

MITEL
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Subattendant User Guide
for the Superset™ 4150

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Introduction

If your SUPERSET 4150 has been programmed to provide Enhanced Subattendant features, then the features in this guide are available to you. These features are provided in addition to those already available on your telephone.

As a Subattendant, you can perform functions for other extension users. These functions include programming Call Forwarding, Advisory Messages, and Do Not Disturb.

As a Subattendant set, your SUPERSET 4150 can have up to three Line Keys programmed as Listed Directory Number (LDN) keys. Up to three Line keys can be programmed as Hold Position keys. One Line Key is usually programmed as a Recall key.

Using the LDN Keys

The LDN keys act as call queuing indicators. Unlike Line Keys, you can't use them for placing calls or having conversations. When you answer an LDN call, the call is automatically connected to your Prime or Intercom Line.

To answer LDN calls on a first-come, first-served basis:

- Do one of the following:
 - Lift the handset for a private conversation.
 - Press **SPEAKER** for a handsfree conversation.

To selectively answer LDN calls:

- Press the **LDN** key of the desired call
The call is connected to your Prime line.

Calls Waiting Indication

As a Subattendant, you may have calls queued and waiting to be answered. The Calls Waiting Indicator in the top right corner of the display shows the total number of calls in the queue. Only calls ringing the LDN keys or the Recall key appear on the Calls Waiting indicator.

Using the Hold Position Keys

The **HOLD POSITION** keys allow you to answer an LDN call or a call to your Prime (Intercom) line without having to terminate your current call first.

To place a call on hold using a **HOLD POSITION** key:

- Press a free **HOLD POSITION** key.
The associated Line Appearance indicator flashes, and the **Add Held** softkey appears on the display.

To retrieve a call from a Hold Position key:

- Press the **HOLD POSITION** key.
The held call is transferred to your Prime line and the Prime Line Appearance indicator changes to solid (on) to indicate an active call. The Hold Position indicator goes blank indicating an empty Hold Position.

To add a call on hold to a current conversation:

- Do one of the following:
 - Press the **Add Held** softkey for a private conversation.
 - Select a line for a handsfree conversation, and then press the **Add Held** softkey.
- Press the desired **Hold Position** key.
The held call is transferred to the current conversation and the associated line appearance indicator changes from a flashing (on) state to an inactive (off) state.

Setting DND on an Extension

You can set up or cancel Do Not Disturb (DND) on behalf on other users.

To set up or cancel Do Not Disturb on an extension:

- Press **SUPERKEY**.
- Press the **Stations** softkey.
- Dial the extension number.
- Press the **Do Not Disturb** softkey.

The top right portion of your display shows whether DND is On or Off at the extension.

- Press the **SUPERKEY** to exit.

Using Paged Hold Access

If your system has paging equipment, you can place an incoming call on hold, page the called party, and then announce the digits the person needs to dial to pick up the call.

To page someone to pick up a call on hold at your telephone:

- Place the incoming call on hold using a a free **HOLD POSITION** key.
- Do one of the following:
 - Press the **Page** softkey.
 - Dial the "Paging Access to Specific Zones" access code, followed by the number (1-9) of the desired paging zone.
- Page the party and tell the person to dial the digits shown on our your display to pick up the call.

If the person is unable to pick up the call, your telephone is automatically recalled.

Handling Recalls

Calls you handle that go unanswered or that are left on hold too long recall your SUPERSET 4150. Recalls are automatically connected to your Prime line, except when you use the Recall key to answer them.

To answer a recall:

- Do one of the following:
 - Lift the handset for a private conversation.
 - Press **Speaker** for a handsfree conversation.
 - Press **Recall** to avoid recalls tying up your Prime line.

Setting Up Advisory Messages on an Extension

You can read another extension's currently displayed advisory message, or choose one for display on the telephone, or program one for display.

To set up an Advisory Message:

- Press **SUPERKEY**.
- Press the **Stations** softkey.
- Dial extension number.
- Press the **Advisory Msg** softkey.
- Find the desired message using the **Next Msg**, **Previous Msg** and/or **Show Msg No.** softkeys.
- Press the **Turn Msg On** softkey.
- Do one of the following:
 - Press the **Turn Msg On** softkey.
 - Press the **Create Msg** softkey to create a custom message, and then press the **Turn Msg On** softkey.

