3 Voicebox mess.:** You see the list of messages received and can edit them.
 - **Play:** Listen to the message the caller recorded. You can also use the number keys **4** (rewind), **5** (pause) and **6** (fast forward) to control message playback.
 - **Delete:** The message will be deleted after you press the button.
 - **Dial:** Call the caller back. Press the button or pick up the receiver.
 - **Phone book:** Add the entry to the telephone book (**1 New entry**) or to an existing entry (**2 Add**). Please see *Add Phone Numbers to Telephone Book from Lists or during a Call* starting on page 69
 - **Forward:** Forward the message to another voicebox, with or without a comment. Under **Dest.:**, enter the phone number of the other voice box, and confirm a recorded comment by pressing the button.
 - **Mark as new:** If the message is addressed to another person and you accidentally have listened to it, you can use this menu option to reset the messages to the status "new".
 - **Info:** Here you can see a caller's call number (or name, if it is entered in the telephone book) and the date, time and length of the selected message. When you have multiple trunk keys configured on your telephone, the trunk key on which the message was received is indicated.

Charges: For each trunk key, you can view the charges for the last call as well as the total charges.

3 Remote charges: You can read out the charges of other users of the Forum 500 / Forum 5000. To do so enter the internal number of the other user. Alternatively, you can also choose an entry from your telephone book.

Note: This function requires that your user group has been assigned the "Costs" authorisation by the system administrator.

4 Hunt group: If hunt group numbers are configured for your telephone, you can switch hunt group calls to your telephone on or off using **On** / **Off** (for individual hunt group numbers or **All** if you are a member of several hunt groups).

If several trunk keys or team keys on your terminal have been assigned to a hunt group number, you will first be offered a list of these keys (or more precisely their internal call numbers) when you access this menu item. Select the key for which you want to activate or deactivate the hunt group. If this key is assigned to several hunt group numbers, select a specific hunt group number, or select the option **All** if the setting is to be activated for all hunt group numbers assigned to this key.



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



Tip: If you assign a hunt group number to a feature key, you can log out from and log onto the hunt group by pressing single key. The display will show you which hunt group number is assigned to the feature key, which is useful if you are a member of several hunt groups (see also *Programming Functions (Features)* starting on page 109).


5 Auto call Answer.: You can set the period of time after which calls on your telephone are to be automatically accepted. Under **Duration:** enter the period of time in seconds (this can be a value between 0 and 99). Then choose whether automatic call connection should be activated for **Internal calls**, **External calls** or **Int. & Ext. calls**. You activate automatic call connection with **On**, and deactivate the function with **Off**.


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

MenuCard "Call Forwarding"

  Select2 Call forwarding, followed by ...

1 Call diversion: When you have multiple trunk keys configured on your telephone, you can programme call forwarding for each of these keys individually. To do so, select the desired key from the displayed list and press . If the call forwarding should apply to all configured trunk keys, select the **Device** menu entry and press .

Select **Immediately**, **After delay** or **Busy** to specify the type of forwarding and press . Then key in the **Dest.** of the call forwarding (please refer to the chapter entitled *Manual or Automatic Trunk Line Seizure* starting on page 46). **Duration:** When programming call forwarding after time, enter the time in seconds after which a call is to be forwarded (10 ... 120 seconds). If you do not enter a value, the default time interval provided by the system administrator at system configuration is used (default: 20 seconds).

Then select whether **Internal calls**, **External calls** or **Int./ext. calls** should be forwarded to **Dest.**. If you configure **Call diversion** on a function key (see also the section entitled *Programming Functions (Features)* starting on page 109), you can in addition enter a **Text** to label the key. The label is displayed for informational purposes in the **Configurator** of the Forum 500 / Forum 5000, for example. You activate call forwarding with **On**. Active call forwarding (**Immediately**, **After delay**, **Busy**) is indicated by a "+" sign. This is followed by the call forwarding destination. Using the plus/minus key , you activate or deactivate call forwarding.

Note: *Note: All calls to your telephone's numbers are forwarded. If a number is stored on more than one telephone, calls made to any of the other telephones will also be forwarded.*

3 Divert MSN: "Divert MSN" is available for ISDN multi-terminal accesses. You can use this type of call forwarding to forward incoming external calls to external destinations for each MSN. Select the MSN (one of the telephone numbers supplied for the multi-terminal access) you want to forward. Several MSNs can be grouped together. (This is configured by the system administra-

tor.) Calls to the group of MSNs can be forwarded to a common destination number. Selecting the **All** menu item lets you forward all configured MSNs to the same destination number.

You need the relevant authorisation to forward MSN groups and all MSNs. Only then will the corresponding items appear in the menu. Contact your system administrator if you have any questions about your authorisation and the current configuration of MSN groups.

After you have selected an MSN, an MSN group or all MSNs, select the type of call forwarding (**Immediately**, **After delay** or **Busy**), and then enter the external destination (**Dest.**).

Note: *For this type of call forwarding, the (external) destination number is always entered without the trunk line seizure code digit.*

If you assign "Divert MSN" to a feature key (see also *Programming Functions (Features)* starting on page 109), you can also enter a **Text** to label the key with. The label is displayed in the Forum 500 / Forum 5000's **Configurator** for informational purposes.

