

MITEL

# Superset | 4001

USER GUIDE

 **MITEL** | it's about **YOU**



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## ABOUT YOUR PHONE

The SUPERSET 4001 has six fixed-function keys ( **PROGRAM, MESSAGE, HOLD/RETRIEVE, FLASH, ▲, ▼** ) and seven personal keys. A personal key can be programmed to dial a Speed Call number or a feature access code. Your telephone also features a large Message indicator.

### *Telephone status indicators*

<b>Line Status</b>	<b>Indicator Meaning</b>
Idle	Off
Busy	On
Ringing	Flashing slowly
On hold at your phone	Flashing rapidly
On hold at another phone	Flashing slow on/fast off

## TIPS FOR YOUR COMFORT AND SAFETY

### **Don't cradle the handset!**

Prolonged use of the handset can lead to neck, shoulder, or back discomfort, especially if you cradle the handset between your ear and shoulder. If you use your phone a lot, you may find it more comfortable to use a headset. See the section on headset usage elsewhere in this guide for more information.

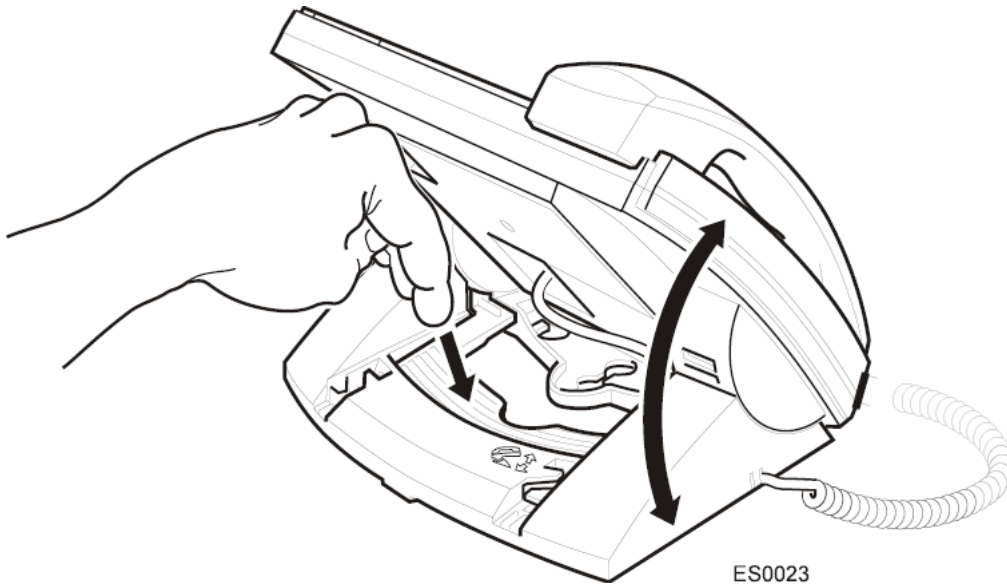
### **Protect your hearing**

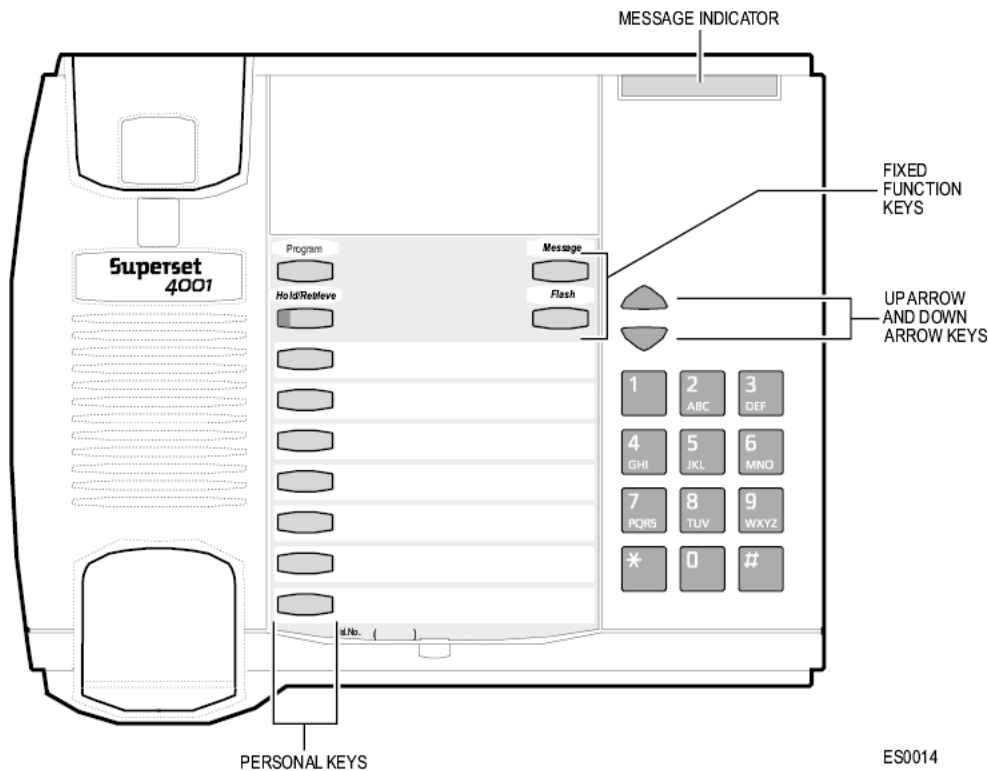
Your phone has a control for adjusting the volume of the handset receiver or headset. Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

## Adjusting the viewing angle

The stand built into your phone tilts to give you a better view of the keys for better viewing!

1. Press the tilt-release paddle on the telephone base
2. Tilt your telephone to the desired angle
3. Release the tilt-release paddle





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## Changing Handsets

Your SUPERSET 4001 telephone is compatible with several specialty handsets. To remove the handset shipped with your phone from the handset cord:

1. Bend a paper clip to produce approximately 4 cm (1.5 in.) of straight wire.
