

SIEMENS

***Hicom 118
optiset E standard
optiset E advance / advance plus
optiset E memory***



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Introduction

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

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

Your extension may also be subject to trunk barring thus restricting where you may dial.

Range of optiset E Instruments

A variety of optiset E screen based instruments are available for use on the Hicom 118:

optiset E standard - Loudspeaking

No Key Modules No adapter plug-in positions

optiset E advance - Open Listening

Key Modules Two adapter plug-in positions

optiset E advance plus - Loudspeaking

Key Modules Two adapter plug-in positions

optiset E memory - Loudspeaking

Key Modules Two adapter plug-in positions

A Key Module is an add-on terminal with 16 programmable keys.

The optiset E telephones are Digital Feature instruments that have 12 programmable keys.

Introduction - Cont'd

The telephones are easily recognised by three dialogue keys namely:

- ✓ Yes Key
- ▶ Forward Scroll Key
- ◀ Backward Scroll Key

The Siemens optiset E Digital Feature telephones operate via a Menu-controlled User Guidance Display System.

The display will automatically offer you a choice of the available options most suited to the task you are about to carry out.

Glossary

- LED - Light Emitting Diode
- Shuttle - Alternating between calls
- DDS - Direct Destination Select (External number)
- DSS - Direct Station Select (Extension number with busy and ringing indication)

Dial Executive / Dial Secretary

The **Dial Exec / Dial Sec** keys have multiple functions

These keys provide direct access to the Executive or Secretary without using the Transfer option.

The LED indicates when the Executive or Secretary is busy on a call.

Transfer a Call to the Executive or Secretary.

- press **Dial Executive / Dial Secretary** key
- announce call
- replace handset

Dial Executive or Secretary

- press **Dial Executive / Dial Secretary** key

Answering Calls for Executive/s

When the Secretary is **FREE**, calls for the Executive/s will ring on the Secretary's extension.

Answer Call for Executive/s when FREE

CALL FROM: EXTERNAL
ANS. INCOMING CALL?

- **Exec** LED will flash on Secretary extension
- lift handset or press **Speaker** key

Transfer the call

- press **Dial Executive** key
- announce the call
- replace handset or press **Release** key

When the Secretary is **BUSY**, calls for her Executive/s will flash on **Incom Exec** key/s.

Answer Call for Executive when BUSY

- ask your current caller to hold on
- press flashing **Incom Exec** key

You are now connected to your Executive's call and your original call is on hold.

Transfer the Second Call

- press **Dial Executive** key
- announce the call
- press **Release** key

Return to 1st Caller

PLEASE DIAL
RETURN TO HELD CALL?

- press **✓** key twice

You are now reconnected to the original caller.

Exec Ringer Options

Incoming calls for the Executive may be routed in several ways for answering:-

- 1 Ring on Secretary's extension
- 2 Ring on Executive's extension
- 3 Ring on both extensions
- 4 Ring on any other selected extension

Ring on Secretary's extension

- press **Exec Ringer** key on Secretary extension
- **Exec Ringer** LED is on

Incoming calls for the Executive will ring on the Secretary's extension and flash on the Executive's **Dial Sec** and **Incom Exec** key's.

Ring on Executive's extension

- press **Exec Ringer** key on Executive extension
- **Exec Ringer** LED is on

Incoming calls for the Executive will ring on the Executive's extension and flash on the Secretary's **Dial Exec** and **Incom Exec** key's.

Ring on both extensions

- press **Exec Ringer** keys on both extensions
- **Exec Ringer** LED is on for both extensions

Incoming calls for the Executive will ring on both extensions.

Ring on any other selected extension

- press **Exec Ringer** keys on Executive (and/or Secretary) extension
- **Exec Ringer** LED is on

Calls must now be diverted to selected extension. See next section **Call Forwarding / Divert**

Call Forwarding / Divert

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

If the Secretary is diverting calls to a destination which is different from the Executive's destination then the **Exec Ringer** key must not be pressed.

Programme Call Forwarding / Divert

- press **Divert** key

DIVERSIONTYPE: 1=ALLCALLS?

