

# **SIEMENS**

Quick Reference Guide

**ROLMphone 120/240/400 Series**  
for 9006i and Hicom 300 E CS

Creating a World of Highly Integrated  
Communications & Solutions

NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communication. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to take whatever measures may be required to correct the interference at his or her own expense.

WARNING: Changes or modifications to the equipment that are not expressly approved by the responsible party for compliance could void the user's authority to operate the equipment.

This equipment does not exceed Class A limits per radio noise emissions for digital apparatus, set out in the Radio Interference Regulation of the Canadian Department of Communications. Operation in a residential area may cause unacceptable interference to radio and TV reception requiring the owner or operator to take whatever steps are necessary to correct the interference.

Cet équipement ne dépasse pas les limites de Classe A d'émission de bruits radioélectriques par les appareils numériques, telles que prescrites par le Règlement sur le brouillage radioélectrique établi par le ministère des Communications du Canada. L'exploitation faite en milieu résidentiel peut entraîner le brouillage des réceptions radio et télé, ce qui obligerait le propriétaire ou l'opérateur à prendre les dispositions nécessaires pour en éliminer les causes.

## November 1998

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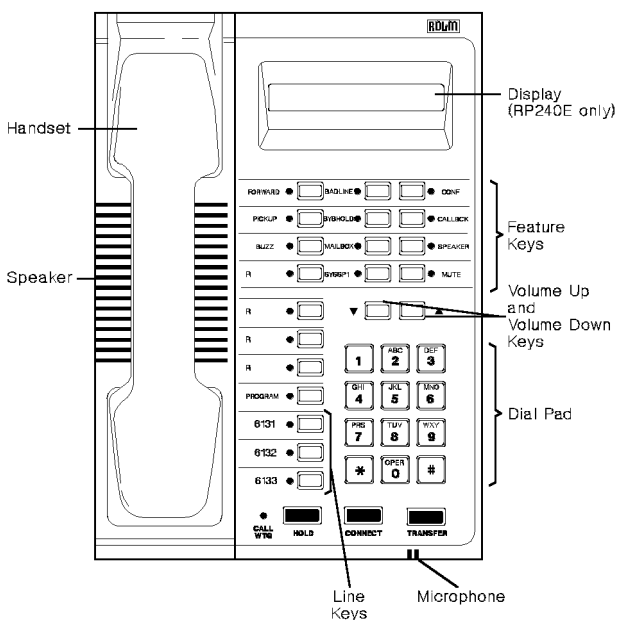
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# Welcome to Your ROLMphone Telephone

The ROLMphone® 120, 240, and 400 series of multi-featured phones have many options that enhance their functionality. Your ROLMphone model may have a display, a speakerphone, from 12 to 40 feature keys, and multiple extensions.

These digital telephones work with your company's Siemens Communications Server to give you advanced, easy-to-use telephone features. The Siemens Communications Server is your facility's internal telecommunications system.



## ***ROLMphone 240E Telephone***

The ROLMphone 240E and 400 models have a display.

All models except the ROLMphone 240 Basic have an optional headset jack and an optional data communications module (DCM).

The ROLMphone 400HR can be connected to a recording device to record conversations.

## Where to Go for Assistance

Although every company has its own way of handling support for ROLMphone telephones, most have a person responsible for making configuration changes and answering questions about the telephone system. This person, the system administrator, can provide you with information on the features you need to use and can help troubleshoot problems with your phone when necessary. For more detailed information about your phone's features and operation, refer to the *ROLMphone 120/240/400 Series User Guide for 9751 CBX and Hicom 300 E* (GU30-1612).

## Your Class of Service

Each phone in your system has a class of service (COS) that specifies the features available to it. Therefore, you may find that some features included in this guide are not available on your telephone. Ask your system administrator which features have been assigned to your telephone.

## Display

The display at the top of the ROLMphone 240E and 400 models provides call information such as the extension calling you and, if your system is configured to do so, the caller's name. It also lets you scroll through messages waiting in your mailbox and provides information you'll find useful as you set up and use Siemens Rolm features.

The ROLMphone 240E models display two lines with up to 24 characters per line. The ROLMphone 400 models display two lines with up to 30 characters per line.

# Line Keys

Your ROLMphone telephone has a separate line key for every extension that appears on your phone. You use the line keys to answer and place calls.

