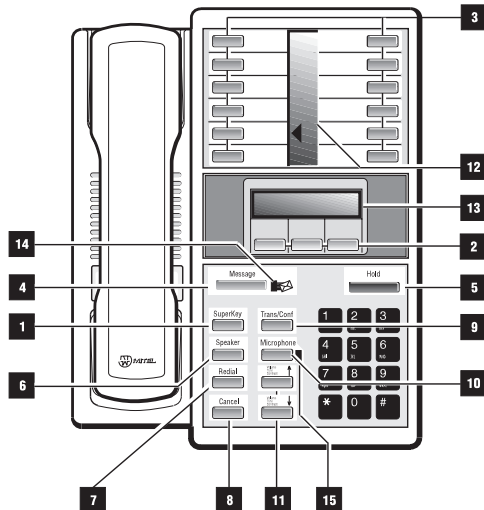


HOW TO USE THIS GUIDE

This guide provides brief instructions for commonly used *SUPERSET 420* telephone features. Some of these features are accessed by using the function keys on your telephone. In the instructions in this guide, the function keys are represented by upper case words (e.g., MESSAGE).

The three blue softkeys on your telephone set allow you to access many more telephone features. These keys are unlabeled because their functions can change. The SUPERKEY allows you to access the many functions available on the softkeys. In the instructions in this guide, the softkey labels that appear in the Main Display are presented in italic text (e.g., *TumOn*).

The instructions for each operation assume that the first step is to lift the handset or press the SPEAKER key, unless otherwise stated.



Keys, Indicators and Displays

- SUPERKEY:** for programming Personal Keys, and accessing special set features.
- Softkeys** (*blue keys under the Main Display*): for performing the commands shown in the Main Display.
- Personal Keys:** can be programmed as line select, speed dial, or feature access keys.
- MESSAGE Key:** for sending and responding to messages.
- HOLD Key** (*red key*): for placing calls on hold.
- SPEAKER Key:** for turning the set speaker on and off during onhook dialing.
- REDIAL Key:** for redialing the last dialed number.
- CANCEL Key:** for canceling call features in progress.
- TRANS/CONF Key:** for transferring calls and setting up conference calls.
- MICROPHONE Key:** for turning on and off the microphone (a privacy feature) during an onhook call.
- VOLUME TONE CONTRAST \wedge and VOLUME TONE CONTRAST \vee Keys:** for changing the volume of the handset receiver, the volume and pitch of the ringer, the volume of the speaker, and adjusting the contrast of the Main Display.
- Line Status Display:** shows which Personal Keys are active, and their status.
- Main Display:** shows SUPERKEY instructions and Softkey labels, time and date, call status, messaging and system error information.
- Message Lamp:** When flashing, it indicates that a message is waiting. When it is on steady during a call, a message can be sent.
- Microphone Lamp:** When lit, it indicates that the microphone is on.

Line Appearances and Personal Keys

Your *SUPERSET 420* telephone has 12 personal keys, including your prime line (your listed number). A Personal Key can be programmed as a Line Select Key to access a telephone line in which case you will have an "appearance" of the line, located in the Line Status Display directly across from each Line Select Key.

You can access another line just by pressing the Line Select Key for it. The Line Appearance indicators show you the status of the lines which you have programmed on your set.

When a line is...	the line appearance is...
Idle	off
Busy	solid on
Ringing	flashing slowly
On hold at your set	flashing rapidly
On hold at another set	flashing in a slow on, fast off cycle on your set's Line Appearance

A Personal Key can also be programmed as a Feature Key for quick access to an often used feature. When that key is pressed to turn on the feature, the Line Appearance for that key will turn on.

Features Not Available

There may be procedures in this guide which you cannot perform on your telephone set. This is because your company has specially selected your features and calling privileges. The feature will not appear if it has not been enabled. See your Communications Department if you have any questions.

Making and Answering Calls

Dialing from your *SUPERSET 420* is different depending on whether your telephone system operates as a PBX or as a Key Telephone System (KTS).

