
SX-50[®]



User Guide

SUPERSET 4[™]



SX-50® DIGITAL PABX

**SUPERSET 4™
USER GUIDE**

**ISSUE 1
MAY 1987**

Due to the dynamic nature of the product design, the information contained in this document is subject to change without notice. Mitel Corporation, its affiliates and/or subsidiaries assume no responsibility for errors and/or omissions contained in this information.

WARNING

THIS EQUIPMENT GENERATES, USES, AND CAN RADIATE RADIO FREQUENCY ENERGY AND IF NOT INSTALLED AND USED IN ACCORDANCE WITH THE INSTRUCTION MANUAL, MAY CAUSE INTERFERENCE TO RADIO COMMUNICATIONS. IT HAS BEEN TESTED AND FOUND TO COMPLY WITH THE LIMITS FOR CLASS A COMPUTING DEVICE PURSUANT TO SUBPART J OF PART 15 OF FCC RULES, WHICH ARE DESIGNED TO PROVIDE REASONABLE PROTECTION AGAINST SUCH INTERFERENCE WHEN OPERATED IN A COMMERCIAL ENVIRONMENT. OPERATION OF THIS EQUIPMENT IN A RESIDENTIAL AREA IS LIKELY TO CAUSE INTERFERENCE IN WHICH CASE THE USER AT HIS OWN EXPENSE WILL BE REQUIRED TO TAKE WHATEVER MEASURES MAY BE REQUIRED TO CORRECT THE INTERFERENCE.

PN 9104-953-007-NA
Issue 1, May 1987

© COPYRIGHT 1987 MITEL CORPORATION
™, ® Trademark of Mitel Corporation
Printed in Canada

CONTENTS

OVERVIEW

Introduction	1-1
General Description	1-3
Line Types	1-6
Line Status Display	1-9
Feature Display and Softkeys	1-10
Supplementary Feature Keys	1-13
Adjusting your set	1-15
Tones and Rings	1-17

CALL HANDLING FEATURES

Introduction	2-1
Abbreviated Dialing	2-2
Account Codes	2-3
Add Held	2-5
Answering Calls	2-7
Automatic Answer	2-9
Callback - Busy	2-12
Call Forwarding	2-16
Call Forwarding - Programming	2-18
Call Duration Display	2-23
Call Waiting	2-24
Camp On	2-26
Cancel	2-27
Conference Calls	2-28
Do Not Disturb	2-30
Expensive Route Warning Tone (Optional)	2-32
External Calls	2-33
Hang up	2-35
Handsfree Operation	2-36
Help	2-40
Hold	2-41
Internal Calls	2-44
Last Number Redial	2-46
Messages	
- Advisory Messages	2-47
- Message Waiting Notification	2-51

CONTENTS

Name	2-55
Night Answer	2-56
Override	2-57
Page	2-59
Pickup	2-62
Privacy Release	2-64
Program	2-66
Release	2-68
Speed Call Keys	2-69
Split	2-72
Swap	2-73
Swap Camp On	2-74
Transferring Calls	2-75

REFERENCE

Introduction	3-1
Abbreviated Dial Numbers	3-2
External Line Access Codes	3-3
Feature Access Code Summary	3-4
Glossary	3-5

OVERVIEW

INTRODUCTION

Welcome . . .

to the **SX-50[®]** System.

In the days ahead, you will be able to explore the many features provided by your **SUPERSET 4[™]** telephone. You will soon discover the power of advanced call handling at your fingertips.

How to Use This Guide

This guide is intended to be used mainly as a reference guide. It contains detailed information on the **SUPERSET 4** set. Once you are familiar with using your **SUPERSET 4** set, all you should need is the **SX-50 SUPERSET 4 Reference Card**. It gives brief instructions on the features you will use most often.

The first section, **OVERVIEW**, contains general information about your **SUPERSET 4** set and how to use it.

Once you are familiar with the **SUPERSET 4** set, you will find detailed information about any feature you want to use in Chapter 2, **CALL HANDLING FEATURES**. This chapter also contains answers to some of the questions you may have about features on the **SUPERSET 4** set.

Finally, you can enter the access codes and Abbreviated Dial Numbers used in your company in the **REFERENCE** at the end of the manual.

INTRODUCTION

You can use most of the features on your SUPERSET 4™ set by pressing a key. However, a few features require dialing a code. Whenever a feature code is required, you will see a box such as the one below.



Contact your Communications Department for the codes and fill in the empty boxes for your future reference.

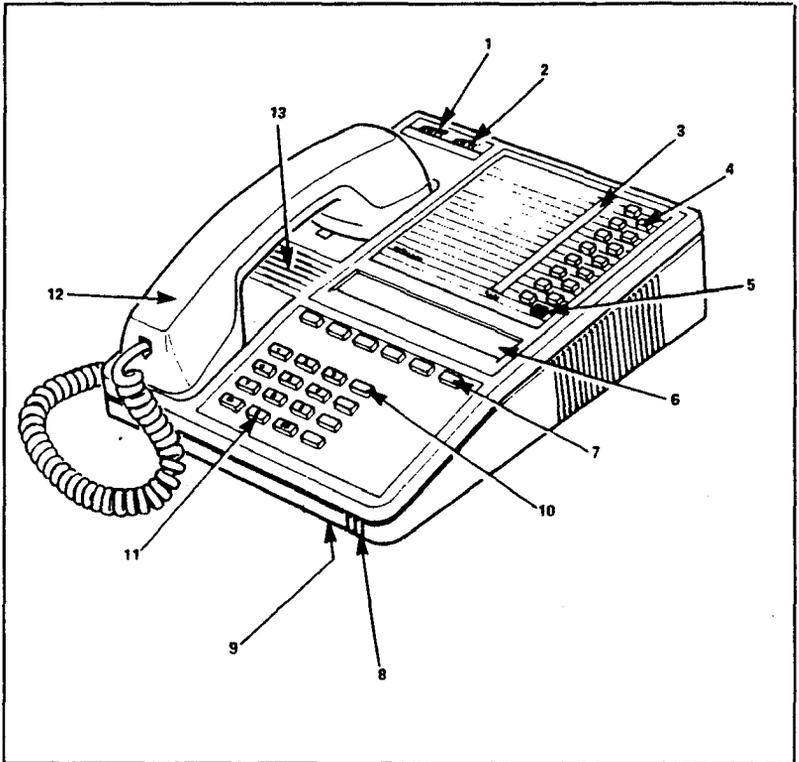
The features available on your telephone system have all been chosen by your company and may not necessarily include all those described in this guide.

If you have any other questions about your telephone, contact your Communications Department.

GENERAL DESCRIPTION

To help you use all the special features . . .

of your SUPERSET 4™ set, you should become familiar with the functions of the keys. Please review the diagram below with your telephone in front of you.



[1] Speaker Volume Control

Used to increase or decrease the speaker volume.

GENERAL DESCRIPTION

[2] Ringer Volume Control

Increases or decreases the ringer volume.

[3] Line Status Display

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

[4] Speed Call Keys and Line Select Keys

These keys may be assigned as different types of lines. Any remaining keys can be used to save extension numbers or outside numbers for speed calling.

[5] Hold Key (red)

Used to place a call on hold.

[6] Feature Display

A liquid crystal display used to display caller and call-handling information, messages and prompts.

[7] Softkeys

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

[8] Microphone

A sensitive microphone for handsfree operation.

[9] Ringer Pitch Control

Used to adjust the pitch of the ringer, making it easy to identify your set when it is ringing. The Ringer Pitch Control is located on the bottom of the set and can be adjusted with a long, small flat screwdriver.

[10] Supplementary Feature Keys

Display

Used in conjunction with other keys to display saved numbers, Call Forward settings, last number dialed, information about line select keys, and name associated with the SUPERSET 4™ set.

GENERAL DESCRIPTION

Select Features

Used to select and then enable or disable supplementary features in the Feature Display.

Speaker on/off

Used for handsfree operation.

Mic. on/off

Used to switch the handsfree microphone ON or OFF.

[11] Dial Key Pad

A standard 12-key telephone dial pad.

[12] Handset

Used for private conversations.

[13] Speaker

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

LINE TYPES

Line Select keys

Of the 15 keys on the upper right side of your SUPERSET 4™, the 14 uppermost can be used as line select keys and speed call keys. The lowest key of that group is your prime line. To meet the various telephone needs of your department, these keys may be used for various types of lines. They are called line select keys because you use them to select a line. The various types of lines are described below.

Types of Lines

Prime Line

The lowest line select key on the upper right side of your SUPERSET® telephone is your Prime Line (directory number). When you lift the handset or press the Speaker On/Off key, this line is selected automatically.

Key Line

Key lines are shared by other extensions. Typically, a key line is programmed as an appearance of the prime line of a co-worker. This means that a call ringing another extension can, if the need arises, be answered with the push of the key line button. Only one person can use a key line at a time; the only exception to this rule is when you are using a key line appearance of a regular extension, in which case the regular extension user can still make outgoing calls on the line. The system will ignore the request of other users trying to select the line. You can retrieve a call put on hold on a key line from any SUPERSET sharing the same line.

Multicall Line

The Multicall line shares its directory number with other extensions. Incoming calls ring all the extensions sharing the line. As soon as one of the users sharing the Multicall line answers, all the other extensions stop ringing. The line then becomes free for all the other users sharing it, to make or receive calls.

If you place a caller on hold on a Multicall line, 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 trunk, and the dial tone you hear comes from outside your telephone system. This means that you will not have to dial a trunk access code before the desired number. Only one person can use a DTS line at any time. You can transfer a call on a DTS line by pressing the **TRANS/CONF** key.

Direct Line Select (DLS)

A DLS line is essentially the same as a DTS line with the following exceptions: calls cannot be placed on hold or transferred using **TRANS/CONF**; calls can be only be extended to another SUPERSET[®] set which has a DLS appearance of the same trunk, by putting the call on hold using the red **hold** key, and the call must be retrieved from the other set.

In addition, conference calls can only be formed with other SUPERSET sets with an appearance of the DLS line, by using the Privacy Release feature.

LINE TYPES

Private Line

A Private line is similar to the Direct Trunk Select line, except that you cannot transfer a call on the Private line or include it in a conference. In addition, your Private line can only appear at your telephone and on no other SUPERSET® in the system.

Personal Outgoing Line

The Personal Outgoing line is a Multicall appearance of your prime line that allows you to make calls while your prime line is busy. You cannot receive calls on a Personal Outgoing Line. It can appear only on your telephone and on no other SUPERSET in the system.

Contact your Communications Department if you have any questions about the programming of your line select keys.

Speed Call

Line select keys may be used as speed call keys if they are not already programmed as a line appearance (see SPEED CALL KEYS in the Features section of this Guide).

LINE STATUS DISPLAY

Line Appearances

When someone else's line is assigned to or appears on your set, it is called a "line appearance". For example, if your colleague Jim's line is programmed on one of your line select keys, his line is said to "appear" at your set.

