

**SIEMENS**

***Hicom 150  
Analogue Telephone***





# ***User Guide***

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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.

A variety of analogue instruments are available for use on the Hicom 150 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 twice 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 \* 79** to return to original caller
- repeat **Recall** 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 **\* 78**
- 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, within your pick up group, from your telephone.

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

An extension within your pick-up group is ringing

- lift handset, listen for internal dial tone
- dial \* 21
- 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 \* 22 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 \* 77**
- 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 \* 77**
- 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

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

# 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 \* **92** 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 \* **92** 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 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.

# ***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 Number Redial***

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

### ***Redial the Number***

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

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

## ***Timed Reminder***

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

### ***Programme Timed Reminder***

- lift handset, listen for internal dial tone
- dial \* 99
- Enter time e.g. 0945 or 1430

When Timed Reminder rings back lift and replace handset to cancel ring.

### ***Cancel Timed Reminder*** (before ringback)

- lift handset, listen for internal dial tone
- dial # 99



## ***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.





## **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		