

**3X-10™**

**SUPER SWITCH®**

**Prime  
Line  
Guide**



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# Introduction

## **Welcome . . .**

to the SUPERSWITCH® family.

In the days ahead you will see how the many features provided by your MITEL SUPERSWITCH communications system make your job easier and help you breeze through even the busiest times.

Your Prime Line extension may be a SUPERSET 4™ set, or a regular telephone with an attached Remote Display.

Whether your Prime Line extension is the central answering point for all calls entering the system, or the secondary answering point for calls not answered at other extensions, you can still activate the advanced Attendant features provided by your SX-10™ system.

The features available with your Prime Line were specially selected for your company and may not include all the features described in this guide.

Take a few minutes to explore this guide – it contains detailed operating instructions and quick reference aids to give you all the help you need.

This guide contains the following sections:

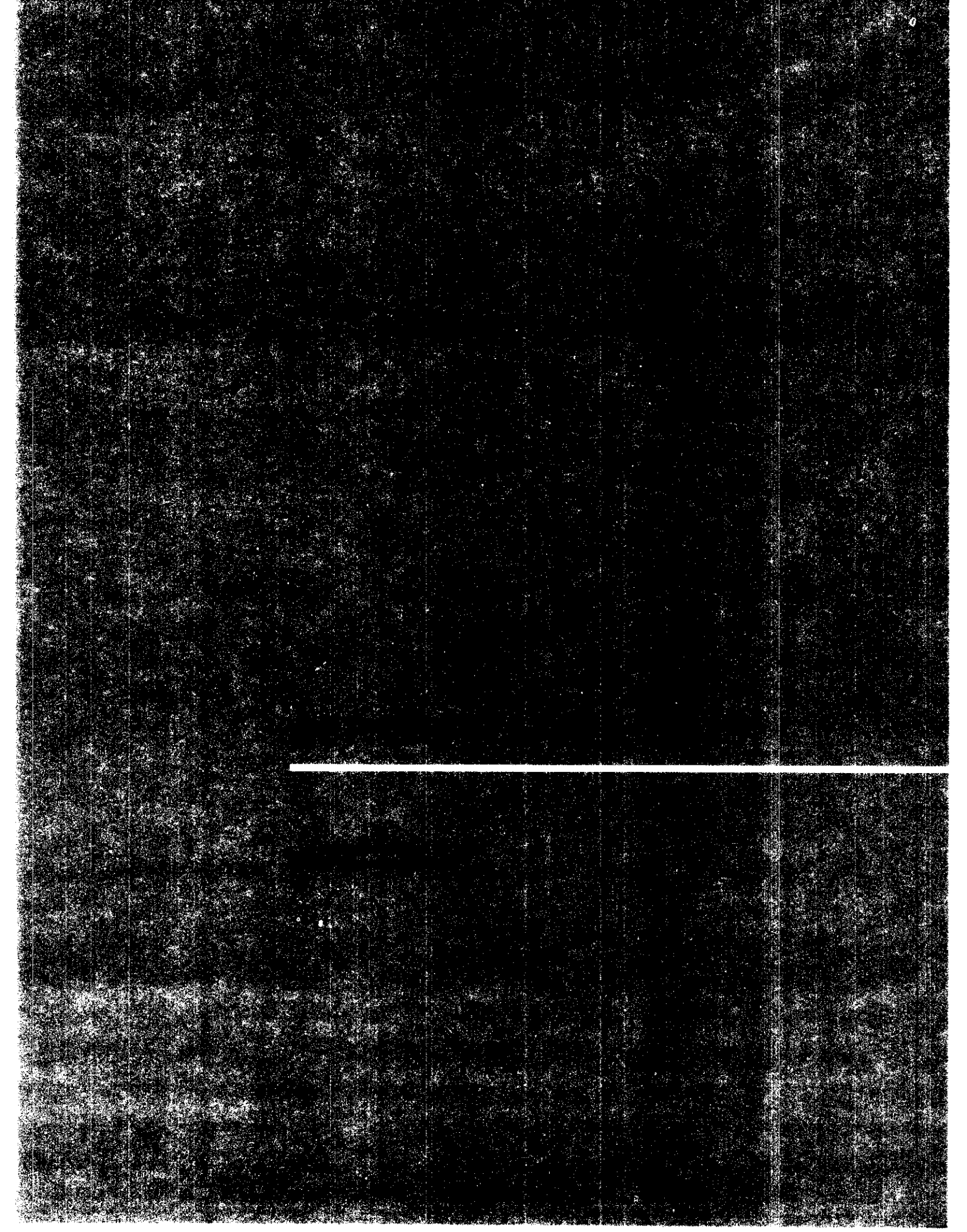
- **GETTING STARTED** – introduces you to your Prime Line extension.
- **CALL PROCESSING** – guides you through the basic call-handling procedures.
- **ADVANCED FEATURES** – shows you the advanced capabilities of your Prime Line.
- **REFERENCE** – contains directories for your quick reference.

