belgacom

Forum Phone 310 User Guide
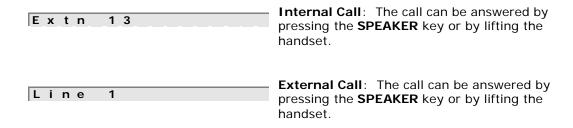
Table of Contents

The combination of the sixteen-character display and the six function keys on the Forum Phone 310 facilitate access to many of the most commonly used Forum 300 system features. This section of the guide provides detailed instructions on how to use the Forum Phone 310 .

Note : At installation, extension 11 is set as the default administration phone and it's best to install an Operafone Executive at extension 11.

1   Answering a Call

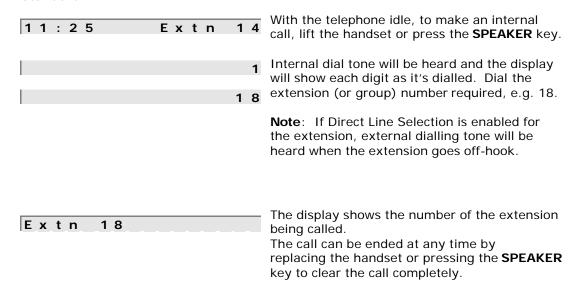Incoming calls to the Forum Phone 310 are indicated in several ways -
  – The tone caller sounds
  – The LED alongside the **SPEAKER** key flashes
  – The incoming call is shown on the display

| E x t n   1 3 |

Internal Call: The call can be answered by pressing the **SPEAKER** key or by lifting the handset.

| L i n e   1 |

External Call: The call can be answered by pressing the **SPEAKER** key or by lifting the handset.
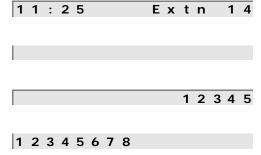
2   Making a Call

As well as normal dialling, i.e. entering digits once the line has been selected, the Forum Phone 310 allows the digits to be pre -dialled before the line is accessed. This allows the user to check the number before going off-hook by lifting the handset or pressing the **SPEAKER** key.

To make an internal call (extension to extension) from the Operfone Standard

| 1 1 : 2 5   E x t n   1 4 |

With the telephone idle, to make an internal call, lift the handset or press the **SPEAKER** key.

| 1 |
| 1 8 |

Internal dial tone will be heard and the display will show each digit as it's dialled. Dial the extension (or group) number required, e.g. 18.

Note: If Direct Line Selection is enabled for the extension, external dialling tone will be heard when the extension goes off-hook.

| E x t n   1 8 |

The display shows the number of the extension being called.
The call can be ended at any time by replacing the handset or pressing the **SPEAKER** key to clear the call completely.

To make an external call from the Forum Phone 310

| `11:25          Extn  14` | With the telephone idle, lift the handset or press the **SPEAKER** key. |

| ` ` | Internal dial tone will be heard and the display will be blank. |

| `              12345` | • Dial **0** or select a line using the Line key
• Dial the number – the digits will appear on the display as they are dialled.
• Once the digits are dialled to line, they left justify on the display. |

| `1 2 3 4 5 6 7 8` | |

To make an external call using the Line key

One of the function keys is a **Line** key; pressing this key will automatically seize the line and switch on the handsfree facility. The required number can be dialled and the display will show the number dialled. The call can be ended at any time by replacing the handset or pressing the **SPEAKER** key.

To make a call using the REDIAL key

Pressing the **Redial** key displays the last number dialled. Successive presses of the redial key scroll through the last ten numbers dialled from that extension. To dial one of the numbers, either press the Speaker key or go off hook while the number is on the display. The system automatically selects a line and redials the displayed external number. As soon as the external call proceeds, the called party name, if available in the address book, is displayed.

To redial the last number using the keypad

Redial Last Number can be activated by lifting the handset and dialling ***5**. The system will automatically seize an external line and redial the last external number.

To call a number in the Common Address Book

Common Address Book: Contains numbers accessible to all extensions on the system. The numbers are programmed by the system administrator through Browser Based Programming System Settings, System Maintenance programming mode or Administration (Extension 11).

A number from the Common Address Book may be called by dialling the associated code, in the range *4000 to *4199. The called party name will be displayed as soon as the call proceeds.

