

MITEL

# Superset | 4025

User Guide

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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.

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# ABOUT YOUR PHONE

The SUPERSET 4025 has ten fixed-function keys ( **SUPERKEY**, **TRANS/CONF**, **REDIAL**, **MESSAGE**, **HOLD**, **CANCEL**, **SPEAKER**, **MICROPHONE**, ▲, ▼ ) and 14 personal keys with built-in status indicators. The personal key on the bottom right is always your Prime Line; the remaining personal keys can be programmed as Feature, Speed Call, or Line Appearance keys. See *Feature Keys* for personal key programming instructions.

Personal Keys can be programmed as *feature keys* (such as **Swap** key) by you or by your Administrator.

Your telephone also features display-assisted selection of features, on-hook dialing, and a large Message Indicator.

**Note:** When using the **SuperKey**, press **Cancel** to back up one menu level.

## IMPORTANT NOTE FOR HEADSET USERS:

Mitel Networks Headsets with Feature Control Switch (PN9132-800-500-NA/9132-800-501-NA) must be installed in the dedicated headset jack (the jack nearest the front of the set). Installation will disable your handset microphone. Disconnecting the headset at the jack or at the quick-disconnect plug restores handset operation.

### *Telephone status indicators*

<b>When line is</b>	<b>the indicator is</b>
Idle	Off
Busy	On
Ringing	Flashing slowly
On hold at your set	Flashing rapidly
On hold at another set	Flashing slow on/fast off

## **About Feature Access Codes**

Use of some features requires dialing access codes. The codes are flexible and may be different than those in this guide. Ask your Administrator for a list of codes you should use.

## 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

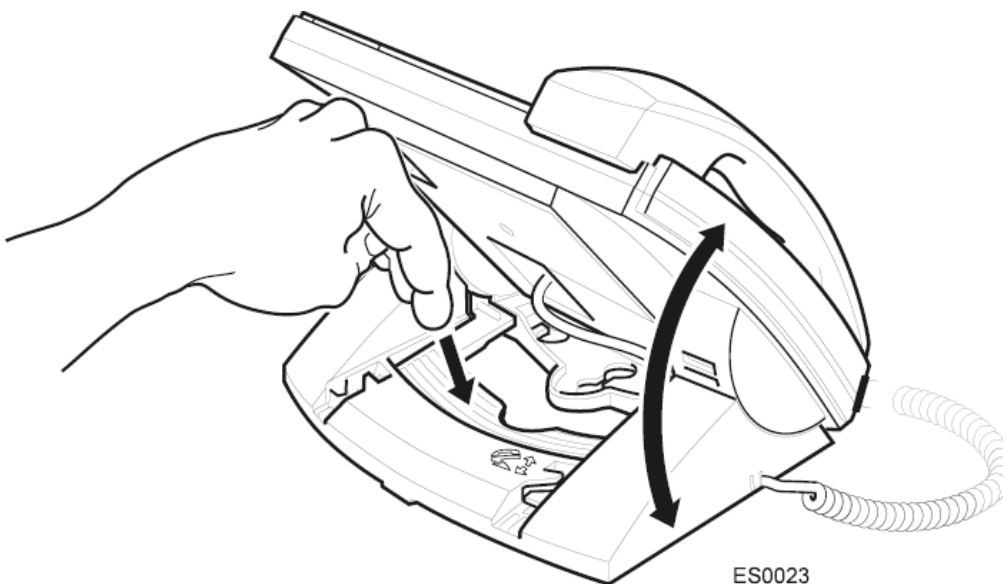
Your phone has a control for adjusting the volume of the handset receiver or headset. Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

