## How to Use This Guide

This guide provides brief instructions for the commonly used features available with the *SUPERSET 430* telephone. 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 six 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 function key 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., *Messaging*).
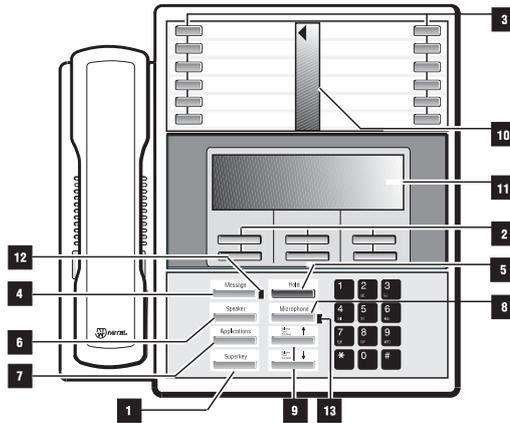
Keys, Indicators and Displays

1. **SUPERKEY:** for programming Personal Keys as Speed Call Keys, accessing most set features, and displaying set information.

2. **Softkeys** *(blue keys under the Main Display)***:** for performing the commands shown in the Main Display.

3. **Personal Keys:** used as line select keys, and may also be programmed as speed dial or feature access keys.

4. **MESSAGE Key:** for sending and responding to messages.

5. **HOLD Key** *(red key)***:** for placing calls on hold.

6. **SPEAKER Key:** for turning the set speaker on and off during onhook operation.

7. **APPLICATION Key:** Presently not active.

8. **MICROPHONE Key:** for turning the microphone on or off (a privacy feature) during an onhook call.

9. **VOLUME TONE CONTRAST $\wedge$ Key and VOLUME TONE CONTRAST $\vee$ Key:** for changing the volume of the handset receiver, the volume and pitch of the ringer, and adjusting the contrast of the Main Display.

10. **Line Status Display:** shows which Personal Keys are active and their status.

11. **Main Display:** shows SuperKey instructions and Softkey labels, time and date, call status, messaging and system error information.

12. **Message Lamp:** When flashing, it indicates that a message is waiting. When lit during a call, then a message can be sent

13. **Microphone Lamp:** When lit, it indicates that the microphone is on.

Line Appearances and Personal Keys

Your *SUPERSET 430* telephone can accommodate up to 12 lines, 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 Calls

Dialing from your *SUPERSET 430* 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 a 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

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 or trunk 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.

CONFERENCE

Set Up a 3-party Conference

- **Call the first person.**

- **Press *Trans/Conf.***
  You hear transfer dial tone, and the first person is put on hold.

- **Call the next person.**
  When they answer, introduce the call.

- **Press *Conference.***
  Display shows "3 Party Conference". The conference is active.

Add Another Party

- **Press *Trans/Conf.***
  You hear transfer dial tone, and the conference is put on hold.

- **Call the next person.**
  When they answer, introduce the call.

- **Press *Conference***
  to include everyone called so far.

  If a called number is busy or not answered, press *Back to Held* to return to the conference.

  OR

- **Press *Add Held*, and then press the line select key with a held call**
  to add the held call.

  OR

- **Press *Rel Privacy***
  to allow another party with an appearance of your line into the conference.

Split a Conference

- **Press *Split***
  to talk privately to one party.

- **Press *Trade Calls***
  any time that you want to switch and talk privately to the other.

- **Press *Conference***
  to return to the full conference.

Leave a Conference

- **Replace handset, or press *Hang-up.***
  The conference continues without you.

  OR

- **Press *New Call***
  if you wish to make another call.

CALL TRANSFER

Transfer a Call

- **Press *Trans/Conf.***
  You hear transfer dial tone, and the original caller is put on hold.

- **Dial the destination number.**

- **Replace the handset.**
  The call is transferred to the destination number.

  OR

- **After dialing the destination number, introduce the caller.**

- **Press *Release Me.***
  The call is transferred.

Cancel a Call Transfer

If the destination number is busy or not answered, you can cancel the transfer.

- **Press *Back to Held***
  to return to the original caller.

  OR

- **Press *New Call***
  to dial another destination number.

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.

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.

Do You Want to Leave a Message

You can leave a message if you reach a busy extension, or there is no answer, by pressing MESSAGE or the *Leave a Msg* softkey. This prompt only appears on your display if the extension you have called is capable of receiving messages.

Leave a Message or Callback

- **Press *Leave a Msg***
  to set a message-waiting indicator on the other extension.

  OR

- **Press *Call Me Back***
  to set up an Automatic Callback. When the extension user hangs up, your telephone rings.

Display Callbacks

You can display any Automatic Callbacks that you have set from your extension.

- **Press SUPERKEY.**

- **Press *More....***

- **Press *Callbacks***
  to see number and time when a callback was set.

- **Press *Next* or *Previous***
  to move through your callback list.

- **Press *Cancel***
  to cancel the displayed callback.

- **Press *Call Again***
  to retry a callback number.

Wait On a Busy Line

- **Press *I Will Wait*.**
  The busy user that you are calling will hear Camp-On tone on their extension, and/or see a display indicating that you are waiting.