3   Placing a Call on Hold

To put a call on hold -

While on a call -
- Press the **HOLD** key
- The LED of the **HOLD** key will light
- Internal dial tone will be heard. The display clears.

The call has been put on exclusive hold; it can only be retrieved from the extension that held it.

Held calls can be retrieved by -
- Pressing the **HOLD** key

To toggle between held calls –

If there is more than one held call, pressing the Hold key retrieves the first call held. To replace the first call in hold and return to the second call, press the **HOLD** key twice. This operation can be repeated to toggle between the calls

Abandoning a call in Hold

If the telephone returns to idle when there is a call on hold, the held call will ring back to the extension.

4   Transferring a Call

| 1 |

To transfer a call -
- Press the Hold key to place the existing call on hold
- Dial the extension or the external number to receive the transferred call, e.g. extension 18

| E x t n   1 8 |

| C a l l   T r a n s f e r r e |

For an **Unannounced** internal transfer -
- Upon hearing internal ringing tone, replace handset
- The held call will start ringing extension 18

| C a l l   T r a n s f e r r e |

For an **Announced** internal or external transfer -
- Wait for the called party to answer
- Announce the transfer
- Replace handset
- The held call is now transferred

5   Parking a Call

A call can be parked and retrieved later at any extension.

| C a l l   P a r k e d |

To park the current call -
- Dial *74

The call is now parked and can be retrieved from any other telephone connected to the system.

To retrieve a Parked call

To retrieve the call from any telephone on the system, (e.g. analogue/S-Bus/Operafone), dial *75 followed by the number of the extension that parked the call.

Call Park Time-out: To prevent calls being abandoned or lost in the **PARK** state, a programmable timer sets the maximum time a call can be parked on the system. By default this is set at 180 seconds.

If the Call Park Timer expires before the call is retrieved, the parked call will ring back the extension that parked it.

6 Paging

An Forum Phone 310 can make and receive page or one-way announcement calls to and from individual or all other Operafone key set users or via a PA (Public Address) system connected at the Opera system.

To page a system phone -

* Lift handset
* Dial ***77**
* Dial extension required, e.g. 13

```
                          * 7 7 1
```

To make a universal page to all system phones -

```
A l l   D e v i c e s
```

* Lift handset
* Dial digits ***77***

To page through a PA port device -

```
P A   P o r t
```

* Lift handset
* Dial digits ***77#**

To answer a universal page -

* Lift handset
* Dial digits ***76***

7 Call Pick Up

To pick up a call from another extension

* Lift handset
* Dial ***71**
* Dial extension number of the call to be picked up
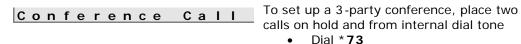* Call connected

To make a universal pick up of a ringing incoming call -

* Lift handset
* Dial ***710**
* Call connected

8   Conference Calls

A conference is a call in which three parties connected at the same time. An Forum Phone 310 can hold a conference with

- Two internal extensions
- Two external lines
- One internal extension and one external line.

| C o n f e r e n c e   C a l l |

To set up a 3-party conference, place two calls on hold and from internal dial tone
- Dial ***73**

To end a conference call

If either of the two parties involved in the conference call clears down, the conferencing extension will revert to a two-party call with the remaining party.
By replacing the handset, the second party will be cleared, the conferencing extension will ring and when answered, a two-party call will be established with the first party

9   Divert Incoming Calls

Incoming calls to an Forum Phone 310 can be diverted at various stages of the call and to different destinations as follow -
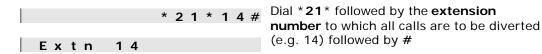
Types Of Divert	Destinations
	- Divert to an Extension
Divert All Calls	- Divert to Voice Mail
Divert On Busy	- Divert to an External Number
Divert On No Answer	(Not available for Divert On Busy)
	- Divert to an Entry in the Common/
	Personal Address Book

Divert all Calls to another Extension

| * 2 1 * 1 4 # |
| E x t n   1 4 |

Dial ***21*** followed by the **extension number** to which all calls are to be diverted (e.g. 14) followed by **#**

Divert all Calls to Voice Mail

| * 2 1 * * 9 9 # |
| V o i c e m a i l |

Dial ***21******99#**

Divert all Calls to an Outside Number

| * 2 1 0 * 1 2 3 4 5 6 # |
| 1 2 3 4 5 6 |

Dial ***210*** followed by the **external number** to which all calls are to be diverted (e.g. 123456) followed by **#**

Clear Divert All Calls
Dial **#21#**

Divert On No Answer
Dial ***61*** followed by the **extension number** to which all unanswered calls are to be diverted, followed by **#**

Divert On No Answer to Voice Mail
Dial **#61**99#** to divert all unanswered calls to voice mail.