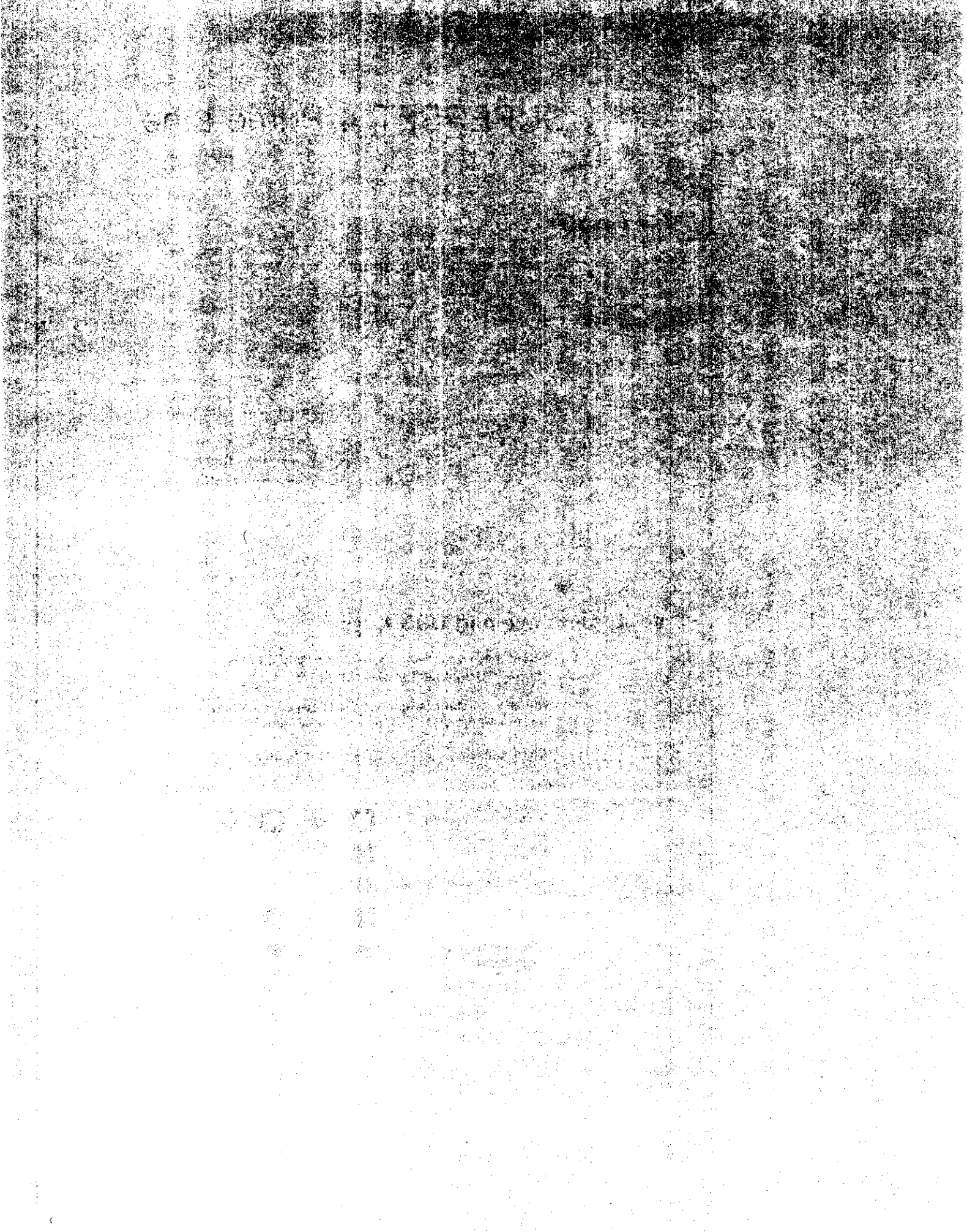


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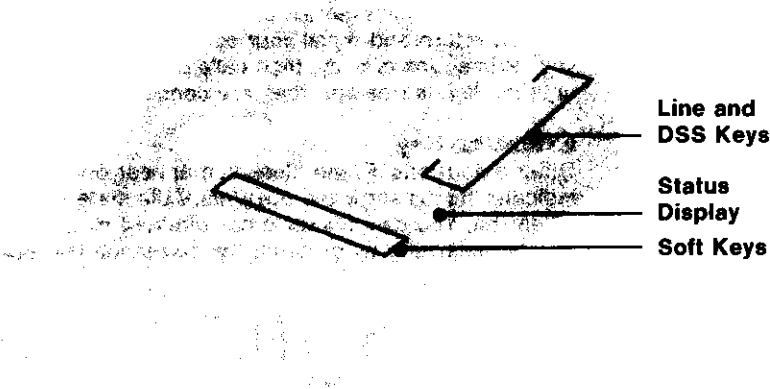


# SUPERSET 4 Prime Line

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## This chapter . . .

introduces you to your SUPERSET 4 Prime Line set. The optional display unit is described in the Remote Display section.



## Line Appearance and DSS Keys

Fifteen keys each with an indicator lamp can be programmed as Line or DSS keys.

The line indicator lamps change display indications as the idle/busy/hold states of the lines they represent change.

| When a line is . . .         | Your set indicator shows . . .  |
|------------------------------|---|
| Idle                         | <input type="checkbox"/> Alternating  |
| Called (incoming call)       | <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> |
| Busy                         | <input checked="" type="checkbox"/>   |
| Busy at another extension    | <input checked="" type="checkbox"/>   |
| On hold                      | <input checked="" type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Flashing              |
| On hold at another extension | <input checked="" type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Flashing              |

# SUPERSET 4 Prime Line (cont'd)

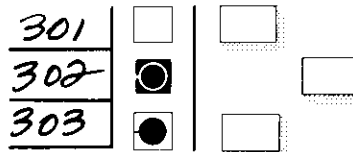
There are three types of Line keys: Prime Key, Extension Key and Outside Line Key.

## Prime Key

The last selection key on your set is assigned to your Prime Line. Your Prime Line is for your own use and has special Attendant features associated with it. All calls transferred to an extension which remain unanswered (whether busy or no answer) return and recall your set on your Prime Line. If your Prime Line is busy, then calls directed to it camp-on until the line is free and then are connected automatically.

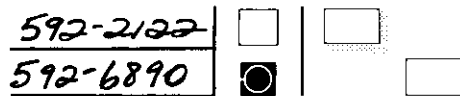
## Extension Key

Other extensions' Prime Lines can appear on your set. The indicator lamps show the busy/hold/idle state of the extension. You can answer a call directed to or left on hold by that extension by pressing the corresponding selection key.



