

Belgacom Forum™ IPhone 710 / 720

Belgacom Forum™ Phone 720

Belgacom Forum™ 700

User manual



Introduction

Thank you for choosing a telephone from the Forum™ IPhone/Phone range manufactured by **Belgacom**. Your terminal has a new ergonomic layout for more effective communication. You will find the latest version of the manual on the site www.belgacom.be.



Initializing your voice mailbox (option)

When your phone has a mailbox, after pushing the mail-button, your phone will ask you to initialize your mailbox. Once personalized, this message will disappear.

light flashes



enter your personal code then record your name according to voice guide instructions



Your personal code is used to access your voice mailbox and to lock your telephone. You can always modify this (see chapter : Programming your telephone/Modifying your personal code).

How to use this guide



Lift the receiver.



Hang up.



Numeric keypad.



Means that the function is subject to programming. **Dial Free Number for any modification: 0800 44 500.**



Adjustment "reduce".



Adjustment "increase".



Loudspeaker, hands free.



Move the navigation key up or down.



To go back one level (press and release) or to return to the welcome page (press and hold) ; during a conversation, can be used to access the different pages (Menu, Perso, etc.) and to return to the telephone screens.



Line key.



Specific key on numeric keypad.



Partial view of display.



Fixed key.



MENU key.



Voice mail access key.

These symbols can be supplemented by small icons or text.

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Getting to know your telephone

Handset

Alphanumeric keypad



■ Audio keys



Hang-up key: to terminate a call.



Hands-free/Loudspeaker Key: to make or answer a call without lifting the receiver (Forum™ iPhone 710/720).

- Lit in hands-free mode or headset mode (short press).
- Flashing in loudspeaker mode (long press).



Intercom/Mute key

- During a conversation: press this key so that your correspondent can no longer hear you.
- Terminal idle: press this key to answer calls automatically without picking up the receiver (Forum™ iPhone 710/720).



To adjust the loudspeaker or handset volume up or down

■ Function keys



Messaging key to access various mail services:

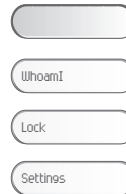
if the key flashes, a new voice message or a new text message has been received.



'Redial' key:

- To access the 'Redial' function (short press).
- Call back on the last 10 number dialed (long press).

■ Navigation



Up-down navigator: used to navigate around the home page, through the menus or in a text zone when entering characters.

The home page consists of:

- Information on the status of the set (set locked, call forward, etc.)
- Date and time
- Set programming and configuration functions

Functions accessible (set in idle position):

	Identify the terminal you are on,
	Call back on the last 10 number dialed,
	Lock / unlock your telephone,
	Programming an appointment reminder,
	Divert your calls to another number. (immediate forwarding, forward to voice mail, forward to bleeper),
	Configure the set (personal assistant, display, ring tone, voice mail, etc.),
	Using call by name.

Features accessible in conversation:

	Placing a call on hold (hold),
	Sending DTMF signals,
	Store the number in the personal phone book,
	Transfer a call to the voice mailbox of an absent party.

Other features can be accessed depending on the configuration of the system.



OK key: used to validate your choices and options while programming or configuring.



Back/Exit key: to return to previous menu (short press) or return to first screen (long press). You can also use this key to correct a character you entered.

■ Function keys and programmable keys



Guide key: use to obtain information on the pre-programmed keys or to access the set programming or configuration.



Phone book key : phone book key to access your personal phone book (short press) or to make a call by name (long press or press twice).



Pre-programmed function keys and programmable key

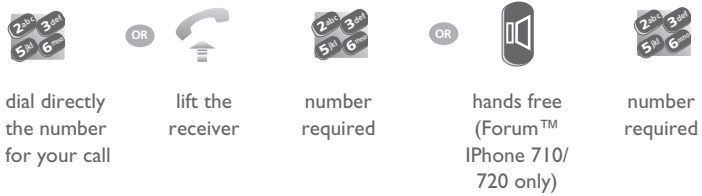
Lit when the function associated with the key is activated.

The 6-key block consists of:

- two line keys,
- one 'immediate forwarding or cancel call-forward' key,
- one 'conference' key,
- one 'transfer' key,
- one direct call key to programme.

1 Making a call / receiving a call

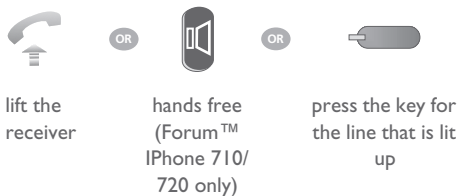
1.1 Making a call



To make an external call, dial the outside line access code before dialling your correspondent's number. 0 is the default code for an outside line.

The duration of your external call may be limited in time by the administrator.. In this case, a beep sounds and/or a message will be displayed on the screen 20 seconds before the end of the communication

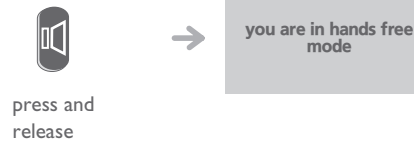
1.2 Receiving a call



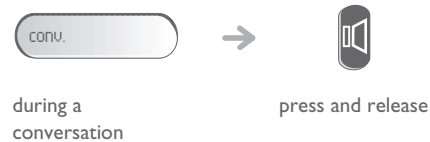
To call up the unanswered calls, see point "6.9 List of unanswered external calls and displaying your text messages" List with missing external calls and your displaying text-messages".

1.3 Using the telephone in 'Hands free' mode (Forum™ iPhone 710/720 only)

■ Terminal idle:

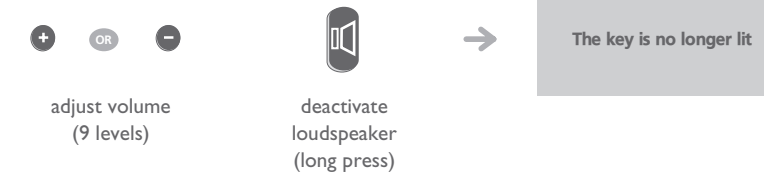


■ Call in progress:



During a conversation, you can lift the receiver without terminating the call.

1.4 Activating the loudspeaker during a conversation (receiver lifted) - Loudspeaker



press and release the loudspeaker key to switch to hands free mode (light steady) (Forum™ iPhone 710/720).

Making a call / receiving a call

1.5 Calling your correspondent by name (company directory)



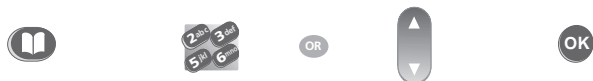
long press
or press
twice

first letters of
your
correspondent's
name

select the name from
the displayed list

You enter your contact's name in predictive text mode. In this mode, enter each letter of the name by pressing only once on the key with this letter.

1.6 Make a call using the personal phone book



press and
release

press the
programmed key
directly (0 to 9)

select the contact to
call

start the call

1.7 Calling back the last numbers dialled

- Redialling the last number dialled (redial)

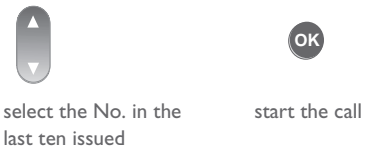


'Redial'
key(short
press)

- Call back on the last 10 number dialled



'Redial' key
(long press)



select the No. in the
last ten issued

start the call

1.8 Make a call-back request to a busy number



- To cancel



1.9 Call pick-up (option)

You hear a telephone ringing in an office where no-one can answer. If authorised, you can answer the call on your own telephone.

