SX·100®/SX·200®

SUPERSET 3™
SUPERSET 4™

User Guide

MITEL®

Introduction

Welcome to the Mitel SUPERSWITCH® system.

In the days ahead, you'll be able to explore the many features provided with your system.

With the SUPERSET 4™ telephone set, you'll discover that advanced call-handling is only a touch-of-a-button away.

We've prepared this guide so that you'll know exactly how to use the SUPERSET 3™ or SUPERSET 4 set.

The features available on your system have been specially selected by your company and may not include all the features described in this guide.

SUPERSET 4

Contents

Your SUPERSET 4

Overview

1 Speaker Volume Control

Used to increase or decrease the speaker volume.

2 Ringer Volume Control

Increases or decreases the ringer volume.

3 Line Status Display

Used to display status of the line assigned to the corresponding key.

4 Speed Call Keys and Line Select Keys

These keys may be assigned as internal or outgoing lines. The remaining keys can be used as speed call keys.

5 Hold Key

Used to place a line on hold.

6 Feature Display

A liquid crystal display used to display prompts and messages.

7 Feature Keys

Six unmarked feature keys used to activate the corresponding feature named in the feature display.

8 Microphone

A sensitive microphone for handsfree set operation.

9 Ringer Pitch Control

Used to adjust the pitch of the ringer, making it easy to identify your set when it's ringing. Accessible through a hole in the base of the set, the control can be adjusted with a screwdriver.

10 Supplementary Feature Keys

display

Used in conjunction with other keys to display saved numbers, call forward settings, identities of lines and calling or camped-on parties. To clear the display, press EXIT feature key.

Your SUPERSET 4
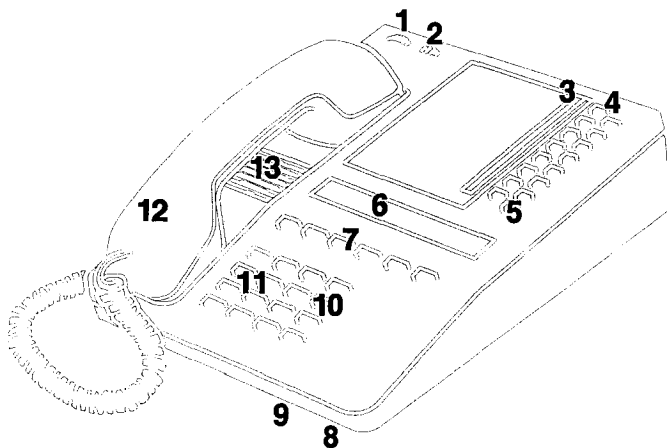
select features

Used to select and enable or disable
supplementary features in the features display.

speaker on/off

Used for handsfree SUPERSET 4 set operation.

mic. on/off

Used to switch the microphone ON or OFF.

11 Dial Key Pad

A standard 12-key telephone dial pad.

12 Handset

Used for private conversations.

13 Speaker

Both ringer and voice outputs share the same
speaker. There are separate volume controls for
ringer and voice.

Your SUPERSET 4 (cont'd)

Line Select Keys

Normally, when you lift the handset or press the *speaker on/off* key, your own line is selected automatically.

To place or answer a call on a different line, press the appropriate line select key. You may have lines on your set which are assigned to other sets. Your conversations on these lines will be private, unless you add another user to the conversation by using a system feature.

Line Displays

When a line is | the line status display appears as shown below

When a line is		
Idle	☐	
Called (incoming call)	◐ ⬛ ◐ ⬛	Alternating
Busy	◉	
Busy at another extension	⬤	
On Hold	◉ ☐ ◉ ☐	Flashing
On Hold at another extension	⬤ ☐ ⬤ ☐	Flashing

Handsfree Operation
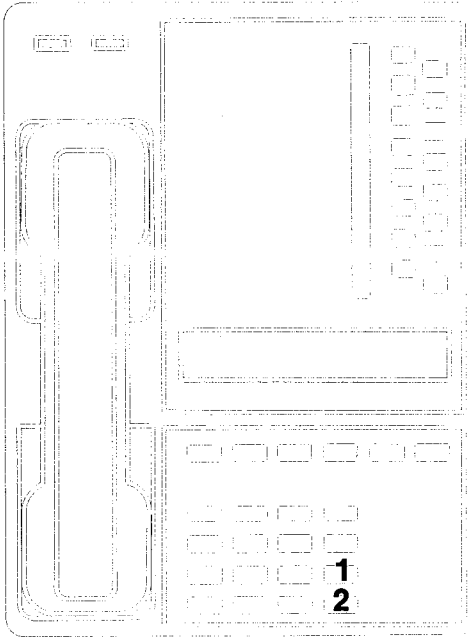
To change from handset to speaker operation

Press the *speaker on/off* key (1) and replace handset
Continue your conversation handsfree.

To change from speaker to handset operation

Lift the handset
The speaker and microphone are now disabled.

To consult privately during speaker operation

Press *microphone on/off* (2)
Speaker is still in use but microphone is now disabled.

Placing a Call
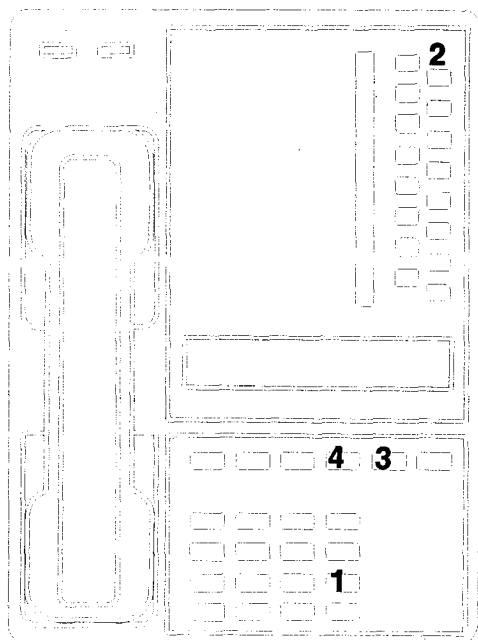
'o place a call to another extension

Obtain dial tone
Lift handset,

or press *speaker on/off* key (1)

and either dial extension number, or press a speed call key (2)
if the number has been saved for speed calling.

or dial the required number
without lifting the handset.

'o place a call to another extension – Intercom

Press an intercom speed call key

Placing a Call

To place a call to an outside number

Obtain dial tone
Lift handset,

or press *speaker on/off* key (**1**)

and either dial extension number
or press a speed call key (2)
if the number has been saved for speed calling.

or press REDIAL (3)
if the number is the last number you dialed.

or press CALL (4)
if you are returning a call in response to a message.

If your own line is free, the line is selected automatically; otherwise select a free line select key (**2**) and dial a number from the Dial Key Pad.

If the line indicator next to the line select key is lit, someone else is using that line.

or dial the required number
without lifting the handset.

Answering Calls
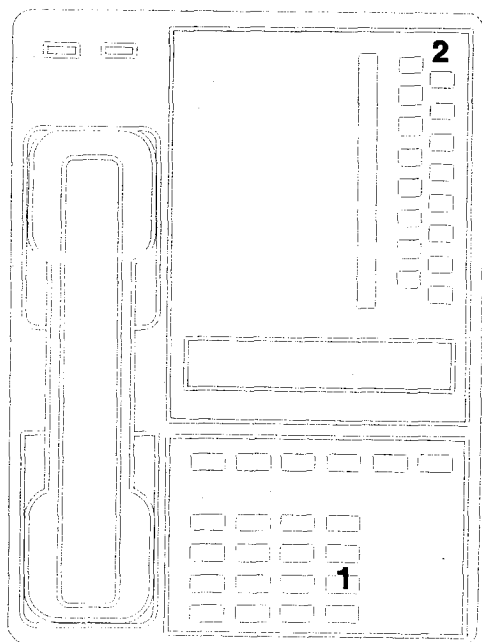
When a new call arrives at your set, the appropriate line status display
flashes and the set may ring.

To answer a call

Either lift the handset
and speak with the caller privately.

or press the *speaker on/off* key (1)
and speak with the caller in handsfree mode.

or press the flashing line select key (2)
and speak with the caller in handsfree mode.

3

Placing a Call on Hold
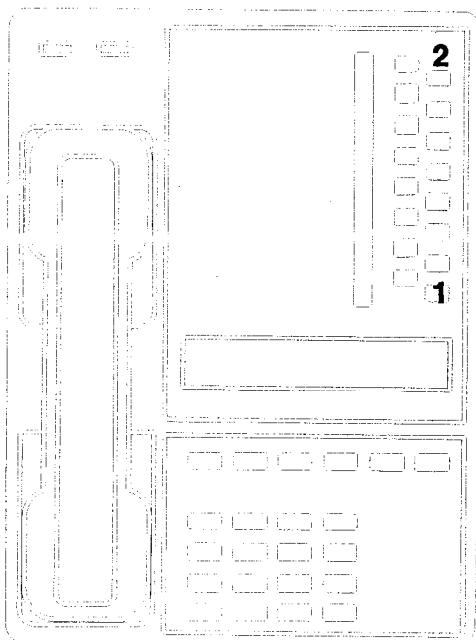
To place a call on hold

Advise the caller

Press the *hold* key (1)
The indicator lamp next to the line on hold flashes.

To retrieve a call from hold from another SUPERSET 4 set with that line appearance

Press appropriate flashing line select key (2)
You are connected to the held call.

Note: You may dial a call pickup code.

