MITEL

Superset | 4001

USER GUIDE

MITEL | it's about **YOU**

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IMPORTANT! This telephone is NOT suitable for direct connection to the public-switched telephone network. Connect the telephone to a Mitel Networks telephone system only.

Contents

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

When line is	the indicator is
Idle	Off
Busy	On
Ringing	Flashing slowly
On hold at your set	Flashing rapidly
On hold at another set	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.

To tilt your telephone 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.

ES0023

MESSAGE INDICATOR

FIXED FUNCTION KEYS

UP ARROW AND DOWN ARROW KEYS

PERSONAL KEYS

ES0014
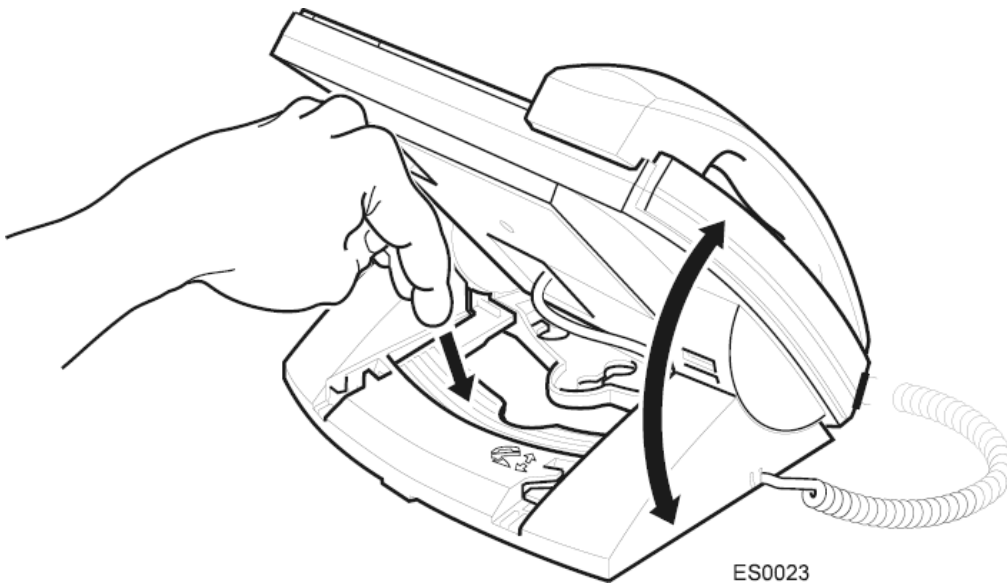
Changing Handsets

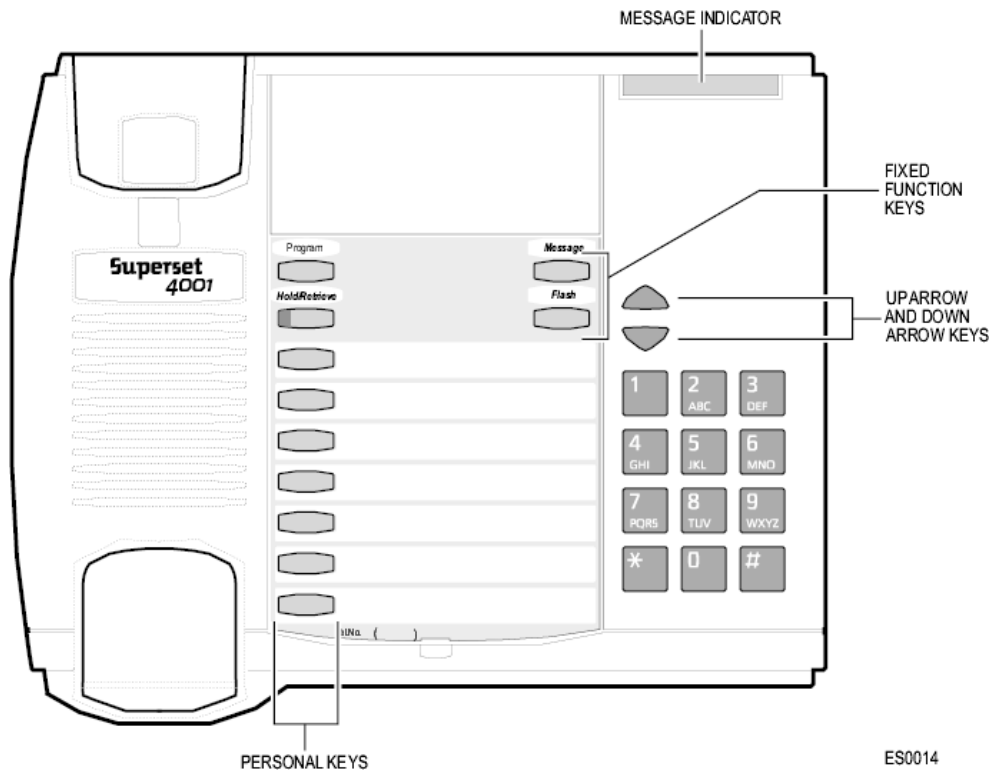Your SUPERSET 4001 telephone is compatible with several specialty handsets. To remove the handset shipped with your set from the handset cord:

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 set is ringing:

- Press ▲ or ▼.

To adjust the Ringer Pitch:

1. Lift the handset.
2. Dial **83**.
3. Press **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

Make a Call

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

Answer a Call

- Lift the handset.

Redial

To redial the last number that you manually dialed:
1. Lift the handset.
2. Dial ***01**.

Redial - Saved Number

To save the last number that you manually dialed:
1. Lift handset.
2. Dial ****79**.

To Redial a saved number:
1. Lift handset.
2. Dial ***6***.

Speed Call Keys

To dial a stored Speed Call number:
1. Lift handset.
2. Press a Speed Call key.

To store a Speed Call number:
1. Press **PROGRAM**.
2. Press the desired Speed Call key.
3. Dial the number to be stored.
   - Press **HOLD/RETRIEVE** between two digits to enter a 2-second pause in dialing.
   - Press **FLASH** to enter a trunk flash. (See "Trunk Flash" for more information about the use of this feature.)
4. Press **PROGRAM**.

Speed Call - Personal

To dial a stored personal Speed Call number:

1. Lift handset.
2. Dial **58**.
3. Enter an index number between **00** and **09**.

To store a personal Speed Call number:

1. Lift the handset.
2. Dial ****1**.
3. Enter an index number between **00** and **09**.
4. Dial the number to be stored.
   Press **HOLD/RETRIEVE** between any two digits to enter a 2-second pause in dialing.
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 station:

1. Lift the handset.
2. Dial ****1**.
3. Dial the number of the extension that placed the call 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 then hang up.
    - To cancel the Transfer, press **FLASH** and dial ***1**.

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.**
5. Dial ***4**.

To leave a Conference:

- Hang up.

Conference Split

To Split a Conference and speak privately with the original party:

1. Press **FLASH**.
2. Dial ***41**.

Broker's Call

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 all calls, dial ***8**.
   - To redirect all calls when your telephone is busy, dial ****70**.
   - To redirect internal calls when your telephone is busy, dial **63**.
   - To redirect external calls when your telephone is busy, dial **62**.
   - To redirect all calls when you don't answer, dial ****71**.
   - To redirect internal calls when you don't answer, dial **65**.
   - To redirect external calls when you don't answer, dial **66**.
3. Dial the destination number.
4. Hang up.

To cancel individual Call Forward types:

1. Lift the handset.
2. Do one of the following:
   - To cancel the redirect of all calls, dial **#8**.
   - To cancel the redirect of calls when your telephone is busy, dial ****72**.
   - To cancel the redirect of calls when you don't answer, dial ****74**.
3. Hang up.