- If the telephone ringing is in your own pick-up group:



'Pick' programmed key



Making a call / receiving a call

- If the telephone ringing is not in your pick-up group:



'Pick' programmed key

number of telephone ringing



Individual call pick-up is also possible using code #71.



The system can be configured to prevent call pick-up on certain telephones.

1.10 Answering an internal call in intercom mode (Forum™ iPhone 710/720 only)

You can answer without lifting the receiver. When you receive an internal call, your telephone rings and you are connected directly in hands free mode. The screen shows the caller's identity.

- To activate - Terminal idle:



corresponding LED lights up



When your caller hangs up, intercom mode remains active.

- To deactivate - Terminal idle:



The corresponding LED goes out

1.11 Sending DTMF signals

During a conversation you sometimes have to send DTMF signals, such as with a voice server, an automated attendant or a remotely consulted answering machine.



during a conversation

'DTMF' programmed key



during a conversation

to activate



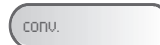
The function is automatically cancelled when you hang up.



If you want to make a second call using direct outward dialling, you must first disable voice frequency signalling

1.12 Mute, so that your correspondent cannot hear you

You can hear your correspondent but he/she cannot hear you:



The key lights up

during a conversation

disable microphone



The key is no longer lit

resume the conversation

2

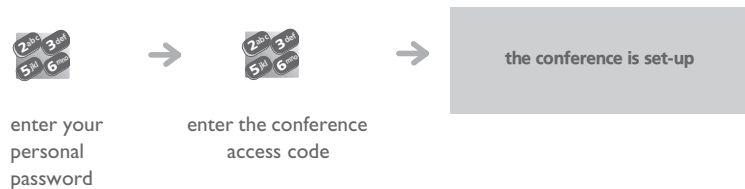
'Meet me' conference

The 'Meet me' function is used to set up a conference with a maximum of 6 persons: the 'master' of the conference (who has the rights for initiating the conference) and the participants (maximum of 5) who meet for the conference.

2.1 Initiate a 'Meet me' conference

In order for the participants to join the conference, you must first decide on a meeting time for the conference and send them the access code.

When the system prompts you to enter a code or password, you are allowed 3 attempts before the system rejects your request.

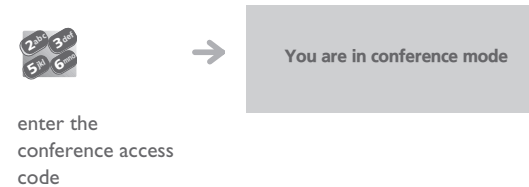
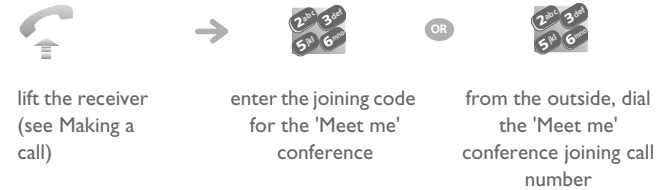


- Activation code : this code is defined by the administrator during system configuration.
- Call number for activating the 'Meet me' conference: this call number is used by the conference master when he wishes to initiate a conference from an external set. This number must have been defined previously by the system administrator.
- Password: the default password cannot be used. If necessary, refer to chapter: "Modifying your personal code".

When the conference master on-hooks, all the communications will be cut-off.

2.2 Join a 'Meet me' conference

Once set-up by the conference master, the participants can join the 'Meet me' conference (5 participants maximum).



- Joining code : this code is defined by the administrator during system configuration.
- Call number for joining the 'Meet me' conference: this call number allows the participants to join a conference from an external set. This number must have been defined previously by the system administrator.

An audible beep sounds when a participant joins the conference. 2 audible beeps sound when a participant leaves the conference.

You cannot join a conference if the maximum allowed number of participants is already reached.

If the conference has not yet been set up by the conference master you are put on hold until the conference is initiated (5 minutes maximum).

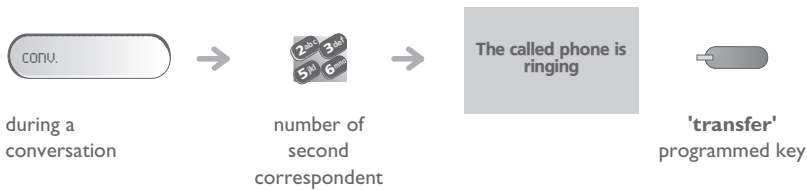
If you cannot directly reach the conference, you have to call first an internal user or an automatic operator. This one dials the call number for joining the 'Meet-me' conference and then transfers your call (10 seconds).

3

During a conversation

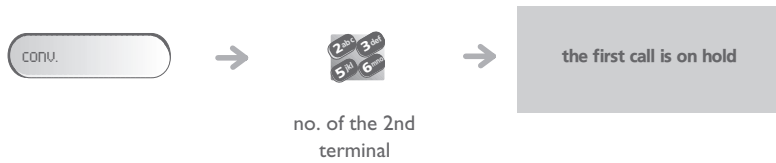
3.1 Transferring a call

- Transfer of call without announcement (fast transfer)



When a call is not answered, it will be routed back to the phone. Your phone begins to ring, unhook and you're back on the phone.

- Transferring a call with announcement



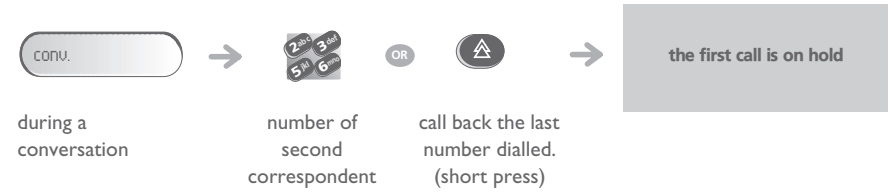
- If the number receiving the transfer answers:



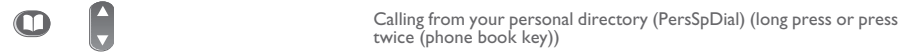
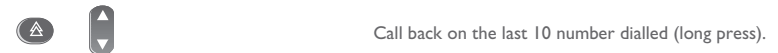
- The transfer recipient does not answer
- Retrieving the call:



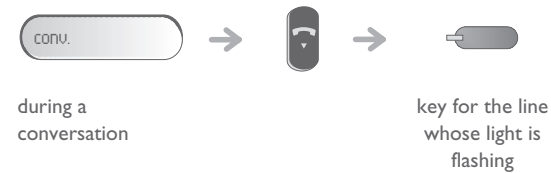
3.2 Making a second call during a conversation



- Other methods for calling a second correspondent:



- To cancel your second call and recover the first:

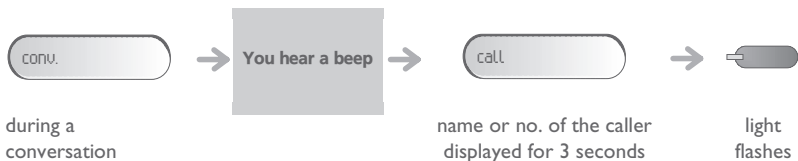


If you make an error, hang up: your telephone will ring and you will recover your first call.

