

SUPERSET 4[®]

TELEPHONE

USER GUIDE



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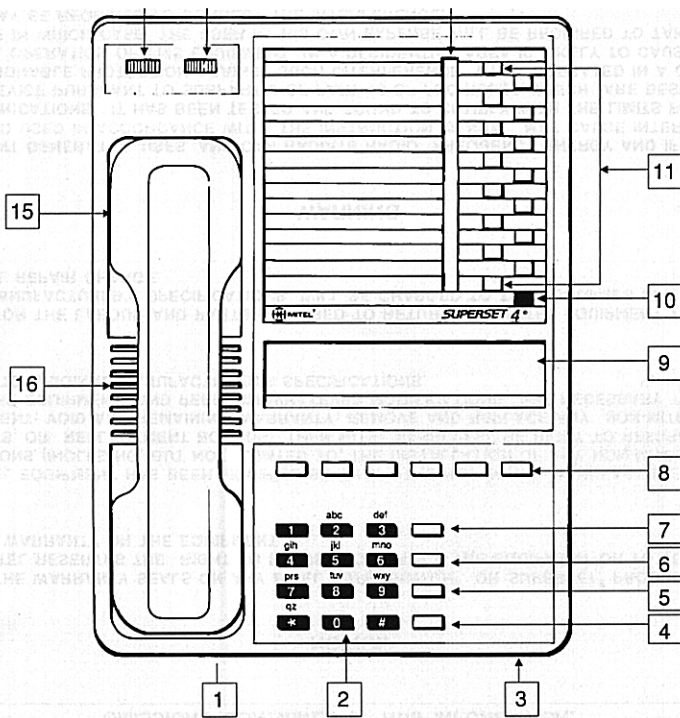
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MITEL[®]



Your **SUPERSET 4**® Telephone is connected to _____ system

- | | | |
|---|----------------------------------|----------------------------|
| 1. Ringer Pitch Control
(located underneath telephone) | 6. Select Features key | 12. Line Status Display |
| 2. 12-key Dial Pad | 7. Display key | 13. Ringer Volume Control |
| 3. Microphone | 8. Softkeys | 14. Speaker Volume Control |
| 4. Mic. On/Off key | 9. Feature Display | 15. Handset |
| 5. Speaker On/Off key | 10. Hold key | 16. Speaker |
| | 11. Speed Call /Line Select keys | |

A Note About this Guide

This guide provides brief instructions for the more commonly used features available with the **SUPERSET 4**® telephone. These instructions are located on the face of each page. Fixed feature keys are represented by lower case italicized words (e.g., *speaker on/off*), and softkeys are represented by upper case words (e.g., **CAMP ON**).

Immediately preceding each "instruction" page, you will find supplementary information about those features described, as well as explanations of certain physical aspects of your **SUPERSET 4** telephone, where relevant.

It is important to note that this User Guide covers **SUPERSET 4** operation for all Mitel telephone systems. For future reference write in the name of the system that your **SUPERSET** is connected to in the space provided on the front page.

Where relevant, notes are used to indicate when a feature is not available on all systems. Similarly, if a feature operates differently from one system to another, separate operating instructions will be provided. These instructions will, in most cases, be accompanied by an explanation.

Prompts and Softkeys

Prompts are the feature names and words that appear in the six rectangular areas at the bottom of the Feature Display.

Softkeys are the six buttons located directly below the prompts. Any time a prompt is displayed, you can select that prompt by pressing the corresponding softkey.

Prompts only appear when they can be used and if they are available to you.

Feature Keys

Features access codes can be stored in any unused Speed Call/Line Select keys on your telephone.* This gives you single-button access to features that would normally require you to dial an access code. It is also a convenient way to save information that you use frequently, such as the **CLEAR ALL FEATURES** code. When you want to use this code, simply press the key assigned to that function.

Why do I not have some features?

There may be occasions when you do not see prompts mentioned in this guide, or cannot perform a procedure listed here. This is because your company has specially selected your features and calling privileges. For example, some prompts will appear only if both you and the person you are calling have the feature or privilege.