2. On the handset, locate the plastic groove leading into the handset jack. The groove is on the side of the jack that is closest to the handset microphone.
3. Slide the end of the wire into the handset jack along the groove until it stops underneath the handset cord clip.
4. While gently pulling on the handset cord, use the wire to pry the clip upward. The cord will separate from the handset.
5. Store the original handset in a safe place.

# CUSTOMIZING YOUR PHONE

## Ringer Control

*To adjust the Ringer Volume while the phone is ringing:*

- Press ▲ or ▼.

*To adjust the ringer pitch:*

1. Lift the handset.
2. Dial **27**.
3. Dial **33**.
4. Press ▲ or ▼.
5. Hang up.

## Handset Receiver Volume Control

*To adjust the Handset Receiver Volume when you are using the handset:*

- Press ▲ or ▼.

# MAKING AND ANSWERING CALLS

If your telephone system operates as a PBX, the Prime Line can be used for both incoming and outgoing calls. Outgoing calls require dialing a line access code (usually "9") followed by the telephone number.

In a key telephone system (KTS), the Prime Line is used for internal (Intercom) calls only. Outgoing calls require the use of Line keys.

## Make a Call - PBX

1. Lift the handset.
2. Dial the extension number or a line access code (usually "9") and the telephone number for an outside call.

-OR-

Press a Speed Call key.



## **Make an External Call - KTS**

1. Lift the handset.
2. Press a Line key.
3. Dial the telephone number.  
-OR-  
Press a Speed Call key.

## **Make an Intercom Call - KTS**

An Intercom call is a call between two extensions, which either pages or rings the called extension.

*To switch between a ringing intercom call to a paged intercom call:*

1. Make a call.
2. Do one of the following while listening to ringback tone:
  - Press the **Direct Page** feature key.
  - Dial **48**.