During a conversation

3.3 Answering a second call during a conversation

- A second correspondent is trying to call you:

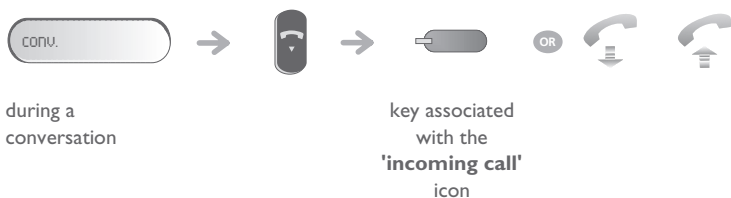


- Answer call displayed:



line key for which icon is flashing

- To return to your first caller and end the conversation in progress:



3.4 Switching between calls (Broker call)

During a conversation, a second call is on hold.
To accept the second call:



3.5 Transfer a call to the voice mailbox of an absent party

During the call, you want to transfer your correspondent to the voice mailbox of another correspondent.

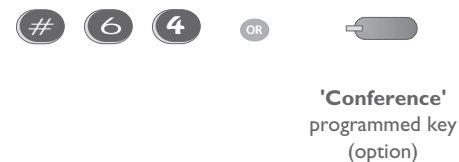


3.6 Three-way conference with internal and/or external correspondents (conference)

- During a conversation, a second call is on hold:



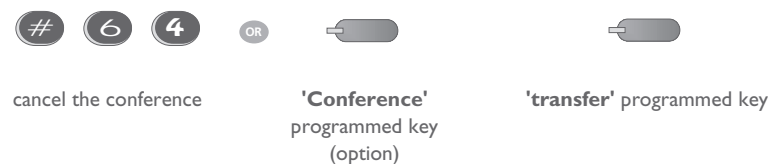
- Cancel the conference and remain with your second correspondent (your first call is placed on hold):



- Hang up on all correspondent:



- After the conference, to leave your two correspondents talking together:



During a conversation

3.7 Placing a call on hold (hold)

• Exclusive hold:

During a conversation, you wish to place the call on hold and recover it later, on the same telephone.



during a conversation

• Recover the call on hold:



key for the line whose light is flashing

3.8 Placing an outside call on hold (parking)

You can place an outside call on hold and recover the call on another telephone:



during a conversation

 *If the parked call is not recovered within a preset time, it is transferred to the operator.*

 *Using code #74, you can park a call or retrieve a parked call.*

3.9 Intrusion into an internal conversation (option)

Your correspondent's line is busy. If the number is not "protected" and if authorised, you can intrude into the call:




'Intrusion' programmed key

• Protection against intrusion:



'Protection' programmed key

enter the number

 *Protection is cancelled when you hang up.*

3.10 Store a number

During a call, to save the number onto a call key:



during a conversation

select the key to programme (0 to 9)



enter the name of your correspondent*

OK

apply



display number

OK

apply

During a conversation

* Enter the name of your correspondent :



Enter the text: the number pad keys have letters that you can display by successive presses.



Position the cursor in the entry field.



Erase last character entered.



Enter a digit (keys 0 to 9).

3.11 Adjust audio volume

During a call, to adjust the volume level of the loudspeaker or receiver:



during a
conversation

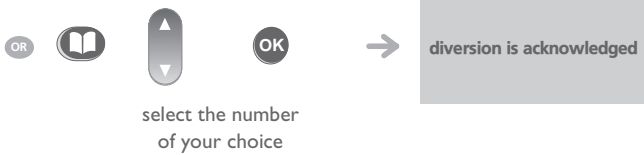
Adjust audio volume

4

Keep in touch

4.1 Diverting calls to another number (immediate diversion)

The number can be your home, portable or car phone, voice message or an internal extension (operator, etc.).

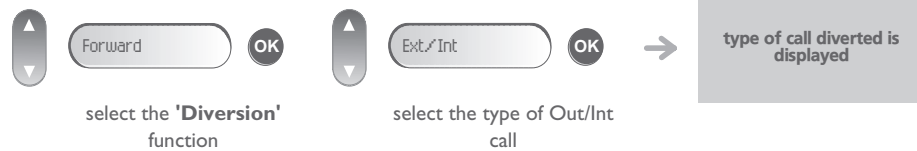


You can make calls, but only the destination number can call you.

By default, internal and external calls are deflected (to change, see point 5.2) Selecting calls to be diverted).

4.2 Selecting calls to be diverted

When a diversion is applied, you can select the types of call to be diverted: outside, internal, all.



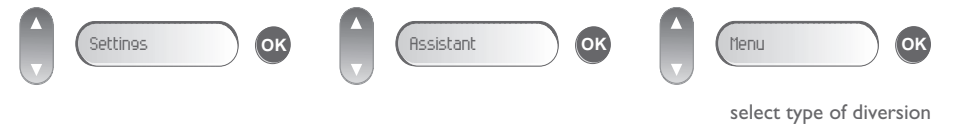
4.3 Do not disturb

You can make your terminal temporarily unavailable for all calls.

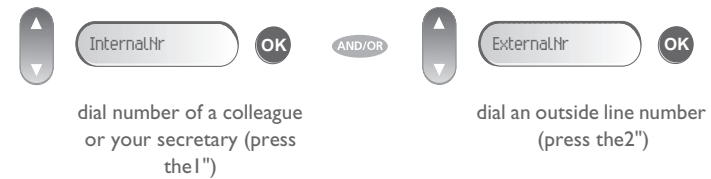


During an internal call, the Do Not Disturb message is displayed on the sets of callers when they try to call you. External calls are deflected to the attendant.

4.4 Personal assistant: reaching you with one number only (option)



follow the instructions of the voice guide



Keep in touch

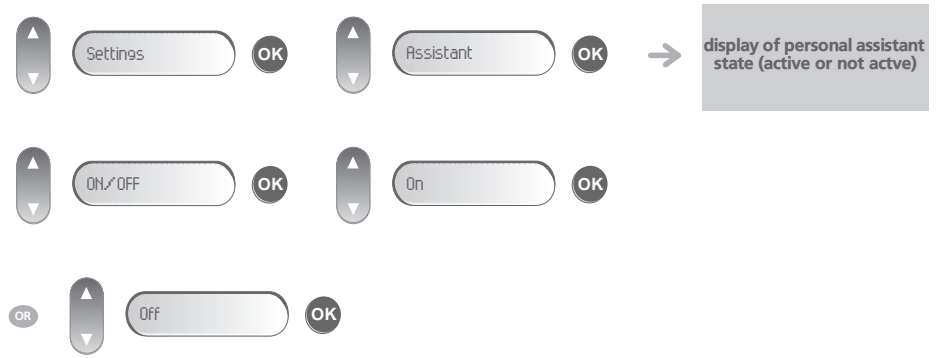


dial number of your DDS
or DECT (press the 3")

activate/deactivate transfer
to operator (press the 4")

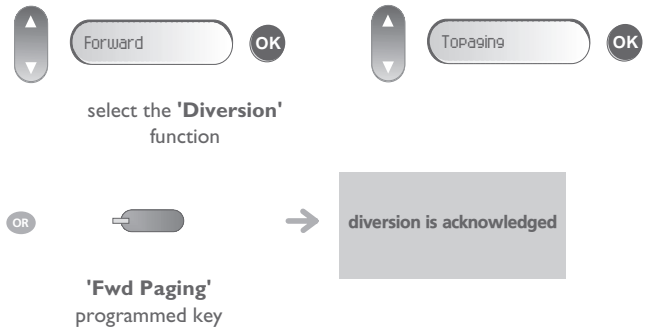
Forwarding to the personal assistant is immediate. The voice prompt is already recorded and cannot be customised. Before activating the personal assistant, the voice mailbox must be initialized and will always be part of the voice prompt announcement (no available language choice for the personal assistant). If a French language set calls a Dutch language set that is deflected to the personal assistant, the announcement will be in Dutch). In the menu of the assistant, there is no need to parameter all the destinations and the personal assistant announcement will be adapted to your choice.

