SX-100®/SX-200®

MITOOS

Station User Guide

Including Generic 1000

MITEL®

Introduction

Scope of this Guide

This guide provides all station-user instructions for SX-100®/SX-200® Electronic PABXs equipped with Generic 217 or Generic 1000.

There are instructions for using:

- the SUPERSET 4™ electronic telephone;
- the SUPERSET 3™ electronic telephone; and
- a regular/standard telephone.

Reference cards are available for each type of telephone set. They contain brief instructions on the most-often-used features. You should refer to this guide only when you need more information on a feature or want to learn how to use additional features.

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INTRODUCTION

Introduction

Welcome . . .

to the Mitel SX-100/SX-200 Integrated Communications System.

In the days ahead, you'll be able to explore the many features provided by your SUPERSET 4 special telephone set. You'll discover that advanced call-handling is only a touch of a button away.

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 really need is the *SX-100/SX-200 SUPERSET 4 Reference Card.* It gives brief instructions on the features you will use most often on your SUPERSET 4 set.

As a new user, you may want to read the first two sections in this guide, INTRODUCTION and BASIC OPERATIONS, to learn about your SUPERSET 4 set and how to use it.

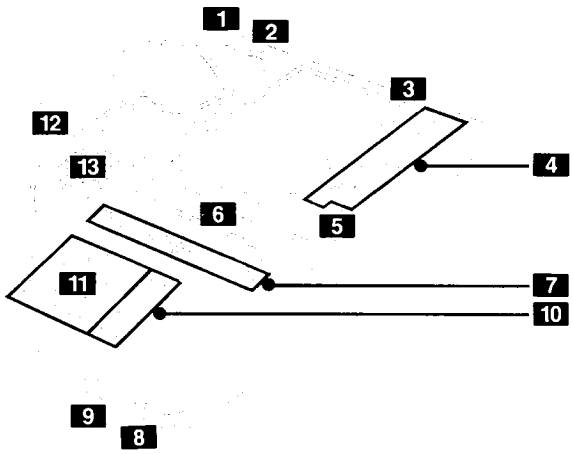
Once you are familiar with the SUPERSET 4 set, you can then use the the FEATURE GLOSSARY to find detailed information about any feature you want to use.

If you have any other questions about your telephone, contact the supervisor in your area or your Communications Department.

General Description

This is a diagram . . .

of your SUPERSET 4 set. You should become familiar with the functions of the keys so you can use all the special features of this set. Please review the diagram with your telephone in front of you.



1 Speaker Volume Control
Used to increase or decrease the speaker volume.

2 Ringer Volume Control
Increases or decreases the ringer volume.

3 Line Status Display
Used to display the status of the line assigned to the corresponding key.

4 Speed Call Keys and Line Select Keys
These keys may be assigned as internal lines. The remaining keys can be used as speed call keys.

5 Hold Key
Used to place a line on hold.

6 Feature Display
A liquid crystal display used to display prompts and messages.

7 Feature Keys (Softkeys)
Six unmarked feature keys used to activate the corresponding feature 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's ringing. The Ringer Pitch Control is on the bottom of the set and can be adjusted with a screwdriver.

10 Supplementary Feature Keys
display
Used in conjunction with other keys to display saved numbers, Call Forward settings, and last number dialed.

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

speaker on/off
Used for handsfree SUPERSET 4 set 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 Selection Keys

Your SUPERSET 4 set's own phone line . . .

is always assigned to the lowest of the line selection keys, just above and to the left of the red hold key. The number given to this line is your extension number.

In addition, other lines can be assigned to the keys immediately above that of your own. These could be your manager's, secretary's or colleague's lines, or perhaps a direct outside line. The different types of line select keys are described below.

Types of Lines

Prime Line
The leftmost and lowest line select key is your Prime Line (directory number). When you lift the handset or press the *speaker on/off* key, this line is selected automatically.

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

Key Line
This line is shared by other extensions. Typically, it is programmed as an appearance of the Prime Line of a co-worker. This means that a call ringing another extension can be answered by pushing the line select key on your set. Only one person can use a key line at a given time; all other people trying to place a call will receive busy tone. You can retrieve a call on hold from any extension sharing this line.

Line Selection Keys

Multiple Call Line

This line shares its directory number with other extensions. An incoming call rings all the extensions sharing the line and any extension user can answer the call. All those sharing the line may access this line simultaneously. If you place a caller on hold, no other extension user may retrieve the call from hold.

Direct Trunk Select (DTS)

When a DTS line is accessed, you are connected automatically to an outside Central Office (CO) trunk. Only one person can use a DTS line at any time. You can transfer a call using TRANS/CONF.

Private Line

A Private Line automatically connects you to a designated Central Office trunk. It is like a DTS line in that all other appearances become busy when the line is in use. But unlike a DTS line, Private Lines may not be transferred. A call held on a Private Line may be retrieved only by sets with an appearance of that line.

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).

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, you have a line appearance of Jim's line.

When someone calls Jim, a symbol will flash in your status display. When Jim is using his line, this will be indicated in the status display also. The symbols that appear in the status display show you the status of lines at all times (see below).

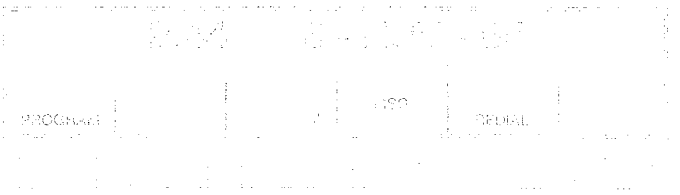
When a line is:	the line status display appears as shown below:
idle	
Called (incoming call)	Alternating
Busy	
Busy at another extension	
On Hold	Flashing
On Hold at another extension	Flashing

Feature Display and Softkeys

In the middle of your SUPERSET 4 set . . .

there is a Liquid Crystal Display. This is called the Feature Display.

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.

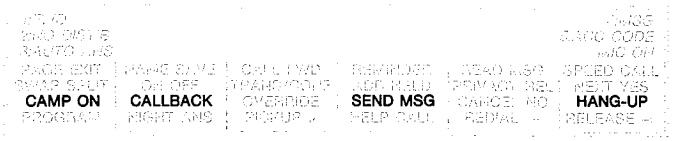


There are six buttons below the Feature Display. These are referred to as "softkeys". Prompts appear above the softkeys in the Feature Display.

Each key is used for more than one prompt, so the prompts in the display change according to what feature you are using on your SUPERSET 4 set.

The diagram below shows . . .

all of the feature prompts. One possible combination is highlighted. (The numbered prompts in the top half are used with a supplementary feature key.)



Feature Display and Softkeys

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. Prompts only appear when they can be used. Nothing happens when you press a key without a prompt.

The features allowed will vary from user to user, and therefore some people may have prompts appearing in their displays that others don't have.

The diagrams below show examples of other possible displays. You can see that the same key is used for different features and that sometimes a key does nothing.

Supplementary Feature Keys

The four supplementary feature keys . . .

are found to the right of the dial pad. They supplement the six softkeys by activating a number of features that do not need an initial prompt. 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 speed call numbers, the last number dialed, information about your line select keys, identity of the calling party, name associated with the SUPERSET 4 set, and reminder setting.

select features

When you press the *select features* key, features that may be activated at any time, as opposed to those which are selected only at fixed times, are displayed in the upper left and right corners of the Feature Display. These supplementary features are:

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

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

See the Feature Glossary 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 in the Feature Glossary.

Supplementary Feature Keys

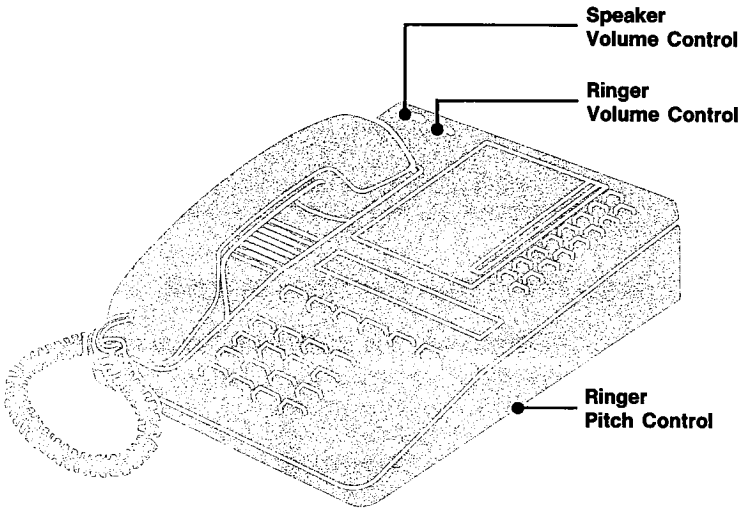
mic. on/off

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, you may want to adjust the Speaker Volume and Ringer Volume Controls and the Ringer Pitch Control. By adjusting the Ringer Pitch Control, you can identify more easily whose phone is ringing because the phones will ring at different pitches.

To adjust the Speaker Volume Control

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

To adjust the Ringer Volume Control

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

To adjust the Ringer Pitch Control

- **Adjust the Ringer Pitch Control**
  under your SUPERSET 4 set by inserting a small screwdriver into the small hole and turning it to the left to lower the tone and to the right to raise the tone.

Tone Demonstration

Generic 1000 Telephone Systems Only

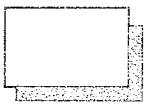
Tone Demonstration

Your telephone system has a number of tones to inform you of the progress of your call. The tones are the telephone's way of telling you what is going on.

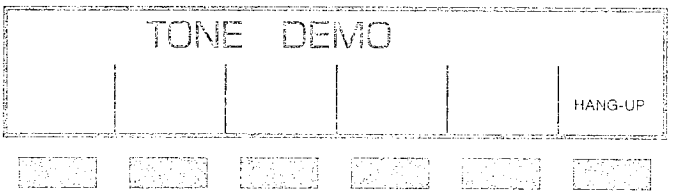
The telephone system has a built-in tone demonstration feature to help you identify the tones and learn what they mean.

To access the Tone Demonstration

- **Dial Tone Demonstration Access Code**



The following displays:



- **Dial a 2-digit tone code (10 to 32)**
  from the list on the following pages.
- **Continue dialing the codes**
  to hear the various tones.
- **Hang up when you are finished**

Tone Demonstration

Generic 1000 Telephone Systems Only

Code	*Tone Heard*
10	**Silence** No tone is heard.
11	**Dial Tone** Solid hum – heard when you lift the handset.
12	**Transfer Dial Tone** Three rapid pulses – heard when you press *trans/conf* on the SUPERSET 3 set or flash the switchhook on a regular telephone.
13	**Busy Tone** Regular long pulses – heard when the number you've dialed is busy.
14	**Special Busy Tone** Lower-pitched Busy Tone – heard when the number you've dialed has Do Not Disturb activated.
15	**Ringing Tone** Ringback tone – heard when the number you've dialed is ringing.
16	**Silence** (Not used at this time.)
17	**Reorder Tone (Error Tone)** Rapid pulse – 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.
18	**Conference Tone** Long high tone – heard when a new person joins a Conference Call.
19	**Call Waiting (Camp-on) Tone** One short beep – heard during a conversation when you have an internal call waiting to be answered.
20	**Intrusion (Override) Tone** One long beep – heard by all parties in a conversation when someone Overrides (intrudes into) a call.
21	**Interrupted Dial Tone** Several rapid pulses followed by dial tone – heard when you lift the handset to indicate you've activated Do Not Disturb or Call Forwarding – Always.

Tone Demonstration

Generic 1000 Telephone Systems Only

Code	*Tone Heard*
22	**Silence** (Not used at this time.)
23	**Waiting on Hold** Silence or music – heard by a caller on hold and during camp-on.
24	**Paging Tone** One beep – heard when you are connected to the loudspeaker paging equipment.
25	**Silence** (Not used at this time.)
26	**Trunk Camp-On Double Beep Tone** Two short beeps – heard during a conversation when you have an external call waiting.
27	**ARS Expensive Warning Tone** Three short beeps – 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 taking an expensive route.
28	**ARS Dial Tone** Dial tone – heard after you dial the trunk access code.
29	**Override Warning Tone** One short beep – heard by the party who Overrides (intrudes into) a call just before being connected to the call.
30	**Privacy Release Tone** Long high tone – heard when privacy is released on a SUPERSET 4 set and the new member joins the call.
31	**Auto-Answer Call End Tone** One long beep – heard by a SUPERSET 4 user in Auto-Answer mode when the calling party has hung up.
32	**Attendant Error Tone** Short rapid beeps – heard by the Attendant, when attempting to do something that is not allowed, for example, trying to connect two devices that are not allowed to be connected.

BASIC OPERATIONS

This section of the guide is provided to familiarize you with the basic operation of your SUPERSET 4 set. You will learn how to make internal and external calls, and to transfer, hold or forward your calls. Any time you want more detail about a feature, turn to the alphabetized listing in the Feature Glossary.

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 number without lifting the handset**

  Or press line select key and dial number

  Or press a speed call key

  Or press REDIAL

  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 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.

Making Internal Calls

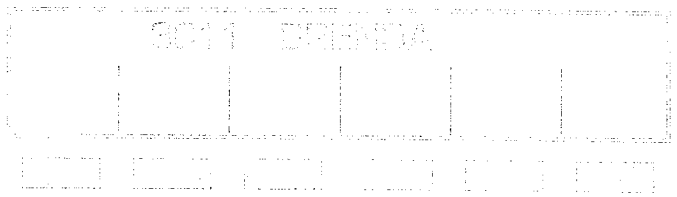
To make a call to another extension

- **Dial 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.

  When making a call to another SUPERSET 4, your display will briefly show the name (if programmed) and number of the person you're calling.

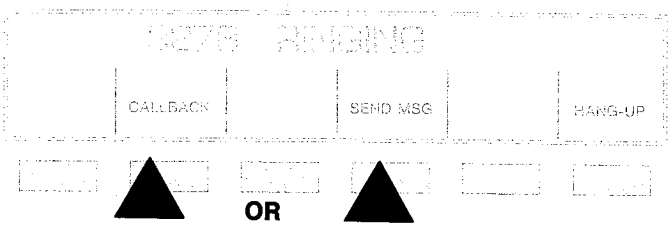


  The display will then change and show if the number is ringing or is busy (see below). The prompts displayed show the features available.

If there is no answer

- **Press CALLBACK and hang up**
  if you want to be notified (by a triple ring) when the other person's line becomes free or was used.

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



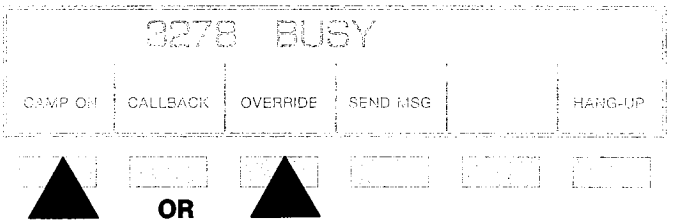
  For more details on CALLBACK and SEND MSG see the Feature Glossary.

Making 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. You will hear music (if provided) while you are camped on.

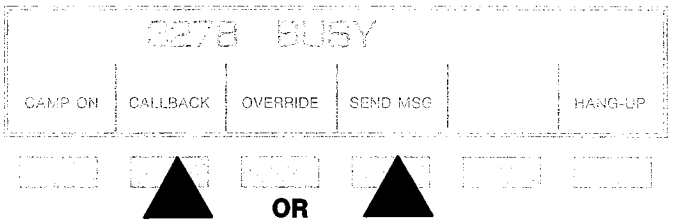
  Or press OVERRIDE
  to interrupt the busy extension and talk to the person.



You can also use CALLBACK and SEND MSG if the number is busy.

Or press CALLBACK and hang up

Or press SEND MSG and hang up



When making a call, if your own line is free, that line is selected automatically. Otherwise, select a free line select key and dial a number.

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

Note: You may not have access to all of the features discussed above (see the "Introduction" in the Feature Glossary).

Making External Calls

To make a call to an outside number

- **Dial External Line Access Code, and**
- **Dial the number**

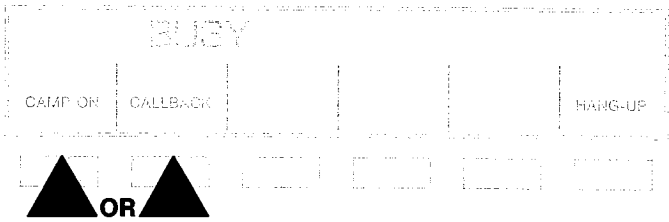
  Or press a speed call key

  Or press REDIAL
  if the number you wish to dial is the same as the last external number manually dialed.

If there are no outside lines available

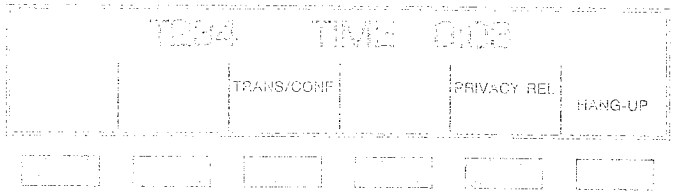
- **Press CAMP ON and wait on the line**
  until a line is free.

  Or press CALLBACK and hang up
  to be notified when an outside line is free.



The time spent on an external call . . .

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



Answering Calls

To answer a call on your line

- **Lift the handset**
  and speak with the caller privately.

  Or press the *speaker on/off* key
  and speak with the caller in handsfree mode.

