

SIEMENS

Hicom 150
optiset E standard
optiset E advance plus
optiset E memory



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Introduction

This guide is designed to assist extension users on a Siemens Hicom 150 Communication 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.

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

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

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 Modules Two adapter plug-in positions

optiset E memory - Loudspeaking

Key Modules Two adapter plug-in positions

A Key Module is an add-on terminal with 16 programmable keys.

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

Introduction - Cont'd

The telephones are easily recognised by three dialogue keys namely:

- ✓ Yes Key
- ▶ Forward Scroll Key
- ◀ Backward Scroll Key

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.

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)

Dial Executive / Dial Secretary

The **Dial Exec / Dial Secr** keys have multiple functions

These keys provide direct access to the Executive or Secretary without using the Transfer option.

The LED indicates when the Executive or Secretary is busy on a call.

Transfer a Call to the Executive or Secretary.

- press **Dial Executive / Dial Secretary** key
- announce call
- replace handset

Dial Executive or Secretary

- press **Dial Executive / Dial Secretary** key

Answering Calls for Executive/s

When the Secretary is **FREE**, calls for the Executive/s will ring on the Secretary's extension.

Answer Call for Executive/s when FREE

FROM: EXTERNAL

- lift handset or press **Speaker** key

Transfer the call

- press **Dial Executive** key
- announce the call
- replace handset or press **Speaker** key

When the Secretary is **BUSY**, calls for her Executive/s will flash on **Incoming Exec** key/s and will warn her of incoming calls.

Answer Call for Executive when BUSY

- ask your current caller to hold on
- press flashing **Incom Exec** key

You are now connected to your Executive's call and your original call is on hold.

Transfer the Second Call

- press **Dial Executive** key
- announce the call
- replace handset

Return to 1st Caller

- press flashing **Incom Own** key

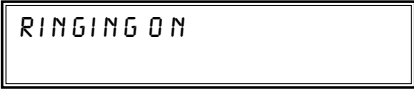
You are now reconnected to the original caller.

Executive Ringer

Incoming calls for the Executive can be forced to the Secretary answering:-

Activate Executive Ringer

- press **Exec Ringer** key on secretary extension
- **Exec Ringer** LED is on



RINGING ON

Incoming calls for the Executive will now ring on the Secretary's extension.

Cancel Executive Ringer

- press **Exec Ringer** key on secretary extension
- **Exec Ringer** LED goes off



RINGING OFF

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**)



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**)

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 ✓ key to confirm *CONSULTATION?* option
- dial required extension
- announce the call and replace handset

Transfer to a Free Extension (Call not Announced)

- press ✓ key to confirm *CONSULTATION?* option
- dial required extension
- replace handset when ring tone is heard
- the call has now been transferred

Transfer to a Busy Extension

- press ✓ key to confirm *CONSULTATION?* option
- dial required extension
- replace handset when busy tone is heard
- the call has now been transferred to the busy extension.

If the busy extension terminates the call within a predetermined time, the transferred call will ring the extension.

Transfer Using the Dial Keys

- press the required **Dial (DSS)** key
- announce the call when the extension answers
- replace handset

Return to Caller

If no reply or busy tone is received, you may return to the caller without attempting to transfer the call.

- press ✓ key twice to confirm *CONSULTATION RETURN?* option
- you are now reconnected to the caller

Call Transfer - Cont'd

If the extension remains busy or unanswered the call will automatically be transferred back to your extension.

RECALL : 223

- lift handset

You are now reconnected to the caller.

Enquiry Call

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

Activate Enquiry Call

- press ✓ key to confirm *CONSULTATION?* option
- dial required extension number or dial **0** and required external number
- conduct conversation
- press ✓ key to confirm *RELEASE AND RETURN?* option to return to original call

Activate Enquiry Call Using Dial Keys

- press required **Dial** key
- conduct conversation
- press ✓ key to confirm *RELEASE AND RETURN?* option to return to holding call

You may use the *TOGGLE* option to switch between the original and third party calls. In each case the other party is automatically placed on hold.

Toggle between Calls

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

Activate Toggle

- press **✓** key to confirm *CONSULTATION?* option
- dial required extension or **0** and external number

or

- press **Dial/DSS** key

Once you have the second call on the line

- scroll to *TOGGLE?* option
- press **✓** key to confirm *TOGGLE?* option
- repeat **✓** key to toggle between callers

Disconnect either Party

- toggle to party you wish to disconnect
- scroll to *RELEASE AND RETURN?* option
- press **✓** key to confirm *RELEASE AND RETURN?* option
- you will now be connected to the remaining caller



The waiting party cannot hear your conversation.

8 Way Conference

This feature allows you to add up to 7 additional parties, internal and/or external, to your existing conversation.

Activate Conference

- you are engaged on a call
- press ✓ key to confirm *CONSULTATION?* option
- dial required extension or 0 and external number
- scroll to *ADD TO CONFERENCE?* option
- press ✓ key to confirm *ADD TO CONFERENCE?* option
- conference tone is heard and all three parties are connected

CONFERENCE MEMBERS: 3
CONSULTATION?