Transferring Calls
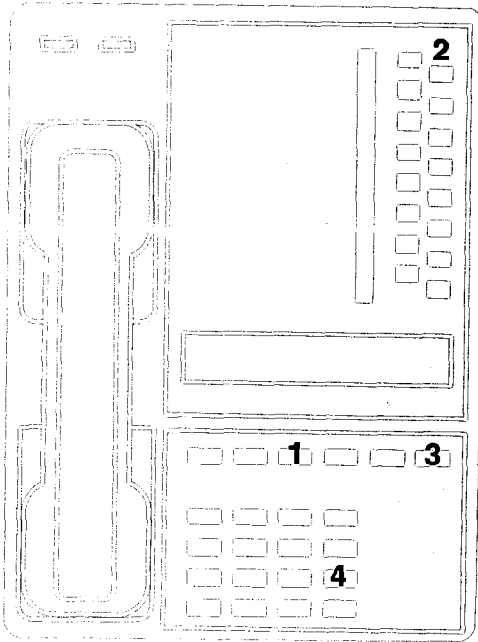
o transfer a caller to another extension

Advise caller of pending transfer.

Press TRANS/CONF (1)
The call is placed on temporary hold.

Dial the number manually from the dial key pad

or press appropriate speed call key (2)

0

Transferring Calls

If the selected extension is ringing or busy and you do not wish to stay on the line

Press RELEASE (3)

The caller is transferred to the ringing extension.

The user of the busy extension hears two quick beeps indicating the waiting call. When the busy extension user hangs up, his/her phone rings and the waiting call is connected automatically.

If there is no answer after a time-out period, the transferred call returns and rings your extension.

If you wish to stay on the line

Wait until the ringing extension is answered.

Speak with the extension user

Press *speaker on/off* key (4)

if you are in handsfree mode,

or replace handset

The call is transferred.

To retrieve a held call

Press CANCEL

You are reconnected with the held call.

Finishing Calls
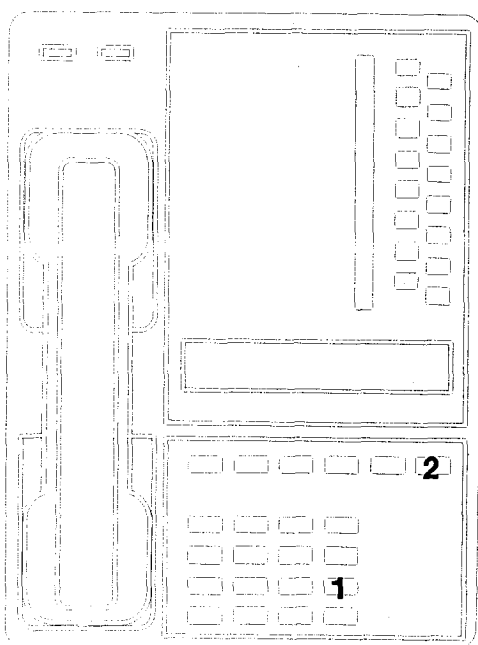
˙o finish a call

Replace handset

or press *speaker on/off* key (1)
if speaker is in use.

or press HANG-UP (2)

Speed Calling

Frequently used extension or outside telephone numbers may be saved for automatic dialing.

To organize a number for speed calling

Before you save a number, follow the given example and write down long numbers exactly as you would dial them.

For example, a typical long-distance telephone number would be dialed as follows:

9 + 1 + 613 + 5550000

           └ telephone number
       └ area code
    └ long-distance number
 └ outside line access number
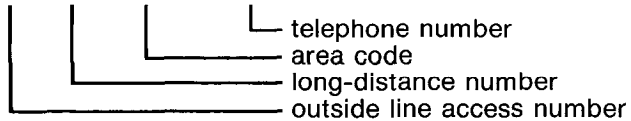
These special codes can be inserted into the saved telephone number:

✶1 – Used to suspend speed dialing for 5 seconds to all telephone-exchange equipment, to prepare for reception of more digits.

✶2 – Used to wait for dial tone. (You may find that in some areas, ✶1 is more useful than ✶2.)

✶3 – Used to insert a predialed sequence. This code must be followed by a 1-digit number (1-9) that specifies the quantity of digits to be dialed manually.

✶5 – Used for an intercom number. Dial the extension number of another SUPERSET, plus ✶5. These calls are routed to the other set's speaker, even if the set is busy.

Note: If your system has the ARS feature, do not store ✶ codes for outside numbers.

Speed Calling (cont'd)

The following example illustrates the use of ✶3. The general number for directory assistance is:

1 + (area code) + 5551212

The area code determines which area you are making the inquiry in, and is unknown until you require assistance. With the set, you can save the number and make use of the ✶3 code to suspend dialing until you dial the area code from the keypad.

In this case, write down the number

9 + 1 + ✶3 + 3 + 5551212

where,

✶3 suspends dialing until you've dialed the area code from the keypad.

3 tells the set to wait for three digits to be dialed manually.

After pressing a key with ✶3 saved in the number, you hear a beep prompting you to dial digits manually. If the digits you dial are less than the quantity specified when the number was saved, press # and dialing will begin.

Based on the above example, if you want to call the Toronto directory assistance.

Press appropriate speed call key
Listen for beep.

Dial 416
– the Toronto area code.

The system dials 9 1 416 5551212 automatically.

Speed Calling (cont'd)
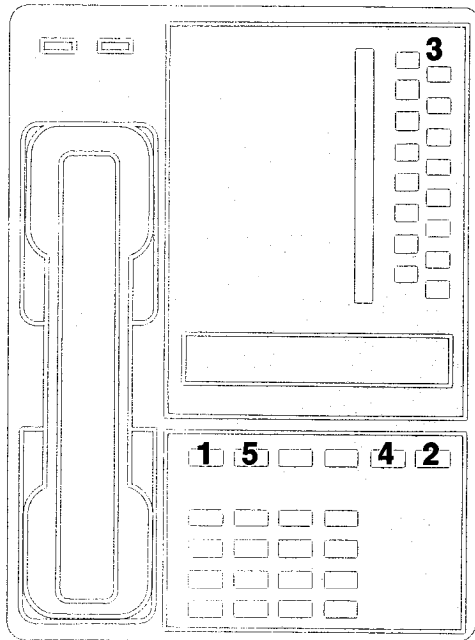
To use a speed call key

Press a speed call key (3)
The stored number is dialed for you automatically.

To assign a speed call key

Press PROGRAM (1)
Press SPEED CALL (2)
Press required speed call key (3)
Enter digits to be saved
from the dial key pad.

Press EXIT (1)
to abandon the new entry leaving the previously saved number intact.

Press SAVE (5)
The new number is now saved.

Conference Calls
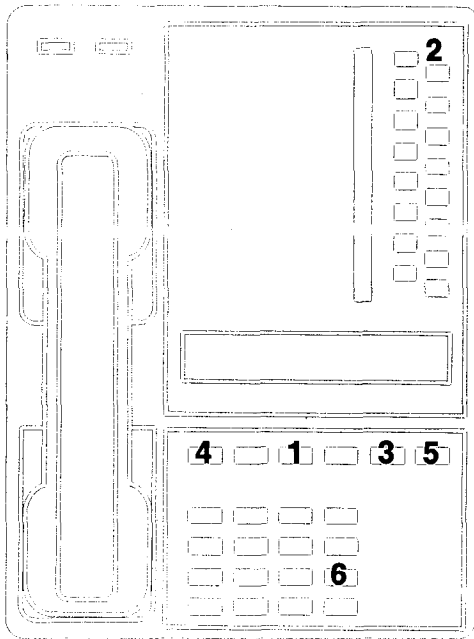
A conference call may include up to seven parties.

To set up a conference call

Press TRANS/CONF (1)
The call is placed on temporary hold.

Dial extension number using dial key pad

or press required speed call key (2)
If the number is busy or unanswered, press
CANCEL (3) to retrieve the held call.

If the number is ringing, wait until the ringing
telephone is answered.

Press CONF (1)
You now have a conference.

Conference Calls

To speak privately with one party in a conference

Press SPLIT (4)

You are connected to one party and the other party is placed on temporary hold.

To alternate between callers

Press SWAP (4)

You are connected to the held party and the other caller is placed on temporary hold.

To exit from a conference call

Replace handset
or press HANG-UP (5)
or press *speaker on/off* key (6)

if in handsfree mode. You are released from the call.

The callers are connected together.

UCD Agent

Incoming calls

If you are part of an agent group, calls will arrive at your set automatically.

You can assign an account code to a call.

To stop receiving calls temporarily use the Do Not Disturb feature.

Sub-attendant

As a sub-attendant, you may be required to store and take messages for SUPERSET 3 or regular telephone users.

To store messages

Press PROGRAM

Press MSG

Dial message number (01-15)

Note: 01 to 08 are already programmed for you. Each message can be up to 13 characters long including spaces.

You can create messages using the letters on the keypad.

Press the key associated with the first letter of your message

Since each key is associated with three letters, press the key up to three times to display the required letter.

When that letter is displayed, press the NEXT key.

Repeat this operation for each letter in your message.

Sub-attendant (cont'd)

Note: Press . . .
NEXT   to leave a space
*   to store Q, Z, ', .
←   to backspace and erase an error
EXIT   to clear the display and start over
0   not used
not used

Press SAVE

OUT TO LUNCH

EXIT   SAVE   NEXT
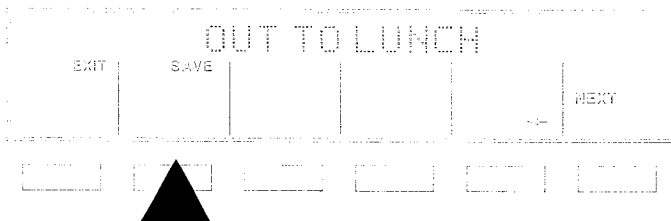
If a call is forwarded to your prime line

FROM 254
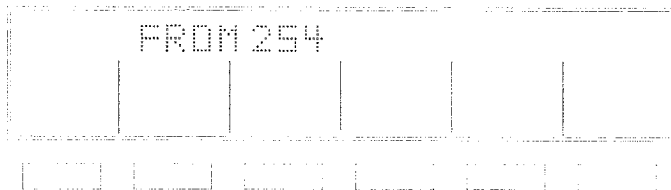
Answer the call

If the caller wishes to leave a message, take the message and finish the call.