Intrude On a Busy Line

- **Press *Intrude*.**
  Both parties will hear you.

CALL PICKUP

What is a Pickup Group

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 a softkey or dial a short code. This feature ensures that all calls are answered.

Answer a Call For Your Pickup Group

- **Lift the handset.**
  Dial tone is returned

- **Press *Pickup Call* Softkey**
  The call is connected.

Answer a Call For Another Pickup Group

- **Lift the handset.**
  Dial tone is returned

- **Dial the Directed Call Pickup feature access code.**

- **Dial the extension number of the ringing telephone.**
  The call is connected.

CALL WAITING

When a Telephone is Always Busy

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

Do you have a Waiting Caller

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, after warning your current caller, follow one of the options described here.

Select Call Waiting Option

- **Press *Call Waiting***
  to access options for handling a waiting call.

Swap to a Waiting Call

- **Press *Trade Calls***
  to put your current call on hold and speak to the waiting caller.

  OR

Call Forward Waiting Call

- **Press *Fwd Waiting***
  to forward the waiting caller to a "Forward on Busy" destination.

  OR

If Waiting Call is a Display Phone User

If another display telephone user is waiting, you can choose to:

- **Press *I Will Call.***
  The message "I Will Call You" appears on the waiting caller's display, and a message indicator is set on your telephone.

  OR

- **Press *Call Later.***
  The message "Please Call Later" appears on the waiting caller's display.

MESSAGING

Do You Have a Message Waiting

If someone has left a message for you, a message indicator appears on your Main Display. You can read your message by following the instructions displayed when you press MESSAGE or the *Messaging* softkey.

Messaging on Your Display Set

There are 2 kinds of messages on the *SUPERSET 430* 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".

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 *Messaging* or MESSAGE.**
  The name of the caller (e.g. MSG CENTER) is shown.

- **Press *Read Msg*.**

- **Press *More***
  to see the rest of the message if it is longer than 16 characters.

- **Press *Call***
  to return the call automatically.

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

  OR

- **Press *Erase Msg***
  to acknowledge the message and cancel, without returning the call. The Message Lamp turns off.

- **Press *Backup* or SUPERKEY to exit.**

CALL FORWARD

Forwarding Your Calls

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 430*.

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**: all your incoming calls are forwarded.
2. **Busy**: your calls are forwarded when your telephone is busy.
3. **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. **To Me**: your calls are forwarded to this telephone extension.

When you are setting up Call Forwarding from a *SUPERSET 430* telephone other than your own, select "To Me" to have calls from your own telephone directed to your new location.

You can program calls to be forwarded to an external telephone number, by using a Speed Call Key to enter the desired telephone number when you are setting up Call Forwarding on your set.

Set Up Call Forwarding

- **Press SUPERKEY.**

- **Press *More...***

- **Press *Forwarding.***
  The current Call Forwarding information appears in the display.

With Split Call Forwarding disabled:

- **Press *Change*.**

- **Select type of Forwarding.**
  Choices available are: Busy, No Answer, Always, and To Me.

With Split Call Forwarding enabled:

- **Select type of Forwarding.**
  Choices available are: Busy, No Answer, Always, and To Me.

- **Press *Internal*, *External* or *Both***
  to program Call Forwarding for internal, external or all calls.

For All Call Forwarding:

- **Enter new destination**
  on the dialpad.

  OR

  if the destination is an external number:
  Press a Speed Call Key
  corresponding to the desired external telephone number for Call Forwarding destination.

  OR

  if you have selected *To Me* forwarding:
  Enter your own extension number
  to have calls at your extension forwarded to your new location.

- **Press *Save/On***
  to save and activate the Call Forwarding instructions that have been programmed.

OR

- **Press *Save/Off***
  to save the instructions that you have programmed, without activating Call Forwarding at this time.

  This is only available with Split Call Forwarding enabled.

  OR

- **Press *Backup* or SUPERKEY**
  to exit without changing existing Call Forward programming.

These steps can be used to change Call Forward instructions already programmed.

Turn Call Forwarding On or Off

Once Call Forwarding has been set up, you can turn it on and off in a single step.

- **Press *Turn FWD On* or *Turn FWD Off***
  as required.

Display Current Forwarding

- **Press SUPERKEY.**

- **Press *More...***

- **Press *Forwarding.***
  The current Call Forward programming appears in the display.

- **Press *Backup* or SUPERKEY to exit.**

CALL PARK AND PAGE

What is 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 two-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

What is 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

What is Call Park - Specific Orbit

You can park a call in a specific orbit by entering a two-digit (01-25) 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.

ACCOUNT CODE

What is an 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 an Account Code During a Call

- **Press *Account Code.***
  "ENTER ACCOUNT CODE:" appears in the Main Display.

- **Enter the Account Code.**

- **Press *Save.***

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.

Set Automatic Answer

- **Press the Auto Answer feature key*.**
  The Line Status display for that key turns on.

Cancel Automatic Answer

- **Press the Auto Answer feature key*.**
  The Line Status indicator for that key turns off.