When someone calls Jim, a symbol will flash on your line status display, next to the line select key corresponding to his line on your set. When Jim is using his line, another symbol appears on your line status display. The symbols that appear in the line status display are illustrated below.

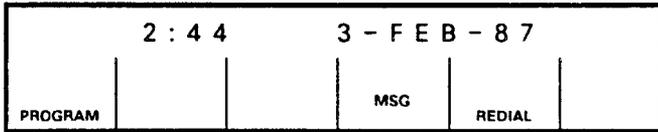
When a line is:	the line status display appears as shown below:
Idle	
Called (incoming call)	    Alternating
Busy	
Busy at another extension	
On Hold	    Flashing
On Hold at another extension	    Flashing

FEATURE DISPLAY AND SOFTKEYS

The Feature Display . . .

is the alphanumeric Liquid Crystal Display located in the middle of your SUPERSET 4™ set.

The upper portion displays instructions and messages. Prompts appear in the lower portion of the display. Prompts are feature names, words, and symbols that guide you in using your SUPERSET 4 set. The diagram below shows the display when the set is idle.



The six buttons below the Feature Display are referred to as "softkeys". Prompts appear above the softkeys in the Feature Display.

Each softkey is used for more than one prompt, so the prompts in the display change according to what features you are allowed to use on your SUPERSET 4 set at that particular time.

The diagram below shows . . .

all of the feature prompts that may be displayed on your Feature Display.

Note: Depending on the way your SUPERSET® was programmed at installation time, some of these prompts may not appear on your set.

FEATURE DISPLAY AND SOFTKEYS

The indicators on both sides of the top half of the display are used with the **select feature** key.

1:FWD					4:MSG
2:NO DIST'B					5:ACC CODE
3:AUTO ANS					mic on
PAGE EXIT	NAME SAVE	CALL FWD	ADD HELD	READ MSG	SPEED CALL
SWAP SPLIT	ON OFF	TRANS/CONF	SEND MSG	PRIVACY REL	NEXT YES
CAMP ON	CALLBACK	VERRIDE	HELP CALL	CANCEL NO	HANG-UP
PROGRAM	NIGHT ANS			REDIAL ←	RELEASE →



Any time a prompt is displayed, you can select that prompt by pressing the softkey below it. For example, pressing **SEND MSG** lets you send a message to another SUPERSET 4™ set (see the first diagram below). Prompts only appear when they can be used. Nothing happens when you press a softkey without a prompt being displayed for that softkey.

The two diagrams below show examples of other possible displays. By comparing these two examples, you can notice that the same softkey is used for different features and that sometimes a softkey has no effect.

2 0 1 7 R I N G I N G					■
			SEND MSG	CANCEL	RELEASE

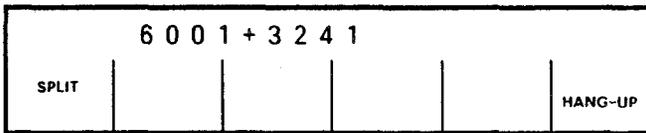


This diagram illustrates the display when you have a caller on Consultation Hold and are trying to reach the user of extension 2017 and that he/she has not yet answered. At this point, if you press

FEATURE DISPLAY AND SOFTKEYS

the softkey located under the "SEND MSG" prompt, you will be able to send that user a message. However, if you press the softkey located under the "CANCEL" prompt, you will terminate the call and be automatically connected to the caller on Consultation Hold.

The flashing square in the upper right corner of the display indicates that you have another caller standing by (on consultation hold). Should user 2017 answer the call, pressing the softkey located under the "RELEASE" prompt would automatically connect both users together while releasing your telephone from the established call. This would amount to transferring the user on hold to the user you are calling.



The two numbers appearing on the display indicate that your telephone is connected to two users simultaneously, in what is called a "telephone conference". Pressing the softkey located under the SPLIT prompt will enable you to talk privately with the first person who joined the conference (more under SPLIT in the following section).

SUPPLEMENTARY FEATURE KEYS

The four supplementary feature keys . . .

are found to the right of the dial pad. While the softkeys perform different actions according to the progress of a call, these feature keys have only one function at any time. These feature keys are briefly described below. See the **Feature Glossary** for more details.

display

The **display** key lets you display in the top half of the Feature Display information programmed in your set. You can display the Call Forwarding active on your set, the numbers associated with your speed call keys, the last external number dialed manually, information about your line select keys, identity of the calling party, and name associated with the SUPERSET 4™ set.

select features

When you press the **select features** key, the fixed features that are available on your set appear in the upper left and right corners of your Feature Display. Please note that your set may not be programmed with all these features. The supplementary features available on the system are:

- 1:FWD Call Forwarding
- 2:NO DIST'B Do Not Disturb
- 3:AUTO ANS Automatic Answer
- 4:MSG Message
- 5:ACC CODE Account Code

Whenever you activate one of these features on your set, its name appears in the top right or left corner of the Feature Display.

SUPPLEMENTARY FEATURE KEYS

See **CALL HANDLING FEATURES** for more details.

speaker on/off

The **speaker on/off** key lets you make or receive calls without lifting the handset. This is referred to as "handsfree operation".

The **speaker on/off** key enables the speaker and microphone on your set. You can hear the caller through the speaker; you can speak to the caller through the microphone located on the bottom right corner of your SUPERSET 4™ set. The section "Handsfree Operation" gives the procedures for using your SUPERSET 4 set in the handsfree mode.

The other type of handsfree operation available is Automatic Answer. See **AUTO ANS.**

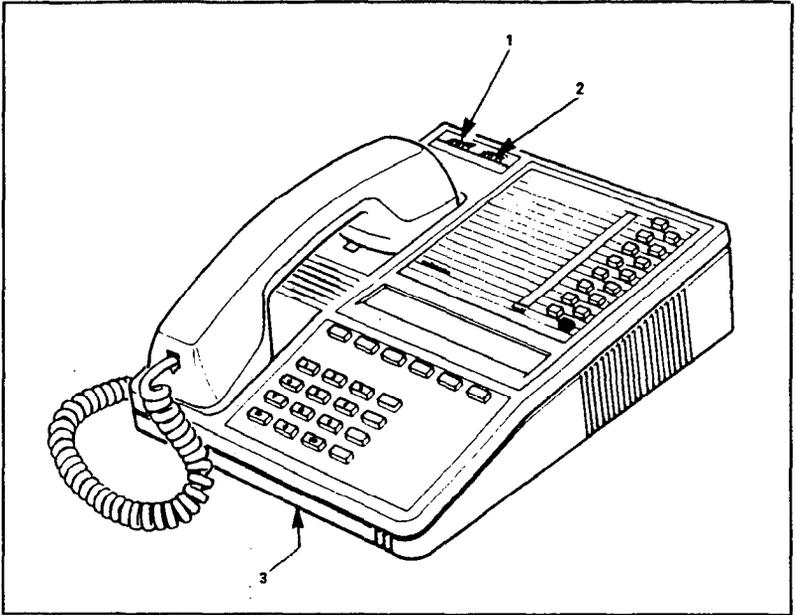
mic. on/off

The **mic. on/off** key lets you consult privately during a handsfree call. When you press the **mic. on/off** key, the speaker is kept on, but the microphone is turned off.

The caller cannot hear you, but you can hear the caller through the set's speaker. In this way, you can talk to someone privately in your office without the caller hearing.

During handsfree operation, the words "MIC ON" appear in the Feature Display. This means the microphone is on. When you press **mic. on/off**, "MIC ON" disappears. In this way, you can doublecheck that the microphone is turned off when you use the mic. on/off feature.

ADJUSTING YOUR SET



Before using your SUPERSET 4™ set, you may want to adjust the Speaker Volume and Ringer Volume Controls and the Ringer Pitch Control. By adjusting the Ringer Pitch Control differently from everyone else's, you will be able to identify your own phone when it is ringing. With time, you will also be able to recognize whose phone is ringing, by the pitch of the ringer.

To adjust the Speaker Volume Control

- **Move the Speaker Volume Control [1]** on the upper left corner of the set to the left and right to respectively decrease and increase the volume.

ADJUSTING YOUR SET

To adjust the Ringer Volume Control

- **Move the Ringer Volume Control [2]**
on the upper left corner of the set to the left and right to respectively decrease and increase the volume.

To adjust the Ringer Pitch Control

- **Adjust the Ringer Pitch Control [3]**
under your SUPERSET 4™ set by inserting a small screwdriver into the small recessed hole under the set and turning it to the left and right to respectively raise and lower the pitch.

To help you identify the origin of a call . . .

your telephone system may be programmed with distinctive rings, as follows:

- internal calls - regular single rings
- external calls - one double ring followed by regular single rings
- callbacks - one quick ring followed by three regular single rings

Line Appearance Ring Options

Each line appearance on your set may be programmed with one of the following ring options: ring, no ring, or delay ring.

Ring

The line appearance will ring as soon as an incoming call is received.

No Ring

With this option, a secondary line appearance will flash to indicate a call on the line, but it will not ring. Only your prime line appearance will ring.

Delay Ring

With this option, a secondary appearance will only ring after a programmed delay, in order to allow the prime line user to answer it first. The secondary line appearance indicator flashes to indicate the call, but only rings after a programmed timeout.

Your telephone system also has . . .

a number of tones to inform you of the progress of your call. The tones are the telephone's way of

TONES AND RINGS

telling you what is going on. The various tones and rings are described below.

Busy Tone

Regular long pulses (beep-beep-beep) – heard when the number you dialed is busy.

Callback Ring

One short ring followed by three regular rings, heard when the callback you set rings your phone.

Camp-on Tone

One (internal call waiting) or two (external call waiting) short beeps, heard during a conversation when you have an incoming call waiting to be answered.

Conference Tone

One short beep, that may be heard, depending on the way the system is programmed, before a new party on a public network line joins a Conference Call. If it is heard, the beep is repeated every 15 seconds for the entire duration of the call.

Expensive Warning Tone

Four short beeps, before the call is completed. If your system has Automatic Route Selection (ARS), you will hear this tone when no inexpensive routes are available for your long-distance call. The tone is a warning that your call is going to take the most expensive route.

Interrupted Dial Tone

Several rapid pulses followed by dial tone, heard when you lift the handset to indicate Call Forwarding has been activated.

Message Waiting Ringing

Three rapid rings (ring-ring-ring) heard when you have a message waiting.

TONES AND RINGS

Override Tone

Short beep, heard by all parties in a conversation when someone Overrides (intrudes into) a call. This beep is heard every two seconds, during the entire call.

Reorder Tone

Rapid pulse (bip-bip-bip-bip) - heard when a feature is not available to you. The feature is not in your Class of Service or you have dialed an invalid number.

Transfer Dial Tone

Three rapid pulses (bip-bip-bip-beeeee) - heard as soon as you press **trans/conf** to transfer a call to another extension.

CALL HANDLING FEATURES

Feature prompts

This section contains an alphabetical list of all the SUPERSET 4™ features. Your company has made a selection of all the features available on your telephone system; therefore, some of the features mentioned in this section may not be available to you.