4.5 Activate/disable the personal assistant (option)



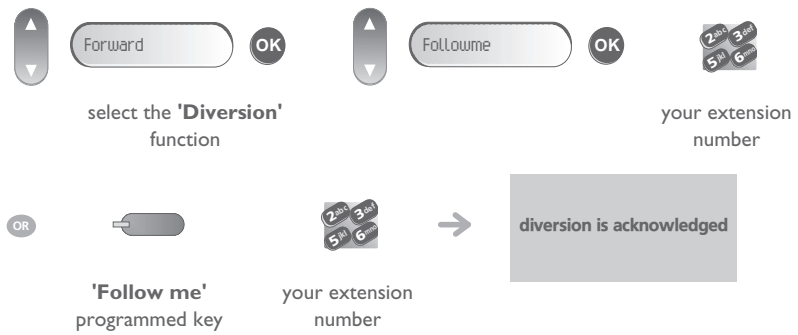
4.6 Diverting calls to your pager (option)

Callers will thus be able to contact you while you are moving around the company:



4.7 Forwarding your calls from the receiving terminal ("Follow me")

You wish to receive your calls in your present location:
Use the "Follow me" function.



Activating follow me is also possible using code #798 and can be disabled using code #799 and the number of the internal set.

Keep in touch

4.8 Applying a selective diversion (option)

You can selectively divert calls, according to the caller's identity:

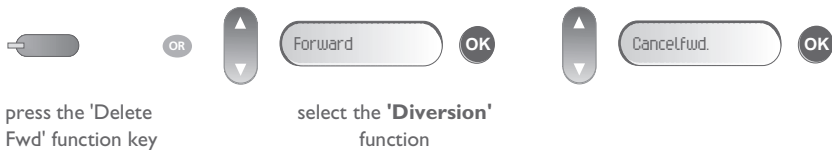


4.9 Diverting all group calls (option)

You can divert all your group calls to another internal number:



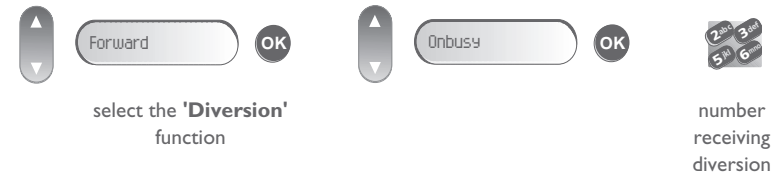
4.10 Cancelling all diversions



 Cancelling all forwarding is also possible using code #790.

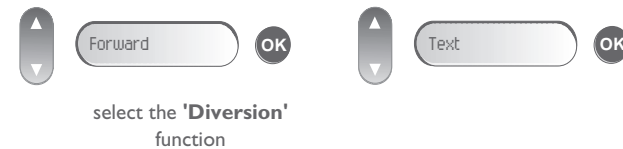
4.11 Diverting calls when your line is busy (divert if busy)

Callers can be diverted to another telephone if you are already on the line.



4.12 Leaving a recorded message for internal callers

You can leave a message on your terminal which will be displayed on the screen of the terminal calling you.



• Predefined message:



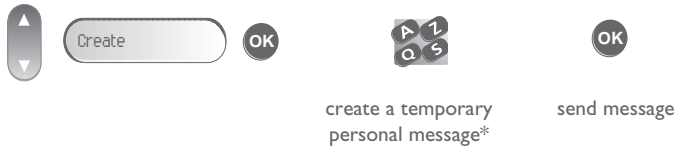
Before sending the message, you can change the language or write a customized message.

• Language:

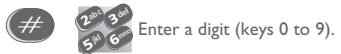
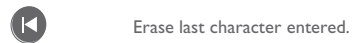
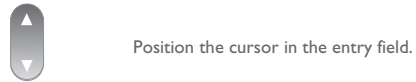
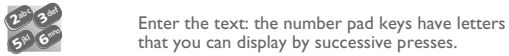


Keep in touch

• Personal message:



* Create a temporary personal message :



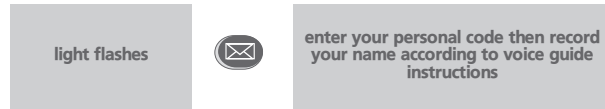
• The 27 standard messages are shown below:

1	Call me back	15	Meeting on ____ (*)
2	Call me back tomorrow	16	Meeting on ____ at _:_ (*)
3	Call me back at _:_ (*)	17	Out for a while
4	Call back ____ (*)	18	Absent for the rest of the day
5	Call the attendant	19	Absent, back at _:_ (*)
6	Call the secretary	20	Absent, back on ____ at _:_ (*)
7	I will call back at _:_ (*)	21	On vacation, back on ____ (*)
8	Use paging	22	External meeting
9	Please fetch your fax	23	External meeting, back on ____ (*)
10	Please fetch your mail	24	I am in room nr ____ (*)
11	Please cancel your forwarding	25	In a meeting - do not disturb
12	Visitors are waiting	26	At lunch
13	You are expected at reception	27	Indisposed
14	Meeting at _:_ (*)	(*)	Messages to be completed using numeric keypad

5 Use your mailbox (option)

5.1 Initializing your voice mailbox (option)

When your phone has a mailbox, after pushing the mail-button, your phone will ask you to initialize your mailbox. Once personalized, this message will disappear.



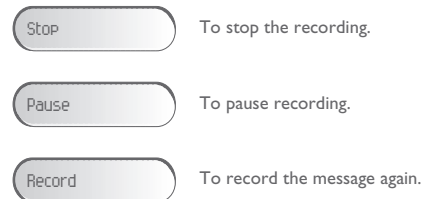
Your personal code is used to access your voice mailbox and to lock your telephone. You can always modify this (see chapter : Programming your telephone/Modifying your personal code).

5.2 Customising your voice greeting

You can replace the greeting message by a personal message



During consultation of a message, pressing the 'i' key provides access to the following functions: (**i**)