Divert On No Answer to an External Number
Dial ***610*** followed by the **external number** to which all unanswered calls are to be diverted, followed by **#**

Clear Divert On No Answer
Dial **#61#** to clear divert on no answer.

Divert On Busy to Extension
Dial ***67*** followed by the **extension number** to which all calls are to be diverted while your extension is busy, followed by **#**

Divert On Busy to Voice Mail
Dial ***67**99#** to divert all calls to voice mail while your extension is busy.

Clear Divert On Busy
Dial **#67#** to clear divert on busy.

10   **Do Not Disturb (DND)**

When DND is set, all calls arriving at the Forum Phone 310 will receive Busy tone. The only exceptions to this are calls from extensions that have DND Override set in system programming.

* 6 2 #	Dial ***62#** to set DND.

D o   N o t   D i s t u r b

To clear Do Not Disturb, dial **#62#**

11   **Call Back**

When a called extension is busy, a call back can be set by dialling 5 into busy tone, so that when the called extension becomes free, the system will first ring the extension that set the call back and when that extension answers, the system will ring the called extension.

5	Dial **5,** on receipt of busy tone from the called extension, to set Call Back.

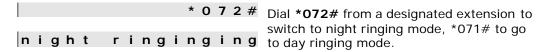| |
|---|
| **C a l l b a c k** |

12   **Intrusion**

If when calling another extension busy tone is heard, a user can intrude on the busy extension. Alert tones indicate that another extension is about to intrude. The ability for an extension to intrude has to be enabled in system programming by the installer or system administrator.

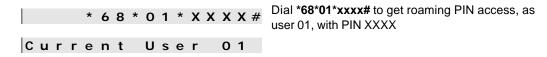|	
7 9	Dial **79,** on receipt of busy tone from the called extension, to intrude.
I n t r u d e c a l l	

13 Day / Night Changeover

The system can be programmed so that incoming calls ring different extensions or groups of extensions at different times of the day, e.g. after hours, all calls ring a night service extension. These changeovers will take place automatically but can be overridden by an extension that has **Day/Night Changeover** enabled in system programming. Normally only the system administrator or reception extension would have this facility programmed.

Note: At installation, Extension 11 is automatically set as the default administration phone and **Day/Night Changeover** will be enabled.

* 0 7 2 #	Dial ***072#** from a designated extension to switch to night ringing mode, *071# to go to day ringing mode.
n i g h t r i n g i n g i n g	

14 Roaming PIN

Calls made from an extension are subject to the level of access that has been assigned to the user of that extension. The level of access defines the types of call the user is permitted to make, i.e. internal calls only, internal and external local calls only etc. The Roaming PIN feature allows a user to enter a PIN code at another extension where that telephone will take on their user profile for a time. Individual extensions need to be enabled in system programming to be able to accept a Roaming PIN. The system installer/administer will issue Roaming PIN and user numbers.

* 6 8 * 0 1 * X X X X #	Dial ***68*01*xxxx#** to get roaming PIN access, as user 01, with PIN XXXX
C u r r e n t U s e r 0 1	

To deactivate Roaming PIN press **#68#**

Unsuccessful log in to Roaming PIN

Each Roaming PIN user is allowed three attempts to enter the log-in information correctly after which the user number will be disabled for one hour. During this time the Roaming PIN will not be usable at any extension.

15 Programming the Personal Address Book

This feature allows up to 50 commonly used numbers to be stored in the **Personal Address Book** of any extension. These numbers can be called directly by dialling a short code, 8XX.

The numbers stored in the **Personal Address Book** are only accessible from the extension at which they were programmed.

