SIEMENS

Hicom 300

Set T8 Operating Instructions

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Programme	
2nd Transfer	
Transfer Return	
Transfer	
Call Forward	
Park	
Call Pickup	
Loudspeaker	

1	2	3
4	5	6
7	8	9
*	0	#
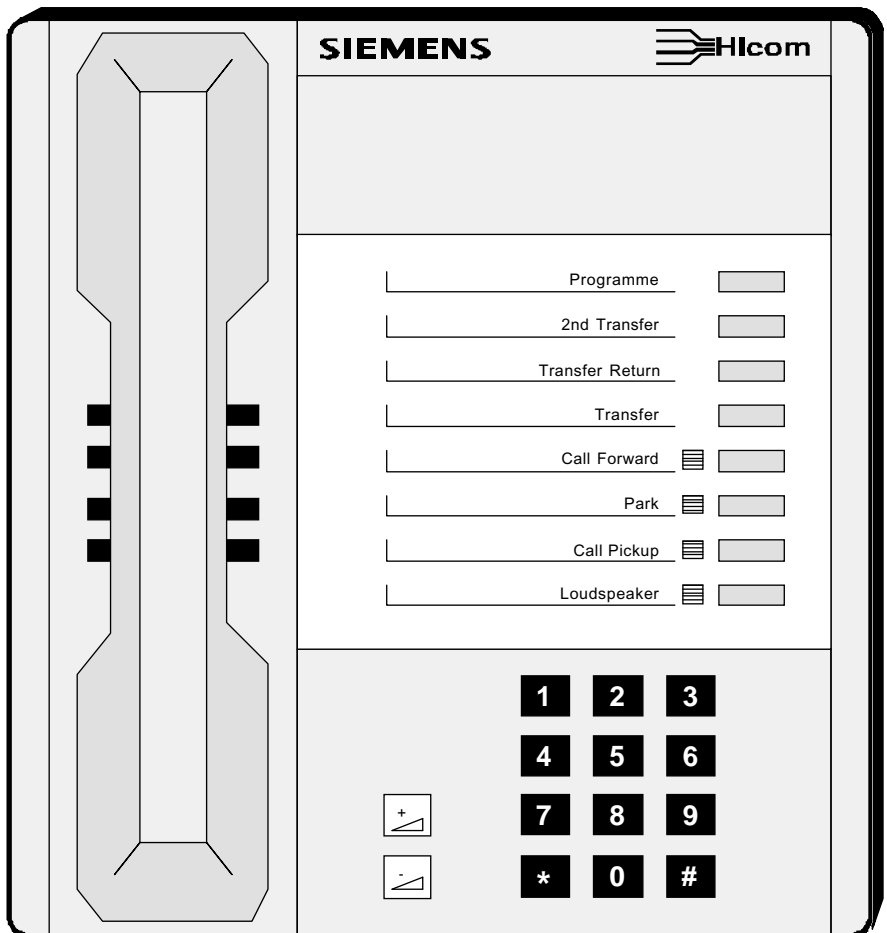
Hicom 300 Digital User Guide

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Optional Features

Introduction

This guide is designed to assist you in using all authorised features on a Siemens Hicom 300 Communications System.

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.

A variety of instruments are available for use on the Hicom 300. e.g.-

Siemens Set T25 - Digital Loudspeaking feature telephones
Siemens Set T24 - Digital Open Listening feature telephones
Siemens Set T8   - Digital Open Listening feature telephones
Siemens euroset - Multi-frequency Loudspeaking telephones
Venus   - Analogue telephones
LED   - Light emitting diode

Please refer to the separate instruction manuals for the Set T24/25, Analogue and euroset instruments.

The Set T24 is a Digital feature telephone instrument with on-hook dialling and loudspeaker facilities but no microphone.

The Set T25 is a Digital feature telephone instrument with Hands-Free operation allowing for on-hook dialling and bothway speech.

∗ - 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 internal or external number (preceded by "**0**") for outside line

Handsfree operation

- do not lift your handset
- dial the required internal or external number (preceded by "**0**") for outside line
- lift handset when called party answers

NB   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 **9**

Handsfree operation

- do not lift your handset
- dial **9**
- lift handset when operator answers

Call Pickup

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

Activate Call Pickup

An extension within your pickup group is ringing

- **Call Pickup** LED flashes
- a ping ring will also alert you to an incoming call
- lift your handset, listen for internal dial tone
- press **Call Pickup** key
- incoming call is answered

Call Park

Calls may be parked on your Set T8 for retrieval from your instrument, or any other digital telephone in your Call Pickup group which is equipped with a **Park** key.

Only 1 call per pickup group may be parked at a time.