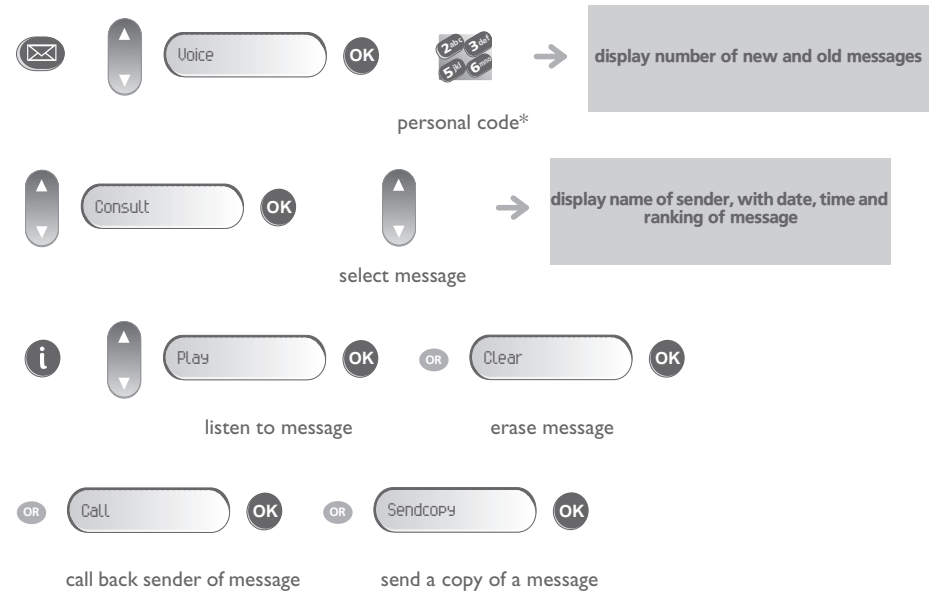


5.3 Diverting your calls to your voice message service



5.4 When you return, consult recorded messages

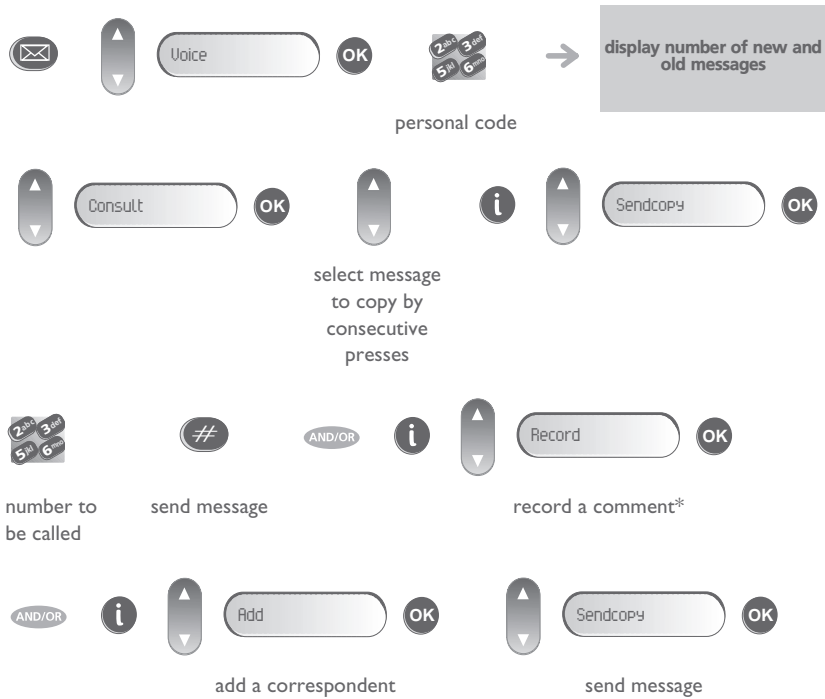
The light indicates that messages have been received.



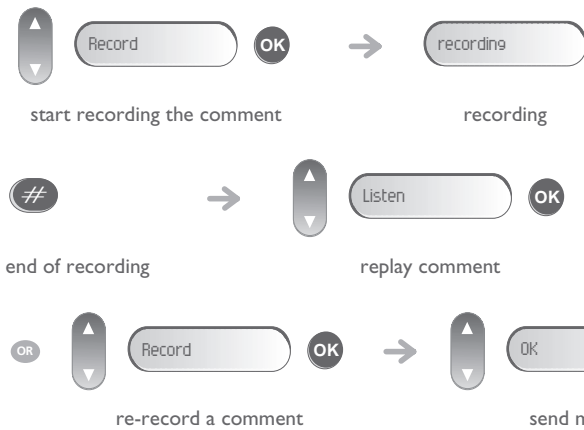
* Upon delivery, the code is 0000. See also chapter 'Modifying your personal code'.

Use your mailbox (option)

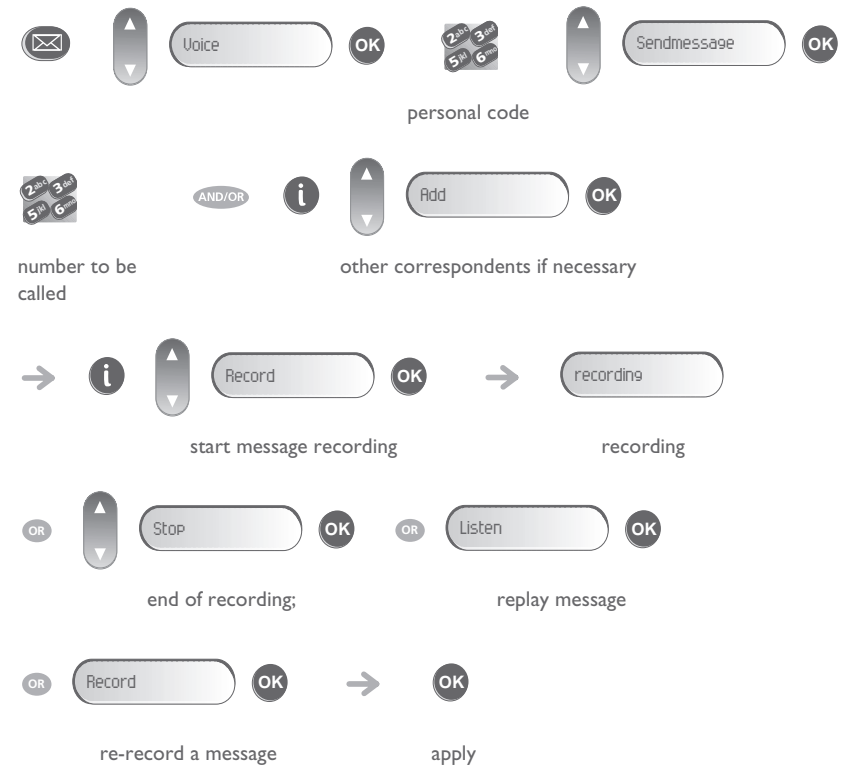
5.5 Send a voice message copy



***To record a comment:**



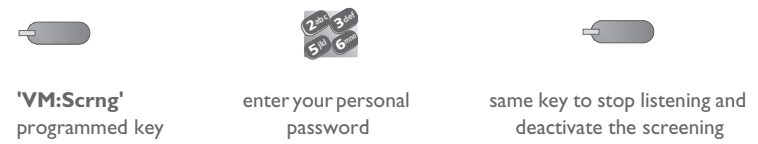
5.6 Sending a recorded message to a number



5.7 Filtering calls using the voice mailbox (option) (Forum™ iPhone 710/720 only)

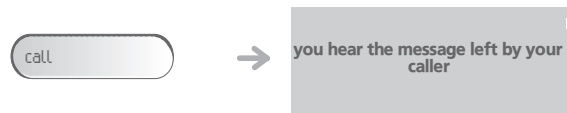
This service lets you filter incoming calls to your voice mailbox. When your caller leaves his message you can choose to communicate with him.

Activating call screening:



Use your mailbox (option)

• When you receive a call:



name or number of the caller



to take the call

to stop listening only

5.8 Sending a written message to an internal correspondent



number to be called

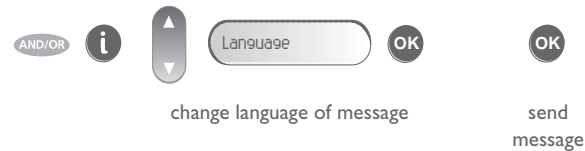
• Predefined message:



select the message to be sent

enter the no. of the message to be sent (01 to 27)

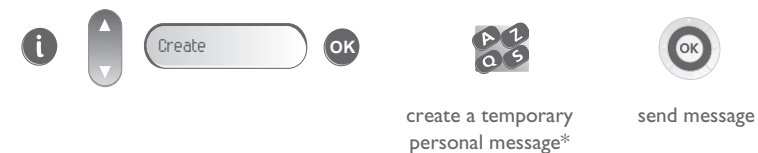
apply your choice



change language of message

send message

• Personal message:



create a temporary personal message*

send message

* Create a temporary personal message:



Enter the text: the number pad keys have letters that you can display by successive presses.



