

Manager/Secretary filter unit Belgacom Forum™ 750

User guide



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MANAGER/SECRETARY FILTER UNIT


Belgacom Forum 750


U S E R

G U I D E

Symbols used in this manual

The action "press" is shown by 

Display keys are shown by 

Keys specific to filtering, programmed by the technician, are shown by 

The manager/secretary filter unit is a specific configuration comprising at least two multi-line terminals, which provides certain supplementary features, using programmable keys assigned to specific functions.

The manager/secretary configuration can include several manager terminals, several secretary terminals, and a "replacement secretary" terminal.

Belgacom IDS 310 terminals are recommended for optimum results.

Note: The functions described are specific to the manager/secretary filter unit.

Refer to the User Guide for your terminal for the telephone functions provided by the Belgacom Forum 750.

Note: Certain functions described in this guide may depend on the version or the configuration of your system. If in doubt, consult your telephone manager.

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YOUR CALLS

MANAGER TERMINAL

Calling your secretary

To call your secretary directly, or to answer her call,  

Note: If you have several secretaries, you can have a key for each one.

Replying to a message from your secretary*

With the terminal idle or with a call in progress, you can answer a call from your secretary.

The screen proposes 5 replies from the 11 predefined replies available. Press the display key corresponding to the reply you wish to send.

The 11 available messages are:

- Busy : I'm busy
- Wait : 2 mn please
- Absent : I'm out
- Enter : Show the person in
- Callback : I'll call back

- Callme : Call me back
- Pass : I'll speak to him/her
- lcome : I'm coming
- Canc : Cancel please
- 2 mn please : 2 mn please
- Return : Do your best

* *The message service is only available between two Belgacom IDS 310 terminals.*

MAIN SECRETARY TERMINAL

Calling your manager

To call your manager directly or to take over his call, 



Note: If you work with several managers, you can have one key for each.

Supervising filtering

You can supervise the manager terminal filtering keys.

You have one supervision key for each filtering key.

Symbols corresponding to the supervision keys are:

- symbol off : supervised filtering key not active,
 : supervised filtering key active - filtered calls are for you,
 : supervised filtering key active - filtered calls are for another secretary.

Managing filtering

To deactivate the manager terminal filtering key, whether you are receiving the filtered calls or not, press the corresponding supervision key.

To activate the manager terminal filtering key and receive the filtered calls, press the corresponding filtering supervision key.

Sending a written message to your manager*


You can send a predefined or completed message to the manager terminal screen, irrespective of whether the terminal is free or busy.

With terminal idle or with a call in progress, 

Select the message by pressing the corresponding key.

To send the message, 

To exit from message mode, 


To scroll the various predefined or completed messages, 

To erase the last character entered, 

* the message service is only available between two Belgacom IDS 310 terminals.

Placing a call on hold

Your manager has activated the filtering key and you receive a filtered call.

To ask your manager whether he wishes to take the call,  **Manager call**
The call is automatically placed on hold.

To transfer the call,  **Transf** and press the line key corresponding to the call on hold.

To recover the call, without transferring it, press the corresponding line key.

Placing the manager terminal on immediate transfer

With the terminal idle,  then  **Manager call**

To cancel the transfer, enter the **"Remote cancel transfer"** function code (see codes table) then enter the number of the transferred terminal.

*Note: The manager can cancel the transfer directly by the manager, by entering the **"Cancel transfer"** function code.*

Cancelling discreet listening

You receive a filtered call and your manager activates discreet listening.
This is indicated on your screen.

To cancel discreet listening,  Listen
REPLACEMENT SECRETARY TERMINAL

The call functions from this terminal are identical to those of the main secretary terminal (see p.9).


However the filtering can only be managed if the main secretary is declared absent.

FOR YOUR
CONVENIENCE

COMFORT

MANAGER TERMINAL


Supervising status of secretary terminal

The  symbol can be used to supervise the status of your secretary's terminal.

