SIEMENS

Hicom 300 Operators Manual

Contents

Description of Keyboard controls

Name	Name	Name	Name	Name	Name	Name	Name	Name	Name
Name	Name	Name	Name	Name	Name	Name	Name	Name	Name
Name	Name	Name	Name	Name	Name	Name	Name	Name	Name
Name	Name	Name	Name	Name	Name	Name	Name	Name	Name

- □ △ □ +

```
1  2  3
4  5  6
7  8  9
*  0  #
```

Tape Recorder - used to record conversations if tape recorder is connected to the system.

Trunk No. ID - used to identify faulty trunk line number.

Serial Call - call can be placed in series by depressing series key. Calls placed in series will recall to the Console for re-extending to the next extension.

Call Park - for parking a call in one of the 10 park locations per console. The location number is displayed on the screen for the operator.

Cut Off - will disconnect a call set up by the operator.

Alarm Interrogate - normally disabled. Alarms registered at the service terminal.

Call charge information - If call charge requested, will give details once call is completed.

Night service or Unstaffed mode - All calls arriving after this key is depressed go to alternate consoles, the night answer stations or night bells.

Trunk line reservation - This key reserves specific outgoing lines for the use by the operator, e.g. during peak traffic.

Class of Service Changeover - This LED will be on if one or more extensions in the system are locked.

Trunk Call Charge - Will be depressed prior to extending call if call charges are required for immediate billing needs.

Trunk Group 1 } These two keys can be programmed as dial
} keys. Normally used for Tie Lines.
Trunk Group 2 }

Internal or External Route - To indicate voice channel in use.

Personal Call - Used to answer and set up personal calls. Each console has its own personal extension number. Can be used when console is in unstaffed mode.

Operator Key - Used to answer all operator (internal) calls.

Trunk Call Key - Used to answer all Incoming (external) calls.

Paging Facility - Not used on current software.

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Conference - Not used on current software.

Memory Access - Used to access and programme various features e.g. repertory dial keys and to select per-programmed night service. Also select language of choice.

Memory Input - Used to store above programming and selections.

Override - For breaking into calls when dialled extensions are busy. Override tone warns the extension of break-in.

Saved Number - For storing and later redialling of a selected number. The number can be stored for a long as required.

Trunk Queuing - Used to book an outgoing line if all lines are busy.

Attendant Release - For the through connection of an incoming call and an extension who are connected to the console but not connected to each other.

Delete - Used to delete an incorrectly dialled extension number or outgoing number.

Hold while Extending - Used if you wish to announce an incoming call to an extension.

- ☐ △ ☐ **+**   **Volume/Display** - Volume control for ringing or depress both keys to invert display (black on white or white on black).

Light Emitting Diodes (LED,s) above keys

LED   Off   No calls waiting (key free/available)
LED   Fast flash   Call waiting (depress key to answer)
LED   Slow flash   Call held until key is depressed again
LED   Constant   Call answered or feature activated

Console - Idle condition

```
T  0
O  0
P

                  TUE 23.08. 11:22
```
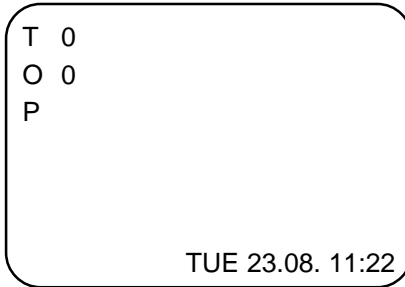
This display is always available on the Console and provides the following information.

1. Number of incoming calls queuing for answer
2. Number of operator calls queuing for answer
3. Date.
4. Time.

Examples

T 3   (3 incoming calls queuing for answer)
O 1   (1 operator call queuing for answer)
P

The type of call to be answered can be selected by the operator (see relevant instructions).

Answering an incoming call

What you have to do   **What happens**

                                           Display shows
                                           T 0 INCOMING

Depress   `[•←|]`   Display shows

                                           INCOMING
                                           CONNECTED

   You are now connected to caller.

Extend call to free extension

What you have to do   **What happens**

Depress ⬚   Display shows

                                                 ON HOLD

Key in required extension number   Display shows
                                                 2250
                                                 SCROOBY J
                                                 FREE

To announce the call wait until extension
answers and then

Depress ⬚

If you do not wish to announce the call

Depress ⬚   Call extended and ringing at
                                                 extension

                                                 Display reverts to idle condition
                                                 Caller will hear ringing tone when
                                                 call is extended.

                                                 If call is not answered in 25
                                                 seconds it will recall to Console.