To leave an indication at the user's set

Dial extension number

Press SEND MSG

SEND MSG
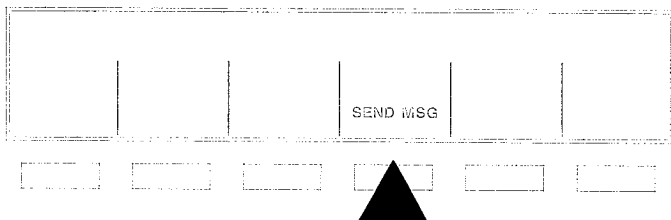
Sub-attendant (cont'd)

Replace handset

The message indication is automatically cancelled when the station user calls any SUPERSET 4.

To cancel a message indication for a station

Dial the extension number
Press MSG

The indication is cancelled.

If the caller wishes to speak to someone else

Press TRANS/CONF
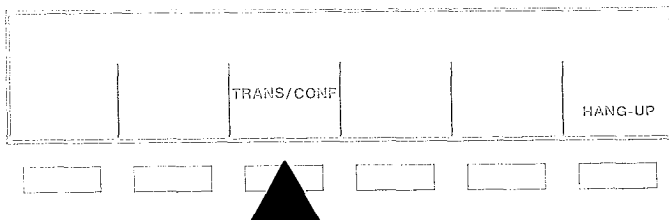
Dial the required number
or press a speed call key
Press RELEASE
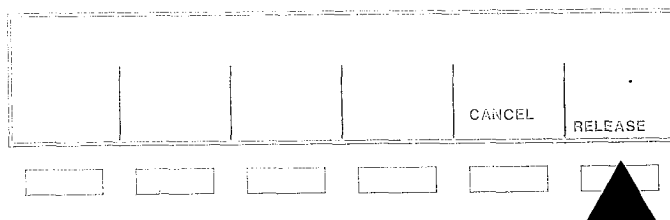
Note: If there is no answer or the extension is busy, the call will recall to your set.

And More!

The And More! reference section is a summary, arranged in alphabetical order, of the features appearing in the display area.

Only the features you have access to will be displayed on your set.

ADD HELD

To add a held call to a conversation on a different line,

Press ADD HELD
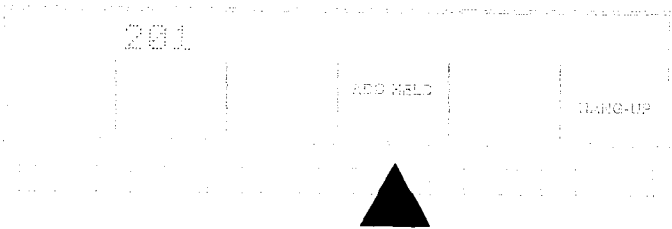
Press line with held call

You are now in a conference.

BACKGROUND MUSIC

To hear background music from your SUPERSET speaker.

Press ♪
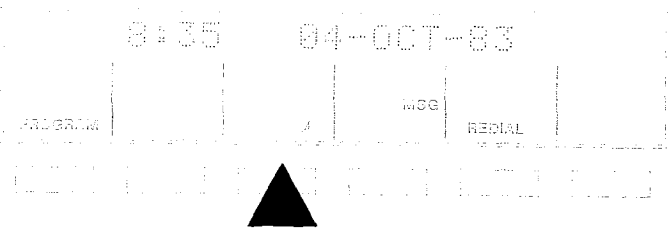
To turn music off

Press ♪ again

Note: Adjust volume by the speaker volume control.

And More!

CALLBACK

To be called back when a busy extension or outside line becomes free.

Press CALLBACK

```
      201 BUSY

 CAMP ON | CALLBACK |        | SEND MSG |        | HANG-UP
```

▲
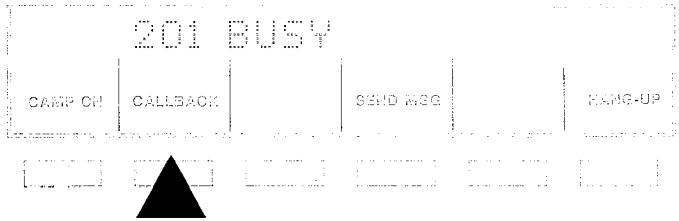
Replace handset

CALL FWD

Redirect your incoming calls to another extension, group or outside number.

There are four types of call forwarding:

• ALWAYS FORWARD – all your incoming calls are redirected.

• NO ANSWER – your unanswered calls are redirected.

• BUSY FORWARD – your calls are redirected whenever your set is busy.

• BUSY/NO ANSWER FORWARD – your busy or unanswered calls are redirected.

Note: If power failure occurs, you must reset call forwarding when power is restored.

To set up call forwarding
Press PROGRAM

```
      12:35   04-OCT-83

 PROGRAM |      |      |  MSG  |       |
                         REDIAL
```

▲

And More!

Press CALL FWD

```
| EXIT |        | CALL FWD |         |         | SPEED CALL |
```
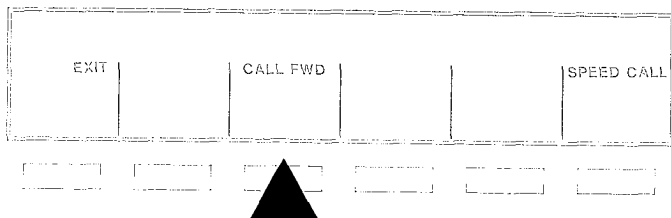
Press YES or NO

to select the required type of call forwarding.

```
|  ALWAYS FORWARD?                              |
| EXIT |        |        |        |        |        | NO | YES |
```

OR
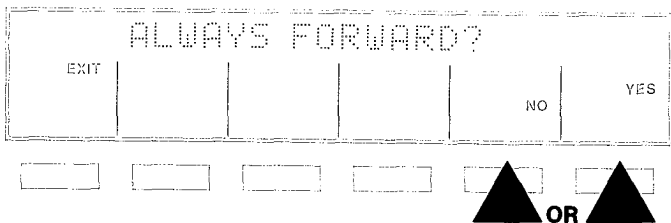
Enter destination

```
|  TO :                                         |
| EXIT |        |        |        |        |        |        |
```
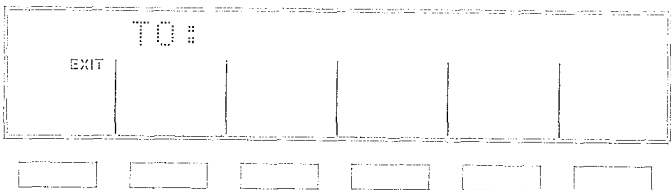
Either dial number manually, or press a speed call key

The number you want your calls redirected to may be a different extension, or an outside number (if permitted with your set).

Press ← to backspace and erase an error.

Press EXIT to clear the display and start over again.

And More!

Press SAVE

```
┌─────────────────────────────────────────────┐
│  TO # 201                                     │
│  ┌─────┐ ┌─────┐ ┌────┐ ┌────┐ ┌────┐ ┌────┐  │
│  │EXIT │ │SAVE │ │    │ │    │ │    │ │    │  │
│  └─────┘ └─────┘ └────┘ └────┘ └────┘ └────┘  │
└─────────────────────────────────────────────┘
```
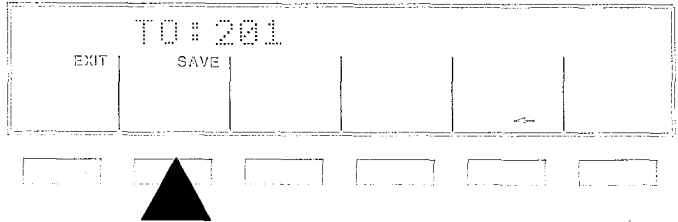
Call forwarding is now activated and FWD is
displayed as a reminder.

To cancel or reactivate call forwarding

Press *select features* key
Dial 1
Call forwarding is feature number 1.

Press OFF or ON
to cancel or reactivate.

```
┌─────────────────────────────────────────────┐
│  1: FWD                                       │
│    NO DIST'D                                  │
│  ┌─────┐ ┌─────┐ ┌────┐ ┌────┐ ┌────┐ ┌────┐  │
│  │EXIT │ │ OFF │ │    │ │    │ │    │ │    │  │
│  └─────┘ └─────┘ └────┘ └────┘ └────┘ └────┘  │
└─────────────────────────────────────────────┘
```

```
┌─────────────────────────────────────────────┐
│  1: FWD                                       │
│    NO DIST'B                                  │
│  ┌─────┐ ┌─────┐ ┌────┐ ┌────┐ ┌────┐ ┌────┐  │
│  │EXIT │ │ ON  │ │    │ │    │ │    │ │    │  │
│  └─────┘ └─────┘ └────┘ └────┘ └────┘ └────┘  │
└─────────────────────────────────────────────┘
```
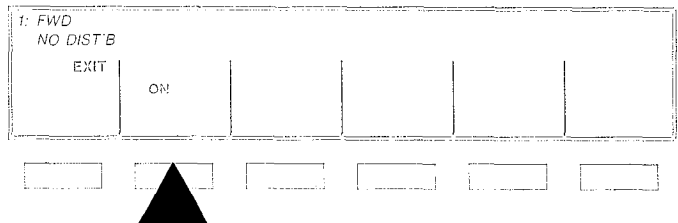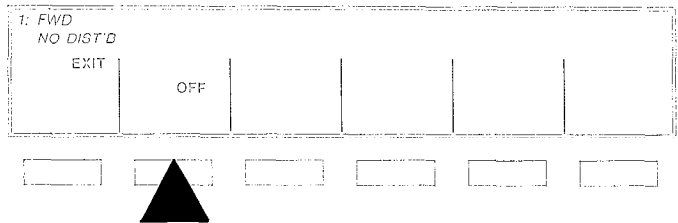
And More!

