SIEMENS

Hicom 118
Operators Guide

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Introduction

Range of optiset E Instruments

A variety of optiset E screen based instruments are available for use on the Hicom 118:

optiset E standard - Loudspeaking
No Key Modules   No adapter plug-in positions

optiset E advance - Open Listening
Key Modules   Two adapter plug-in positions

optiset E advance plus - Loudspeaking
Key Module   Two adapter plug-in positions

optiset E memory - Loudspeaking
Key Modules   Two adapter plug-in positions

The optiset E telephones are Digital Feature instruments that have 12 programmable keys.

The telephones are easily recognised by three dialogue keys namely:

- ✔   Yes Key
- ▶   Forward Scroll Key
- ◀   Backward Scroll Key
- ☐   LED

The Siemens optiset E Digital Feature telephones operate via a Menu-controlled User Guidance Display System.
The display will automatically offer you a choice of the available options most suited to the task you are about to carry out.

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Introduction - Cont'd

Glossary

LED   **-** Light Emitting Diode

Shuttle **-** Alternating between calls

DDS   **-** Direct Destination Select (External number)

DSS   **-** Direct Station Select (Extension number with busy and

                                                     ringing indication)

Handsfree Operation

Your Hicom is automatically handsfree.

WHAT YOU HAVE TO DO   **WHAT HAPPENS**

To change from handsfree to handset.

Call in progress

Lift handset

```
00:00:08
ENQUIRY?              >
```

You are now engaged on call via handset only

You are engaged on a call via handset and want to revert to handsfree.

Hold SPEAKER key down and replace handset

```
00:00:15
ENQUIRY?              >
```

You are now connected handsfree

To disconnect call

Depress RELEASE key

```
14:34 THU. 26 JUN. 97.
                      >
```

Call now disconnected

Answering an Incoming Call

WHAT YOU HAVE TO DO　　　　**WHAT HAPPENS**

```
FROM:EXTERNAL
                          >
```

Lift handset

```
EXTERNAL
ENQUIRY?                  >
```

```
00:00:10 (CALL TIMER)
ENQUIRY?                  >
```

You are now connected to the
caller.

To transfer the existing call:-
Depress relevant Ext No key and
RELEASE key or replace handset

```
FROM:EXTERNAL
                          >
```

Accept Camp-on / Answer 2nd Call

You have answered an incoming call and wish to hold the call on the switchboard in order to answer a 2nd call.

WHAT YOU HAVE TO DO   **WHAT HAPPENS**

```
FROM:EXTERNAL
ACCEPT CAMP-ON?        >
```

Depress ✔

```
EXTERNAL
RETURN TO HELD CALL?
```

You are now connected to the caller.

Transfer Second Call

Depress Ext No key (e.g. 12)

```
12
RETURN TO HELD CALL?
```

Replace handset

Held call rings switchboard

```
RECALLING:EXTERNAL
                      >
```

Lift handset   You are now reconnected to the 1st caller.

Extend Call to Free Extension

WHAT YOU HAVE TO DO

Depress Ext No key (e.g. 12)

Depress RELEASE key or
replace handset

WHAT HAPPENS

```
12
RETURN TO HELD CALL?
```

```
CALL TRANSFERRED
                          >
```

Caller will hear music until call is
answered.

Announce Call

Depress Ext No key (e.g. 12)

```
12
RETURN TO HELD CALL?
```

Wait until extension answers,
announce call, then depress RELEASE
key or replace handset

```
CALL TRANSFERRED
                          >
```

Extend Call to Busy Extension

WHAT YOU HAVE TO DO   **WHAT HAPPENS**

Extension key ☐ is on

Inform caller that extension is busy.

Depress busy Ext No key (e.g. 12)

```
12
RETURN TO HELD CALL?
```

Call is extended to extension

Depress RELEASE key

```
CALL TRANSFERRED
                    >
```

Caller is now camped on to busy
extension and will hear music.

Recalls to Switchboard

An extended call will recall to the switchboard after 30 seconds if the extension has not answered or is still busy.

WHAT YOU HAVE TO DO   **WHAT HAPPENS**

```
RECALLING FROM 12
                      >
```

Lift handset

```
EXTERNAL
ENQUIRY?              >
```

You are now connected to the caller.