## **Answer a Call**

- Lift the handset.  
-OR-  
Press the flashing Line Appearance key and lift the handset.

## **Redial**

*To redial the last number that you manually dialed:*

1. Lift the handset.
2. Dial **30**.

## Speed Call Keys

*To dial a stored Speed Call number:*

1. Lift the handset.
2. Press a Speed Call key.

*To store a Speed Call number:*

1. Press **PROGRAM**.
2. Press the desired Speed Call key.
3. Enter "9" or other digit(s) used to access an outside line (if required) followed by enter the telephone number.  
Press **HOLD** between digits to create a one-second pause during dialing - press **HOLD** more than once to lengthen the pause).
4. Press **PROGRAM**.

## Speed Call-Personal

*To dial a personal Speed Call number:*

1. Lift the handset.
2. Dial **52**.
3. Enter an index number between **1** and **5**.

*To store a personal Speed Call number:*

1. Lift the handset.
2. Dial **51**.
3. Enter an index number between **1** and **5**.
4. Enter "9" or other digit(s) used to access an outside line (if required) followed by enter the telephone number.  
Press **HOLD** between digits to create a one-second pause during dialing - press **HOLD** more than once to lengthen the pause).
5. Hang up.

# CALL HANDLING

## Hold

*To place a call on Hold:*

- Press **HOLD/RETRIEVE**.

*To retrieve a call from Hold:*

- Press **HOLD/RETRIEVE**.

*To retrieve a call that has been placed on Hold at another extension:*

1. Lift the handset.
2. Dial **23**.
3. Dial the number of the extension that placed the call on Hold.

## Hold and Page

The Hold and Page feature allows you to put a call on hold and page without having to use a feature key or code.

*To place a call on hold and page:*

1. Press the red **HOLD** key twice.
2. Make the page.

*To place a call on hold and not page:*

1. Press the red **HOLD** key.
2. Press any key except for the red **HOLD** key. The call is on hold.

## Transfer

*To Transfer an active call:*

1. Press **FLASH**.
2. Dial the number of the third party.
3. Do one of the following:
  - To complete the Transfer, hang up.
  - To announce the Transfer, wait for an answer, consult, and hangup.
  - To cancel the Transfer, press **FLASH**.

## **Conference**

*To form a Conference when a two-party call is already in place, or to add another party to an existing Conference:*

1. Press **FLASH**.
2. Dial the number of the next party.
3. Wait for an answer.
4. Press **FLASH**.

*To leave a Conference:*

- Hang up.

## **Swap**

*To call another party when you are in an established two-party call:*

1. Press **FLASH**.
2. Dial the number.

*To alternate between the two parties:*

- Press **FLASH**.

## Call Forward

*To program and activate Call Forward:*

1. Lift the handset.
2. Do one of the following:
  - To redirect internal calls, dial **04**.
  - To redirect external calls, dial **05**.
  - To redirect both internal and external calls, dial **03**.
3. Do one of the following:
  - To redirect all calls, press **1**.
  - To redirect calls when your telephone is busy, press **2**.
  - To redirect calls when you don't answer, press **3**.
  - To redirect calls when your telephone is busy or when you don't answer, press **4**.
4. Dial the destination number.
5. Hang up.

*To cancel Call Forward:*

1. Lift the handset.
2. Do one of the following:
  - To cancel the redirect of internal calls, dial **04**.
  - To cancel the redirect of external calls, dial **05**.
  - To cancel the redirect of both internal and external calls, dial **03**.
3. Hang up.

## **Call Forward - I'm Here**

*To forward calls from a remote extension to your current location:*

1. Lift the handset.
2. Dial **06**.
3. Dial the number of the remote extension.
4. Hang up.

*To cancel Call Forward - Remote from the extension that set the remote forwarding:*

1. Lift the handset.
2. Dial **07**.
3. Dial the extension of the remote extension.
4. Hang up.

*To cancel Call Forward - Remote from the extension that was forwarding:*

1. Lift the handset.
2. Dial **03**.
3. Hang up.

## Call Forward - Toggle

This feature is useful if you want call forwarding in effect for Busy and No Answer conditions most of the time, but need to override it with Call Forward Always occasionally--for example, when you're using a second phone such as a SUPERSET 4090 cordless phone. Instead of changing the call forward programming on your main phone to turn Call Forward Always on and off, you can program a key to do it.