## Status Lights

The red status lights next to the line keys tell you what is happening on those lines. A line key status light may turn on steadily, blink, or flash at different rates to signal the status of that line.

*Table 1. Line Key Status Light Flash Rates*

<b>Flash Rate</b>	<b>Line Status</b>
Off	Available
On steady	In use
Winking	In use by someone else
Blinking (faster)	Ringng
Flashing (fastest)	On hold

## Feature Keys and Access Codes

You can press feature keys to gain access to system features such as Hold, Transfer, Mailbox, and Program. Since your phone has already been assigned a set of feature keys, it may not have some of the feature keys described here. However, you may still use any feature available on your system and permitted by your class of service by dialing its feature access code, if it has one. This guide explains the basic steps for using many features, including the default feature access codes (which your system administrator may have configured differently).

# Sounds

Your phone makes different sounds to let you know what's going on. Rings occur on a line that you are not using to indicate that you have an incoming call. Tones occur while you are using your phone and provide information about calls and features.

*Table 2. Rings*

<b>Sound</b>	<b>Meaning</b>
Single (repeated)	Internal or Emergency call
Double (repeated)	External call
Triple (repeated)	Callback

*Table 3. Tones*






<b>Sound</b>	<b>Meaning</b>
Busy tone	The party you called is on the phone.
Dial tone	You can make a call or invoke a feature.
Fast busy tone	Invalid call
Short tone every 20 secs.	Internal call waiting
3 short tones (confirmation tone)	A feature has been successfully activated.
3 short tones followed by dial tone	Additional input, such as a PIN, is required.
2 short tones every 20 secs.	External call waiting
Wavering (error) tone	Invalid feature request



# Callback Request

Callback Request helps you complete calls to extensions that are busy, ringing, or in Do Not Disturb mode. It lets you hang up and have the communications server call you back with a triple ring. When you answer, the communications server automatically dials the number.





## *To request a callback,*

1.  Listen for the phone to ring or for the busy signal.
2. •  Press the Callback (CALLBCK) key, or dial # 1.
3.  Listen for the confirmation tone. If you have a display phone, WILL CALL BACK is displayed.
4.  Hang up.
5.  When the communications server calls back with triple rings, answer and the communications server will dial the extension.


# Conference

The Conference feature lets you have up to eight parties, including yourself, in a telephone conversation. The other parties besides yourself can be on trunks (outside lines) or extensions.



## *To set up a conference,*

1.  During a call, press the Transfer (TRANSFR) key to put the party on consultation hold.
2.  Listen for the conference tone, followed by the internal dial tone.
3.  Dial the extension you want to add, or dial 9 and the outside number.
4. •  After the party answers, press the Conference (CONF) key (or TRANSFR) to join all the parties.

## *To reconnect to the conference when a called party isn't joining,*

-  Press the Connect key.

## *To drop the last added party,*


1. •  Press the Clear key, or press TRANSFR and dial \* \* \* 4.
2. •  Press the Conference (CONF) key (or TRANSFR) to rejoin the conference.

# Connect

Connect lets you

- reconnect with a call placed on consultation hold
- reconnect with a transferred call before the transfer is complete
- alternate between two parties, when you have one of them on consultation hold





## *To reconnect with a call,*

 Press the Connect key


# Consultation

Consultation lets you put the other party in a call on consultation hold, so that you can call and talk privately with a second party. You can then press the Connect key to alternate between the two parties.

## *To consult with a second party during a call,*

1.  Press the Transfer (TRANSFR) key to put the first party on consultation hold.
2.  Listen for the confirmation tone, followed by the internal dial tone. The Call Waiting (CALL WTG) light flashes.
3.  Dial the second party's extension or 9 and the outside number.
4.  Talk with the second party.




## *To reconnect with the first party,*

 Press the Connect key. You can continue to use the Connect key to alternate between the two parties.


# Forwarding

Forwarding redirects your incoming calls to another extension or an outside number. Variable Forwarding lets you set up an extension or outside number for forwarding under conditions you specify. Fixed Forwarding sends calls to extensions set up for you at the communications server.

## *To use Variable Forwarding for all calls under all conditions,*

1.  Get a dial tone, and press the Forward key or dial # 9 1.
2.  Dial the extension or 9 and the outside number you want to receive your calls.
3.  Hang up.