As a PBX, dialing is exactly the same as dialing from any other telephone. Just use the dialpad to dial the number, including any outside access code (usually the number “9”), if required.

As a KTS, to make an outside call you must first press a Line key to select an outside line before dialing. To make an internal call (PBX and KTS), simply dial the extension number.

Answering internal calls is also exactly the same as answering calls from any other telephone—just lift the handset. Likewise for outside calls in a PBX. To answer an outside call in a KTS, you must press the flashing Line key after lifting the handset.

Dialing from your *SUPERSET 420* is exactly the same as dialing from any other telephone. Just use the dialpad to dial the number, including any outside access code (usually the number “9”), if required.

Correcting a Dialing Error

As long as the arrow (←) softkey appears in your display, you can correct a dialing error. Simply press ← to erase the incorrect digit(s); then enter the correct digits from the dialpad in the normal fashion.

Onhook Operation

You can make and answer calls without lifting the handset. To make an onhook call, dial the telephone number without raising the handset. When your party answers, you can speak to them using the microphone, which turns on automatically, or you can lift the handset for privacy. To answer a call, press SPEAKER. For privacy, you can lift the handset.

Press SPEAKER during a call to switch to onhook operation. The microphone goes on automatically.

For Best Results During Onhook Operation:

- direct your voice toward the telephone
- speak at a reasonable distance (arm’s length) from the telephone, and speak louder when further away
- position the telephone away from noise sources.

Throughout this guide instructions will assume that you have already lifted the handset, or pressed SPEAKER for onhook dialing. In some cases, an operation must be performed either using the handset or in onhook mode, and you will be instructed accordingly.

What are Feature Access Codes

You can use feature access codes to activate certain telephone features. Lift the handset and then dial the feature access code for that feature.

At the end of this guide is a table listing the most popular features, with space for you to fill in the appropriate access code. Contact your Communications Department for the feature access codes available on your telephone system.

CALL TRANSFER

The “TRANS/CONF” Key

You can transfer a caller to another extension using TRANS/CONF to put the caller on “temporary hold” while you dial the desired destination. When you release yourself from the conversation, the call is transferred.

The TRANS/CONF key is also used when setting up a telephone conference consisting of any mixture of internal or external callers.

“HOLD” Key vs “TRANS/CONF” Key

You use the TRANS/CONF key to put a caller on temporary hold before transferring or setting up a conference. If you hang up with a caller on temporary hold, the call automatically rings you back.

You cannot use the red HOLD key to transfer a call or set up a conference. When you put a caller on hold with the HOLD key, you can hang up without being automatically called back. You can retrieve the held call at your own telephone by lifting the handset and pressing the flashing line select key, or at another telephone by using the appropriate feature access code.

Transfer a Call

- **Press TRANS/CONF**
to place a call on temporary hold. You hear transfer dial tone.
- **Dial destination number.**
- **Introduce the caller.**
- **Replace the handset.**
The call is transferred to the destination number.

Cancel a Call Transfer

- **Press CANCEL**
to return to the original caller if you hear busy tone or the called party doesn’t answer.
-

CONFERENCE

Set Up a 3-party Conference

- **Call the first person.**
Wait until the call is answered.
- **Press TRANS/CONF**
to put the first person on temporary hold. You hear transfer dial tone.
- **Call the next person.**
Wait until the call is answered.
- **Press TRANS/CONF**
to form a 3-party conference.

If an intended conference is busy or does not answer:

- **Press CANCEL**
to return to the original caller.

Add Another Party

You can set up a conference call for up to 5 people.

- **Press TRANS/CONF.**
The conference is put on temporary hold, and you hear transfer dial tone.
- **Call the next person.**
Wait until the call is answered.
- **Press TRANS/CONF again**
to include everyone dialed so far.

Split a Conference

- **Press Split.**
The Main Display shows which party remains connected. The other party is on hold.
- **Press Trade Calls**
to swap to the party that is on hold.
- **Press TRANS/CONF**
to re-establish the conference call.