CAMP ON

Used to signal a busy extension that you wish to speak with the user.

Listen for busy tone
Press CAMP ON

```
┌──────────────────────────────────────────────┐
│          201 BUSY                              │
│  ┌──────┬──────────┐   ┌──────┐   ┌────────┐   │
│  │CAMP ON│CALLBACK  │   │SEND MSG│   │HANG-UP│   │
│  └──────┴──────────┘   └──────┘   └────────┘   │
│   ▲    ┌────┐ ┌────┐   ┌────┐  ┌────┐ ┌────┐   │
│  ███   └────┘ └────┘   └────┘  └────┘ └────┘   │
└──────────────────────────────────────────────┘
```

Remain off-hook. You may hear music. When the extension becomes free, you are connected.

CANCEL

Used to drop your current party and recover a party from temporary hold.

Press CANCEL

```
┌──────────────────────────────────────────────┐
│          201 BUSY              ▦               │
│  ┌──────┬──────────┐   ┌──────┬──────┐        │
│  │CAMP ON│CALLBACK  │   │SEND MSG│CANCEL│        │
│  └──────┴──────────┘   └──────┴──────┘        │
│  ┌────┐ ┌────┐ ┌────┐ ┌────┐   ▲   ┌────┐     │
│  └────┘ └────┘ └────┘ └────┘  ███  └────┘     │
└──────────────────────────────────────────────┘
```
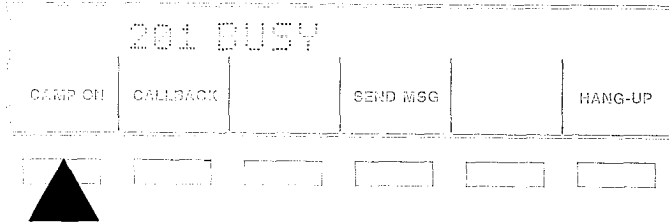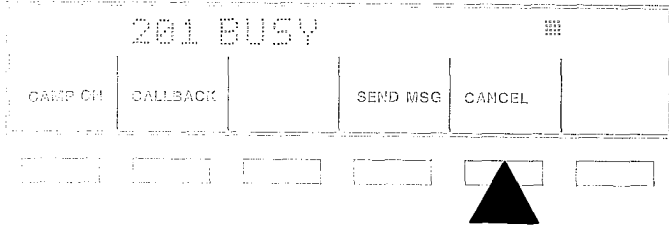
CANCEL is also used to cancel a callback message after the message is displayed.

```
┌──────────────────────────────────────────────┐
│          CALL NAME                             │
│  ┌────┐      ┌────┐         ┌──────┐ ┌────┐   │
│  │EXIT│      │CALL│         │CANCEL│ │NEXT│   │
│  └────┘      └────┘         └──────┘ └────┘   │
│  ┌────┐ ┌────┐ ┌────┐ ┌────┐ ┌────┐ ┌────┐   │
│  └────┘ └────┘ └────┘ └────┘ └────┘ └────┘   │
└──────────────────────────────────────────────┘
```

And More!

```
┌─────────────────────────────────────┐
│    AT 202/16:02                      │
│  EXIT        CALL                    │
│  ┌──┐      ┌──┐         CANCEL  NEXT │
│                                      │
└─────────────────────────────────────┘
                              ▲
```
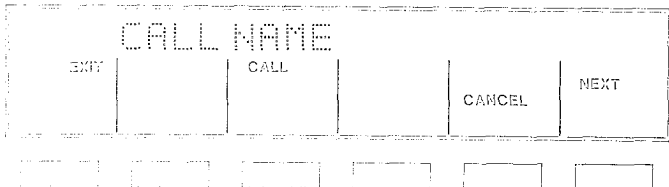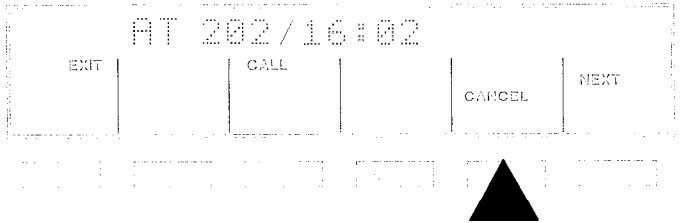
CONF

Used to set up a conference.

To add a party on temporary hold to your current call

Press CONF

```
┌─────────────────────────────────────┐
│    201                          ▦    │
│  SWAP              CONF               │
│                            CANCEL    │
│                                 RELEASE│
└─────────────────────────────────────┘
              ▲
```
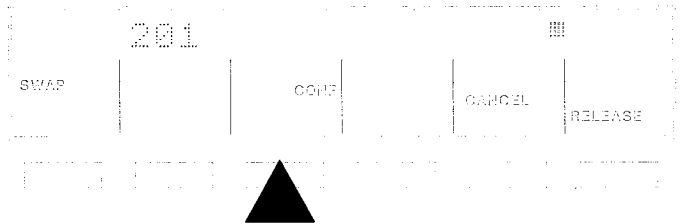
You now have a conference.

HANG-UP

Used to finish a call.

Press HANG-UP

```
┌─────────────────────────────────────┐
│    201                               │
│                                      │
│                            HANG-UP   │
└─────────────────────────────────────┘
                              ▲
```
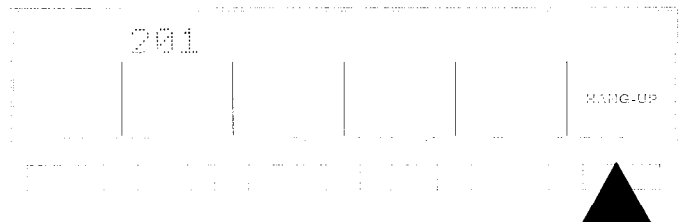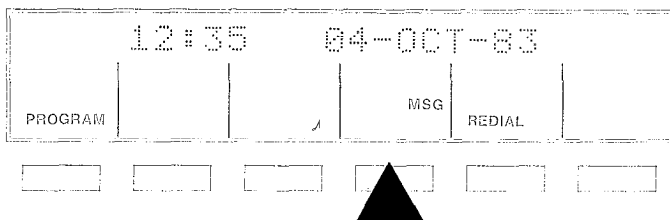
And More!

MSG

There are two types of messaging:

- Advisory — messages which you can leave for other SUPERSET 4 users to see when they call your set.

- Callback — messages which you can send to other SUPERSET 4 users when you cannot reach them.

To display stored messages
Press MSG

Press NEXT to display next message
Press EXIT to clear the display

You can leave a message for other SUPERSET 4 users if you are going to be away from your set. You have a choice of 15 messages (01 to 15).
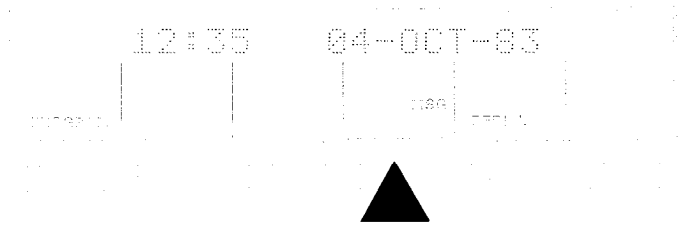
The following messages have already been stored on your system:

01 IN A MEETING
02 OUT OF TOWN
03 ON VACATION
04 OUT ON A CALL
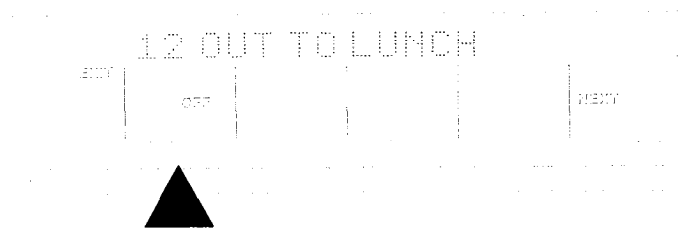05 OUT TO LUNCH
06 GONE FOR DAY
07 GONE HOME
08 IN TOMORROW

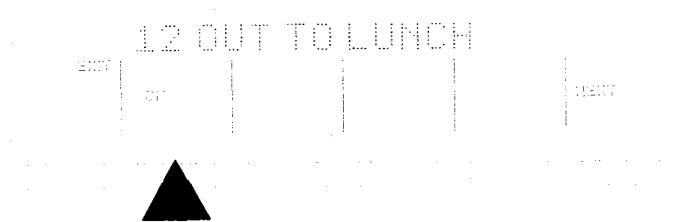**Note:** Messages 09-15 have not been previously stored.

And More!

To leave or cancel a message on your set
Press MSG

```
12:35    04-OCT-83
```

▲

Dial the required message number
or
Press NEXT several times
until the desired message is displayed.

Press ON or OFF

```
12 OUT TO LUNCH
```
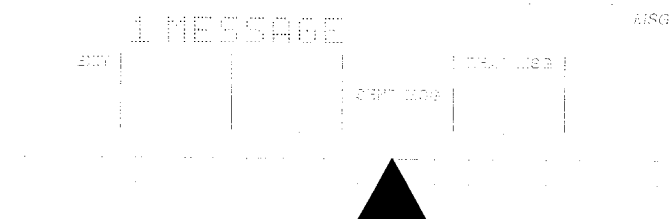
▲

```
12 OUT TO LUNCH
```

▲

And More!

If you have callback message on your set you can still leave a message

(*MSG* flashing in the upper right-hand corner of the display)

Press MSG

Press SEND MSG

Dial the required message number

or

Press NEXT several times

until the desired message is displayed.

Press ON or OFF
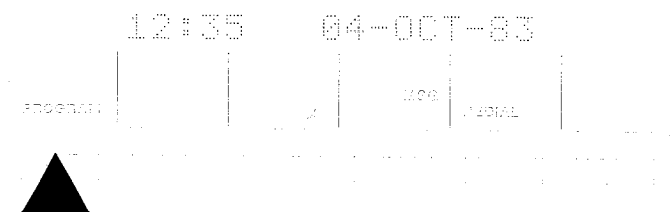
to cancel the message.