Attendant Speed Release

If this option has been enabled

Key in required extension number   Display reverts to idle condition

Extend Call to busy extension

What you have to do   **What happens**

Extend call using Keypad   Display shows
                                      2250
                                      SCROOBY J
                                      BUSY INTERNAL or
                                      BUSY EXTERNAL

Depress [⬝⬝]   Display shows

                                      CONNECTED

                                      You are now reconnected to caller

Advise caller that extension is busy.

Caller has 3 options:

1. To hold for busy extension.

2. Ask for another extension.

3. Call again later or leave a message.

Option 1 - Hold for extension

What you have to do	What happens
Depress ⌐⌐	Display shows
	IDLE CONDITION
	Caller is now camped-on to busy extension.

If extension has not taken call in ±25 seconds it will recall to Console.

Option 2 - Try another extension

Depress ⊠

Procedure now as for normal extending to free or busy extension.

Option 3 - Caller will call again later

Take message if required - then

Depress ⌐⌐	Display shows
	IDLE CONDITION

Recall - No answer from free extension

| **What you have to do**	**What happens**
	Display shows T 0 RECALL
Depress $\boxed{\bullet\leftarrow}$	Display shows 2250 SCROOBY J NO ANSWER

You are now connected to caller and can
advise of no-answer from extension.

The caller now has three options:

1. Caller will continue to hold - RE-EXTEND

2. Caller requires another extension - RE-EXTEND

3. Caller will call again - $\boxed{\leftarrow\!\!\!\rightarrow}$

Recall from busy extension

| **What you have to do**	**What happens**
	Display shows T 0 RECALL
Depress ⬚	Display shows 2250 SCROOBY J BUSY EXTERNAL or 2250 SCROOBY J BUSY INTERNAL

Advise caller extension is still busy.

The caller may now require to:

1. Continue holding for busy extension - ⬚

2. Try another extension - RE-EXTEND

3. Caller will call again - ⬚

Extend call to extension in Voice Mail

What you have to do	**What happens**
Depress $\boxed{\vee}$	Display shows ON HOLD
Key in required extension number	Display shows 2250 SCROOBY J $\rightarrow$*75 $\rightarrow$VOICE MAIL CONNECTED
Depress $\boxed{\bullet\leftarrow}$	
Advise caller that required extension is forwarded to Voice Mail	

Extend caller to Voice Mail

Depress $\boxed{\vee}$ and $\boxed{\frown}$	Display shows IDLE CONDITION
If the caller does not wish to connect to Voice Mail	
Depress $\boxed{\boxtimes}$	
Re-extend to alternate extension	

Console calls extension

What you have to do	**What happens**
Key in required extension no. e.g. 2250	Display shows 2250 SCROOBY J FREE or 2250 SCROOBY J BUSY EXTERNAL or 2250 SCROOBY J BUSY INTERNAL

Extension calls Console

What you have to do	**What happens**
	Display shows O 0 DIRECT CALL SCROOBY J
Depress [►←]	Display shows 2250 SCROOBY J CONNECTED You are now connected to the calling extension.

Make an outgoing call from Console

What you have to do	What happens
Key '0'	You hear external dial tone
	Display shows OUT SIEMENS
Key in required telephone number e.g.04074111	Display shows OUTGOING FREE
	When call is answered
	Display shows CONNECTED

Extending outgoing call to extension

You have made an outgoing call for an extension and now wish to extend call to the extension.

What you have to do   **What happens**

Depress

Key in required extension number   Display shows
                                            2250
                                            SCROOBY J
                                            FREE

When extension answers-

Announce call

Depress   Call connected to extension.

Make outgoing call while extension is holding

Extension has called Console and asks you to make an outgoing call for them and the extension wishes to hold for the call.

What you have to do	What happens
Depress [icon]	Display shows 2250 SCROOBY J ON HOLD
Key in '0' for outside line	Display shows 04074111 OUTGOING FREE
Once called party answers	Display shows CONNECTED
Depress [icon]	The two parties are now connected.

Extending outgoing call to extension using Trunk Call Charge key

Prior to extending an outgoing call to an extension the Trunk Call Charge Key may be activated.

| What you have to do	What happens
Depress [key]	
Extend call in normal manner	
Once the call is completed	[key] LED on
Depress [key]	Display shows

DIALLED NO	EXT NO	COST
4074111	2250	0.48

Placing an incoming call in Series

An incoming caller wishes to speak to more than one extension and must therefore be placed in Series.

What you have to do   **What happens**

Before extending call in normal manner

Depress |∞∞| Display shows
                                                SCROOBY J
                                                FREE

                                                Call has been extended and will
                                                recall to Console when extension
                                                replaces handset.

N. B. You cannot extend a series call
to a busy extension.

Recall of Series call

When extension replaces handset call will recall to Console.