Position the cursor in the entry field.



Erase last character entered.



Enter a digit (keys 0 to 9).

• The 27 standard messages are shown below:

1	Call me back	15	Meeting on ___ (*)
2	Call me back tomorrow	16	Meeting on ___ at _:_ (*)
3	Call me back at _:_ (*)	17	Out for a while
4	Call back ___ (*)	18	Absent for the rest of the day
5	Call the attendant	19	Absent, back at _:_ (*)
6	Call the secretary	20	Absent, back on ___ at _:_ (*)
7	I will call back at _:_ (*)	21	On vacation, back on ___ (*)
8	Use paging	22	External meeting
9	Please fetch your fax	23	External meeting, back on ___ (*)
10	Please fetch your mail	24	I am in room nr ___ (*)
11	Please cancel your forwarding	25	In a meeting - do not disturb
12	Visitors are waiting	26	At lunch
13	You are expected at reception	27	Indisposed
14	Meeting at _:_ (*)	(*)	Messages to be completed using numeric keypad

5.9 List with missing external calls and your displaying text-messages

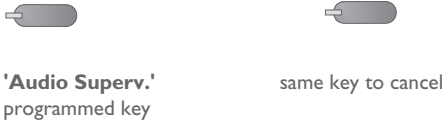
The light indicates that messages have been received.



6 Some additional facilities

6.1 Receiving supervised call ringing (option)

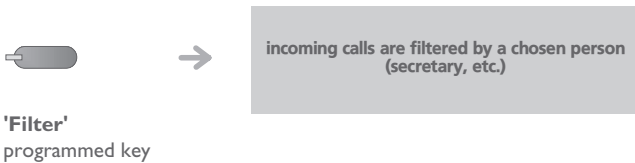
To receive the special ringing for calls to another number:




6.2 Manager/secretary filtering (option)

System configuration allows "manager/secretary" groups to be formed, so that the manager's calls can be directed to one or more secretaries.

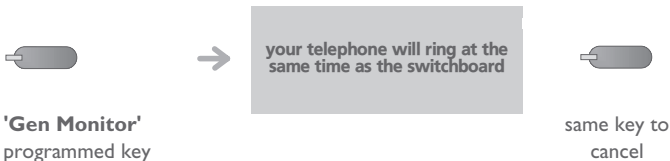
• From the manager's or secretary's telephone:



 Filtering is indicated on the manager's telephone by the icon corresponding to the "filtering" programmed key.

6.3 Answering briefly in place of the operator (option)

Outside calls to the operator will ring on your telephone and you can answer the call:



• Calls to the switchboard:



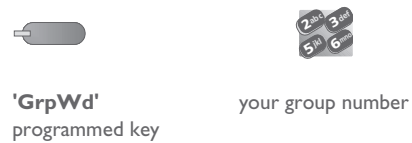
6.4 Hunting groups (option)

• Hunting group call:

Certain numbers can form a hunting group and can be called by dialling the group number.



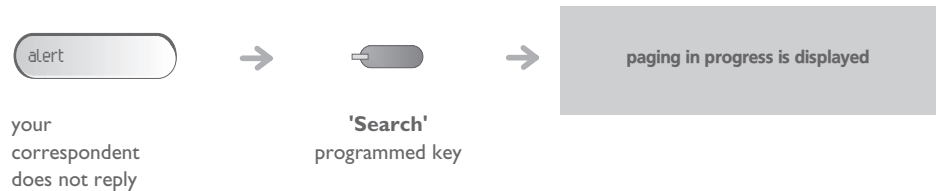
• Temporary exit from your hunting group/Return into your group:



 Belonging to a group does not affect the management of direct calls. A specific telephone within a group can always be called by using its own number.

6.5 Calling an internal correspondent on his/her pager (option)

The number called does not answer and you know that the person called has a pager:

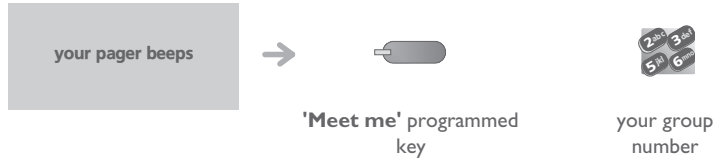


 Your correspondent can answer from any telephone in the system.

Some additional facilities

6.6 Answering a call on your pager (option)

A call on your pager can be answered from any telephone within the system.

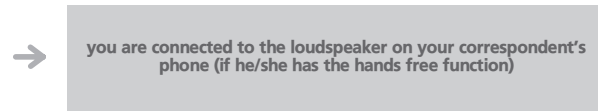


6.7 Calling a correspondent on his/her loudspeaker (option)

Your internal correspondent does not answer. If authorised, you can remotely activate your correspondent's phone:

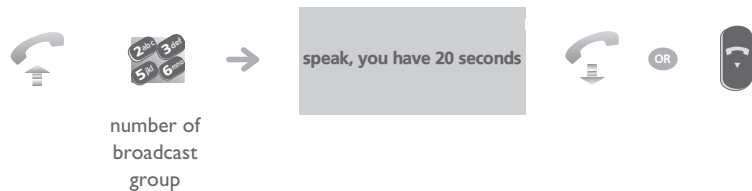


your correspondent does not reply



6.8 Broadcasting a message on the loudspeakers of a station group (option)

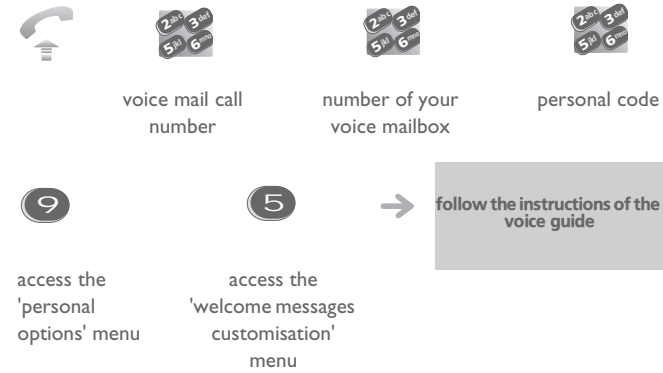
A message not requiring an answer can be broadcast on the loudspeakers within your broadcast group:



The message will only be broadcast on terminals not in use and which have a loudspeaker.

6.9 Modify the automated attendant welcome message remotely

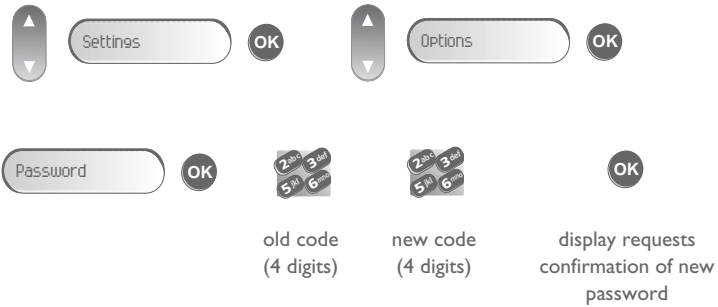
This feature enables a user with the appropriate rights to modify the automated attendant night or day-time message.



