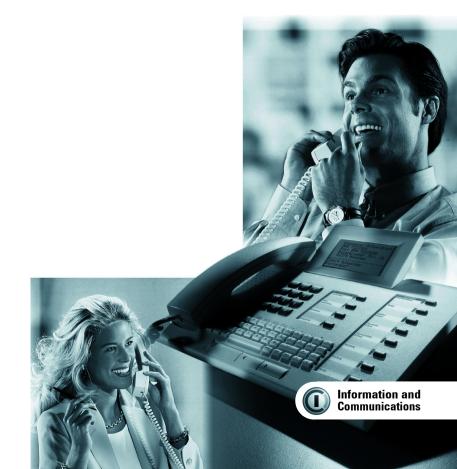
SIEMENS

Hicom 150 H Operating Instructions Hicom Attendant C for Hicom 150 H optiset E as Attendant Console



Before You Begin

These operating instructions describe the telephone configured as a "Hicom Attendant C" attendant console in Version 1.0 of the Hicom 150 H system.

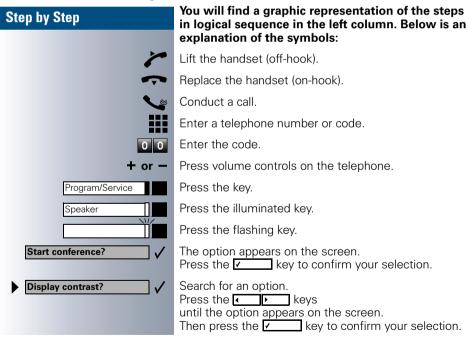
The optiset E standard, optiset E advance plus/comfort, optiset E advance conference/conference and **optiset E memory** system telephones can be configured as a Hicom Attendant C telephone.

These operating instructions describe only specially configured functions. For information on standard telephone functions, please refer to the operating instructions for your telephone.

You may find that some functions you wish to use are not available on your telephone. This may be due to one of the following reasons:

- The function has not been configured for your telephone address any questions to Customer Support.
- Your communication system does not support this function contact your Siemens sales representative to upgrade your system.

How to Use These Operating Instructions



Hicom Attendant C Faceplate

The feature keys on the Hicom Attendant C system telephone have the following default assignments and can be given different assignments by the service technician, if necessary.

Night Service	
Phone Book	1
Calls Waiting	
Override	
Hold	
Call Key 1	
Call Key 2	
Release	

Turn night answer mode on and off (\rightarrow page 18).

Open the internal phone book (\rightarrow page 14).

Find out how many calls are waiting (\rightarrow page 19).

Join a call in progress (\rightarrow page 19).

Place a party on hold (\rightarrow page 20).

First external call (incoming or outgoing) (\rightarrow page 7, \rightarrow page 9, \rightarrow page 13).

Second external call (incoming or outgoing) (\rightarrow page 7, \rightarrow page 9, \rightarrow page 13).

Release a call (\rightarrow page 12) or establish a connection (\rightarrow page 16).

You can also modify or program the key assignments yourself (refer to the telephone operating instructions). In order to retain the functionality of the Hicom Attendant C, it is advisable not to change the key assignments (exception: disconnect key \rightarrow page 17).

You can increase the number of feature keys (especially internal repdial keys) for the Hicom Attendant C by adding **optiset E key** modules or **busy lamp fields** (configurable by the service technician, not for U.S.). Refer to the following table:

Total Keys	16	32	48	64	90	106	122	180	196	212
Number of key modules	1	2	3	4	-	1	2	-	1	2
Key module keys	16	32	48	64	-	16	32	-	16	32
Number of busy lamp fields	-	-	-	-	1	1	1	2	2	2
Busy lamp field keys	-	-	-	-	90	90	90	180	180	180

By connecting the maximum of two key modules and two busy lamp fields, you can provide a visual busy indication for up to 212 internal repdial keys (with internal station numbers).

$\ensuremath{\stackrel{\prod}{\rightarrow}}$ Basic Functions

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US:Call from: (station no. or name) UK:From: (station no. or name)



Answering Calls

There are several different types of incoming calls including internal calls, external calls and recalls.