Leave a Conference

- **Replace the handset.**
The other conferees remain connected to each other
-

HOLD AND PAGE

The Hold and Page feature allows you to put a call on hold and page without having to use a feature key or code. You can also page after parking a call; see Call Park - Specific Orbit.

Place a Call on Hold and Page

- **Press the red HOLD key twice.**
- **Make the page.**

Place a Call on Hold and NOT Page

- **Press the red HOLD key.**
 - **Press any key except for the red HOLD key.**
The call is on hold.
-

CAMP ON

If you reach a busy extension and want to speak with the person right away, you can signal that you are waiting by remaining on the line. The busy extension user hears a single or double beep, indicating that an internal call is waiting. When the busy extension user hangs up, his telephone rings. When the user answers, you are connected.

Wait On a Busy Line

- **If the extension you are calling is busy, press Wait.**
WAITING "nnnn" appears on the display.

- **DO NOT replace the handset.**

The called party hears Camp On tone on their telephone. They can swap to your call, or, when they hang up, their telephone will ring.

Intrude On a Busy Line

You can only intrude on a busy line if you have an Intrude feature key programmed on your *SUPERSET 420*.

- **Press the Intrude feature key***
to intrude on the conversation.

You will hear a warning tone and then be connected to your call.

* See "Program Personal Keys" for instructions on how to create a feature key.

CALL WAITING

Swap to a Waiting Call

While in a call, you may hear a Camp On tone, indicating that someone is waiting to speak with you. You can hang up and take the other call, or swap to the waiting call, after warning your current caller.

- **Press Trade.**
Your current call is put on hold and you are connected to the waiting call.
 - **Press Trade again**
to put your new call on hold and swap back to your original call.
-

CALLBACK

Do You Want to be Called Back

You can set up an "Automatic Callback" if you reach a busy extension, or if there is no answer. If the line is busy, the telephone system monitors the line and rings you when the line becomes free. If there was no answer, you are notified (your telephone rings) when the user returns and next uses the telephone. When you lift the handset, the previously unanswered extension rings.

Do You Want to Leave a Message

You can also use Automatic Callback if you receive a busy signal when trying to access an outside line. When the outside line becomes free, your telephone rings. When you pick up the handset, the outside number is dialed automatically.

Leave an Automatic Callback

- **If the extension you are calling is busy, or there is no answer, press *Callback*.**

CALLBACK SET... appears briefly on the display.

- **Replace the handset.**

The Callback is set on the busy or unanswered extension.

If the line was busy, your telephone will ring when the called person hangs up.

If the line is unanswered, your telephone will ring when the called person next uses the telephone and hangs up.

CALL PARK AND PAGE

With Park and Page, you can park a call and initiate a page all in one step.

Park and Page options include:

- **Park and Page Set:** After a call is parked, the system performs an all-set page.
- **Park and Page Group:** After a call is parked, the system pages your Paging Group.
- **Park and Page:** After a call is parked, you must enter the extension or Page Group number.
- **Park and PA Page:** After a call is parked, the you must enter a Paging Zone number (0-9).

Page all Phones and the PA:

- **Answer or make a call.**
- **Press TRANS/CONF.**
- **Dial *63 then *.**

Page all Phones in a Group and the PA:

- **Answer or make a call.**
- **Press TRANS/CONF.**
- **Dial *63 and press #.**

Page an Extension Number:

- **Answer or make a call.**
- **Press TRANS/CONF.**
- **Dial *63 and dial the extension.**

Page all Phones in a Specified Group and the PA:

- **Answer or make a call.**
- **Press TRANS/CONF.**
- **Dial *63.**
- **Dial the 2-digit Page Group Number, then #.**

Park a Call in Orbit and Perform a PA Page to any or all Nine Paging Zones:

- **Answer or make a call.**
- **Press TRANS/CONF.**
- **Dial *64 and dial the Paging Zone number**
(0 for all zones, 1-9 for a specific zone).

Note: To Park and Page call using speed call keys, press TRANS/CONF to get dial tone before pressing a speed call key programmed with the Park and Page access codes plus the digits for the required paging option (for example, an extension number to page a single phone or * to page all phones plus PA paging).