Add more parties to Conference

- press ✓ key to confirm *CONSULTATION?* option
- dial required extension or 0 and external number
- scroll to *ADD TO CONFERENCE?* option
- press ✓ key to confirm *ADD TO CONFERENCE?* option
- conference tone is heard and all four parties are connected

CONFERENCE MEMBERS: 4
CONSULTATION?

Repeat the procedure to add more parties to the conference.

Enquiry Call whilst in Conference

- press ✓ key to confirm *CONSULTATION?* option
- dial required extension or 0 and external number
- consult with the party
- scroll to *RELEASE AND RETURN?* option
- press ✓ key to confirm *RETURN TO CONFERENCE?* option

You are now reconnected to the conference.

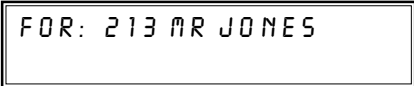
Call Pickup

The Call Pickup 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

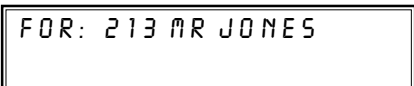


FOR: 213 MR JONES

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

or

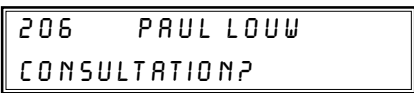
- **Call Pickup** LED flashes



FOR: 213 MR JONES

- press **Call Pickup** key
- you have now answered the call for handsfree operation

Once you have answered the call the source will be displayed



206 PAUL LOUW
CONSULTATION?

Second Call Camp-on

This feature allows a second call to camp on to your extension when you are busy on a call.

The caller will receive ringing tone instead of busy tone.

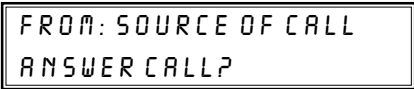
Activate Second Call Camp-on

- press **Service Menu** key
- scroll to *IMPORTANT FEATURES?* option
- press **✓** key to confirm *IMPORTANT FEATURES?* option
- scroll to *CALL WAITING ON?* option
- press **✓** key to confirm *CALL WAITING ON?* option



CALL WAITING ON

When you are busy on a call and a second call arrives it will be signalled by a beep tone and the display will show:-



FROM: SOURCE OF CALL
ANSWER CALL?

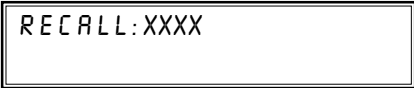
- press **✓** key to confirm *ANSWER CALL?* option

You are now connected to the second call and the first call is placed on hold.

Transfer Second Call

- press **✓** key to confirm *CONSULTATION?* option
- dial required extension number
- replace handset

First caller will automatically recall to your extension.



RECALL:XXXX

Second Call Camp-on - Cont'd

Deactivate Second Call Camp-on

- press **Service Menu** key
- scroll to *IMPORTANT FEATURES...?* option
- press **✓** key to confirm *IMPORTANT FEATURES...?* option
- scroll to *CALL WAITING OFF?* option
- press **✓** key to confirm *CALL WAITING OFF?* option

CALL WAITING OFF

Call Park

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

There are 10 Park locations (0-9).

Park a Call

- press **Park** key
- call is placed in first free slot (location)
- replace handset
- call is now parked
- **Park** LED remains on

SLOT NUMBER: 0



Note slot number for subsequent retrieval.

Retrieve a Parked Call

- lift handset, listen for internal dial tone
- press **Park** key

ENTER SLOT NUMBER:

- enter slot number (0-9)

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 **✓** key to confirm *CALL BACK?* option

QUEUED

- replace handset or press **Speaker** key

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

CALLBACK: MR JONES

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

Activate Call Back No Answer

- called extension does not answer
- press **✓** key to confirm *CALL BACK?* option

QUEUED

- replace handset or press **Speaker** key

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

CALLBACK: MR JONES

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

Call Back - Cont'd

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.

Cancel Call Back

- scroll to *DISPLAY CALLBACK?* option
- press **✓** key to confirm *DISPLAY CALLBACK?* option

CALLBACK: MR JONES

- scroll to *DELETE CALLBACK?* option
- press **✓** key to confirm *DELETE CALLBACK?* option

or

Cancel All Call Backs

- lift handset, listen for internal dial tone
- dial # 77

Call Forwarding

This feature allows for 3 types of forwarding, or diversion, of your calls to an extension of your choice.

Variable All

Variable No Answer

Variable Busy

Activate Call Forwarding Variable All

- lift handset, listen for internal dial tone
- press **Divert** key

FWD TO: 202

- enter new extension number if required e.g. 207
- press  key to confirm *DONE* option
- **Divert** LED is on

FWD TO: 207

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

Deactivate Call Forwarding Variable All

- lift handset, listen for internal dial tone
- press **Divert** key

FWD ALL VARIABLE OFF

- **Divert** LED is off

Calls will now ring as normal on your extension.



Although **Call Forwarding Variable All** always has to be cancelled it is not necessary to cancel **Call Forwarding Variable No Answer/Busy** as they can be left on as permanent features.