- scroll to required type of forwarding (1,2 or 3)
- press **✓** key to confirm

TO:

- enter required extension number
- press **✓** key to save

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

Cancel Call Forwarding / Divert

- press **Divert** key

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

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**)



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**)

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 ✓ key to confirm *ENQUIRY* option
- dial required extension
- announce the call and replace handset

Transfer to a Free Extension (Call not Announced)

- press ✓ key to confirm *ENQUIRY* option
- dial required extension
- replace handset when ring tone is heard
- the call has now been transferred

Transfer to a Busy Extension

- press ✓ key to confirm *ENQUIRY* option
- dial required extension
- replace handset when busy tone is heard
- the call has now been transferred to the busy extension.

If the busy extension terminates the call within a predetermined time, the transferred call will ring the extension.

Transfer Using the Dial Keys

- press the required **Dial (DSS)** key
- announce the call when the extension answers
- replace handset

Return to Caller

If no reply or busy tone is received, you may return to the caller without attempting to transfer the call.

- press ✓ key to confirm *RETURN TO HELD CALL?* option
- you are reconnected to the caller

Call Transfer - Cont'd

If the extension remains busy or unanswered the call will automatically be transferred back to your extension.

RECALLING FROM: 23
ANS INCOMING CALL?

- lift handset

Enquiry Call

This feature allows you to hold an existing call, dial another extension or an external number, conduct a conversation without the original caller overhearing, and then return to the original caller.

This call can also be converted to a **3 Way conference**.

Activate Enquiry Call

- press ✓ key to confirm *ENQUIRY* option
- dial required extension number or dial **0** and required external number
- conduct conversation
- press ✓ key to confirm *RETURN TO HELD CALL?* option to return to original call

Activate Enquiry Call Using Dial Keys

- press required **Dial** key
- conduct conversation
- press ✓ key to confirm *RETURN TO HELD CALL?* option to return to holding call

You may use the *SHUTTLE* option to switch between the original and third party calls. In each case the other party is automatically placed on hold.

Alternating between Parties (Shuttle)

During an enquiry call you may alternate between both parties

- scroll to *SHUTTLE* option
- press ✓ key to confirm
- repeat ✓ key to shuttle between callers

Activate 3 Way Conference

- scroll to *CONFERENCE?* option
- press ✓ key
- all 3 parties are now connected
- replace handset to terminate conference call

3 Way Conference

You are engaged on a call and wish to include a third party. The third party may be either external or internal.

Activate Conference

- you are engaged on a call
- scroll to *SET UP CONFERENCE* option
- press ✓ key

```
PLEASE DIAL  
RETURN TO HELD CALL
```

- dial required extension or **0** and external number

```
EXT 12  
CONFERENCE?
```

- press ✓ key to set up conference
- warn tone is heard and all three parties are connected

End Conference

```
CONFERENCE  
CLEAR CONFERENCE?
```

- press ✓ key to clear conference
- or
- scroll to one of the following options:-

- *RELEASE 1ST PARTY?*
- *RELEASE 2ND PARTY?*
- *WITHDRAW?*
- press ✓ key to confirm option

- replace handset to terminate conference call

Call Pickup

The Call Pickup 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

```
CALL FOR: 23  
GROUP PICKUP?
```

- lift handset, listen for internal dial tone
- press **Call Pickup** key
- you have now answered the call

or

- **Call Pickup** LED flashes
- a ping ring will also alert you to an incoming call

```
CALL FOR: 23  
GROUP PICKUP?
```

- press **Call Pickup** key
- you have now answered the call for handsfree operation

Transfer a Second Caller

Answer Second 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
- first call is placed on hold
- second call is now on the line

```
EXTERNAL
RETURN TO HELD CALL?
```

Transfer Second Call

- scroll to *ENQUIRY?* option
- press **✓** key to confirm *ENQUIRY?* option

```
EXTERNAL
RETURN TO HELD CALL?
```

- dial required extension number
- press **Release** key

Return to 1st Caller

```
PLEASE DIAL
RETURN TO HELD CALL?
```

- press **✓** key twice

You are now reconnected to the original caller.