## *To cancel Variable Forwarding,*

-  Press the Forward key, or get a dial tone and dial # # 9 1.

## *To cancel Fixed Forwarding,*



Get a dial tone and dial # # 9 0.

## *To restore Fixed Forwarding,*



Get a dial tone and dial # 9 0.

# Hold

The Hold key lets you temporarily hang up a line without disconnecting the other party. If you do not retrieve the call after a certain period of time (determined by the communications server), your phone will ring. If it is an external call and you do not answer, the call is transferred to the operator.

If you want to make another call after placing a call on hold, you must use another line. If your telephone has only one line, press the Transfer (TRANSFR) key, instead of the Hold key, to place the call on consultation hold, then dial the second party.

## *To put a call on hold,*

1.  Press the Hold key.

2.  Hang up.

## *To reconnect,*




Press the line key next to the flashing status light, or pick up the handset and press the line key.

# Last Number Redial

On Version 6.4 and higher, this feature lets you quickly redial the last number you have dialed. Each time you dial a valid internal or external telephone number it is automatically stored so that you can redial it later. Numbers dialed during consultation calls and transfers are also stored. Only one number is stored at a time, and once you dial a new number it replaces the number stored previously.


## *To redial the last number dialed,*

-  Press the Last Number Redial (LNR) key. Or get a dial tone and dial # # 4.

# Mailbox

This feature lets you receive and answer reminder messages and PhoneMail and ROLMfax™ notifications. Messages and notifications turn on the status light beside your Mailbox key and (on display phones) provide information about the call. The Mailbox key also lets you leave reminder messages at other extensions.


## *To display messages and notifications,*

-  Press the Mailbox key. Press the Mailbox key again to scroll through multiple messages or notifications. If you want to clear the message or notification, press the Clear key.


## *To answer a displayed message or notification,*

-  Press the Callback (CALLBCK) key.

## *To answer a message or notification on a non-display phone,*

-  Press the Mailbox key. (Press the PHMAIL key if your phone has one. Its status light turns on to indicate PhoneMail messages.)






## *To leave a reminder message,*

-  After receiving a busy or ringing signal, press the Mailbox key or dial # \* 1.






# Park

Park lets you move a call to an extension and hold it there without ringing that extension. You or another party can then retrieve the call from the extension as needed.

## *To park a call to another extension,*

1.  Press the Transfer (TRANSFR) key.
2.   Dial \* 6.
3.  Dial the extension where you want to park the call.
4.  Hang up.

## *To retrieve a parked call,*

1.  Get a dial tone.
2.   Dial \* 6.
3.  Dial the extension where the call is parked.
4.  Begin speaking.



# Pickup

Pickup features let you answer calls ringing, on hold, queued, or parked at other extensions.

Group Pickup lets you answer a call to an extension in your pickup group (set up at the communications server) even when you do not know the number for the extension.


Station Pickup lets you answer a call at any extension, provided that you know the number for the extension.


## *To answer a call in your pickup group,*



Press the Pickup key twice. Or get a dial tone and dial \* \* 3.

## *To answer a call ringing, on hold, queued, or parked at any extension,*

1.  Press the Pickup key, or get a dial tone and dial \* 3.


2.  Dial the extension.


# Pick A Call and Add to Conference

You can use the Pickup feature to pick up the following kinds of calls and add them to a conference call.


- a call alerting or ringing on another extension, on your phone or other phones
- a call on hold on another line, on your phone or another phone
- a call parked on another extension
- a call on busy standby queuing for another extension
- a call on busy standby queuing for the line that you are using

## *To pick a call and add it to a conference*

1. •  Press the Pickup key during a two-party call or a conference call. Or get a dial tone and dial \* 3. The other call is placed on consultation hold.

2.  Dial the extension where the call to be picked up is located.

If the call you are picking up is on busy standby queuing for your line, you will already be connected to it now. You do not have to dial an extension for it.

3. •  After the picked up party answers, press the Conference (CONF) key to join all the parties.

If the picked up party does not want to join the conference, press the Clear key. This disconnects the picked up party and returns you to the original call.

To go back and forth (toggle) between the picked up party and the original call, press the Connect key.

