

SIEMENS

Hicom 150 Operators Guide



Important

In the event of any problems on your PABX system please call one of the following numbers for service:-

Maintenance Call Centre

011-652-3114

Tel

0800-110069

Toll free

011-652-3041

Fax

Customer Support Centre

011-652-3050

Tel

011-652-3041

Fax

Quick Service
(Moving / Add. Ext.)

011-652-3041

Fax

Your Maintenance
Contract Number

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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 150:

optiset E standard - Loudspeaking

No Key Modules No 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.

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      15:40  
CONSULTATION? >
```

You are now engaged on a 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      15:40  
CONSULTATION? >
```

You are now connected handsfree

To disconnect call

Press RELEASE key

```
14:34 WED 26. JAN 98  
>
```

Call now disconnected

Answering an Incoming Call

WHAT YOU HAVE TO DO

WHAT HAPPENS

Lift handset

FROM:EXTERNAL



00:00:10 15:46

CONSULTATION?



You are now connected to the caller.

To transfer the existing call

Press ✓

PLEASE DIAL:

CONSULTATION RETURN?

Dial Ext No and Press
RELEASE key or replace handset

RINGING: PETER

CANCEL DIALLING?



Press RELEASE key
or replace handset

14:34 WED 26. JAN 98



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

Press ✓

```
FROM:EXTERNAL  
ANSWER CALL? >
```

```
EXTERNAL 15:49  
CONSULTATION? >
```

You are now connected to the 2nd caller.

Transfer Second Call

Press ✓

```
PLEASE DIAL:  
CONSULTATION RETURN?
```

Dial Ext No

```
RINGING: 200 PETER  
CANCEL DIALLING? >
```

Replace handset

Held call rings switchboard

```
RECALL: EXTERNAL  
CONSULTATION? >
```

Lift handset

You are now reconnected to the 1st caller.

Extend Call to Free Extension

WHAT YOU HAVE TO DO

WHAT HAPPENS

Dial Ext No

```
00:00:10    15:46  
CONSULTATION? >
```

```
14:34 WED 26. JAN 98  
>
```

Caller will hear music until call is answered.

Announce Call

Press ✓

```
PLEASE DIAL:  
CONSULTATION RETURN? >
```

Dial Ext No

```
RINGING: PETER  
CANCEL DIALLING? >
```

Wait until extension answers and announce call.

Press RELEASE key or replace handset

```
14:34 WED 26. JAN 98  
>
```

Extend Call to Busy Extension

WHAT YOU HAVE TO DO

WHAT HAPPENS

Press ✓

```
00:00:30 16:10  
CONSULTATION? >
```

Dial Ext No

```
PLEASE DIAL:  
CONSULTATION RETURN?
```

```
BUSY: 200 PETER  
CANCEL DIALLING? >
```

Return to caller

Press ✓ twice

```
EXTERNAL 16:13  
CONSULTATION? >
```

Inform caller of busy extension and re-extend the call.

or

Press RELEASE key
or replace handset

```
14:34 WED 26. JAN 98  
>
```

Recall 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

Lift handset

RECALL: 200 PETER

>

EXTERNAL: 15:54
CONSULTATION?

>

You are now connected to the caller.

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. Press ✓

Dial Ext No

Replace handset

Call re-extended to same extension

```
16:57 WED 21. JAN 98  
>
```

2. Press ✓

Dial new Ext No

Replace handset

Call extended to new extension

```
16:57 WED 21. JAN 98  
>
```

3. Press ✓

Press RELEASE key or

Replace handset

Caller will call again

```
16:57 WED 21. JAN 98  
>
```

Call now disconnected.

You don't have to wait for the call to recall to you.

You can return to the extended call by dialling * 22 followed by the relevant extension number.