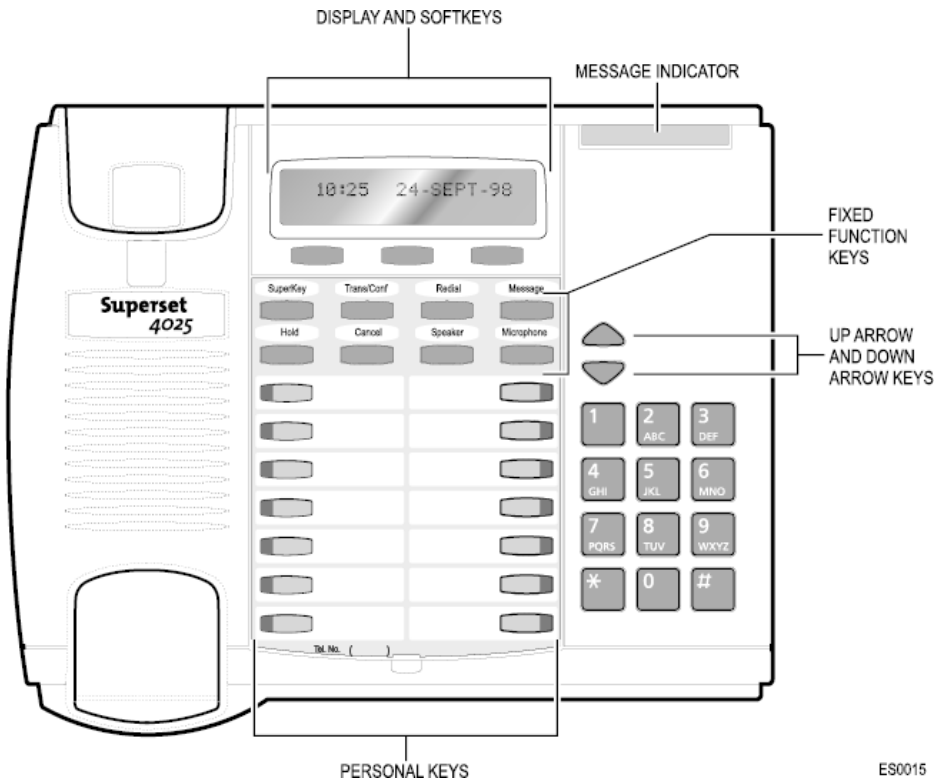
### Adjusting the viewing angle

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.





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## Changing Handsets

Your SUPERSET 4025 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 while the set is idle:*

1. Press **SUPERKEY**.
2. Press the **No** softkey until "Ringer Adjust?" appears.
3. Press the **Yes** softkey.
4. Press the **Yes** softkey.
5. Press ▲ or ▼.
6. Press **SUPERKEY**.

## Handset Receiver Volume Control

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

- Press ▲ or ▼.

## Speaker Volume Control

*To adjust the Speaker Volume when making an on-hook call or when listening to background music:*

- Press ▲ or ▼.

## Display Contrast Control

*To adjust the Display Contrast while your set is idle:*

- Press ▲ or ▼.



## Feature Keys

*To display information about a key:*

1. Press **SUPERKEY**.
2. Press a personal key or **REDIAL**.
3. Press **SUPERKEY**.

*To re-program a personal key:*

1. Press **SUPERKEY**.
2. Press the **No** softkey until "Personal Keys?" appears.
3. Press the **Yes** softkey.
4. Press a personal key that isn't a line key.
5. Press the **Change** softkey.
6. Press the **No** softkey until the desired feature appears.
7. Press the **Yes** softkey.
8. Press **SUPERKEY**.

## Language Change

*To change the display language:*

1. Press **SUPERKEY**.
2. Press the **No** softkey until "Language?" appears.
3. Press the **Yes** softkey.
4. Press the **Change** softkey.
5. Press the **No** until the desired language appears.
6. Press the **Yes** softkey.

# MAKING AND ANSWERING CALLS

## Make a call

1. Lift the handset.
2. If you want to use a Non-Prime Line, press a Line Appearance key.
3. Dial the number,
  - OR-
  - Press a Speed Call key.
  - OR-
  - Press **REDIAL**.

## Answer a call

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

## Phonebook

For each letter in the name, press the appropriate key on the keypad until the letter is shown in the display; for example, if the letter C is required, press the digit 2 three times. Use the **←** softkey to correct errors. If the next letter in a name is on the same key as the previous letter, press the **→** softkey before proceeding. If required, use the **→** softkey to add a space between the first and last name.

*To use Phonebook:*

1. Press the **Phonebook** softkey.
2. Enter the name of the desired party.
3. Press the **Lookup** softkey.
4. If no match exists, edit the original entry.
5. If the name is not unique, press the **Next** softkey.
6. Do one of the following:
  - To make the call, press the **Call** softkey.
  - To edit the entry, press the **Retry** softkey.
  - To exit, press **SUPERKEY**.

## **Redial**

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

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

## **Redial - Saved Number**

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

1. Lift the handset.
2. Dial **\*\*79**.

*To Redial a saved number:*

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

## Speed Call Keys

You may use Speed Call Keys to make a call or to send a string of digits during a call (press a Speed Call Key during a call to send a multi-digit password, for instance).