You can also program keys to turn Call Forward Busy, No Answer or Busy/No Answer on and off.

*To toggle call forward:*

- Press the programmed feature key: **Forward Always**, **Forward Busy**, **Forward No Ans**, or **Forward Busy/NA**.

For information on programming a feature key, see "Feature Keys" elsewhere in this guide.

**Note:** You may also program a **Forward All** key to enable and disable all call forward types that have a destination programmed.

## Messaging - Callback

*To leave a Callback Message on a telephone when you hear busy or ringback tone:*

- Press **MESSAGE**.

*To respond to a Message Waiting condition on your telephone:*

1. Lift the handset.
2. Press **MESSAGE**.

A call is placed to the message sender (voice mail system or extension user) that left the oldest message.

If the extension is busy or the user does not answer, you can send the user a Callback message by pressing the **MESSAGE** key again. This cancels the Callback message on your extension.

# USING ADVANCED FEATURES

## Account Codes

*To access a trunk (outside line) via Account Code entry:*

1. Lift the handset.
2. Dial **01**.
3. Dial the Account Code digits followed by **#**.
4. Dial the telephone number.

## Callback

*To request a Callback when you reach a busy extension:*

1. Dial **7**.
2. Hang up.

*To request a Callback when the extension does not answer:*

1. Hang up.
2. Lift the handset.
3. Dial **43**.
4. Dial the number of the unanswered extension.
5. Hang up.

*To answer a Callback:*

- Lift the handset.



## Call Park

*To park a call:*

1. Press **FLASH**.
2. Dial **33**.
3. Hang up.

*To retrieve a parked call from your phone:*

- Lift the handset.

*To retrieve a call parked by another extension:*

1. Lift the handset.
2. Dial **23**.
3. Dial the number of the extension that parked the call.

## Call Park - Destination Phone

Call Park - Destination Phone allows you to park an answered call on another phone. If a parked call is not retrieved after a specified length of time, a reminder occurs.

*To park an active call on another phone:*

1. Press **TRANS/CONF** to get dial tone.
2. Dial **62**, and then dial the extension of the destination phone.  
If the call is parked successfully, dial tone, busy tone or a page occurs. If the call is not parked, reorder tone occurs.

*To retrieve a call parked on another phone:*

- Do one of the following:
  - Press the flashing **Call Park** feature key.
  - Dial **22**.

## Call Pickup

*To answer a call that is ringing at another extension in your Pickup Group:*

1. Lift the handset.
2. Dial **08**.

*To answer a call that is ringing at a extension not in your Pickup Group:*

1. Lift the handset.
2. Dial **09**.
3. Dial the number of the ringing extension.

## Campon

*To campon to a busy extension:*

- Wait for the 10-second time-out period to expire.

*To retrieve a call when you hear Campon tone:*

- Press **FLASH**.

## Do Not Disturb

*To activate Do Not Disturb:*

1. Lift the handset.
2. Dial **10**.
3. Dial **1**.
4. Hang up.

*To deactivate Do Not Disturb:*

1. Lift the handset.
2. Dial **10**.
3. Dial **2**.
4. Hang up.

## Override (Intrude)

*To use Override when you encounter busy tone:*

- Dial **8**.

## **Paging - PA**

*To use Paging:*

1. Lift the handset.
2. Do one of the following:
  - To page the default zone, dial **12**.
  - To page a specific zone, dial **13** followed by the zone number (0-9).
3. Make the announcement.

## **Paging - Direct**

*To page an extension that has Whisper Announce or Off-Hook Voice Announce enabled:*

1. Lift the handset.
2. Dial **48**.
3. Dial the extension number.
4. Page the called party.

*To answer a Direct Page:*

- Lift the handset.