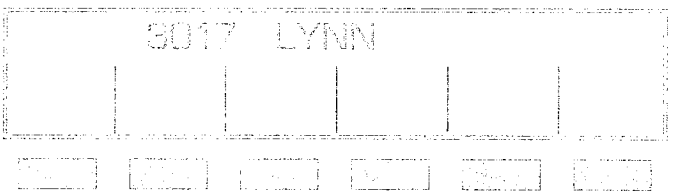
  Or press key next to flashing indicator
  and speak to caller in handsfree mode.

To answer a call on another line

- **Press the key next to 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.

  When another SUPERSET 4 user calls you, your display will show the name (if programmed) and number of the person calling.



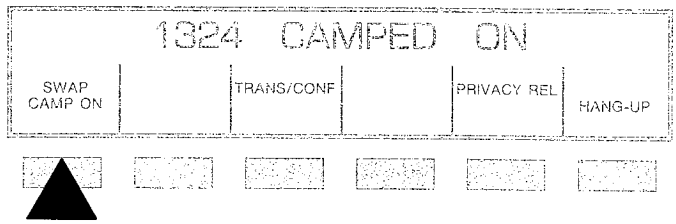
Answering Calls – Call Waiting

If you hear one or two beeps during a call . . .

it means another person is waiting to talk to you (has camped on to you). Your display will change, showing you the number of the person waiting to talk to you. For an external call, only the trunk number will briefly display.

To answer a waiting call

- **Press SWAP CAMP ON**
  Your current call is placed on temporary hold and you are connected to the waiting caller.



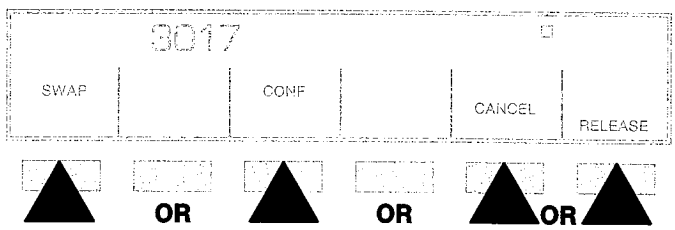
You then have the following options:

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

  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.



Answering Calls – Call Waiting

If you don't want to place the current caller on hold . . .

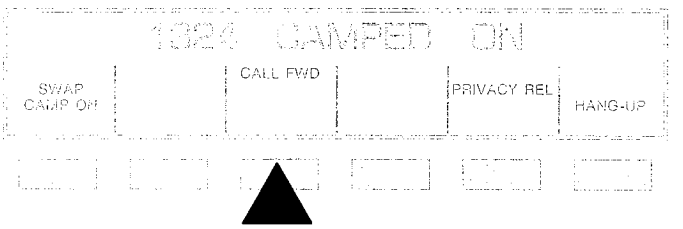
- **Finish your current conversation**
- **Hang up**
- **Answer the "camped on" call which now rings your set**

To redirect a waiting call

If you want to redirect the waiting call to another extension, you can do this if you have programmed Call Forwarding. Call Forwarding doesn't need to be active, just programmed. (See CALL FWD in the FEATURE GLOSSARY.)

When you hear one or two beeps while connected to a call:

- **Press CALL FWD**



The waiting call will ring the extension where you forwarded your calls.

Note: CALL FWD is displayed for 10 seconds if a Call Forwarding destination (extension) has been programmed, and if that extension is not busy. Otherwise, CALL FWD will not appear when you receive a waiting call.

Answering Calls – Pickup

You can also answer . . .

calls ringing other extensions.

To answer a call ringing in your Pickup Group

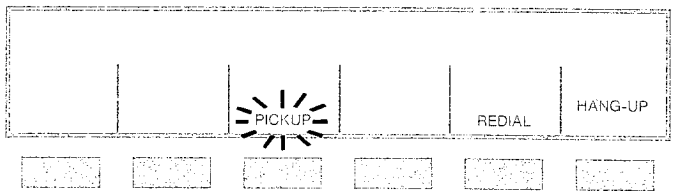
When a call is ringing in your Pickup Group, the PICKUP prompt will flash.

Note: For Generic 1000, the PICKUP prompt will not appear until you lift the handset.

- **Lift the handset**

  Or press *speaker on/off*
  PICKUP will stop flashing.

- **Press PICKUP**



You are connected to the call.

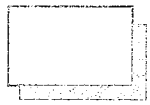
If PICKUP does not appear in the Feature Display, the call is not in your Pickup Group. Also, if the extension that is ringing appears as a line on your set and is programmed to ring, PICKUP does not display.

To answer a call NOT in your Pickup Group

- **Lift the handset**

  Or press *speaker on/off*

- **Dial Directed Call Pickup Code**



- **Dial the extension number**
  of ringing extension.

Finishing Calls

If you're using the handset

- **Replace the handset**

  Or press HANG-UP

If you're using handsfree operation

- **Press *speaker on/off***

  Or press HANG-UP

To place a call on hold

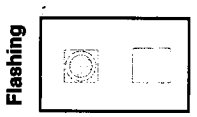
- **Press the red hold key**
  The indicator next to the line on hold flashes.

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

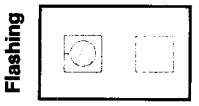
To retrieve a call from any SUPERSET 4 set with that line appearance

- **Press appropriate key next to flashing indicator**
  You are connected to the caller on hold.

  The symbol in the status display indicate calls on hold.



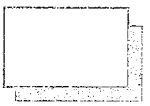
On Hold



On Hold at Another Extension

To retrieve a call from any extension without a line appearance of the extension on hold

- **Dial Call Hold Retrieve – Remote Code**



- **Dial number of the extension where the call was placed on hold**
  You can now speak to the caller.

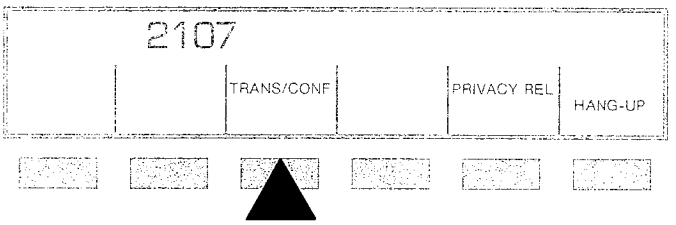
Transferring Calls

To transfer a caller to another extension

- **Tell the caller**
  that they are being transferred.

- **Press TRANS/CONF**
  The call is placed on temporary hold, shown by a flashing square in the display.

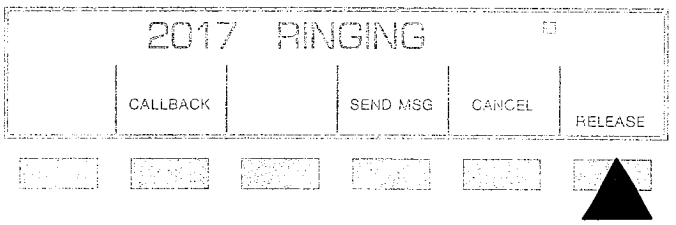
  Note: When you press TRANS/CONF, you will hear transfer dial tone (three short beeps).



- **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**
  The caller is transferred to the ringing extension.



Note: The square in the Feature Display will be flashing and it indicates that you have a call on temporary hold.

If there is no answer after a certain period, the transferred call returns to ring your extension if it is an external call.

If the call was originally transferred to you by the Attendant, an external call will recall to the Attendant. If a SUPERSET 4 is designated as a Sub-Attendant, the call will recall to the designated SUPERSET 4 set.

Internal calls will not return to your extension because the callers can use the Camp-On, Callback and Message features.

If you want to introduce the caller

- **Wait until the extension is answered**
- **Speak with the person**
- **Press RELEASE**

  Or replace the handset

  The caller is transferred.

If the number is busy

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

  The busy extension user hears one quick beep indicating a call waiting. When the busy extension user hangs up, his phone rings and the waiting call is connected automatically.

  Or press CANCEL
  to be reconnected to the original caller.

If there is no answer

- **Press CANCEL**
  to be reconnected to the call you were transferring.

Conference Calls

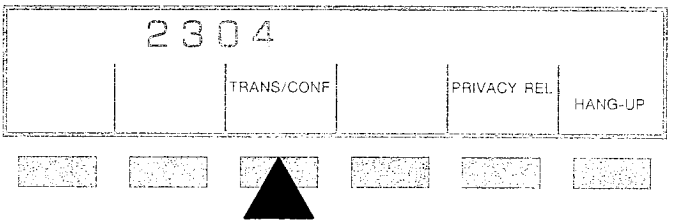
A conference call . . .

may include up to seven parties.

Note: For Generic 1000 telephone systems, a conference call may include up to five parties.

To set up a conference call

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



The call is placed on temporary hold. You will hear dial tone.

- **Dial the next person**

When your call is answered . . .

- **Press CONF**
  You now have a conference.

To add additional people

- **Press TRANS/CONF**
- **Dial the next person**
- **Press CONF**

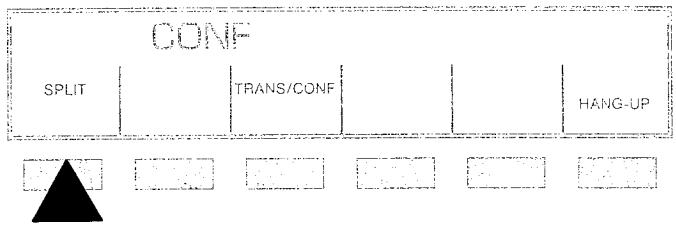
If the number is busy or not answered

- **Press CANCEL**
  to return to the original person or the conference.

In a three-party conference . . .

you can speak privately with one party and switch to the other.

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



- **Press SWAP**
  any time you wish to switch from one person to the other.

- **Press CONF**
  to return to the conference.

To exit from a conference

- **Replace the handset**

  Or press HANG-UP

  Or press *speaker on/off*
  You are released from the call.

  The remaining callers are still connected.

Call Forwarding

You can forward your incoming calls . . .

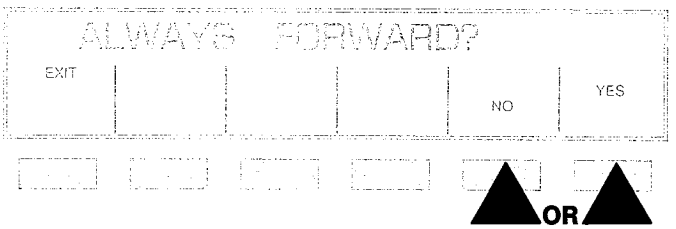
to another number by using Call Forwarding. But before the feature can be used, the type of Call Forwarding and the call destination must be set up.

The various types of Call Forwarding are described below.

- Always Forward – All your incoming calls are redirected.
- Busy – Your calls are forwarded when your set is busy.
- No Answer – Your calls are forwarded when your set is unanswered.
- Busy/No Answer – Your busy and unanswered calls are forwarded.

To set up Call Forwarding

- **Press PROGRAM, then**
- **Press CALL FWD**
  The first type of Call Forwarding, ALWAYS FORWARD?, appears in the display.



- **Press YES**
  to select the type of Call Forwarding in the display.

  Or press NO
  to display the next type of Call Forwarding. When the desired type displays, press YES.

- **Dial destination number**
  if destination is an extension.

  Or press a speed call key
  if destination is an outside number.

  You can forward calls to an outside number if you have it programmed in a speed call key.

  Use ← to backspace and erase an error.

  Use EXIT to clear the display and start over again.

- **Press SAVE**
  The type of Call Forwarding you set up is now activated. FWD displays in the upper left corner of the Feature Display as a reminder.

  Note: Only one type of Call forwarding may be active at your phone at any time.

  To reactivate or cancel Call Forwarding, see 1:FWD in the Feature Glossary.

Call Forwarding – I Am Here

Generic 1000 Telephone Systems Only

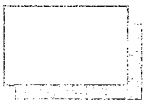
With Call Forward – I Am Here . . .

you can forward your calls when you are at a different number. For example, if you are involved at someone's desk or have a meeting, you can dial a code from the phone where you are and have your calls forwarded to that extension while you are there.

To set up Call Forward – I Am Here

From another extension (SUPERSET 3 or regular telephone):

- **Lift the handset**
- **Dial I Am Here Code**



- **Dial your own extension number**
  Dial tone indicates that you have successfully set up Call Forwarding.
- **Hang up**
  All calls made to your extension will now be routed automatically to your new location.

From another SUPERSET 4 set:

- **Press PROGRAM**
- **Press CALL FWD**
  The first type of Call Forwarding appears in the display.
- **Press NO**
  until "I'M HERE?" displays.
- **Press YES**
- **Dial your extension number**
- **Press SAVE**

Note: When Call Forwarding – I Am Here is active, you will hear interrupted dial tone when you lift the handset.

Call Forwarding – I Am Here

Generic 1000 Telephone Systems Only

To cancel Call Forwarding – I Am Here

This form of Call Forwarding must be cancelled from *your own extension*, not from the extension at the different location.

At your extension:

- **Press *select features***
- **Dial 1**
- **Press CALL FWD**
- **Press OFF**

Note: Setting up Call Forwarding – I Am Here from another extension is equivalent to setting up Call Forwarding – Always at your extension. Therefore, when you cancel Call Forwarding – I Am Here from your extension, you are in effect cancelling Call Forwarding – Always.

If you move from desk to desk, you don't have to walk back to your desk to cancel I Am Here. You can continue using I Am Here at each location, because each time you dial the code, the previous forwarding extension is cancelled.

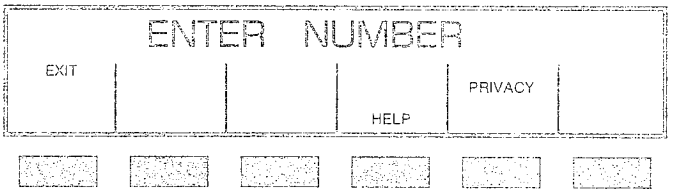
Speed Call

Frequently dialed numbers can be saved . . .

and then dialed by pressing a single key. You can program frequently dialed numbers on 14 keys on the right-hand side of your set. Any keys not assigned as line select keys may be speed call keys.

To assign a number to a speed call key

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



Note: Press PRIVACY if you don't want the digits displayed when you use the speed call key.

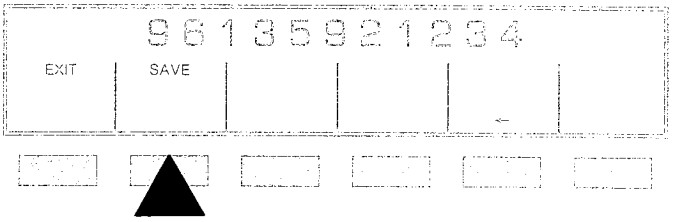
- **Enter the number to be saved**
  from the dial key pad.

  See "To organize a speed call number" under SPEED CALL in the Feature Glossary if you need more information on entering speed call numbers.

  Use ← to backspace and clear an incorrect entry.

  Use EXIT to clear an entry and start again.

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



Note: To continue setting up speed call numbers, select another speed call key; otherwise press EXIT.

- **Record the identity of the new number**
  Remove the clear plastic card cover and write the new number identity on the card. Place it on the line which corresponds to the speed call key. It is also a good idea to write the number on the back of the card.

To display a speed call number

- **Press *display***
- **Press selected speed call key**
  The saved number for the key is shown in the Feature Display.
- **Press other speed call keys (if desired)**
- **Press EXIT**

SUPERSET 4 Sub-Attendant

This Class of Service option . . .

allows a SUPERSET 4 set to be used as an Attendant position for recalls. If a trunk/external call is received at a SUPERSET 4 and then transferred to a busy or unanswered extension, it will recall to the SUPERSET 4 designated as the Sub-Attendant rather than the Attendant Console.

If the designated SUPERSET 4 set is busy at the time of the recall, a "new call tone" will be received (only if a multicall appearance of the Prime Line exists on the Sub-Attendant).

The SUPERSET 4 Sub-Attendant can send a message to a station or to a SUPERSET set. If a message lamp exists, it will flash to indicate that a message is waiting. If a message waiting bell exists, it will give three bursts of tone. When a Sub-Attendant dials a station or a SUPERSET 4 set, and a message already exists between the two parties, the "MSG" prompt on the SUPERSET 4 will be on. If the Sub-Attendant presses the "MSG" key, the message will be cancelled.

To leave an indication at the user's set

- **Dial extension number**
- **Press SEND MSG**
  The message indication is automatically cancelled when the station user calls any SUPERSET 4 Sub-Attendant.

To cancel a message indication for a station

- **Dial the extension number**
- **Press MSG**
  The indication is cancelled.

The Sub-Attendant can leave a message . . .

to call the Sub-Attendant that will appear on the displays of other SUPERSET 4 sets. Messages can be left only after the Sub-Attendant has tried to reach a SUPERSET 4 set and it's busy or there is no answer.

To leave a message after busy tone or no answer

- **Press SEND MSG**
  "MSG" will display in the upper right corner of the Feature Display to which the message was sent.

Night switching can also be done...

by the Sub-Attendant.

- **Press *select features***
- **Press NIGHT ANS**
  The set displays "NIGHT SERVICE" as long as it is in Night Service.

To change to Day Service

- **Press *select features***
- **Press NIGHT ANS**
  "DAY SERVICE" briefly appears and the display returns to the normal time and date display.

FEATURE GLOSSARY

This section contains an alphabetical list of the features of the SUPERSET 4. Your company has specially selected the features available on your telephone system. Therefore some of the features mentioned in this section may not be available to you.