What are "Line Appearances"?

Some of the 15 keys on the right-hand side of your telephone may have been programmed as Line Select keys. The bottom one is your "prime" line (your listed number), but others may be "appearances" – lines which appear at more than one telephone. You can access another line – for answering or making calls – by simply pressing the line select key associated with it.

Line Status Display

Located next to the line select keys is a line status display, used to indicate the status of your prime line as well as any lines which have an appearance at your telephone (see above). The symbols that appear in this display are illustrated at the tab labelled "Transfer / Hold".

* Not available on all systems.

Making a Call

Dialing from your *SUPERSET 4* telephone is exactly the same as dialing from any other telephone. Just use the dialpad to dial the number, including any outside line access code if required.

Can I Correct a Dialing Error?

As long as the arrow (←) softkey appears in your display, you can correct a dialing error. Simply press (←) to erase the incorrect digit(s); then enter the correct digits from the dialpad in the normal fashion.

Handset or Handsfree?

Calls may be originated by simply dialing the number, i.e., it is not necessary to lift the handset. Similarly, you may answer calls without lifting the handset by instead pressing the *speaker on/off* key. Both of the above operations automatically place you in a handsfree state. If at any time during a conversation you wish to speak privately, simply pick up the handset – the speaker will automatically become disabled. To switch from handset to handsfree mode during a conversation, press *speaker on/off* and replace the handset.

For best results during handsfree operation:

- direct your voice toward the telephone
- speak at a reasonable distance (arm's length) from the telephone, and speak louder when further away
- position the telephone away from noise sources.

Automatic Answer

When this feature is activated, all incoming calls to your telephone will be answered automatically. On an incoming call, you will hear one short ring and will then be automatically connected to the call. Only your prime line can be programmed for automatic answer.

Answering Calls

- **Lift the handset**
for a private conversation.
OR Press *speaker on/off*
for a handsfree conversation.

If a call is coming in on another line that "appears" at your telephone:

- **Press the line select key**
next to the flashing indicator.

A Call to Your Pickup Group?

Your telephone may be programmed into a pickup group, enabling you to answer or "pick up" each other's calls from your telephone.

- **Lift handset**
- **Press PICKUP**
to be connected to the caller.
OR
Enter PICKUP code
to be connected to the caller.

To Activate Automatic Answer

- **Press *select features***
- **Dial 3**
- **Press ON**
"AUTO ANS" displays in upper left corner of LCD.

Note: Never leave your telephone unattended while Automatic Answer is activated.

To cancel Automatic Answer, repeat the first two steps above, then **press OFF**.

Throughout this guide, instructions will assume that you have already lifted the handset (or pressed *speaker on/off* for handsfree use). Although most operations on your telephone can be performed either using the handset or in the handsfree mode, some **MUST** be performed in one mode only. In such cases, you will be instructed accordingly.

Making Calls

- **Dial outside line access code**
if making an external call.
- **Dial the number**

In a Hurry?

- **Press REDIAL**
to call the last external number you dialed manually.
OR Press a Speed Call Key
to dial a stored number.
(See tab labelled 'Speed Call')

* On *SX-200* DIGITAL systems, the last INTERNAL number dialed manually may also be redialed.

Ending Calls

- **Replace the handset**

If you are in handsfree mode:

- **Press *speaker on/off***
OR Press HANG-UP

Is someone's telephone always busy?

If you reach a busy extension and want to speak with the person right away, you can signal that you are waiting by pressing **CAMP ON**. When you do this, the busy extension user hears a single or double beep, which indicates that an internal call is waiting. When the busy user hangs up, that extension will ring, and when it is answered, you will be connected.

Do you want to be called back?

If you reach a busy extension, or there is no answer, you can set up an automatic "Callback". If the line is busy, the telephone system monitors the line and rings you when the line becomes free. If there was no answer, you will be notified (your telephone will ring) when the user returns and next uses the telephone. When you lift your handset, the previously unanswered extension will ring.