*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 **SUPERKEY**.
2. Press the **No** softkey until "Personal Keys?" appears.
3. Press the **Yes** softkey.
4. Press a personal key that isn't a line key.
5. Press the **Change** softkey.
6. Press the **Yes** softkey.
7. Do one of the following:
  - To enter a new number, dial the number. Press **HOLD** between digits to create a pause during dialing; press **HOLD** more than once to lengthen the pause.
  - To enter a trunk flash, press **TRANS/CONF**. (See "Trunk Flash" for more information about the use of this feature.)
  - To enter the last number dialed, press **REDIAL**.
8. If you want the number to be private, press the **Priv** softkey.
9. Press the **Save** softkey.
10. Press **SUPERKEY**.

## **Speed Call - Personal**

*To dial a stored personal Speed Call number:*

1. Lift the 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 **67**.
3. Enter an index number between **00** and **09**.
4. Dial the number to be stored (press **Hold** between digits to create a pause during dialing - press **Hold** more than once to lengthen the pause).
5. Hang up.

## **Handsfree Operation**

*To use Handsfree Operation to make calls:*

1. If you want to use a Non-Prime Line, press a Line Appearance key.
2. Dial the number.
3. Communicate by using the speaker and the microphone.

*To use Handsfree Operation to answer calls:*

1. Press the flashing line key.
2. Communicate by using the speaker and the microphone.

*To hang up while using Handsfree Operation:*

- Press **SPEAKER**.

*To temporarily disable the microphone during Handsfree Operation:*

- Press **MICROPHONE** (the microphone LED turns off).

*To re-enable the microphone and return to the conversation:*

- Press **MICROPHONE** (the microphone LED turns on).

*To disable Handsfree Operation:*

- Lift the handset.

*To return to Handsfree Operation:*

1. Press **SPEAKER**.
2. Hang up.

## **Auto-Answer**

*To enable or disable Auto-Answer:*

1. Press **SUPERKEY**.
2. Press the **No** softkey until "Auto Answer?" appears.
3. Do one of the following:
  - To enable Auto-Answer, press the **TurnOn** softkey.
  - To disable Auto-Answer, press the **TurnOff** softkey.

*To answer a call when you hear ringback:*

- Communicate by using the speaker and the microphone.

*To terminate a call:*

- Press **CANCEL**.
- OR-
- Wait for the caller to hang up.

## **CALL HANDLING**

### **Hold**

*To place a call on Hold:*

- Press **Hold**.

*To retrieve a call from Hold:*

1. Lift the handset.
2. Press the flashing line key.

*To retrieve a call from Hold at another station:*

- Press the flashing line key.
- OR-
- Dial **\*\*1** and the number of the station that placed the call on Hold.

## Transfer

*To Transfer an active call:*

1. Press **TRANS/CONF**.
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 hang up.
  - To cancel the Transfer, press **CANCEL**.

*To transfer an active call during headset operation:*

1. Press **TRANS/CONF**.
2. Dial the number of the third party.
3. To complete the Transfer, press the **Release** feature key.

## 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 **TRANS/CONF**.
2. Dial the number of the next party.
3. Wait for an answer.
4. Press **TRANS/CONF**.

*To leave a Conference:*

- Hang up.

## Conference Split

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

- Press the **Split** softkey.



## **Add Held**

*To move a call on Hold to another line appearance:*

1. Press the available line key.
2. Press the **Addheld** softkey.
3. Press the flashing line key.

*To add a call on Hold to an existing conversation or conference:*

1. Press the **Addheld** softkey.
2. Press the flashing line key.

## **Swap**

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

1. Press **TRANS/CONF**.
2. Dial the number.

*To alternate between the two parties:*

- Press the **Trade** softkey.

## Call Forward

Call Forward lets you redirect incoming calls to an alternate number. Always redirects all incoming calls regardless of the state of your telephone. B-Int redirects internal calls when your telephone is busy, and B-Ext redirects external calls when your telephone is busy. NA-Int redirects internal calls after several rings if you don't answer, and NA-Ext redirects external calls after several rings if you don't answer.

**Note:** For information about "I'm Here?", see Call Forward - Remote.

*To program Call Forward:*

1. Press **SUPERKEY**.
2. Press the **No** softkey until "Call Forwarding?" appears.
3. Press the **Yes** softkey.
4. Press the **Next** softkey until the type of Call Forward appears (see above).
5. Press the **Review** softkey.
6. If a number is already programmed, press the **Change** softkey.
7. Press the **Program** softkey.
8. Dial the destination number.
9. Press the **Save** softkey.