Activate the function with **On**. In the selection list of MSNs, active call forwarding (**Immediately**, **After delay**, **Busy**) is indicated by a "+" sign preceding the telephone number. A "?" preceding the entry, **? MSN Group 1** for example, means that there are different call forwardings activated for this group. Using the plus/minus key **[- +]**, you activate or deactivate the call forwarding.

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.*

4 Divert door: "Divert door" is available for door calls. Providing you have the relevant authorisation, you can forward door calls to your telephone to another (internal or external) telephone (a so-called "pharmacy line"). If several door bells are configured on the communications system, first select the door bell whose calls are to be diverted. Then key in the **Dest.** of the call forwarding (please refer to the chapter entitled *Manual or Automatic Trunk Line Seizure* starting on page 46). You can activate the forwarding function with **On**, and deactivate it with **Off**. How many door bells are

available and with which names they are listed in the menu, depends on the type of entrance intercom. Consult your system administrator if you have questions concerning the configuration of the door bells.

5 Remote divert: This function allows you to configure call forwarding for the phone numbers of other users. Programming call forwarding for a virtual call number is also possible (please refer to *Call for a Virtual Number (Tele Secretary)* starting on page 53 also). In order to do so, "Call forwarding for other user" authorisation is required, otherwise this menu item will not be displayed on your terminal. Also, you can configure call forwarding only for those users whose terminal has not been blocked for this type of access (these users will themselves have authorisation to "Prevent call forwarding by other user"). Please consult your system administrator if you have questions regarding these authorisations.

Enter the internal number that you want to forward or select a number from the telephone book. The rest of the procedure is the same as configuring the "Call diversion" function (see page 88).

6 Follow me: This type of call forwarding is configured on another than your own terminal. The user's PIN number for the source telephone is required for this function (see page 96). On the other terminal, select the **6 Follow me** item from the **Call forwarding** MenuCard. As **Source**, enter the internal call number for which calls are to be forwarded to this telephone. Then enter the **PIN:** of the source telephone. You can switch off the "Follow Me" function with **On / Off**.






You can switch off the "Follow Me" function on the other (source) telephone by switching off the "Call diversion" function.

If the "Follow Me" function is active, all the call numbers of the other telephone are forwarded immediately.

MenuCard "Messages"

  Select **3 Messages**, followed by ...

1 Short messages: Short messages can be exchanged between users with system terminals. On arrival of a message (in the display of the system terminal) an extra window is displayed for four seconds with the details of the sender.


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


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

2 E-Mail: You see the list of incoming e-mails (sender). Select an entry. The "Subject" text of the e-mail then appears (this can be up to 64 characters long).


The Forum 500 / Forum 5000 can be configured to notify you when you receive an e-mail. When an e-mail is received, an additional window displays the sender for a period of four seconds (on system telephone displays).

3 Appointments: Select **Appointment 1** or **Appointment 2**. Enter the time in **Time**. You can enter a message text in **Reason** (32 characters are possible). Determine how often you want to the appointment call to be signalled: **Single**, **Date** (enter the specific date), **Mo - Fr**, **Sa - Su** or **Every day**. Activate the appointment with **On**.

When an appointment call is signalled to your telephone, it rings for a period of one minute with the ringer volume steadily increasing. The appointment number appears on the display. Press  to query the reason for the appointment.

4 Presence: You can inform other communications system users regarding your presence status, e. g. you are currently not in the office or on holiday. The text appears on the display of the caller of an internal call provided that the caller's telephone is a system terminal. There are pre-defined message texts available for this. Select the desired text and press .

If no message is to be displayed, select the **Available** text.




Optionally you can create your own text (max. length 23 characters). Select the **Text:** menu entry, enter the text and press the  key. The text is now saved in the list and selected. You can overwrite this text at any time.

You can also enter and select the text via the **Forum CTI** Web application.

Note: *The settings of the **Presence** menu entry are saved in the communications entry and remain available following a re-start.*

MenuCard "Phone Settings"

  Select **4 Phone settings**, followed by ...


1 Volume: Select **1 Loudspeaker** or **2 Handset**. You can change the default volume by using the  key or entering a digit from  to .

2 Ring tone: You can configure the ring tones for incoming calls on your telephone collectively or individually. You can specify whether a ring tone is to apply to the entire telephone or whether calls to particular call keys are to be signalled in different ways.

When you have multiple call keys configured on your telephone, select **Device** or – for individual settings – select a key from the list of currently configured call keys.


You can use different melodies and volumes to distinguish between four types of incoming calls:

- 1 External calls
- 2 Internal calls
- 3 VIP call
- 4 Door call

You can set the 1 **Volume** and the 2 **Melody** individually for each type of call. Select a setting with the  key.

Note: In the **Configurator** of the Web console you can use the option **Dialling tones as cadences** to specify whether melodies are to be played in full or whether all melodies are all to be played at the same speed (played as cadences). The setting in the **Configurator** also affects melodies on system telephones if selected. This means you may only hear parts of some melodies.

4 Message ring tone: You can set different ringer signals to signal messages on your system telephone or calls for members of your pick-up group. These can then be distinguished from one another.