Feature prompts

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

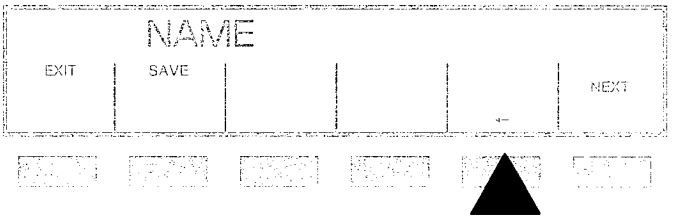
A Class of Service determines what features a telephone can access. Therefore, the features that you have on your SUPERSET 4 set are determined by your Class of Service. For example, OVERRIDE will only appear if it is in your Class of Service.

You may have a different number of features than other people in your office.

Arrows → ←

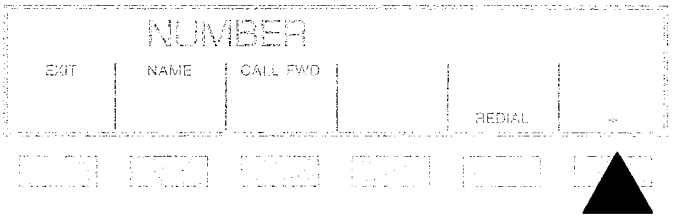
←

This arrow is used to move back one space and correct an error when programming speed call numbers, advisory messages, your name, and Call Forwarding.



→

This arrow is used to display more than 16 digits when using *display* to display speed call numbers.



The Music feature allows you to listen to music . . .

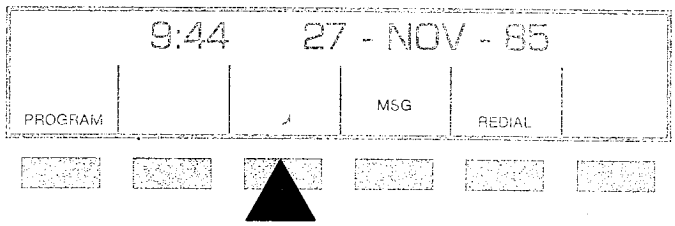
generated from the same source as the Music on Hold when your set is idle. You hear the music through the speaker on your SUPERSET 4 set. If Music on Hold is available on your telephone system, the music softkey appears whenever the SUPERSET 4 set is idle.

Music is automatically turned off when you make a call or receive a call. Once music has been turned off, it will not be turned on until you press the music softkey again.

Note: You will have access to the music feature only if your telephone system has Music on Hold and if your set is allowed to access this music feature.

To turn the music on

- **Press ♪**
  You will hear music.



You can adjust the volume of the music with the Speaker Volume Control on the top left-hand side of your set.

To turn the music off

- **Press ♪**
  You will not hear music.

5:ACC CODE

You can enter an account code . . .

to authorize a call or to associate an incoming or outgoing call with an account code. More than one code can be associated with a single call. An account code can be entered before dialing a call or during a call.

To enter an account code before a call

- **Obtain dial tone**
- **Press *select features* key**
- **Dial 5**
  Account Codes is feature number 5 (5:ACC CODE).
- **Dial account code**
- **Press SAVE**
  If "PLEASE TRY LATER" appears, the recording process is busy and you should try again later.
- **Dial outside line access code, if required**
- **Dial number**

There are two ways to correct an error.

Use ← to backspace to correct an entry.

Use EXIT before you press SAVE to cancel the entire number.

Repeat the procedure to change the Account Code, if required, during a call.

To enter an account code during a call

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

Note: For Generic 1000 telephone systems, you don't have to press EXIT.

ADD HELD

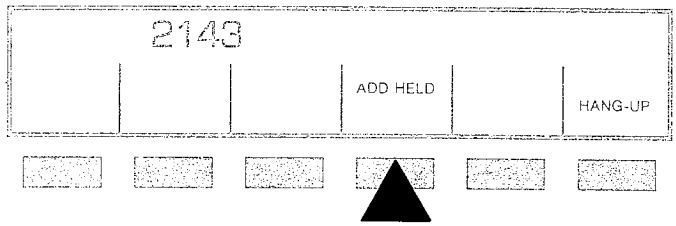
The Add Held feature . . .

lets you transfer a held 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 hold and then, while listening to dial tone on another line, activating the Add Held feature to pick up the held call. This feature also lets you add a held call to an existing conversation.

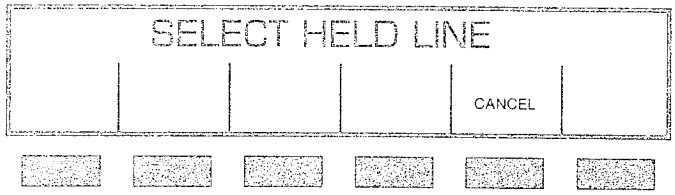
To transfer a held call from one line appearance to another

After answering the call:

- **Put the call on hold**
- **Select a new line**
- **Press ADD HELD**



SELECT HELD LINE appears in the display.



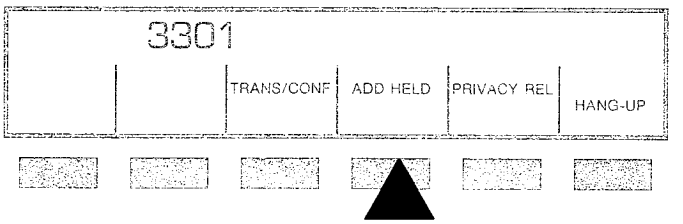
- **Press line with the held call**
  The held line is now free and the held call is transferred to the other line.

ADD HELD

To add a held call to your conversation

While on a call:

- **Press ADD HELD**



- **Press line with held call**
  You are now in a conference with your other party and the party that was held.

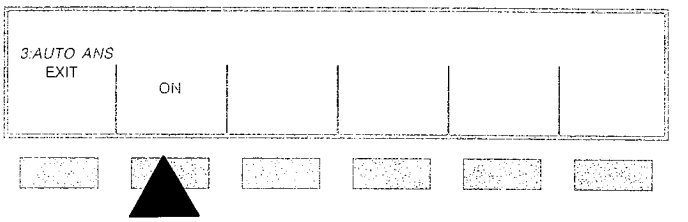
3:AUTO ANS

Calls will be automatically answered . . .

and connected to the SUPERSET 4 set's speaker and microphone when you select this feature. You do not have to answer the call. You will hear one short ring and you will be connected automatically to the call. Your extension number (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 (3:AUTO ANS).



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

To cancel

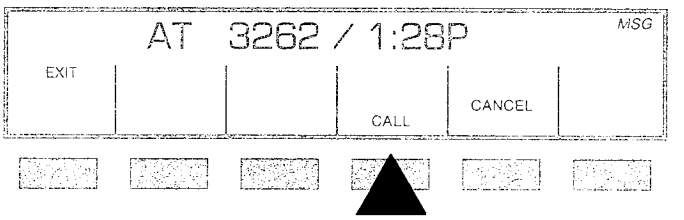
- **Press *select features* key**
- **Dial 3**
- **Press OFF**

CALL

You automatically can call the person . . .

who left you a callback message.

- **Press CALL**



The extension number of the person who called you will ring.

Note: This prompt appears after you have read a Callback Message. For more information on Callback Messages, see MSG in this glossary.

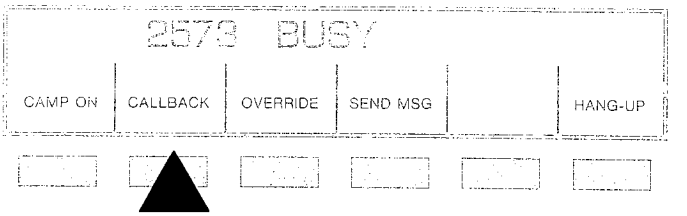
If an internal line is busy or unanswered . . .

you can have the system monitor the line and call you when the line becomes free or is next used.

Sometimes an outside trunk line will be busy. You can also use CALLBACK to be called when the line becomes free.

To set up a Callback

- **Press CALLBACK**



- **Replace the handset**

On a busy line, as soon as the person hangs up, your phone will ring. When you lift your handset, the extension you called will ring.

On an unanswered line, as soon as the person returns and uses his phone and his line is free, your phone will ring. When you lift the handset, the extension you called will ring.

On a busy outside trunk, your phone will ring when the line becomes free and your set is idle. When you pick up the handset, you will hear dial tone. You can now make your call.

CALLBACK

Questions about CALLBACK

How many Callbacks can I set?
You can set as many Callbacks on different extensions as you wish. Just remember to keep track of them. You can also set more than one request on the same number, because a new Callback cancels the previous one if set on the same extension.

What happens if I have a telephone conversation with the person before the Callback is honored?
If you hold a telephone conversation (not a conference) with the person on whom you placed a Callback, the Callback is cancelled automatically.

What happens if a Callback rings my phone while I'm away from my desk?
If you do not answer the callback after six rings, the Callback request is cancelled.

How long will a Callback request stay in the telephone system?
Callbacks are automatically cancelled after 8 hours.

CALL ANNOUNCE

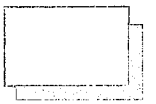
With this feature . . .

a SUPERSET 4 user, a SUPERSET 3 user, or the Attendant can talk to a SUPERSET 4 user already in a conversation through the SUPERSET 4 set's speaker. The call in progress is not affected and continues through the handset.

After receiving busy tone:

- **Press OVERRIDE**

  Or dial Override Code



The called number receives auto-answer tone and you are connected automatically to the called party. You can now speak with the caller through his speaker and his other call continues through the handset.

To use this Call Announce feature, the SUPERSET 4 you are calling must be equipped with the Call Announce feature. If the SUPERSET 4 user you are calling is using handsfree operation, you cannot use Call Announce.

You can make intercom-type announcements . . .

also to other SUPERSET 4 sets using a preprogrammed line select key. Pressing the preprogrammed key automatically connects you to a predefined SUPERSET 4 set.

To make a Call Announce using a preprogrammed line key

- **Press the preprogrammed line select key**
  You will hear one ring and the person you're calling will hear a short warning tone. You will be automatically connected to the SUPERSET 4 set's speaker and can speak to the caller through his speaker and his other call continue through the handset.

- **Press CANCEL**
  to end the call.

You can only use this feature when the other SUPERSET 4 set is busy and is not using handsfree operation.

CALL FWD

You can forward your calls . . .

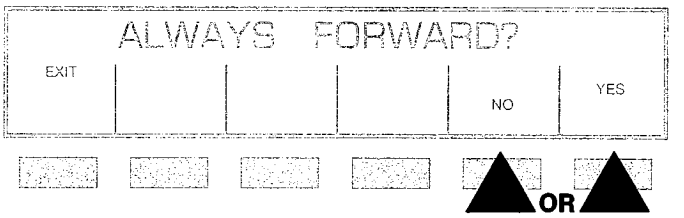
to other extensions by using Call Forwarding.

If you are working in another office or at another location for a time, you can arrange to have your calls follow you. If you know the number of the extension where you will be, you can use ALWAYS FORWARD.

In some situations, for instance a busy sales office, it is important that incoming calls not be kept waiting while you are busy on the line or temporarily away from your phone. In these circumstances, NO ANSWER, BUSY FORWARD, or BUSY/NO ANSWER FORWARD can be set up so that your calls can be diverted to another extension in your office.

To set up Call Forwarding

- **Press PROGRAM, then**
- **Press CALL FWD**
  The first type of Call Forwarding, ALWAYS FORWARD, appears in the display.



- **Press YES**
  to select the type of Call Forwarding in the display.

  Or press NO
  if another type is required. When the desired type displays, press YES.

- **Dial destination number**

  Or press a speed call key
  You can forward calls to an outside number if you have the number programmed in a speed call key.

  Use ← to backspace and erase an error.

  Use EXIT to clear the display and start over again.

- **Press SAVE**
  The type of Call Forwarding you set up is now activated. FWD displays in the upper left corner of the Feature Display as a reminder.

Questions about Call Forwarding

What if I forget that I've set Call Forwarding?
When Call Forwarding is active, "FWD" is present is the top left corner of the Feature Display. Additionally, if you hear interrupted dial tone when you lift the handset, either Do Not Disturb or Call Forwarding – Always is active. The other types of Call Forwarding do not leave a tone indication.

How many different types of Call Forwarding can I set up?
Only one type of Call Forwarding may be active at any time. If you have one type active and enter a new Call Forwarding type, the first type of Call Forwarding is cancelled.

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 which the call would be forwarded.

Call Forwarding – I Am Here

Generic 1000 Telephone Systems Only

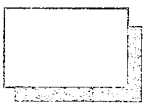
With Call Forward – I Am Here . . .

you can forward your calls when you are at a different number. For example, if you get involved at someone's desk or have a meeting, you can dial a code from the phone where you are and have your calls come to that extension while you are there.

To set up Call Forward – I Am Here

From another extension (SUPERSET 3 or regular telephone):

- **Lift the handset**
- **Dial I Am Here Code**



- **Dial your own extension number**
  Dial tone indicates that you have successfully set up Call Forwarding.
- **Hang up**
  All calls made to your extension will now be routed automatically to your new location.

From another SUPERSET 4 set:

- **Press PROGRAM**
- **Press CALL FWD**
  The first type of Call Forwarding appears in the display.
- **Press NO until "I'M HERE?" displays**
- **Press YES**
- **Dial your extension number**
- **Press SAVE**

Note: When Call Forwarding – I Am Here is active, you will hear interrupted dial tone when you lift the handset.

If an extension is busy . . .

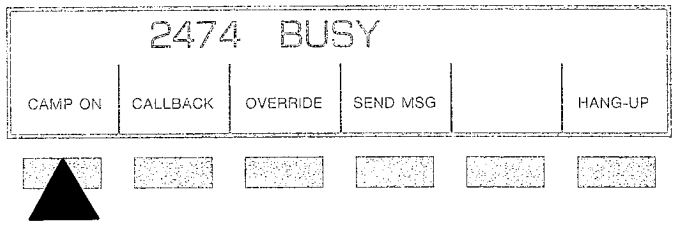
and you want to speak with the extension user right away, you can signal that you are waiting to speak with the person.

When you press CAMP ON, the busy extension user hears one beep, which indicates a waiting call.

To camp on to a busy extension

When you hear busy tone:

- **Press CAMP ON**



Do not hang up, but remain on the line. You will hear music, if provided – if not, silence. When the extension becomes free, you are connected.

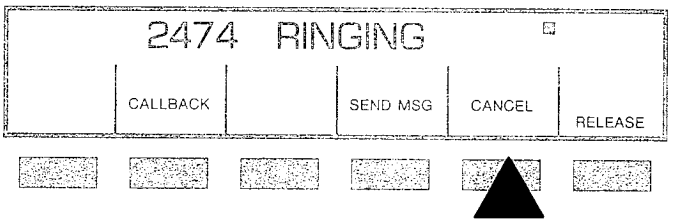
You can Camp-on to a busy external trunk line in the same way. When the trunk becomes free, your call will ring through.

CANCEL

To cancel your current action . . .

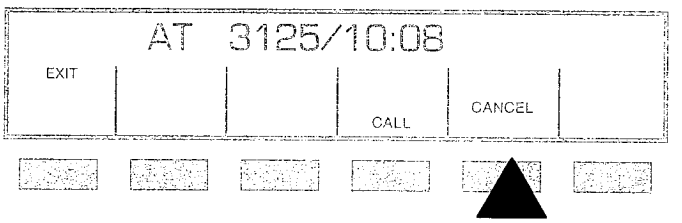
and return you to your previous state, use CANCEL. For example, CANCEL is used to return to a conference if the party you want to include is busy or doesn't answer. Or CANCEL is used in transferring calls when the extension is busy or there isn't an answer.

- **Press CANCEL**



Note: The flashing square in the Feature Display indicates that there is a call on temporary hold.

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



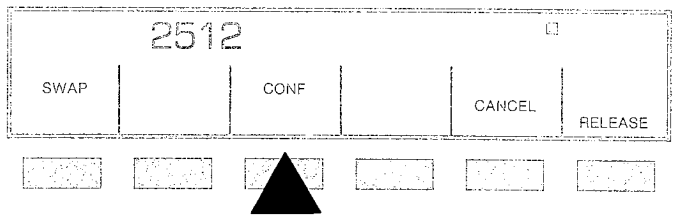
You can set up a telephone conference . . .

of from three to seven people, either on extensions or external lines. Any internal conference members (with Conference Class of Service) can add new members.

Note: For Generic 1000 telephone systems, you can have from three to five people in a conference.

To add a party on temporary hold to your current call

- **Press CONF**



Display

With this feature . . .

you can display the following in the Feature Display:

- speed call numbers,
- identities of lines appearing at the SUPERSET 4 set,
- last external number dialed manually,
- reminder setting,
- Call Forwarding type and destination,
- identity of calling party, and
- name associated with a SUPERSET 4 set.

To display information

- **Press *display* and press one of the following:**

- **Press line select button**
  for saved speed call numbers, line or calling party identification.

  Or press REDIAL
  for last external number dialed.

  Or press REMINDER
  for current REMINDER setting.

  Or press CALL FWD
  for current Call Forwarding type and destination.

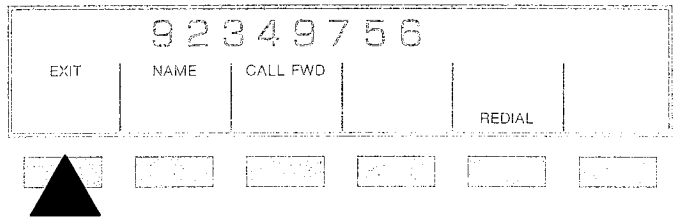
  Or press NAME
  for name associated with the set.