The message is displayed.

NAME

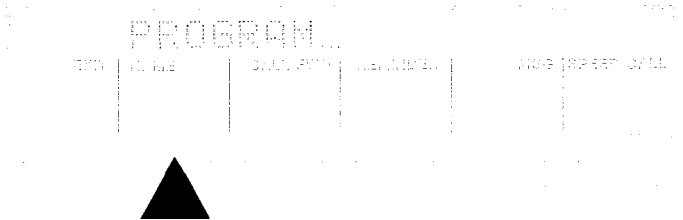Used to store your name for sending callback messages.

To store your name

Press PROGRAM
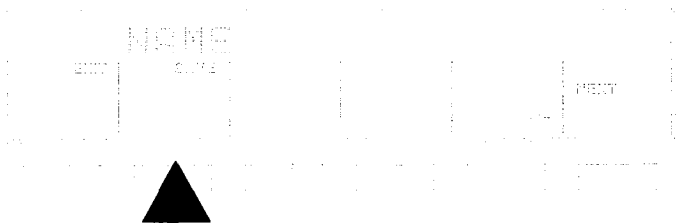
And More!

Press NAME

▲

You can store your name using the letters on the keypad. Press the key associated with the first letter of your name. Since each key is associated with three letters, press the key up to three times to display the required letter. When that letter is displayed, press the NEXT key.

Repeat this operation for each letter in your name.

Note: Press . . .

NEXT	to leave a space
✳	to store Q, Z, ', .
←	to backspace and erase an error
EXIT	to clear the display and start over again
0	not used
#	not used

Press SAVE

▲

And More!

NIGHT ANS

Used to answer an incoming outside call when the
night bell or night extension rings.

Listen for night bell

If your set is idle,

Lift handset
or press *speaker on/off* key
Press NIGHT ANS

The call is now answered handsfree.

Lift the handset for a private conversation either
before or after pressing NIGHT ANS.

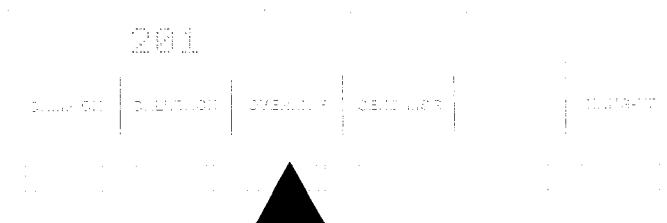### If you are dialing a call,
Press NIGHT ANS

And More!

OVERRIDE

Used in an emergency to speak with a busy party.

Listen for busy tone
Press OVERRIDE

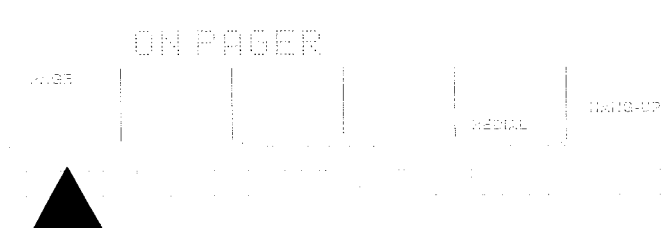You may now speak with the user, but other parties in the original conversation will hear you as well.

All parties in the conversation hear a warning tone, which is repeated every 6 seconds until you hang up.

PAGE

Used to make announcements to all zones on your paging system.

Lift handset
Listen for beep.

Press and hold down PAGE
Make announcement while holding down PAGE key.
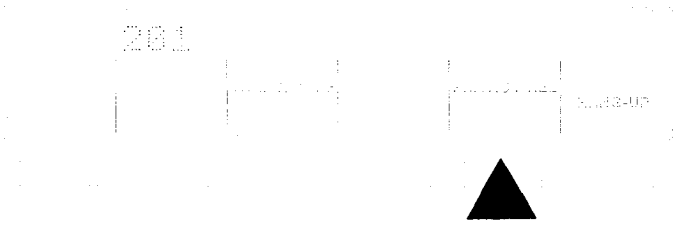
Release key at end of announcement.

Note: PAGE prompt will not appear if you are off-hook in speaker mode.

And More!

PRIVACY REL

Used to permit another SUPERSET 4 set user to join in an existing conversation.

Press PRIVACY REL

PROGRAM

Used to program your phone for call forwarding or for assigning speed call keys.

Press PROGRAM

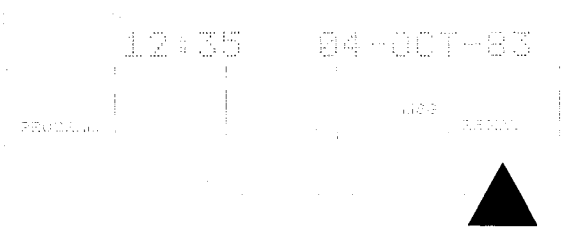You may now continue with call forwarding or speed call for automatic dialing.

And More!

REDIAL

Used to redial automatically the last manually dialed outside number.

Press REDIAL
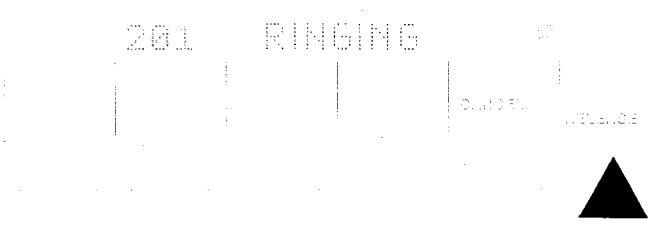
▲

RELEASE

Used to release a call on temporary hold to the current party, and remove yourself from the call.

Press RELEASE

▲

REMINDER

Used to send a reminder to yourself.

To set the time of a reminder
Press PROGRAM

▲
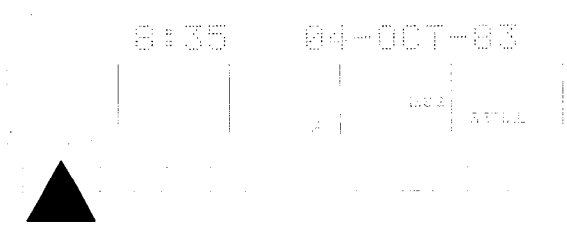
And More!

Press REMINDER

Dial 4-digit time

The 24-hour clock format is used.

For example: 16:30 represents 4:30 pm.

Press ← key

to backspace and erase an error.

Press EXIT

to clear the display and start over.

Press SAVE

At the time set for the reminder you will hear a beep, REMINDER prompt flashes and DISPLAY REMINDER is displayed.

To acknowledge a reminder

If your set is idle,

Press REMINDER

or

If your set is busy,

Press DISPLAY

And More!

Then press REMINDER

```
        DISPLAY...
EXIT                    SELECT TO

        ▲
```
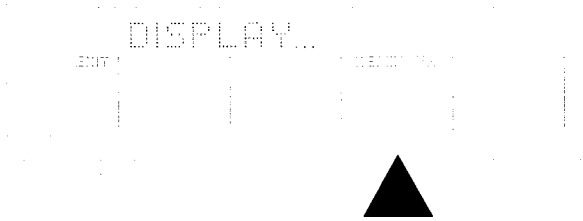
To cancel a timed reminder
Press PROGRAM

```
      8:35    04-OCT-83

PROGRAM

▲
```
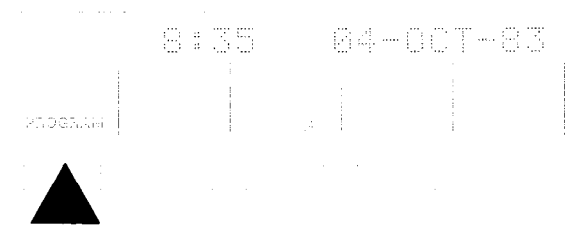
Press REMINDER
The set displays existing timed reminder.

```
      PROGRAM...
EXIT  ...      CALL ...  SELECT TO      ...   GREEN CALL

             ▲
```

Press CANCEL
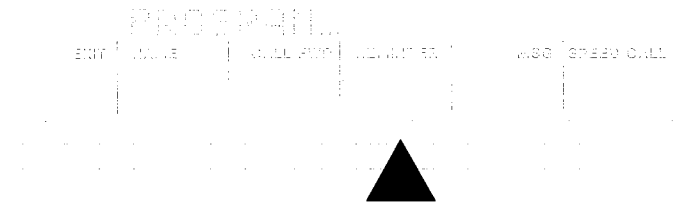
```
      ENTER TIME HH:MM
EXIT
                    CANCEL

             ▲
```
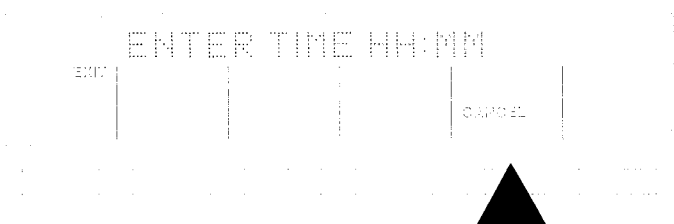
And More!

SEND MSG

Used to send a message requesting a callback.

Listen for ringing or busy tone
Press SEND MSG
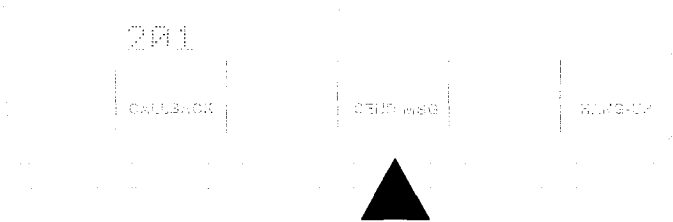
The message sent gives your extension number, and time sent.