Select 1 **Short messages**, 2 **E-Mail**, 3 **Pick-up** or 4 **Voicebox**. For each type of message, you can specify 1 **Volume** and 2 **Melody**, or a short beep tone instead of a melody. The short beep tone is the default setting for all messages. You select a (different) setting using the  key.

Note: When configuring pickup groups in the **Configurator** of the Forum 500 / Forum 5000, your system administrator can also determine whether calls for the members in your pick-up group are indicated on your display as well.

5 En-bloc dialling: This switches your telephone to automatic dialling (**On**) or direct dialling (**Off**).




6 Charge settings: If your network operator transmits the call-charge data, you can display them (**Charge**), switch to **Duration** (call time indication) or switch the charge display off (**Off**).




7 Add-on adapter: In order to configure and activate the external audio devices connected to your system telephone, you use **1 Add-on selection** to select the type of analogue device connected to socket 1 (**Ear cap**, **Second handset**, **Headset**, **Active speaker box**, **Ext. microphone**, **DECT-Headset**), or deactivate the socket with **off**.

You use **2 Add-on volume** to adjust the volume of the device. Use **3 Relay selection** to select the type of device connected via a relay to socket 2 or socket 4. You can select either **Record** (recording equipment connected to socket 2) or **Door display** (the "Door busy" indicator connected to socket 4). Select **off** to deactivate the socket.



You can activate or deactivate some external audio devices directly via the following menu items (each with the options **on** or **off**):

- 5 Record**
- 6 Second handset**
- 7 Headset**
- 8 DECT-Headset**






8 Display: Select **1 Contrast** or **2 Language**. With **Contrast** you can adjust the display contrast by using the key  (or one of the digits from  to ). With **Language** you can set the language used on the display by selecting one from the list provided.

If your Forum Phone 530 system telephone has been expanded by one or more add-on keypad modules, you can set the display contrast for each keypad module separately. Select **1 Contrast**, then select the desired **Keypad module** from the following menu. You set the display contrast in levels, using the  key, or you enter a digit from  to .

MenuCard "Protection"

  Select **5 Protection**, followed by ...

1 Call prot. phone: This switches call signalling on your telephone for all calls or for internal only/for external calls only **On/Off** (with the exception of VIP and hunt group calls). When there are multiple trunk keys configured on your telephone, you can


switch call protection for each of these keys on or off. To do so, select the desired key from the displayed list and press . If call protection should apply to all configured trunk keys, select the **Device** menu entry and press . The most recently activated call protection appears in the first line. In order to change this, you select , then the desired type of protection (**Internal calls**, **External calls** or **Int./ext. calls**). Confirm your choice with  and activate the function with **On**. You can switch call protection on or off using the plus/minus key .

When call protection is activated, the caller hears either the idle or the busy tone. The system administrator configures this when configuring user groups.

You can also configure call protection for a trunk key by **long** pressing the corresponding trunk key and selecting the **5 Call protect** menu item.


When call protection is activated, the caller hears either the idle or the busy tone. The system administrator configures this when configuring user groups. Calls from direct call keys are only signalled visually on this trunk key.

Note: *This type of call protection is only activated on the telephone on which it was set. Even if your internal telephone number is configured on the trunk or team keys of other telephones, call protection is not automatically activated on those telephones.*

2 Announcement pro...: (Announcement protection) Switching on (**On**) or switching off (**Off**) announcement protection for your device. When announcement protection is activated, no announcements can be made to your telephone (see also page 60). When there are multiple trunk keys configured on your telephone, you can switch announcement protection for each of these keys on/off. To do so, select the desired key and press .

3 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 telephone's menus and lists. Dialling rights may also be restricted. Emergency numbers can be stored

in a special list assigned to your user group which can always be dialled, regardless of the external authorisation. 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. After entering the PIN (**PIN:**), activate the function with the **On** option.




When the telephone lock is activated, the LED of the info key  is illuminated while the info key is without function then.

4 Baby call: Enter the destination (**Dest.:**). Activate the baby call with **On**.

5 Change PIN: Enter your old user PIN then enter your new PIN twice. Contact your system administrator if you have forgotten your user PIN. Your user PIN can have up to six characters.

6 Delete keys: After you have entered your user PIN, all functions and numbers that you have assigned to the keys are deleted.

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



8 Call wait. prot.: (call waiting protection) During a telephone conversation, no further calls are signalled by the call waiting tone. The new caller hears the busy tone. Activate the function with **On**. When there are multiple trunk keys configured on your telephone, you can switch call waiting protection for each of these keys on or off. To do so, select the desired key from the displayed list and press . If call waiting protection should apply to all configured trunk keys, select the **Device** menu entry and press . You can switch call waiting protection on or off using the plus/minus key .

Note: *Call-waiting protection is only activated on the telephone on which it was set. If your internal call number is also stored on the trunk or team keys of other telephones, call-waiting protection is not automatically activated on these telephones.*

9 Intercom prot.: (Intercom protection) Switching on (**On**) or switching off (**Off**) intercom protection. When intercom protection is activated, no intercom announcements can be made to your telephone (see also page 60).

MenuCard "Connections"

Note: *The following features are carried out if this is permitted by the current call state of your telephone. These features are also in the call-dependent MenuCards. Some entries in the **Connections** MenuCard are only shown when you programme the function onto a function key (please refer also to the chapter Programming Functions (Features) starting on page 109).*

  Select **1 Call pick-up** followed by ...