You can also use Callback if you receive a busy signal when trying to access an outside line. When the outside line becomes free, your telephone will ring. Then, when you pick up the handset, the outside number will be dialed automatically.

Are you calling another **SUPERSET 4** or **SUPERSET 4™DN** user?

If there is no answer or the line is busy when you are calling a **SUPERSET 4** or **SUPERSET 4 DN** telephone user, you have the added option of sending a Callback Message. When you send a callback message, your name, your extension number, and the time you sent the message will be displayed on the other user's telephone.

Do You Have a Message Waiting?

If 'MSG' appears in the upper right-hand corner of your display, it means that someone has sent you a Callback Message. On **SX-2000** systems, it can also indicate that someone has left a message for you at the message center.

Note: On **SX-50™** systems, you cannot set up a Callback on an outside line.

Reached Busy or No Answer?

- Press **CALLBACK** to set up an automatic Callback.

If you are calling another display telephone user:

- Press **SEND MSG** to leave a Callback Message at the other extension.

Want to Wait on Busy?

- Press **CAMP ON** and remain on the line.

Allowed to Intrude?

- Press **OVERRIDE** to intrude into the conversation.

Hang Up and Dial Another?

- Press **HANG UP**
- Dial a new number

Has Someone Sent YOU a Callback Message?

- **DO NOT** lift the handset
- Press **MSG**
- Press **READ MSG**
On **SX-2000** and **SX-50** systems, you may also;
- Press **CALLBACK**
- Press (**←**) to read the extension number and time of call.

At this point you can either:

- Press **CALL** to automatically call the person who left you the message.
- OR
- Press **CANCEL** to erase the message.

If you have more than one message:

- Press **NEXT** to read the next message.

In the Middle of a Call?

- Press **select features**
- Dial 4
- Press **READ MSG*** to display the extension number and the time of the call.
- Press **EXIT**

* On **SX-2000** systems, you must press **CALLBACK** after **READ MSG** to display the extension number and the time of the call.

What does TRANS/CONF do?

You can transfer a caller to another extension using TRANS/CONF to put the caller on "temporary hold" while you dial the desired destination. When you release yourself from the conversation, the call is transferred.

The TRANS/CONF key is also used when setting up a telephone conference consisting of any mixture of internal or external callers. (See tab labelled "Conference Calls").

Red Button Hold or Temporary Hold?

The red Hold key should not be confused with the temporary hold that occurs when you press TRANS/CONF. Normally, TRANS/CONF is used to put a caller on hold before transferring or setting up a conference. If you hang up with a caller on temporary hold, the call automatically rings you back. In contrast, when you put a caller on hold using the red Hold key, you can hang up and access other features without being automatically called back. A call placed on hold in this manner can be retrieved at your own telephone or another (if the other phone has an appearance of that line).

Line Status Display

Located next to the line select keys on your telephone is a line status display, used to indicate the status of your prime line as well as any lines which have an appearance at your telephone (see above). The symbols that appear in this display are illustrated below:

When a Line is....	The line indicator shows....			
Idle	<input type="checkbox"/>			
Called (incoming call)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Alternating
Busy	<input checked="" type="checkbox"/>			
Busy at another extension	<input checked="" type="checkbox"/>			
On Hold	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> Flashing
On Hold at another extension	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> Flashing

END0008.GEM

To Transfer A Call

- Press **TRANS/CONF** to place call on temporary hold. You will hear interrupted dial tone.
- Dial destination number
- Introduce the caller
- Press **RELEASE** or replace the handset

Note: If you do not wish to introduce the caller, press **RELEASE** before the destination answers.

Reached Busy or No Answer?

- Press **CANCEL** to be reconnected to the original caller.
OR
Press **RELEASE** to camp-on the caller to the busy extension.
- Replace the handset

To Put Someone on Hold

- Press the red **Hold** key
You can now select another line on which to make a call.

To Retrieve a Held Call

- Press the line select key where the call is on hold.