Remember that prompts will only appear in the Feature Display if you are allowed to use that feature. When your telephone system is programmed, the telephones are assigned different Classes of Service.

A Class of Service determines what features a telephone can access. For example, the **PAGE** prompt will only appear if it is enabled in your Class of Service.

Different features may be available to the various SUPERSET 4 users in the same office.

If you have any questions about which features are available to you, contact your Communications Department.

ABBREVIATED DIALING

A maximum of 60 frequently dialed business telephone numbers can be stored in the system's Abbreviated Dial table. Any extension user may dial the abbreviated number and the telephone system automatically dials the full telephone number.

- **Dial the Abbreviated Dial Number**

The stored number is dialed automatically.

Contact your Communications Department for a list of Abbreviated Dial Numbers you can use.

Note: Abbreviated Dial numbers cannot be stored in speed call keys. Should you try to do so, your set will save the Abbreviated Dial number normally, but when you try to use that key, you will hear reorder tone.

ACCOUNT CODES

You can associate an Account Code . . .

to incoming or outgoing call for billing purposes. Account Codes are from 1 to 8 digits long. More than one code can be associated with a single call. An account code may be entered before establishing a call or during a call.

Note: It is the responsibility of specific persons within your company to assign account codes. They will give you the account codes you may be free or forced to use to make certain types of calls. It is important that you enter these codes **exactly** as they are given to you. Thus, any # symbol that appears in the account code is an integral part of it and **MUST** be entered.

To enter an account code before a call

- Wait for the dial tone
- Enter the Account Code Access Code



- Dial the Account Code (and a # sign if necessary)
Dial tone indicates acceptance of number.
- Dial the external line access code, if required
- Dial the number

To enter an account code during a call

You may suddenly remember that you need to record this call for accounting purposes and wish

ACCOUNT CODES

to add the Account Code midway through a call. You may also wish to charge different parts of the call to different accounts. You can enter the account code during the call, without having to put your caller on hold.

- **Press the select features key**
- **Dial 5**
Account Code is feature number 5 (5:ACC CODE).
- **Dial the account code**
- **Press SAVE**

Note: There are two ways to correct an error:

- **Press -**
to correct the previous digit;
- **or press EXIT**
before you press SAVE to cancel the entire number.

Forced Account Code

If your Class of Service is such that you cannot dial without an Account Code, you will get reorder tone unless you first enter the code when making an external call.

Questions about Account Codes

Can I program Account Codes into speed call keys and use them when entering my account codes?

No, the Account Codes cannot be entered in this way. You must dial the account code number manually.

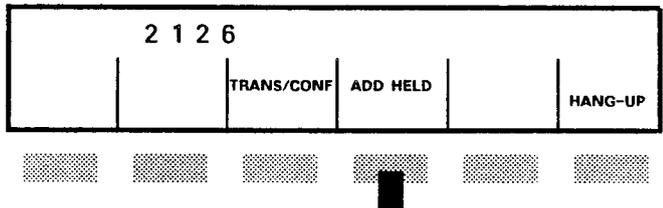
ADD HELD

The Add Held feature . . .

lets you add a held call to an existing conversation.

It also lets you transfer a call to another line appearance, thereby "freeing" the original line appearance. For example, a call received on your prime line can be transferred to another line appearance by first placing the call on key hold and then, while listening to dial tone on another line, activating the Add Held feature to pick up the held call.

To add a held call to your conversation on another line



While on a call and with another caller on hold:

- Press **ADD HELD**
"SELECT HELD LINE" appears in the display.
- Press the key beside the flashing line with the held call

You are now in a conference with your other party and the party that was held.

Note: Anyone with a key line appearance can use the Add Held feature after a call has been put on key hold.

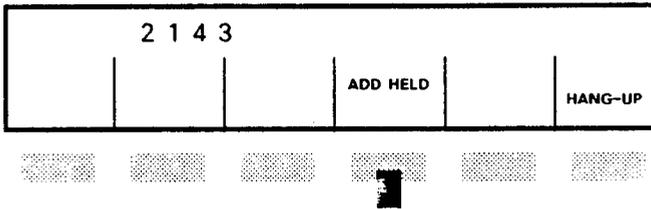
ADD HELD

To transfer a held call from one line appearance to another

- Place the call on key hold
- Select another line

While listening to dial tone on the new line,

- Press ADD HELD



SELECT HELD LINE appears in the display.

- **Select the line with the held call**
The held line is now free and the held call is transferred to the other line.

ANSWERING CALLS

To answer calls

if the set is idle

- **Lift the handset**
to speak with the caller privately

Or press SPEAKER ON/OFF
to speak with the caller in handsfree mode,

If your prime line is ringing, the system automatically selects it. If a key line is ringing and your prime line is idle, it automatically selects the ringing line. If two key lines are ringing, the system selects the one that started ringing first. However, if a key line rings and your prime line starts ringing before you answer the call on the key line, the system will select the prime line.

Or press the appropriate flashing line select key
to select a specific call.

To answer a call on your prime line

- **Either lift the handset**
and speak with the caller privately.

Or press the speaker on/off key

Or press the flashing line select key
and speak with the caller in handsfree mode.

To answer a call on another line

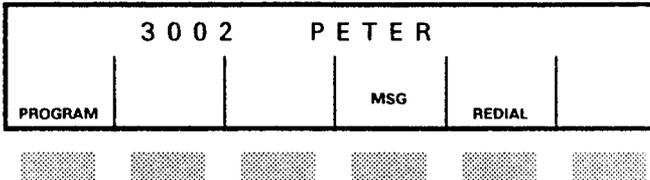
- **Press the key next to the flashing indicator**

You can answer calls on any of the other lines appearing at your set. The line status display shows any incoming calls on these lines. However, the system may or may not be programmed to ring your set for calls on these other lines (see **Tones and Rings**).

ANSWERING CALLS

When you receive an internal call . .

on your prime line, your set may ring and the line status display shows an incoming call on your line. Along with his/her number, the calling party's name is displayed on your screen, if it is programmed into the system.



Note: The display will inform you if the call has been forwarded to you from another extension or if it is a callback (see CALL FORWARDING and CALLBACK-BUSY).

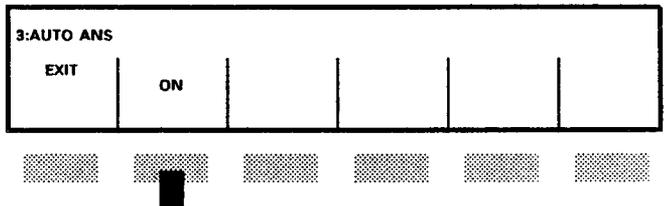
AUTOMATIC ANSWER

Calls will be answered automatically . . .

and connected to the SUPERSET 4™ speaker and microphone when you select this feature. You do not have to do anything to answer the call. You will hear one short ring and will then be connected automatically to the call. Your prime line is the only line that can be auto-answered.

To activate Auto-answer

- **Press the select features key**
- **Dial 3**
Auto-answer is feature number 3.



- **Press ON**
to activate Auto-answer.

"AUTO ANS" displays in the upper left corner of the feature display while Auto-answer is activated.

To cancel Auto-answer

- **Press the select features key**
- **Dial 3**
- **Press OFF**

AUTOMATIC ANSWER

To answer a call using Auto-Answer

Your set will ring once and you will be automatically connected to the caller.

- **Proceed with your conversation in handsfree mode**

See Handsfree Operation.

To end an Auto-answer call

- **Press HANG-UP**

Or allow the caller to hang up.

Your line is now free for more incoming calls.

Questions about Auto-answer?

What if I'm on another line when a call comes in?

The call will **not** be automatically answered. The call will ring your set once and then continue flashing in the Status Display. You must answer the call by lifting the handset or pressing the flashing line select key.

What happens when a call comes in on a non-prime line?

Auto-answer is intended for your prime line. A call to a non-prime line will ring until you answer it manually (see ANSWERING CALLS in this section).

How does Call Forwarding affect Auto-answer?

The only types of Call Forwarding which affect Auto Answer are Call Forward – No Answer and – Busy/No Answer. No Answer forwarding will not take place if the SUPERSET 4™ set is currently in

AUTOMATIC ANSWER

AUTO ANS. The call will be answered automatically and not forwarded. However, if you are on another line at the time and do not answer the call, it will be forwarded.

If I am in AUTO ANS, can I set up callbacks?

Yes, you can set callbacks in Auto-Answer mode. However, when the callback rings you back, your prime line will ring normally. You will then have to answer the call as you would if Auto-Answer was not programmed on your set.

If a call on key hold on the prime line recalls the set, will it be automatically answered?

No. You must lift the handset or press the line select key to answer the recall. It will not be automatically answered.

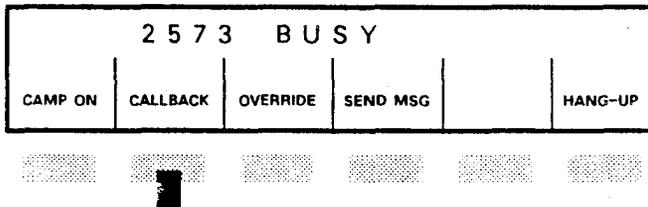
CALLBACK-BUSY

If an extension . . .

is busy, you can have the system monitor it and call you when it becomes free.

Note: It is possible to set callbacks on busy trunks (that is, when you get busy tone after dialing the external line access code and before the external number) only if the Automatic Route Selection option is NOT enabled on the system.

To set up a Callback



While listening to busy tone:

- **Press CALLBACK**
You will hear dial tone.

You can now use the set for any normal use.

- **Hang up**

The system monitors the two lines until they are both free. This means that as soon as the called person hangs up, your phone will ring. If your system is set up to give a distinctive callback ring, you will hear a very short first ring, followed by three regular rings. At the same time, you will see "CALLBACK" appear on your Feature display. When

CALLBACK-BUSY

you answer the callback (lift your handset or press **speaker on/off**), the extension you called will ring.

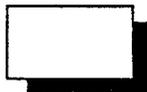
In the case of a busy trunk group, your phone will ring when one of the trunks in the group becomes free and your set is idle (see **note** above). As soon as you answer, you will hear dial tone.

If you do not answer, your callback request is automatically cancelled after the third regular ring.

To cancel a Callback

Occasionally you will find that once you have applied the Callback feature, you no longer need it. In that case, you can cancel all of your Callbacks (along with any Call Forwarding you may have set).

- **Lift the handset**
- **Dial the Station Feature Reset Code**



You hear Dial tone

- **Hang up**
All your callback requests are cancelled.

Questions about CALLBACK

Can I set more than one Callback request?

You can set callbacks on different extensions, if you wish. However, the telephone system will only accept a maximum of 16 simultaneous callbacks.

CALLBACK-BUSY

Can I set a second Callback on the same extension?

You can set more than one request on the same extension, because the new callback cancels the one previously set.