- **1 Pick-up:** This accepts a call for another telephone in your pick-up group.

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

- **2 Pickup select...:** You can answer a call for any other telephone. To do this, enter the telephone number of the other telephone. If the other terminal is already in the call state (e.g. an answering machine is in announcement mode), you pick up the call. The subscriber for whom you pick up the call must belong to a user group for which the "Call seizure" authorisation is activated, otherwise "Pickup selective" is not possible.

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

- **3 Take:** You accept a current call from a different terminal at your system telephone and continue your call on your system telephone. The prerequisite is that your system telephone and the other terminal have the same internal call number.
- **4 Unpark call:** "Unparks" a previously parked caller (please also refer to *MenuCard "Conversation"* starting on page 49).

Select **2 Dial** followed by ...

- **1 Announcement:** You initiate an announcement to other **system terminals**. Under **To:** enter the call number. Announcements can also be directed to call numbers at which several callers can be reached (e.g. a hunt group call number).

Note: *If a called user has activated the announcement protection (see page 95), this feature is not carried out.*

- **2 Intercom:** Use this function to initiate an announcement **to a single system terminal**, The microphone of the system terminal will be switched on (see also page 60). The person you are calling can immediately answer your announcement without having to press a button. Enter the device ID of the terminal for **Device-ID:**. For information on the existing device IDs, speak with your system administrator.

Note: *If the called user has activated the intercom protection (see page 97), this feature is not carried out.*

- **3 Door opener:** This activates the door opener.
- **4 Phone book:** This opens the telephone book (see page 67).
- **5 Note:** Note a telephone number and name or dial a previously noted phone number.
- **6 Suppress number:** Your telephone number is not transmitted to the caller for the subsequent conversation. This menu item depends on the system settings.
- **7 Transmit number:** Your telephone number is transmitted to the caller for the subsequent (external or internal) conversation. This menu item depends on the system settings.
- **8 LCR off:** Switches off LCR.
- **9 Booking number:** You can use a booking number to record the call data from a telephone call with an external subscriber and save this data for further analysis in Forum 500 / Forum 5000. Booking numbers can be useful for an office wanting to, for example, calculate the costs (fees accruing and time spent) of conversations with clients. Select this function from the menu. Enter the booking number under **Nr.** (max. 8 characters) and press to confirm.

- **0 Remote dialling ...**: You can also conduct a dialout for another terminal. Enter the **Device-ID**: of the terminal from which the dialling is to be conducted. Enter the call number to be called under **Dest.:**. You may also select the desired call number under the **Phone book** menu entry. Select the **On** option to save the dialout. The next time the subscriber whose device ID you entered picks up the handset, (or when using a headset, presses the headset key), the saved destination call number will be dialled automatically. This programmed number remains saved for 30 seconds. After 30 seconds, the dialout will be deactivated automatically. To manually deactivate the dialout beforehand, use the **Off** option.

Tip: The destination call number you select for the dialout can also be a call number saved in the phone book or is entered on a call list (re-dial list, missed calls list, call list of accepted calls and voicebox messages). To do so, save the **Remote dialling...** feature to a function key (please refer to *Programming Functions (Features)* starting on page 109 also). When programming, enter the device ID of the other terminal but **not** the destination call number. You can now initiate a respective dial-out for this terminal by first selecting a call number from one of the lists or from the phone book and then press the function key. You can, of course, enter other destination call numbers. To do so, first press the function key and then enter the desired call number under **Dest.:**.

Select **3 Not available** followed by ...

- **1 Callback**: This leaves a request with another subscriber whose line is busy to call you back (not possible with hunt group numbers).
- **2 VIP call**: Even if call protection, call-waiting protection or call-forwarding is activated on the internal subscriber's telephone, this function overrides these restrictions and signals your call (it only works if the subscriber has a system telephone).

Select **4 Call** followed by...

- **1 Toggle**: This switches you backwards and forwards between the subscriber with whom you are currently speaking and the one with whom you last spoke.

- **2 Transfer:** This connects the subscriber on hold with the subscriber to whom you are currently connected.
- **3 Conference:** This initiates a three-party conference.
- **4 Mute:** This switches the microphone in the handset or telephone **On/Off**.
- **5 Hold:** Hold is a team function. The caller is put on hold and can now be transferred to another member of the team (see also the section on *Holding and Transferring Calls with a Function Key* starting on page 74).
- **6 Intercept:** The numbers of malicious callers can be saved in the exchange of the network operator (if the service is available). The function is also possible if the caller has already hung up!
- **7 Reject:** You reject the call (this can be an announcement), and the caller hears the busy tone.
- **8 Deflect call:** You do not accept the call. You specify the telephone number of another subscriber with **Destination**, and forward the call there after pressing the button. You can only use the "Deflect call" function if your user group is authorised to forward calls to internal and/or external destinations.
- **9 Park call:** You can park one or more callers while you make other phone calls (see *MenuCard "Conversation"* starting on page 49).