Call Waiting

If your display and/or camp-on tones indicate that someone is waiting to speak with you, you have the following options:

1. **Replace handset** to terminate current conversation and allow waiting call to ring through.
2. Press **SWAP CAMP ON** to put your current call on hold and speak to the waiting caller.

You now have the following options:

1. Press **SWAP** to switch from one caller to the other.
2. Press **CONF** to form a conference with both callers.
3. Press **CANCEL** to return to your original caller.
4. Press **RELEASE** to leave the conference and join the other two callers together.

Do not Want to be Disturbed?

If you do not want to be interrupted, you can prevent calls from ringing your telephone by putting your telephone into 'Do Not Disturb' mode. Your telephone can still be used to originate calls.

- Press **select features**
- Dial **2**
- Press **ON**
"NO DIST'B" displays in upper left corner of LCD.

Note: To cancel Do Not Disturb, repeat the first two steps above, then press **OFF**.

What is a Speed Call Number?

Telephone numbers that you dial frequently can be saved on 'speed call' keys for single-button access, thereby eliminating the need to dial the entire number every time. Any of the 14 keys on the right-hand side of your telephone not being used as line select keys can be programmed as speed call keys.

To Set up a 3-party Conference

- **Call the first person**
Wait until the call is answered.
- **Press TRANS/CONF**
to put the first caller on hold.
- **Call the next person**
Wait until the call is answered.
- **Press CONF**
to form a 3-party conference.

If an intended conferee is busy or does not answer:

- **Press CANCEL**
to return to the conference.

Add Another Person?*

- **Press TRANS/CONF**
- **Call the next person**
- **Press CONF**
to include everyone dialed so far.

Add a Caller on Hold?

You may also add a held call or allow someone with an appearance of your line to join the conference.

To add a held Call:

- **DO NOT first press TRANS/CONF**
- **Press ADD HELD**
- **Press line key with held call**
The caller on hold is now in the conference.

OR

Press PRIVACY REL

to allow someone with an appearance of your line into the conference.

Want to Leave the Conference?

- **Press RELEASE or HANG UP**
OR Replace the handset
The other conferees remain connected.

To Program Speed Call Numbers

- **Press PROGRAM**
- **Press SPEED CALL**
- **Press the selected speed call key**
- **Press PRIVACY**
if you do not want the digits to display when you use the speed call key.
- **Enter the number to be saved**
including any access or area codes. (use ← to correct errors)
- **Press SAVE**
- **Record the identity of the new number**
on the line I.D. card.

On *SX-2000* systems, the PRIVACY prompt is displayed after you have entered the number to be saved.

If the number that you want saved is the last number that you dialed:*

- **Press PROGRAM**
- **Press SPEED CALL**
- **Press REDIAL**
- **Press a speed call key**
The number is now stored on that speed call key.

Want to Display a Speed Call Number?

- **Press *display***
- **Press the speed call key**
to display the number stored at that key.
- **Press EXIT**

* Not available on all systems.

Messaging on Your SUPERSET 4 Telephone

With your SUPERSET 4 telephone, you can utilize two types of messages:

- 1. Callback Messages:** messages that you can send to other users when you cannot reach them.
(See tab labelled "Callback/Messages".)
- 2. Advisory Messages:** messages that you activate at your telephone for other users to see – at their telephone – when they call you; such as, 'IN A MEETING', or 'ON VACATION'.

Timed Reminder*

You can set up a timed reminder that will ring your telephone at a prearranged time. This is useful when you want a reminder to go to a meeting, make a call, and so on.

What is an Account Code?

Account Codes are used in situations where it is necessary to charge the cost of a call to a specific account, or client, or project, etc. In some cases, it may be necessary to enter an account code when making external calls. For added flexibility, account codes may be entered before making a call or during a call if you wish to charge specific parts of a call to separate accounts. You may enter as many codes as you wish -- without ever having to put the caller on hold.

* Not available on all systems.