CALL PARK - DESTINATION PHONE

Call Park - Destination Phone allows you to park an answered call on another phone. If a parked call is not retrieved after a specified length of time, a reminder occurs.

Park an active call on another phone

- **Press TRANS/CONF**
to get dial tone.
- **Dial *62, and then dial the extension of the destination phone.**

If the call is parked successfully, dial tone, busy tone or a page occurs. If the call is not parked, reorder tone occurs.

To retrieve a call parked on another phone:

- **Press the flashing Call Park feature key.**
OR
- **Dial *22.**

CALL PARK - SPECIFIC ORBIT

You can park a call in a specific orbit by entering a two-digit (01-25) orbit number or by using a feature key programmed with an orbit number.

Park a Call in a Specific Orbit

- **Press the System Park feature key.**
- **Dial a two-digit Orbit Number (01-25).**
If the selected orbit already has a parked call, press the **Number** or **Num** softkey, then enter another orbit number.

Retrieve a Parked Call

- **While listening to dial tone, dial *57 followed by the park orbit number.**

*Park a Call using an Orbit Number Feature Key**

- **Press a free (unlit) Orbit # feature key.**
Once a call is parked, you can press the same Orbit # to initiate a page.

Retrieve a Parked Call

- **Press the flashing Orbit # feature key.**

-
- * See "Program Personal Keys" for instructions on how to create a feature key.

CALL PICKUP

Your telephone can be programmed into a pickup group. Anyone in the group can answer, or "pick up", a call to any other extension in the group. To pick up calls to your group, you press the *Pickup* softkey. This feature ensures that all calls are answered.

Answer a Call For Your Pickup Group

- **Lift the handset or press SPEAKER.**
If the ringing telephone is in your pickup group, the *Pickup* softkey label will appear in your display.
- **Press Pickup.**
The call is connected.

Answer a Call For Another Pickup Group

- **Enter the Directed Call Pickup feature access code.**
 - **Dial the number of the ringing extension**
to be connected to the caller.
-

AUTO-LATCH MICROPHONE

Set the Handsfree Microphone to Automatically Turn On or Off When Receiving a Page

- **Press SUPERKEY.**
 - **Press No until "Auto Latch Mic?" appears.**
 - **Press TurnOn or TurnOff.**
-

AUTO ANSWER

When this feature is activated, all incoming calls to your telephone will be answered automatically. On an incoming call, you will hear one short ring and will then be automatically connected to the call. Only your prime line can be programmed for automatic answer.

Activate Automatic Answer

- **Press SUPERKEY.**
- **Press No.**
until *AUTO ANSWER?* appears in the Main Display.
- **Press TurnOn.**
AUTO ANSWER ON appears briefly, before the display returns to showing the date and time.
OR
- **Press the Auto Answer feature key*.**

Disable Automatic Answer

- **Press SUPERKEY.**
 - **Press No.**
until *AUTO ANSWER?* appears in the Main Display.
 - **Press TurnOff.**
AUTO ANSWER OFF appears briefly, before the display returns to showing the date and time.
OR
 - **Press the Auto Answer feature key*.**
-

*See "Program Personal Keys" for instructions on how to create a feature key.

DO NOT DISTURB

Do Not Disturb allows you to program your telephone not to ring when someone calls. The caller will hear reorder tone.

Set Do Not Disturb

- **Press SUPERKEY.**
- **Press No**
until *DO NOT DISTURB?* appears in the Main Display.
- **Press TurnOn.**
DND ON appears briefly, before the display returns to showing the date and time.
OR
- **Press the Do Not Disturb feature key*.**
The key flashes to indicate that Do Not Disturb is turned on.

Cancel Do Not Disturb

- **Press SUPERKEY.**
- **Press No**
until *DO NOT DISTURB?* appears in the Main Display.
- **Press TurnOff.**
DND OFF appears briefly, before the display returns to showing the date and time.
OR
- **Press the Do Not Disturb feature key*.**
The line appearance for the key turns off.

* See "Program Personal Keys" for instructions on how to create a feature key.