- **Press EXIT**
  to clear the display.

To EXIT from your current activity . . .

and return to the time and date display, use EXIT.

Use EXIT in programming to clear the display and start again or when you have finished programming. EXIT also clears the Feature Display when using the *display* key.



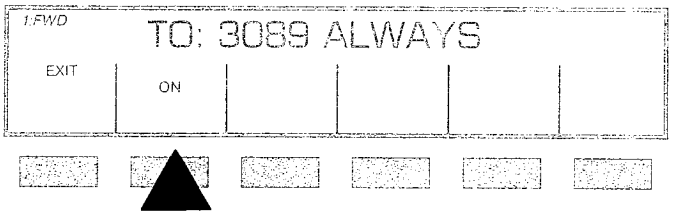
1:FWD

If you have programmed Call Forwarding . . .

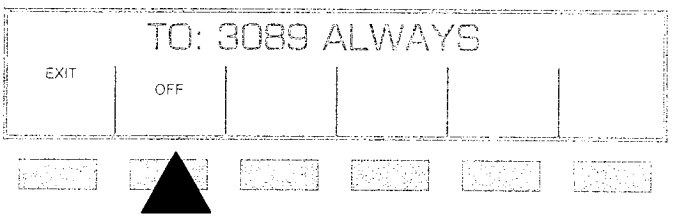
then this supplementary feature is used to activate or cancel Call Forwarding.

To activate or cancel Call Forwarding

- **Press *select features***
- **Dial 1**
  Call Forwarding is feature number 1 (1:FWD).
- **Press ON**
  to activate Call Forwarding in the display.



Or press OFF
to cancel Call Forwarding in the display.

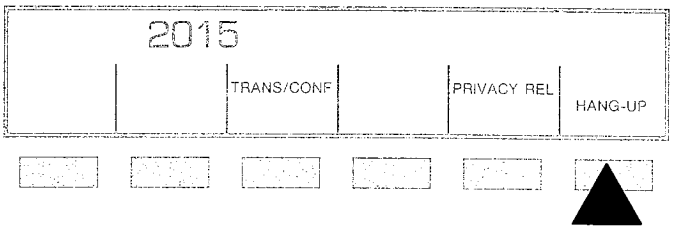


For more details on Call Forwarding, see Call Forwarding in Basic Operations.

HANG-UP

To end a call . . .

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

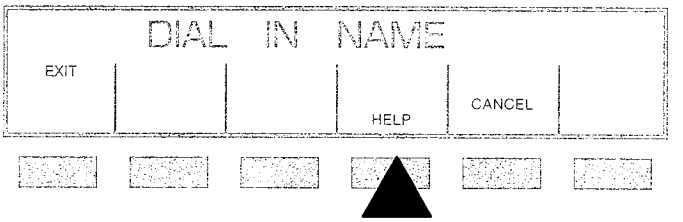


HELP

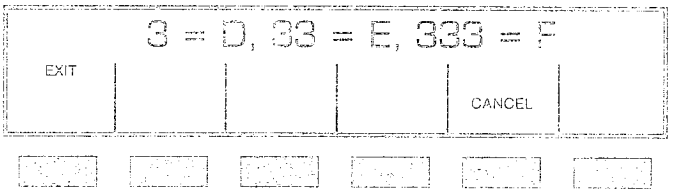
Use HELP for additional information . . .

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

- **Press PROGRAM**
- **Select feature to be programmed**
- **Press HELP**
  when additional information is needed.



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



To program the letter "D", "3" is pressed once; to program the letter "E", "3" is pressed twice, and so on.

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.

4:MSG

This feature lets you read a callback message . . .

while you are involved in a call. If you see "MSG" in the upper right corner of the Feature Display while on a call, someone has sent you a callback message.

To read a message while on a call

- **Press *select features* key**
- **Dial 4**
- **Press READ MSG**
  The name of the person who called appears in the Feature Display; then the extension number and time displays.
- **Press CANCEL**
  to erase a message.

  Or press EXIT
  to clear the display. The message will still be active, indicated by "MSG" still flashing in the upper right corner.

With your SUPERSET 4 you can send messages . . .

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

- Advisory Messages – Messages that you can leave for other SUPERSET 4 users to see when they call your set.
- Callback Messages – Messages that you can send to other SUPERSET 4 users when you cannot reach them.

Advisory Messages

You can choose from up to 15 messages (numbered 01 to 15). Messages 01 to 08 have been preprogrammed for you, but you can overwrite them.

The following messages have already been stored:

- 1 – IN A MEETING
- 2 – OUT OF TOWN
- 3 – ON VACATION
- 4 – OUT ON A CALL
- 5 – OUT TO LUNCH
- 6 – GONE FOR THE DAY
- 7 – GONE HOME
- 8 – IN TOMORROW
- 9 to 15 (BLANK)

To view existing messages

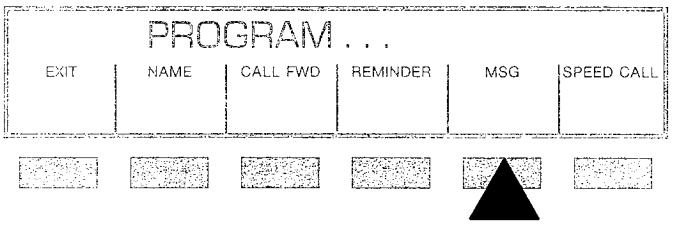
- **Press MSG**
- **Press NEXT to display the next message**
- **Press EXIT to clear the display**

MSG

To create messages

You can also create your own messages to leave on your set.

- **Press PROGRAM**
- **Press MSG**



- **Dial message number**
  between 01 and 15 inclusive. Remember, the first eight are preprogrammed. Selecting a message number in this group causes the existing message to be overwritten.

- **Enter your message as described below**
  You can enter up to 13 characters, including spaces. Use buttons 2 through 9 and * on the keypad to enter the letters and numbers. For example, to enter the letter "d", press 3 once. To enter the letter "u", press 8 twice. Since there are three letters associated with a key, press the key the number of times corresponding to the position of the letter. For example, "u" is in position 2 above key 8, so you push 8 twice. To enter a number, press the appropriate key four times. To enter a 1, just press 1 once.

  Note the following:

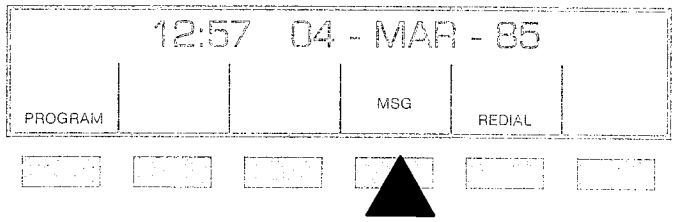
  - Press NEXT to leave a space.
  - Press * to store Q, Z, ',.
  - Press ← to backspace and erase an error.
  - Press EXIT to clear the display and start over.
  - 0 is not used.
  - # is not used.

- **Press NEXT**
  after each letter.

- **Press SAVE**
  The message is now saved.

To leave or cancel an advisory message

- **Press MSG**



The first message will display.

- **Press number of message (1 to 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.

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

To cancel an advisory message

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

MSG

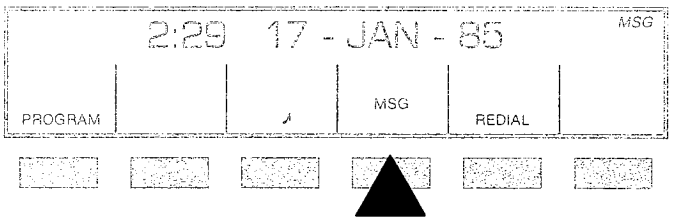
Callback Messages

If there is no answer or the line is busy when you call another SUPERSET 4 set, you can send a Callback Message. This gives your name, extension number and the time you called.

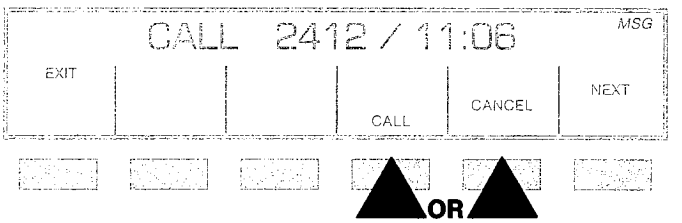
To read a callback message

A message requesting you to return a call to another SUPERSET 4 user is indicated by "MSG" flashing in the top right corner of the display.

- **Press MSG**



- **Press READ MSG**
  The name of the person who called appears. Next the extension number and the time of the call displays.



- **Press CALL**
  to automatically call the person who left you the message.

  Or press CANCEL
  to erase the message.

  Or press NEXT
  to read the next message, if you received more than one message.

  "MSG" will remain in the corner of the display until you have cancelled all your messages or had a telephone conversation with the person who sent the message.

  Note: To read a callback message while on a call, see 4:MSG.

You can store your name . . .

on the SUPERSET 4 set and it will display when making calls to other SUPERSET 4 sets and when sending Callback Messages.

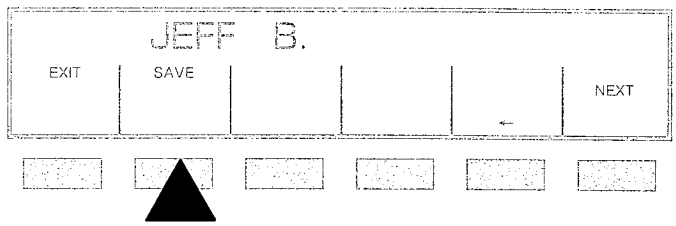
To store your name

- **Press PROGRAM**
- **Press NAME**
- **Enter your name as described below**
  You can enter up to 10 characters, including spaces. Use buttons 2 through 9 and * on the keypad to enter the letters. For example, to enter the letter "d", press 3 once. To enter the letter "u", press 8 twice. Since there are three letters associated with a key, press the key the number of times corresponding to the position of the letter. For example, "u" is in position 2 above key 8, so you push 8 twice.

  Note the following:

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

- **Press NEXT**
  after each letter.
- **Press SAVE**



NEXT

You can use NEXT to do the following . . .

- display the next message when activating or cancelling messages;
- display the next message when reading messages; and
- leave a space when programming your name and advisory messages.

NIGHT ANS

Many telephone systems are placed . . .

in Night Service after regular hours. When the system is in Night Service, external calls ring the night bell or night extension.

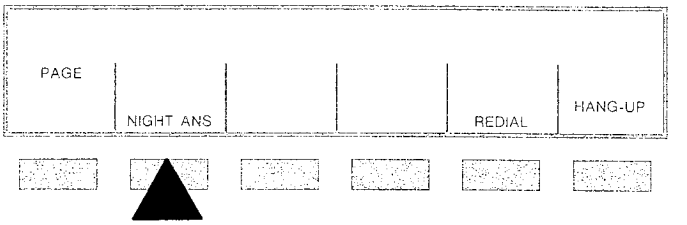
To answer a call when the night bell rings

If your set is idle:

- **Lift handset**

  Or press *speaker on/off*

- **Press NIGHT ANS**



You are connected to the incoming call.

2:NO DIST'B

This feature prevents most calls . . .

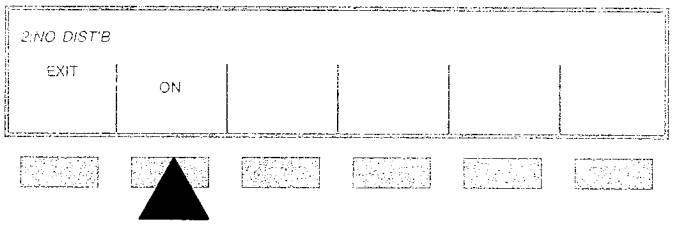
from ringing your phone when you do not want to be interrupted.

When this feature is active on your phone, all callers trying to reach you will hear Special Busy Tone. Only recalls and trunks dialing directly into your extension (if not rerouted by the system) will still ring your phone.

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 *select features* key**
- **Dial 2**
- **Press ON**
  to activate Do Not Disturb



To cancel Do Not Disturb

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

2:NO DIST'B

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. You will also hear interrupted dial tone when you lift the handset.

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.

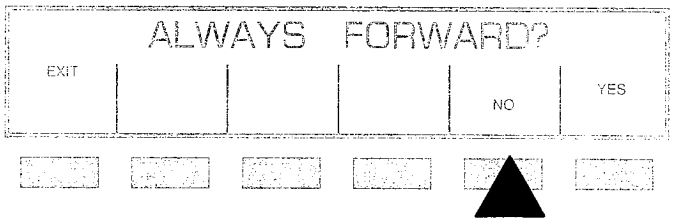
Can someone use Override to call me when Do Not Disturb is active?
No. Override is not effective on Do Not Disturb.

NO, OFF, ON

NO

NO is used in selecting the type of Call Forwarding in the display when you are setting up Call Forwarding.

- **Press NO**
  to display the next type of Call Forwarding.



OFF

OFF is used to cancel all supplementary features, except Account Codes.

ON

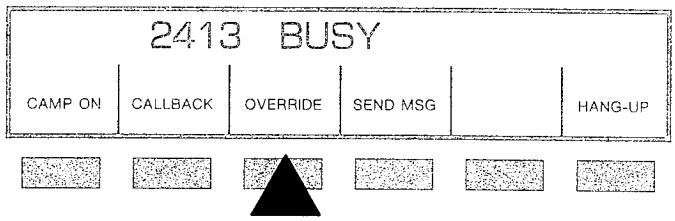
ON is used to activate all supplementary features, except Account Codes.

You can interrupt a busy extension . . .

by using OVERRIDE.

To override a busy extension

- **Press OVERRIDE**



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

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

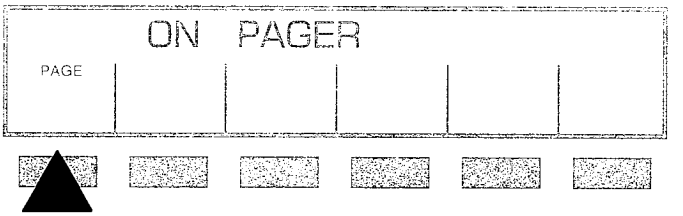
PAGE

You can use your phone to access . . .

and make an announcement over the loudspeaker paging equipment. Check with your Communications Department to see which of the paging zones you can access.

To access the paging system

- **Lift the handset**
- **Press and hold down PAGE**
  Listen for beep.



- **Make announcement while holding down PAGE key**
- **Release key at end of announcement**

Note: PAGE prompt will not appear if you are using handsfree operation.

You can answer calls made to other extensions . . .

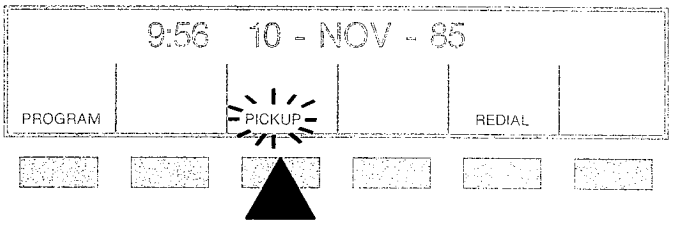
from your telephone. You can answer those for your Pickup Group by using the PICKUP softkey or those for different groups using the Directed Call Pickup Code.

If PICKUP does not appear in the Feature Display, the call is not in your Pickup Group.

To answer a call in your Pickup Group

When a call is ringing in your Pickup Group, the PICKUP prompt will appear and begin flashing in the Feature Display. (See display below.)

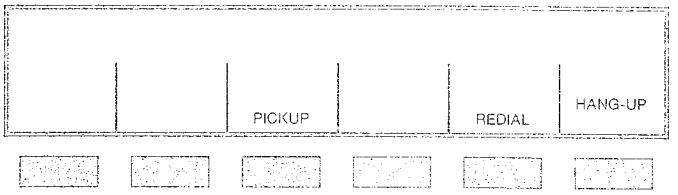
Note: For Generic 1000, the PICKUP prompt will not appear until you lift the handset.



- **Lift handset**

  Or press *speaker on/off*
  The PICKUP prompt will stop flashing.

- **Press PICKUP**



You will be connected to the caller.

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

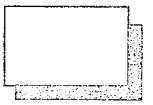
PICKUP

To answer a call made to a different group

- **Lift handset**

  Or press *speaker on/off*

- **Dial Directed Call Pickup Code**

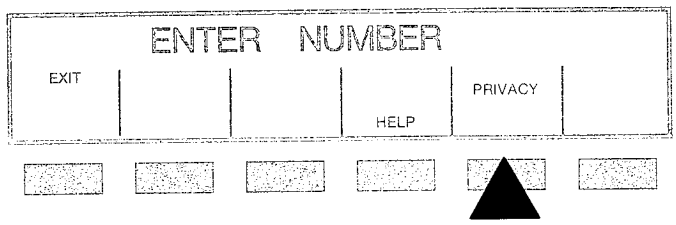


- **Dial the extension number**
  of the ringing extension.

PRIVACY prevents a speed call number ...

from being displayed when a speed call key is press. When entering speed call numbers and after selecting the speed call key:

- **Press PRIVACY**



PRIVACY REL

You may have appearances of lines at your set . . .

that are shared with other SUPERSET 4 users. Privacy is automatic; that is, another SUPERSET 4 user with the appearance of your line cannot interrupt your phone calls.

But, you can allow other SUPERSET 4 users to come into your calls by activating the Privacy Release feature.