Setting Advisory Messages

Once set, your message will appear on any other SUPERSET 4 or SUPERSET 4 DN telephones calling you.

- Press **MSG**
- Press **SEND MSG (SX-2000 systems only)**
- Enter the 2-digit message number
OR Press NEXT
to move through the list of messages.
- Press **ON**
to activate your chosen message.

To Create a Message*

- Press **PROGRAM**
- Press **MSG**
- Enter the 2-digit message number (09 –15)
- Enter the first letter of your message using keypad spelling, as described on the following page.
- Press **NEXT**
and continue entering letters until finished.
- Press **SAVE**

To Cancel an Advisory Message

- Press **MSG**
- Press **OFF**
- Press **EXIT**

To Set a Timed Reminder

- Press **PROGRAM**
- Press **REMINDER**
- Dial 4-digit time
(The 24-hour clock format is used.)
- Press **SAVE**

When the Reminder Rings?

If your telephone is idle:

- Press **REMINDER**

If your telephone is busy:

- Press **display**
- Press **REMINDER**

Cancel Reminder?

- Press **PROGRAM**
- Press **REMINDER**
- Press **CANCEL**

Entering an Account Code

- Press **select features**
- Dial 5
- Enter the account code
- Press **SAVE**
- Dial the number

In a Hurry?

Account Codes that you use frequently can be stored in a speed call key, eliminating the need to re-enter the code each time.

To Enter an Account Code Saved on a Speed Call Key

- Press **select features**
- Dial 5
- Press appropriate speed call key
Contact your Communications Department for information on programming this feature.

* Not available on all systems.

Your telephone is designed to let you program and save certain information (such as Call Forward destinations and Speed Call numbers). Once such information is programmed, you may access it whenever you wish. For example, you need only program your Call Forwarding information once. From then on, you may activate or disable Call Forwarding with the push of a button.

Forwarding Your Calls

You can forward your calls to another extension when your line is busy or when you are away from your desk. There are various types of Call Forwarding that can be activated depending on the system and the application.

1. **Always** All your incoming calls are forwarded.
2. **Busy**¹ Your calls are forwarded when your telephone is busy.
3. **No Answer**¹ Your calls are forwarded when your telephone is unanswered.
4. **Busy/No Answer*** Your calls are forwarded when your telephone is busy OR unanswered.
5. **To Me / I Am Here*** You can forward your calls from someone else's desk.

Personalizing Your SUPERSET 4 Telephone*

You can program your name to appear on other display telephones and at the Attendant Console when you call someone or someone calls you. You can enter the characters in whatever form you wish (e.g., CAROL; or CAROL SINCLAIR; or C. SINCLAIR; etc.) (On SX-2000 systems, this feature is system controlled; i.e. your name is automatically associated with your telephone.)

Call By Name*

If you wish to call someone but do not know their extension number, you can use the dialpad to key in the person's name. Various formats may be used, including; surname, initial of surname, or initials of first and surname.

Keypad Spelling

You can "spell" words using the letters marked on each key of the dialpad. For example, to spell "TOM": tap '8' once = T; tap '6' three times = O; tap '6' once = M.

When spelling, note the following:

- To type a number, press the associated number key four times.
- Press ← to erase a letter.
- Press NEXT after each correctly entered letter.²
- Press NEXT twice to leave a space.³

* Not available on all systems.

¹ On SX-2000 systems, internal and external calls can be forwarded to separate destinations. (i.e. internal calls to ext. 2103; external calls to ext. 4671).

² On SX-2000 systems, press → to advance to the next letter, if located on same key as previous letter.

³ On SX-2000 systems, press → twice to leave a space.

To Program Call Forward

- Press PROGRAM
- Press CALL FWD
The first forwarding option is displayed.
- Press YES
to select this type.
OR Press NO
to move through the list of options until you find the one you want.
- Dial desired destination number
- Press SAVE

Notes: Calls can be forwarded to an external destination if the number is programmed on a speed call key.

When programming 'Call Forward I Am Here' from another extension, enter YOUR extension number when prompted for desired destination.

