

SIEMENS

***Hicom 118
Analogue Telephone***



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Introduction

This guide is designed to assist extension users on a Siemens Hicom 118 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.


A variety of analogue instruments are available for use on the Hicom 118 e.g. -

Venus - Analogue telephones
euroset - Analogue range of telephones

Please refer to the separate instruction manuals for the euroset range of telephones.

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

Transfer key

The **Transfer** key on your telephone may be marked as **R** or .
RECALL

Internal and External Dialling

Dialling Another Extension

- lift handset, listen for internal dial tone
- dial the required extension number

Dialling an External Number

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



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

Dialling the Switchboard

- lift handset, listen for internal dial tone
- 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 **Recall** 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 **Recall** key to return to original call.

Transfer to a Free Extension (Call not Announced)

- press **Recall** 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 **Recall** 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 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 and then return to the original caller.

Activate Enquiry Call

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

Alternating between Parties (Shuttle)

During an enquiry call you may alternate between both parties

- press **Recall * 2** to return to original caller
- repeat **Recall * 2** to alternate between callers



The waiting party cannot hear your conversation.

Enquiry Call to 3 Way Conference

The enquiry call can now be converted to a 3 Way Conference to include the third party.

- press **Recall** key, listen for internal dial tone
- dial *** 3**
- warn tone is heard
- all 3 parties are now connected

Call Pick Up

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

Activate Call Pick Up

An extension within your pick-up group is ringing

A Ping Ring will alert you to an incoming call

- lift handset, listen for internal dial tone
- dial * 57
- you will now have 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 * 4 plus the number of the ringing extension
- you will now have answered the call

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 **Recall * 58**
- 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

Activate Call Back - No answer

- called extension does not answer
- press **Recall * 58**
- 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

Should you fail to answer a Call Back that you have activated, the system will monitor your extension for future use.

Once your extension has been used the Call Back cycle will be restarted.

Call Back - Cont'd

Cancel Call Back (Before Ring Back)

- lift handset
- dial # **58**
- confirmation tone is heard
- replace handset

All Call Back requests which you initiated will now be cancelled.



A maximum of 2 Call Back requests can be initiated from, or to, your extension.

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 **Recall** key, listen for internal dial tone
- dial * **56** plus location number (0-9)
- replace handset
- call is now parked

Retrieve a Parked Call before Recall

- lift handset, listen for internal dial tone
- dial # **56** plus location number (0-9)
- you are now connected to the caller

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 Forwarding / Divert

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

Programme Call Forwarding / Divert

- lift handset, listen for internal dial tone
- dial * 1 plus type of forwarding (1,2 or 3) 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 / Divert

- lift handset
- dial # 1
- listen for confirmation tone
- replace handset

Calls will now ring as normal on your extension.

Types of Call Forwarding / Divert

- 1 - Internal and External
- 2 - External calls only
- 3 - Internal calls only

Electronic Telephone Lock

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

The initial or default code is 00000

Set your Lock Code

- lift handset, listen for internal dial tone
- dial * **93**
- dial default Lock Code (00000)
- dial new Lock Code (5 digits)
- dial new Lock Code again
- replace handset

Lock your Extension

- lift handset
- dial * **66** and your Lock Code
- listen for confirmation tone
- replace handset

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

Unlock your Extension

- lift handset
- dial # **66** and your Lock Code
- listen for confirmation tone
- replace handset



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

System Abbreviated Dialling

The system allows for the storage of 256 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 *** 7100 - * 7355**
- 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 118 is connected.

Last Number Redial

This feature allows you to redial the last number that you dialed from your telephone.

Redial the Number

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

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

Night Service

When the designated Night Service extension rings

- lift handset, listen for internal dial tone
- dial * **423**
- you are now connected to the caller

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

Quick Reference

Outside Line	0	Call Forward/Divert	*1 & opt & ext
Operator	9	- cancel	#1
Shuttle	R*2	Call Pickup	*57
3 Way Conference	R*3	Call Pickup Select	*4 & ext
Extension Lock	*66 & Code	Call Back	R*58
- unlock	#66 & Code	- cancel	#58
- change	*93 & Code	Call Park	R*56 & (0-9)
Night Service	*423	- retrieve	#56 & (0-9)