Park a Call

- press **Park** key
- **Park** LED flashes
- replace your handset or press **Loudspeaker** key
- **Park** LED remains flashing

Retrieve a Parked Call

- **Park** LED is flashing
- lift your handset, listen for internal dial tone
- press **Park** key
- **Park** LED is off
- caller is now on line

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 the handset
- if called party does not answer
- press **Transfer Return** to reconnect 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 your 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 your 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 Return** key to return to the original call

You may use the **Alternating** key to switch between the original and 3rd party calls. In each case the other party is automatically placed on hold.

You can only use the Alternating feature on a Set T8 if you have an **Alternating** key.
The Alternating code ∗27 will not function on a Set T8.

Call Queuing

This feature allows a 2nd call to camp on your extension when you are busy on a call. Your telephone needs to equipped with a **Call Queue** key.
The caller will receive ringing tone instead of busy tone.

Activate Call Queuing

- press **Call Queue** key
- **Call Queue** LED is on

When you are busy on a call and a 2nd call arrives it will be signalled by the flashing of your **Call Pickup** LED, and on all other digital instruments in your Pickup Group. A ping ring will also alert you to the 2nd call.

If you do not use the Call Pickup feature to answer the 2nd call then the call will be routed to your Call Forward Preset destination.

Alternating between Calls

You have a call on the line and wish to **make** a second call and want to alternate between both calls.

>   - press **Transfer** key
>   - dial the required extension or external number

or

You have a call on the line and wish to **answer** a second call and want to alternate between both calls.

>   - press **Call Pickup** key

You may use the **Alternating** key to switch between the original and 3rd party calls. In each case the other party is automatically placed on hold.

You can only use the Alternating feature on a Set T8 if you have an **Alternating** key.
The Alternating code ∗27 will not function on a Set T8.

Transfer a Second Caller

Answer 2nd Caller

If you are busy on a call when the **Call Pickup** LED starts flashing and you wish to answer the waiting call.

- ask 1st caller to hold
- press **Call Pickup** key
- 1st caller is placed on hold
- 2nd caller is now on line

Transfer 2nd Caller

- press **Transfer** key
- dial required extension number
- press **2nd Call Release** key
- 1st caller is now on line

Return to Caller

If no reply or busy tone is received when attempting to transfer the second call you can then return to the second caller.

- press **Transfer Return** key
- 2nd caller is now on line
- 1st caller is still on hold

3 Way Conference

This feature allows you to bring a third party into an existing conversation on your extension.

The options allowed are:

1. 3 extensions
2. 2 extensions and one external party
3. 1 extension and two external parties.

Activate a 3 Way 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
- when the called party answers press **Transfer** key
- dial ∗**31**
- conference tone is heard and all 3 parties are connected.

If the third party is no longer required, press the **Transfer Return** key to disconnect.

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
- dial *22
- replace your handset or press **Loudspeaker** key

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

- lift handset or press **Loudspeaker** key
- ring tone is heard as the required extension is rung

Activate Call Back - No answer

- called extension does not answer
- dial *22
- replace your handset or press **Loudspeaker** key

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

Cancel Call Back

- when the system rings you back
- lift and replace handset or press **Loudspeaker** key twice

External Line Reservation

Should you dial "**0**" for a line and receive busy tone, i.e. all lines are busy, you may reserve the first line to become free for your use.

Activate External Line Reservation

You have dialled "**0**" for an external line and receive a busy tone, do not replace your handset.

- dial ∗**22**
- replace your handset or press **Loudspeaker** key

When an external line becomes free your extension will ring.

- lift handset or press **Loudspeaker** key
- internal dial tone is heard
- Dial "**0**" for the line and required external number.

Call Forwarding Preset

Your line can be forwarded to a predetermined extension for answering.
This can be to either a Digital or analogue extension.

Programme Preset Extension Number

- press **Programme** key
- press **Call Forward** key **twice** or dial ∗**11**
- dial required extension number
- press **Programme** key
- **Call Forward** LED is on (if equipped)

The predetermined extension number has now been permanently programmed.
Calls will now go to the Preset destination immediately.
When you lift your handset, special dial tone will also be heard to remind you that the feature is activated.

Deactivate Call Forwarding

- press **Call Forward** key or dial **#10**
- **Call Forward** LED goes off (if equipped)

When Preset Call Forward destination has been programmed but deactivated it will serve as Call Forward Busy or Call Forward No Answer i.e. If your extension rings for longer than +/- 25 seconds it will automatically divert to the Preset extension number.

Reactivate Call Forwarding

- press **Call Forward** key or dial ∗**10**
- **Call Forward** LED is on (if equipped)

Calls will now go to the Preset destination immediately.

Change Preset Extension Number

- press **Programme** key
- press **Call Forward** key **twice** or dial ∗**11**
- dial required extension number
- press **Programme** key
- **Call Forward** LED is on (if equipped)

Call Forwarding Variable

This is a temporary Call Forwarding feature which allows you to divert all your calls to an extension of your choice and will **override** your Call Forward Preset destination.