To cancel all Call Forward types:

1. Lift the handset.
2. Dial **##8**.
3. Hang up.

Call Forward - I Am Here

To forward calls from a remote station to your current location:

1. Lift the handset.
2. Dial ****8**.
3. Dial the extension of the remote station.
4. Hang up.

To cancel Call Forward - I Am Here from the station that set the remote forwarding:

1. Lift the handset.
2. Dial ****77**.
3. Dial the extension of the remote station.
4. Hang up.

To cancel Call Forward - I Am Here from the station that was forwarded:

1. Lift the handset.
2. Dial **#8**.
3. Hang up.

Call Forward - End Chaining

To ensure that calls do not get forwarded again by the destination number:

1. Lift the handset.
2. Dial **64**.
3. Hang up.

To again allow calls to be forwarded by the destination number:

1. Lift the handset.
2. Dial ****73**.
3. Hang up.

Call Forward - Override

To override Call Forward and ring a station:

1. Lift the handset.
2. Dial ***1***.
3. Dial the extension number.

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.**

USING ADVANCED FEATURES

Account Codes

To use Forced Account Codes:

1. Lift the handset.
2. Dial the Account Code digits.
3. Press **#**.

To enter an Account Code during a call:

1. Press **FLASH.**
2. Dial ****3**.
3. Dial the Account Code digits.
4. Press **#**.
5. Press **FLASH**.

Callback

To request a Callback when you reach a busy or unanswered station:

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

To answer a Callback:

- Lift the handset.

To cancel a Callback:

1. Lift the handset.
2. Dial ***1#**.
3. Dial the number of the called station.
4. Hang up.

To cancel all Callbacks:

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

Call Park

To retrieve a call parked by the attendant:

1. Lift the handset.
2. Dial ***23**.
3. Dial the Console ID and the Hold Slot number.

Call Pickup

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

1. Lift the handset.
2. Dial ***6**.

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

1. Lift the handset.
2. Dial ****6**.
3. Dial the number of the ringing station.

Campon

To Campon to a busy station:

- Dial **3**.
  -OR-
  Wait for the time-out period to expire.

To retrieve a call when you hear Campon tone:

- Press **FLASH.**
  The current call is put on hold. You are connected to the waiting call.

Do Not Disturb

To activate Do Not Disturb:

1. Lift the handset.
2. Dial ***5**.
3. Hang up.

To deactivate Do Not Disturb:

1. Lift the handset.
2. Dial **#5**.
3. Hang up.

To activate Do Not Disturb from a remote station:

1. Lift the handset.
2. Dial ****5**.
3. Dial the number of the station to which Do Not Disturb is to apply.
4. Hang up.

To deactivate Do Not Disturb from a remote station:

1. Lift the handset.
2. Dial **##5**.
3. Dial the number of the station with Do Not Disturb activated.
4. Hang up.

Override

To use Override when you encounter busy or DND tone:

- Dial **2**.

Paging

To use Paging:

1. Lift the handset.
2. Dial ****9**.
3. Dial the Paging zone number (if required).
4. Make the announcement.

Direct Paging

Direct Paging allows you to page a party through their telephone speaker. If the paged party has Off-Hook Voice Announce enabled, the page will be heard even when the party is on a handset or headset call.

To page a party:

1. Lift the handset.
2. Dial ***37**.
3. Dial the extension number.
4. Speak to the dialed party after the tone.

To answer a Direct Page (indicated by a single burst of tone):

- Lift handset.

Trunk Flash

The Trunk Flash feature allows you to access Centrex features (if available) while you are talking on an outside call.

To flash a trunk while talking on an outside call:

1. Press **FLASH.**
2. Dial ***57** for a single flash or ***56** for a double flash.
3. Wait for dial tone.
4. Dial the Centrex feature access code.