How long will a callback request stay in the telephone system, if the user does not call me back?

The system automatically cancels all callback requests after 8 hours.

What happens if a callback rings my phone but I'm away from my desk?

If you do not answer your phone after the third regular ring, your callback request is cancelled.

What happens if my line is busy when the callback rings me?

The system will save your request and process it at the time when both phones become idle, or cancel it after the 8-hour timeout period, whichever occurs first.

What happens if the callback rings my phone and then the other line becomes busy?

You will hear busy tone and the callback remains active when you replace the handset.

What happens when I have delay ring set on my prime line?

If YOU set a callback, your set will ring with the callback ring right away (the callback overrides the instruction to delay). But, if someone else sets a callback on you, your line will only flash at first, then will ring after the delay.

CALLBACK-BUSY

What happens if I have a telephone conversation with the person before the callback is completed?

If you hold a telephone conversation (not a conference) with the person on whom you placed the callback before the callback is honoured, the callback is cancelled automatically.

Are callbacks still in effect after a power failure?

No. All callback requests are lost after recovery from a power failure.

Can callbacks be set on Hunt or Ring Groups?

No, they cannot be set on Hunt or Ring Groups.

CALL FORWARDING

You can forward your incoming calls . . .
to another number by using Call Forwarding.

Note: You can activate Call Forwarding at any time, provided that you programmed a type of Call Forwarding previously (See CALL FORWARDING – PROGRAMMING).

To activate Call Forwarding

- **Press the select features key**
- **Dial 1**
(Call forwarding is feature number 1).

The type of Call Forwarding and the destination number currently programmed displays.

- **Press ON**
to activate the call forwarding shown in the display.

FWD will display in the upper left corner of your SUPERSET 4™ set to indicate that Call Forwarding is active.

To cancel Call Forwarding

- **Press the select features key**
- **Dial 1**
The Call Forwarding which is active displays.
- **Press OFF**
to cancel Call Forwarding.

After you cancel all Call Forwarding, FWD disappears from the upper left corner of the set.

CALL FORWARDING

To check the type of Call Forwarding active on your set

- Press the display key

FWD					
DISP L A Y . . .					
EXIT	NAME	CALL FWD			
				REDIAL	



- Press CALL FWD

Your set will display the type of call forwarding that is currently active. If Call Forwarding is not activated, "FWD" is not displayed in the upper left corner, and your screen displays "NONE ACTIVE".

CALL FORWARDING – PROGRAMMING

You must first program . . .

your call forwarding feature before using it.

There are four types of Call Forwarding which you can program for your phone:

- **Always** – This mode allows you to have all incoming calls redirected to another location.
- **Busy** – Calls are forwarded only when your set is busy.
- **No Answer** – Calls are forwarded only when your set remains unanswered.
- **Busy/No Answer** – Calls are forwarded when your set is either busy or unanswered.

Note: You may only program one type of Call Forwarding at any time.

To program the Call Forwarding number

- **Press PROGRAM, then**
- **Press CALL FWD**

The first type of Call Forwarding, ALWAYS, appears in the display.

A L W A Y S F O R W A R D ?					
EXIT				NO	YES



- **Press YES**
to select it.

CALL FORWARDING – PROGRAMMING

Or press NO

if you do not want to program a number for this type of Call Forwarding.

If you press NO, the system prompts you for the other types of Call Forwarding, until you press YES, in which case it will prompt you for the number you want your calls forwarded to.

FORWARDING TO :					
EXIT					
					

To forward to an internal number:

- **Dial the destination number**

Or press a speed call key

if the number is programmed under that key.

To forward to an external number:

- **Press a speed call key**
programmed with that number.

Or dial an Abbreviated Dial number

- Notes:**
1. You can forward calls to an external number **only** if the number is programmed in a speed call key or as an abbreviated dial number.
 2. Use - to backspace and clear an incorrect entry.
 3. Press EXIT if you want to clear the display and start over again.

CALL FORWARDING – PROGRAMMING

- **Press SAVE**

The system memorizes the type of Call Forwarding you programmed. FWD displays in the upper left corner of the Feature Display as a reminder.

You will also be reminded that you have set Call Forward Always by hearing Interrupted Dial Tone (several rapid pulses followed by regular dial tone) when you lift your handset (or press the line select key in handsfree mode) to use the phone.

Questions about Call Forwarding

Can I forward my calls to an external number?

Yes, you can forward calls to an external number if the number is programmed in a speed call key or as an abbreviated dial number.

How long will Call Forwarding be in effect?

Your Call Forwarding instructions stay in the system until you cancel them or dial the Station Feature Reset Code.

What if I forget that I've set Call Forwarding?

When any type of Call Forwarding is active on your SUPERSET 4™, "FWD" is present in the top left corner of the Feature Display. You can also use the **display** key to check for the types of Call Forwarding active.

In addition, if Call Forward – Always is active, you hear interrupted dial tone when you lift the handset. If you no longer wish to have your calls forwarded, cancel the Call Forwarding.

Busy, No Answer and Busy/No Answer do not leave a tone indication.

CALL FORWARDING – PROGRAMMING

How many different types of Call Forwarding can I set up?

Only one type of Call Forwarding can be active at any time. If you have one type active and enter a new Call Forwarding type, the first type is cancelled.

Can I use Call Forwarding to have my calls sent to another extension if someone else has already forwarded his or her calls to me?

Yes, if someone has already forwarded all calls to you (Call Forward-Always) you can use Call Forward – No Answer to forward calls to a second answer position. However, you could not forward them from that answer position.

Is it a good idea to have Call Forward – Busy/No Answer programmed on one's line all the time?

It certainly makes good sense in terms of satisfying callers by having all your calls answered.

Sometimes Call Forwarding does not work. Why?

Call Forwarding does not work on:

- callbacks you have set
- calls from the extension you forwarded to
- recalls
- attempts to forward more than two "steps", in any other combination than the following: the first station is set for "Always Forward" and the second station is set for "Forward – No answer"
- lines other than your prime and private lines
- invalid extension numbers or extensions that do not accept Call Forwarding (Class of Service option).

CALL FORWARDING – PROGRAMMING

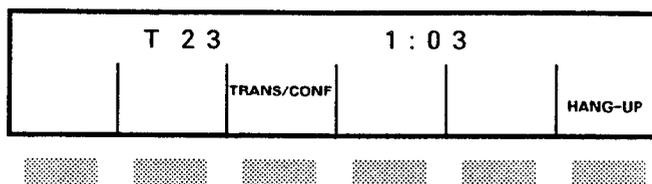
Can I receive calls from the person to whom I forwarded my calls?

Yes. Call Forwarding does not apply if the person calling you is the party to whom the call would be forwarded. For instance, if a manager has forwarded all calls to a secretary, the secretary can still call the manager.

CALL DURATION DISPLAY

The time spent on an external call . . .

is shown in the Feature Display as a call progresses. When you connect with someone, the timer starts and it keeps track of the time you spend on that call.



Questions about Call Duration Display

Is the time reset if I transfer the call or enter a new account code?

The call duration is the length of time that the trunk is involved in the call. Therefore, the time is not reset when a new account code is entered or the trunk is transferred.

CALL WAITING

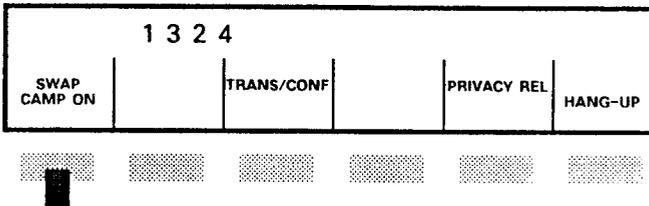
If you hear one or two quick beeps . . .

during a call, it means another person is waiting to talk to you (has camped on to you). One beep indicates an internal call; two, an external call.

Your display will change briefly showing you the number of the person waiting to talk to you. For an external call, the trunk number will display briefly.

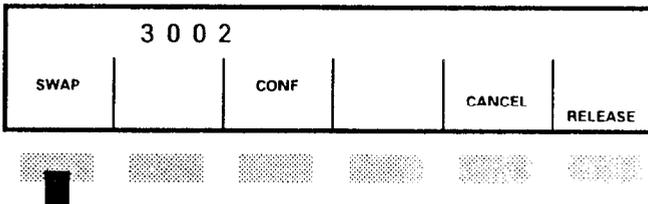
To answer a waiting call

- **Inform your current caller that you have a waiting call**
- **Press SWAP CAMP ON**
Your current call is placed on consultation hold and you are connected to the waiting caller.



You then have the following options:

- **Press SWAP**
to switch from one person to the other



CALL WAITING

Or press CONF

to form a conference with both callers.

Or press CANCEL

to return to your original call.

Or press RELEASE

to join the other two callers together.

If you do not want to place the current caller on hold . . .

- **Finish your current conversation**
- **Hang-up**
- **Answer the "camped on" call which now rings your set**

See Camp On.

CAMP ON

If an extension is busy . . .

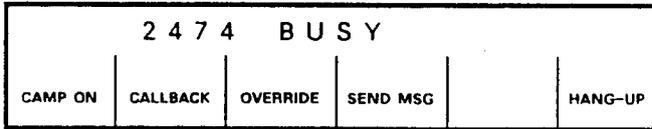
and you want to speak with the extension user right away, you can signal that you are waiting to speak with the person.

When you press **CAMP ON**, the busy extension user hears one beep, which indicates a call waiting. When the person with whom you want to speak hangs up, his/her telephone will ring. When he/she answers the call, you will be connected to him/her.

To camp on to a busy extension

When you hear busy tone:

- **Press CAMP ON**



- **Remain on the line.** Do not hang up. You will hear busy tone. When the extension becomes free, you will be connected.

See **Call Waiting**.

CANCEL

To cancel your current action . . .

and return to your previous state, use CANCEL. For example, you can use CANCEL to return to the original caller if the party you want to include in a conference is busy or does not answer. You can also use CANCEL if you are trying to transfer a call (currently on consultation hold) to an extension that is busy or does not answer.

- Press CANCEL

2 4 7 4 B U S Y					
CAMP ON	CALLBACK	OVERRIDE	SEND MSG	CANCEL	RELEASE

CANCEL is also used to cancel a waiting message after the message is displayed.

3 1 2 5 / 1 4 : 0 8					
EXIT			CALL	CANCEL	NEXT

Questions about CANCEL

What is the difference between CANCEL and RELEASE?

CANCEL is used to cancel the last function you did, such as pressing TRANS/CONF, and reconnect you to the original call. RELEASE releases you from a call to connect two other calls together, such as in transferring a call.

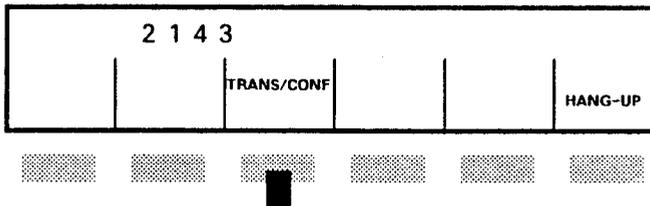
CONFERENCE

You can set up a three-party . . .

telephone conference. The conference consists of you and two other callers -- who can be any mixture of internal or external callers.