Internal calls

You receive internal calls from other users within the communication system. When you receive an internal call, your phone rings with a single-tone sequence and the internal party's station number or name is displayed on your screen.

Sample display

If internal repdial keys/DSS keys are configured on your Hicom Attendant C, you can also accept a call from a party who is assigned to this internal repdial key/DSS key by pressing the key.

The LED on the internal repdial key/DSS key displays the following operating states:

- LED off: The internal party is available.
- LED illuminated: The internal party is busy.
- LED flashing rapidly: The internal party is calling you.
- LED flashing slowly: The internal party is on hold.

To accept an internal call:

Lift the handset.

Press the rapidly flashing internal repdial key/DSS key. The LED on the key lights up continuously. Speakerphone mode is activated and the speaker key lights up. You can now talk to the internal party directly without lifting the handset.

Lifting the handset deactivates speakerphone mode.

US:Call from: (station no. or name) UK:From: (station no. or name)



External calls

You receive external calls from all parties who are not calling from within your communication system. When you receive an external call, your telephone rings with a dual-tone sequence and the LED on Call Key 1 or Call Key 2 starts flashing rapidly. The external party's phone number or name is displayed on the screen.

Sample display

The two keys labeled "Call Key 1" and "Call Key 2" are configured on your Hicom Attendant C. They give you information about the status of external calls, and you can use them to answer external calls.

The LEDs on the call keys display the following operating states:

• LED off:

No external call is pending.

- LED illuminated: You are speaking to the external party.
- LED flashing rapidly: An external party is calling you.
- LED flashing slowly: The external party is on hold.

To accept an external call:

Lift the handset.

Press the rapidly flashing "Call Key 1" or "Call Key 2". The LED on the key lights up continuously. Speakerphone mode is activated and the speaker key lights up. You can now talk to the external party directly without lifting the handset.

To deactivate speakerphone mode, lift the handset.

Step by Step	
	Re
	lf yo shor you
	You ● i ● f
	l • i
US:Recall: XXX UK:Recalling: XXX Or	Whe sing
US:Recall: XXX	
UK:Recalling: XXX	
busy internal	As s
	appe to th
	Int
	Your as a Whe do n calls certa
Diverted: XXX	Whe
	ring: appe
invalid entry	Whe
	the of fault

Recall

If you were unable to transfer a call (\rightarrow page 16), after a short period of time you receive a recall from the party you were trying to reach.

You receive a recall:

- immediately, if you made a mistake,
- forty-five seconds after the transfer, if the party you were trying to reach does not answer,
- if you forgot about a parked party.

When you receive a recall, your phone rings with a rapid single-tone sequence. The recall appears on the screen.

As soon as you accept the call, the reason for the recall appears briefly on the screen. The screen then returns to the default display.

Intercept

Your Hicom Attendant C telephone can be configured as an intercept position (ask your service technician). When users forget switched or parked calls, or if they do not answer these calls, the system forwards the calls to the intercept position (your telephone) after a certain period of time.

When you receive an intercepted call, your telephone rings with a rapid single-tone sequence. The intercept appears on the screen.

When you answer the call, the screen briefly displays the cause of the intercept and then returns to the default display.

		NVZ
	Call Key 2	
		or
Ca	all waiting?	\checkmark

	Call Key 1	
Call	waiting?	or

Using Call Waiting

While engaged in a telephone call, you remain available to another caller. You are notified of a waiting call by a signal tone. Additionally, the LED on one of the Call Keys or repdial keys (if programmed) lights up. You can either ignore the second call or accept it. If you answer the second call, you can either end the first call (\rightarrow page 12) or place the first call on hold and return to it later.

Accepting a second external call

...when an external call is in progress:

For example, "Call Key 1" is illuminated because you are engaged in an external call. "Call Key 2" starts flashing rapidly when a second external call is received. You hear a signal tone.

Press the rapidly flashing "Call Key 2".

Select and confirm.

You are now connected to the second external party, and "Call Key 2" lights up. The first external party automatically goes on hold, and "Call Key 1" starts flashing slowly.