To cancel an Advisory Message:

- Press **SUPERKEY**.
- Press the **Stations** softkey.
- Dial the extension number.
- Press the **Advisory Msg** softkey.
The currently displayed message appears on your display.
- Press the **Turn Msg Off** softkey.

Setting Up Call Forwarding on an Extension

You can set up and cancel Call Forwarding on behalf of an extension. You can also check the extension to determine its Call Forwarding status.

Depending on the programming of the other extension, two types of Call Forwarding may be available: Regular and Split. Split Call Forwarding allows you to redirect internal and external calls to different destinations (extensions). Regular Call Forwarding allows you to redirect all calls to the same destination.

To check the Call Forwarding status of an extension:

- Press **SUPERKEY**.
- Press the **Stations** softkey.
- Dial the extension number.
- Press the **Forwarding** softkey.
Your displays shows either NOT PROGRAMMED, or the current Call Forwarding status for that extension.
- Do one of the following:
 - Press **SUPERKEY** to exit.
 - Continue with programming as described in the next two sections.

To program or change Call Forwarding on an extension:

- Check the Call Forwarding status of the extension.
- Press the **Change** softkey.
- Press the appropriate softkey for the required type of Call Forwarding.
- Press either the **Internal** or **External** softkey. (This step is not required for Regular Call Forwarding.)
- Do one of the following:
 - Enter the number of the extension you want the calls forwarded to.
 - Press the **Current No.** softkey if the number displayed is the number you want calls forwarded to.
- Press the **Save/On** or **Save/Off** softkey. (The **Save/Off** softkey is available with Split Call Forwarding only.)
- Do one of the following:
 - Press **SUPERKEY** to exit (not required for Regular Call Forwarding).
 - Set up the other type of Call Forwarding, and then press **SUPERKEY** to exit.

To turn Call Forwarding on or off:

- Check the Call Forwarding status of the extension.
- Do one of the following:
 - *For Split Call Forwarding:* press the **Int Fwd On** or the **Ext Fwd On** softkey or the **Int Fwd Off** or the **Ext Fwd Off** softkey.
 - *For Regular Call Forwarding:* press the **Turn Fwd On** or the **Turn Fwd Off** softkey.
- Do one of the following:
 - Press **SUPERKEY** to exit.
 - Turn off the other type of Call Forwarding, and then press **SUPERKEY** to exit (for Split Call Forwarding).

Setting the System Date and Time

You can change the time and date that appears on all SUPERSET telephones equipped with displays. The time can be displayed in either a 12- or 24-hour format, depending on system programming.

To set the system time:

- Press the **SUPERKEY**.
- Press the **More** softkey three times.
- Press the **Time** softkey.
- Enter the time in the indicated format.
- Press the **AM** or **PM** softkeys (if necessary).
- Press the **Save** softkey.

To set the system date:

- Press the **SUPERKEY**.
- Press the **More** softkey three times.
- Press the **Date** softkey.
- Enter the date in the indicated format.
- Press the **Save** softkey.

Call Blocking

Call Blocking prevents guests from placing calls to other rooms.

To activate or deactivate Call Blocking:

- Press the **CALL BLOCK** key.

Call blocking is in effect when the **CALL BLOCK** key is lit.

Setting and Canceling Wake-up Calls

Both you and the guest can set, change, and cancel wake-up calls which ring the guest room phone at a prearranged time.

If system programming allows, you can set multiple wake-up calls (up to three in a 24-hour period) that repeat daily. You can also set wake-up calls to ring your own phone at a particular time--for example, before an appointment or meeting.

