



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

Lift handset

To transfer the existing call

Press ✓

Dial Ext No and Press
RELEASE key or replace handset

Press RELEASE key
or replace handset

WHAT HAPPENS

FROM:EXTERNAL

>

00:00:10 15:46
CONSULTATION?

>

You are now connected to the
caller.

PLEASE DIAL:
CONSULTATION RETURN?

RINGING: PETER
CANCEL DIALLING?

>

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

Press ✓

Transfer Second Call

Press ✓

Dial Ext No

Replace handset

Held call rings switchboard

Lift handset

WHAT HAPPENS

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

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

You are now connected to the 2nd caller.

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

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

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

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

Lift handset

WHAT HAPPENS

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

Key in required number
e.g. 407-4111

Extend call to extension

Press ✓

Dial Ext No

Wait until extension answers and
announce call.

Press RELEASE key
or replace handset

WHAT HAPPENS

0 >

0407-4111
CONSULTATION? >

PLEASE DIAL:
CONSULTATION RETURN?

RINGING: PETER
CANCEL DIALLING? >

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.

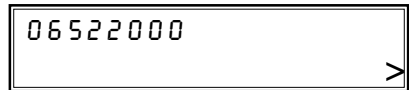
WHAT YOU HAVE TO DO

WHAT HAPPENS

Redial last number

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

Press **REDIAL** key

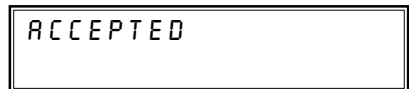


System will now redial the number

Stored Number Redial

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

Press **REDIAL** key

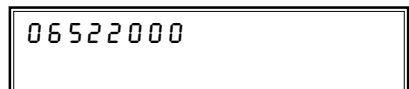


Number is stored for later use

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

Redial the Number

Press **REDIAL** key



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 ✓

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

Dial 0 plus external number
or

PLEASE DIAL:
CONSULTATION RETURN?

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

06522000
CANCEL DIALLING? >

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

WHAT HAPPENS

FWD TO: 202

>

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

FWD TO: 207

DONE?

>

Press ✓

FWD VARIABLE ALL ON

>

FWD TO: 207

>

All calls will now be forwarded to
selected extension

Cancel Forwarding

Press DIVERT key

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

WHAT HAPPENS

Use the System Abbreviated Dialling

Select the relevant access code from the Abbreviated Dialling Directory

Dial the code (* 11000 - * 11999)

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 +

Press ► to scroll to Ringer Volume

Press ✓

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

Press ✓ when required level is reached

WHAT HAPPENS



PHONE SETTINGS:
RINGER VOLUME? >



PHONE SETTINGS:
MUTED RINGER VOLUME? >



MUTED RINGER VOLUME:1
■ >



MUTED RINGER VOLUME:3
■ ■ ■ >



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