Call Forwarding - Cont'd

Activate Call Forwarding Variable No Answer

- press **Service Menu** key
- scroll to *CALL FORWARDING...?* option
- press **✓** key to confirm *CALL FORWARDING?* option
- scroll to *CALL FORWARDING VARIABLE NA ON?* option
- press **✓** key to confirm *CALL FORWARDING VARIABLE NA ON?* option
- enter the required extension number
- press **✓** key to confirm *DONE?* option

Deactivate Call Forwarding Variable No Answer

- press **Service Menu** key
- scroll to *CALL FORWARDING...?* option
- press **✓** key to confirm *CALL FORWARDING?* option
- scroll to *CALL FORWARDING VARIABLE NA OFF?* option
- press **✓** key to confirm *CALL FORWARDING VARIABLE NA OFF?* option

Activate Call Forwarding Variable Busy

- press **Service Menu** key
- scroll to *CALL FORWARDING...?* option
- press **✓** key to confirm *CALL FORWARDING?* option
- scroll to *CALL FORWARDING VARIABLE BUSY ON?* option
- press **✓** key to confirm *CALL FORWARDING VARIABLE BUSY ON?* option
- enter the required extension number
- press **✓** key to confirm *DONE?* option

Deactivate Call Forwarding Variable Busy

- press **Service Menu** key
- scroll to *CALL FORWARDING...?* option
- press **✓** key to confirm *CALL FORWARDING?* option
- scroll to *CALL FORWARDING VARIABLE BUSY OFF?* option
- press **✓** key to confirm *CALL FORWARDING VARIABLE BUSY OFF?* option

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 Telephone

- lift handset, listen for internal dial tone
- dial * **95**
- enter **PIN** number

ACCEPTED

Unlock your Telephone

- lift handset, listen for internal dial tone
- dial # **95**
- enter **PIN** number

ACCEPTED



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

Programme Dial Keys

Internal or external numbers may be stored under keys on the Optiset phones

Programme Internal number (DSS)

- press **Service Menu** key
- dial 02
- press key you wish to programme
- scroll to *MISCELLANEOUS*
- press ✓
- scroll to *8 7 DSS*
- press ✓
- dial required internal no. e.g. 201
- press ✓

8 7 DSS: 201

Programme External number (Repertory Dial key)

- press **Service Menu** key
- dial 02
- press key you wish to programme
- press ✓
- scroll to *19 REPETORY DIAL*
- press ✓
- dial 0 plus required external no.
- press ✓

REDIAL STORED

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 the Abbreviated Dialling Directory
- dial the relevant 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.

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 **Service Menu** key
- dial *** 01**

INDEX#
FIRST ENTRY?

- press  key to confirm *FIRST ENTRY?* option

0:
NEXT ENTRY?

- dial 0 and external number

0: 06523366
DONE?

- press  key to confirm

0: 06523366
NEXT ENTRY?

- press  key to confirm *NEXT ENTRY?* option

or

- press **Service Menu** key to finish

Dial Numbers

- dial *** 10**
- dial access code (**0 - 9**) under which required number is stored
- wait whilst the system dials the number



Entering a new number will overwrite any existing number in that location.

Last / Stored Number Redial

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

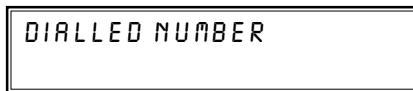
The default setting on your telephone is for Last Number Redial.

Contact your System Administrator if Stored Number Redial is required.

Redial last number

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

- press **Redial** key

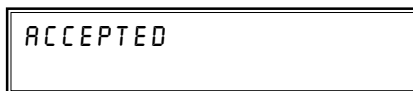


- the number is now automatically dialled by the system

Stored Number Redial

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

- press **Redial** key

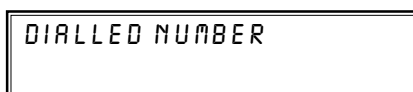


- replace handset or press **Speaker** key
- number is stored for later use

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

Redial the Number

- press **Redial** key



- the number is now automatically dialled by the system

Timed Reminder

Timed reminders or alarms can be programmed to remind you of meetings or appointments.

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

Night Service

When the Night Bell rings

- dial * 24
- you are now connected to the caller

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

Telephone Settings

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

Change Handsfree volume

- press + key
- scroll to *SPEAKERPHONE SETTING?*
- press ✓ key to confirm
- scroll to adjust Handsfree settings
- press ✓ key to accept level

Change Ringer volume

- press + key
- press ✓ key to confirm
- press + or – keys to adjust Ringer volume
- press ✓ key to accept level

Change Ringer Tone

- press + key
- scroll to *RINGER PITCH?*
- press ✓ key to confirm
- press + or – keys to adjust Ringer tone
- press ✓ key to accept level

Muted Ringer Tone

The system allows for a second call to ring on your telephone whilst you are busy on a call.

The volume level for the 2nd call can be adjusted or switched off completely.

- press + key
- scroll to *MUTED RINGER VOLUME?*
- press ✓ key to confirm
- press + or – keys to adjust Ringer tone (volume:0 = off)
- press ✓ key to accept level

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

