

**SIEMENS**

***Hicom 150  
optiset E basic***





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# ***Introduction***

This guide is designed to assist extension users on a Siemens Hicom 150 Communications System to use all authorised features.

Your extension may not be authorised\* to use all features. The Siemens representative can confirm features that are available to you.

Your extension may also be subject to trunk barring thus restricting where you may dial.

The optiset E basic digital telephone has 8 preprogrammed keys:-

Callback	Conference
Transfer	Call Forward
Release	Call Pickup
Park	Redial

All other System features are accessed from this telephone by dialling codes and/or programme keys.

The basic telephone is not equipped with a microphone but does have a loudspeaker for hands-free dialling.

Please refer to the separate instruction manuals for the optiset E entry, standard, advance/advance plus and memory telephones.

\* - authorised features are those features that your company has designated for your use and may vary from extension to extension.

# ***Internal and External Dialling***

## ***Handset operation***

- lift handset, listen for internal dial tone
- dial the required extension number or external number preceded by line access code (code is normally **0**)

## ***Handsfree operation***

- do not lift handset
- dial the required extension number or external number preceded by line access code (code is normally **0**)
- lift handset when called party answers



Your telephone may have restricted dialling facilities, e.g. trunk calls may not be permitted.

# ***Dialling the Switchboard***

## ***Handset operation***

- lift handset, listen for internal dial tone
- dial code for switchboard (code is normally **9**)

## ***Handsfree operation***

- do not lift handset
- dial code for switchboard (code is normally **9**)
- lift handset when operator answers

# Call Transfer

You may transfer an internal or external call from your extension to any other extension or to the switchboard.

## ***Transfer to a Free Extension (Announcing the Call)***

- press **Transfer** key, listen for internal dial tone
- dial the required extension or switchboard
- when the extension or the switchboard answers, announce the call and replace handset
- if called party does not answer
- press **Transfer** key to return to original call

## ***Transfer to a Free Extension (Call not Announced)***

- press **Transfer** key, listen for internal dial tone
- dial the required extension or switchboard
- when you hear ring tone, replace handset

The call has now been transferred. If the ringing extension does not answer within a predetermined time the call will automatically be transferred back to your extension.

## ***Transfer to a Busy Extension***

- press **Transfer** key, listen for internal dial tone
- dial the required extension number
- when you hear busy tone, replace handset

The call has now been transferred to the busy extension. If the busy extension terminates the call within a predetermined time and replaces the handset the transferred call will ring the extension. If the extension remains busy the call will automatically be transferred back to your extension.

# ***Enquiry Call***

This feature allows you to hold an existing call, dial another extension or even an external number, conduct a conversation without the original caller overhearing, and then return to the original caller.

## ***Activate Enquiry Call***

- press **Transfer** key, listen for internal dial tone
- dial the required extension number or dial **0** and then the required external number
- conduct your conversation
- press **Transfer** key to return to the original call

## ***Alternating between Parties (Shuttle)***

During an enquiry call you may alternate between both parties

- press **Transfer** key and **\* 79** to return to original caller
- press **Transfer** key to alternate between callers

# 8 Way Conference

This feature allows you to bring up to 7 parties into an existing conversation on your extension. The 7 parties could be external, internal or a mix of both.

## ***Activate Conference***

- you are engaged on a call
- press **Transfer** key, listen for internal dial tone
- dial the required extension or **0** and the external number
- press **Conference** key
- conference tone is heard and 3 parties are connected.

Repeat the procedure to add more parties to the conference.

## ***Consult with an internal or external party when busy with a conference***

- press **Transfer** key, listen for internal dial tone
- dial the required extension or **0** and the external number
- consult with party
- press **Transfer** key
- you are now reconnected to the conference.

# Call Pickup

The call pick up feature allows you to answer any ringing extension in your pickup group from your telephone.

## ***Activate Call Pickup***

An extension within your pickup group is ringing

- **Call Pickup** LED flashes
- lift handset, listen for internal dial tone
- press **Call Pickup** key
- you have now answered the call

## ***Activate Call Pick Up Select***

A call for an extension which is **not** in your Pick Up group is ringing

- lift handset, listen for internal dial tone
- dial \* **22** plus the number of the ringing extension
- you will now have answered the call

# Call Park

This feature allows you to Park an external call on your extension to be retrieved at any extension or from the switchboard.

There are 10 Park positions (0-9 on keypad).

## ***Park a Call***

- press **Park** key plus location number (0-9)
- **Park** LED on
- replace handset
- **Park** LED remains on

## ***Retrieve a Parked Call***

- **Park** LED is on
- lift handset, listen for internal dial tone
- press **Park** key plus location number (0-9)
- **Park** LED is off
- call is now on the line

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

Your telephone will ring

- lift handset
- you are now connected to the caller

# Call Back

Call Back requests can be left on extensions which have been rung and not answered or are busy.

## ***Activate Call Back - Busy***

- called extension is busy
- press **Callback** key
- confirmation tone is heard
- replace handset

The system will automatically call you back when both your extension and the called extension are free.

- lift handset
- ring tone is heard as the required extension is rung

Should you fail to answer a **Call Back** that you have activated, the system will automatically cancel the feature after ringing your extension for a predetermined time.

## ***Activate Call Back - No answer***

- called extension does not answer
- press **Callback** key
- confirmation tone is heard
- replace handset

When the called party returns to the office and has used the telephone the system will ring your telephone.