USING MLPP

Multi-Level Precedence and Preemption (MLPP) facilitates emergency communications for the military. MLPP enables authorized users to specify a precedence level when making a call, and to preempt calls with a lower precedence level.

To make a precedence call:

1. Dial the precedence access digit (a number between 2 and 9). Wait for dial tone to end.
2. Dial the appropriate precedence level digit (a number from 0 to 3, such as 1 for Flash). Note that if you have chosen a higher precedence level than you are authorized to use, the system either routes the call to an announcement or you hear an error tone.
3. Dial the ARS leading digit (if necessary) and the destination telephone number (for example, 7-555-1234). If the destination is idle, the phone will ring and you will hear the Precedence Ringback tone. If the destination is busy and preemption is successful, you will hear silence until the called party acknowledges preemption by hanging up. You will then hear the Precedence Ringback tone. The preempted parties will hear the Preemption tone.
4. If the destination is busy and preemption is unsuccessful, you will receive a Blocked Precedence Announcement (BPA). If you get BPA, hang up and then retry the call at a higher precedence level if you are authorized to do so. If you get BPA and cannot retry the call at a higher precedence level, you can call MLPP attendant and ask the attendant to place the call for you.
5. Once you are connected, carry on your conversation. During the call, your telephone set will display both the precedence of the call and its duration.
6. When you finish the call, hang up.

To answer a precedence call:

If your telephone is idle and you receive a call with a precedence level higher than routine, you will hear the MLPP precedence ring. If your telephone has a display, it will indicate the precedence level of the incoming call.

1. When you hear the MLPP precedence ring (short ring, very short pause, short ring, long pause), answer the telephone. As you talk, the display indicates the precedence level of the call as well as the duration of the call.
2. When you have finished the call, hang up.

To respond to preemption:

- If you are engaged in a call and hear a continuous preemption warning tone, a call of higher precedence is attempting preemption. Hang up immediately, wait for an MLPP ring, and then answer the telephone. As you talk, the display indicates the priority of the call as well as the duration of the call.
- If you are engaged in a call and hear three seconds of preemption tone, it means that the person you were talking to has been preempted. You should hang up. You may place another call if required.

FEATURE ACCESS CODES

Tone Demonstration	83
Last Number Redial	*01
Save Last Number	**79
Repeat Last Number Saved	*6*
Personal Speedcall - Invoke	58
Personal Speed Call - Upper Range Index Number	09
Call Hold - Remote Retrieve	**1
Call Hold - Retrieve	*1
Conference Call	*4
Conference Call Split	*41
Call Forwarding - Follow Me	*8
Call Forwarding - Busy (External & Internal Source)	**70
Call Forwarding - Busy (Internal Source)	63
Call Forwarding - Busy (External Source)	62
Call Forwarding - No Answer (External & Internal Source)	**71
Call Forwarding - No Answer (Internal Source)	65
Call Forwarding - No Answer (External Source)	66
Cancel Call Forwarding Follow Me	#8
Cancel Call Forwarding - Busy (External & Internal Source)	**72
Cancel Call Forwarding - No Answer (External & Internal Source)	**74
Cancel All Forwarding	##8
Call Forwarding - I Am Here	**8
Cancel Call Forwarding Follow Me - Remote	**77
Call Forwarding - End Chaining	64
Cancel Call Forwarding - End Chaining	**73
Call Forwarding - Override	*1*
Account Code	**3
Callback - Setup	1
Callback - Cancel Individual	*1#
Callback - Cancel	#1
Call Park - Remote Retrieve	*23
Call Pickup - Dialed	*6
Call Pickup - Directed	**6
Camp on - Setup	3
Do Not Disturb	*5
Do Not Disturb - Cancel	#5

FEATURE ACCESS CODES (continued)

Do Not Disturb - Remote   **5
Do Not Disturb - Cancel Remote ##5
Override <single digit only>   2
Loudspeaker Paging   **9
Direct Page   *37
Trunk Single Flash   *57
Trunk Double Flash   *56