SPEED CALL

Used to store frequently called telephone numbers for automatic dialing.

To set up or change a speed call key
Press PROGRAM
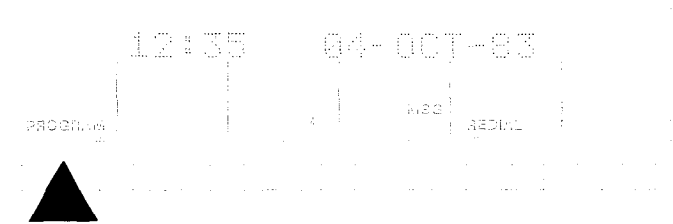
Press SPEED CALL
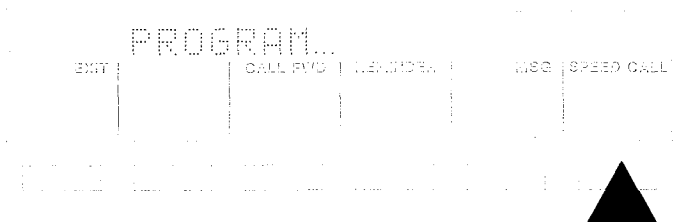
And More!

Press selected speed call key

Dial number to be saved

Press SAVE
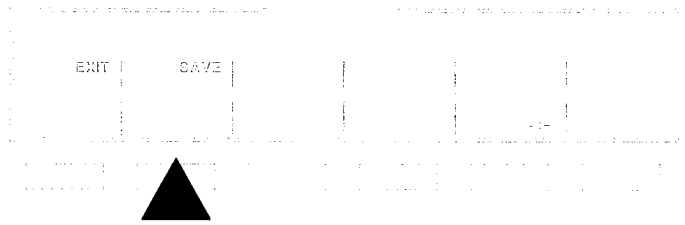
To display a saved speed call number

Press *display* key

Press selected speed call key

The saved number for that key is displayed.

Press EXIT

The display is now cleared.
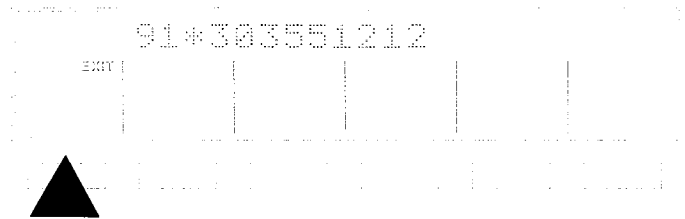
Note: If the number has more than 16 digits, press
→ to display additional digits.

Note: For more information, see Speed Calling on
page 1-14.

And More!

SPLIT

Used to speak privately with one party in a 3-way conference.

You are engaged in a conference call.

Press SPLIT

▲

You may now speak privately with one of the parties. The second party is on temporary hold.

SWAP

Used to alternate between the current party and a caller on temporary hold.

To swap parties
Press SWAP

▲
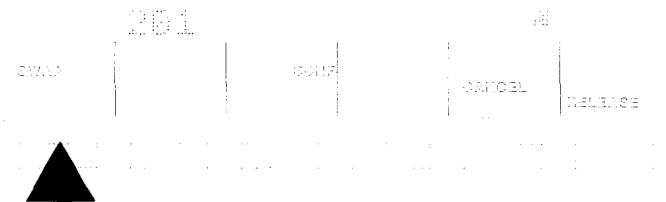
And More!

SWAP CAMP ON

Used to place your current call on temporary hold while you answer or redirect a waiting call.

To answer a waiting call

You hear a beep while connected to a call.

The display shows you who is calling.

Press SWAP CAMP ON

Your current call is placed on temporary hold and you are connected to the waiting caller.

To redirect a waiting call

You hear a beep while connected to a call.

The display shows you who is calling.

If call forwarding to a different extension has been set, see page 1-23.

You can now redirect the waiting call to the forwarded extension.

Press CALL FWD
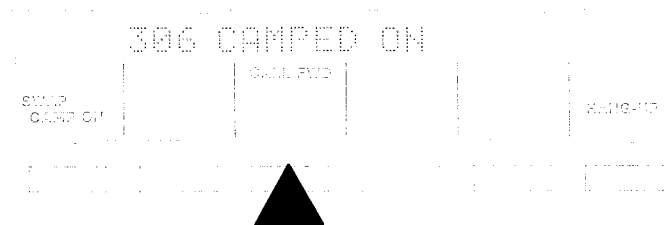
If the destination is busy, CALL FWD is not displayed.

And More!

TRANS/CONF

Used to transfer a call to another number or form a conference.

To transfer a call
Press TRANS/CONF

```
  TO44          TIME 0:00
        |    |TRANS/CONF|    |    |    |
        |    |          |    |    |    |HANG-UP
   ___  ___   ___    ___   ___   ___   ___
```

▲

Dial required number
or
Press a speed call key
Press RELEASE
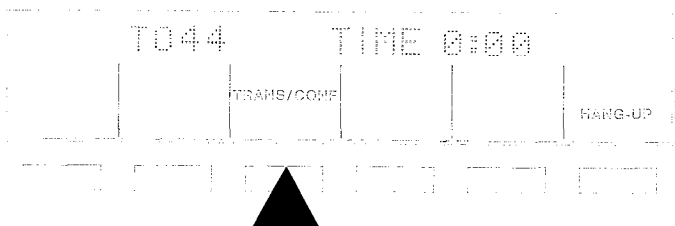
```
  201 RINGING              ▫
     |CALLBACK|    |    |SEND MSG|CANCEL|    |
                                      |RELEASE
   ___   ___    ___   ___    ___   ___
```

▲

The call is transferred.

Note: If there is no answer, the call will recall your set.

And More!

If 201 is busy, to return to original caller,

Press CANCEL
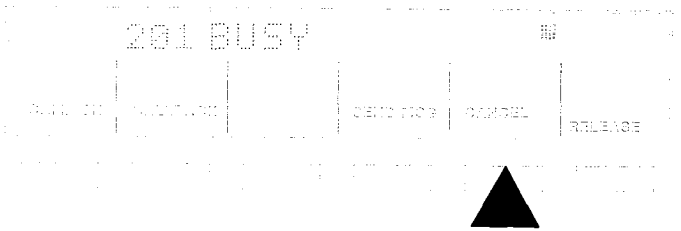
1:*FWD*

Used to activate or cancel call forwarding.

Press *select features* key
Dial 1
Press ON or OFF

Call forwarding is activated or cancelled.
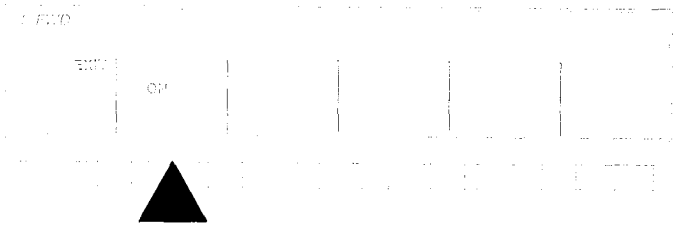
\nd More!

!:NO DIST'B

Used to activate or cancel do not disturb.

Press *select features* key
Dial 2
Press ON or OFF

Do not disturb is activated or cancelled.

▲

▲
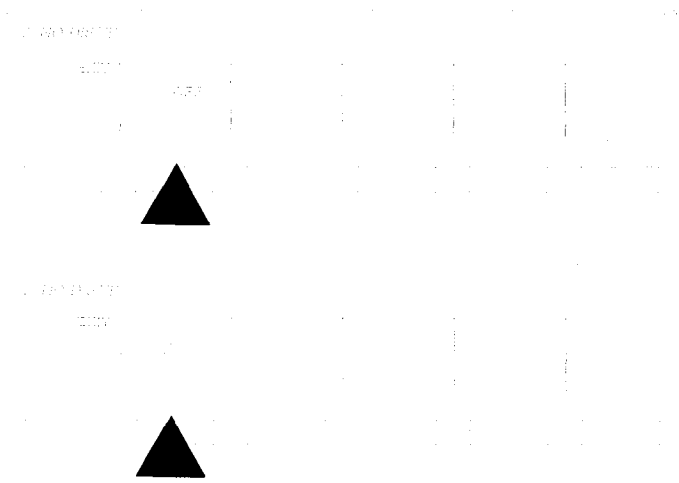
3:AUTO ANS

Used to automatically answer an incoming call handsfree.

Press *select features* key
Dial 3

And More!

Press ON or OFF

Auto-answer is activated or disabled.

```
3. AUTO ANS
    EXIT
              OFF
```

▲

```
3. AUTO ANS
    EXIT
         ON
```

▲
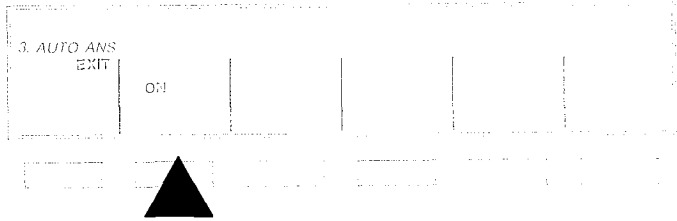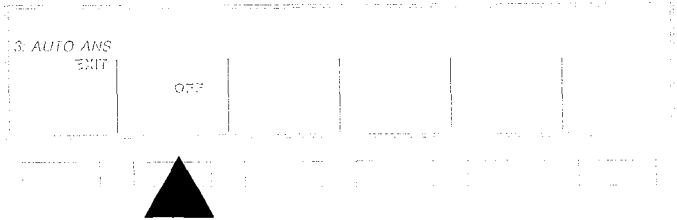
4:*MSG*

Used to read a message while you are on a call.