ADVISORY MESSAGES

There are two kinds of messages on the *SUPERSET 420* telephone:

- **Callback Messages:** messages that you can send to other users when you cannot reach them.
- **Advisory Messages:** messages that you activate at your telephone for other users to see - at their telephone - when they call you; such as "IN A MEETING" or "ON VACATION".

Set an Advisory Message

- **Press SUPERKEY.**
- **Press No**
until *ADVISORY?* appears in the Main Display.
- **Press Yes.**
The first advisory message (*IN A MEETING*) appears in the display.
- **Press Next**
until the desired message is displayed.
- **Press TurnOn**
to activate the selected advisory message.
The next time that a caller with a display set calls your extension, your message will be displayed on their set.

Cancel an Advisory Message

- **Press SUPERKEY.**
- **Press No**
until *ADVISORY?* appears in the Main Display.
- **Press Yes.**
Your current advisory message appears in the display.
- **Press TurnOff**
to cancel the selected advisory message.

MESSAGING

If someone leaves a message for you with the Attendant, or if a caller at another extension leaves a message for you to call, the Message Lamp on your telephone will flash. Press the MESSAGE key and then follow the instruction in the Main Display to see your message.

MESSAGE Key and Automatic Callbacks

When you set an Automatic Callback on someone else's extension, your telephone will ring the next time they replace the handset on their telephone. You can then lift your handset to place a call to them automatically.

When you press MESSAGE while trying to reach another extension, the Message Lamp on that telephone begins to flash, and continues flashing until the extension user presses their MESSAGE key. When they press MESSAGE, they automatically place a call back to your extension.

When the Message Lamp on your telephone flashes, lift your handset and press MESSAGE to automatically place a call to the extension that activated the message.

Send a Message on Busy/No Answer

- **If the extension you are calling is busy, or there is no answer, press MESSAGE.**
The Message Lamp will begin to flash on the called extension immediately, or when the user hangs up.
- **Replace the handset.**

Respond to a Message Waiting

When you have a message waiting, the Message Lamp on your set flashes, and a message indicator appears in your set's Main Display.

- **Press MESSAGE.**
The name of the caller (e.g. MSG CENTER) is shown.
- **Press More**
to see the rest of the message if it is longer than 16 characters.

- **Press Call**

to place a call to the person who left the message.

- **Press Callback**

to leave a Callback message if the line is busy or unanswered. This softkey appears when sending a Callback message is possible.

- **Press Erase**

to delete the message.

- **Press SUPERKEY to exit.**

PHONEBOOK

Access the Phonebook

- **Dial *65.**

- **Enter the name or extension**

of the person you wish to call, using the dialpad.

Note: Only extensions that have a voice mailbox can be dialed using Phonebook.

SPEED CALL

Telephone numbers that you dial frequently can be saved on “speed call” keys for single button access, to avoid having to dial the entire number every time. Any of the twelve Personal Keys that are not being used as “feature keys” can be programmed as speed call keys.

Save a Personal Speed Call Number

- **Press SUPERKEY.**

Press *No* until *PERSONAL KEYS?* is displayed.

- **Press Yes.**

- **Press the desired Personal Key.**

Be sure that the selected Personal Key is not already programmed as a feature key.

- **Press Change.**

SPEED CALL ? appears in the Main Display.

- **Press Yes.**

ENTER NUMBER appears in the Main Display.

- **Dial the number to be saved**

including the outside access code and area code, if necessary.

OR

- **Press REDIAL**

to enter the last number dialed.

- **Press Priv**

if you do not want the number to appear in the display when that Personal Key is pressed.

- **Press Save**

to save the entered number on that key. *KEY SAVED* appears in the display.

- **Press SUPERKEY again to exit.**

You can use these instructions to change a speed call number already programmed. An old speed call number is erased when you overwrite it with a new number.

Use a Saved Speed Call Number

- **Press the desired Personal Key.**

The programmed number is dialed.