Call Park

This feature allows you to Park an external or internal 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 **Park** key plus location number (0-9)
- replace handset
- call is now parked

Retrieve a Parked Call before Recall

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

or

- press **Park** key plus location number (0-9)
- you are now connected to the caller for handsfree operation

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 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 **✓** key to confirm *CALL BACK?* option

CALL BACK SET

- replace handset or press **Release** key

The system will automatically call you back when both your extension and the called extension are free.

CALL BACK: 12

- lift handset
- ring tone is heard as the required extension is rung

Activate Call Back No Answer

- called extension does not answer
- press **✓** key to confirm *CALL BACK?* option

CALL BACK SET

- replace handset or press **Release** key

When the called party returns to the office and has used the telephone the system will ring your extension.

CALL BACK: 12

- lift handset
- ring tone is heard as required extension is rung

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

- press **Divert** key

```
DIVERSIONTYPE:
1=ALLCALLSP
```

- scroll to required type of forwarding (1,2 or 3)

- press **✓** key to confirm

```
TO:
```

- enter required extension number

- press **✓** key to save

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

Cancel Call Forwarding / Divert

- press **Divert** key

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 code, which prevents unauthorised use of your extension. The initial or default code is 00000.

Set your Lock Code

- dial * 93
- dial default Lock Code (00000)
- dial new Lock Code (5 digits)
- dial new Lock Code again

Lock your Extension

- dial * 66 and your **code**

TELEPHONE LOCKED

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

Unlock your Extension

- dial # 66 and your **code**

TELEPHONE UNLOCKED



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

Programming Keys

Spare keys on the optiset E telephone and on the add-on Key Module are available for programming of direct dialling numbers, internal or external.

Hicom Function keys

These keys are programmable by yourself for any required Hicom features.

Programme Function keys

- dial * 91
- press required key to be programmed
- press ✓ to *CHANGE FEATURE?*
- scroll to required function
- press ✓ key to confirm
- press ✓ key to confirm save option

Speed Dial keys

These keys are available for programming of internal numbers, Once an extension number has been programmed the LED will indicate the status of the extension i.e. busy or free.

These keys can be used to pick up calls that flash on them if your phone is free.

Programme Speed Dial keys (Any destination)

- dial * 91
- press required key to be programmed
- press ✓ to *CHANGE FEATURE?*
- scroll to *PROG. REP.* key
- press ✓ key to confirm
- dial required external number preceded by **0** or extension number
- press ✓ key to save entry
- press ✓ key to confirm save option

Dial Speed Dial Numbers

- press required **Speed Dial** key
- wait whilst system dials the number

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 the Abbreviated Dialling Directory
- dial the relevant code * 7100 - * 7355

DIALLED NUMBER

- wait whilst the system dials the number

The system will 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 **external** number dialled from your extension. The number may be stored for as long as required.

Redial the Number

- press **Redial** key

DIALLED NUMBER

- the number is now automatically dialled by the system

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

Night Service

When the Night Bell rings

- dial * 423
- you are now connected to the caller

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

Volume / Tone Settings

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

Change Handsfree volume

- press + or – keys
- scroll to *HANDSFREE SETTING?*
- press ✓ key to confirm
- press + or – keys to adjust Handsfree volume
- press ✓ key to accept level

Change Ringer volume

- press + or – keys
- press ✓ key to confirm
- press + or – keys to adjust Ringer volume
- press ✓ key to accept level

Change Ringer Tone

- press + or – keys
- scroll to *RINGER TONE?*
- press ✓ key to confirm
- press + or – keys to adjust Ringer tone
- press ✓ key to accept level

optiset E memory



Electronic Notebook

Programme External Numbers and Names

- press MENU key
- press ↵ key
- enter required name
- press ↵ key
- enter required number (preceded by 0 for external no.)
- press ↵ key
- enter additional information (i.e. company name or cell number)
- press ↵ key
(up to 5 rows can be used for other information)
- press END key to exit Electronic Notebook functions

Dial External Number

- press first letter of required name
- required name or all names starting with this letter are displayed
- press ▲ or ▼ keys to scroll to required name
- press ↵ key
- wait whilst the system dials the number

Edit a Number

- press first letter of required name
- press EDIT key
- press ▲ or ▼ keys to scroll to required section to edit
- enter changes
- press END key to exit Electronic Notebook functions