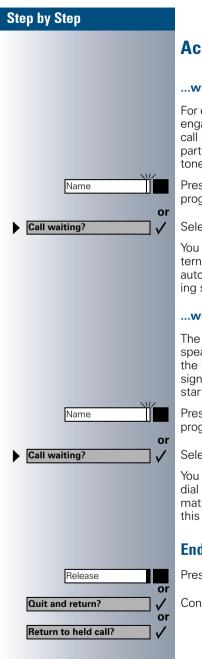
...when an internal call is in progress:

The repdial key of the internal party to whom you are speaking (if programmed) lights up continuously. When the second external call is received, "Call Key 1" starts flashing rapidly. You hear a signal tone.

Press the rapidly flashing "Call Key 1".

Select and confirm.

You are now connected to the external party, and "Call Key 1" lights up continuously. The internal party automatically goes on hold and the repdial key assigned to this party (if programmed) starts flashing slowly.



Accepting a second internal call

...when an external call is in progress:

For example, "Call Key 1" is illuminated because you are engaged in an external call. When the second internal call is received the repdial key assigned to the internal party (if programmed) starts flashing. You hear a signal tone.

Press the rapidly flashing internal repdial key/DSS key (if programmed).

Select and confirm.

You are now connected to the internal party and the internal repdial key/DSS key lights up. The external party automatically goes on hold and "Call Key 1" starts flashing slowly.

...when an internal call is in progress:

The repdial key of the internal party to whom you are speaking (if programmed) lights up continuously. When the second internal call is received the repdial key assigned to the calling internal party (if programmed) starts flashing. You hear a signal tone.

Press the rapidly flashing internal repdial key/DSS key (if programmed).

Select and confirm.

You are now connected to the internal party and the repdial key/DSS key lights up. The first internal party automatically goes on hold, and the repdial key assigned to this party starts flashing slowly.

Ending second call and resuming first call

Press the key.

Confirm.

Step by Step	
or	S Pr LE Se
Program/Service	Yo M or er Pr
and #490=Call wait.trm.off? ✓ ×490=Call wait.term.on? ✓ or #4 9 0 0r * 4 9 0	Se

Switching to the party on hold (toggle)

Press the slowly flashing "Call Key" or "Name key". The LED lights up.

Select and confirm.

Deactivating and reactivating call waiting

You can deactivate or reactivate call waiting to determine whether a second call (\rightarrow page 9) will be signaled on your telephone (automatic camp-on) while you are engaged in a call.

Press the key. The LED lights up

Select and confirm.

Enter the code for "off" or "on".

Step by Step	
	Ending the Current Call
~	Replace the handset.
or	
Release	Press the key.
	Press the key. The LED goes out.
	The LED on the "Call Key" or "Name key" (if pro- grammed) goes out.
	If a caller is still on hold or was not yet trans- ferred, you are alerted to this party by a recall $(\rightarrow page 8)$.

Step by St	ep		
			Mak
			Maki
	Name	1	Press th lights up
		or	Enter th This act lights up without Lifting t
			Maki
	Call Key 1 or 2	or	Press th Enter th
			Enter th station. This act lights up without Lifting t IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII

Making Calls

Making internal calls

Press the internal repdial key (if programmed). The LED lights up.

Enter the internal station number.

This activates the speakerphone, and the Speaker key lights up. You can now talk to the internal party directly without lifting the handset.

Lifting the handset turns off the speakerphone.

Making external calls

Press the key. The LED lights up.

Enter the number of the external station.

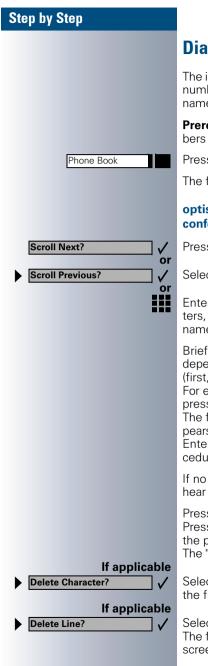
Enter the external code and the number of the external station.