TIMED REMINDER

You can set up a timed reminder that will ring your telephone at a prearranged time. You hear a short burst of ringing, and *REMINDER EXPIRED* appears in the Main Display of your *SUPERSET 420*. This is useful when you want a reminder to go to a meeting, make a call, and so on.

Set a Timed Reminder

- **Press SUPERKEY.**

- **Press No**

until *TIMED REMINDER?* appears in the display.

- **Press Yes.**

ENTER TIME HH:MM appears in the display.

- **Dial 4-digit time in 12-hour format**

(e.g., 0230 for 2:30).

- **Press AM/PM**

to select AM or PM.

- **Press Save.**

REMINDER SAVED appears briefly in the display.

When the Timed Reminder Rings

- **Press Confirm.**

ACKNOWLEDGED appears briefly in the display.

Change a Timed Reminder

- **Press SUPERKEY.**

- **Press No**

until *TIMED REMINDER?* appears in the display.

- **Press Yes.**

The current reminder time appears in the display.

- **Press Change.**

ENTER TIME HH:MM appears briefly in the display.

- **Dial 4-digit time in 12-hour format**

(e.g., 0230 for 2:30).

- **Press AM/PM**

to select AM or PM.

- **Press Save.**

REMINDER SAVED appears briefly in the display.

Cancel a Timed Reminder

- **Press SUPERKEY.**

- **Press No**

until *TIMED REMINDER?* appears in the display.

- **Press Yes.**

The current reminder time appears in the display.

- **Press Cancel**

REMINDER CANCEL appears briefly in the display.

CALL FORWARD

You can forward your calls to another extension (or to an external number) when your line is busy or when you are away from your desk. There are various types of Call Forwarding that can be activated on your *SUPERSET 420*.

If Split Call Forwarding is enabled on your system, then you can forward internal calls to one number and external calls to another (e.g., internal calls to ext. 2103, external calls to ext. 4671). With Split Call Forwarding enabled, you have the option of programming internal and external calls differently. If it is disabled, all calls are forwarded to one destination. See your Communications Department to find out whether this feature is enabled.

You can also program Call Forwarding to take effect under different circumstances. You may want all your calls to be forwarded, or you may only want calls to be forwarded when your extension is busy. The options available to you are listed here.

1. **Always Forward:** all your incoming calls are forwarded.
2. **When Set's Busy:** your calls are forwarded when your telephone is busy.
3. **When No Answer:** your calls are forwarded when your telephone is unanswered.
4. **Busy/No Answer:** your calls are forwarded when your telephone is busy or unanswered.
5. **I'm Here:** your calls are forwarded to this telephone extension.

You can program Call Forwarding on your telephone from another extension, by using the Call Forwarding - I'm Here option. If you are away from your desk but have access to another *SUPERSET 420*, you can select the I'm Here option on this set to forward all incoming calls at your own extension, to your new location.

Set Up Call Forwarding

- **Press SUPERKEY.**
CALL FORWARDING? appears in the display.

- **Press Yes.**

With Split Call Forwarding disabled:

- **Press Change.**
- **Press Program.**

With Split Call Forwarding enabled:

- **Press NO**
until the desired type of Call Forwarding is displayed.
- **Press Change.**

For all Call Forwarding:

- **Press NO**
until the desired type of Call Forwarding is displayed.
- **Press YES.**
- **Enter the destination number at the TO: prompt.**
Press the ← softkey to correct errors.
OR
If the destination is an external number
- **Press a Speed Call Key**
corresponding to the desired external telephone number for Call Forwarding destination.
- **Press Save.**
Call Forwarding is programmed.

Display Current Forwarding

- **Press SUPERKEY.**
CALL FORWARDING? appears in the display.

With Split Call Forwarding disabled:

- **Press Yes.**
The current Call Forward programming is displayed.

With Split Call Forwarding enabled:

- **Press No**
until the desired type of Call Forwarding is displayed.

Press Review.

The current Call Forward programming is displayed.

- **Press SUPERKEY again to exit.**

Note: You cannot display "I'm Here" Call Forwarding information.