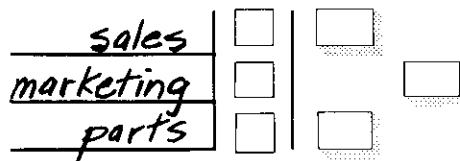
## Outside Line Key

The lines connecting your PABX to the outside world can be assigned to keys on your set. The indicator lamps show the busy/hold/idle state of each line. You can answer or place an incoming call on an outside line by pressing the key.



## Direct Station Selection (DSS) Keys

Any keys not assigned to lines may be programmed as DSS keys (see DSS Keys in the Advanced Features Section). A DSS key will automatically dial an extension, hunt group or ring group number after the key is pressed (one-button call transfer). The indicator remains blank on DSS keys.

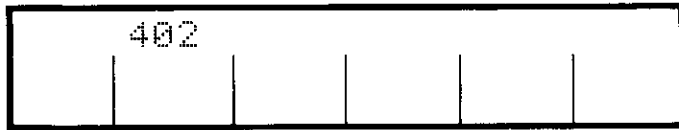


# SUPERSET 4 Prime Line (cont'd)

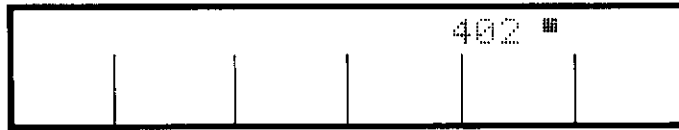
## Status Display

This display keeps you informed of what calls you have in progress, what extension is on hold, and displays status messages. When your set is idle, the display shows the time and date.

For example,



You are connected to extension 402.



Extension 402 is on hold. The flashing square indicates a held call.



Extension 403 is busy

# SUPERSET 4 Prime Line (cont'd)

---

## Soft Keys

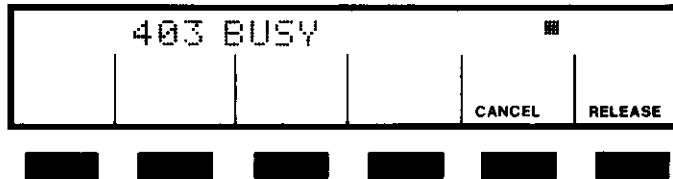
There are six soft keys, so named because their functions change to reflect the options available to you at a point in time.

The soft keys have associated prompts which only appear in the Status Display if:

- a) the prompt feature is available on your system, and
- b) the prompt is a valid action at that time.

Pressing the soft key below the selected prompt executes the action.

For example,



You have extension 402 on hold and extension 403 is busy.

**Either press CANCEL**

to drop the busy 403 and be reconnected with 402,

**or press RELEASE**

to transfer 402 to 403 as a camp-on (call waiting) call.

**Note:** The remainder of this guide describes only the simplest steps you can take to perform an action. However, other steps which may be more suited to your business needs may be taken by selecting alternate prompts.

For example, all the call processing actions in this guide can be performed in handsfree mode. This eliminates the need to lift and replace the handset in the instructions.

# Regular Set Prime Line

---

## **This chapter . . .**

introduces you to your Prime Line when it is a regular telephone set. The display unit is described in the Remote Display section.

## **Switchhook Flash**

A switchhook flash is used during a telephone conversation to signal to the system that you want to transfer, hold or organize a conference call.

Pressing a switchhook button for too long may disconnect your call, so you should practice when you are not engaged in an important call.

### **Lift handset**

### **Flash switchhook**

Press and quickly release one of the switchhook buttons located on the handset cradle.

### **Listen for interrupted dial tone**

**Note:** Throughout the remainder of this guide, the instructions are aimed primarily at SUPERSET 4 set users. Therefore, if you have a regular telephone set, please:

### **Flash the switchhook**

instead of pressing TRANS/CONF or CANCEL, and

### **Replace handset**

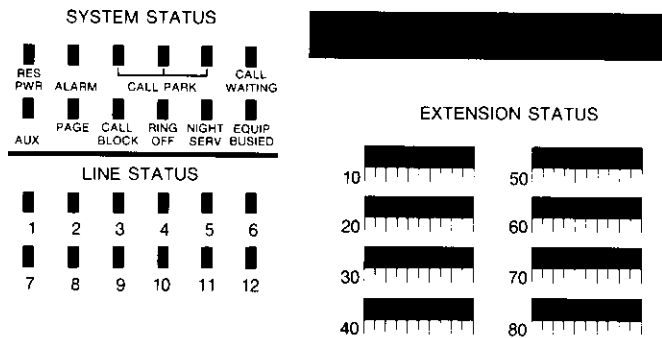
instead of pressing RELEASE.