To set up a conference call

- **Call the first person**
Wait until the call is answered.
- **Press TRANS/CONF**



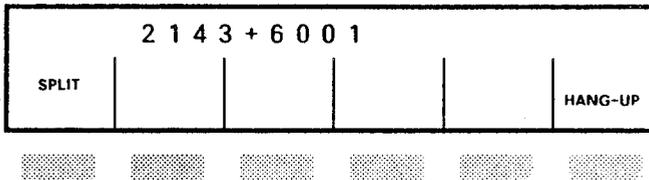
The call is placed on consultation hold and you will hear dial tone.

- **Call the next person**

When your call is answered . . .

- **Press CONF**

The following appears in the display.



You now have a three-party conference.

Questions about conferences

What if I reach a busy line or there is no answer when I call the third party?

Press CANCEL. You are connected again to the caller on consultation hold.

Who can I include in my conference?

Normally, any mix of extensions and external numbers can be included. Limitations may be placed by your local telephone company on having two external calls. Check with your Communications Department.

Can I add a call on key hold to form a conference?

Yes. While in conversation with another party, press ADD HELD and then press the key beside the flashing line where the call is held. You will have a three-way conference (see **Add Held**).

DO NOT DISTURB

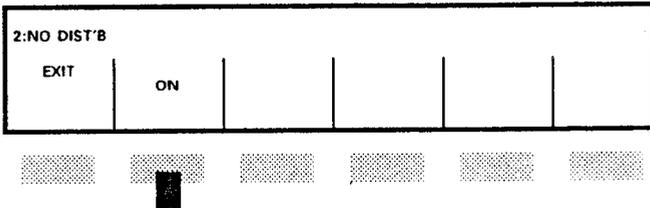
This feature prevents . . .

all incoming calls from ringing your phone when you do not want to be interrupted. All calls still show up on your prime line display.

When this feature is active, you (and anyone else with an appearance of your line) can still answer calls, as the line status display shows the presence of the incoming call. You can make calls normally.

To activate Do Not Disturb

- **Press the select features key**
- **Dial 2**
(Do Not Disturb is feature number 2)
- **Press ON**
to activate Do Not Disturb. The NO DIST'B prompt displays as a reminder that Do Not Disturb is active.



To cancel

- **Press the select features key**
- **Dial 2**
- **Press OFF**
to cancel Do Not Disturb.

DO NOT DISTURB

Questions about Do Not Disturb

How do I know if Do Not Disturb is set?

NO DIST'B will display in the top left corner of the Feature Display.

What if I want to place a call?

You can make calls from your telephone in the normal fashion.

How long will Do Not Disturb stay active on my telephone?

Do Not Disturb stays in effect until you cancel it or dial the Station Reset Feature Code.

What if I transfer a caller to an extension with Do Not Disturb activated?

If the call is not answered, it will recall your set after the programmed timeout period.

EXPENSIVE ROUTE WARNING (OPTIONAL)

If "EXPENSIVE ROUTE" appears . . .

in your display, and you hear four short warning tones after dialing a long-distance number, you are being warned that only the most expensive long-distance route is available.

Depending on your calling privileges, your call either will not proceed, or you may be permitted to stay on the line and let the call continue. It may be better to try again later when a less expensive route may be available:

- **Hang up**
- **Redial the number later**

EXTERNAL CALLS

To make a call to an external number

- Dial the External Line Access Code (if required)



- Dial the number

Or press a speed call key

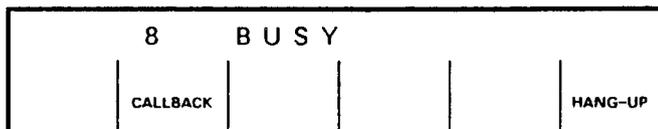
Or press REDIAL

if the number you wish to dial is the same as the last external number dialed. (Use the display key to check the last external number dialed.)

If there are no external lines available

- Press CALLBACK to be notified when an outside line is free.

Note: Callbacks can be set on external calls only if the Automatic Route Selection option is NOT enabled on the system.



EXTERNAL CALLS

Questions about External Calls

Can I forward my calls to an external number?

Yes, if this option is enabled in your Class of Service, you can. Program your set to forward calls to a number which is already programmed into one of your Speed Call keys, or as an Abbreviated Dial Number (see **Call Forward** and **Speed Call Keys**).

Sometimes when I dial the External Line Access Code I hear busy tone. Why?

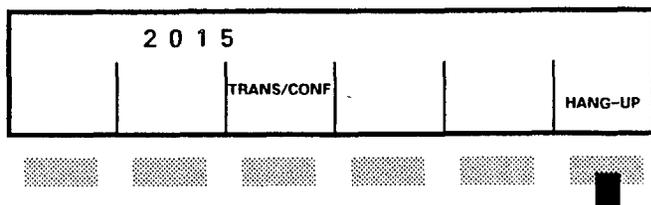
If you hear busy tone, the external trunk/line is busy. You can use the Callback feature to obtain an external line, if the Automatic Route Selection (ARS) feature is NOT enabled on the system. If this is the case:

- **Dial the External Line Access Code**
You hear busy tone.
- **Press Callback**
to set up a callback on the trunk.

See **Callback-Busy**

To end a call . . .

use HANG-UP. It ends a call and you do not have to replace the handset.



Questions about Hang-Up

Can I just replace the handset to hang up?

Yes. The SUPERSET 4™ set works just like any other phone when you are using the handset. Simply replace it to end the call, if you wish.

What does "speaker on/off" do?

If you are in a handsfree conversation, you can also press **speaker on/off** to end the call instead of pressing the HANG-UP softkey.

HANDSFREE OPERATION

You can make and answer calls . . .

on your SUPERSET 4™ set without lifting the handset. This leaves both your hands free for taking messages, using directories, looking up information and so on.

The speaker, located under the handset, lets you hear the caller; the microphone, located on the bottom right corner, lets you speak with your caller without lifting the handset.

You can also switch to or from the handset at any point in a call.

Note: You cannot use the handset and have the speaker on at the same time.

To make a call handsfree

- **Dial the number without lifting the handset**

Or press a speed call key

Or press REDIAL

Or press a line select key and dial the number

During handsfree operation, "MIC ON" appears in the Feature Display.

To answer a call handsfree

- **Press speaker on/off**

Or press key next to flashing indicator

To change from speaker to handset

- **Lift the handset**

The speaker and microphone are now disabled.

HANDSFREE OPERATION

To change from handset to speaker operation

- **Press the speaker on/off key**
- **Replace the handset**
Continue your conversation handsfree.

Note: If you hang up before pressing **speaker on/off**, you will disconnect the call.

To consult privately with someone in your office during speaker operation

- **Press mic. on/off**
The speaker is still in use but the microphone is now disabled. The words "MIC ON" disappear from the Feature Display when the microphone is turned off.

To end a handsfree call

- **Press speaker on/off**
Or press HANG-UP

Questions about handsfree operation

What if I'm using handsfree operation and a call comes in on another line?

You will hear one ring, after which the indicator on your display flashes so you can determine what line the call is on.

When I am in handsfree mode, can both my caller and I speak at once?

When you use the handset, you can both talk simultaneously; however, this is not possible in handsfree mode, because the speaker can

HANDSFREE OPERATION

communicate in only one direction at a time. If both parties talk at once, the unit gives precedence to the higher volume sound, so some of the conversation will be lost. Therefore, in handsfree operation, it is best to wait until the other party pauses or stops talking before you begin to speak.

Sometimes when I use the set in handsfree mode, my voice cannot be heard clearly by the other party. What am I doing wrong?

For best operation, observe the following guidelines:

- Direct your voice toward the SUPERSET 4™ set. Otherwise, your voice may sound "hollow", far away or quiet to the listening party.
- Speak at a reasonable distance (an arm's length) from the set. If you are farther away or have a quiet voice, speak a little louder.
- Reposition the set so that other sources of noise, such as fans, typewriters, computers, printers, radios or nearby conversations do not compete with your voice.
- Do not block the microphone, located at the front edge of the set. Remove any obstacles such as books, pads, or your hand, which may block the sound, and thus reduce the sound quality.

Sometimes I lose all or part of an incoming call. Why?

If the set is being used handsfree in a noisy room, all or part of the incoming call may not be heard. Try to lower the noise level of the room by reducing competing sources of noise (fans, radios, printers, etc.) A sound-absorbing environment will also enhance sound quality. Rooms with bare hard

HANDSFREE OPERATION

surface walls and floor generally reflect sounds more readily than rooms with drapes, carpeting and other sound-absorbing furnishings.

HELP

Use HELP for additional information . . .

when entering your name, creating messages, and programming speed call numbers.

- **Press PROGRAM**
- **Select feature to be programmed**
- **Press HELP**
when you need additional information.

D I A L I N N A M E					
EXIT			HELP		



For example, the following displays when pressing HELP while programming your name.

3 = D , 3 3 = E , 3 3 3 = F					
EXIT				CANCEL	



This tells you that to program the letter "D", you press "3" once; to program the letter "E", press "3" twice; and so on.

To place a call on key hold

- **Press the red hold key**
The indicator next to the line on hold flashes.

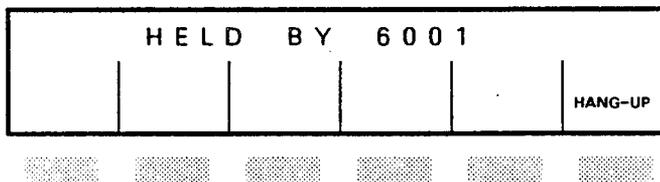
If you wish, you can now select another line on which to make a call.

To retrieve a call from any SUPERSET 4™ set with that line appearance (if a key line appearance)

- **Press the appropriate flashing line select key**
You are connected to the caller on hold.

The symbols in the status display indicate calls on hold.

Note: If an internal caller places you on hold, your display will show:



Auto-Hold

If you have the "Auto-Hold" option in your Class of Service, you can automatically put a call on hold by pressing another line select key. This is useful, for example, if you wish to put your current call on hold and use another line to make a call.

HOLD

To put a call on Auto-Hold:

- **Select a free line**
to place your current caller on hold automatically.
To retrieve the auto-hold call:
- **Press the flashing line select key**

Questions about Hold

What is the difference between using the red hold key and TRANS/CONF?

Both features put the caller on hold, but TRANS/CONF is intended only as a temporary hold or what is called "consultation hold". You normally use TRANS/CONF to put your caller on hold before using another feature (to transfer, set up a conference, swap calls and so on). If you hang up with a caller put on hold by TRANS/CONF, the call rings you back.