This activates the speakerphone, and the Speaker key lights up. You can now talk to the external party directly without lifting the handset.

Lifting the handset turns off the speakerphone.

Your system may also be programmed so that you have to press the Internal key before you dial an internal number.

In this case, you do not have to dial an external code before dialing the number of the external station (Prime Line on; contact Customer Support).



Dialing from the Internal Phone Book

The internal phone book contains all the internal station numbers and central speed dialing numbers to which a name has been assigned.

Prerequisite: names must be assigned to station numbers stored in the system.

Press the key.

The first entry appears on the screen.

optiset E standard, advance plus/comfort, advance conference/conference:

Press the "OK" dialog key to display additional entries.

Select and confirm.

Enter the name you want to find, or just the first few letters, from the keypad. The system searches for the name.

Briefly press the key on the keypad as often as needed, depending on the position of the letter on the keypad (first, second, third, or fourth position).

For example, press the digit 7 three times for "R" or press the digit 3 twice for "E".

The first name beginning with the entered letter appears.

Enter the next letter the same way and repeat the procedure.

If no entry matching the entered letters is found, you hear a short beep.

Press the 0 key to enter a space.

Press the 1 key to automatically display the first entry in the phone book.

The "*"and "#" keys have no function.

Select and confirm. The last letter entered (other than the first letter) is deleted.

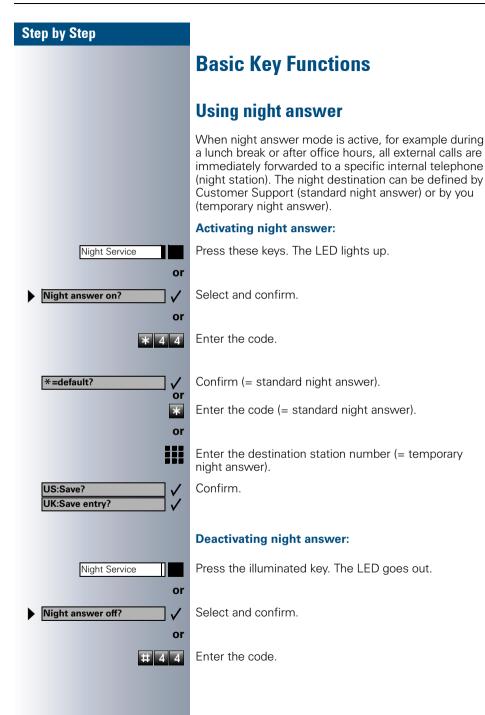
Select and confirm. All the letters entered are deleted. The first entry in the phone book again appears on the screen.

Step by Step	
Call?	Select and confirm.
	optiset E memory telephone:
ABC	Enter the name you want to find, or just the first few let- ters, using the alphanumeric keyboard. With each letter you enter, you narrow the search. Up to five of the names found appear on the screen.
↓ ↑	If the name you are looking for is listed, highlight it (black square appears at the beginning of the line).
—	Delete the last few characters one by one (on optiset E memory only).
DIAL or —	Press the key.

Step by Step	
	Transferring a Call
	If the calling party would like to speak to another user, you can call the third party and perform a call transfer.
Name	Press the internal repdial key/DSS key (if programmed). The LED lights up.
US:Consult?	Confirm.
	Enter the station number of the desired telephone (\rightarrow page 13).
\$	If applicable, announce the call.
or	Replace the handset.
Release	Press the key.
► Transfer?	Select and confirm.
	Speed transfer:
	If this function has been configured (contact Customer Support), you can also perform a speed transfer.
	During the call, enter the phone number of the desired party (\rightarrow page 13). When you end your call, the system dials the phone number and connects the two parties.
Ţ	Replace the handset.
Release	Press the key.
	after a speaker call (announcement)
	to a group
	If this function has been configured (contact Customer

Support), you can use a speaker call (announcement) to announce a call in progress to a group of users. After a member of the group has accepted the call request, you can transfer the waiting party.