- lift handset
- ring tone is heard as the required extension is rung

## ***Call Back - Cont'd***

### ***Cancel Call Back (Before Ring Back)***

- lift handset
- dial # **77**
- confirmation tone is heard
- replace handset

# ***Call Forwarding Variable***

This feature allows you to forward or divert your calls immediately to an extension of your choice.

## ***Programme Call Forwarding***

- lift handset, listen for internal dial tone
- dial \* **34** plus extension number
- listen for confirmation tone
- replace handset

When you lift the handset special dial tone will be heard to remind you that the feature is activated

## ***Cancel Call Forwarding***

- lift handset
- dial # **34**
- listen for confirmation tone
- replace handset

Calls will now ring as normal on your extension.

## ***Call Forwarding No Answer***

When this feature has been programmed your telephone will ring 5 times and then divert your calls to an extension of your choice.

### ***Programme Call Forwarding No Answer***

- lift handset, listen for internal dial tone
- dial \* **35** plus extension number
- listen for confirmation tone
- replace handset

## ***Call Forwarding Busy***

This feature will forward your calls to an extension of your choice whenever you are busy.

### ***Programme Call Forwarding Busy***

- lift handset, listen for internal dial tone
- dial \* **36** plus extension number
- listen for confirmation tone
- replace handset

### ***Cancel Call Forwarding No Answer / Busy***

- lift handset
- dial # **34**
- listen for confirmation tone
- replace handset

# ***Electronic Telephone Lock***

This feature allows you to lock your extension, by dialling your PIN, which prevents unauthorised use of your extension.

The PIN will be supplied by your System Administrator.

## ***Lock your Extension***

- lift handset
- dial \* **95** and your PIN
- listen for confirmation tone
- replace handset

Your extension will now be restricted to local or internal calls only

## ***Unlock your Extension***

- lift handset
- dial # **95** and your PIN
- listen for confirmation tone
- replace handset



You will still be able to receive calls when your extension is locked.

# ***Individual Abbreviated Dialling***

In addition to the System Abbreviated dialling lists you may programme 10 additional numbers, under the dial keypad digits 0-9, for your exclusive use. These numbers will, however, be subject to any trunk barring limits which apply to your extension.

## ***Programme numbers***

- dial \* **01**
- enter digit (0-9) under which to store new number
- enter required external number (preceded by **0** for outside line)
- replace handset

## ***Dial numbers***

- lift handset, listen for internal dial tone
- dial \* **10**
- enter digit (0-9) under which required number is stored
- wait whilst system dials the number

When you enter a number in a location that already has a stored number this will be deleted and the new number accepted.

# ***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.

## ***Use the System Abbreviated Dialling***

- select the relevant access code from your Abbreviated Dialling Directory
- lift handset, listen for internal dial tone
- dial the relevant code **\* 11000 - \* 11999**
- wait whilst system dials the number

The system will now dial the required external number, the time taken will vary according to the type of main exchange to which your Hicom 150 is connected.

# ***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.

## ***Redial last number***

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

- lift handset, listen for internal dial tone
- press **Redial** key
- the number is now automatically dialled by the system

## ***Stored a Number***

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

- press **Redial** key
- listen for confirmation tone
- replace handset
- number is stored for later use

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

## ***Redial the Number***

- lift handset, listen for internal dial tone
- press **Redial** key
- the number is now automatically dialled by the system

# ***Timed Reminder***

This feature allows an extension to store one timed reminder. The system will then call the extension at the required time.

## ***Programme Timed Reminder***

- lift handset, listen for internal dial tone
- dial \* **99**
- dial required time e.g. 0945 for 9:45 am  
1430 for 2:30 pm

## ***Reminder Callback***

- telephone rings with special callback ringing
- lift handset
- replace handset

If not answered your telephone will ring for 40 seconds and then 5 minutes later will ring again for 40 seconds.

Timed Reminder is now cancelled.

## ***Cancel the Reminder before Ringback***

- lift handset
- dial # **99**
- listen for confirmation tone
- replace handset

## ***Night Service***

When the designated Night Service extension rings

- lift handset, listen for internal dial tone
- dial \* **24**
- you are now connected to the caller

Check with System Administrator if any other type of Night Service is operational.

## ***Key Settings (+/-)***

The Plus and Minus keys allow for the individual setting of the levels of speech, ringing and ring tones.

### ***Change Speech Volume***

- whilst busy on a call
- press + or – keys to adjust Speech volume
- press + and – keys simultaneously to store setting

### ***Change Ringing volume or Ring Tone frequency***

- **Do not lift handset**
- press + and – keys simultaneously
  
- press 1 and then + or – keys to adjust Ringing volume
- or 2 and then + or – keys to adjust Ring Tone frequency
  
- press + and – keys simultaneously to store setting



## **Quick Reference**

Outside Line	0	Call Forward Variable	*34 & ext
Operator	9	Call Forward No Ans	*35 & ext
Shuttle	R*79	Call Forward Busy	*36 & ext
3 Way Conference	R*78	- cancel all	#34
Call Back	R*77	Call Pickup	*21
- cancel	#77	Call Pickup Select	*22 & ext
Extension Lock	*95 & Code	Call Park	R*92 & (0-9)
- unlock	#95 & Code	- retrieve	*92 & (0-9)
Night Service	*24		