## **Paging - All Set**

*To page all telephones simultaneously through their speakers:*

1. Lift the handset.
2. Dial **48**.
3. Press **\***.
4. Page the called party.

*To answer an All Set Page:*

1. Lift the handset.
2. Dial **49**.

## **Paging - Group**

*To page all extensions in a paging group simultaneously through their speakers:*

1. Lift the handset.
2. Dial **48**.
3. Press **#**.

*To respond to a Group Page:*

1. Lift the handset.
2. Dial **49**.

## **Reminder**

*To set or modify a timed reminder:*

1. Lift the handset.
2. Dial **32**.
3. Set a time by entering the hour and minutes in 24-hour format. For example, entering 1415 sets a reminder for 2:15 PM.  
You hear dial tone if the time is valid; reorder tone if it is invalid.

*To cancel a timed reminder:*

1. Lift the handset.
2. Dial **32**.
3. Hang up.

*To acknowledge the reminder (indicated by five rings).*

- Lift the handset.

## Reminder - Multiple

*To set multiple reminders (up to three):*

1. Lift the handset.
2. Dial **32**.
3. Dial # followed by the number of the timer (#1, #2, or #3). To repeat the timer daily, dial \*.
4. Set a time by entering the hour and minutes in 24-hour format. For example, entering 1415 sets a reminder for 2:15 PM.  
You hear dial tone if the time is valid; reorder tone if it is invalid.
5. Repeat for each additional timer.

*To cancel the Timer 1 reminder:*

1. Lift the handset.
2. Dial **32** followed by 9999.
3. Replace the handset.

The reminder is cancelled.

*To cancel multiple reminders:*

1. Lift the handset.
2. Dial **32** followed by 9999.
3. Dial # followed by the timer number (#1, #2, or #3).
4. Dial 9999.
5. Replace the handset.

*To acknowledge the reminder (indicated by five rings).*

- Lift the handset.

## Phonebook

*To access the Phonebook:*

1. Press the **Phonebook** softkey or dial **65**.
2. Using the keypad, enter the name or extension of the person you wish to call.

**Note:** Only extensions that have a voice mailbox can be dialed using Phonebook.

## Call Monitoring

This feature allows you to monitor another extension user's phone conversation, either with or without the user's knowledge.

If your system is programmed to notify users that they are being monitored, they hear a beep when monitoring begins. Users that have a display telephone also see your name and extension number in the display for the duration of the call.

When monitoring a call, you can listen to the conversation but you can't speak to either party, and they can't hear you. However, you can join the conversation by forming a three-party conference

### **A few conditions:**

- The system may be programmed to disallow monitoring of any or all extensions.
- A user can only be monitored from one extension at a time. If you try to monitor someone who is already being monitored, you receive busy tone and BUSY appears in your display.
- If the user puts the caller on hold, transfers the call, or ends the call, you are disconnected and your monitoring session ends. Note that the system can be programmed to allow monitoring to continue while the call is on hold.
- While you are monitoring, you can't make or receive calls. Anyone who calls your telephone while you are monitoring receives busy tone. The caller can leave a callback, but is unable to camp on or override your monitoring session. If you want to place an outgoing call, you must first cancel your monitoring session.

*To monitor a a call:*

1. Lift the handset.
2. Dial **45** followed by the number of the extension you wish to monitor.  
If the user is not on the phone, you hear busy tone.
3. Press **Trans/Conf** to form a three-party conference with the user and the other party.  
-OR-  
Hang up to end the monitoring session.

**NOTE:** If you wish to continue monitoring after exiting the conference, you must set up the monitor again.

## **Door Opener**

Door Opener allows you to operate a third-party door opener. For example, when someone requires entry into a third-party building, a designated extension (or extensions) rings and on answering, the extension user can press a feature key or dial a feature access code to open the door.

*To use Door Opener:*

- Press **Door Opener** or press **66**.



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