Symbol off : terminal free or ringing


 : secretary is calling


 : secretary busy

 : main secretary absent
replacement secretary present

 : main and replacement secretaries both absent

Activating call filtering

A filtering key is provided, which enables you to transfer your calls to a secretary terminal. If the secretary is present, symbol  is associated with the filtering key used.

If the main and replacement secretaries are both absent, symbol  appears and you receive your calls directly.

A filtering table is defined (by the technician) for each filtering key. The table can contain either priority numbers or numbers to be filtered.

You can have several filtering keys but you cannot activate a table of priority numbers and a table of numbers to be filtered. When the priority numbers table is activated, filtering by the numbers to be filtered table is cancelled.

To activate filtering,  then 

- If you have a priority numbers table, only the callers specified in the table can call you directly.
- If you have a table of numbers to be filtered, only calls from callers specified in the table will be transferred to the secretary.

To deactivate the filtering,  then 

Note: If you are working with several secretaries,  then

 corresponding to the selected secretary and  to validate.

Note: If you have one or more private lines, filtering can be selective (only on the main number) or non-selective (main number and private lines), depending on the configuration.

Activating ISDN filtering


Specific ISDN numbers can be filtered.

 then  ; the ISDN correspondent's number, which is recorded, complies with the filtering rules.


Note: When filtering is not activated,  is used in the same way as a directory key.

Intercepting a filtered call


When a filtered call is received by the secretary, symbol  is shown on the screen.

When the secretary lifts the handset, symbol  indicates busy.

To pick up the call before the lifts the handset, 

To intercept the call, 


Discreet listening to a filtered call

When the secretary is handling a call,  . This activates discreet listening and your microphone is inhibited.


To exit from this mode, .


MAIN SECRETARY TERMINAL

Supervising status of manager terminal

The corresponding  symbol is used to supervise the status of the terminal:

symbol off : terminal free or ringing

 : manager is calling

 : manager busy

 : filtering activated*

* If you have no filtering supervision key

REPLACEMENT SECRETARY TERMINAL

Supervising status of manager terminal

The following symbols are specific to the replacement secretary terminal:

symbol off : replacement function not activated

■ □ ■ : replacement function activated, manager terminal free or ringing

The "manager is calling", "manager busy" and "filtering activated" are identical to those on the main secretary terminal.


WHILE YOU
ARE AWAY


ABSENCE

MAIN SECRETARY TERMINAL

Informing of your absence

To inform your manager of your absence,  then 

If a replacement secretary is present, (symbol ), then calls to the main secretary will be diverted to the replacement secretary.

If a replacement secretary is not present (symbol ) the filtering function is suspended and the manager receives his calls directly.

To recover your terminal,  then 

REPLACEMENT SECRETARY TERMINAL

The procedure for informing of absence is identical to that used by the main secretary terminal (see p.20).

GLOSSARY

DISCREET LISTENING

Discreet listening, of which only the secretary is aware, inhibits the manager's microphone and enables him to discreetly listen while the secretary is taking a call.

FILTERED NUMBER

This number is automatically transferred to the secretary.

FILTERING SUPERVISION

A key with a symbol is used by the secretary to inform the manager of filtering on his terminal, or to activate manager terminal filtering.

ISDN

Integrated Systems Digital Network.

MANAGER/SECRETARY FILTERING

A facility offered to a manager/secretary pair, allowing calls to the manager to be

intercepted by one or more secretaries.

MANAGER/SECRETARY TERMINALS

Set of specific services (filtering, transfer) between a manager terminal and one or more secretary terminals.

PRIORITY NUMBER

When filtering is activated, only priority numbers can call the manager terminal.

PRIVATE LINE

The manager terminal can have one or more "private" lines, as these can be separated from the main number by filtering.

REPLACEMENT SECRETARY TERMINAL/MAIN SECRETARY TERMINAL

When the main secretary is declared absent, calls are diverted to the replacement secretary terminal. The functions of this terminal are identical to those of the main secretary terminal.