Step by Step	
	Prerequisite: you must be engaged in a call.
US:Consult? V UK:Enquiry? V	Confirm. The other party is placed on hold.
Program/Service	Press the key. The LED lights up.
★80=Speaker call?	Select and confirm.
or * 8 0	Enter the code.
	Enter the group's station number.
	Announce the call. When a member of the group accepts the call, you are connected to this party.
Ţ	Replace the handset.
Release	Press the key.
or Transfer? ✓	Select and confirm.
	If the party you would like to consult is busy and you have set up the disconnect function on a key (refer to the telephone operating instructions), you can press this key to return immediately to the dialing status and dial another number for a consultation call. The first party continues to be on hold.
	If a connection is not set up between the other two parties within forty-five seconds, the call from the original party is returned to you (= re- call).



	Displa Overlo
Calls Waiting	Press the
	The num screen.
	If you are waiting c load; con dicates o • LED o No ca • LED i The n fined • LED i The th
	Busy C
	Prerequi and you r reach the
Override	Press the
► Override?	Select an
Override? ✓ or * 6 2	Select an Enter the
or	
or	Enter the The called every two If the call play, the

ying Number of Waiting Calls/ ad

e key.

ber of waiting external calls appears on the

already engaged in a call and the number of alls exceeds a certain threshold value (overtact Customer Support), the LED on the key inverload.

off:

Illers are waiting.

- s flashing slowly: umber of calls waiting has reached the pre-dethreshold value.
- s flashing rapidly: nreshold value has been exceeded (overload).

Override - Interrupting a Call

site: you must have dialed an internal number nust hear a busy signal. You urgently need to called party.

ese keys. The LED lights up.

d confirm.

code.

d party and the other party hear a warning tone o seconds.

ed party has a system telephone with a dismessage "Override: (station no. or name)" apthe screen.

begin speaking immediately.

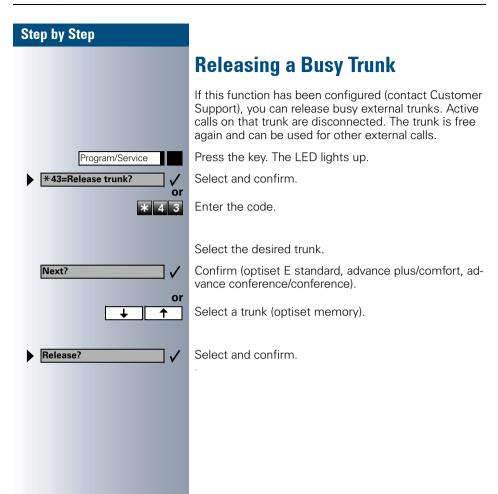
Step by Step	
	Placing External Calls on Hold
	On your telephone, you can place external calls on hold and rejoin them later. Other parties can also pick up the call on the assigned line.
Hold	Press the key. "Call Key 1" or "Call Key 2" starts flashing slowly.
Held on line: 801	A message identifying the held line appears (for exam- ple, 801); make a note of the line number. If a trunk key has been assigned, the LED flashes slow- ly.
If applicable	
r Release	Replace the handset or press the key. Depending on the configuration, this may be necessary so that other team stations can also answer the held call.
	To pick up a held call
	Prerequisite: one or more calls must be on hold. The telephone must be idle.
Call Key 1 or 2	Press the slowly flashing Call Key 1 or Call Key 2.
or	If more than two calls are on hold, use the procedure below to pick up the held calls.
Program/Service	Press the key. The LED lights up
★63=Retrieve line? ✓ Or	Select and confirm.
* 6 3	Enter the code.
	Enter the noted line number.

Using Other Functions

The following are functions that you will frequently need on the Hicom Attendant C telephone.

Because you can also use these functions from any other system telephone, these instructions will simply refer to the relevant section in the operating instructions for your telephone.

- Place speaker call to a colleague
- Place call to second station (consultation hold)
- Park a call
- Conduct a conference
- Activate functions for another telephone
- Lock another telephone to prevent unauthorized use
- Display call charges for your telephone (Not for U.S.)
- Display call charges for another telephone (not for U.S.)



Transfer trunk?

Transferring or Switching an Undialed External Trunk

You can provide an undialed trunk for an internal party who does not have the necessary class of service for outgoing external connection setup. This party can then set up an external connection.

