

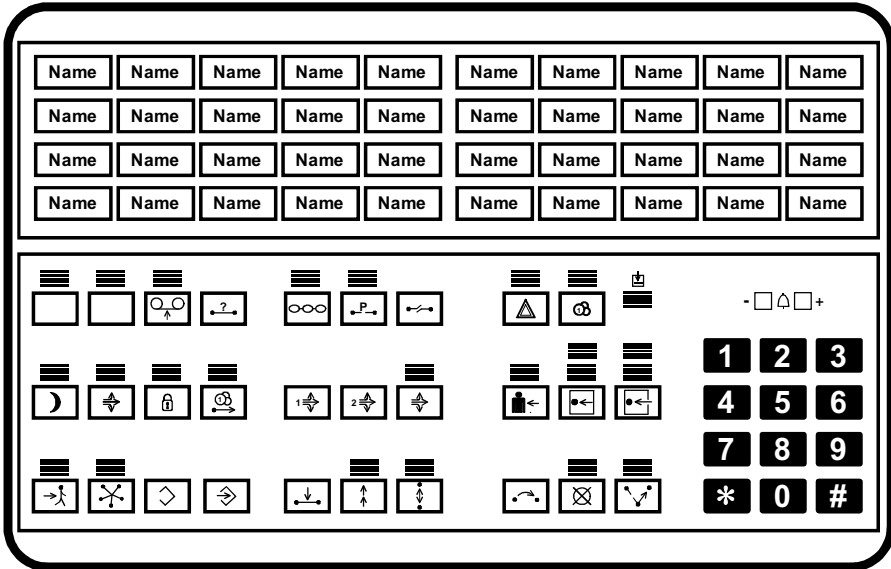
SIEMENS

Hicom 300 Operators Manual

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Description of Keyboard controls



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.



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.



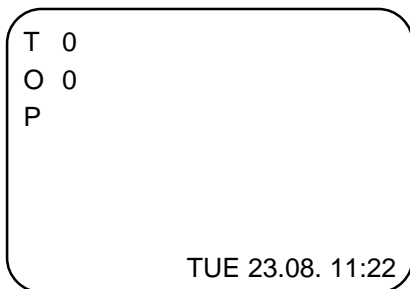
Volume/Display - Volume control for ringing or depress both keys to invert display (black on white or white on black).



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



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

Depress



What happens


Display shows
T 0 INCOMING

Display shows
INCOMING
CONNECTED

You are now connected to caller.


Extend call to free extension

What you have to do


Depress 

Key in required extension number

To announce the call wait until extension answers and then

Depress 

If you do not wish to announce the call

Depress 

What happens

Display shows
ON HOLD

Display shows
2250
SCROOBY J
FREE

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

Extend call using Keypad

Depress 

What happens

Display shows
2250
SCROOBY J
BUSY INTERNAL or
BUSY EXTERNAL

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

Depress 


What happens

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

Depress




Display shows
T 0 RECALL

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 - 

Recall from busy extension

What you have to do

What happens



Depress 

Display shows
T 0 RECALL

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

Depress 

Key in required extension number


Depress 

Advise caller that required extension is forwarded to Voice Mail

Extend caller to Voice Mail

Depress  and 

If the caller does not wish to connect to Voice Mail

Depress 

Re-extend to alternate extension

What happens

Display shows
ON HOLD

Display shows
2250
SCROOBY J
→*75
→VOICE MAIL
CONNECTED

Display shows
IDLE CONDITION

Console calls extension

What you have to do


Key in required extension no.
e.g. 2250

What happens

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

Depress 

What happens

Display shows
O O DIRECT CALL SCROOBY J

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

Key '0'

Key in required telephone number
e.g.04074111

What happens

You hear external dial tone

Display shows
OUT SIEMENS

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

Depress 

Key in required extension number

When extension answers-

Announce call

Depress 

What happens

Display shows
2250
SCROOBY J
FREE

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

Depress



Key in '0' for outside line

Once called party answers

Depress



What happens

Display shows

2250
SCROOBY J
ON HOLD

Display shows

04074111
OUTGOING
FREE

Display shows


CONNECTED

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

Depress 

Extend call in normal manner

Once the call is completed

Depress 

What happens

 LED on

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

Before extending call in normal manner

Depress 

What happens

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

Depress 

What happens

Display shows

T 0 SERIAL CALL EXCH

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

Depress 

What happens


Display shows
STORED 1

 LED on

Call is now parked.

Retrieve a parked call from the Console

What you have to do

Depress 

What happens

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 

You are connected to caller


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

Depress 

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 

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

Depress



What happens

Display shows
T 0 CONSULTING INT SCROOBY J

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  and  keys may also be used as Name keys e.g. Tie-lines.

What you have to do

What happens

Depress 

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 

STORED

Depress 


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

When Console is in idle condition

Depress 


What happens

 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

Depress 

What happens

 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

Depress 

Depress 1

Select desired no. e.g. 2

Depress 

Depress 

What happens

PROGRAMMABLE OPTIONS

1 NIGHT SERVICE

.

.

.

0 LANGUAGE

NIGHT SERVICE

1 2233

2 4534

.

.

0

2

STORED

IDLE CONDITION