7 Programming your telephone

7.1 Modifying your personal code

Your personal code is used to access your voice mailbox and to lock your telephone.

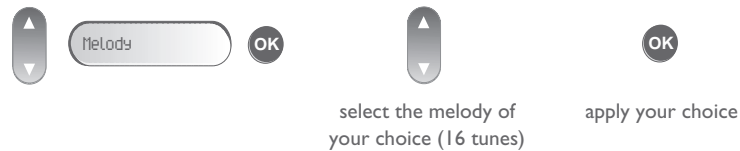


As long as your voice mailbox has not been initialized, personal code is 0000.

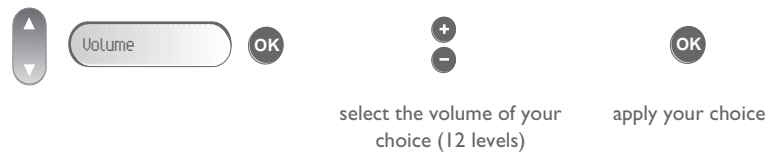
7.2 Configuring the telephone ringer



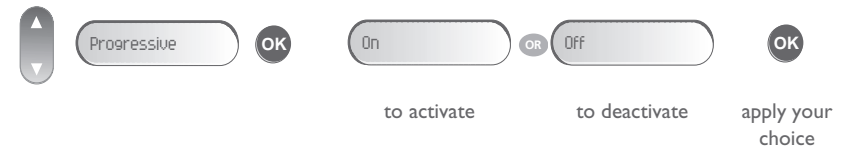
▼ Choose the tune:



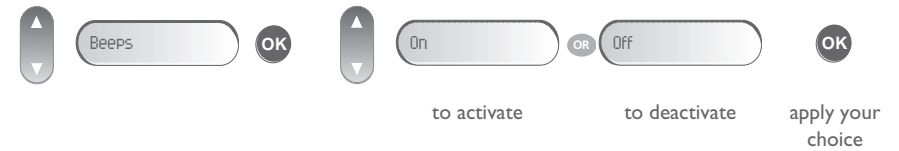
▼ Adjusting the ringer volume:



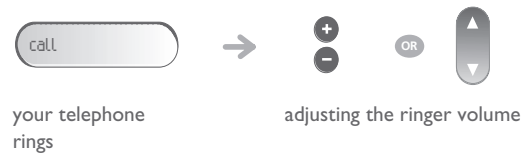
▼ Activate/disable meeting mode (progressive ringing):



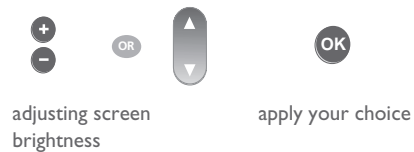
▼ Activate/deactivate discreet ring mode:



▼ Adjust ringer volume while a call arrives:

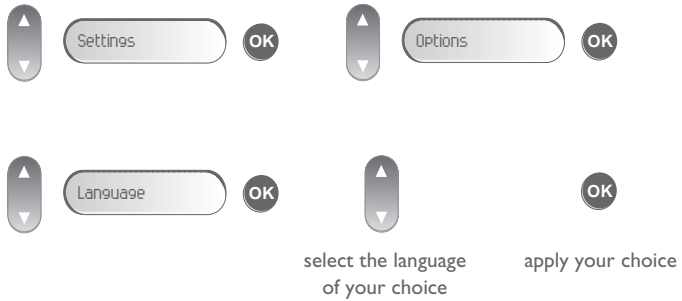


7.3 Adjusting screen brightness

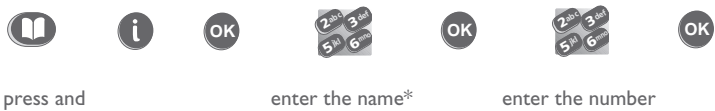


Programming your telephone

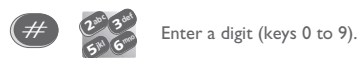
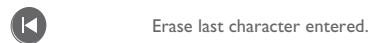
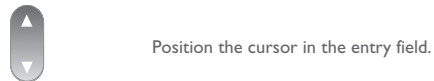
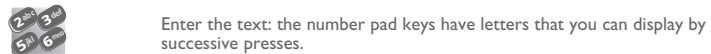
7.4 Selecting language



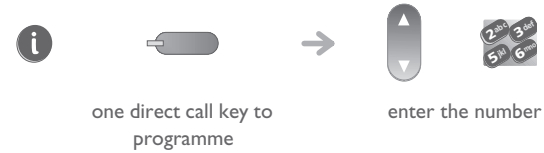
7.5 Make a call using the personal phone book



* Enter the name:

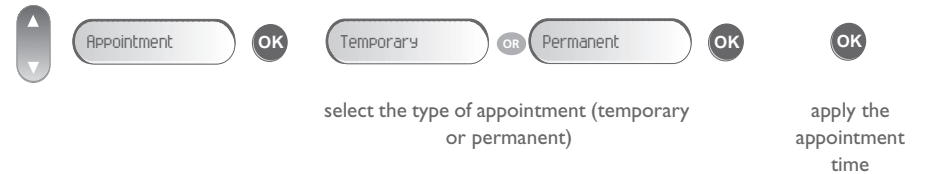


7.6 Programming direct call keys (option)



7.7 Programming an appointment reminder

You can define the time of a temporary reminder (one in 24 hours) or a permanent reminder (every day at the same time).



• At the programmed time, your telephone rings:



*If you are in conversation, the display flashes and an audio tone is generated. After three calls without reply, a temporary request is cancelled but a permanent request remains in memory.
If your calls are diverted to another terminal, the diversion is not applied to the reminder call.*

• To cancel your appointment call-back request:



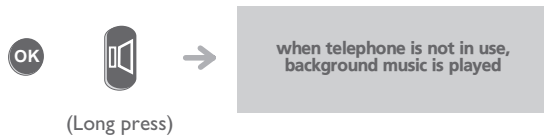
Programming your telephone

7.8 Identify the terminal you are on



7.9 Broadcasting background music on your loudspeaker (option)

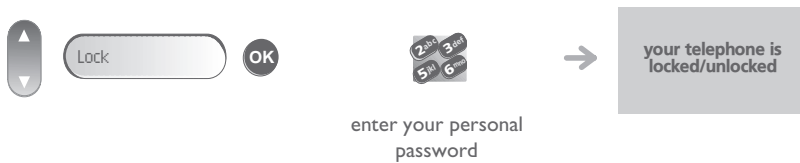
You can broadcast background music on the loudspeaker of your telephone (depending on configuration):



For the Forum™ Phone 720, a short press on the loudspeaker key enables you to play background music.

The music stops when a call is made or received and starts again when you hang up.

7.10 Lock / unlock your telephone



7.11 Activating/deactivating 'forced headset' mode

'Forced headset' mode must be activated as soon as a headset is installed instead of the receiver;.



activating/deactivating '**forced headset**' mode
- Follow the voice prompt instructions (to terminate the consultation, press #)

8.1 Agent set

A call centre solution allows optimum distribution of calls to agents according to their availability and skills.