AUTO-LATCH MICROPHONE

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

- **Press SUPERKEY.**

- **Press More until "Auto Latch Mic?" appears.**

- **Press AutoLatch Mic.**

- **Press TurnOn or TurnOff.**

CALCULATOR

Use Built-In Calculator

- **Press SUPERKEY.**

- **Press *Calculator.***

- **Perform calculations**
  using the dialpad to enter numbers, and softkeys to perform functions as marked.
  Press the "*****" button for decimal point.

- **Press SUPERKEY to exit.**

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 the Do Not Disturb feature key*.**
  The Line Status display for that key turns on.

Cancel Do Not Disturb

- **Press the Do Not Disturb feature key*.**
  The Line Status display for that key turns off.

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

ADVISORY MESSAGES

Set Advisory Message

- **Press *Messaging* or MESSAGE.**

- **Press *Advisory.***

- **Press *Next Msg* or *Previous Msg***
  to move through the list of advisory messages.
  OR

- **Press *Show Msg No.* and enter number**
  to move directly to the desired message.

- **Press *Enter***
  to confirm message choice.

- **Press *Turn Msg On***
  to select the message for display.

  Whenever a user with a display telephone calls your number, your advisory message will be displayed on their set.

Create an Advisory Message

- **Press *Messaging*.**

- **Press *Advisory*.**

- **Press *Create Msg*.**

- **Type in your message.**
  (up to 13 characters) using dialpad spelling.

- **Press *Save*.**

INTERCOM CALLS

What is an Intercom Call

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

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

REMINDER

What is a 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 430. 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 *Reminder*.**
- **Enter 4-digit time in 12-hour format**
  (e.g., 1430 for 2:30 p.m.)
  Press ← to erase errors.
- **Press *PM*, if required.**
- **Press *Save*.**

When the Reminder Rings

- **Press *Acknowledge***
  when your telephone is idle.

Cancel a Reminder

- **Press SUPERKEY.**
- **Press *Reminder*.**
- **Press *Cancel*.**

DOOR OPENER

What is 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.**

SPEED CALL

What is a Speed Call Number

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 12 Personal Keys not being used as Feature or Line Select Keys can be programmed as Speed Call Keys.

Program a Speed Call Key

- **Press SUPERKEY.**
- **Press *More...***
- **Press *Feature Key*.**
- **Press an unused Personal Key.**
  The Speed Call will be programmed on this key.
- **Press *Change***
  to begin to program this key.
  OR
  Press *Clear*
  to erase and leave the Personal Key blank.
- **Press *Speed Call*.**
- **Enter number to be saved**
  including any access or area codes.
  Press ← to erase errors.
  OR
  Press *Redial*
  to save the number currently in Redial memory.
- **Press *Make Private***
  if you do not want the number to display when you use the Personal Key.
- **Press *Save*.**
- **Select and program another Speed Call key if desired.**
- **Press *Backup* or SUPERKEY**
  when finished.

Use a Speed Call Key

- **Press the Personal Key for the desired Speed Call number.**
  Your call is dialed automatically.

PHONEBOOK

Access the Phonebook

- **Dial *65.**

- **Enter the name or extension**
  of the person you which to call, using the dialpad.

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

DISPLAYS

Display Saved Information

The Main Display allows you to view saved information such as Call Forward settings, last number redialed, 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 a softkey to select the feature information that you wish to view.

Program a Feature Key

You can program a Personal Key to be a Feature Key. Feature keys are used to activate or disable certain system features on your *SUPERSET 430* telephone.

- **Press SUPERKEY.**

- **Press *More...***

- **Press *Feature Key***

- **Press the Personal Key**
  that you want to program.

- **Press *Change*.**

- **Select a feature.**
  System features available for feature key programming appear as softkey labels.

  If no features are displayed, then the feature you want may already be assigned to a Personal Key.

- **Press another Personal Key**
  to program another feature

  OR

- **Press SUPERKEY to exit.**

Check Personal Key Programming

- **Press SUPERKEY.**

- **Press *More...***

- **Press *More...* again.**

- **Press *Display Keys*.**

- **Press a Personal Key**
  to display that key's programming.

- **Press another Personal Key**
  to display that key's programming

  OR

- **Press SUPERKEY to exit.**

Display in French

- **Press SUPERKEY.**

- **Press *More...***

- **Press *More...* again.**

- **Press *Language*.**

- **Press *Francais*.**
  The display changes to French.

DISPLAYS

PHONEBOOK

SPEED CALLS

DOOR OPENER

REMINDER

INTERCOM

FEATURE ACCESS CODES

What are Feature Access Codes

Feature Access Codes are used to activate system features on the *SUPERSET 430* 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 Park - Destination Phone	
Call Park - Specific Orbit	
Call Park and Page	

Feature	Access Code
Call Pickup	
Directed Call Pickup	
Clear All Features	
Do Not Disturb	
Door Opener	
External Line Access	
Intercom Calls	
Override	
Paging	
Phonebook	
Program Feature Key	
Timed Reminder	
Tone Demonstration	