If recall is due to:

1. No reply from extension   Ext. ☐ off

2. Extension still busy   Ext. ☐ on

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Recalls - Cont'd

WHAT YOU HAVE TO DO   *WHAT HAPPENS*

You now have 3 options:

1. Re-extend to same extension

2. Extend to a new extension

3. Caller will call again.

1. Depress Ext No key   Call re-extended to same extension
    Depress RELEASE key

```
14:34 THU. 26 JUN. 97.
                     >
```

2. Depress new Ext No key   Call extended to new extension
    Depress RELEASE key

```
14:34 THU. 26 JUN. 97.
                     >
```

3. Release call   Caller will call again
    Depress RELEASE key

```
14:34 THU. 26 JUN. 97.
                     >
```

Call now disconnected.

If no Ext No key is available you can
return to extended call by depressing
the PICKUP key and dialling the relevant
extension number.
You don't have to wait for the call to
recall to you.

Extension Calls Switchboard

WHAT YOU HAVE TO DO

WHAT HAPPENS

Ext □ flashes

```
FROM: 12
                              >
```

Lift handset

```
12
ENQUIRY?                      >
```

You are now connected to ext 12

Switchboard Calls Extension

WHAT YOU HAVE TO DO

WHAT HAPPENS

Depress Ext No key

```
12
SET CALLBACK?                 >
```

Ext. □ on

When the extension answers

```
12
ENQUIRY?                      >
```

You are now connected to ext 12

Outgoing Call from Switchboard

WHAT YOU HAVE TO DO

WHAT HAPPENS

Depress 0

```
0
                                    >
```

Key in required number
e.g. 407-4111

```
0407-4111
                                    >
```

Extend call to extension

Depress Ext No key (e.g. 12)

```
12
RETURN TO HELD CALL?
```

Announce call and then

Depress RELEASE key or
replace handset

```
CALL TRANSFERRED
                                    >
```

Last Number Redial

The system automatically stores the last external number dialled from the switchboard. (The last 3 numbers dialled will be displayed).

Redial last number

Depress REDIAL key

```
04074111
NEXT?                               >
```

System will now redial the number

Call Intrusion

You have a call for a busy extension and wish to intrude (break-in).

WHAT YOU HAVE TO DO   **WHAT HAPPENS**

Depress busy Ext No key (e.g. 12)

```
12
RETURN TO HELD CALL?
```

Depress INTRUSION key

```
INTRUSION:12
RETURN TO HELD CALL?
```

Override Tone is heard

Inform extension of waiting call

Depress RELEASE key

```
14:34 THU. 26 JUN. 97.
                     >
```

Call is now camped onto the busy
extension.

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3 Way Conference

The system allows for a 3 way conference with 2 external or 2 internal parties and the switchboard.

You are engaged on an external call and wish to include another party.

WHAT YOU HAVE TO DO   **WHAT HAPPENS**

EXTERNAL
ENQUIRY?   >

Depress ✔

PLEASE DIAL
RETURN TO HELD CALL?

Dial **0** plus external number
Wait for answer

652-2000
RETURN TO HELD CALL?

or
Dial internal number (e.g. 18)
Wait for answer

18
RETURN TO HELD CALL?

Depress ▶ to scroll to Conference

EXT 18
CONFERENCE?   >

Depress ✔

CONFERENCE
CLEAR CONFERENCE? >

Warn tone is heard and all parties
are connected

Depress ✔ to clear
or continue with options on

3 Way Conference - Cont'd

The Operator, or Initiator, may exclude any party from the conference.

WHAT YOU HAVE TO DO   **WHAT HAPPENS**

Exclude 1st Party

Depress ▶ once

```
CONFERENCE
RELEASE: EXTERNAL?  >
```

Depress ✔

```
CONFERENCE
MUTE ON?            >
```

Exclude 2nd Party

Depress ▶ twice

```
CONFERENCE
RELEASE: 17?        >
```

Depress ✔

```
EXTERNAL
ENQUIRY?            >
```

Control of the conference can be handed over from the Initiator to an internal party.

Exclude Initiator

Depress ▶ three times

```
CONFERENCE
WITHDRAW?           >
```

Depress ✔

```
REPLACE HANDSET

                   >
```

Call Forwarding / Divert

This feature allows for 3 types of forwarding of calls for the switchboard to be diverted to any extension of your choice.

WHAT YOU HAVE TO DO

WHAT HAPPENS

Depress DIVERT key

```
DIVERSION TYPE:
1 - ALL CALLS?        >
```

SPEAKER ☐ on
SERVICE ☐ on

Depress ✔

```
TO:
                      >
```

Enter required Ext No (e.g. 18)

```
TO: 18
SAVE ENTRY?           >
```

Depress ✔

```
SAVED
                      >
```

All calls will now be forwarded to selected extension

Cancel Forwarding

```
TO:18
                      >
```

Depress DIVERT key (or #1)

```
DIVERT CANCELLED
                      >
```

⚠ Internal & External calls = 1
External calls only   = 2
Internal calls   = 3

All calls will now ring on the switchboard

Central Abbreviated Dialling

The system stores a maximum of 256 telephone numbers (100-355). The switchboard, or authorised extensions, may access any of these numbers.