**Note:** You can also transfer, place on hold, place on consultation hold, or park a call you have picked up. (See “Transfer” on page 23, “Hold” on page 9, “Consultation” on page 7, and “Park” on page 12.) To screen an incoming call before picking it up, put the conference on hold and answer the call. Then return to the conference and pick up the call.

# Preview

The Preview feature lets you view information associated with any line configured on your phone. You can see the following information when the phone is idle or active on a call:

- the identity of the caller on a line configured to ring on your phone (including recalling lines from hold, park, system hold, and transfer.)
- the identity of the caller for the line you are currently using.
- the identity of a party or a camped-on party on your currently active line.
- the information about a line on hold.

## *To activate the Preview feature,*

1. Press the Preview key. The Preview status light turns on.
2. Press a line key to view information.

Line information is displayed for 8 seconds. If you take no further action, the display reverts to the previous content. The Preview key remains active so that you can continue to display information about other lines.

## *To deactivate the Preview feature,*

You can do one of the following:

- Press the Preview key. The status light turns off.
- Press any key except the following dial pad keys: Mute, Volume, Time, 0 through 9, \*, or #.
- Make a call using the speakerphone.
- Place the handset on-hook if it is off-hook.
- Place the handset off-hook if it is on-hook.

## *To answer a call on a Preview line,*





If your phone is idle, go off-hook and begin speaking while the preview information is displayed.

If you are active on a call, turn the Preview key off before answering the call.


# Repertory Dialing (Repdial) Keys

This feature lets you set up each repdial (R-) key on your faceplate for one-touch dialing of an extension, outside number, feature access code, or combination of numbers and feature access codes.

## *To set up a repdial key,*

1. •  Press the Program key.
2. •  Press the repdial (R-) key that you want to use.
3.  Enter the dialing sequence you want to assign to the key.
4. •  Press the Program key. On your faceplate, label the key with the name of the feature or person that it dials.


## *To dial using a repdial key,*

-  Press the repdial (R-) key.


# Saved Number Redial

This feature saves a number that you have dialed. Later, you can redial your saved number by pressing the Saved Number Redial (SAV/RDL) key.

## *To save a number you have dialed,*

-  Press the Saved Number Redial (SAV/RDL) key, or dial # 4 while the call is still ringing or busy.

## *To dial your saved number,*

-  Press the Saved Number Redial (SAV/RDL) key, or get a dial tone and dial # 4.

## Speaker

All ROLMphone 120/240/400 series phones have a speaker that you can use for receiving calls or listening to the PhoneMail<sup>®</sup> system. On ROLMphone models that only have a speaker and not a microphone (RP120 and RP240 Basic), you must pick up your handset to speak to the other party.

### *To answer a call,*



Pick up the handset. The blinking status light next to the line key turns on steadily.

### *To hang up,*



Hang up the handset.

## Speakerphone

The RP240, RP240E, and RP400 models (except for the RP240 Basic) have a two-way speakerphone, consisting of a speaker and a microphone. You can use the speakerphone to make or answer calls without picking up the handset.

### *To make a call,*



Press a line key or the Speaker key to get a dial tone, then dial.

### *To answer a call,*



Press the line key next to the blinking status light.

### *To hang up,*



Press the line key or the Speaker key.

### *To switch during a call,*








If you are using the handset and want to use the speakerphone, press the Speaker key and hang up the handset. If you are using the speakerphone and want to use the handset, pick up the handset.





# Station Speed Dialing

Station Speed Dialing lets you assign frequently used dialing sequences (extensions, outside numbers, or feature access codes) to each of ten single-digit codes (0 through 9). You can then dial a single-digit code instead of the entire sequence. On Version 6.3 and higher, you can also be set up at the communications server for up to 30 codes, in groups of 10. If you are set up for more than ten, they follow a double-digit scheme (00 through 29).

## *To set up a station speed code on a display phone,*

1.  Press the Program key.
2.  Press the Station Speed (SPEED) key, or dial # # 3.
3.  Enter the station speed code.
4.  After NEW NUMBER? is displayed, enter the dialing sequence.
5.  Press the Program key.


## *To set up a station speed code on a non-display phone,*


1.   Press the Station Speed (SPEED) key twice, or get a dial tone and dial # # 3.
2.  Enter the station speed code.
3.  Enter the dialing sequence. Then hang up.