Prerequisite: you must be conducting a call with a user who does not have the correct class of service.

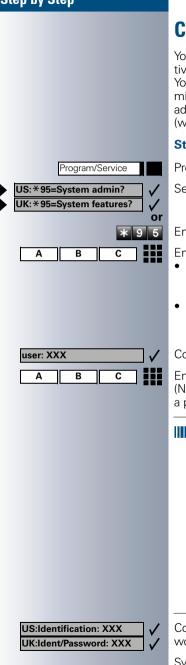
Select and confirm.

 \checkmark

The waiting party can now set up the external call independently. Dial the external code and the external number.

Your system may also be programmed so that you do not have to dial an external code before dialing the number of the external station (Prime Line on; contact Customer Support).

Step by Step	
	Toll Fraud Monitoring
	If a predefined period of time (set by the service techni- cian) is exceeded during an ongoing external - external call, a message to that effect appears on the display:
Time exceeded	
Clear Error Message	Select and confirm.
	You can view the trunks affected on your screen and re- lease those trunks, if necessary.
	Select the desired trunk.
Next?	Confirm (optiset E standard, advance plus/comfort, advance conference/conference).
or	Select a trunk (optiset memory).
Release?	Select and confirm.



Call Detail Recording CDR

You must first start system administration in order to activate some of the call detail recording functions. You can start either "US:User Options UK:System admin.-User." or "US:Systemadmin. charging UK:System admin.-Charges", depending on your class of service (which is defined by the service technician).

Starting system administration:

Press the key. The LED lights up.

Select and confirm.

Enter the code.

Enter user name.

- The service technician can change the user name for "US:User Options UK:System admin.-User" = "*95" = default.
- The service technician defines the user name for "US:Systemadmin. charging UK:System admin.-Charges" and notifies you of it.

Confirm your entry.

Enter password.

(Necessary only if you or the service technician defined a password.).

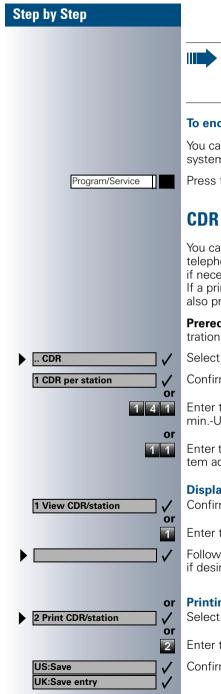
If you are starting system administration for the first time, do not enter a password. Just press to accept the Identification prompt. Exception: You should enter a password only if your service technician has already set one up for you.

The system prompts you to enter a password (up to sixteen characters), but this is not obligatory. In either case, press / to confirm. Once you have entered your password, you must enter it again.

Please make a note of your password, because not even your service technician can determine the password later on.

Confirm your entry even if you did not enter a password.

System administration is started and the available functions appear on the screen.



You can also carry out the system administration functions during a call. Once you have started system administration, no further access to system administration is possible.

To end system administration

You can cancel system administration at any time. The system discards any unconfirmed entries or changes.

Press the key. The LED goes out.

CDR per Station (Not for U.S.)

You can display the call charges that accrue for each telephone as a monetary amount and also delete them if necessarv.

If a printer is connected to the V.24 interface, you can also print the call charges.

Prerequisite: you must have started system administration (\rightarrow page 25).

Select and confirm.

Confirm.

Enter the code (for "US:User Options UK:System admin.-User").

Enter the code (for "US:Systemadmin. charging UK:System admin.-Charges").

Displaying and canceling call charges per station: Confirm.

Enter the code.