WHAT YOU HAVE TO DO   *WHAT HAPPENS*

Programme

Enter code ∗95

```
SYS. ADMIN
USER DATA?            >
```

SPEAKER ☐ on
SERVICE ☐ on

Depress ✔

```
SYS. ADMIN
1=CENTRAL ABB DIAL? >
```

Depress ✔

```
100:-
∗=NEXT?               >
```

Depress ▶

```
100:-
∗=CHANGE ENTRY?      >
```

Depress ✔

```
100:
                     >
```

Enter required External Tel. No.
(preceded by 0)

```
100:
=CONFIRM?            >
```

Depress ✔

```
100:-
∗=NEXT?              >
```

Depress ✔ for next entry

```
101:-
∗=NEXT?              >
```

Central Abbreviated Dialling - Cont'd

Use the System Abbreviated Dialling

- select the relevant access code from the Abbreviated Dialling Directory
- dial the relevant code ✳ **7100 - ✳ 7355**

DIALLED NUMBER

- wait whilst the system dials the number

The system will dial the required external number, the time taken will vary according to the type of main exchange to which your Hicom 118 is connected.

Call Park

This feature allows you to Park an external call on the Switchboard to be retrieved at any extension or from the Switchboard. There are 10 Park Positions. (0-9 on keypad).

WHAT YOU HAVE TO DO   *WHAT HAPPENS*

You have a call on the line

Depress PARK Key

```
PARK POSITION:
                        >
```

Depress Location (e.g. 1)

```
PARK AT POSITION 1
                        >
```

If call is not retrieved it will automatically recall to the Switchboard after a predetermined time.

```
RECALLING:EXTERNAL
                        >
```

Lift handset

```
EXTERNAL
ENQUIRY?                >
```

You are now reconnected to the caller.

Retrieve a Parked call before recall

Depress PARK Key

```
PARK POSITION:
                        >
```

Depress Location (e.g. 1)

```
EXTERNAL
ENQUIRY?                >
```

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Call Back (Internal only)

This feature allows you to activate a Call Back on an extension if it is busy or if there is no reply

WHAT YOU HAVE TO DO　　　　　*WHAT HAPPENS*

Call Back (Busy)

Depress busy Ext. Key

```
18
SET CALL BACK?        >
```

Depress CALL BACK Key

```
CALL BACK SET

                      >
```

When required Ext. is free

Switchboard rings

```
CALL BACK:23

                      >
```

Lift handset

```
23
SEND MESSAGE?         >
```

Extension you require is now ringing

Ring Back (No answer)

Same as above except

Depress Idle Ext. Key　　　　　Ring tone is heard

When user returns to his office and either makes a call or receives a call the feature is activated.

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Set Electronic Lock Code

WHAT YOU HAVE TO DO

WHAT HAPPENS

Enter code ∗93

```
LOCK CODE:
                          >
```

SPEAKER □ on
SERVICE □ on

Enter default code "00000"

```
NEW LOCK CODE:
                          >
```

Enter new code

```
RE-ENTER CODE:
                          >
```

Enter code again

```
LOCK CODE SAVED
                          >
```

Night Service

Your night service requirements will be pre-programmed into the system.

Activate

Depress NIGHT Key

```
NIGHT SERVICE -
(VARIANT)          >
```

NIGHT □ on

Deactivate

Depress NIGHT Key

```
NIGHT SERVICE: OFF
                   >
```

```
14:34 THU. 26 JUN. 97.
                   >
```

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Electronic Lock

The console can be locked to prevent the dialling of external calls.

WHAT YOU HAVE TO DO

WHAT HAPPENS

Lock the console

Depress LOCK Key

```
CODE:
                              >
```

Enter Lock code

```
TELEPHONE LOCKED
                              >
```

LOCK ☐ on

Any attempt to use the console

```
ACCESS DENIED
                              >
```

Unlock the console

Depress LOCK Key

```
CODE:
                              >
```

Enter Lock code

```
TELEPHONE UNLOCKED
                              >
```

LOCK ☐ off

Set Ringer Volume / Tone

WHAT YOU HAVE TO DO	WHAT HAPPENS

Adjust Ringer Volume

Depress **+** or **–**

```
TELEPHONE SETTINGS
RINGER VOLUME?        >
```

Depress ✔

```
RINGER VOLUME:1
■                     >
```

Depress **+** to increase Ringer volume

```
RINGER VOLUME:3
■ ■ ■                 >
```