5 ISP connection: You can, with the necessary user group authorisation, configure your system telephone to display and edit connections to the Internet established via the Forum 500 / Forum 5000. First you program the

ISP connection function to a function key. The key's LED will light up as soon as the Forum 500 / Forum 5000 establishes a connection to the Internet and will remain illuminated for the duration of the connection.

- **1 Disconnect** You disconnect the current connection from the Forum 500 / Forum 5000 to the Internet. This disconnects all active users from the Internet simultaneously.

- **2 Allowed** You permit the establishment of Internet connections via the Forum 500 / Forum 5000. Activate this with .
- **3 Prohibited** You forbid the establishment of Internet connections via the Forum 500 / Forum 5000. Activate this feature with .

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

No. (call number): Enter the internal call number of the terminal whose authorisation is to be switched. Use **On/Off** to activate/deactivate the switch.

Phone book: You can find and select the desired call number in the communications system phone book (see page 67). Use **On/Off** to activate/deactivate the switch.

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

7 PIN dialling: For the next call, you are switching your telephone into one of the user groups defined by the system administrator. Switching the user group means different authorisations (e. g. international dialling authorisation) and other features are possibly available (e. g. for charging and recording connection data of private calls). Please contact your system administrator for information on the designated application area for PIN dialling. First you enter your internal call number under **No.** 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.*

MenuCard "Phone Book"

You can add, edit and delete entries in your personal telephone book in this MenuCard. If your system administrator has assigned you (or the user group to which you belong) the necessary authorisation, you can also edit the central telephone book and your company telephone book.

Information about company telephone books can be found in the user guide entitled "Mounting and Commissioning" (Forum 523/524, Forum 525/526, Forum 550/560) resp. "Commissioning and Maintenance" (Forum 5050) in the chapter entitled "Multi-company Variants" and in the online help to the Forum 500 / Forum 5000.

For each of your personal entries (i.e. per **Name**) you can enter several telephone numbers (**Office**, **Mobile** and **Private**) and set one of them as the **default number**. This number will always be called automatically if no other number is selected prior to the establishment of the call.

An entry in your company telephone book is created in exactly the same way as an entry in your personal telephone book. It can then be used by all employees in your company.

In the central telephone book you can in addition assign a speed-dialling number (**Abbrev. no.**) to each telephone number. The system offers you the next free speed-dialling number.

Creating a New Telephone Book Entry

In the MenuCard **Phone book**, select **1 New entry**.

In the MenuCard **New entry**, select the required telephone book: **Personal**, **Central** or **Company**. Confirm your choice with .

Enter the **Name** and **First name**. Confirm these with .

For each entry, you can enter several telephone numbers (**No. office**, **No. mobile** and **No. private**). Confirm each of these with .

In the central telephone book you can assign a speed-dialling number (**Abbrev. no.**) to one or several telephone numbers in the telephone book entry. Select **Abbrev. no.** and confirm it with . In the MenuCard **Abbrev. no.**, select the **Office**, **Mobile**

or **Private** number and confirm it with . The system offers you the next free speed-dialling number. You can either accept this or specify another speed-dialling number which is still free. Repeat these steps to assign a speed-dialling number for another telephone number of the telephone book entry. You exit this procedure by selecting **Ok** in the MenuCard **Abbrev.no.**.

Then select **Default** and confirm this with . In the MenuCard **Default** select the **Office**, **Mobile** or **Private** telephone number as the default number and confirm your choice with .

For each telephone number in a telephone book entry, you can specify whether your own telephone number should be automatically suppressed whenever you dial these numbers (from the telephone book). Select **Suppress number** and confirm this with . In the MenuCard **Suppress number** select the telephone number (**Office**, **Mobile**, **Private**) and activate the function with **On**. Repeat these steps where necessary to suppress the display of your own number for other telephone numbers in the telephone book entry. Exit the setting by selecting **Ok** in the MenuCard **Suppress number**. Using the plus/minus key , you can activate or deactivate the suppression of the telephone number.

To save the telephone book entry, select the **Save** menu item and press the .

Note: *If you do not activate the "Suppress number" for a telephone number saved in the telephone book, you can suppress the display of your telephone number from call to call, i.e. before you dial the destination telephone number.*

Editing a Telephone Book Entry

In the MenuCard **Phone book**, select **2 Edit**.

In the MenuCard **Edit**, select the required telephone book: **Personal**, **Central** or **Company**. Confirm your selection with .

Enter the name next to **Name** or (for **Central**) the speed-dialling number next to **Abbrev. no.** If there is no entry matching your search, the list of entries is displayed. Select the desired entry.

Select **Delete** or **Edit**. To edit the telephone book entry, simply overwrite the current details. Proceed exactly as described in the section entitled *Creating a New Telephone Book Entry* starting on page 102.

MenuCard "Applications"

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

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

2 Hotel: This menu is only available to you if the **Forum Hotel** programme package has been installed in your communications system and if your telephone is the receptions telephone. See the "Forum Hotel" user guide for further information.

3 Server menu: Your communication system can also be extended via third-party programmes. It is possible to use individual functions of these programmes with your system telephone. The **3 Server menu** menu entry will be offered to you in this case. For further information, please consult the respective programme documentation.

MenuCard "Central Settings"



Select **Central settings**, followed by ...