Turn Call Forwarding On or Off

When Call Forwarding is set up, and a Call Forward feature key is programmed, you can turn Call Forwarding on and off in a single step.

- **Press the Call Forward feature key*.**
The line appearance for the key turns on when Call Forwarding is in effect, and turns off when it is disabled.
OR

- **Press SUPERKEY.**
CALL FORWARDING? appears in the display.

- **Press Yes.**
Follow directions on the display until **TurnOn** or **TurnOff** appears for the desired type of Call Forwarding.

- **Press TurnOn or TurnOff**
as required, to activate or disable the selected Call Forwarding option.

A "*" appears at the end of the display when the Call Forwarding option is turned on.

* See "Program Personal Keys" for instructions on how to create a feature key.

Set Up Call Forwarding at Another Extension

You can set up call forwarding on your own telephone, from another extension.

- **Press SUPERKEY.**
CALL FORWARDING? appears in the display.
- **Press Yes.**

With Split Call Forwarding disabled:

- **Press Change.**
- **Press Program.**

For all Call Forwarding:

- **Press No**
until *I'M HERE* appears in the display.
- **Press Yes.**
- **Enter your extension number at the FR: prompt.**
Press the ← softkey to correct errors.
- **Press Save.**
Call Forwarding - I'm Here is programmed and activated.

Cancel Call Forwarding from Another Extension

- **Dial Call Forward - Cancel I'm Here feature access code**
on the telephone where this feature was enabled.
- **Replace handset.**
Call Forward - I'm Here is canceled.

ACCOUNT CODE

Account Codes are used in situations where it is necessary to charge the cost of a call to a specific account, or client, or project, etc. In some cases, it may be necessary to enter an account code when making external calls.

Enter Account Code During a Call

- **Press SUPERKEY.**
- **Press No**
until *ACCOUNT CODE?* appears in the display.
- **Press Yes.**
- **Enter the Account Code**
You hear dial tone.
- **Press Save.**

DOOR OPENER

Door Opener allows you to operate a third-party door opener. For example, when someone requires entry into a third-party building, a designated extension (or extensions) rings and on answering, the extension user can dial a feature access code to open the door.

Use Door Opener

- **Dial *66.**

CALL MONITOR

This feature allows you to monitor another extension user's phone conversation, either with or without the user's knowledge.

If your system is programmed to notify users that they are being monitored, they hear a beep when monitoring begins. Users that have a display telephone also see your name and extension number in the display for the duration of the call.

When monitoring a call, you can listen to the conversation but you can't speak to either party, and they can't hear you. However, you can join the conversation by forming a three-party conference.

A few conditions:

- The system may be programmed to disallow monitoring of any or all extensions.
- A user can only be monitored from one extension at a time. If you try to monitor someone who is already being monitored, you receive busy tone and BUSY appears in your display.
- If the user puts the caller on hold, transfers the call, or ends the call, you are disconnected and your monitoring session ends. Note that the system can be programmed to allow monitoring to continue while the call is on hold.
- While you are monitoring, you can't make or receive calls. Anyone who calls your telephone while you are monitoring receives busy tone. The caller can leave a callback, but is unable to camp on or override your monitoring session. If you want to place an outgoing call, you must first cancel your monitoring session.

Monitor a Call

- **Lift the handset.**
- **Dial the Call Monitor feature access code followed by the number of the extension you wish to monitor.**

If the user is on a call, INTRUDING followed by the user's extension number appears in your telephone display.

If the user is not on the phone, you hear busy tone and the user's extension number followed by the words IS IDLE are shown in your telephone display.

- **Press TRANS/CONF**
to form a three-party conference with the user and the other party.
- **Press the Exit softkey**
to end the monitoring session.

Note: If you wish to continue monitoring after exiting the conference, you must set up the monitor again.

INTERCOM CALLS

An Intercom call is a call between two extensions, which either pages or rings the called extension.

Switch Between a Ringing Intercom Call to a Paged Intercom Call

- **Make a call.**
 - **Dial *48.**
-

Night/Day Service Switching

Office telephone systems are often placed into Night Service after regular hours. Calls then ring alternate answer points--either designated extensions or a night bell. Extension users can dial the Trunk Answer From Any Station (TAFAS) code to answer calls ringing the night bell.