Extension Calls Switchboard

WHAT YOU HAVE TO DO

WHAT HAPPENS

Lift handset

```
FROM: PETER  
>
```

```
200          PETER  
CONSULTATION? >
```

You are now connected to ext 200

Switchboard Calls Extension

WHAT YOU HAVE TO DO

WHAT HAPPENS

Dial Ext No

```
RINGING: MARY  
CALLBACK? >
```

When the extension answers

```
203          TRACY  
CONSULTATION? >
```

You are now connected to ext 203

Outgoing Call from Switchboard

WHAT YOU HAVE TO DO

Press 0

WHAT HAPPENS

```
0 >
```

Key in required number
e.g. 407-4111

```
0407-4111  
CONSULTATION? >
```

Extend call to extension

Press ✓

```
PLEASE DIAL:  
CONSULTATION RETURN? >
```

Dial Ext No

```
RINGING: PETER  
CANCEL DIALLING? >
```

Wait until extension answers and
announce call.

Press RELEASE key
or replace handset

```
14:34 WED 26. JAN 98  
>
```

Call Override

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

WHAT YOU HAVE TO DO

Press ✓

Dial Ext No

Press OVERRIDE key

Inform extension of waiting call

Press RELEASE key or
replace handset

WHAT HAPPENS

```
PLEASE DIAL:  
CONSULTATION RETURN?
```

```
BUSY: PETER  
CANCEL DIALLING? >
```

```
OVERRIDE: PETER  
>
```

Override Tone is heard

```
17:20 WED 21 JAN 98  
>
```

Call is now camped onto the busy extension.

Last / Stored Number Redial

The Hicom 150 allows for 2 types of Number Redial i.e. Last Number Redial or Stored Number Redial.

The default setting on your telephone is for Last Number Redial.

Contact your System Administrator if Stored Number Redial is required.

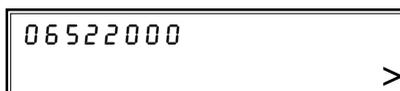
WHAT YOU HAVE TO DO

WHAT HAPPENS

Redial last number

The system automatically stores the last number dialed from your telephone.

Press **REDIAL** key



06522000 >

System will now redial the number

Stored Number Redial

You have dialled a number and have not been answered or the number is busy, do not disconnect.

Press **REDIAL** key



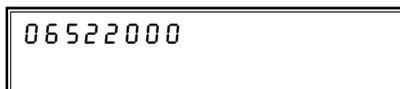
ACCEPTED

Number is stored for later use

The number will remain stored until another number is stored, thus erasing the previous number.

Redial the Number

Press **REDIAL** key



06522000

System will now redial the number

8 Way Conference

The system allows for an 8 way conference with up to 7 external or 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

Press ► to scroll to Invoke Conference

```
EXTERNAL    17:30  
CONSULTATION? >
```

Press ► to scroll to Invoke Conference

```
00:00:10    17:31  
INVOKED CONFERENCE?>
```

Press ✓

```
PLEASE DIAL:  
CONSULTATION RETURN?
```

Dial 0 plus external number
or

```
06522000  
CANCEL DIALLING? >
```

Dial internal number (e.g. 200)
Wait for answer

Press ✓

```
00:00:10    17:32  
ADD TO CONFERENCE?>
```

Press ✓

```
CONFERENCE MEMBERS 3  
CONSULTATION? >
```

Warn tone is heard and all parties
are connected

Press ✓ to add another member or
press RELEASE key

Call Park

This feature allows you to Park an external or internal 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

Press PARK Key

```
SLOT NO. 0
```

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

```
RECALL:EXTERNAL
```

Lift handset

```
EXTERNAL 17:56  
CONSULTATION? >
```

You are reconnected to the caller

Retrieve a Parked call before recall

Press PARK Key

```
ENTER SLOT NUMBER:
```

Dial Slot No (0-9)

```
EXTERNAL 17:56  
CONSULTATION? >
```

You are reconnected to the caller

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)

Dial busy Ext No

```
BUSY: 200 PETER  
CALLBACK? >
```

Press ✓

```
QUEUED
```

When required Ext. is free

Switchboard rings

```
CALLBACK: 200 PETER  
>
```

Lift handset

```
RINGING: 200 PETER  
CALLBACK?
```

Extension you require will now ring

Ring Back (No answer)

Same as above except

Dial Idle Ext No

Ring tone is heard

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

Call Forwarding / Divert

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

This feature is used for temporary absence from the switchboard as an alternative to Night Service.