# Remote Display

## This display . . .

provides a regular set user with the visual call status indications necessary for Prime Line operation.

The display may also be used with a SUPERSET 4 set for advanced features like Automatic Wake-up and Message Registration.



## Line Status

The first eight lamps show the busy/idle state of each line to the outside world. The other lamps are not used with the SX-10 system.

The lamps:

- light when the line is busy,
- flash when the line is on hold at the Prime Line, and
- remain dark when the line is idle.

## Extension Status

These lamps light to show the busy/idle state of each equipped extension.

The lamps:

- light when the extension is busy,
- flash when the extension is on hold at the Prime Line, and
- remain dark when the extension is idle.

# Remote Display

## Numeric Display

This display gives information about the current call, whether you are connected to an extension or an outside caller. When you are not handling a call, the display shows the time of day in 12- or 24-hour format.

## System Status

This area contains 12 lamps which light to indicate changed conditions in the system status.

### **RESERVE POWER**

This lamp lights when a commercial power failure has occurred and the SX-10 system is operating on reserve power.

### **ALARM**

This lamp flashes if a malfunction occurs in the system. See the Help Table in the Reference Section.

### **CALL PARK**

These lamps are not used with the SX-10 system.

### **CALL WAITING**

This lamp lights when your Prime Extension is busy and indicates that additional calls are waiting to be answered.

### **AUX**

This lamp is reserved for future applications.

### **PAGE**

This lamp lights when any extension is using the paging circuits.

### **CALL BLOCK**

This lamp indicates that the Call Block feature is active. Calls between designated extensions are prevented from making extension-to-extension calls.

### **RING OFF**

This lamp is not used with the SX-10 system.

### **NIGHT**

This lamp lights when the system is switched into Night Service.

### **EQPT BUSIED**

When the SX-10 system detects a malfunction, the problem unit is temporarily disabled, the EQPT BUSIED lamp flashes and an alarm indication appears. See the Help Table in the Reference Section.

# Getting Started

---

## The SX-10 display . . .

provides you with the required call-processing information.

## To set the clock

When you are not handling a call, the displays show you the time-of-day using either a 12- or 24-hour clock.

**Dial \*14**  
for a 12-hour format.

**or dial \*15**  
for a 24-hour format.

**Dial time in 24-hour format (hhmm)**  
If entering a single digit number, include the leading zero.

**Example**  
To set the clock to 1:05 pm:

**Dial \*14**

**Dial 1305**  
The clock is set to 1:05 pm.

## To set the date for SUPERSET 4 set users

**Dial \*80**

**Dial date (ddmmyy)**  
If entering a single digit number, include zero. The date you set will appear on all SUPERSET 4 set displays.

**Note:** If you have a rotary style phone, dial 71 instead of \*.

## To set Background Music

If you do not have this feature, you will hear reorder tone.