Using the red hold key puts a caller on what is referred to as "key hold" or "hard hold". After putting a call on key hold, you can hang up and use other features without being called back. When you are ready to retrieve the caller, push the line select key beside the flashing indicator.

How do I retrieve a call on consultation hold?

Press CANCEL. The caller will be retrieved.

What if I forget that I have placed a call on hold?

After a period of time (up to 4 minutes, depending on what is programmed in your telephone system), the call you placed on hold will ring your telephone.

Can I retrieve a held call from another extension other than a SUPERSET 4™ set with a key line appearance?

No, you cannot remotely retrieve a call placed on hold by a SUPERSET 4 from another extension, except from a SUPERSET® set with an appearance of the same line.

INTERNAL CALLS

To make a call to another extension

- Dial the extension number

Or press a speed call key

if the number has been saved for automatic dialing.

Note: If you prefer a private conversation, lift the handset.

Your display shows whether the number is ringing or busy. The prompts displayed show the features available at that particular time.

Note: If you are calling another SUPERSET 4™ user, the display will first show his/her name, if programmed.

If there is no answer

- Press **SEND MSG** and hang up if you want to send a callback message to the other person's SUPERSET 4 set.

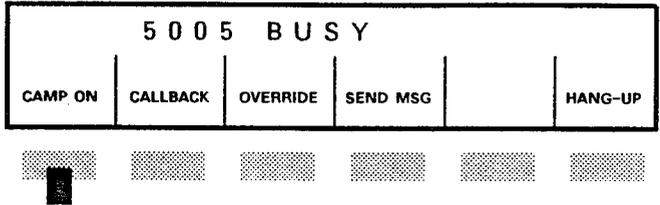


INTERNAL CALLS

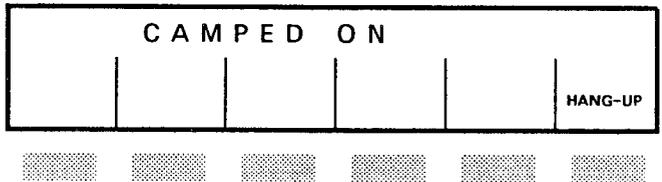
If the number is busy

- **Press CAMP ON**

if you want to wait on the line until the other person can speak with you. As soon as you are camped on, you hear a special busy tone.



The following appears in your display.



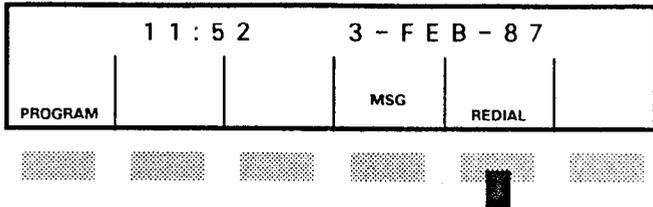
Note: See **CALLBACK**, **OVERRIDE**, **SEND MSG**, and **CAMP ON** in this section for more details on those features.

LAST NUMBER REDIAL

You can automatically redial . . .

the last **external** number that you dialed manually.

- Press **REDIAL**



The dialed number is displayed and dialed.

Note: The Redial feature does not apply to speed call keys. In other words, if you make an external call using a speed call key, pressing REDIAL will not dial that number, even if it was the last external number dialed by the telephone.

Questions about REDIAL?

How can I tell what was the last external number I dialed?

- Press the display key
- Press **REDIAL**

The stored number is displayed.

Can I use Redial to program a Speed Call key?

No, you have to enter the full number when programming your Speed Call keys.

With your SUPERSET 4™ you can send messages . . .

to other SUPERSET 4 users. There are two types of messages:

- **Advisory messages** - Messages that you leave for other SUPERSET 4 set users to see when they call your set.
- **Message waiting notifications** - Messages that you can send to other SUPERSET 4 set users when you cannot reach them.

Advisory Messages

Advisory messages are messages such as "IN A MEETING", which you can select to display at your set. When other SUPERSET 4 users call you, the message you selected will display at the caller's SUPERSET 4 set.

There are eight programmed advisory messages; you may also be permitted to program new messages for use by you and others on the system.

The programmed messages are:

- 01 IN A MEETING
- 02 ON VACATION
- 03 AT LUNCH
- 04 GONE HOME
- 05 BACK IN 5 MIN
- 06 OUT ON A CALL
- 07 IN TOMORROW
- 08 OUT OF TOWN
- 09-15 (BLANK)

You must activate a message for it to be seen by the SUPERSET 4 user who calls you.

MESSAGES

You can program a new advisory . . .

message. Messages can be up to 13 characters long.

Note: You may not have this privilege in your Class of Service. If you are able to program messages, they will then be available to all SUPERSET 4™ users on the system.

Note: Messages 01-08 are preprogrammed, but you can change them using the procedure below.

- Press **PROGRAM**
- Press **MSG**
- Enter the **2-digit message number** (01 to 15)

1 0 N O W E N T E R M S G					
EXIT			HELP		



- Enter the **first letter of your message**, (See **KEYPAD SPELLING** further in this section).
- Press **NEXT**
- Continue entering letters, pressing **NEXT** after each

MESSAGES

A T A S E M I N A R					
EXIT	SAVE				NEXT



- **Press SAVE when you are through**
The message you entered will now be available to you and other SUPERSET 4™ users.
- **Or press EXIT**
to exit without saving the new message.

To activate an advisory message

- **Press MSG**

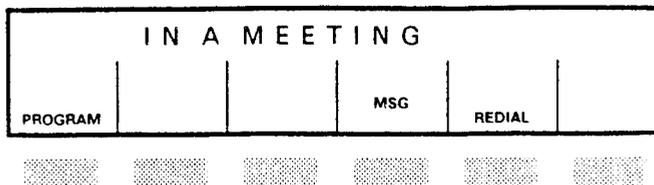
1 2 : 5 7		3 - F E B - 8 7			
PROGRAM			MSG	REDIAL	



The first message will display (if there are no Message waiting notifications to read).

- **Dial the two-digit message number (01-15)**
Or press NEXT
to cycle through the messages until you reach the one you want.
- **Press ON**
to activate the message. That message will now appear on your SUPERSET 4 set.

MESSAGES



Now when a SUPERSET 4™ user calls your set, the message you activated will display on his set.

To cancel an advisory message

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

Keypad Spelling

You can "spell" words using your SUPERSET 4 keypad. Above each digit (2 through *) are letters. When you are entering a message or spelling your name, repeated presses of each key will cycle through the letters marked above the key. The letter will appear in your SUPERSET 4 display.

For example, try this for number 3:

- Press **PROGRAM**
- Press **NAME**
 - press 3 once to display the letter D
 - press 3 twice to display the letter E
 - press 3 three times to display the letter F
 - press 3 four times to display the number 3
 - press 3 again to return to the letter D

Once the letter is displayed correctly:

- **Press NEXT**
to set that letter and move on to define the next one.

To leave a space between words:

- **Press NEXT one more time after a letter**

To go back and erase a letter

- **Press -**
- **Press SAVE**
to store the information you entered.

Message Waiting Notification

Your telephone signals you . . .

when you have a message waiting, that is, when another SUPERSET[®] user or the attendant sent you a message.

As soon as another user sends you a message, "MSG" flashes in the upper corner of your display, and you will hear intermittent bursts of three rings, and your line is not busy. If your line is busy when you receive a message, you hear the intermittent bursts of ringing, starting either 10 seconds after you hang up, or after a programmed time period.

Note: If you have activated Call Forward - Always on your set, all the message notifications sent to you will be sent to the extension where you forwarded your calls. When the "forwarded to" extension is busy and someone is trying to reach your extension,

MESSAGES

your extension will receive the message notification.

- Do not lift the handset
- Press MSG

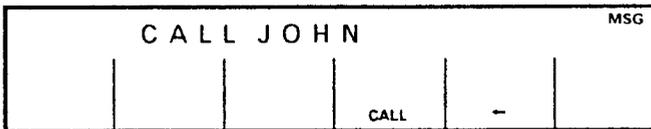
Note: As soon as you press MSG, "N MESSAGE(S)" is displayed, where "N" is the number of message notifications waiting to be read.

- Press READ MSG

At this point, the system will display different prompts, depending on whether the caller's SUPERSET 4™ is programmed with his/her name or not.

If the caller has programmed his/her name

your Feature Display will display the caller's name. For example:



If you want to call John immediately,

- Press CALL

The system automatically dials John's extension. The message notification will be cancelled automatically after you call him.

If you do not want to call John back immediately,

- **Press -**

The screen below is then displayed, as it is the case if the caller's name is not programmed on his/her SUPERSET®.

If the caller has not programmed his/her name

After you have pressed READ MSG, the caller's number and the time the message was sent are displayed.

2 4 1 2 / 1 1 : 0 6					MSG
EXIT			CALL	CANCEL	NEXT



- **Press CALL**

to automatically call the person who left you the message. The message notification will be cancelled after the call has been answered.

Or press CANCEL

to erase the message.

Note: If you do not choose to call back the person, you must press CANCEL to erase the message notification from the system's memory. Otherwise, the message notification will remain in memory until you cancel it or until the eight-hour timeout period expires.

MESSAGES

If you have more than one message waiting, the NEXT prompt will appear.

- **Press NEXT**
to read the next message.
- **Press CANCEL**
to cancel the message notification.

When you have read all your messages, and cancelled your last message, "NO MORE MESSAGES" is displayed.

- **Press EXIT to return the set to its idle state**

"MSG" will remain in the corner of the display until you have cancelled all your messages or called the person who sent you the message.

To read a message notification while on a call

If you are using your telephone and you receive a message, you can read it while you are on the call.

- **Press the select features key**
- **Dial 4**
- **Press READ MSG**
The caller's extension and the time at which the message was sent are displayed; or, if the caller's name is displayed,
- **Press -**
The caller's extension and the time at which the message was sent are displayed.
- **Press CANCEL**
- **Press EXIT**
Your set returns to its conversation state.

You can program your name to appear . . .

on the displays of other SUPERSET 4™ sets and of the Attendant Console whenever you call them. Programming your name involves the same kind of "keypad spelling" used when programming a new advisory message (See **Messages**).

To program your name

You can enter up to 16 characters in whatever form you wish (first name only; last name; name and initial; etc.).

- Press **PROGRAM**
- Press **NAME**
- Enter the first letter
- Press **NEXT**
- Repeat the procedure until you are through entering your name
- Press **SAVE**

C R A I G					
EXIT	SAVE				NEXT

Your name is now programmed and, when you are in contact with other SUPERSET 4 sets or the Attendant Console, it will be displayed on their screens.

Or press EXIT

to exit without saving your name as you entered it.

NIGHT ANSWER

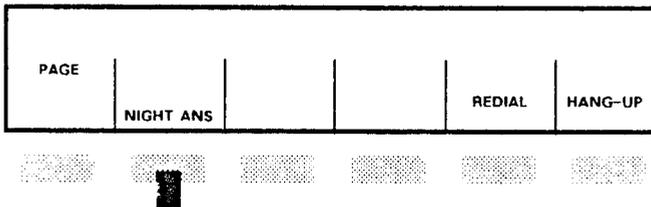
Many telephone systems are placed in Night Service . . .

after regular hours. When the system is in Night Service, external calls then ring night bells, alternate night answer points or a designated extension.

