

HICOM 150 Office Pro. Display Telephone Help Sheets.

ANSWERING A CALL.

If your telephone rings you will get the following display:-

Display

From: External	>
----------------	---

 or

From: (Ext number or name)

Action : Pickup Handset or Press **Speaker** button for handsfree operation.

MAKING A CALL

External

If you wish to make a call

Lift the handset

Dial **0**

Dial the number you require.

Internal

If you wish to make a call

Lift the handset

Dial the number you require.

DSS

If you have an extension LED

Press **DSS Key**

TRANSFER CALL

If you wish to transfer a call Press the **Tick** for **Enquiry?**

Display **Action**

Dial the Extension number you require or press the **DSS** button of the extension you require.
Announce the call and hang up to initiate the transfer.

RETRIEVING A CALL

If you have tried to transfer a call and there is no answer or the extension is busy you may wish to return to your original call. You will have the following display

Display **Action**

SECOND CALL

If you are on the phone and a second call comes in for you a Camp On tone is heard in your earpiece. You will also get the following display

Display **Action**

This will answer the incoming call and automatically place your first call on hold.

When you have answered the second call you will have the following options

Return to Held Call > Shuttle > Conference > Transfer > Enquiry

Note: Transfer will connect the two calls together

SHUTTLE

If you have answered a second call or you have made an enquiry call you can arrow through the menu to Shuttle

Display **Action**

This will allow you to toggle between you two calls.

CONFERENCE

If you wish to make a conference call

Dial the first Number.

Your display will show Enquiry. Press Tick and dial second party.

Arrow though to Conference and Tick

Display **Action**

CALL PICK UP

If a phone is ringing in your Pick Up Group you will have the following display

Display **Action**

DIRECT CALL PICK UP

If there is a telephone ringing and you are not in the same pick up group and you wish to answer the call

Press ***59 Extension**

TO PROGRAM A FEATURE KEY.

Without lifting the handset Dial *91

The display will ask you to press a Feature Key.

Press feature key?.

The feature keys are the 8 keys on the right hand side of the telephone, press 1 at a time.

When you press the feature key the display will show the following

(Existing feature key function displayed)
Change feature?.

At this point pushing '}' will toggle through these headings:-

Change Feature } Delete Feature } Program another Key } End

When you have decided whether you wish to Change, Delete or Program another key press the Tick Key to select

ü

If you choose to change the feature the following features are available

Feature Code These features will appear on the screen in the same sequence as below.
All features can be accessed also by simply dialing the attached codes. After a call has been made, the **Service** button must be pushed first.

Feature	Code	Ref	Description
Program Rep Key			Number memory, internal or external
Speed dialing (Storing)	*7 *92	86	Numbers from memory. 00-09 Individual list, 100-255 system list.
Release Call			Disconnect current call
Missed call list	#82	96	Lists up to 10 missed calls
Call divert On – Off	*1 - #1	104	Divert telephone. All, Internal or external
Telephone lock On - Off	*66 #66	108	Lock own telephone to no outside access
Lock All Telephones			Locks all telephones to no outside access
Do not disturb On - Off	*97 #97	50	Telephone cannot be called
Absence texts On - Off	*69 #69	94	Message left on Telephone when not in office
Silent ring On - Off	*98 #98	51	Ringer turned off
Night service On _ Off	*4 #4	107	Change operation to after hours mode
Send message On - Off	*68 #68	92	Send a message to another extension
Mailbox			LED will light up if you have a voice message
Call back	Auto.	34	On busy/no answer ,extension will call back after used
Phone book		75	Lists extensions or speed dial list
Direct answer On/Off	*96 #96	68	Disable Microphone on incoming voice call
Hunt Group In/Out		112	Log in and out of a hunt group
Caller ID Suppress			To stop your number being displayed to called parties
Camp-on tone On -Off	*87 #87	44	Remove camp-on tone, indicates second call
Accept camp-on	*55	43	Able to take second call
Shuttle	*2	55	Alternate between 2 different calls
Conference	*3	58/59	3 different calls all connected together
Voice calling	*80	66	Paging to extension with speaker only
Call key			Will use next free out sideline
Trunk Group Key			
Retrieve held trunk			Retrieve a common held called
Release Trunk			
Temporary MSN			
Intrude	*62	91	Enables you to intrude on a busy extension
Call park Park - Retrieve	*56 #56	45	Park a call so calls can be retrieved at another extension
Call pickup	*59	102	Pickup an incoming call to a particular Extension
Group pickup	*57	102	Pickup an incoming call in a particular group
Project code	*60	65	11 digit account code can be entered, displayed in printout
Show call charges	*65	122	Progressive cost displayed.
View Call Charges			
Times Reminder			
Tone dialing	*53	69	If access to auto teller requires TONE after call is connected
Recall-key	*51	70	Recall feature to outside line
Fax details		100	Lights up when Fax is received
Answer group On - Off	*81 #81	110	Add up to 5 telephones to ring in a group
Common hold			Place Incoming call on hold so it can be retrieved