Programme Call Forwarding

- press **Programme** key
- press **Call Forward** key **once** only or dial ∗**10**
- dial required extension number
- press **Programme** key
- **Call Forward** LED is on (if equipped)

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

Cancel Call Forwarding

- **Call Forward** LED is on
- press **Call Forward** key or dial **#10**
- **Call Forward** LED goes off (if equipped)

Calls will now ring as normal on your extension.
Your Call Forward Preset destination will now be restored.

Follow Me

This feature allows you to activate call forwarding at a remote extension to enable calls to follow you from extension to extension.

Activate Follow Me

When you arrive at the remote extension where you wish to receive calls made to your extension.

- dial ∗**25** and your PIN number
- dial ∗**10**
- **Call Forward** LED on (if equipped)

Incoming calls to your extension will now be diverted to this extension. When you activate this feature it transfers various facilities to this extension e.g. Barring Restrictions, Stored No. Redial etc.

Cancel Follow Me

At the remote extension

- first dial **#10** (this cancels your Call Forwarding)
- **Call Forward** LED goes off (if equipped)
- dial **#25** (this cancels your PIN)

NB Should you forget to cancel your PIN and Call Forward at the remote extension, contact the extension and ask them to dial **#25**. The Call Forward must be cancelled from your extension in this case.
The ID will however be automatically cancelled if the extension is not used for a predetermined time.
The **Call Forward** can be cancelled from your own extension.

Electronic Telephone Lock

This feature allows you to lock your extension, by dialling your PIN number, which prevents unauthorised use of your extension. The PIN number assigned to your extension will be provided by your System Administrator.

Lock your Extension

    - dial ∗**21** and your PIN number

Your extension will now be restricted to local or internal calls only
Special dial tone will be heard to remind you that the feature is activated.

Unlock your Extension

    - dial **#21** and your PIN number

Mobile Class of Service

This feature allows you to activate your own Class of Service on any extension.

Activate Mobile Class of Service

- dial **∗25** and your PIN number

Calls will now register against your name on the Telephone Management System.

Cancel Mobile Class of Service

- dial **#25**

NB   Should you forget to cancel your PIN at the remote extension, contact the extension and ask them to dial **#25**. The ID will however be automatically cancelled if the extension is not used for a predetermined time.

System Abbreviated Dialling

The system allows for the storage of 16000 external telephone numbers divided into 16 groups, each containing 1000 numbers. You can have access to any 2 groups i.e. 2000 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
- dial the relevant code   xxxxx
- 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 300 is connected. No tones will be heard whilst dialling is in progress.

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

- press **Programme** key
- dial ∗**81**
- enter digit (0-9) under which to store new number
- pause for 2-3 seconds
- enter required external number (preceded by "**0**" for outside line)
- press **Programme** key

Dial numbers

- dial **#81**
- enter digit (0-9) under which required number is stored
- wait whilst system dials the number

Stored Number Redial

This feature allows you to store a number for later re-dialling. The number may be stored for as long as required.

Store a Number

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

- dial ∗**19**
- replace your handset or press **Loudspeaker** key

Redial the Number

- dial ∗**19**
- the number is now automatically dialled by the system
- lift handset when called party answers

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

Do Not Disturb

If authorised you can use this feature to prevent incoming calls on your extension. Outgoing calls can be made in the normal manner.
A Set T24/25 or the switchboard are able to override the feature if required.

Activate Do Not Disturb

- dial **∗20**

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

Cancel Do Not Disturb

- dial **#20**

Executive Override

This feature allows authorised extensions to interrupt a call in progress.

Activate Executive Override

- dial required internal number
- busy tone is heard
- dial *26
- you will be connected to the call in progress.
- a periodic warning tone is heard to warn all parties that **Override** is in operation

Call Trace

This feature allows you to trace the origin of the call on which you are busy.

Activate Call Trace

- call is in progress
- press **Transfer** key
- dial *24
- you are still connected to the call.

When the call is terminated contact the System Administrator for the source of the call.

Timed Reminder

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

Set Timed Reminder

- press **Programme** key
- dial ∗**23**
- dial required time e.g.   0945 for 9:45 am
                            1430 for 2:30 pm
- press **Programme** key

Reminder Callback

- telephone rings with special callback ringing
- lift handset or press **Loudspeaker** key
- replace handset or press **Loudspeaker** key

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.

Night Service

When the night bell rings

  - lift handset
  - dial *88
  - 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 Ping Ring volume
  -    or   3 and then **+** or **–** keys to adjust Ring Tone frequency

  - press **+** and **–** keys simultaneously to store setting