To read a message

If MSG is flashing in the upper right-hand corner of your display,

Press *select features* key
Dial 4
Press READ MSG

```
                                          4: MSG
    EXIT                   READ MSG

                    SEND MSG
```

▲
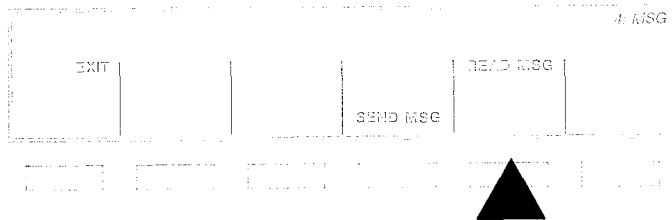
And More!

Press NEXT

to read the next message.

Press CANCEL

to erase a message.

To call some who has left you a message
Press CALL
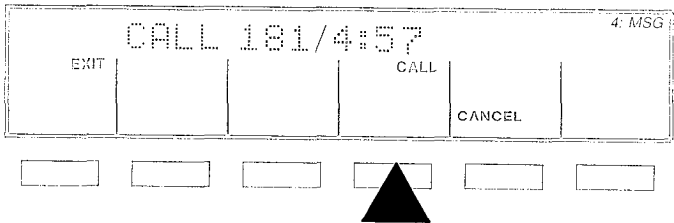
The call is dialed automatically.

Press EXIT

to clear the display.

5:*ACC CODE*

Used to enter an account code.

To enter an account code during a call
Press *select features* **key**
Dial 5
Dial account code
Press ← key

to backspace to correct an error.

SUPERSET 3

Contents

Your SUPERSET 3

Overview
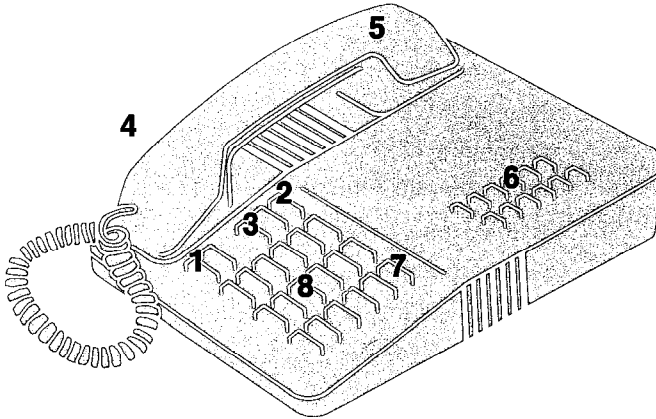
1 Handsfree
Speaker key and microphone switch.

2 *hold* Key
Used to place current call on hold.

3 Feature Keys
Five keys for automatic feature selection.

4 Volume Control
Controls the speaker and ringer output.

5 Handset
Used for private conversations.

6 Speed Call Keys
Used for saving up to 12 extension or outside numbers for automatic dialing.

7 Line Select Keys and Indicators
Used to select one of three lines.

8 Dial Key Pad
A standard 12-key telephone dial pad.

Your SUPERSET 3

Feature Keys

hold
Used to place a call on hold, thus freeing you to replace the handset or place another call.

swap
Used to alternate between a call on hold or camped-on and the current call.

trans/conf
Used to transfer a call or to set up a conference.

redial
Used to redial the last manually dialed outside number.

cancel
(1) Used to cancel an unsuccessful transfer (i.e. busy) or conference call. The caller on temporary hold is automatically retrieved.

(2) Also used to abort speed call key programming.

(3) Acts as a hang-up during speaker operation when the handset is on-hook.

program/save
Used to program and save new numbers for automatic dialing.

speaker on/off
Used for handsfree SUPERSET 3 set operation.

microphone on/off
Used to switch the microphone ON or OFF for private local conversation during a handsfree call.

Your SUPERSET 3 (cont'd)

Line Select Keys and Indicators

One of these line select keys is your own prime line (directory number). Normally, when you lift the handset or press the *speaker on/off* key, your own line is selected automatically.

The remaining select keys are assigned by the system manager as one of the following types of lines:

Personal Outgoing Line

This is another appearance of your prime line, except that incoming calls ring your prime line leaving this line free to place outgoing calls.

Key Line

This line is shared by other extensions. An incoming call may ring all the extensions sharing this line and any extension user can answer the call. Only one person can use a key line at any given time; all other people trying to place a call will receive busy tone. You can retrieve a call on hold from any extension sharing this line.

Multiple Call Line

This line shares its directory number with other extensions.

An incoming call may ring all the extensions sharing the line and any extension user can answer the call. All the extension users sharing the line may access this line simultaneously.

If you place a caller on hold, no other extension user may retrieve the call from hold.

Direct Trunk Select (DTS)

When a DTS line is accessed, you are connected automatically to an outside Central Office (CO) trunk. Only one person can use a DTS line at any time. You can transfer a call with the *trans/conf* key.

Direct Line Select (DLS)

This line is like a DTS line but you cannot transfer a call with the *trans/conf* key. However, if you place a call on hold with the red *hold* key, the call can be retrieved by another extension sharing the line.

Your SUPERSET 3 (cont'd)

Private Line

This is your own personal line and it does not appear elsewhere on the system.

When a line is	the line status display is
Idle	unlit
Busy	lit
Ringing	flash
Held	fast flash

Placing a Call
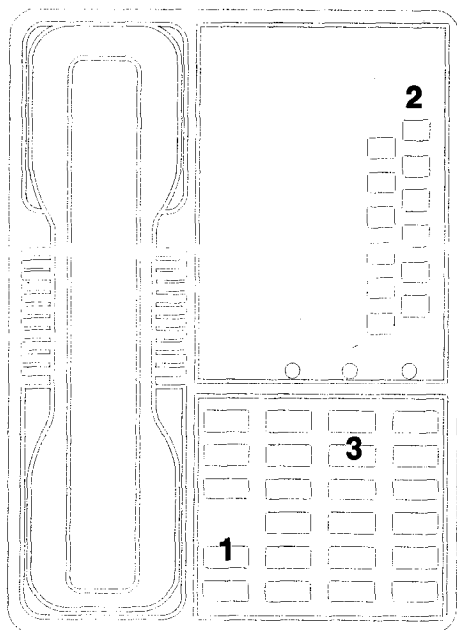
ormally, when you lift the handset or press the *speaker on/off* key,
ɔur own line is selected automatically.

ɔ place or answer a call on a different line, press the appropriate line
ɛlect key. If the line indicator above the line key is lit, someone else is
ɛing that line.

ʼo place a call to another extension

Obtain dial tone
Lift handset,

or press *speaker on/off* key (1)

and either dial manually
or press a speed call key (2)
if the number has been saved for automatic dialing.

6

Placing a Call

To place a call to an outside number

Obtain dial tone
Lift handset,

or press *speaker on/off* key (1)

Obtain outside line
Dial Trunk Access Code or press a free line select key.

and either dial manually,

or press a speed call key (2)
if the number has been saved for automatic dialing.

or press REDIAL (3)
if the number you wish to dial is the same as the last manually dialed outside number.

Answering Calls
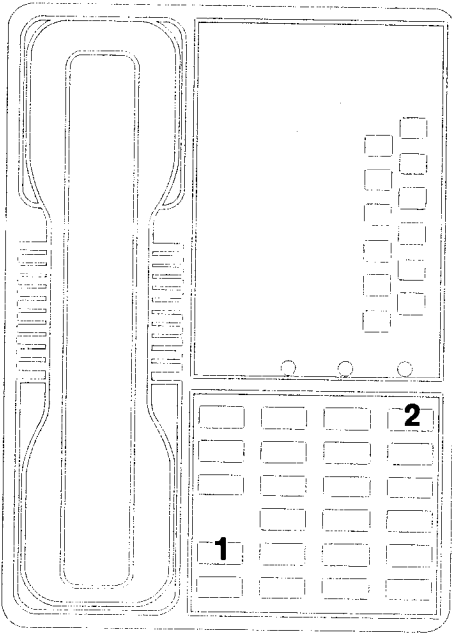
new call arriving at your SUPERSET 3 set flashes a line indicator
imp, and may ring the incoming call bell.

To answer a call

Either lift the handset
and speak with the caller privately,

or press the *speaker on/off* key (1)
and speak with the caller in handsfree mode.

or press the flashing line select key (2)
and speak with the caller in handsfree mode.

Handsfree Operation
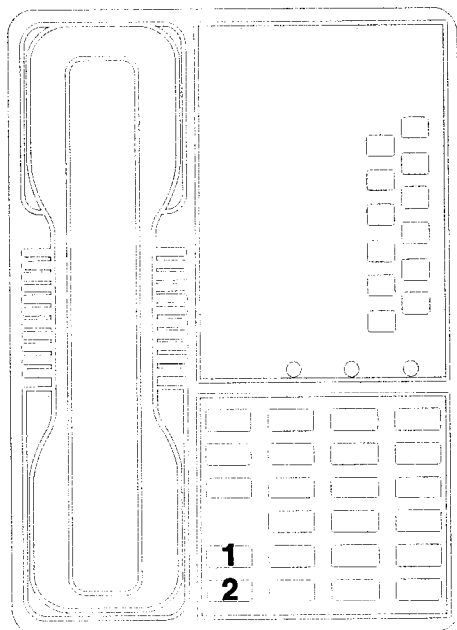
To change from handset to speaker operation

Press the *speaker on/off* key (1) and replace handset

Your conversation continues in handsfree mode.

To change from speaker to handset operation

Lift the handset

The speaker and microphone are now disabled.

To consult privately during speaker operation

Press *microphone on/off* (2)

Speaker is still in use but microphone is now disabled.