8.2 Open an agent session (login)



enter the code for the 'Login' function



select the agent and validate



depending the displayed informations, enter your password or confirm



ACD application welcome screen display

• ACD application welcome screen

name of the agent set

[A2]

[01]

status of the queues

8.3 The four operating statuses of the agent set

An agent's availability is determined by the operating status (of which there are 4), that the agent can change at any time. These statuses are:

- **In service**, the agent is ready to receive calls.
- **Withdrawn**, the agent has withdrawn from the ACD application.
- **Additional task**, the agent is performing a task concerning a call and is not taking other calls.
- **Temporarily absent**, the agent has taken a break and is not taking calls.

8.4 Changing the operating status of the set

The operating status change codes are defined when the system is configured. Contact the system administrator to obtain these codes.



enter the feature code to activate

Statuses	Codes
in service	
withdrawn	
additional task	
temporarily absent	



A melody is played: activation accepted, the change of status has been carried out

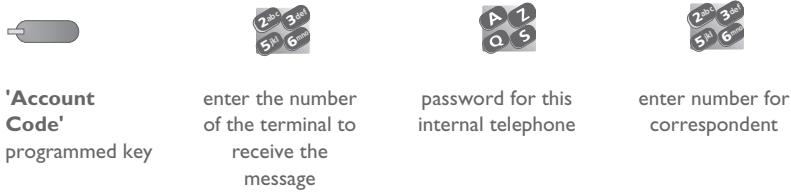
OR

A 'buzzer' type alarm sounds: activation refused, the set is probably not taken into account by the call centre; you should contact your administrator

9 Managing your charges (option)

9.1 Charging your calls directly to business accounts

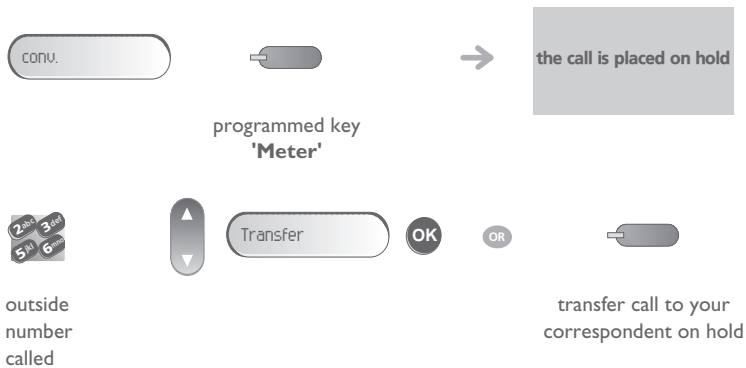
You can charge the cost of your outside calls to business account numbers.



• Adding or changing a business code during a call:



9.2 Finding out the cost of an outside call made for an internal user from your terminal

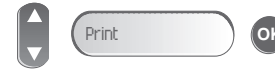


• At the end of the call, you are called back and you can:

1. Read information concerning call (cost, duration, number of units...).



2. Print a charge ticket.



3. Terminate consultation.



9.3 Call duration restriction

The duration of your external call may be limited in time by the administrator. In this case, a beep sounds and/or a message will be displayed on the screen 20 seconds before the end of the communication.

Call transfer : during a call transfer, the maximum duration of the call is reset to the value defined for the destination station of the transfer.

Three-party conference : during a three-party conference, communication is cut off when the maximum time allowed has expired.

'Meet me' conference : there is no call duration restriction.

Parking: the maximum duration time is not reset on parked call retrieval.

10 Functions and corresponding codes

Function	Standard Customized
Answer general bell	#73
Answer paging	#76
Appointment time (programmed)	#82
Automatic callback / Cancel	#63 or ##
Business account code	#78
Calibrated break (R)	#62
Cancel enquiry call	#2
Consultation of call on hold	#60
Customization menu access	#70
Divert group calls / Cancel	#795 / #790
Divert if busy / Cancel	#792 / #790
Divert to paging / Cancel	#794 / #790
Do not disturb / Cancel	#793 / #790
DTMF End to End	#61
Follow me diversion / Cancel	#798 / #790
Group call pick-up	#72
Hunting group out / Hunting group in	#796 / #790
Immediate diversion / Cancel	#791 / #790
Intrude on a call	#5
Locking and unlocking	#75
Mailing	#67
Making an outside call	11
Operator call	0
Paging	#84
Park and retrieve parked call	#74
Redial last number (bis)	#77
Selective diversion / Cancel	#800 / #790
Substitution by business account code	
Switching between calls (Broker call)	#3
Terminal call pick-up	#71
Three-way conference	#64

Guarantee and clauses

Independently of the legal warranty that covers this appliance, it is guaranteed for 1 year, parts and labour, counting from the date indicated on your invoice.

The invoice will be demanded if making a claim under the warranty. The warranty does not however apply in the following cases: in the event of use that does not comply with the instructions given in this user's manual, faults or damage caused by natural wear, damage resulting from a cause external to the appliance (e.g. impact, fall, exposure to dampness, etc.), noncompliant installation or modifications or repairs carried out by people who are not approved by the manufacturer or retailer.

Warning: never place your telephone in contact with water. To clean your telephone, you may however use a damp soft cloth. Never use solvents (trichlorethylene, acetone, etc.) which may damage the plastic parts of your telephone. Never spray it with cleaning products.

The ear piece and microphone area of the handset may attract metallic objects that may be dangerous for the ear.

The wording is not contractual and may be subject to change. Some functions of your telephone are controlled by a software key and the configuration of the unit.

Declaration of compliance

EC: We, Alcatel-Lucent Enterprise, hereby declare that we assume the Forum™ iPhone 710-720 or Phone 720 product to be compliant with the essential requirements of Directive 1999/5/CE of the European Parliament and Council. A copy of the original of this declaration of compliance can be obtained from your installer.



Environmental information

- 1- 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.
- 2- 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.
- 3- The crossed-bin symbol invites you to use those systems.
- 4- If you need more information on the collection, reuse and recycling systems, please contact your local or regional waste administration.
- 5- You can also contact us for more information on the environmental performances of our products.

Operating conditions

Operating temperature range: -5°C /45°C.

Acoustic shock protection

The acoustic level of the signal generated by the handset earpiece is less than 130 dBspl for a transient signal (123 dBspl for Australia) and less than 118 dBspl (rms) for a continuous signal (120 dBA for Australia).

Directive 2003/10/EC specifying the risks inherent in noise at work

The ring contributes towards overall daily noise; at its maximum setting, the level is 105 dBA at 60 cm from terminal. To reduce the level, the following is recommended:

- reduce the setting (9 levels of 5 dB),
- program a progressive ring.

Belgacom, in keeping with its policy of constant product improvement for the customer, reserves the right to modify product specifications without prior notice.

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 **0800 44 500**
Free

User instructions

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

Diagnosing the problem

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

To facilitate the diagnosis, please inform the helpdesk operator⁽¹⁾ of these test results. Our helpdesk can solve certain problems remotely. This will avoid a technician's visit and reduce repair time considerably.

Problem with a telephone connected to your exchange

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

Problem with a cordless DECT telephone

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

General external or internal communication problem

1. Check that the installation is always powered by 230V.
2. Reset the PABX : press on the button "On/Off" (in top on the right on the front face of the PABX) until the led 'POWER' remains lit red.
To wait a few minutes that the system starts again.
Note: the system will be unusable during this phase of restarting (until 20 min.).

If the problem persists, contact our technical support service.

⁽¹⁾Contact our technical support service

If the problem persists after these few tests :

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

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

Change your configuration

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

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