*To turn Call Forward on and off (once it has been programmed):*

1. Press **SUPERKEY**.
2. Press the **No** softkey until "Call Forwarding?" appears.
3. Press the **Yes** softkey.
4. Press the **Next** softkey until the type of Call Forward appears.
5. Press the **Review** softkey.
6. Press the **Change** softkey.
7. Do one of the following:
  - To turn Call Forward on, press the **TurnOn** softkey.
  - To turn Call Forward off, press the **TurnOff** softkey.

## Call Forward - I Am Here

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

1. Press **SUPERKEY**.
2. Press the **No** softkey until "Call Forwarding?" appears.
3. Press the **Yes** softkey.
4. Press the **Next** softkey until "I Am Here" appears.
5. Press the **Yes** softkey.
6. Dial the extension of the remote station.
7. Press the **Save** softkey.

*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. Press **SUPERKEY**.
2. Press the **No** softkey until "Call Forwarding?" appears.
3. Press the **Yes** softkey.
4. Press the **Review** softkey.
5. Press the **Change** softkey.
6. Press the **TurnOff** softkey.
7. Press **SUPERKEY**.

## 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 - Forced**

*To force an incoming call to be forwarded:*

- Press the **Forward** softkey.

## **Call Forward - Override**

*To override Call Forward and ring a station:*

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

## **Messaging - Advisory**

*To turn Messaging - Advisory on:*

1. Press **SUPERKEY**.
2. Press the **No** softkey until "Advisory Msgs?" appears.
3. Press the **Yes** softkey.
4. Press the **Next** softkey until the desired message appears.
5. Press the **TurnOn** softkey.

*To turn Messaging - Advisory off:*

1. Press **SUPERKEY**.
2. Press the **No** softkey until "Advisory Msgs?" appears.
3. Press the **Yes** softkey.
4. Press the **TurnOff** softkey.

## **Messaging - Callback**

*To leave a message waiting indication on a telephone when you hear busy or ringback tone:*

- Press **MESSAGE**.

*To respond to a message waiting condition on your telephone:*

1. Press **MESSAGE**.
2. If a password is required, dial your password and press the **Enter** softkey.
3. Press the **Yes** softkey.
4. Do one or all of the following (if required):
  - To display the time the message was sent, press the **More** softkey.
  - To display the number of the caller, press the **More** softkey twice.
5. Do one of the following:
  - To call the message sender, press the **Call** softkey.
  - To delete the message, press the **Erase** softkey.
  - To view the next message, press **MESSAGE**.

*To check for messages from a remote station:*

1. Press **SUPERKEY**.
2. Press the **No** softkey until "Remote Msging?" appears.
3. Press the **Yes** softkey.
4. Dial your extension number.
5. Press the **Enter** softkey.
6. If a password is required, enter your password and press the **Enter** softkey.
7. Press the **Yes** softkey.

*To set, change, or clear a password (up to 7 digits, not including 0):*

1. Press **SUPERKEY**.
2. Press the **No** softkey until "Set Password?" appears.
3. Press the **Yes** softkey.
4. Do one of the following:
  - To enter a new password, enter your password.
  - To change or clear your password, enter your current password.
5. Press the **Enter** softkey.
6. If you are changing or clearing your password, do one of the following:
  - To change your password, enter your new password and press the **Enter** softkey.
  - To clear your password, enter **0**.
7. Enter your new password again.
8. If you are setting up or changing a password, press the **Enter** softkey.
9. Press **SUPERKEY**.

## **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 **SUPERKEY**.
2. Press the **Yes** softkey.
3. Dial the Account Code digits.
4. Press the **Save** softkey.
5. Do one of the following:
  - For a verified account code, press the **Yes** softkey.
  - For a non-verified account code, press the **No** softkey.

## **Callback**

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

- Press the **Callback** softkey.

*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. Press the **Pickup** softkey.

*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:*

- Press the **Wait** softkey.

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

- Press the **Trade** softkey.

## Do Not Disturb

*To activate or deactivate Do Not Disturb:*

- Press the **Do Not Disturb** feature key.

*To activate Do Not Disturb from a remote station:*

1. Lift 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 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:*

- Press the **Intrude** feature key.

## Paging

*To use Paging:*

1. Lift handset.
2. Press the **Pager** feature key.
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. Press the **Direct Paging** feature key.
3. Dial the extension number.
4. Speak to the dialed party after the tone.