In this MenuCard you can define rules and settings for time management of your system. You can only invoke this MenuCard if the system administrator has configured the "Time control" or the "Configurator - active" authorisation for your user group.

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

between these time groups can be done manually or automatically, in this case according to a timetable configured by the system administrator.

You can only program these functions if the system administrator has activated the "Time control" authorisation for your user group.

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

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

Note: A "MSN" forward will always – independent of the currently active time group – remain in effect.

2 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.

You can only program these functions if the system administrator has activated the "Configurator - active" authorisation for your user group.

Select the required entry (time with **hh:mm**, date with **dd.mm.yy**) and press . Overwrite the current setting and confirm the new setting with .


Save the settings.

Shortcut Menus

MenuCard "Info"

This MenuCard is used to quickly locate messages that have arrived or been saved. The same menu items can also be found in

the main menu. The LED flashes slowly to indicate that there are entries in the Info list.

Press the Info key  to display one or more of the following entries ...

1 Short messages: See **Main menu**, menu group **Messages**.

2 E-Mail: See **Main menu**, menu group **Messages**.

3 Missed calls: See **Main menu**, menu group **Calls**.

4 Voicebox: See **Main menu**, menu group **Applications**.


5 Appointments: See **Main menu**, menu group **Messages**.

7 Charges: See **Main menu**, menu group **Phone settings**.

8 Active features: See the following MenuCard.



MenuCard “Active Features”

This MenuCard gives you an overview of the active features that restrict your availability. The same menu items are also in the Main menu. You can deactivate features directly, thereby removing them from this MenuCard. The LED on the info key lights up to identify active features.

Press and **hold** down the Info key  to display one or more of the following entries ...

Call prot. all: See **Main menu**, menu group **Protection**.

Divert all calls: See **Main menu**, menu group **Call forwarding**.

Restricted dial: Your telephone lock was activated. To unlock your telephone, press , enter your user PIN and confirm this with . See **Main menu**, menu group **Protection**.

Hunt group: Hunt group numbers are configured for your telephone. You can activate or deactivate the signalling of hunt group calls. See the MenuCard **Calls**.

Time control: Possibly you will not receive any more external calls because the system's mode of call forwarding has been changed. Consult your system administrator for further details. See the MenuCard **Central settings**.

MenuCard "Prog. call key"

This MenuCard can be used for the quick configuration of the features of a call key which has been programmed as a trunk key. For further information, please refer to the section entitled *MenuCard "Prog. call key" (Trunk Key)* starting on page 75.

MenuCard "Prog. team key"

This MenuCard can be used for the quick configuration of the features of a call key which has been programmed as a team key. For further information, please refer to *MenuCard "Prog. team key"* starting on page 77.

Programming Keys

Your system telephone provides you with several keys which you can individually configure with destinations or functions. You will find an overview of which keys on your telephone these are in section *Programmable Keys with LED Display* starting on page 21.

Note: *You need the appropriate authorisation to operate these keys on your system telephone. Consult your system administrator if your authorisation has to be changed.*




The assignment of the programmable keys with destinations or functions can also be done in the **Configurator** of the Web console (in the **Telephony: Devices: System Phones** menu). It makes no difference whether the keys are programmed on the system telephone or in the **Configurator**. Settings are immediately valid in both cases and overwrite – when present – previous settings.

Programming Call Numbers (Destinations)



You can store telephone numbers on programmable keys, allowing you to dial a number simply by pressing the particular key.


Press and **hold** down the programmable key, then select ...

Dest.: Assign a name to the key next to **Text:** and enter the telephone number next to **Dest.:**.

- In the case of **external** telephone numbers, you enter the number directly if external line seizure is automatic; if, on the other hand, external line seizure is manual, you must first key in the external line seizure code digit (the presetting is ).
- In the case of **internal** telephone numbers, you enter the number directly if external line seizure is manual; if, on the other hand, external line seizure is automatic, first press the star key twice  .

Then press .

You can also save a call number, that has been saved in the phone book, to a destination key. The first and last name of the phone book entry will automatically be included and the call number of the entry saved as destination call number. Select the **Phone book** menu entry and then the desired entry. Then press . If there are multiple call numbers saved to this entry, select the call number you would like to save to the destination key. Then press .

To end programming, select the **Save** menu item. Then press . The programming is saved.

Changing Destination Key

To change or delete a destination key, **long** press the key, then ...

Text: / **Dest.:** Overwrite the programmed name / call number. Confirm each entry by pressing the key. Select the **Save** menu item. Then press the key. The programming is saved.

Deleting a Programmed Key

Long press the programmable key, then ...

select **Delete key**. Press the key.

Programming Functions (Features)

You can store main menu functions on programmable keys. Press and **hold** down the key to see the name of the function (in the first line, e.g. Call forwarding). If required, you can change the function (e.g. the destination for call forwarding).

Switching Functions On/Off

Programmed functions are activated by pressing (**without** holding down) the key or switched on or off by pressing and holding down the key (e.g. call forwarding). If the key's LED lights up, the function programmed on it is active (on). If the programmed function conflicts with the current settings of your telephone, then a menu will open when you press the relevant function key. You can use this menu to activate or deactivate the function again.

The following examples help to explain this.