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

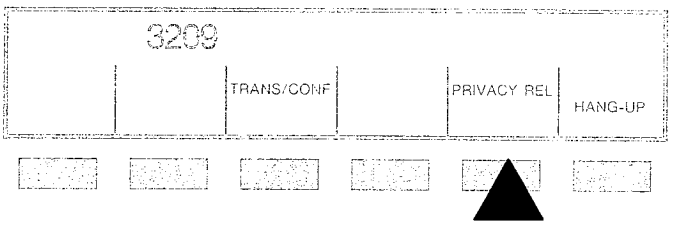
If you have a line appearance of a regular telephone . . .

and are using that line, privacy is not automatic. If the person picks up his phone when you are using that line, he will automatically be in your call. Likewise, when that person is using his phone and you select that line, you will automatically enter into that call.

Note: This only applies if Privacy Disable is enabled in the station's Class of Service.

To release privacy

- **Press PRIVACY REL**



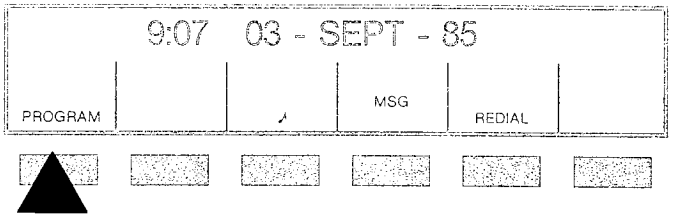
Now when someone presses the line key associated with your line, you will hear conference tone and that person will join your conversation.

PROGRAM is used to do the following . . .

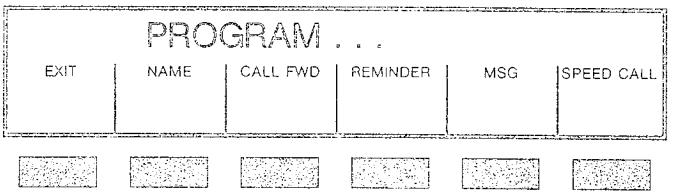
- program your name;
- set up Call Forwarding;
- set up time reminders;
- create messages; and
- set up speed call numbers.

To program any of the above

- **Press PROGRAM**



You may now continue programming pressing any of the prompts, except EXIT.



READ MSG

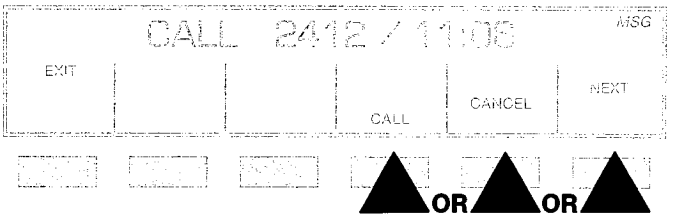
When MSG flashes in the upper right corner . . .

of the display, it means you have received a Callback Message or a message from the Attendant. You can use READ MSG to read the message.

To read a callback message

- **Press MSG**

- **Press READ MSG**
  The name of the person who called appears. Next the extension number and the time of the call displays.



- **Press CALL**
  to automatically call the person who left you the message.

  Or press CANCEL
  to erase the message.

  Or press NEXT
  to read the next message, if you received more than one message.

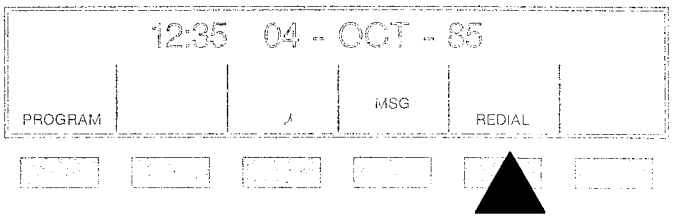
  "MSG" will remain in the corner of the display until you have cancelled all your messages or had a telephone conversation with the person who sent the message.

  Note: To read a callback message while on a call, see 4:MSG.

You can automatically redial . . .

the last *external* number that you dialed.

- **Press REDIAL**



The dialed number is displayed and dialed.

To display the last external number you dialed

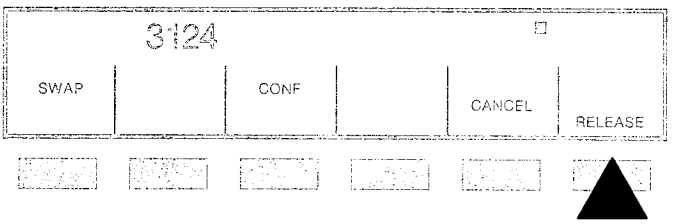
- **Press *display***
- **Press REDIAL**

RELEASE

RELEASE connects a call . . .

on temporary hold to your current caller and removes you from that call.

- **Press RELEASE**

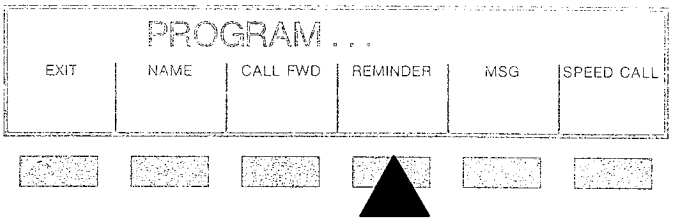


To set up a timed reminder . . .

that will ring your extension at a prearranged time use REMINDER. You can only program one timed reminder at a time.

Timed reminders may be programmed for the next 24 hours, using the 24-hour time format for input.

- **Press PROGRAM**
- **Press REMINDER**



- **Dial 4-digit time**
  The 24-hour clock format is used.

  For example, 16:30 represent 4:30 pm.

  Press ← to backspace and erase an error.

  Press EXIT to clear the display and start over.

- **Press SAVE**
  At the time set for the reminder your set will ring once, the REMINDER prompt flashes, and DISPLAY REMINDER appears in your display.

To acknowledge a reminder

If your set is idle:

- **Press REMINDER**

If your set is busy:

- **Press *display* key**
- **Press REMINDER**
  REMINDER will stop flashing.

To cancel a timed reminder

- **Press PROGRAM**
- **Press REMINDER**
- **Press CANCEL**

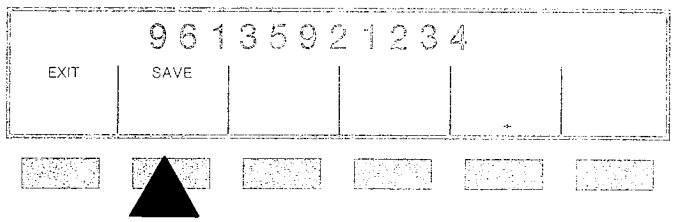
SAVE

SAVE is used to save ...

- advisory messages you created;
- speed call numbers;
- timed reminders;
- call forwarding settings; and
- your name.

- **Press SAVE when applicable, for example...**

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



Select Features

The select features key lets you ...

use the numbered features that display in the upper left and right corners of the Feature Display. These supplementary features 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 one of these features is active on your set, its name appears in either top corner of the Feature Display.

To use a supplementary feature

- **Press *select features***
- **Dial feature number**
  e.g., Dial 1 for FWD, dial 2 for NO DIST'B and so forth.
- **Continue with procedure**
  See the specific supplementary feature in this glossary for more details.
- **Press EXIT**

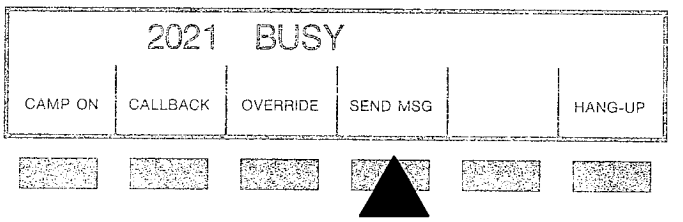
SEND MSG

To send a message requesting a callback . . .

to another user with a SUPERSET 4 set, use SEND MSG. The Callback Message sent gives your name (if programmed), extension number and the time you called.

On hearing busy tone or when your call is not answered:

- **Press SEND MSG**



Questions about sending messages

If Call Forward is active on a SUPERSET 4 set and I send a callback message, which SUPERSET 4 is the message sent to?
The message is sent to the set you dialed, even if it is call forwarded to another set.

How long will a Callback Message stay active?
A message is cancelled automatically if the sender and receiver have a telephone conversation (not a conference call) before the message is read. Messages are cancelled after 24 hours.

What if I send two messages to the same person?
That person's set will display that one message is waiting. The time of the last message you sent will display.

Speaker On/Off

The *speaker on/off* key lets you . . .

use your SUPERSET 4 set without lifting the handset. Using your SUPERSET 4 without using the handset 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.

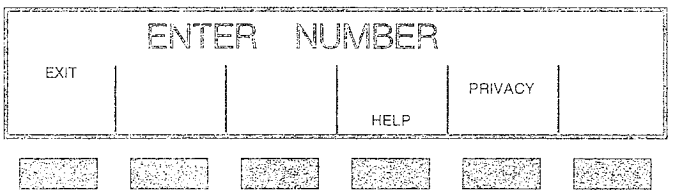
SPEED CALL

SPEED CALL is used to store frequently . . .

called telephone numbers for automatic dialing.

To set up or change a speed call key

- **Press PROGRAM**
- **Press SPEED CALL**
- **Press the selected speed call key**
  on the right hand side of your set – any key not used for line appearances.

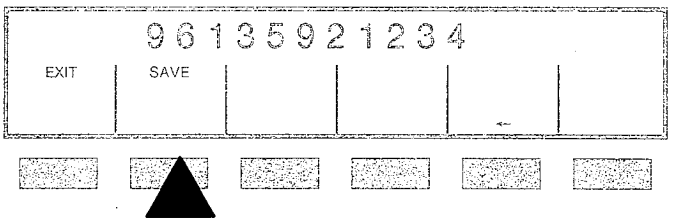


- **Press PRIVACY**
  if you don't want the digits displayed when you use the speed call key.
- **Enter the number to be saved**
  from the dial key pad.

  See "To organize a speed call number" if you need help in entering speed call numbers.

  Press ← to backspace and clear an incorrect entry.

  Press EXIT to clear the display and start again or leave the previously stored number intact.
- **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 card on the line which corresponds to the speed call key. It is also a good idea to write the number on the back of the card.

To display a speed call number

- **Press the *display* key**
- **Press the selected speed call key**
  The saved number for that key is displayed.
- **Press EXIT**
  The display is now clear.

Note: If the number has more than 16 digits, press ← to display additional digits.

To organize a number for speed calling

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

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

9 + 613 + 5550000

The special codes below can be inserted into the saved telephone number:

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

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

*3 – Used to insert a predialed sequence. This code must be followed by a 2-digit number (01 to 15) that specifies the quantity of digits to be dialed manually.

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

The following example illustrates the used of *3. The general number for directory assistance is:

1 + (area code) + 5551212

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

In this case, write down the number:

9 + 1 + *303 + 5551212

where:

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

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

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

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

- **Press appropriate speed call key**
  Listen for beep.
- **Dial 416**
  The Toronto area code.

The system dials: 9 1 416 5551212 automatically.

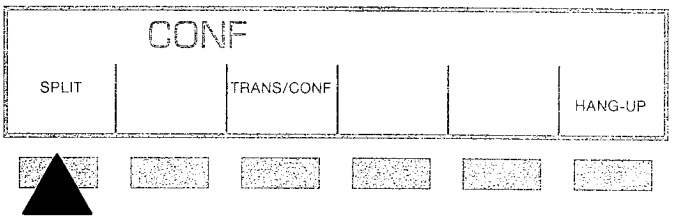
Note: For Generic 1000, *1 and *2 are not used. If a number is programmed with *1 or *2, "INVALID #" appears after the SAVE key is pressed. Additionally, "*5: INTERCOM" appears when the HELP key is pressed. *5 is used at the end of a number which is to be used for intercom calls.

You can split the callers . . .

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

To split callers in a three-party conference

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



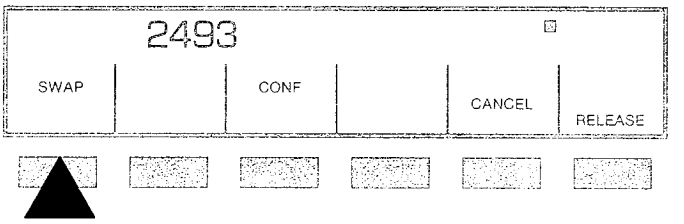
The second party is on temporary hold.

SWAP

To alternate between the current party . . .

and a caller on temporary hold, use SWAP.

- **Press SWAP**



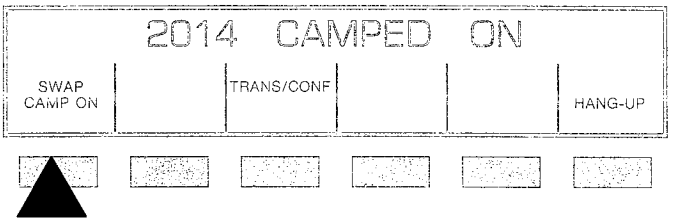
If you hang up before either of the other parties do, they will be connected to each other. If you have Broker's Call in your Class of Service, they will be disconnected when you hang up.

To answer a waiting call . . .

and place your current call on temporary hold, use SWAP CAMP ON.

When you hear one or two beeps while connected to a call, look at your display to see who is waiting, and then:

- **Press SWAP CAMP ON**



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

To alternate between callers:

- **Press SWAP**

To get back to your original caller:

- **Press CANCEL**

To redirect a waiting call

When you hear one or two beeps, you can redirect the waiting call to a forwarded extension.

- **Press CALL FWD**

Note: CALL FWD is displayed for 10 seconds if a Call Forwarding destination (extension) has been programmed, and if that extension is not busy. Otherwise, CALL FWD will not appear.

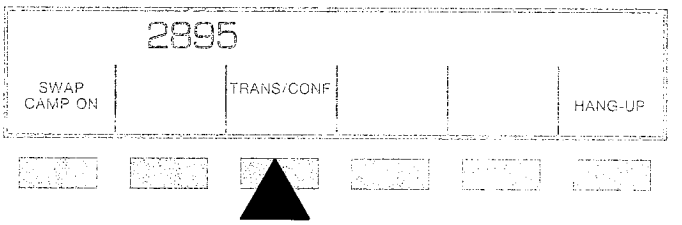
TRANS/CONF

To transfer a call . . .

to another number or to form a conference, use TRANS/CONF.

To transfer a call

- **Press TRANS/CONF**



- **Dial the required number**

- **Press RELEASE**
  The call is transferred.

  If there is no answer, the call will ring your set if it was an external call.

  If the number is busy:

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

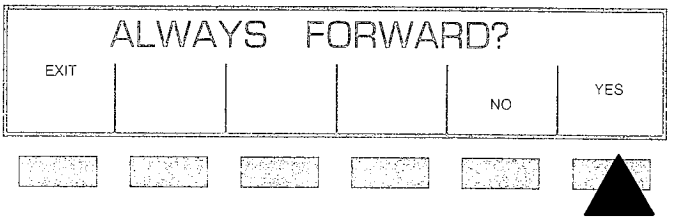
  Or press CANCEL
  to be reconnected with the original caller.

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

Use YES to select . . .

the type of Call Forwarding when setting it up.

- **Press YES**
  to select the type of Call Forwarding in the display.



Contents

INTRODUCTION

Introduction

How to Use this Guide

This guide is intended to be used mainly as a reference guide. It contains detailed information useful for training. Once you are familiar with the system, all you should really need to use is the *SUPERSET 3 Reference Card* . It gives brief instructions on the features you will use most often.

As a new user, you should take some time to learn about your SUPERSET 3 set. The first section, Introduction, explains the functions of the keys on the SUPERSET 3 and the codes used to activate some features. Knowing about these features before you begin should help you learn to use your system to its fullest extent.

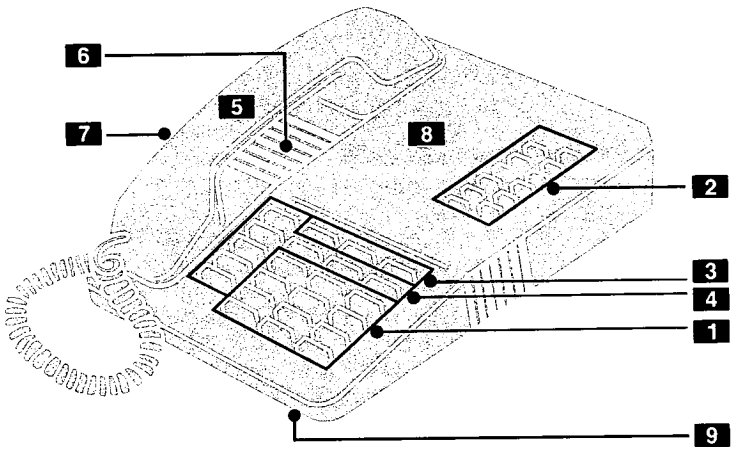
All the basic information you should need to use your telephone is contained in the Basic Operations section.

Later, you may want to know more about the other features available on your SUPERSET 3 set. You can use the regular telephone features on your SUPERSET 3 set. You will find detailed instructions on these features in the alphabetized Feature Glossary in the EXTENSION FEATURES section of this guide.

Overview

This is a diagram of...

your SUPERSET 3 set. You should become familiar with the functions of the keys so you can use all the special features of this set.



1 Dial Key Pad

A standard 12-key telephone dial pad.

2 Speed Call Keys

Used for saving up to 12 extension or outside numbers for automatic dialing.