If permitted by system programming, you can put the system into Day service or one of two night service modes, Night1 or Night2.

Switch between Night and Day Service using SUPERKEY

- **Press SUPERKEY.**
- **Press the No softkey repeatedly until Night Service? appears in the display.**
- **Press the Yes softkey.**
The current service mode is displayed: Day Service, Night 1, or Night 2.
- **Press the Change softkey.**
- **Press the Yes softkey if the mode shown is the one desired.**
OR
- **Press the No softkey until the desired mode appears, then press the Yes softkey.**
OR

- **Press SUPERKEY to leave the system in its current mode.,**
- **Press SUPERKEY**

DISPLAYS

Idle vs Active Display

When your telephone is idle, the current date and time of day are displayed continuously. But as soon as you make or receive a call, the display now shows information about that call, such as which line is being used, and the duration of the call. This is especially useful when you are charging the cost of a call to a customer or an account number.

Display Saved Information

The Main display allows you to view saved information such as Call Forward settings, last number dialed, speed call numbers, programmed name, timed reminder settings, and line select key designations.

To display any of the information listed above, press SUPERKEY, followed by either a Personal Key, or a softkey to select the feature information that you wish to view.

Check Personal Key Programming

- **Press SUPERKEY.**
- **Press the desired Personal Key.**
The programming for that key is shown on the Main display.
OR
- **Press REDIAL.**
The last number dialed appears in the display.
- **Press SUPERKEY to exit**

Display in French

- **Press SUPERKEY.**
 - **Press NO**
until *LANGUAGE?* APPEARS IN THE DISPLAY.
 - **Press Change.**
 - **Press No**
until *FRANCAIS?* appears in the display.
 - **Press Yes**
The display now appears in French.
-

PROGRAM PERSONAL KEYS

Your telephone is designed to let you program and save certain information (such as Call Forward destinations and Speed Call numbers). Once such information is programmed, you can access it whenever you wish. For example, you need only program your Call Forwarding information once. From then on, you can turn Call Forwarding off and on with the push of a button.

Program Feature Keys

You can program a Personal Key to be a Feature Key. Feature Keys are used to activate or deactivate system features on your *SUPERSET 420* telephone.

- **Press SUPERKEY.**
- **Press the desired Personal Key.**
- **Press Change.**
- **Press No.**
until the desired option is displayed.

If you do not see the option you require, check your Personal Key programming. If a key has already been programmed for a feature, that feature no longer appears as a programming option.
- **Press Yes.**
KEY SAVED appears in the display.
- **Press SUPERKEY to exit.**
The Personal Key is programmed for the selected feature.

List of Feature Keys Available

Feature
Speed Call
Call Forward
Account Code
Do Not Disturb
Auto Answer
Music
Direct Page
PA Pager
Privacy release
Intrude (Override)
Night Answer

FEATURE ACCESS CODES

Feature access codes are used to activate system features on the *SUPERSET 420* telephone. In general, to activate a feature, dial the feature access code for that feature.

Feature access codes are set by your Communications Department. You can use the following table to keep a record of the feature access codes you are most likely to need on your telephone set.

List of Feature Access Codes

Feature	Access Code
Account Code Access	
Abbreviated Dial Access	
Callback - Busy	
- No Answer	
Call Forward - All Calls	
- Internal Only	
- External Only	
- I'm Here	
- Cancel I'm Here	
Call Hold	
Call Hold Retrieve	
Remote Call Hold Retrieve	
Call Monitor	
Call Park - Destination Phone	
Call Park - Specific Orbit	
Call Park and Page	
Call Park Orbit Retrieve	
Call Pickup	
Directed Call Pickup	
Clear All Features	

Feature	Access Code
Do Not Disturb	
Door Opener	
External Line Access	
Intercom Calls	
Override	
Paging	
Phonebook	
Program Feature Key	
Timed Reminder	
Tone Demonstration	