SIEMENS

Hicom 300
optiset E basic

User Guide

User Guide - Cont'd

Introduction

This guide is designed to assist extension users on a Siemens Hicom 300 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.

The optiset E basic digital telephone has 8 preprogrammed keys:-

Programme	Mailbox
Transfer	Call Forward
Release	Call Pickup
Park	Toggle

All other System features are accessed from this telephone by dialling codes and/or programme keys.

The basic telephone is not equipped with a microphone but does have a loudspeaker for hands-free dialling.

Please refer to the separate instruction manuals for the optiset E entry, standard, advance/advance plus and memory telephones.

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

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**)
- lift handset when called party answers

⚠️ 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**)
- lift handset when operator answers

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 **Transfer** 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 **Release** key to return to original call

Transfer to a Free Extension (Call not Announced)

- press **Transfer** 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 **Transfer** 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 back 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 without the original caller overhearing, and then return to the original caller.

Activate Enquiry Call

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

You may use the **Toggle** key to switch between the original and 3rd party calls. In each case the other party is automatically placed on hold.

You can only use the Toggle feature on an optiset E basic if you have a **Toggle** key.
The Toggle code ∗ **27** will not function on an optiset E basic.

Toggling between Calls

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

Activate Toggle

- you are engaged on a call
- press **Transfer** key, listen for internal dial tone
- dial the required extension or external number

or

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

- press **Call Pickup** key

You may use the **Toggle** key to switch between the original and 3rd party calls. In each case the other party is automatically placed on hold.

Disconnect either Party

- toggle to the party you wish to disconnect
- press **Release** key to disconnect either party
- you will now be connected to the remaining caller

You can only use the Toggle feature on an optiset E basic if you have a **Toggle** key.
The Toggle code ∗ **27** will not function on an optiset E basic.

⚠️ The waiting party cannot hear your conversation.

8 Way Conference

This feature allows you to bring up to 7 parties into an existing conversation on your extension. The 7 parties could be external, internal or a mix of both.

Activate Conference

- you are engaged on a call
- press **Transfer** key, listen for internal dial tone
- dial the required extension or **0** and the external number
- dial ∗ **31**
- conference tone is heard and 3 parties are connected.

Repeat the procedure to add more parties to the conference.

Consult with an internal or external party when busy with a conference

- press **Transfer** key, listen for internal dial tone
- dial the required extension or **0** and the external number
- consult with party
- press **Release** key
- you are now reconnected to the conference.

Call Pickup

The call pick up 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
- a ping ring will also alert you to an incoming call
- lift handset, listen for internal dial tone
- press **Call Pickup** key
- you have now answered the call

Transfer a Second Caller

Answer 2nd Call

If you are busy on a call when the **Call Pickup** LED flashes and you wish to answer the waiting call.

- ask existing caller to hold
- press **Call Pickup** key
- 1st call is placed on hold
- 2nd call is now on line

Transfer 2nd Call

- press **Transfer** key, listen for internal dial tone
- dial required extension number
- replace handset
- 1st call will ring you back

Return to Call

If you receive no reply or busy tone you can return to the second caller.

- press **Release** key
- 2nd call is now on line
- 1st call is still on hold

You can either toggle between the two remaining calls or disconnect the second call and return to the first call.

- press **Release** key
- 1st call is now on the line

Call Park

Calls may be parked on your optiset E basic for retrieval from your telephone, or any other digital telephone in your Call Pickup group which is equipped with a **Park** key.

⚠️ Only 1 call per pickup group may be parked at a time.

Park a Call

- press **Park** key
- **Park** LED flashes
- replace handset
- **Park** LED remains flashing

Retrieve a Parked Call

- **Park** LED is flashing
- lift handset, listen for internal dial tone
- press **Park** key
- **Park** LED is off
- call is now on the line

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
- dial ∗ **22**
- 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

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.

Activate Call Back - No answer

- called extension does not answer
- dial ∗ **22**
- 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 **# 22**
- confirmation tone is heard
- replace handset

External Line Reservation

Should you dial **0** for a line and receive busy tone, i.e. all lines are busy, you may reserve the first line to become free for your use.

Activate External Line Reservation

You have dialled **0** for an external line and receive a busy tone, do not replace your handset.

- dial ✳ **22**
- listen for confirmation tone
- replace handset

When an external line becomes free your extension will ring.

- lift handset
- internal dial tone is heard
- Dial **0** for the line and required external number.

Fixed Call Forwarding

Your line can be forwarded to a fixed destination for answering.
This can be to either a Digital, analogue extension or external number.

Programme or Change Fixed Call Forwarding

- press **Programme** key
- press **Call Forward** key **twice** or dial ∗ **11**
- dial required extension number or **0** and external number
- press **Programme** key
- **Call Forward** LED is on (if equipped)

The Fixed Call Forward destination has now been permanently programmed.
Calls will now go to the Fixed Call Forward destination immediately.
When you lift your handset, special dial tone will also be heard to remind you
that the feature is activated.

Deactivate Fixed Call Forwarding

- press **Call Forward** key or dial **# 10**
- **Call Forward** LED goes off (if equipped)

When Fixed Call Forward destination has been programmed but deactivated
it will serve as Call Forward No Answer i.e. If your extension rings for longer
than a predetermined time it will automatically divert to the Fixed destination.

Reactivate Fixed Call Forwarding

- press **Call Forward** key or dial ∗ **10**
- **Call Forward** LED is on (if equipped)

Calls will now go to the Fixed Call Forward destination **immediately**.