3 Line Select Keys and Indicators

Used to select one of three lines.

4 Supplementary Feature Keys

hold

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

cancel

Used to:

- cancel an unsuccessful transfer or conference call and retrieve a caller on consultation hold;
- cancel speed call key programming; or
- hang up during handsfree operation.

redial
Used to have the system redial the last manually dialed outside number.

swap
Used to:
- alternate between a held or camped-on call and the current call; or
- split callers in a conference call.

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

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

speaker on/off
Used to turn the speaker on or off for handsfree operation.

mic/mute
Used to turn the microphone on or off for private local conversation during a handsfree call.

5 Handset
Used for private conversations.

6 Speaker
Used during handsfree operation.

7 Volume Control
Used to control speaker and ringer volume.

8 Line and Speed Call Identification Card
Used to record speed call names and line select keys.

9 Microphone
A sensitive microphone for handsfree operation.

Line Select Keys and Indicators

The SUPERSET 3 can accommodate . . .

up to three lines. Above each line select key is an LED (Light-Emitting Diode) to provide information about the status of the line.

When a line is . . .	the line status display is . . .
Idle	unlit
Busy	lit
Ringing	flashing
On hold	flashing rapidly

Line Select Keys

The three line select keys may be assigned by your Communications Department for one of six different line types.

Prime Line

The leftmost line select key is your Prime Line (directory number). When you lift the handset or press the *speaker on/off* key, this line is selected automatically.

The other two line select keys are assigned as one of the following types of lines:

Personal Outgoing Line

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

Key Line

This line is shared by other extensions. Typically, it 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 given time; all other people trying to place a call will receive busy tone. You can retrieve a call on hold from any extension sharing this line.

Line Select Keys and Indicators

Multiple Call Line
This line shares its directory number with other extensions. An incoming call rings all the extensions sharing the line and any extension user can answer the call. All those sharing the line may access this line simultaneously.

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

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

Private Line
A Private Line automatically connects you to a designated Central Office trunk. It is like a DTS line in that all other appearances become busy when the line is in use. But unlike a DTS line, Private Lines may not be transferred. A call held on a Private Line may only be retrieved by sets with an appearance of that line.

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

Speed Call

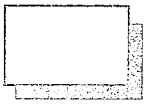
Line select keys may be used as speed call keys if they are not already programmed as a line appearance.

Codes Used in this Guide

Some of the features you can use . . .

on your SUPERSET 3 set are accessed by dialing a code.

Throughout this guide you will see boxes.



They have been left blank for you to fill in the code needed to use that specific feature.

You can also use the regular telephone features on your SUPERSET 3 set. See the Feature Glossary in the EXTENSION FEATURES section of this guide for instructions on how to use these features.

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

Fill in the table "Feature Access Code Summary" on the last page of this guide as well for a handy reference.

Contact your Communications Department if you have any questions about these codes.

BASIC OPERATIONS

This section of the guide is provided to familiarize you with the basic operation of your SUPERSET 3 set. You will learn how to make internal and external calls, how to hold, transfer, forward or conference your calls and how to set up speed call numbers.

Handsfree Operation

You can make and answer calls . . .

on your SUPERSET 3 set without lifting the handset. This leaves both your hands free for taking messages, 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.

There is no need to direct your voice toward the microphone. It will easily pick up your voice. You also can 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 number without lifting the handset**

  Or press line select key and dial number

  Or press *speaker on/off* and dial number

  Or press a speed call key

  Or press REDIAL

To answer a call handsfree

- **Press *speaker on/off***

  Or press key below flashing indicator

To change from handset to speaker operation

- **Press *speaker on/off***
- **Replace handset**
  Your conversation continues in handsfree mode.

Handsfree Operation

To change from speaker to handset operation

- **Lift the handset**
  The speaker and microphone are now disabled.

To consult privately during speaker operation

- **Press *mic/mute* and hold down**
  The speaker is still in use but microphone is disabled.

To hang up in handsfree mode

- **Press *speaker on/off***

  Or press *cancel*
  if no one is on Consultation Hold.

Note: All further instructions in this guide assume use of your telephone in handsfree mode. However, all procedures can be performed using the handset. Simply lift the handset and follow the steps as listed.

Making Internal Calls

To make a call to another extension

- **Dial extension number**

  Or press a speed call key
  if the number has been saved for automatic dialing.

  Note: Lift the handset if you prefer a private conversation.

If the number is busy

You can use either Camp-on or Callback – Busy/No Answer.

Camp-on

If you want to speak with the person right away, you can signal that you are waiting by activating Camp-on.

When your hear busy tone:

- **Remain on the line and continue listening**
  After a 10-second waiting period, you will hear a change in busy tone.

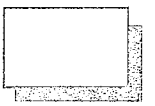
  The user of the busy extension will hear one or two short beeps, which indicates a waiting call. Continue listening and when the person's line becomes free, your call will then ring the extension. When the called party answers you are connected to the call.

Callback – Busy

If the extension is busy, your other option is to have the telephone system monitor the busy line and call you when the user hangs up.

When you hear busy tone:

- **Dial Automatic Callback Busy Code**



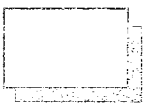
- **Hang up**
  When the person on the busy line hangs up, and your set is idle, your extension rings with a triple ring. When you lift the handset, the number you dialed rings.

Callback – No Answer

If there is no answer, you can use Callback – No Answer. This feature monitors the line and notifies you (with a triple ring) when the user returns and next uses the phone.

When there is no answer:

- **Press *trans/conf***
- **Dial Automatic Callback Don't Answer Code**



- **Dial called extension number**
- **Hang up**

When the called extension makes a call and replaces the handset, your extension will ring. When you lift the handset, the other extension will ring.

The Callback will be cancelled if you are not called back within 8 hours, or if you do not answer the callback within 6 rings.

To cancel callbacks before the 8 hours are up, you can use Extension Reset. Refer to the Feature Glossary in the EXTENSION FEATURES section of this guide.

Making External Calls

To make a call to an outside number

- **Dial External Line Access Code, and**
- **Dial telephone number**

Or press a speed call key

Or press *redial*
if the number you wish to call is the same as the last external number dialed manually.

Occasionally, an outside trunk/line will be busy. You can use the Camp-on and Callback features to get an outside line.

Answering Calls

When your phone rings

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

  Or press *speaker on/off*
  to speak with the caller in handsfree mode.

  Or press key beneath flashing indicator
  and speak with the caller in whichever mode you wish.

To answer a Call Waiting

If you hear one or two beeps while you are in a conversation, you have a call waiting. You can either:

- **Finish your conversation and hang up**
  The waiting call then rings your phone.

  Or press *swap*
  You can now talk with the new caller while your previous caller is placed on temporary hold.

  To return to the original conversation:

- **Press *swap***

  Whenever you wish to switch from one caller to the other, press *swap*.

To answer calls to other extensions

You can answer calls on any of the lines appearing at your set.

When you see the line indicator flashing:

- **Press the line select key**
  beneath the flashing indicator.

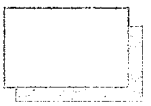
  You will be connected to the call.

You can also answer calls ringing other extensions.

Dial Call Pickup

If the ringing extension is a member of your Pickup Group (but not in a line appearance on your set):

- **Dial Dial Call Pickup Code**

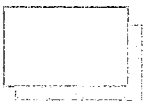


You will be connected to the caller.

Directed Call Pickup

If the ringing extension doesn't belong to your Pickup Group, you can still answer it from your phone.

- **Dial Directed Call Pickup Code**



- **Dial the extension number**
  of the ringing telephone.

You will be connected to the caller.

Night Bells

After regular hours many telephone systems use Night Bells. External calls then ring alternate night answer points. You can answer an incoming night call which goes to the night bells by using the TAFAS Code. See Night Bells (TAFAS) in the Feature Glossary in the EXTENSION FEATURES section of this guide.

Finishing Calls

If you're using the handset

- **Replace the handset**

If you're using handsfree operation

- **Press *speaker on/off***

  Or press *cancel*

To place a call on hold

- **Press red *hold* key**
  The indicator lamp above the line on hold flashes rapidly.

  The caller is now on hold. You can hang up, make another call, or use any other feature.

  You can retrieve the call from your own extension or from any other extension within the telephone system.

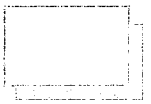
To retrieve the held call from your SUPERSET 3 or any SUPERSET 3 with that line appearance

- **Press line select key**
  associated with the call on hold.

  You are reconnected to the held call.

To retrieve a held call at a different extension

- **Dial Hold Retrieve (Remote) Code**



- **Dial extension number where the call was placed on hold**
  You can now speak to the caller.

Transferring Calls

To transfer a call to another extension

- **Tell the caller**
  that they are being transferred.
- **Press *trans/conf***
  to place the caller on temporary hold.
- **Dial the extension number**
  of the person to whom you want to transfer the call.

If you want to introduce the call

- **Wait until the extension is answered**
- **Speak with the person**
- **Hang up**
  The caller is transferred.

If you do not need to introduce the caller

- **Hang up when your hear ringing or busy tone**
  The call is transferred. If you have transferred the call to a busy extension, the user will hear Camp-on tone (special tone indicating a waiting call). If there is no answer after a time-out period, an external call will return and ring your extension again.

If the extension is busy or there is no answer

- **Press *cancel***
  to be reconnected to the call you were transferring.

Conference Calls

You can set up a telephone conference . . .

of from three to seven people, either on extensions or external lines. Any internal conference member can add new members.

Note: For the Generic 1000 telephone system, the conference can have from three to five members.

To set up a conference call

- **Dial the first person**
  Wait until the call is answered.
- **Press *trans/conf***
  to place the current call on temporary hold.
- **Dial the next person**

  When the party answers and is ready to join the conference:
- **Press *trans/conf***
  to bring all the parties together in one conversation.

To continue adding people

- **Press *trans/conf***
- **Dial next person**
  Wait for an answer.
- **Press *trans/conf***
  Any member can leave the conference by replacing the handset.

If the number is busy or not answered

- **Press *cancel***
  to return to the original person or the conference.

Conference Calls

Before a three-party conference . . .

is established, you can talk privately to either party by using *swap*.

- **Press *swap***
  to speak with one caller privately.
- **Press *swap***
  any time you wish to switch from one person to another.
- **Press *trans/conf***
  to set up a conference.

To exit from a conference

- **Press *cancel***

  Or replace the handset

Call Forwarding

You can forward your incoming calls . . .

to another number by using Call Forwarding. The various types of Call Forwarding are described below.

- Always Forward – All your incoming calls are forwarded.
- Busy – Your calls are forwarded when your phone is busy.
- No Answer – Your calls are forwarded when your phone is unanswered.
- Busy/No Answer – Your busy and unanswered calls are forwarded.

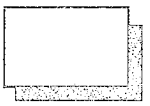
To set up Call Forwarding

- **Dial Always Forward Code**

  Or When No Answer Code

  Or When Set's Busy Code

  Or Busy/No Answer Code



- **Dial destination number**

  Or press a speed call key
  if destination is an outside number.

- **Replace the handset**

To cancel any type of Call Forwarding

- **Dial any Call Forwarding access code**
- **Hang up**

Note: Only one type of Call Forwarding can be active on your telephone at one time. When Call Forwarding – Always is active, you will hear interrupted dial tone when you lift the handset.

Call Forwarding – I Am Here

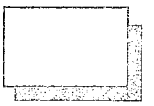
Generic 1000 Telephone Systems Only

With Call Forward – I Am Here . . .

you can forward your calls when you are at a different number. For example, if you are involved at someone's desk or have a meeting, you can dial a code from the phone where you are and have your calls forwarded to that extension while you are there.

To set up Call Forward – I Am Here

- **Dial I Am Here Code**



- **Dial your own extension number**
  Dial tone indicates that you have successfully set up Call Forwarding.

- **Hang up**
  All calls made to your extension will now be routed automatically to your new location.

  Note: When Call Forwarding – I Am Here is active, you will hear interrupted dial tone when you lift the handset.

To cancel Call Forwarding – I Am Here

This form of Call Forwarding must be cancelled from *your own extension*, not from the extension at the different location.

From your extension:

- **Dial any Call Forwarding access code**

- **Hang up**
  If you move from desk to desk, however, you don't have to walk back to your desk to cancel I Am Here. You can continue using I Am Here at each location, because each time you dial the code, the previous forwarding extension is cancelled.

Speed Call

Speed call saves you . . .

from repeatedly dialing long telephone numbers you use frequently. There are two forms of Speed Call available: System and Personal. For information on System Speed Call see the Feature Glossary in the EXTENSION FEATURES section of this guide.

Personal Speed Call

You can save frequently dialed extension or external numbers for automatic dialing. You can store these numbers on the 12 keys on the right-hand side of your SUPERSET 3 set. When you press a speed call key, the number is dialed automatically.

To save a speed call number

You can store up to 26 digits in one speed call number.

- **Press *program/save***
- **Press the selected speed call key**
- **Enter number to be saved**
  exactly as it would be dialed manually. (Remember to include the outside line access and area code, if necessary.)
- **Press *program/save***
  to store and save the number.
- **Record the person's name**
  on the speed call identification card beside the speed call key.

If you make an error when entering the number, press *cancel* to cancel the operation. The previously saved number in the speed call key, if any, will be left intact. Then press *program/save* and restart the sequence.

Also, answering or making a call while you are in the middle of entering a speed call number will abort the process. You will have to start over again to enter the speed call number.

Speed Call

To change a saved number

- **Press *program/save***
- **Press desired speed call key**
- **Dial number to be stored**
- **Press *program/save***

Unused line select keys . . .

can be used also as speed call keys.

- **Press *program/save***
- **Press the line select key**
- **Enter the number to be saved**
- **Press *program/save***
  The line select key can now be used as a speed call key.

Additional Features

You can use all the regular telephone features . . .

on your SUPERSET 3 set. You can use them by dialing a simple one- or two-digit code. These features are described in the EXTENSION FEATURES section of this guide in the Feature Glossary.

FEATURE GLOSSARY

This section contains a description of the keys you see on the SUPERSET 3 set. For a description of additional features, see the Feature Glossary in the EXTENSION FEATURES section of this guide.

Superset 3 Keys

cancel

Cancel is used to:

- cancel an unsuccessful transfer or conference call and retrieve a caller on consultation hold;
- cancel speed call key programming;
- hang up during handsfree operation; or
- cancel any dial action performed on the set.

hold

Hold is used to place a call on hold, freeing you to replace the handset or place another call. The line on which the call is held is indicated by the flashing indicator above the key. The call may be retrieved by pressing the associated line select key.

mic/mute

The microphone can be turned off by pressing and holding down *mic/mute*. You may want to turn the microphone off during a handsfree call to consult with another person near the SUPERSET 3 set. You must hold down *mic/mute* for as long as you want the microphone disabled.

program/save

Program/save is used to program and save speed call numbers in speed call keys.

redial

When *redial* is pressed, it automatically redials the last manually dialed external number.

speaker on/off

Speaker on/off lets you receive or make calls without using the handset. Pressing the button once switches the speaker and microphone on. This button can be pressed during a call or prior to making or answering a call for handsfree operation.

SUPERSET 3 Keys

swap

Swap is used to:

- alternate between a held or camped-on call and the current call; or
- split callers in a conference.

trans/conf

Trans/conf is used to transfer a call or set up a conference. *Trans/conf* can also be used instead of a "switchhook flash" when using regular telephone features.

Contents

INTRODUCTION

Introduction

How to Use this Guide

This guide is intended to be used mainly as a reference guide. It contains detailed information useful for training. Once you are familiar with your telephone system, all you should really need to use is the *SX-100®/SX-200® Extension Reference Card.* It gives brief instructions on the features you will use most often.

Most of the telephone features you will use are activated by dialing a simple code. Some of these features and other features require that you use a "switchhook flash". This section, Introduction, discusses the codes used and how to "switchhook flash".

All the basic information you need to use your telephone is contained in the Basic Operations section.

Later, you may want to know more about any of the features you can use on your telephone. The Feature Glossary contains an alphabetized listing with instructions on how to use each feature.

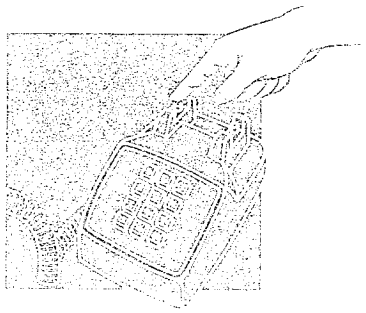
Switchhook Flash

During a conversation . . .

many features can be activated only by first "flashing the switchhook". For example, while you are talking to someone, you may want to put that call on hold, transfer the call or organize a conference. You must "flash the switchhook" first and then you can proceed with whatever you wanted to do.

To flash the switchhook, you simply press down firmly on either of the buttons located under the handset for approximately one second. (See the diagram below.)

DON'T WORRY! When you do a switchhook flash, the call is not disconnected – it is merely placed on Consultation Hold.



When you have done a successful switchhook flash, you will hear interrupted dial tone, which is three beeps followed by dial tone.

To flash the switchhook

- **Press down one of the buttons in the handset cradle for approximately one second**
- **Listen for interrupted dial tone**
  (three beeps followed by dial tone).

  The call is now on Consultation Hold.

To reconnect to a call on Consultation Hold

- **Flash the switchhook again**

  Or replace the handset
  to have the original call automatically ring your extension.

Consultation Hold

When you flash the switchhook during a telephone conversation, the person you are talking to is placed on Consultation Hold.