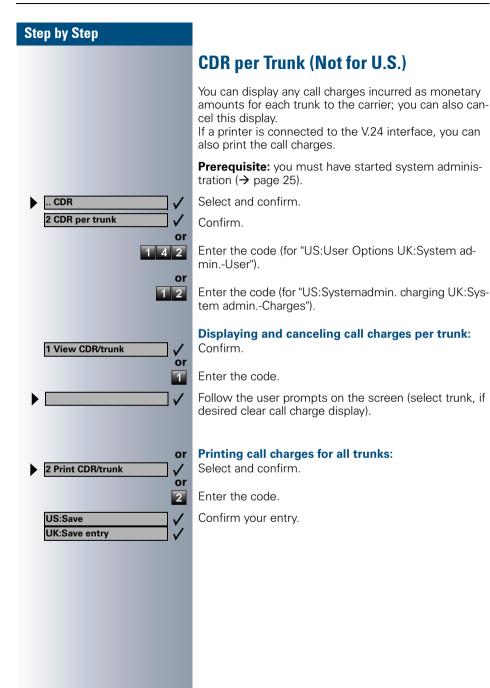
Follow the user prompts on the screen (select station, if desired clear call charge display).

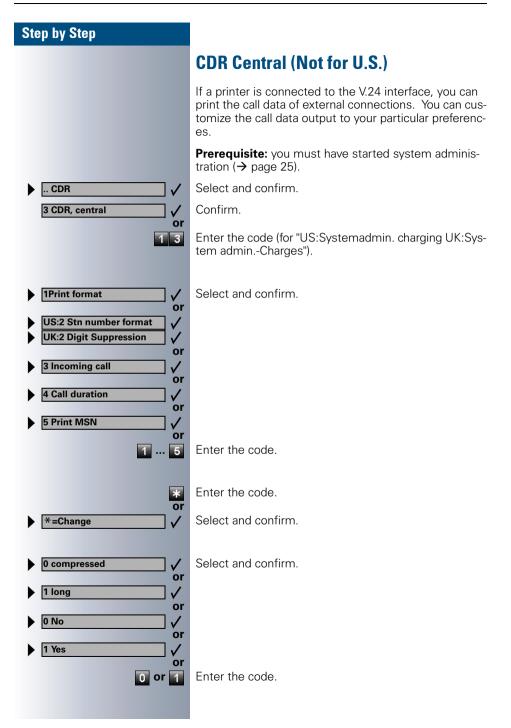
Printing call charges for all stations:

Select and confirm

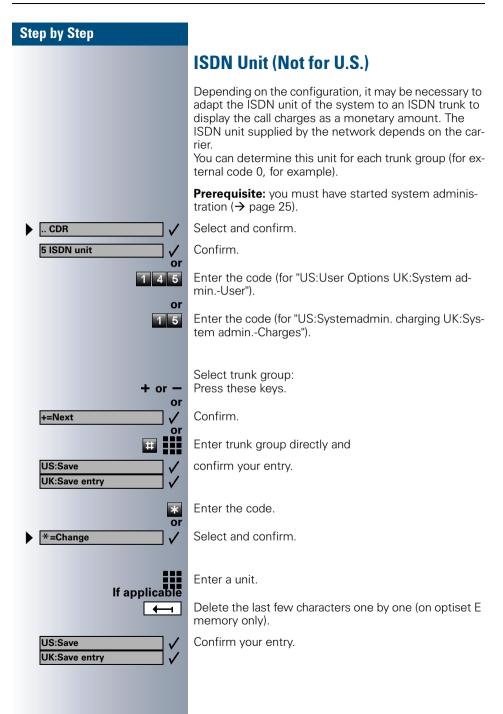


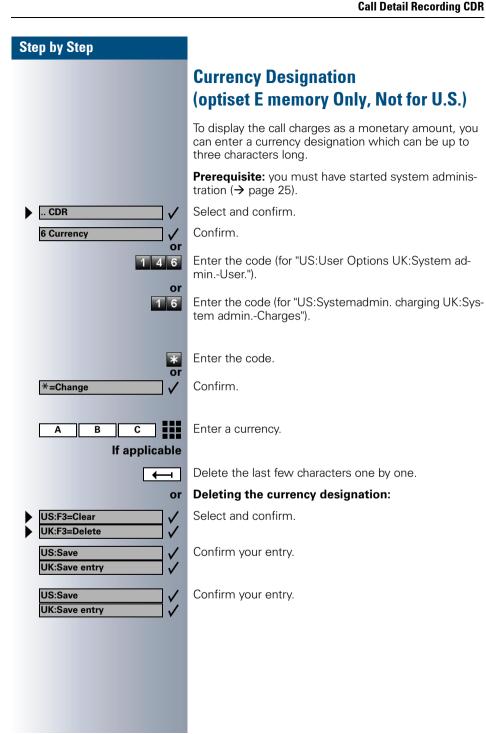
Confirm your entry.