Variable Call Forwarding

This is a temporary Call Forwarding feature which allows you to divert all your calls to a destination of your choice and will **override** your Fixed Call Forwarding destination.

Programme Variable Call Forwarding

- press **Programme** key
- press **Call Forward** key **once** only or dial ∗ **10**
- dial required extension number or **0** and external number
- press **Programme** key
- **Call Forward** LED is on (if equipped)

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

Cancel Variable Call Forwarding

- **Call Forward** LED is on
- press **Call Forward** key or dial **# 10**
- **Call Forward** LED goes off (if equipped)

Calls will now ring as normal on your extension.
Your Fixed Call Forwarding destination will now be restored.

Electronic Telephone Lock

This feature allows you to lock your extension, by dialling your PIN , which prevents unauthorised use of your extension. The PIN assigned to your extension will be provided by your System Administrator.

Lock your Extension

- dial ∗ **21** and your PIN

Your extension will now be restricted to local or internal calls only
Special dial tone will be heard to remind you that the feature is activated.

Unlock your Extension

- dial **# 21** and your PIN

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

Mobile Class of Service

This feature allows you to activate your own Class of Service (barring level) on any extension.

Activate Mobile Class of Service

   - dial ∗ **25** and your PIN

Calls will now register against your name on the Telephone Management System.

Cancel Mobile Class of Service

   - dial **# 25**

⚠ Should you forget to cancel your PIN at the remote extension, contact the extension and ask them to dial **# 25**. The PIN will however be automatically cancelled if the extension is not used for a predetermined time.

Follow Me

This feature allows you to activate call forwarding at a remote extension to enable calls to follow you from extension to extension.

Activate Follow Me

When you arrive at the remote extension where you wish to receive calls made to your extension.

- lift handset, listen for internal dial tone
- dial ∗ **25** and your PIN
- dial ∗ **10**
- replace handset

Incoming calls to your extension will divert to this extension. When you activate this feature it transfers various facilities to this extension e.g. Barring Restrictions, Stored No. Redial etc.

Cancel Follow Me

At the remote extension

- lift handset, listen for internal dial tone
- first dial **# 10** (this cancels your Call Forwarding)
- dial **# 25** (this cancels your PIN)
- listen for confirmation tone
- replace handset

⚠ Should you forget to cancel your PIN and Call Forward at the remote extension, contact the extension and ask them to dial **# 25**.
The PIN will however be automatically cancelled if the extension is not used for a predetermined time.
The **Call Forward** can be cancelled from your own extension.

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 **Programme** key
- dial ∗ **81**
- enter digit (0-9) under which to store new number
- pause for 2-3 seconds
- enter required external number (preceded by **0** for outside line)
- press **Programme** key

Dial numbers

- dial **# 81**
- enter digit (0-9) under which required number is stored
- wait whilst system dials the number

When you enter a number in a location that already has a stored number this will be deleted and the new number accepted.

System Abbreviated Dialling

The system allows for the storage of 16000 external telephone numbers divided into 16 groups, each containing 1000 numbers. You can have access to any 2 groups i.e. 2000 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
- dial the relevant code   xxxxx
- 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 300 is connected.

Stored Number Redial

This feature allows you to store any number for later re-dialling. The number may be stored for as long as required.

Store a Number

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

- dial *19
- listen for confirmation tone
- replace the handset

Redial the Number

- lift the handset, listen for internal dial tone
- dial *19
- the number is now automatically dialled by the system

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

Timed Reminder

This feature allows an extension to store one timed reminder. The system will then call the extension at the required time.

Programme Timed Reminder

- press **Programme** key
- dial **∗ 23**
- dial required time e.g.　 0945 for 9:45 am
　　　　　　　　　　　　　 1430 for 2:30 pm

Reminder Callback

- telephone rings with special callback ringing
- lift handset
- replace handset

If not answered your telephone will ring for 40 seconds and then 5 minutes later will ring again for 40 seconds.
Timed Reminder is now cancelled.

Cancel the Reminder before Ringback

- lift handset
- dial **# 23**
- listen for confirmation tone
- replace handset

Night Service

When the night bell rings

- lift handset
- dial ∗ **88**
- you are now connected to the caller

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

Key Settings (+/–)

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

Change Speech Volume

- whilst busy on a call
- press **+** or **–** keys to adjust Speech volume
- press **+** and **–** keys simultaneously to store setting

Change Ringing volume or Ring Tone frequency

- **Do not lift handset**
- press **+** and **–** keys simultaneously

- press   1 and then **+** or **–** keys to adjust Ringing volume
-    or   2 and then **+** or **–** keys to adjust Ring Tone frequency

- press **+** and **–** keys simultaneously to store setting

Quick Reference

Outside Line	0	Call Forward Variable	Prog *10 & no. Prog
Operator	9	- cancel	#10
Call Pickup	*33	Call Forward Fixed	Prog *11 & no. Prog
8 Way Conference	*31	- deactivate	#10
Ring Back	*22	- activate	*10
Timed Reminder	Prog *23	Individual Dialling - Prog	*81 (0-9)
Stored No. Re-dial	*19	- dial	#81 (0-9)
Unlock Extension	#21 PIN	Mobile Class of Service	*25 PIN
Lock Extension	*21 PIN	- cancel	#25
Night Service	*88	Follow Me	*25 PIN *10
		- cancel	#10 #25