It is called Consultation Hold because you flash the switchhook to activate a feature or consult privately with another party. You can retrieve the call only from your extension. If you hang up, the call will ring you back.

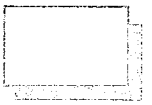
After you flash the switchhook, the person on Consultation Hold should hear silence or music (if Music on Hold is on your telephone system).

Codes Used in this Guide

Some of the features you can use . . .

on your telephone are accessed by dialing a code.

Throughout this guide, you will see boxes.



They have been left blank for you to fill in the code needed to use that specific feature.

Fill in the table "Feature Access Code Summary" on the last page of this guide as well for a handy reference.

Contact your Communications Department if you have any questions about these codes.

BASIC OPERATIONS

This section of the guide is provided to familiarize you with the basic operation of your telephone. You will learn how to make calls, how to hold, transfer, forward calls, and how to set up conferences. Any time you want more detail about a feature, turn to the alphabetized listing in the Feature Glossary which follows this section.

Making Internal Calls

To make a call to another extension

- **Lift handset**
- **Dial extension number**

If the number is busy

You can use either Camp-on or Callback.

Camp-on

If you want to speak with the person right away, you can signal that you are waiting by activating Camp-on.

When your hear busy tone:

- **Remain on the line and continue listening**
  After a 10-second waiting period, you will hear a change in busy tone.

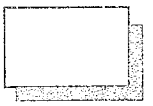
  The user of the busy extension will hear one or two short beeps, which indicates a waiting call. Continue listening and when the person's line becomes free, your call will then ring their extension. When the called party answers you are connected to the call.

Callback – Busy

If the extension is busy, your other option is to have the telephone system monitor the busy line and call you when the user hangs up.

When you hear busy tone:

- **Dial Automatic Callback Busy Code**



- **Hang up**
  When the person on the busy line hangs up, and your set is idle, your extension rings with a triple ring. When you lift the handset, the number you dialed rings.

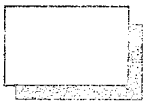
Making Internal Calls

Callback – No Answer

If there is no answer, you can use Callback – No Answer. This feature monitors the line and notifies you (with a triple ring) when the user returns and has used his phone.

When there is no answer:

- **Flash the switchhook**
- **Dial Automatic Callback Don't Answer Code**



- **Dial called extension number**
- **Hang up**
  When the called extension makes a call and replaces the handset, your extension will ring. When you lift the handset, the other extension will ring.

  The Callback will be cancelled if you are not called back within 8 hours, or if you do not answer the callback within 6 rings.

  To cancel callbacks before the 8 hours are up, you can use Extension Reset. Refer to the Feature Glossary.

Making External Calls

To make a call to an outside number

- **Lift the handset**
- **Dial External Line Access Code, and**
- **Dial telephone number**

  OR

- **Press REDIAL**
  if the desired number is the last external number dialed manually.

  Or dial a speed call number

  Occasionally, an outside trunk/line will be busy. You can use the Camp-on and Callback features to get an outside line.

Answering Calls

When your phone rings

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

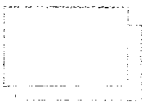
To answer a Call Waiting

If you hear one or two beeps while you are in a conversation, you have a call waiting. You can either:

- **Finish your conversation and hang up**
  The waiting call then rings your phone.

  OR

- **Flash the switchhook**
- **Dial Call Hold Code**



The current call is placed on hold.

- **Replace the handset**
- **Answer the call that now rings your set**
  You can now talk with the new caller while your previous caller is placed on hold.

To return to the original conversation

- **Lift handset**
- **Dial Call Hold Retrieve (Local) Code**

Resume your conversation.

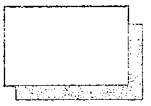
To answer calls ringing other extensions

You can also answer calls ringing other extensions.

Dial Call Pickup

If the ringing extension is a member of your Pickup Group:

- **Lift handset**
- **Dial Dial Call Pickup Code**

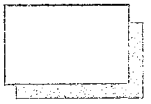


You will be connected to the caller.

Directed Call Pickup

If the ringing extension doesn't belong to your Pickup Group, you can still answer it from your phone.

- **Lift handset**
- **Dial Directed Call Pickup Code**



- **Dial the extension number**
  of the ringing telephone.

You will be connected to the caller.

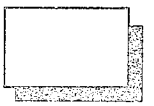
Night Bells

After regular hours many telephone systems use Night Bells. External calls then ring alternate night answer points. You can answer an incoming night call which goes to the night bells by using the TAFAS Code. See Night Bells (TAFAS) in the Feature Glossary.

Call Hold

To place a call on hold

- **Flash the switchhook**
- **Dial the Call Hold Code**



- **Replace the handset**

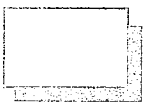
  Or make another call

  The caller is now on hold. You can hang up, make another call, or use any other feature.

  You can retrieve the call from your own extension or from any other extension within the telephone system.

To retrieve the held call from your extension

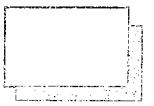
- **Lift the handset**
- **Dial Call Hold Retrieve (Local) Code**



To retrieve the held call from a different extension

You or someone else can retrieve the call from a different extension in the telephone system.

- **Lift the handset**
- **Dial Call Hold Retrieve (Remote) Code**



- **Dial extension number where call is on hold**

Transferring Calls

To transfer a call

- **Tell the caller**
  that they are being transferred.
- **Flash the switchhook**
  to place the caller on temporary hold.
- **Dial the extension number**
  of the person to whom you want to transfer the call.

If you want to introduce the call

- **Wait until the extension is answered**
- **Speak with the person**
- **Hang up**
  The caller is transferred.

If the extension is busy or there is no answer

- **Flash the switchhook**
  to be reconnected to the call you were transferring.

If you do not need to introduce the caller

- **Hang up when you hear ringing or busy tone**
  The call is transferred. If you have transferred the call to a busy extension, the user of the busy extension will hear Camp-on tone (special tone indicating a waiting call). If there is no answer after a time-out period, an external call will return and ring your extension.

  An extension call may be transferred to an external number using the same method. Remember to include the External Line Access Code, if required.

  You may wish to speak privately with either party before transferring the call. See Broker's Call or Transfer with Privacy in the Feature Glossary.

Conference Calls

You can set up a telephone conference . . .

of from three to seven people, either on extensions or external lines. Any internal conference member can add new members.

Note: For the Generic 1000 telephone system, you can include from three to five people.

When you are talking to someone and wish to include a third person

- **Flash the switchhook**
- **Dial extension or external telephone number**

When the party answers and is ready to join the conference . . .

- **Flash the switchhook again**
  All three parties are connected.

To continue adding people

- **Flash the switchhook**
- **Dial next person**
- **Flash the switchhook**

If a number is busy or not answered

- **Hang up**
  Your extension will ring – just pick up the handset to rejoin the conference.

  Or flash the switchhook
  and you will rejoin the conference.

Consulting Calls

There are several features . . .

on your telephone system that let you arrange consulting-type calls. You can use either:

- Broker's Call,
- Transfer with Privacy, or
- Consultation Hold/Transfer/Add-On.

The feature you can access depends on what you're allowed to use on your extension. You will not have access to all of the features because some of them are mutually exclusive. For example, Broker's Call and Transfer with Privacy are mutually exclusive.

The difference between these two features is that with Broker's Call, when you hang up, the two parties are DISCONNECTED. With Transfer with Privacy, when you hang up, the two parties are CONNECTED together.

Additionally, Broker's Call and Consultation Hold/Transfer/Add-On are mutually exclusive. You will be able to use one or the other.

Consultation Hold/Transfer/Add-On, despite its lengthy name, is simply putting a call on temporary hold and making a new call. Then you can consult privately with the third party or transfer the call to the third party.

Check with your Communications Department or supervisor to find out what features you can use.

Broker's Call

To consult privately with another party during a conversation

- **Flash the switchhook**
  to put the current party on Consultation Hold.
- **Dial number of new party**
  When your call is answered, you can speak privately with the new party.

To alternate between parties

- **Flash the switchhook**
  The party you were speaking to is placed on hold and you are connected to the other party.
- **Hang up**
  to end the call. Both parties are DISCONNECTED.

Consulting Calls

Transfer with Privacy

To consult privately with another party during a conversation

- **Flash the switchhook**
  to put the current party on Consultation Hold.
- **Dial number of new party**
  When your call is answered, you can speak privately with the new party.

To alternate between parties

- **Flash the switchhook**
  The party you were speaking to is placed on hold and you are connected to the other party.
- **Hang up**
  to end the call. Both parties are CONNECTED together.

Consultation Hold/Transfer/Add-on

To consult privately with another party during a conversation

- **Flash the switchhook**
  to put the current party on Consultation Hold.
- **Dial number of new party**
  When your call is answered, you can speak privately with the new party.

To add the call on hold to your current conversation

- **Flash switchhook**
  while talking to the third party.

  You now have a three-party call.

To transfer the call to the third party

- **Replace the handset**
  The two callers will be CONNECTED together.

Call Forwarding

You can forward your incoming calls . . .

to another number by using Call Forwarding. The various types of call forwarding are described below.

- Always Forward – All your incoming calls are forwarded.
- Busy – Your calls are forwarded when your phone is busy.
- No Answer – Your calls are forwarded when your phone is unanswered.
- Busy/No Answer – Your busy and unanswered calls are forwarded.

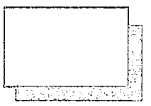
To set up Call Forwarding

- **Lift the handset**
- **Dial Always Forward Code**

  Or When No Answer Code

  Or When Set's Busy Code

  Or Busy/No Answer Code



- **Dial destination number**

  Or dial a speed call number
  if destination is an outside number.

- **Replace the handset**

Note: When Call Forwarding – Always is active on your phone, you will hear interrupted dial tone when you lift the handset to make a call.

To cancel any type of Call Forwarding

- **Lift the handset**
- **Dial any Call Forwarding access code**
- **Hang up**

Note: Only one type of Call Forwarding can be active on your telephone at one time. When Call Forwarding – Always is active, you will hear interrupted dial tone when you lift the handset.

Call Forwarding – I Am Here

Generic 1000 Telephone Systems Only

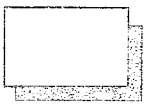
With Call Forwarding – I Am Here . . .

you can forward your calls when you are at a different number. For example, if you are involved at someone's desk or have a meeting, you can dial a code from the phone where you are and have your calls forwarded to that extension while you are there.

To set up Call Forwarding – I Am Here

From another extension:

- **Lift the handset**
- **Dial I Am Here Code**



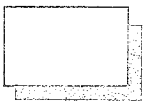
- **Dial your own extension number**
  Dial tone indicates that you have successfully set up Call Forwarding.
- **Hang up**
  All calls made to your extension will now be routed automatically to your new location.

Note: When Call Forwarding – I Am Here is active, you will hear interrupted dial tone when you lift the handset.

To cancel Call Forwarding – I Am Here

This form of Call Forwarding must be cancelled from *your own extension*, not from the extension at the different location.

- **Lift the handset**
- **Dial any Call Forwarding access code**



- **Hang up**
  If you move from desk to desk, you don't have to walk back to your desk to cancel I Am Here. You can continue using I Am Here at each location, because each time you dial the code, the previous forwarding extension is cancelled.

FEATURE GLOSSARY

You have been introduced to your telephone system in the Basic Operations section.

Now you may want more detail about the features already described as well as the additional features you can use on your telephone.

This alphabetized section, which lists all the features, should help you to find the information you need as quickly as possible.

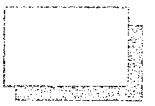
Account Codes

It may be required for you . . .

to enter an account code when making external calls. Or you may wish to insert an account code for cost-accounting or client-billing purposes.

To enter account codes

- **Lift the handset**
- **Dial Account Access Code**



- **Dial account code and a # sign**
  to signal the end of the account code. Account codes must be followed by a "#" to indicate the end of the account code.
- **Dial outside line access code, if required**
- **Dial number**

Note: Account codes must end with a # sign only if the account code entry is programmed as variable length. If programmed as 4, 8, or 12 digits, the # sign is not needed.

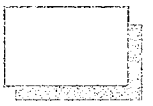
Automatic Callback – Busy

If an extension is busy . . .

you can have the telephone system monitor the line and call you when the line becomes free.

When you hear busy tone:

- **Dial Automatic Callback Busy Code**



- **Hang up**

When the person on the busy line hangs up, and your set is idle, your extension rings with a triple ring. When you lift the handset, the number you dialed rings.

You can also use Automatic Callback – Busy when you receive a busy signal when trying to access an outside line. When an outside line becomes free, your extension will ring. When you lift the handset, you will hear dial tone. You can then dial the outside number.

You may use your phone normally after setting up a Callback.

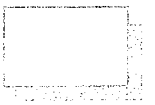
Automatic Callback – Don't Answer

If you call an extension and there is no answer . . .

you can use Automatic Callback – Don't Answer. This feature monitors the line and notifies you (with a triple ring) when the user returns and next uses his phone.

When there is no answer:

- **Flash the switchhook**
- **Dial Automatic Callback Don't Answer Code**



- **Dial the called extension number**
- **Hang up**

  When the called extension makes a call and replaces the handset, your extension will ring. When you lift the handset, the other extension will ring.

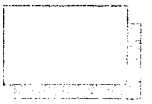
Automatic Wake-up

You can set up a wake-up alarm call . . .

that will ring your extension at a prearranged time.

To set up or modify a wake-up call

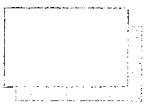
- **Lift the handset**
- **Dial Automatic Wake-up Code**



- **Dial the wake-up time**
  as a 4-digit number using the 24-hour clock.
- **Replace the handset**
  Your phone will be rung at the time set. When answered, it will stop ringing. If the call is not answered within six rings, or if the extension is busy, the call will repeat two more times at 5-minute intervals.

To cancel a wake-up call before it rings

- **Lift the handset**
- **Dial Automatic Wake-up Code**



- **Dial 9999**
- **Replace the handset**

Broker's Call

With Broker's Call, you can put the first call on hold . . .

and make another call. You can then alternate between the two calls and carry on a PRIVATE conversation with either party. When you hang up, the two parties are disconnected.

To consult privately with another party during a conversation

- **Flash the switchhook**
  to put the current call on Consultation Hold.
- **Dial the number of the new party**
  When your call is answered, you can speak privately with the new party.

To alternate between parties

- **Flash the switchhook**
  The party you were speaking to is placed on hold and you are connected to the other party.
- **Hang up**
  to end the call. Both parties are DISCONNECTED.

Call Forwarding

The various Call Forwarding features . . .

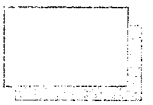
enable calls to your extension to be forwarded to another extension or outside number. Each type of Call Forwarding is described below.

Call Forward – Follow Me (Always Forward)

If you will be working in another office or at another location for a time, you can arrange to have your calls follow you.

At your extension:

- **Lift the handset**
- **Dial Always Forward Code**

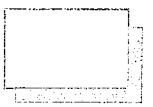


- **Dial extension number**
  to which calls are to be forwarded.
- **Hang up**

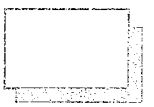
  You can also forward your calls to an outside number. In order to do this, the outside number must be programmed as a speed call number.

To forward a call to an outside number

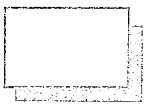
- **Lift the handset**
- **Dial Always Forward Code**



- **Dial Speed Call – Feature Code**



- **Dial Speed Call – Table Entry number**



- **Hang up**

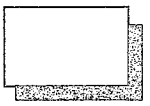
Note: You will hear interrupted dial tone when you lift the handset as long as Call Forwarding – Always is activated.

Call Forward – Don't Answer (When No Answer)

If you are going to be away from your phone for a while, you can use this feature to forward your calls to another extension.

To set up Call Forwarding – Don't Answer

- **Lift handset**
- **Dial When No Answer Code**



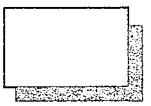
- **Dial extension number**
  to which calls are to be forwarded.

  Or speed call number (for outside number)
- **Hang up**

Call Forward – Busy/Don't Answer (Busy/No Answer)

This feature forwards all incoming calls to another number when your phone is busy or when you are temporarily away from your desk.

- **Lift handset**
- **Dial Busy/Don't Answer Code**



- **Dial extension number**
  to which calls are to be forwarded.

  Or speed call number (for outside number)
- **Hang up**

Call Forwarding

Call Forward – Busy (When Set's Busy)

This feature will direct your calls to another number when your phone is busy.

- **Lift the handset**
- **Dial When Set's Busy Code**

- **Dial extension number**
  to which calls are to be forwarded.

  Or dial speed call number (for outside number)
- **Hang up**

To cancel any type of Call Forwarding

- **Lift the handset**
- **Dial any Call Forwarding access code**
- **Hang up**

Note: Only one type of Call Forwarding can be active on your phone at one time.

Call Forwarding – I Am Here

Generic 1000 Telephone Systems Only

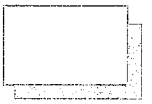
With Call Forwarding – I Am Here . . .

you can forward your calls when you are at a different number. For example, if you are involved at someone's desk or have a meeting, you can dial a code from the phone where you are and have your calls forwarded to that extension while you are there.

To set up Call Forwarding – I Am Here

From another extension:

- **Lift the handset**
- **Dial I Am Here Code**



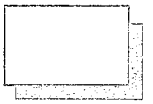
- **Dial your own extension number**
  Dial tone indicates that you have successfully set up Call Forwarding.
- **Hang up**
  All calls made to your extension will now be routed automatically to your new location.