## Station Speed (continued)


*To dial using a station speed code,*


1.  Press the Station Speed (SPEED) key.

2.  Listen for the confirmation tone.

3.  Dial the station speed code.

OR

1.  Get a dial tone.


2.  Dial # 3 and then the station speed code.





# System Hold

System Hold lets you move a call to a system slot (a temporary holding place) and hold it there. The call can then be retrieved from any extension.




## *To place a call on system hold on a display phone,*

-  Press the System Hold (SYSHOLD) key, and the communications server will assign the call to a slot and display the number of the slot. Then hang up.

## *To place a call on system hold on a non-display phone,*

1.  Press the Transfer (TRANSFR) key. You will hear the confirmation tone and dial tone. Dial \* 8.
2.  Enter a slot number (0-9). If you hear a busy signal, try a different slot number. If all slots are full, you will hear a fast busy signal. Then hang up.


## *To retrieve a call on system hold,*


1.  Get a dial tone.
2. •  Press the System Hold (SYSHOLD) key, or dial \* 8.
3.  Dial the number of the system slot where the call is on system hold.

# System Speed Dialing

If the System Speed Dialing feature is set up on your communications server, you can dial frequently called outside numbers (local, long distance, and international) by dialing a code number. Usually these codes are published for an entire company in a special system speed directory. Consult your system administrator if you do not know your system speed numbers. Your company may have up to sixteen system speed lists. You may have access to two of these lists. For release 6.4 and above, you may have access to two of these lists or to the first ten lists plus one additional list. A number set up for a system speed code can contain an initial Personal Identification Number (PIN), if one is necessary to make outside calls.

## *To make a system speed call,*






1. •  Press the correct System Speed key (SYS-SP1 for the first System Speed list or SYS-SP2 for the second). Or, get a dial tone and dial # 6 1 for the first list or # 6 2 for the second.

2.  Dial the system speed code.


# Transfer

Transfer lets you move a call to another extension or to an outside number if your communications server is set up to do this.

## *To transfer a call,*

1.  Ask the other party to hold.
2.  Press the Transfer (TRANSFR) key.
3.  Dial the extension, or dial 9 and the outside number.
4.  If you want, announce the caller when the party answers.
5.  Hang up.

## *To reconnect,*

-  Before hanging up, press the Connect key to rejoin the original call.

# Feature Access Codes

To use feature access codes

⇒ Get a dial tone, or press the Transfer key during a call. Dial the feature access code. You may need to press the CONNECT key to return to your call.

<u>Feature</u>	<u>Access Code</u>
Account Number	* 2
Bad Line Reporting	* 5 6 3
Busy Override	## 7
Buzz	## * 2
Callback Request	# 1
Cancel	## # 1
Changing Ring Tone	* 5 7 2
Class of Service	
Restore Primary	## * 5 9 1
Return to Secondary	## * 5 9 0
Com Group Speaker Call	** * 6
Conference	
Remove Last Party	*** 4
Remove Specific Party	** * 4 1-8
Direct Trunk Select	## # 8
Forwarding, Fixed	# 9 0
Cancel	## # 9 0
Forwarding, Variable	
All	# 9 1
Busy	# 9 4
Busy/Ring No Answer	# 9 5
External	# 9 2
Internal	# 9 3
Ring No Answer	# 9 6
Cancel	## # 9 1
Last Number Redial	## # 4
Mailbox Callback Message	
Leave Message	## * 1
Cancel	## * 8
Turn Off Light	* 5 2
Park	* 6
Pickup	
Group	** * 3
Station	* 3
PIN Authorization	## * 5 7
Cancel	## * 5 8
Privacy	# 2
Cancel	## # 2
Saved Number Redial	# 4
Speaker Call, Fixed	## * 4
Speaker Call, One-Way	# 8 1
Speaker Call, One-Way Broadcast	# 8 0
Station Hunt	
Prevent	## * 9 3
Allow	## * 9 2
Set Destination	## * 9 0
Clear Destination	## * 9 9
Station Speed Dialing	
Set Up	## # 3
Call	# 3
System Hold	* 8 0-9
System Speed-1	# 6 1
System Speed-2	# 6 2
Trace	### # 1
Universal Night Answer	* # 3