Transferring Calls
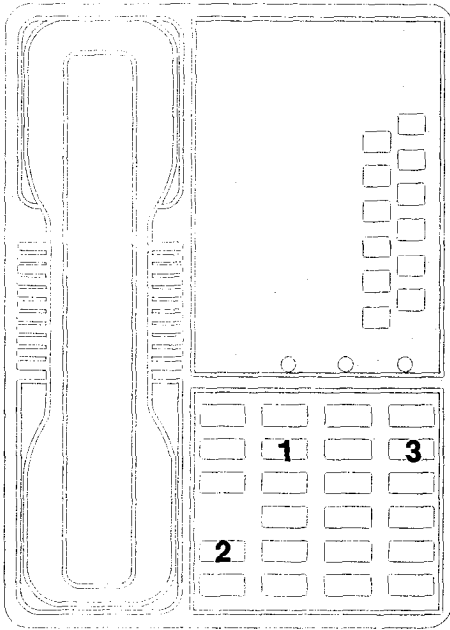
'o transfer a caller to another extension

Advise caller of pending transfer
Press *trans/conf* key (1)
The call is placed on temporary hold.

Dial the number manually from the dial key pad

If the selected extension is ringing or busy and you need not introduce the caller
Press *speaker on/off* key (2)
if you are in handsfree mode.

or replace handset
The caller is transferred to the ringing extension.

The busy extension user hears two quick beeps indicating a waiting call.

Transferring Calls

When the busy extension user hangs-up, his/her phone rings and the waiting call is connected automatically.

If there is no answer after a time-out period, the transferred call recalls and rings your extension.

If you want to introduce the caller
Wait until the ringing extension is answered.

Introduce the caller
Press *speaker on/off* key (2)
if you are in handsfree mode.

or replace handset
The caller is transferred.

To retrieve a held call
Press *cancel* key (3)
You are reconnected with the held call.

Finishing Calls
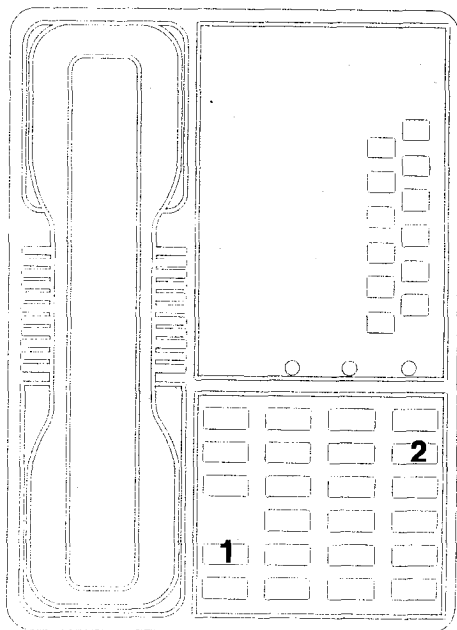
Io finish a call

Replace handset
or press *speaker on/off* key (1)
if speaker is in use.

or press *cancel* key (2)
during speaker operation when no one is on temporary hold.

Placing a Call on Hold
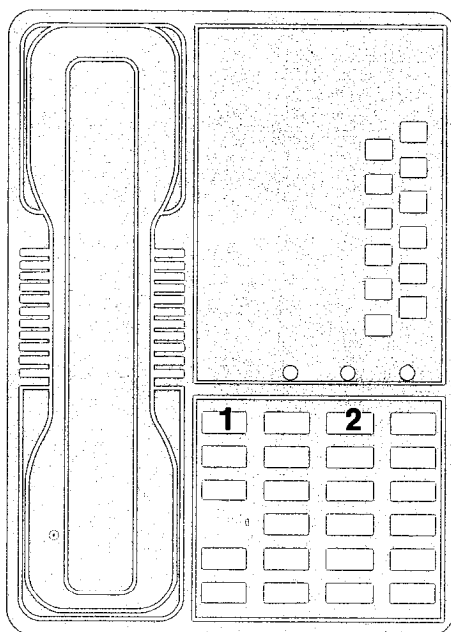
To place a call on hold

Advise the caller of the pending hold
Press the *hold* key (1)
The indicator lamp next to the line on hold flashes.

An outside caller will hear music if the Music-on-Hold feature is available on your system.

To retrieve a call from hold from any SUPERSET 3 set

Press appropriate flashing line select key (2)
You are connected to the held call.

Conference Calls
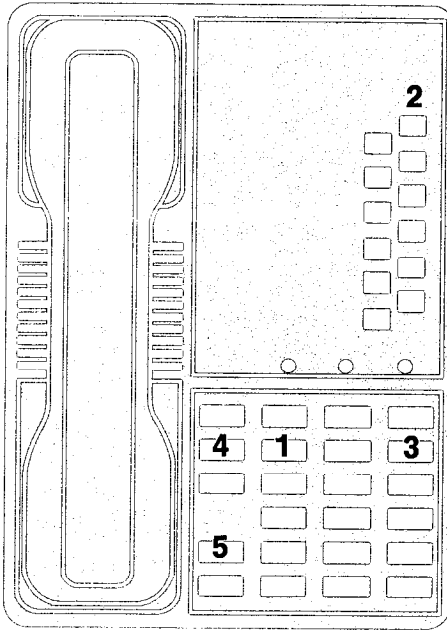
Up to six parties and the originator may be brought together in a conference call.

To set up a conference call

You are connected with a call.

Press *trans/conf* key (1)
The call is placed on temporary hold.

Dial each number manually from dial key pad, or press required speed call key (2)
If the number is busy or unanswered, press *cancel* key (3) to retrieve the held call.

If the number is ringing, wait until the ringing telephone is answered.

Press *swap* key (4)
if you want to place the current caller on hold and speak to the original party privately.

Press *trans/conf* key (1)
You now have a conference.

Conference Calls

To exit from a conference call

Press *speaker on/off* key (5)

if you are in handsfree mode.

or replace handset

The parties are now connected together and you are released from the call.

Speed Calling
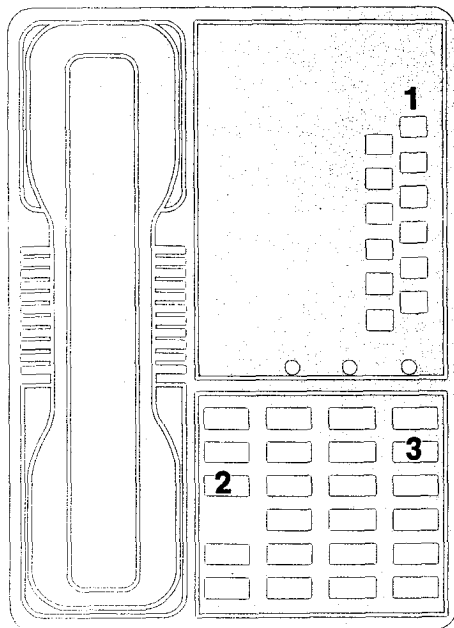
Frequently dialed extension or outside telephone numbers may be saved for automatic dialing.

Normally, when you press a speed call key, your own line is selected automatically. To place a call on another line, preselect a free line, then press the speed call key.

To use a speed call key

Press required speed call key (1)
The stored number is dialed for you automatically.

To assign a speed call key

Press *program/save* key (2)
Press required speed call key (1)
Enter digits to be saved
For more information on how to save a number, see Organizing speed call numbers.

Speed Calling

Press *cancel* key (3)

if you've made a mistake and want to leave the previously saved number intact.

Press *program/save* key (2)
The new number is now saved.

Record identity of new number

Carefully remove the clear plastic card cover and write the number identity on the line next to the speed call key.

Organizing speed call numbers

Avoid confusion by writing down long numbers exactly as you would dial them.

For example, a typical long-distance telephone number would be dialed as follows:

9 + 1 + 613 + 5550000
│   │   │   └── telephone number
│   │   └──────── area code
│   └──────────── long-distance number
└──────────────── outside line access number
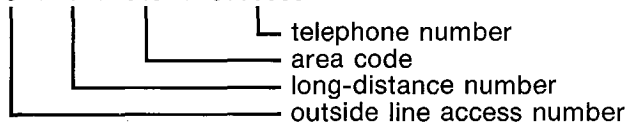
These are some special codes that can be inserted into the saved telephone number:

✳1 – This causes automatic dialing to be suspended for 5 seconds, and is used to allow telephone exchange equipment to prepare for reception of more digits.

✳2 – Used wherever you have to wait for dial tone. You may find that in some areas, ✳1 is more useful than ✳2.

✳3 – Indicates where in the number string, a predialed sequence will be inserted. This code must be followed by a 1-digit number (between 1 and 9) that specifies the quantity of digits to be dialed manually.

✳5 – Used for an intercom number. Dial the extension number of another Superset set, plus ✳5. These calls are routed to the other set's speaker, even if the set is busy.

Automatic Dial (cont'd)

The following example illustrates the use of *3.

The general number for directory assistance is:

1 + (area code) + 5551212

The area code determines which area you are making the enquiry in and is unknown until you require assistance. With the set, you can save the number and make use of the *3 code to suspend dialing until you dial the area code from the keypad.

In this case, write down the number

9 + 1 + *3 + 3 + 5551212

where,

*3   suspends dialing until you've dialed the area code from the keypad.

3   tells the set to wait for three digits to be dialed manually.

After pressing a key with *3 saved in the number, you hear a beep prompting you to dial digits manually. If the quantity of digits you now dial is less than the quantity specified when the number was saved, press # and dialing will begin.

Based on the above example, if you want to call the Toronto directory assistance:

Press appropriate speed call key
Listen for beep.

Dial 416
The Toronto area code.

The system dials 9 1 416 5551212 automatically.

Note: If your system has the Automatic Route Selection feature, do not store * codes for outside numbers.

And More!

Many other features are provided by MITEL SUPERSWITCH systems that you can access by dialing simple codes.

For complete information about these features and how to use them, refer to Extension Features Operation (PN9110-034-002-NA).

Some of the features described in the regular telephone section are activated by a switchhook flash; that is, pressing then quickly releasing one of the switchhook buttons. When implementing these features using a SUPERSET 3 set, substitute the *trans/conf* key for the switchhook flash.

Speed Call List

Name	Memory code
	10
	11
	12
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	65
	66

Telephone Directory

Name	Telephone Number