---

### To turn Background Music on

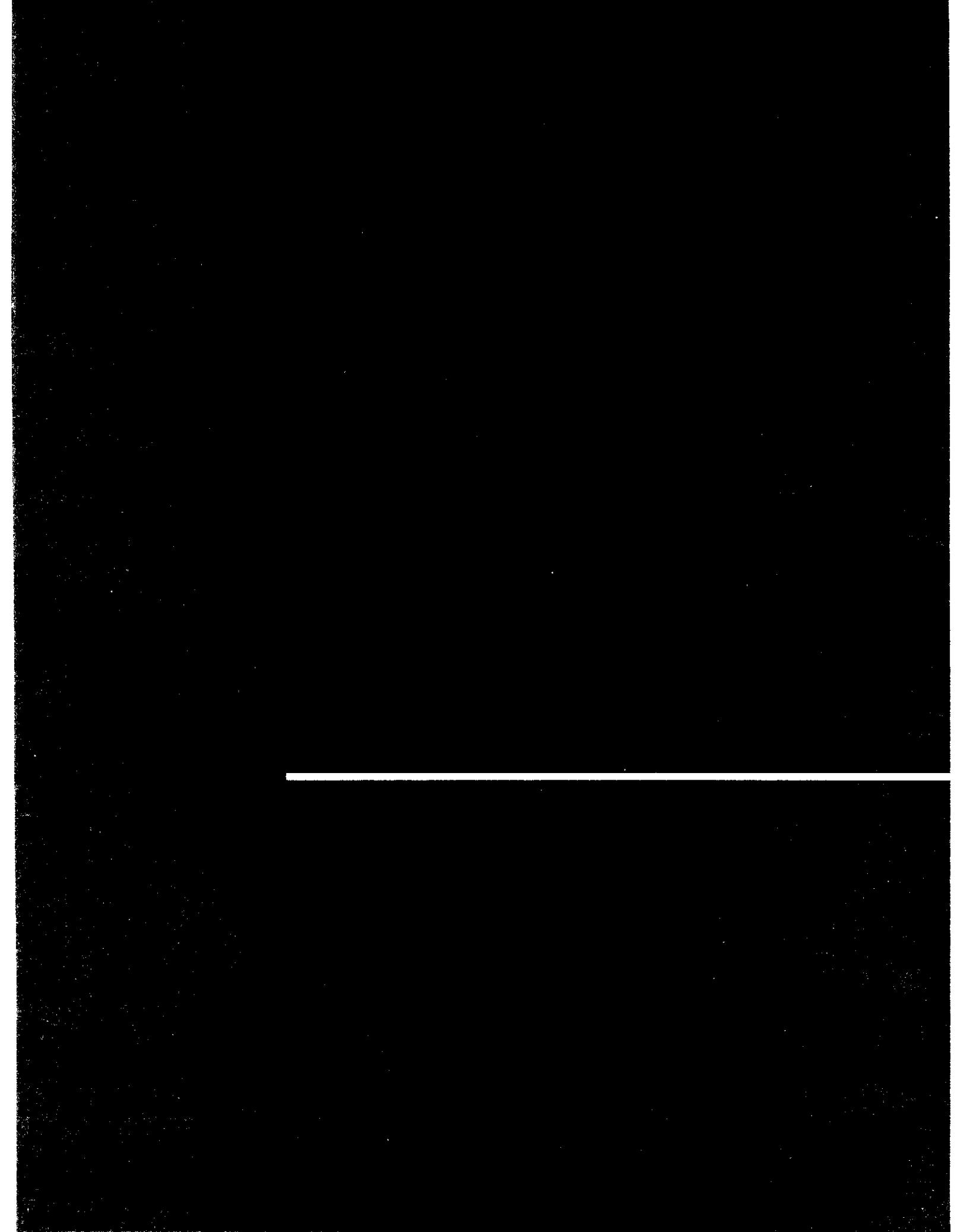
**Dial \*17**  
Background music is heard.