To answer a call when the night bell rings

- Lift handset
- Or press speaker on/off
- Press NIGHT ANS

Note: The NIGHT ANS prompt will not appear unless you lift the handset, press **speaker on/off** or press your prime line button.



You are connected to the incoming call.

Note: You may have different features programmed into your Night Service than your Day Service. Check with your Communications Department for any differences in your Class of Service.

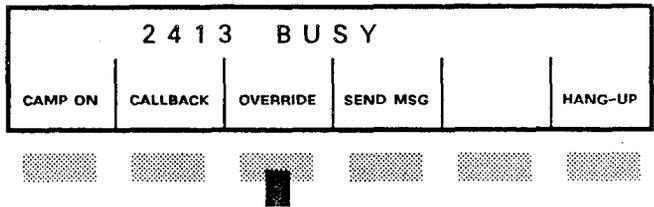
You can interrupt a busy extension . . .

and enter the conversation by using **OVERRIDE**.

To override a busy extension

When you hear busy tone

- Press **OVERRIDE**



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

All parties in the conversation will hear a warning tone, which is repeated intermittently until you hang up.

Questions about **OVERRIDE**

Can I use **OVERRIDE to intrude into a line with Do Not Disturb activated?**

Yes, you can. The Do Not Disturb feature by itself does not prevent you from overriding. If the station can be overridden (if it is not protected from Override in its class of service), you will be able to override it when a conversation is in progress.

OVERRIDE

Sometimes OVERRIDE does not work. Why?

This feature only works when a call is in progress. It does not work when the busy user:

- has the handset off the cradle and is in the process of making a call;
- has a call on hold;
- is on hold at another phone;
- is in a hunt group (that is, a group with a common extension number as well as their own extension numbers);
- has Executive Busy Override Security or Data Security in his/her Class of Service;
- is talking with someone who has Executive Busy Override Security.

If the caller who is overridden hangs up, what happens to the caller who interrupted the call?

When the overridden party hangs up, the overriding party is disconnected from the call.

You can use your phone to access . . .

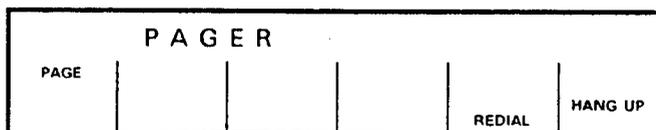
and make an announcement over the loudspeaker paging equipment (if paging equipment is provided).

To access the paging system

- Lift the handset
- Press and hold down PAGE

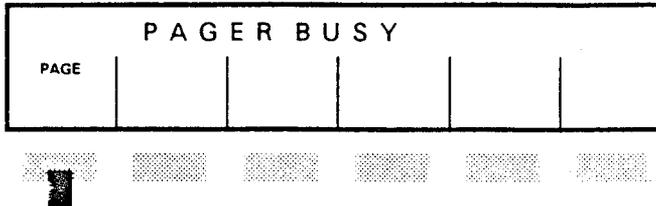


If the pager is free, you will hear a short beep, then silence. PAGER is then displayed.



PAGE

If the pager is busy, PAGER BUSY is displayed. You will have to try again later.



- **Make your announcement while holding down the PAGE key**

When your announcement is finished

- **Hang up**
You are disconnected from the loudspeaker paging equipment.

Questions about PAGE

Can I access PAGE in handsfree mode?

You must lift the handset to use PAGE. If you try to use the feature access code for Paging in handsfree mode, you will hear re-order tone. If you press **speaker on/off** while connected to the pager, it will be ignored.

Can I use the pager when I have a call on hold?

Yes, you can use the pager when someone is on consultation hold (put on hold using TRANS/CONF), as well as when you put a caller on hold using the red **hold** key. However, in the last case, you will

have to select a free line on your set to access the paging equipment.

What happens if I try to access the pager and it is busy?

If the pager is busy, you will see the message "PAGER BUSY", and will not be able to have access until it is free.

The only person who can override anyone else using the pager is the Attendant.

PICKUP

You can answer calls made to other extensions . . .

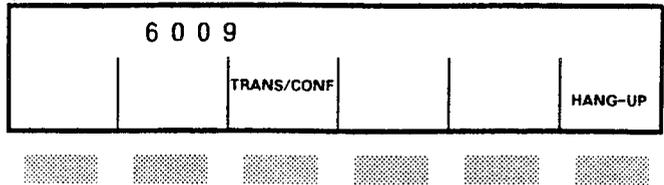
from your telephone if they are programmed into your pickup group. Extensions located in one area or within similar departments can be placed in the same answer (pickup) group. Anyone in the group can answer or "pick up" each other's calls by dialing a short code. This helps ensure that all calls are answered.

To answer a call in your pickup group .

- **Lift handset**
Or press speaker on/off
- **Dial the Pickup Code**



Note: Your display shows the number of the calling party (NOT the extension number which you have picked up).



You will be connected to the caller.

If you hear Reorder Tone, someone else has picked up the call.

Questions about Pickup

What if two phones in my group are ringing at the same time?

When you dial the Pickup Code, you will answer the phone that rang first.

Sometimes Pickup does not work. Why?

You cannot pick up a call to a phone:

- if it is not in your Pickup group;
- if it is a Callback Call (listen for distinctive callback ringing);
- while you have a call on consultation (soft) hold on your line;
- if it is a recall; or
- if Pickup is not allowed in your Class of Service.

PRIVACY/PRIVACY REL

You may have key line appearances on your set . . .

that are shared with other SUPERSET® set users. Privacy is automatic; that is, another SUPERSET set user with the appearance of your prime line cannot interrupt the calls you make or receive on your prime line.

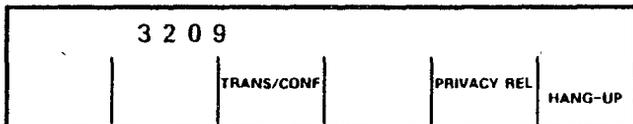
However, you can allow other SUPERSET set users with a key line appearance to come into your calls by activating the Privacy Release feature.

When this feature is activated, other SUPERSET 4™ and SUPERSET 3™ users with an appearance of your line can 'auto-conference' in. When someone else presses the line key associated with your line, you will have a conference.

To release privacy

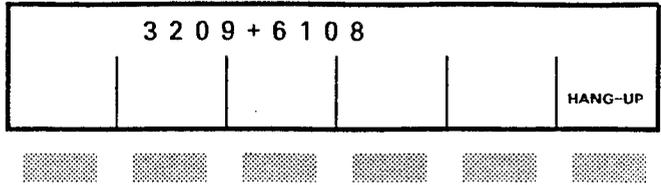
While in a conversation:

- Press **PRIVACY REL**



Any user with the same key line appearance may now enter your conversation simply by selecting that line. The following is displayed.

PRIVACY/PRIVACY REL



At this point, any user who presses line key associated with your line will join your conversation.

Note: The Privacy Release feature only applies to the current call. As soon as you hang up, the set reverts by itself to Privacy.

Questions about Privacy Release

Does PRIVACY prevent someone from overriding my line?

No, PRIVACY just indicates to you that your line cannot be used by someone else once you are using it. It can still be overridden by someone with the appropriate Class of Service.

Can I release Privacy if I have someone on consultation hold?

No. The PRIVACY REL prompt will not be available.

Can I use Privacy Release to allow a regular set user to override the conversation?

No. Privacy Release is only available to SUPERSET 3™ or SUPERSET 4™ users who have a secondary line appearance of the line on which the conversation is carried out.

PROGRAM

PROGRAM is used to do the following . . .

- program your name
 - set up Call Forwarding
 - create messages, and
 - set up speed call numbers.
- **Press PROGRAM**

9 : 0 7		3 - F E B - 8 7			
PROGRAM			MSG	REDIAL	

■

You may now continue programming call forwarding, speed call keys, your name or a new advisory message.

P R O G R A M . . .					
EXIT	NAME	CALL FWD		MSG	SPEED CALL

Refer to CALL FWD, NAME, MSG, or SPEED CALL KEYS for more information.

Questions about programming

What happens if I am using PROGRAM and a call comes into my SUPERSET 4™ set?

If you have enabled Auto-answer and the call is coming in on your prime line, you are directly

connected to the caller. You can continue programming but you will not see the information on the caller, nor be able to use the features normally associated with your set. You can then either press your prime line key or lift the handset, and your telephone exits from the programming mode. However, all the information you have entered at that point is lost and you will have to start from the beginning after hanging up.

If you are not using Auto-answer

- **Press EXIT**

your SUPERSET® exits from programming mode. After hanging up, you will have to press PROGRAM again and start from the beginning.

Note: If you are not using Auto-Answer and do not press EXIT before answering the call, your display will show the time and date, and no prompts will be available to you for call processing.

RELEASE

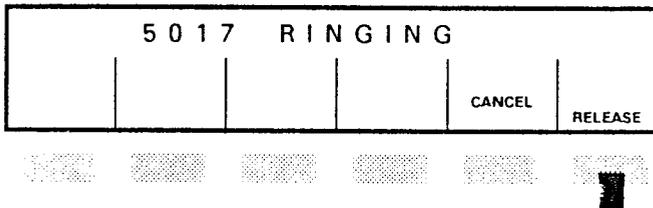
RELEASE is used to connect . . .

a caller that you put on consultation hold to the person with whom you just established a communication. In other words, RELEASE is the softkey that allows you to transfer a call to another extension. When you press RELEASE, the two parties are connected together and you are free to use your set normally.

To release a call

After pressing TRANS/CONF and dialing the extension number:

- **Press RELEASE**



The call is transferred to the other caller.

Questions about RELEASE

What is the difference between RELEASE and CANCEL?

RELEASE releases you from a call to connect two other calls together, such as in transferring a call. CANCEL is used to cancel the last function you did, such as pressing TRANS/CONF, and reconnect you to the original call.

SPEED CALL KEYS

Frequently dialed numbers can be saved . . .

and then dialed by pressing a single key. You can program frequently dialed numbers on any of the 14 keys on the right hand side of your set not used for line appearances.

To set up or change a speed call number

- Press **PROGRAM**
- Press **SPEED CALL**

The following displays.

	P R E S S A S / C K E Y				
EXIT					



- Press the required speed call key on the right hand side of your set - any key not used for line appearances.

	E N T E R N U M B E R				
EXIT			HELP		



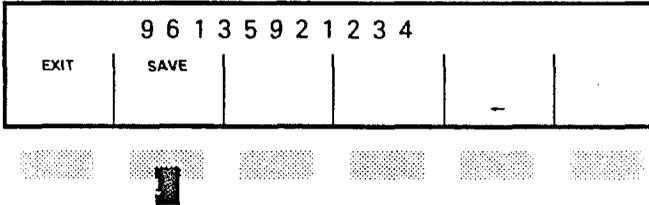
- Enter the number to be saved from the dial key pad.