Depress ✔ when required level is reached

```
14:34 THU. 26 JUN. 97.
                      >
```

Adjust Ringer Tone

Depress **+** or **–**

```
TELEPHONE SETTINGS
RINGER VOLUME?        >
```

Depress ▶ to scroll to Ringer tone

```
TELEPHONE SETTINGS
RINGER TONE?          >
```

Depress ✔

```
RINGER TONE:1
■                     >
```

Depress **+** or **–** to adjust Ringer tone

```
RINGER TONE:3
■ ■ ■                 >
```

Depress ✔ when required tone level is reached

```
14:34 THU. 26 JUN. 97.
                      >
```

Set Handsfree Volume

WHAT YOU HAVE TO DO

WHAT HAPPENS

Adjust Handsfree Volume

Depress **+** or **–**

```
TELEPHONE SETTINGS
RINGER VOLUME?      >
```

Depress ▶ to scroll to Handsfree setting

```
TELEPHONE SETTINGS
HANDSFREE SETTING? >
```

Depress ✔

```
QUIET ROOM
■                   >
```

or

Depress **+** or **–** to adjust to:-

```
NORMAL ROOM
■ ■                 >
```

or

```
NOISY ROOM
■ ■ ■               >
```

Depress ✔ to accept level

```
14:34 THU. 26 JUN. 97.
                    >
```

⚠ A call will interrupt the setting process. The data already set will be stored.

Set Time and Date

WHAT YOU HAVE TO DO	WHAT HAPPENS

Depress ✻ **95**

```
SYSTEM ADMIN:
USER DATA?              >
```

Depress ✔

```
SYSTEM ADMIN:
1=CENTRAL ABB DIAL? >
```

Depress ▶ to scroll to Set Time

```
SYSTEM ADMIN:
2=SET TIME?            >
```

Depress ✔ twice

```
FORMAT HHMM:
                       >
```

Enter Time (e.g. 0940)

```
FORMAT HHMM: 0940
=CONFIRM?              >
```

Depress ✔ 4 times

```
FORMAT DDMMYY:
                       >
```

Enter Date

```
FORMAT DDMMYY:020497
=CONFIRM?              >
```

Depress ✔

```
FORMAT DDMMYY:020497
F4=SET TIME?          >
```

Depress SERVICE key

```
09:40 WED. 02 APR. 97.
                       >
```

Programming of Keys

Spare keys on the optiset E telephone and on the add-on Key Module are available for programming of direct dialling numbers, internal or external.

Hicom Function keys

These keys are programmable by yourself for any frequently required Hicom features.

Programme Function keys

- dial ∗ **91**
- **-** press required key to be programmed
- **-** press ✔ to *CHANGE FEATURE?*
- **-** scroll to required function
- **-** press ✔ key to confirm
- **-** press ✔ key to confirm save option

Speed Dial keys

These keys are available for programming of internal numbers,
Once an extension number has been programmed the LED will indicate the status of the extension i.e. busy or free.
These keys can be used to pick up calls that flash on them if your phone is free.

Programme Speed Dial keys (Any destination)

- dial ∗ **91**
- **-** press required key to be programmed
- **-** press ✔ to *CHANGE FEATURE?*
- scroll to *PROG. REP.* key
- **-** press ✔ key to confirm
- **-** dial required external number preceded by **0** or extension number
- **-** press ✔ key to save entry
- **-** press ✔ key to confirm save option

Dial Speed Dial Numbers

- **-** press required **Speed Dial** key
- wait whilst system dials the number

optiset E memory

Electronic Notebook

Programme External Numbers and Names

- press MENU key
- press ↵ key
- enter required name
- press ↵ key
- enter required number (preceded by 0 for external no.)
- press ↵ key
- enter additional information (i.e. company name or cell number)
- press ↵ key
  (up to 5 rows can be used for other information)
- press END key to exit Electronic Notebook functions

Dial External Number

- press first letter of required name
- required name or all names starting with this letter are displayed
- press ⬆ or ⬇ keys to scroll to required name
- press ↵ key
- wait whilst the system dials the number

Edit a Number

- press first letter of required name
- press EDIT key
- press ⬆ or ⬇ keys to scroll to required section to edit
- enter changes
- press END key to exit Electronic Notebook functions

Programme Extension Names

- dial ✳ **95**
- press ✔ key
- scroll to EXTENSION NAME
- press ✔ key
- press ✔ to scroll to required extension number
- scroll to CHANGE ENTRY
- press ✔ key
- enter required name
- press ✔ key to confirm
- press ✔ for next extension number or SERVICE key to exit