Make An Error?

- Press ←
to backspace and clear an incorrect entry.
OR
- Press EXIT
to clear the display and start over again.

Turn Forwarding On or Off?

- Press *select features*
- Dial 1
to display the type and destination of current forwarding.
- Press ON
to turn forwarding on.
OR Press OFF
to turn forwarding off.
- Press NEXT (SX-2000 systems only)
to proceed to the next type of forwarding.

Want to Display Current Forwarding?

- Press *display*
- Press CALL FWD
to display type and destination currently active.
- Press NEXT (SX-2000 systems only)
to display next type and destination.
- Press EXIT

To Program Your Name*

- Press PROGRAM
- Press NAME
- Enter the first letter of your name
using keypad spelling, as described above.
- Press NEXT
and continue entering letters until finished.
- Press SAVE

To Erase a Name Already Programmed

- Press PROGRAM
- Press NAME
- Press CANCEL
- Press EXIT

Want to Display Saved Name?

- Press *display*
- Press NAME
- Press EXIT

To Make a Call Using Call By Name*

- Press NAME
- Enter the name
(using keypad spelling, above)
- Press HELP

If the name you want appears:

- Press CALL
to automatically call that person.

If not:

- Press NEXT
to display the next name and/or scroll through the list of names.

When scrolling through the list:

- Press ←
to display the previous name.
- Press HELP
for a full version of the name displayed.
- Press NAME
to return to the original name entered.

* Not available on all systems.

Idle versus Active Display

When your telephone is idle, the current date and time of day are displayed continuously. But notice what happens when you make or receive an external call -- the display now shows which external line is being used, as well as the duration of the call itself. This is extremely beneficial in circumstances where you are charging the cost of a call to a customer or an account number.

Want to display saved information?

When used in conjunction with the *display* key, the LCD enables you to view saved information such as, Call Forward settings, last number dialed, speed call numbers, programmed name, timed reminder settings, and line select key designations.

To display any of the information listed above, simply press the *display* key, followed by either a line select/speed call key, or the softkey associated with the information to be displayed.

What does the *select features* key do?

Located in the upper right and left corners of the LCD is a list of features that may be activated or disabled when used in conjunction with the *select features* key. These features include; 1:FWD (Call Forward), 2:NO DIST'B (Do Not Disturb), 3:AUTO ANS (Auto Answer), 4:MSG (Message), and 5:ACCT CODE (Account Code). Whenever one of these features is active on your telephone, its name appears in the upper left or right corner of the display.

For information on each of these features, consult the appropriate section in this guide.

Your telephone's built-in microphone

The *mic. on/off* key allows you to consult privately with someone in your office during a handsfree conversation. When you press *mic. on/off*, the speaker is kept on, enabling you to hear the caller, but the microphone is turned off, so that the caller cannot hear you.

During handsfree operation, the words MIC. ON appear in the upper right-hand corner of the display, signifying that the microphone is on. When you press *mic. on/off*, these words disappear. In this way, you can always see at a glance, the current state of the microphone.

To display stored information

- **Press *display***
- **Press one of the following:**
 - **a line select key**
to display the extension number.
 - **a speed call key**
to display programmed speed call number.
 - **CALL FWD**
to display type and destination currently active.
 - **REDIAL**
to display the last manually dialed number.
 - **NAME**
to display the name programmed on your telephone.
 - **REMINDER**
to display any timed reminders that you have programmed.
- **Press EXIT**
to return to original display.

Volume Controls

Before using your *SUPERSET 4* telephone, you may wish to adjust the volume controls for the speaker and ringer. These controls are located on the upper left corner of your telephone.

Can You Hear the Music?

If you have a music note showing on your display, this means that you have access to background music through the speaker on your telephone. Simply press the key below the music note to turn the music on and off. The volume can be adjusted using the speaker volume control on the upper left corner of your telephone. (Your telephone remains operative while music is on.) When you make or receive a call, the music will automatically be turned off, and will not come back on until you press the music note.