Step by Step	
	Call Charge Factor (Not for U.S.)
	To display call charges as a monetary amount, you can define an optional factor by which the accumulated me- tering pulses are multiplied (price per metering pulse). You can determine this factor for each trunk group (for external code 0, for example).
	Prerequisite: you must have started system administration (\rightarrow page 25).
CDR	Select and confirm.
4 Edit Charge Factor 🗸 🗸	Confirm.
or 1 4 4	Enter the code (for "US:User Options UK:System ad- minUser").
or 14	Enter the code (for "US:Systemadmin. charging UK:Sys- tem adminCharges").
+ or — or	Select trunk group: Press these keys.
+=Next	Confirm.
or	Enter trunk group directly and
US:Save //	confirm your entry.
*	Enter the code.
or ★=Change	Select and confirm.
If applicable	Enter a factor.
←	Delete the last few characters one by one (on optiset E memory only).
US:Save V UK:Save entry	Confirm your entry.





Step by Step	
	Call Log
	If a printer is connected to the V.24 interface, the sys- tem logs all incoming external ISDN calls. You can dis- able log printing.
	Prerequisite: you must have started system administration (\rightarrow page 25).
1 CDR	Select and confirm.
7 On Call Arrival 🗸	Confirm.
or 1 4 7	Enter the code (for "US:User Options UK:System ad- minUser").
or 17	Enter the code (for "US:Systemadmin. charging UK:Sys- tem adminCharges").
* or	Enter the code.
×=Change ✓	Confirm.
D=No ✓ or I=Yes	Select and confirm.
or 0 or 1	Enter the code (No or Yes).
US:Save / UK:Save entry /	Confirm your entry.

Step by Step	
	CDRA Pay Phone (Not for U.S.)
	When a user terminates a chargeable call (for example, from a pay phone), the call charges can be displayed either on your own telephone or a different telephone (see operating instructions for the telephone; display call charges).
	Prerequisite: you must have started system administration (\rightarrow page 25).
CDR	Select and confirm.
8 Pay phone 🗸	Confirm.
or 148	Enter the code (for "US:User Options UK:System ad- minUser").
or 18	Enter the code (for "US:Systemadmin. charging UK:Sys- tem adminCharges").
+ or — or	Select the station whose charges you want to display: Press these keys.
+=Next	Confirm.
or III	Enter a station directly and
US:Save V UK:Save entry	confirm your entry.
× or	Enter the code.
► *=Change	Select and confirm.
If applicable	Enter the station on which you want to display the charges.
	Delete the last few characters one by one (on optiset E memory only).
US:Save V UK:Save entry V	Confirm your entry.
¥	

Documentation

Ordering Operating Instructions

Additional sets of these operating instructions can be ordered from the Siemens sales organization (order number: A31003-M1551-B827-1-7619). They are also available in other languages.



Contact System Support for information and ordering instructions.

Operating Instructions in PDF Format

You can download these operating instructions as a file from the Internet.

The operating instructions are available in PDF format. To read them, you need the Adobe Acrobat Reader, which is available free of charge.

To download files from the Internet you need a computer with Internet access and a Web browser such as Netscape Communicator or Microsoft Internet Explorer.



The file can be downloaded from the following Internet address: http://www.siemens.com/communication/manuals

Read the information and follow the instructions provided on the Web page.

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The Siemens optiset E phones for Hicom 150 H system are hearing-aid compatible and comply with the applicable FCC Rules, Part 68 and Industry Canada CS-03 Standard.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.

- Increase the separation between the equipment and receiver.

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

- Consult the dealer or an experienced radio/TV technician for help.

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 B 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 B d'émission de bruits radioélectriques por 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.

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