Press - to backspace and clear an incorrect entry.

SPEED CALL KEYS

Or press EXIT to clear the display and start again. This will leave the previously saved number intact if one was already programmed for that key.

- **Press SAVE**
to store the number.



- **Record the identity of the new number**
Remove the clear plastic card cover and write the new number identity on the line which corresponds to the speed call key.

To display a speed call number

- **Press the display key**
- **Press the speed call key**
that contains the number you want displayed.
- **Press EXIT**
to exit from display.

Questions about Speed Call

Can I erase the number programmed at a speed call key?

You can erase an old speed call number by over-writing it with a new one.

SPEED CALL KEYS

Can I have the same numbers programmed at my speed call keys as others in my department or company?

Yes, you can. However, if several of you have the same number programmed on your Speed Call keys, it makes good sense to arrange to have the number entered into the system's Abbreviated Dial table. This will free your own Speed Call keys for other numbers, and everyone has quick access to commonly called numbers.

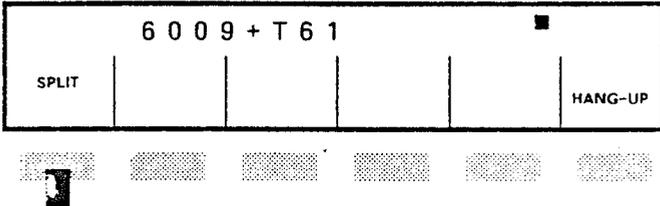
Contact your Communications Department to add numbers to the Abbreviated Dial table.

SPLIT

You can split callers . . .

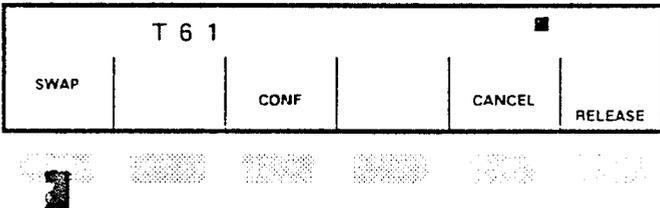
in a three-party conference and speak with one caller privately. You can then switch to the other party using SWAP.

While in a conference:



- **Press SPLIT**
to speak with one caller privately.

You will be connected with the first person who joined the conference. The other party is on Consultation hold.



Questions about SPLIT

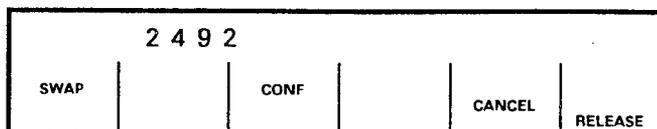
What if the party I'm talking to privately hangs up?

If the party you're talking to privately hangs up, you will be connected to the other.

To alternate between the current party . . .

and a caller on consultation hold, use SWAP.

- Press SWAP



If you hang up before either of the other parties do, they will be connected to each other.

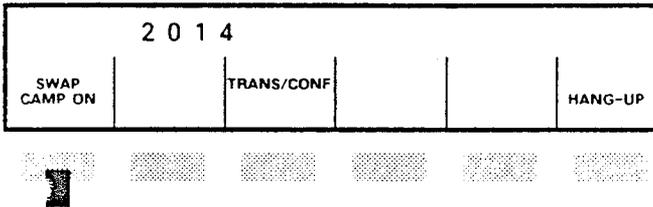
SWAP CAMP ON

This feature allows you to . . .

put your current call on hold and answer (swap to) a waiting call.

When you hear one beep during a call, it means you have an internal call waiting. If you have an external call waiting, you will hear two beeps. Look at your display to see who is waiting, and then:

- **Press SWAP CAMP ON**



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

- **Press SWAP**
to switch from one person to the other.
- **Press CANCEL**
to return to your original call.

See **Call Waiting**.

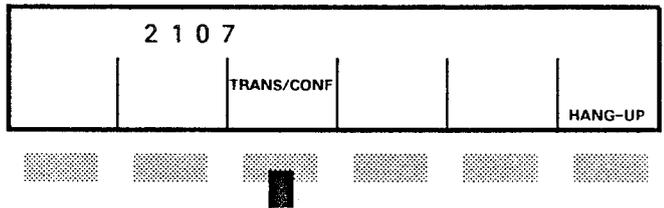
TRANSFERRING CALLS

To transfer a caller to another extension

- **Tell the caller** that you are going to transfer his call to the called party.
- **Press TRANS/CONF**

The call is placed on consultation hold, indicated in the display by a flashing square.

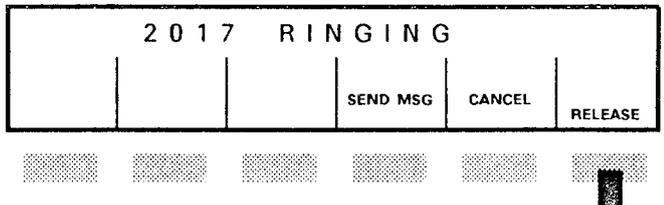
Note: When you press TRANS/CONF, you will hear transfer dial tone (three short beeps followed by dial tone).



- **Dial the number** of the person to whom you want to transfer the call.

If the selected extension is ringing and you do not need to introduce the caller

- **Press RELEASE** or replace the handset



TRANSFERRING CALLS

The caller is transferred to the ringing extension.

If there is no answer after a certain period, the transferred external call returns to ring your extension, while still ringing the destination set.

If you want to introduce the caller

- Wait until the called party answers
 - Announce the call
 - Press **RELEASE**
- Or replace the handset

If the number is busy

- Press **RELEASE**
to "camp on" the caller to the busy extension.

The busy extension user hears a single beep (internal call) or two quick beeps (external call), indicating a call waiting. When the busy extension user hangs up or uses **SWAP CAMP ON**, the waiting call is connected automatically.

Or press **CANCEL**
to be reconnected to the original caller.



Note: The **SEND MSG** prompt will only be displayed if the busy extension is a **SUPERSET 4™** set that can receive Message notifications.

TRANSFERRING CALLS

If there is no answer

- **Press CANCEL**
to be reconnected to the call you wanted to transfer.

Note: When using instructions for regular telephones on your SUPERSET 4™ set, you must press TRANS/CONF instead of flashing the switchhook.

Questions about transferring calls

What if I dial a busy extension?

You can release the call to camp-on to the extension. If, after a programmed time-out, the busy extension has not become free, the call (internal or external) will return to you.

What happens if I make a mistake while transferring calls, such as dialing the wrong extension?

Press CANCEL. You will be connected to the caller. You can then dial the correct extension.

REFERENCE

INTRODUCTION

Tables in this section have been provided to let you fill in Abbreviated Dial Numbers, External Line (Trunk) Access Codes and all the Feature Access Codes used within your company's telephone system.

FEATURE ACCESS CODE SUMMARY

Note: The features listed in this table can be accessed by dialing a special code. Although your SUPERSET 4™ set provides softkey prompts for most features, you may still use these features by dialing the appropriate code, designed for the users of regular telephones. This table is provided for your convenience, should you want to learn the codes that will enable you to use the features on regular sets and SUPERSET 3™ telephones. Upon request, your Communications Manager will give you a list of all the feature access codes used in your company.

FEATURE	CODE	FEATURE	CODE
Account Code Access		Night Bells (TAFAS)	
Attendant Access		Override	5
Callback Busy	6	Paging	
Call Forward		Pickup	
- Always Forward		Station Feature Reset	
- When No Answer			
- When Set's Busy			
- Busy/No Answer			
Last Number Redial			

Account Code

Code that you dial before or during a call in order to log it for accounting purposes.

Camp-on

A feature allowing a user to wait on the line to speak to a busy extension user. To indicate that he has a waiting call, the busy user hears a double beep for external calls and a single beep for internal calls. When the busy user hangs up or uses the SWAP CAMP ON feature on the SUPERSET 4™ set, the caller will be connected.

Central Office (CO)

A facility housing the public telephone switching system and related equipment which provides telephone service for customers in a given geographical area.

Class of Service (COS)

A Class of Service determines what features a telephone can access. When your telephone system is programmed, the telephones are assigned different Classes of Service.

Consultation Hold (Soft Hold)

Consultation Hold is temporary hold. On the SUPERSET 4 set, a caller is put on Consultation Hold by pressing TRANS/CONF. The user then activates other features or makes another call. When you put a caller on Consultation Hold, the call on hold rings your telephone if you hang up, and is indicated by a flashing square in the upper right corner of your display.

GLOSSARY

Direct Trunk Select (DTS)

The Direct Trunk Select feature allows you to have direct access to an outside trunk for making and receiving calls. The trunk is assigned to a line appearance on the SUPERSET 4™ set. When you press a DTS line select key, the dial tone you hear comes from outside your telephone system, and you do not have to dial an external line access code before the desired number.

Delay Ring

The Delay Ring feature can be assigned so that incoming calls do not ring immediately at the set. Ringing is delayed for a programmable period of time. This feature is useful for backup answering as well as screening calls for a manager.

Direct Inward System Access (DISA) Trunk

A feature that allows callers to dial directly into the telephone system and activate features and facilities.

External Line (Trunk) Access Code

A code which precedes a dialed number to indicate to the telephone system that the number dialed is outside the system.

Key Hold (Hard Hold)

A call on Key Hold is put on hold by pressing the red **hold** key. Unlike Consultation hold, the call on hold will not ring your telephone when you hang up.

Line Appearances

A line is said to have an appearance at a SUPERSET® set if the line has been assigned to one of the available line select keys. A line can

appear at one or more sets, and can be assigned to one of several line types (Key, Multicall, Direct Trunk Select, etc.) Line appearances allow telephones to be arranged in groups, in order to meet your communication needs.

Night Service

A mode of operation of the system that routes incoming calls to pre-determined Night Answer Point(s). Night Service can be selected by the attendant whenever he/she is absent from the console. A SUPERSET 4™ user can answer incoming calls ringing the night answer point by lifting the handset and pressing the NIGHT ANS prompt.

Pickup Group

Extensions located in one area or within similar departments placed in the same answer group. Anyone in the group can answer or "pick up" each other's calls by dialing a short code. This helps to ensure that all calls are answered.

Recall

A call which was transferred to another extension will return to the transferring extension (or to the Attendant Console, depending on system routing) if it remains unanswered after a time-out period. Similarly, a call placed on hold and not retrieved will recall the extension after a time-out period.

Switchhook Flash

The Switchhook Flash, used by users of regular telephone sets to signal the telephone system that they want to activate a feature, has been replaced by the TRANS/CONF key on the SUPERSET 4 set.

GLOSSARY

Trunk

Other name for an external line. Trunks may link you to the public network or a switched private network. Trunks are grouped within your telephone system in Trunk Groups. Therefore, when you dial an external line access code, the system will seize the first free trunk in that group.