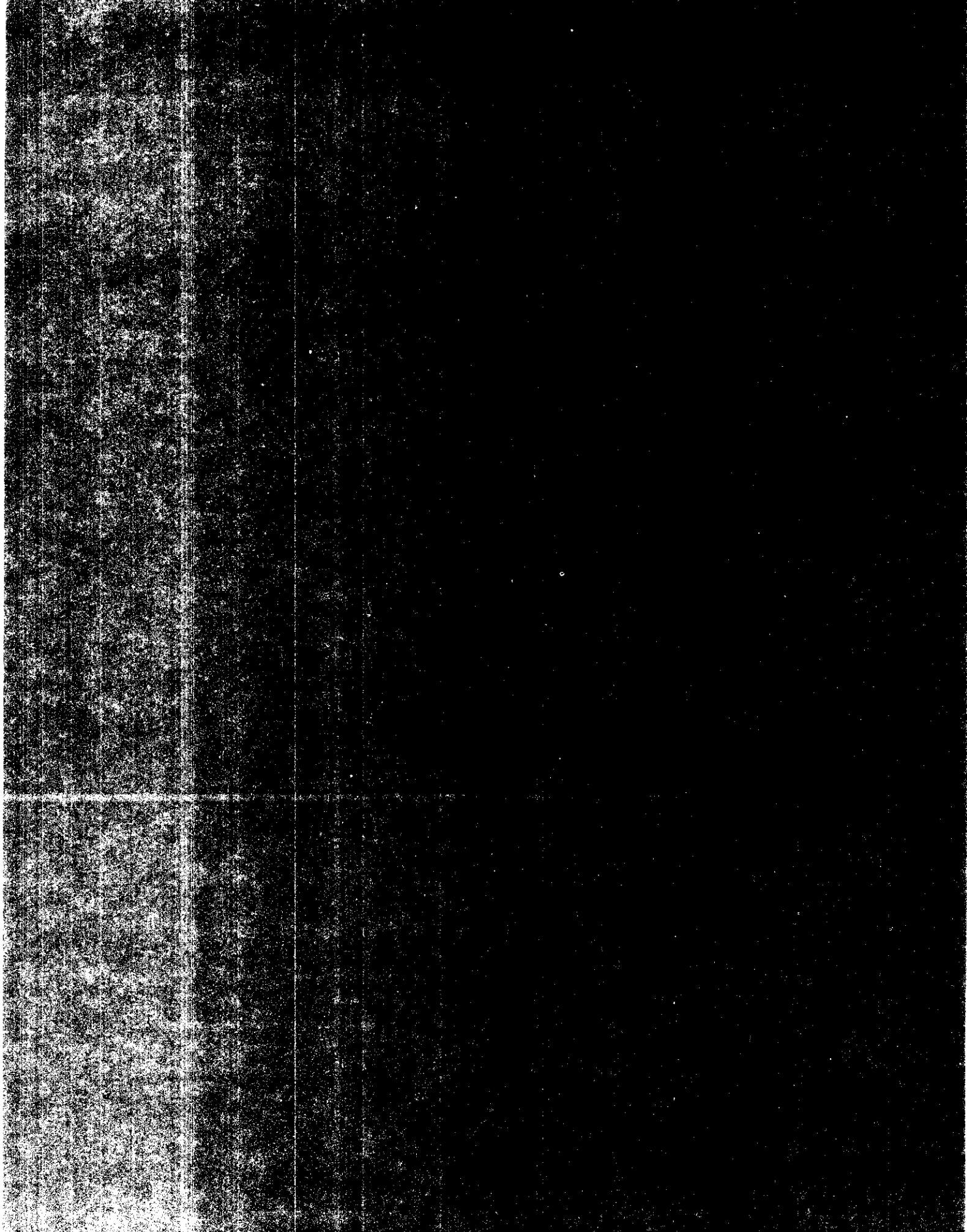
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### To turn Background Music off

**Dial \*18**  
Background music is turned off.







# Placing Calls

---

## **From the Prime Line . . .**

you may dial an internal extension number, or the number of a telephone outside the system.

## **To call an extension**

### **Dial extension number**

The extension number appears on the left of the display.

### **Press CANCEL**

to cancel the call if the dialed extension is busy or does not answer.

## **To call an outside number**

### **Dial outside line access code**

**9** for group 1

**8** for group 2

**78** for group 3

**79** for group 4

Listen for dial tone.

### **Dial required number**

The line number appears on the left of the displays.

## **To place an outside call for an extension**

### **Answer call from extension**

### **Press TRANS/CONF**

### **Dial outside line access code**

You may now dial some or all of the digits required for the destination telephone number.