To Enter a number

| * * 8 X X * 1 2 3 4 5 6 # |

Dial ****8XX*123456#** to program the telephone number 123456 (up to 22 digits) under the short code 8XX (range 800 to 849)

Note: The line access digit is automatically inserted.

To Delete an Entry

| # 8 X X # |

Dial **#8XX#** to delete the entry with short code 8XX (range 800 to 849).

16 Door Phone

If the system has a door phone fitted, when the door button is pressed, the system will ring the extensions that have been assigned to ring for the door phone.

D o o r p h o n e
* 7 8

| O p e n i n g   D o o r |

To open the door, put the call from the Doorphone on Hold and dial ***78**

Notes: If the call is not answered within 30 seconds, the call is cleared and the extensions stop ringing.

If all the extensions programmed to ring are busy, the door phone extension will receive 3 seconds of Busy tone after which the call is cleared.

17   Dialling Code Table

The Forum Phone 310 can access many system features using the dialling codes listed below.

Note: In the table below -
x = extension number   ii = index code g = extension group
t = telephone number   m = ringing mode

FEATURE	CODE
To access a line	0
Line Access Group	*91 to *98
Redial	*5
Dial entries Common Address Book	*4000 to *4199
Dial entries Personal Address Book	*800 to *849
Park Call	*74
Retrieve Parked Call	*75 X
Universal Pick-up	*719
Directed Pick-up	*71 X
Diected Pick-off	*71 X
Conference	*73
Directed Page	*77 X
Page PA Port	*77#
Universal Page	*77*
Answering a Universal Page	*76*
To call an Extension Group	g
Door Opening Code	*78
To access Voice Mail	*99
Break-out of Voice Mail	*X
Transfer call to Mailbox *(at ring-back tone)*	#99
Call-Back *(at busy tone)*	5
Intrude *(at busy tone)*	79
USER PROGRAMMING OPTION	**CODE**
Divert All Calls to an extension	*21* X #
Divert All Calls to Voice Mail	*21**99#
Divert All Calls to an external number	*210* t #
Clear Divert All Calls	#21#
Divert on No Answer to an extension	*61* X #
Divert on No Answer to Voice Mail	*61**99#
Divert on No Answer to an external number	*610* t #
Clear Divert on No Answer	#61#
Divert on Busy to an extension	*67* X #
Divert on Busy to Voice Mail	*67**99#
Clear Divert on Busy	#67#
Do Not Disturb	*62#
Clear Do Not Disturb	#62#
Program entries in Personal Address Book	**<ii>*<t>#
Clear entry in Personal Address Book	#<ii>#
Manual Day/Night Switch	*07*<m>#
CLI Restriction	*30#
CLI Presentation	*31#
Program PIN Code	*70** PIN*PIN
Clear PIN Code	*70* PIN #
Activate Roaming PIN	*68* X * PIN #
Deactivate Roaming PIN	#68#

19   Forum Phone 310   Programming Guide

19.1   General

User programming allows Opera Digital Telephone users to tailor the features and settings of the Forum Phone 310 to suit their own ways of working.

19.2   Phone Settings

The user can set the phone setting using the Browser. The user can also program his/her phone setting by dialling codes as follows.

LCD Contrast
By dialling the code ***631*xx#** the user of the Forum Phone 310 can adjust the contrast of the display on the phone. In this code 'xx' represents the percentage of the contrast in multiples of 5 for example *631*50# will set the contrast to 50%.

Changing the Phone Language
The user can select the language that the Forum Phone 310 uses by entering the code ***632*n#** where n is the number of the required language.

0	English
1	Dutch
2	Italian
3	Spanish
4	French
5	German

Ringer Volume
By dialling the code ***633*xx#** the user of the Forum Phone 310 can adjust the ringer volume. In this code 'xx' represents the percentage of the volume in multiples of 5 for example *633*50# will set the volume to 50%.

Speaker Volume
By dialling the code ***634*xx#** the user of the Forum Phone 310 can adjust the Speaker volume. In this code 'xx' represents the percentage of the volume in multiples of 5 for example *634*50# will set the volume to 50%.

Handset Volume
By dialling the code ***635*xx#** the user of the Forum Phone 310 can adjust the Handset volume. In this code 'xx' represents the percentage of the volume in multiples of 5 for example *635*50# will set the volume to 50%.

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