Example 1 "Call forwarding of MSN groups"

If you want to program the call forwarding of an MSN group to a function key, the LED lights up if all the MSNs in this group are forwarded to the specified destination telephone number. If a single MSN is forwarded to a different destination number or not forwarded at all, the LED does not light up.

If you now press the function key, a menu opens in which you can activate or deactivate the function again. The destination numbers for the individual MSNs of the group are overwritten and, if required, must be reprogrammed. Using **On**, you again forward all MSNs in the group to the originally programmed

destination number. Optionally, you can specify a new destination number. Using **Off**, you deactivate all forwarding for all MSNs in the group.

Example 2 “Call-waiting protection”

If you have configured “Call-waiting protection” on a function key, the LED lights up if call-waiting protection is activated for all the call keys on your telephone. If you deactivate call-waiting protection for a single call key (“Call-waiting protection”), the LED goes out.

If you now press the function key, a menu opens in which you can activate or deactivate the function. The call waiting protection for the single key is then deleted and, if required, must be reprogrammed.

With **On** you turn on call-waiting protection for all call keys.

With **Off** you turn off call-waiting protection for all keys.

Programming a Function onto a Key

Press and **hold** down the programmable key, then select ...

Features and confirm this with the key. Select the desired function from the MenuCards and if required, specify the variable part (e. g. telephone number). Press the key. Select the **Text** menu point in order to label the key. If you do not enter a text, then the key will be labelled with the default text. Confirm the text entry with . Conclude programming with **Save**.

For a description of the MenuCard functions, refer to the section entitled *MenuCard “Main menu”* starting on page 83.

You can also combine multiple functions together on one key. For more information see the chapter *Stacking or Linking Functions* starting on page 111.

Changing a Programmed Feature Key

Long press the programmed key, then ...

Change the programmed function (e. g. the call number of a call forwarding) or select another function. Confirm by pressing the key. The **Save** menu item is now selected. Press the key. The programming is saved.

Deleting a Programmed Feature Key

Long press the programmed key, then ...

select **Delete key**. Press the key.

Stacking or Linking Functions

You can save not only one but multiple functions to a key. For the saving of multiple functions to a key the following possibilities are available:

- **Stack:** The functions stored in a stack are displayed on a system telephone as a MenuCard associated with the assigned key. In a stack it is possible to save functions and destination call numbers. You can then select from this MenuCard the desired destination call number or function.
- **Link:** On key press, functions that are linked together are executed in succession. In this way it is possible to combine complex settings for the system telephone on *one* function key. It is *not* possible to save destination call numbers in a link.

Both a stack and a link have five free memory locations each.

Press and **hold** the programmable key, then select ...

Stack or **Link features** and confirm with the key. In the **Stack** or **Link features** you will see the following menu points:

- **Text:** You can enter a label for the key. If you do not enter a text, then the key will be labelled with either "Stack" or "Link features". Confirm your text entry with .
- **Add:** In order to add a menu entry to the stack or link select the menu point **Add** and press .

Programming a Stack: Select from the next MenuCard the entry **Dest.** to program a destination key (see also *Programming Call Numbers (Destinations)* starting on page 108). To program a function key select the **Features** entry (see also *Programming Functions (Features)* starting on page 109).

Programming a Link: Select from the next **Main menu** MenuCard the desired function (see also *Programming*

Functions (Features) starting on page 109). Programming a function key in a link compared to programming a single function key is more comprehensive. In a link it is possible to save both the state of a function (on/off, e. g. for call protection) and the values of a function (e. g. a specific display language). In this way a function in a link has a specific switching functionality compared to a single function key.

- The MenuCard "Stack" or "Link features" is redisplayed after you have programmed the menu entries (**Dest.** or **Features**), and list the new entry. As described you can now add a further entry. If all memory locations are occupied you will hear a negative acknowledgement tone.
- **Save**: With this menu point the stack or link can be saved.
- **Delete key**: With this menu point the stack or link can be deleted.

A key programmed with a **stack** can be operated as follows:

- **Short press**: The programmed entries are displayed in a selection menu. Select the desired entry and press the key. The programmed call number will be dialled or the programmed function will be executed.
- **Press and hold**: The MenuCard for the key will be opened. You can now edit the entries of the stack. Select the desired entry. In order to modify the entry (e. g. a programmed call number) press the key. In order to delete the function press the key.

A key programmed with a **link** can be operated as follows:

- **Short press**: The programmed function are executed in succession. You will hear an positive acknowledgement tone when all functions have been correctly executed.
- **Press and hold**: The MenuCard for the key will be opened. You can now edit the functions of the link. Select the desired function. In order to modify the function press the key. In order to delete the function press the key.

The LED on a key programmed as a stack has no function. An illuminated LED of a key programmed as a link indicates that all functions of the link are active (switched on).

Status Key

If your communication system has been extended via a third-party programme, you can operate individual functions of this programme via what are referred to as the status keys of your system telephone. A status key is thus a kind of special function key. It is programmed similarly to a function key.

Programming a Status Key

Long press the programmable key, then ...

select **Status key** and press the key.

Select the **Key-ID:** item from the **Status key** MenuCard. Enter the number (0 ... 9) to be used for operating the programme function. For information in this regard, please refer to the respective programme documentation. Then press the key.