Note: When Call Forwarding – I Am Here is active, you will hear interrupted dial tone when you lift the handset.

To cancel Call Forwarding – I Am Here

This form of Call Forwarding must be cancelled from *your own extension*, not from the extension at the different location.

- **Lift the handset**
- **Dial Call Forwarding access code**



- **Hang up**

If you move from desk to desk, you don't have to walk back to your desk to cancel I Am Here. You can continue using I Am Here at each location, because each time you dial the code, the previous forwarding extension is cancelled.

Call Park

This feature lets you put a call on hold . . .

(park a call) and replace the handset. You may retrieve the parked call at your own phone simply by lifting the handset. You can also retrieve the call from another phone by dialing the Directed Call Pickup Code.

This feature is useful if you want to temporarily place a call on hold and look for something in your files or talk to someone. If you want to place a call on hold and use your phone to place another call, you would use Consultation Hold (see Hold).

To park a call (put on hold)

- **Flash the switchhook**
- **Dial Call Park Code**

- **Hang up**

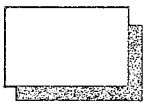
To retrieve the call from your extension

- **Lift the handset**
  You are connected to the caller.

To retrieve the call from another extension

- **Lift the handset**
- **Dial Directed Call Pickup Code**

  Or Call Park Code



- **Dial extension number**
  where call was placed on hold.

  You are connected to the call.

Camp-on

If someone's line is busy . . .

and you want to speak to that person right away, you can signal that you are waiting to speak with them by using Camp-on.

When your hear busy tone:

- **Remain on the line and continue listening**
  After a 10-second waiting period, you will hear a change in busy tone.

  The user of the busy extension will hear one short beep, which indicates a waiting internal call. Continue listening and when the person's line becomes free, your call will then ring that extension.

  When the called party answers you are connected to the call.

Conference

You can set up a telephone conference . . .

of from three to seven people, either on extensions or external lines. Any internal conference member can add new members.

Note: For the Generic 1000 telephone system, from three to five people can be in a conference.

When you are talking to someone and wish to include a third person

- **Flash the switchhook**
- **Dial extension or external telephone number**

When the party answers and is ready to join the conference . . .

- **Flash the switchhook again**
  All three parties are connected.

To continue adding people

- **Flash the switchhook**
- **Dial next person**
- **Flash the switchhook**

If a number is busy or not answered

- **Hang up**
  Your extension will ring – just pick up the handset to rejoin the conference.

  Or flash the switchhook
  to rejoin the conference.

Consultation Hold/ Transfer/Add-on

Consultation Hold/Transfer/Add-on . .

despite its lengthy name, is simply putting a call on hold and making a new call. You can then consult privately with the third party or transfer the call to the third party.

To consult privately with another party during a conversation

- **Flash the switchhook**
  to put the current party on Consultation Hold.
- **Dial number of new party**
  When your call is answered, you can speak privately with the new party.

To add the held call to current conversation

- **Flash switchhook**
  while talking to the third party.

  You now have a three-party call.

To transfer the call to the third party

- **Replace the handset**
  The two callers will be connected together.

Do Not Disturb

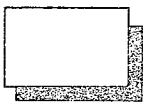
If you do not want to be disturbed by incoming telephone calls . . .

you may stop your phone from ringing by activating Do Not Disturb.

When this feature is active on your phone, all callers trying to reach you will hear special busy tone, or the calls can be rerouted to the Attendant. Recalls and Busy Override calls will still ring your phone.

To set up Do Not Disturb

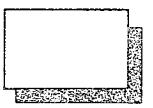
- **Lift the handset**
- **Dial Do Not Disturb Code**



- **Dial 1**
- **Hang up**
  You will not receive any calls, but you may make calls normally.

To cancel Do Not Disturb

- **Lift the handset**
  You will hear interrupted dial tone.
- **Dial Do Not Disturb Code**



- **Dial 2**
- **Hang up**
  You will now receive calls normally.

Extension Reset

With this feature, you can cancel . . .

any Call Forwarding, Do Not Disturb and Callbacks that may have been set up at your extension.

- **Lift the handset**
- **Dial Extension Reset Code**

- **Hang up**

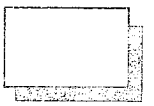
Handsfree Operation

This feature allows the use . . .

of any proprietary handsfree instrument. With this equipment you can answer calls automatically.

To set up handsfree operation

- **Lift the handset**
- **Dial Handsfree Code**



You will hear short confirmation tone.

- **Do not replace the handset**
  You are now ready to receive calls.

To answer calls

You will hear one burst of tone.

You are connected to the calling party automatically.

To make a call

- **Replace the handset**
- **Lift the handset**
  and make the call in the normal manner.

After the caller hangs up, if you do not replace the handset, your phone will be ready for handsfree calls again.

To use your phone normally, just replace the handset.

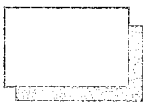
Hold

With this feature, you can place a call on hold . . .

and then replace the handset or make another call. You can then retrieve the call from your extension or another extension.

To place a call on hold

- **Flash the switchhook**
- **Dial the Call Hold Code**



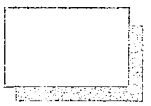
- **Replace the handset or make another call**

The caller is now on hold. You can hang up, make another call, or use any other feature.

Afterwards, you can retrieve the call from your own extension or from any other extension within the telephone system.

To retrieve the held call from your extension

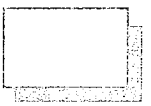
- **Lift the handset**
- **Dial Call Hold Retrieve (Local) Code**



To retrieve the held call from a different extension

You or someone else can retrieve the call from a different extension in the telephone system.

- **Lift the handset**
- **Dial Call Hold Retrieve (Remote) Code**



- **Dial extension number where call is on hold**
  You will be connected to the held call.

Hold Pickup Access

With this feature you can pick up a call . . .

held at the Attendant Console on one of the console HOLD keys.

To pick up a call

- **Lift the handset**
- **Dial Hold Pickup Code**

- **Dial number of HOLD button on Attendant Console**
  The call is removed from the console and connected to your phone.

Message Waiting Indication

The Attendant can notify you . . .

if you have a message waiting. The Message Waiting Indication may be a continuously flashing lamp on your telephone (if equipped) or your extension may ring every 20 minutes with a distinctive ringing pattern.

To answer a Message Waiting Indication

- **Contact the Attendant**

Meet-Me Conference

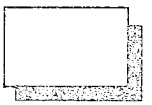
With this feature, you can arrange a telephone conference . . .

with up to six other extensions at a pre-arranged time. At the time designated, each extension dials the Meet-Me Conference Code and is added to the conference. People already in the conference will hear a beep tone as each new person enters the conference.

To enter a Meet-Me Conference

At the pre-arranged time:

- **Lift the handset**
- **Dial Meet-Me Conference Code**



If you are the first person in the conference, you will be put on hold until the next person enters. A beep tone will be heard as each party is added to the conference.

If Music on Hold is provided on your telephone system, the first party in the Meet-Me Conference will hear music until the next party enters the conference.

To leave the conference

- **Replace the handset**
  The last party in the conference hears music if Music on Hold is provided.

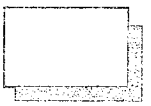
Night Bells

After regular hours many telephone systems . . .

are placed in Night Service. External calls then ring alternate night answer points (night bells) or designated extensions.

To answer a call when the Night Bell rings

- **Lift the handset**
- **Dial appropriate TAFAS Code (Trunk Answer From Any Station)**



You are now connected to the incoming call.

Up to three TAFAS bells may be provided, with a different access code to answer each one, and/or a single access code to answer any night bell.

Note: For Generic 1000, there are 25 night bells.

Override

If you have dialed an extension and hear busy tone . . .

you may break into the call by dialing the Override Code. Before you are added to the call, the parties involved will hear a warning tone. The warning tone is repeated every 6 seconds while you are included in the conversation.

To override a call

When you hear busy tone:

- **Dial Override Code**

All parties will hear a warning tone and you will be added to the call. The warning tone is repeated every 6 seconds.

You may not be able to override every extension. If you cannot override an extension, you will hear reorder tone (fast busy tone) when you dial the Override Code.

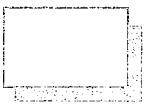
Paging

The Paging feature allows you to access . . .

the loudspeaker paging equipment to make an announcement.

To make an announcement

- **Lift the handset**
- **Dial required Paging Zone Code**



Short pulse of tone is heard and you are connected to the paging equipment.

- **Make your announcement**
  Two paging zones are provided, which may be used to page different areas: Paging Zone 1 and Paging Zone 2. You can dial a code for Paging Zone 1, Paging Zone 2 or dial a code for a combination of Paging Zones 1 and 2.

Note: There are nine zones available for the Generic 1000 telephone system. There is also paging access to a default zone. See your Communications Manager for more information.

Pickup

There are two forms of Call Pickup . . .

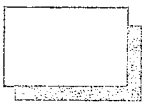
Dial Call Pickup and Directed Call Pickup.

Dial Call Pickup

Each extension may be assigned to a Pickup Group. If you are in the same Pickup Group as an extension that is ringing, you can answer the call from your phone by dialing the Dial Call Pickup Code.

To answer a ringing extension in your Pickup Group

- **Lift the handset**
- **Dial Dial Call Pickup Code**



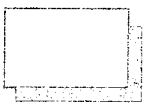
You are connected to the incoming call.

Directed Call Pickup

With this feature, you can answer any ringing phone.

To answer another ringing extension

- **Lift the handset**
- **Dial Directed Call Pickup Code**



- **Dial extension number of ringing telephone**
  You will be connected to the caller.

Speed Call

Speed Call . . .

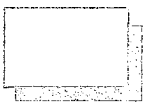
(also known as Abbreviated Dialing) saves you from dialing long telephone numbers that are frequently used. There are two forms of Speed Call available to you: System and Personal.

System Speed Call

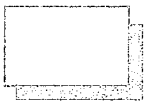
Frequently dialed business telephone numbers can be stored in the System Speed Call Tables. With System Speed Call, any extension user may dial the Abbreviated Dial Number and the telephone system automatically dials the full telephone number.

To use a System Speed Call Number

- **Lift the handset**
- **Dial Speed Call – Feature Access Code**



- **Dial Speed Call – Entry Access Number**



The stored number is dialed automatically.

Contact your Communications Department for a list of System Speed Call Numbers you can access and copy the ones you will be using into the REFERENCE section of this book.

Speed Call

Personal Speed Call

If you have access to Personal Speed Call, you can save your frequently dialed external numbers for your own personal use.

To dial an already saved Personal Speed Call Number

- **Lift handset**
- **Dial Speed Call – Feature Access Code**

- **Dial Speed Call – Entry Access Number**

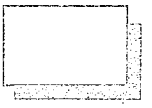
The stored number is dialed automatically.

To save a Personal Speed Call Number

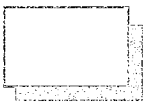
You can store up to 26 digits in one Speed Call Number.

Write down the numbers exactly as you would dial them. Then enter them into your Personal Speed Call Table as follows:

- **Lift the handset**
  Dial tone.
- **Dial Speed Call – Feature Access Code**



- **Dial Speed Call – Entry Access Number**



A short burst of tone is heard indicating that the system is ready to accept the speed call number. Reorder tone is heard if the entry access number does not exist for the assigned table.

- **Dial the number exactly as you would dial it manually**

For example,

To save 9 – 613 – 5922122 and place it in your Personal Speed Call list at position 10:

- **Dial Speed Call Feature Code**
- **Dial 10 – 9 – 613 – 5922122**
- **Hang up**

To use this saved Speed Call Number

- **Dial Speed Call Feature Code**
- **Dial 10**
  (Speed Call Number).

  The telephone system dials 9 – 613 – 5922122.

Tone Demonstration

Generic 1000 Telephone Systems Only

Your telephone system has a number of tones . . .

to inform you of the progress of your call. The tones are the telephone's way of telling you what is going on.

The telephone system has a built-in tone demonstration feature to help you identify the tones and learn what they mean.

To access the Tone Demonstration

Dial Tone Demonstration Access Code

- **Dial a 2-digit tone code (10 to 32)**
  from the list on the following pages.
- **Continue dialing the codes**
  to hear the various tones.
- **Hang up when you are finished**

Tone Demonstration

Generic 1000 Telephone Systems Only

Code	*Tone Heard*
10	**Silence** No tone is heard.
11	**Dial Tone** Solid hum – heard when you lift the handset.
12	**Transfer Dial Tone** Three rapid pulses – heard when you press *trans/conf* on the SUPERSET 3 set or flash the switchhook on a regular telephone.
13	**Busy Tone** Regular long pulses – heard when the number you've dialed is busy.
14	**Special Busy Tone** Lower-pitched busy tone – heard when the number you've dialed has Do Not Disturb activated.
15	**Ringing Tone** Ringback tone – heard when the number you've dialed is ringing.
16	**Silence** (Not used at this time.)
17	**Reorder Tone (Error Tone)** Rapid pulses – 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.
18	**Conference Tone** Long high tone – heard when a new person joins a Conference Call.
19	**Call Waiting (Camp-on) Tone** One short beep – heard during a conversation when you have an internal call waiting to be answered.
20	**Intrusion (Override) Tone** One long beep – heard by all parties in a conversation when someone Overrides (intrudes into) a call.
21	**Interrupted Dial Tone** Several rapid pulses followed by dial tone – heard when you lift the handset to indicate you've activated Do Not Disturb or Call Forwarding – Always.

Tone Demonstration

Generic 1000 Telephone Systems Only

Code	*Tone Heard*
22	**Silence** (Not used at this time.)
23	**Waiting on Hold** Silence or music – heard by a caller on hold and during camp-on.
24	**Paging Tone** One beep – heard when you are connected to the loudspeaker paging equipment.
25	**Silence** (Not used at this time.)
26	**Trunk Camp-on Double Beep Tone** Two short beeps – heard during a conversation when you have an external call waiting.
27	**ARS Expensive Warning Tone** Three short beeps – 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 taking an expensive route.
28	**ARS Dial Tone** Dial tone – heard after you dial the trunk access code.
29	**Override Warning Tone** One short beep – heard by the party who Overrides (intrudes into) a call just before being connected to the call.
30	**Privacy Release Tone** Long high tone – heard when privacy is released on a SUPERSET 4 set and the new member joins the call.
31	**Auto-Answer Call End Tone** One long beep – heard by SUPERSET 4 users in Auto-Answer mode when a call is ended.
32	**Attendant Error Tone** Short rapid beeps – heard by the Attendant when attempting to do something that is not allowed; for example, trying to connect two devices that are not allowed to be connected.

Transfer

To transfer a call

- **Tell the caller**
  that they are being transferred.
- **Flash the switchhook**
  to place the caller on temporary hold.
- **Dial the extension number**
  of person to whom you want to transfer the call.

If you want to introduce the call

- **Wait until the extension is answered**
- **Speak with the person**
- **Hang up**
  The caller is transferred.

If the extension is busy or there is no answer

- **Flash the switchhook**
  to be reconnected to the call you were transferring.

If you do not need to introduce the caller

- **Hang up when you hear ringing or busy tone**
  The call is transferred. If you have transferred the call to a busy extension, the user will hear Camp-on tone. If there is no answer after a time-out period, an external call will return and ring your extension.

  An extension call may be transferred to an external number using the same method. Remember to include the Outside Line Access Code.

  You may wish to speak privately with either party before transferring the call.

Transfer with Privacy

With Transfer with Privacy . . .

during a call, you can put the first call on hold and make another call. You can then alternate between the two calls and carry on a PRIVATE conversation with either party. When you hang up, the two parties are CONNECTED together.

To consult privately with another party during a conversation

- **Flash the switchhook**
  to put the current party on Consultation Hold.
- **Dial number of new party**
  When your call is answered, you can speak privately with the new party.

To alternate between parties

- **Flash the switchhook**
  The party you were speaking to is placed on hold and you are connected to the other party.

To join the two parties

- **Hang up**
  Both parties are CONNECTED together.

Introduction

Tables in this section have been provided . . .

to let you fill in your own lists of Telephone Numbers, Speed Call Codes, and Account Codes.

For quick reference, the final page also provides a listing of all codes used within your company's telephone system for the features in this guide. Fill in the codes so that you will have them ready at a glance.

Contents

Telephone Numbers

Name	Number

Line Access Codes

Code	Used for . . .

Account Codes

Code	Used for . . .

Paging Zones

Location	Zone
All Zones	00
	01
	02
	03
	04
	05
	06
	07
	08
	09
	10
	11
	12
	13
	14
	15

System Speed Call Numbers

Name	Speed Call Number

Feature Access Code Summary

Feature	Code	Feature	Code
Account Code Access		Do Not Disturb	
Automatic Callback		Extension Reset (Clear All Features)	
– Busy		Meet-Me Conference	
– Don't Answer		Override	
Automatic Wake-Up		Paging	
Call Forward		– Zone 1	
– Always Forward		– Zone 2	
– When No Answer		– All Zones	
– When Set's Busy		Speed Call	
– Busy/No Answer		– Feature Access	
– I Am Here		– Entry Access	
Call Hold		TAFAS	
Call Hold Retrieve		– Group 1	
– Local		– Group 2	
– Remote		– Group 3	
Call Park Pickup		– All Groups	
Dial Call Pickup		Tone Demonstration	
Directed Call Pickup			

Note: For Generic 1000, there are 9 paging zones and 25 nightbells.