WHAT YOU HAVE TO DO

Press DIVERT key

Enter new Ext No if required (e.g. 207)

Press ✓

Cancel Forwarding

Press DIVERT key

WHAT HAPPENS

FWD TO: 202

FWD TO: 207
DONE?

FWD VARIABLE ALL ON

FWD TO: 207

All calls will now be forwarded to selected extension

FWD VARIABLE ALL OFF

System Abbreviated Dialling

The system allows for the storage of 1000 external telephone numbers. By utilising the System Abbreviated Dialling, you will be permitted to dial specific numbers that would be outside your normal trunk barring limits.

WHAT YOU HAVE TO DO

Use the System Abbreviated Dialling

Select the relevant access code from the Abbreviated Dialling Directory

Dial the code (* 11000 - * 11999)

WHAT HAPPENS

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 150 is connected.

Night Service

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

Activate

Press NIGHT Key

```
NIGHT VARIANT 1 ACTIVE  
>
```

Deactivate

Press NIGHT Key

```
ENTER PIN:  
>
```

Enter PIN

```
ENTER PIN: ...  
DONE?  
>
```

Press ✓

```
PIN ACCEPTED  
>
```

Electronic Lock

The console can be locked to prevent the dialling of external calls.
The default PIN will be supplied by your Siemens representative.

WHAT YOU HAVE TO DO

WHAT HAPPENS

Lock the console

Dial * 95

Enter your PIN (xxxx)

ACCEPTED

Any attempt to use the console

TOLL RESTRICTED

>

Unlock the console

Dial # 95

Enter your PIN (xxxx)

ACCEPTED

Set Ringer Volume / Pitch

WHAT YOU HAVE TO DO

WHAT HAPPENS

Adjust Ringer Volume

Press +

```
PHONE SETTINGS:  
RINGER VOLUME? >
```

Press ✓

```
RINGER VOLUME:1  
■ >
```

Press + or - to adjust Ringer volume

```
RINGER VOLUME:3  
■ ■ ■ >
```

Press ✓ when required level is reached

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

Adjust Ringer Pitch

Press +

```
PHONE SETTINGS:  
RINGER VOLUME? >
```

Press ▶ to scroll to Ringer Pitch

```
PHONE SETTINGS:  
RINGER PITCH? >
```

Press ✓

```
RINGER PITCH:1  
■ >
```

Press + or - to adjust Ringer Pitch

```
RINGER PITCH:3  
■ ■ ■ >
```

Press ✓ when required pitch level is reached

```
14:34 WED 26. JAN 98  
>
```

Set Muted Ringer

The system allows for a second call to ring on the switchboard whilst you are busy on a call.
The volume level for the 2nd call can be adjusted or switched off completely.

WHAT YOU HAVE TO DO

Press +

WHAT HAPPENS

```
PHONE SETTINGS:  
RINGER VOLUME? >
```

Press ▶ to scroll to Ringer Volume

```
PHONE SETTINGS:  
MUTED RINGER VOLUME? >
```

Press ✓

```
MUTED RINGER VOLUME:1  
■ >
```

Press + or - to adjust volume
(Volume:0 = Ringer off)

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

Press ✓ when required level is reached

```
14:34 WED 26. JAN 98  
>
```

Set Handsfree Volume

WHAT YOU HAVE TO DO

WHAT HAPPENS

Adjust Handsfree Volume

Press +

```
PHONE SETTINGS:  
RINGER VOLUME? >
```

Press ▶ to scroll to SpeakerPhone setting

```
PHONE SETTINGS:  
SPEAKERPHONE SETTING? >
```

Press ✓

```
NORMAL  
■ ■ >
```

or

Press + or – to adjust to:-

```
ECHO  
■ ■ ■ >
```

or

```
ENHANCED  
■ >
```

Press ✓ to accept level

```
14:34 WED 26. JAN 98  
>
```



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

Timed Reminder

WHAT YOU HAVE TO DO

WHAT HAPPENS

Programme Timed Reminder

Dial * 99

TIME (HHMM) >

Enter time e.g. 0945 or 1430

ACCEPTED

When Timed Reminder rings back lift and replace handset to cancel ring.

Cancel Timed Reminder (before ringback)

Dial # 99

ACCEPTED

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