			by all
Internal Call			Can be used to put a call on hold then dial an extension.
Line key			Selects specific outside line
General Call Key			Allows you to have a LED to indicate calls to your telephone
Telephone Data Service			
Microphone On/Off	*52 #52	30	Turn microphone off for privacy
Baby phone	*88	121	Monitor room
UCD			Log in / out of UCD group

Additional Features

From the idle position

11:00	01.12.01
	>

Press the Right Arrow Key

- Missed Call List?
- Set Divert?
- Lock Telephone?
- Do Not Disturb
- Absence Text On?
- Silent Ring On?
- Set Night Mode?
- Send Message?
- Phone Book
- Direct Answer On?
- Join Hunt Group
- Call ID Surpress?
- Camp On Tone Off

Missed Call List

Your telephone will store the last 10 people that tried to call you while you were away from your desk.

Set Divert

You can set 3 types of call divert

1 = All Calls 2 = External Calls Only 3 = Internal Calls Only

Lock Telephone

You may like to lock you phone when you are away from your desk. The default password is 00000

Do Not Disturb

Your can put you telephone into Do Not Disturb. External calls will be redirected to the operator and internal calls will get ring tone (display telephones will get DoNotDisturb on their screen)

Absence Text On

If an extension calls you while you are away from your desk you may choose one of the default messages to display on your telephone ie: OUT ALL DAY

Silent Ring On

If you do not want your telephone to give an audible alarm when an incoming call arrives at your telephone.

Set Night Mode

If you have been programmed to Night Switch your calls to another answer point.

Send Message

You may like to send a preprogrammed message to another extension ie: VISITOR WAITING.

Phonebook

This will give you a list of the System Abbreviated Numbers that have a name. Internal extensions with names may also be in the list.

Direct Answer On

If you would like your telephone to answer handsfree automatically

Join Hunt Group

If you are a member of a hunt group you may log in or out of the group.

Call ID Surpress

If you do not want your number sent out to the network when you make a call

Camp On Tone Off

If you do not want to hear a beep to indicate that you have a call waiting

Service Menu

- *7 = Speed Dialling**
- *80 = Voice Calling**
- *56 = Call Park**
- #56 = Call Park Retrieve**
- *59 = Call Pick up (plus extn)**
- *57 = Group Call pick Up**
- *60 = Project Code**
- *65 = Show Call Charges**
- *46 = Timed Reminder**
- *#0 = Reset Features**
- *53 = Tone Dialling**
Activates DTMF dialling to enable the user to access external
- *51 = Recall to Network**
- *88 = Babyphone**
Activates a silent monitor state on the phone. If someone rings the extension it will automatically answer.
- *81 = Answer Group**
- *41 = Tempory MSN**
- *67 = Associated Dial**
- *83 = Associated Features**
- *91 = Program Features**
- *92 = Set Abb. Dial No's**
- *93 = Change Lock Code**
- UCD**
 - *401 Log In**
 - #401 Log Out**
- *95 = Further Options**