### **Press RELEASE**

The call is released from the Prime Line and the extension is connected to the outside line.

# Answering Calls

---

## **A new call . . .**

rings your extension and flashes the associated line indicator lamp.

## **To answer a call on your Prime Key**

### **Lift handset**

You are connected with the caller.

## **If more than one call arrives at once**

**Either press the flashing line key, then lift handset** to answer a specific call.

### **or lift handset**

to answer a call on your Prime Key.

## **If your extension is busy**

### **If a call arrives on your Prime Key**

The new call will camp-on to your set.

### **Press SWAP CAMP ON**

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

---

### **If a call arrives on a different line**

You will hear a warble tone and the associated line indicator flashes.

### **Press HOLD key**

The current call is placed on hold.

### **Press the line key, then lift handset**

You are connected to the waiting call.

## **To answer a call on a regular set**

### **Lift handset**

You are connected with the caller.

# Call Hold

2011-01-01 10:00:00

## **Time does not always permit . . .**

the immediate processing of calls. If several calls arrive at once, you can place up to eight outside calls on hold, thus freeing you to place other calls, page the requested party or organize a conference.

## **To place a call on hold**

You are connected to a call.

**Press TRANS/CONF**

### **Dial 51**

The SX-10 system will tell you the location (line number) of the call placed on hold. Any station may retrieve this held call.

## **To retrieve a call from hold**

### **Dial 53**

#### **Either dial 0**

if you want to retrieve the first person you placed on hold.

#### **or dial line number of the held call (1-8)**

to retrieve a specific call. The line number is the number given when you originally placed the caller on hold.

## **If YOU will retrieve the call from hold**

You are connected to a call.

### **Press red hold key**

The call is placed on hold and the associated line indicator flashes.

Any SUPERSET user with a line appearance of the held call on their set, may retrieve the call by pressing the line select key next to the flashing indicator.

# Transferring Calls

---

## **Most incoming callers . . .**

will ask to speak with a person, department or extension number within the system.

## **To transfer a caller to an extension**

You are connected to a call. The line or extension number of the caller is shown on the display.

**Press TRANS/CONF**

### **Dial requested extension number**

The selected extension number appears on the left of the display and the first caller, now on temporary hold, appears on the right.

---

### **If the extension is ringing and you need not introduce the caller**

**Press RELEASE**

The caller is transferred to the ringing extension.

If there is no answer after a time-out period, the transferred call recalls to you at your Prime Line extension.

---

### **If you want to introduce the caller**

Wait until the ringing extension is answered.

**Introduce the caller**

**Press RELEASE**

The two calls are connected together.

# Transferring Calls

---

## **If the extension is busy**

### **Press CANCEL**

You are reconnected with the held call. Inform the caller that the extension is busy and ask if the caller wishes to continue waiting or wants to speak with someone else.

### **Dial requested extension number**

Listen for busy tone.

### **Press RELEASE**

The caller is transferred to the ringing extension.

The busy extension user hears a special pattern of two quick beeps indicating a waiting call. When the busy extension becomes free, the extension rings and the waiting call is connected automatically.

If the call remains unanswered, it recalls to you at the Prime Line.

# Recalls

www.cisco.com/19136/19136.html

## If a call . . .

placed on hold or transferred to an extension remains unanswered (10 to 70 seconds), the call returns to your extension as a recall.

## To answer a Recall

### Lift handset

You are now connected to the returned call and may ask whether the caller wishes to continue waiting or be transferred to a different extension.

### Remote Display examples

|    |     |
|----|-----|
| 13 | 11r |
|----|-----|

 Extension 13 was transferred to extension 11 which does not answer.  
r indicates a ringing recall (no answer).

|     |     |
|-----|-----|
| o02 | 12c |
|-----|-----|

 Line 02 was transferred to extension 12 which ignored the camp-on.  
c indicates a camp-on recall (still busy).

---

## If your extension is busy

You will receive a call waiting (camp-on) indication.