If Handsfree Answerback has been turned on at your set and you receive a Direct Page while your set is idle, or while you are on a handset or headset call, a handsfree call will automatically be established after a single burst of tone.

The following instructions assume that Handsfree Answerback is not enabled on your set.

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

- Lift handset.  
- OR -  
Press **MICROPHONE**.

*To answer a page while using the handset:*

- Press **MICROPHONE**.

*To enable or disable Handsfree Answerback:*

- Press **MICROPHONE** while the set is idle.

## Reminder

*To program a Reminder:*

1. Press **SUPERKEY**.
2. Press the **No** softkey until "Timed Reminder?" appears.
3. Press the **Yes** softkey.
4. Enter the time in 24-hour format.
5. Press the **Save** softkey.

*To view, change, and/or cancel a pending Reminder:*

1. Press **SUPERKEY**.
2. Press the **No** softkey until "Timed Reminder?" appears.
3. Press the **Yes** softkey.
4. Do one of the following:
  - To change the Reminder, press the **Change** softkey, enter the new time, and press the **Save** softkey.
  - To cancel the Reminder, press the **Clear** softkey.
  - To exit without canceling the Reminder, press **SUPERKEY**.

*To acknowledge a Reminder when your set rings once:*

- Press the **Confirm** softkey.

## Headset Operation

*To enable Headset Operation:*

- Press the **Headset** feature key.

*To answer a call (when Auto Answer is disabled):*

- Press the flashing line key.

*To hang up:*

- Press **CANCEL**.

*To disable Headset Operation:*

- Press the **Headset** feature key.

## Headset Operation (with Feature Control Switch)

**IMPORTANT NOTE:** Mitel Networks Headsets with Feature Control Switch (PN9132-800-500-NA/9132-800-501-NA) must be installed in the dedicated headset jack (the jack nearest the front of the set). Installation will disable your handset microphone. Disconnecting the headset at the jack or at the quick-disconnect plug restores handset operation. If handset operation is required for an extended period of time, you should press the Headset feature key to return the telephone to handset mode.

*To enable Headset Operation:*

- Press the **Headset** feature key.

*To answer a call:*

- Press flashing Line Appearance key  
-OR-  
Quickly press and release the headset's feature control switch.

*To mute the headset microphone:*

- Press and hold the headset's feature control switch.

*To hang up:*

- Press **CANCEL**.  
-OR-  
Quickly press and release the headset's feature control switch.

*To disable Headset Operation:*

- Press the **Headset** feature key.

## Music

*To turn Music on and off when the set is idle:*

1. Press **SUPERKEY**.
2. Press the **No** softkey until "Music?" appears.
3. Do one of the following:
  - To turn the music on, press the **TurnOn** softkey.
  - To turn the music off, press the **TurnOff** softkey.
4. Press **SUPERKEY**.

## Group Paging / Meet Me Answer

Group Paging allows you to page a group of telephones through their built-in speakers. You can belong to as many as three paging groups with one group designated as your "prime" group.

When you need to respond to a Group Page but don't know the identity or extension number of the paging party, use the Meet Me Answer feature. You have up to 15 minutes after receiving the page to use Meet Me Answer.

### *To make a Group Page:*

1. Lift the handset.
2. Press **Direct Page** or dial **\*37**.
3. Do one of the following:
  - To page your prime page group, press **#**.
  - To page a specific page group, dial the page group directory number.
4. Speak to the dialed party after the tone.

### *To respond to a Group Page by using Meet Me Answer:*

1. Lift handset.
2. Dial **\*88**.
3. Do one of the following:
  - To respond to a page from your prime page group, press **#**.
  - To respond to a page from a specific page group, dial the page group directory number.

## 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 **TRANS/CONF**.
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

Save Last Number	**79
Repeat Last Number Saved	*6*
Personal Speedcall - Invoke	58
Personal Speed Call - Upper Range Index Number	09
Personal Speedcall - Store	67
Call Hold - Remote Retrieve	**1
Cancel Call Forwarding Follow Me - Remote	**77
Call Forwarding - End Chaining	64
Cancel Call Forwarding - End Chaining	**73
Call Forwarding - Override	*1*
Callback - Cancel Individual	*1#
Callback - Cancel	#1
Call Park - Remote Retrieve	*23
Call Pickup - Directed	**6
Do Not Disturb - Remote	**5
Do Not Disturb - Cancel Remote	##5
Direct Page	*37
Meet Me Answer	*88
Trunk Single Flash	*57
Trunk Double Flash	*56