What you have to do   **What happens**

                                                Display shows
                                                T 0 SERIAL CALL EXCH

Depress |•←| Display shows

                                                4074111   2250
                                                OUTGOING   SCROOBY J
                                                CONNECTED   ON HOOK
                                                You are now reconnected with the
                                                caller and can re-extend call as
                                                required.

Automatic redial of outside number

You have dialled an outside number and have not been connected, e.g. busy, ringing or nu tone. You now wish to store the number to redial at a later stage.

What you have to do   **What happens**

You have dialled a number and have not been connected.

Depress [↑]   Display shows
                                           STORED

Depress [⌇]   Call is disconnected from Console

                                           Display shows
                                           IDLE CONDITION

Depress [⟡]

Depress [↑]   Display shows
                                           OUTGOING
                                           04074111
   FREE

                                           System will automatically redial
                                           the number.

Park a call

What you have to do   **What happens**

Depress `⌐P⌐`   Display shows

STORED 1

`⌐P⌐` LED on

Call is now parked.

Retrieve a parked call from the Console

What you have to do   **What happens**

Depress `⌐P⌐`   Display shows

PARKING

1 2250 SCROOBY J

2 INCOMING

3 ***

.

.

.

0

Depress relevant digit on keypad e.g. 1

Display shows

2250

SCROOBY J

CONNECTED

You are now reconnected to caller and may extend call to an extension, re-park call, release call, etc.

Override a call on a busy extension

NB. Override is not possible if the extension is in the process of dialling or in an extension controlled conference.

What you have to do   **What happens**

You have extended a call and found it busy.

Depress [icon]   You are connected to caller

You advise caller extension is busy
and now wish to override.

Depress [icon]   The extension will hear override

tone.

Advise extension of waiting call.
Both extension and the party to whom
the extension is speaking will hear you
override and advise of waiting call.

To extend call

Depress [icon]   Caller camped-on to busy

extension.

Extension transfers call to Console

Extension presses transfer button and dials 9 for Console.

What you have to do   **What happens**

Display shows
T 0 CONSULTING INT SCROOBY J

Depress [•←]   Display shows
                                           2250 SCROOBY J
                                           CONNECTED

                                           You are now connected to
                                           extension.

Advise extension to replace handset.

                                           Display shows
                                           EXTERNAL CALL INFORMATION
                                           and
                                           2250
                                           SCROOBY J
                                           ON HOOK

Re-extend call in normal manner.

Repertory Dialler / Name keys

The 40 Name keys may be programmed with internal or external numbers for automatic dialling.

The $\boxed{1 \Rightarrow}$ and $\boxed{2 \Rightarrow}$ keys may also be used as Name keys e.g. Tie-lines.

What you have to do	**What happens**
Depress $\boxed{\Diamond}$	PROGRAMMABLE OPTIONS
	.
	.
	3 REPERTORY/TRUNK KEYS
	.
	0 LANGUAGE
Depress 3	REPERTORY/TRUNK KEYS
	1
	.
	.
	.
	0
Depress selected NAME key	NEW NUMBER ?
Enter number e.g. 04074111	04074111
Depress $\boxed{\Rightarrow}$	STORED
Depress $\boxed{\Diamond}$	IDLE CONDITION

To activate a programmed number depress the relevant key. The number will be automatically dialled.

Place Console in unstaffed mode

What you have to do   **What happens**

When Console is in idle condition

Depress   `[ ) ]`   `[ ) ]` LED on

Display shows
IDLE CONDITION

You can still make calls and receive
personal calls in unstaffed mode.

Take Console out of unstaffed mode

What you have to do   **What happens**

Depress   `[ ) ]`   `[ ) ]` LED off

Display shows
IDLE CONDITION

Console in normal operation

Place Console in night service

What you have to do

Unplug handset/head set

What happens

Console in Night Service.
All calls will be routed to Night Station.

⟩ LED on

Screen blanks out

Take Console off night service

What you have to do

Plug in handset/headset

What happens

After a short delay
Display shows
IDLE CONDITION

⟩ LED off

Console in normal service and able to make calls and receive calls.

Night Service options

A number of alternative predetermined Night Service groups may have been programmed on your system. Each group is identified by the 1st extension in the group.
Consult the Siemens representative for details of the groups.

What you have to do	What happens
Depress ◇	PROGRAMMABLE OPTIONS
	1 NIGHT SERVICE
	.
	.
	.
	0 LANGUAGE
Depress 1	NIGHT SERVICE
	1 2233
	2 4534
	.
	.
	0
Select desired no. e.g. 2	2
Depress ⇨	STORED
Depress ◇	IDLE CONDITION