To set a wake-up call time for a guest:

- Press the **SUPERKEY**.
- Press the **Stations**.
- Dial the extension number of the set that will receive the wakeup call.
- Specify AM or PM by pressing the **AM/PM** softkey. In case of error use the ← key.
- Press **Wake-up**.
The display shows **Timer 1** and, if available, **Timer 2**, **Timer 3**, **Backup** and **Same Time**. Press **Backup** to return to the previous display and **Same Time** to reset a Timer to a previously entered time.
- Dial the desired time in a 12-hour format (e.g. 01:45). In case of error, use the ← key.
- Specify AM or PM by pressing the **AM/PM** softkey.
- Press **Daily** (if available) to repeat the wake-up call every day.
- Press **Save**.
- Repeat for Timers 2 and 3 to set additional wake-up calls for the guest.

To set a personal wake-up call:

- Repeat the above procedure and when prompted, press the **Personal** softkey.
- Press the **Daily/Personal** softkey to repeat the wake-up call every day or **Once/Personal** for one day only.
- Press **Save**.

To set a personal wake-up call:

- Repeat the above procedure and when prompted, select the Timer you want to change and then enter a new time.

Call Logging

Call Logging keeps track of the names (if available) and telephone numbers of all your incoming calls or only those you missed.

To program your phone to log your incoming calls:

- Press the **SUPERKEY**.
- Press the **Call Logging** softkey.
- Press the **Missed Calls** or **All Calls** softkey.
- Press the **Internal** softkey to log calls from other extensions only, **External** to log outside calls only, or **Both** to log internal and external calls.

To turn off call logging:

- Press **SUPERKEY**.
- Press the **Call Logging** softkey.
- Press the **Turn Off** softkey.

To display the call log:

- Press **SUPERKEY**.
- Press the **Callers** softkey to display the number of new calls and old calls.
- Press the **New Calls** or **Old Calls** softkey to display call details.
- If more than one call is logged, use the **Next** and **Previous** softkeys to display the others.

To return a call in the call log:

- Display the call you want to return.
- Do one of the following:
 - If the call is internal, press the **Call** softkey.
 - If the call is external, dial 9 and then press the **Call** softkey.
 - If the call is long distance, dial 91 and then press **Call** softkey. You can dial up to three digits before pressing **Call**.

To delete calls from the call log

- Display the call you want to delete
- Press the **Delete** softkey to delete the displayed call only or the **Delete All** softkey to delete all other New or Old calls.
- Press **Confirm** to validate your request.

Call Logging - Administration

The system has storage space for a total of 2000 call logs. As the subattendant you can monitor call log usage and delete logs if more space is needed. You can also turn off call logging at an extension to conserve space while the user is away from the office.

To view the number of call logs in use in the system:

- Press **SUPERKEY**.
- Press the **More** softkey three times.
- Press the **Call Logs** softkey.

To view and optionally delete an extension user's call logs:

- Press **SUPERKEY**.
- Press the **Stations** softkey.
- Dial the extension number.
- Press the **Call Logging** softkey. The display shows whether calling log is on and the number of new and old logs.
- (Optional) Press the **Delete All**, **Delete New**, or **Delete Old** softkey.

To turn off call logging at an extension:

- Press **SUPERKEY**.
- Press the **Stations** softkey.
- Dial the extension number.
- Press the **Call Logging** softkey.
- Press the **Disable Logs** softkey.

Programming System Abbreviated Dial Numbers

Abbreviated dialing allows extension users to call a telephone number or enter a feature access code by dialing a three-digit index number. You can program these numbers from your SUPERSET 4150.

To program a System Abbreviated Dial number:

- Press **SUPERKEY**.
- Press the **More** softkey.
- Press the **Feature Key** softkey.
- Press the **System** softkey.
- Enter the Abbreviated Dial Index number.
- Press the **Enter** softkey.
- Enter the telephone number or feature access code that you want to store. (See below for information on entering codes for pauses and other special functions.)
- Press the **Make Private** key to prevent the number from displaying when dialed (optional).
- Press the **Save** softkey.
- Press the **SUPERKEY** to exit.

The following codes can be inserted within the abbreviated dial number:

*3 = Wait for user to manually insert digits (2 digits)

** = DTMF digit *

= DTMF digit

*9= 1-second pause

*1= 5-second pause.

Example: For example, a typical number for external directory assistance is 9 + 1 + (area code) + 5551212; the area code is dialed manually. The number you would store is 91*3035551212.