Select **Text:** to label the key. If you do not enter a text, the key will be labelled with a default text. Then press the key.

The **Save** menu item is now selected. Press the key. The programming is saved.

Deleting a Programmed Status Key

Long press the programmed key, then ...

select **Delete key**. Press the key.

Busy Keys

The system administrator can configure busy keys for your telephone. A busy key shows you the busy state of another internal subscriber. There are two kinds of busy keys:

- *Busy Key "Call Number"*: This busy key shows the busy status of a single internal call number.
- *Busy Key "Device"*: This busy key monitors all trunk keys configured on a terminal. If one of these trunk keys is busy, the busy key signals that the terminal is busy.

Notes for the System Administrator

- Busy keys can only be configured and labelled in the Forum 500 / Forum 5000 communications system **Configurator** (in the **Telephony: Devices: System phones** menu).
- For further information on busy keys, please refer to the online help and in the "Mounting and Commissioning" guide (Forum 523/524, Forum 525/526, Forum 550/560) or "Commissioning and Maintenance" guide (Forum 5050).

Busy Key "Call Number"

Busy Display

The busy status of a monitored call number is signalled as follows:


- LED blinks: The call number is called.
- LED lights up: The call number is busy.

Calling Subscribers via the Busy Key

- ⊙ (LED off) Press – when the call number is not busy, the LED is off – the busy key. The internal subscriber whose call number is assigned to the busy key, is called.

CallPickup via the Busy Key (Pickup)



The busy key LED **blinks** when there is an incoming call. To accept the call:

- ⊙  (LED off) Press the busy key and pick up the handset. This means the call number called remains available.


Transferring Accepted Call

The accepted call can be transferred to the originally called subscriber via the busy key.

- ⊙ (LED blinks) Press the busy key. The caller is held.

-   (LED lights up) If the subscriber answers, announce transfer of the call, and replace the handset. The call has now been transferred.

alternatively:

-  (LED blinks) If you wish to transfer the call without announcement, replace the handset. The subscriber is called.

Busy Key “Device”

Busy Display

The busy key LED lights up on your telephone if one of the trunk keys on the monitored device is busy. If the monitored device is idle, this is not signalled by the busy key.

Calling Subscribers via the Busy Key

- ⊙ (LED off) Press – when the terminal is not busy, the LED is off – the busy key. The internal subscriber is called on one of the available trunk keys.

Note: A “Device” busy key cannot be used to pick up or transfer accepted calls.

Appendix

Environmental Information

- The equipment that you bought has required the extraction and use of natural resources for its production. It may contain hazardous substances for the health and the environment.
- In order to avoid the dissemination of those substances in our environment and to diminish the pressure on the natural resources, we encourage you to use the appropriate take-back systems. Those systems will reuse or recycle most of the materials of your end life equipment in a sound way.
- The crossed-bin symbol invites you to use those systems.
- If you need more information on the collection, reuse and recycling systems, please contact your local or regional waste administration.
- You can also contact us for more information on the environmental performances of our products.



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Notes

Notes

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:
Switch off the 230V power supply for a few seconds.
Disconnect the Forum's UPS backup power supply, too.
Plug it back in and wait a few minutes for the system to start up again
NB: You will not be able to use the system during this period
(for up to 30 minutes).

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 or contact our technical support 24/24 at the following numbers:

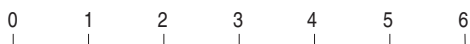
- for SMEs and residential customers: 0800/55700
- for large companies 0800/55100

Change your configuration

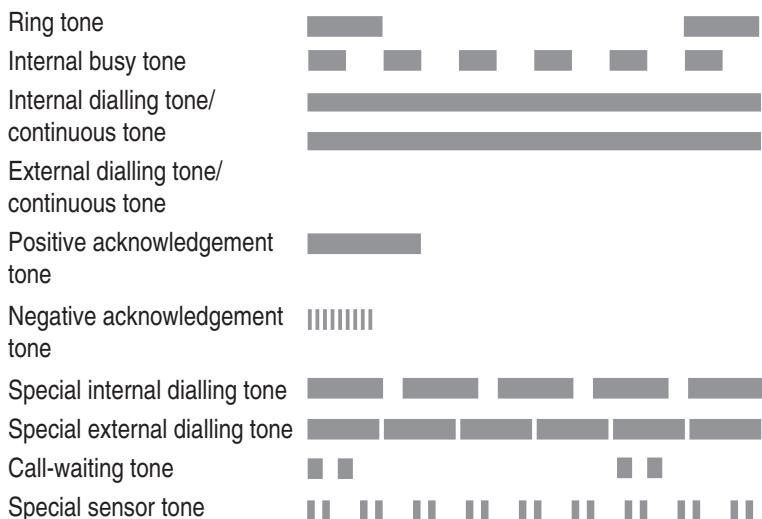
To change your installation, add equipment or adapt the programming on your Forum®, contact our Customer Service Department at the following numbers:

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

Time axis in seconds



Audio Signals



Calls



The tones and ringer signals mentioned above are valid for Belgium; in other countries they may differ.

For more information:

- Please dial 0800 55 400
- Visit us in the Internet at www.belgacom.be/pabx
- Contact your Belgacom dealer

Subject to changes

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