

MITEL

Superset | 4150

User Guide

Notice

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Networks Corporation. The information is subject to change without notice and should not be construed in any way as a commitment by Mitel Networks or any of its affiliates or subsidiaries. MITEL® and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate any such changes.

Nothing in this document may be reproduced in any manner, either wholly or in part for any use whatsoever, without written permission from MITEL® Networks Corporation.

SUPERSET™ Copyright© 2001, Mitel Networks Corporation. All rights reserved. Printed in Canada.

IMPORTANT! This telephone is NOT suitable for direct connection to the public-switched telephone network. Connect the telephone to a Mitel telephone system only.

Contents

ABOUT YOUR PHONE	1
TIPS FOR YOUR COMFORT AND SAFETY	2
Don't cradle the handset!	2
Protect your hearing	2
Adjusting the viewing angle	2
Changing Handsets	3
CUSTOMIZING YOUR PHONE	4
Ringer Control	4
Handset Receiver Volume Control	4
Speaker Volume Control	4
Display Contrast Control	4
Feature Keys	5
Language Change	5
Clean Mode	5
MAKING AND ANSWERING CALLS	6
Make a call	6
Answer a call	6
Phonebook	6
Redial	7
Redial - Saved Number	7
Speed Call Keys	8
Speed Call - Personal	9
Handsfree Operation	10
Auto-Answer	11

CALL HANDLING	12
Hold	12
Transfer	12
Conference	12
Conference Split	13
Add Held	13
Swap	13
Call Forward	14
Call Forward - I Am Here	15
Call Forward - End Chaining	16
Call Forward - Forced	16
Call Forward - Override	16
Messaging - Advisory	16
Messaging - Callback	17
USING ADVANCED FEATURES	19
Account Codes	19
Callback	19
Call Park	20
Call Pickup	20
Campon	20
Do Not Disturb	21
Override	21
Paging	21
Direct Paging	22
Reminder	23
Headset Operation	23
Headset Operation (with Feature Control Switch)	24
Music	24
Calculator	25
Group Paging / Meet Me Answer	25
Trunk Flash	26
USING MLPP	26

ABOUT YOUR PHONE

The SUPERSET 4150 has six fixed-function keys (**HOLD**, **SUPERKEY**, **SPEAKER**, **MICROPHONE**, ▲, ▼) and 14 personal keys with built-in status indicators. The personal key on the bottom right is always your Prime Line; the remaining personal keys can be programmed as Feature, Speed Call, or Line Appearance keys. See *Feature Keys* for personal key programming instructions.

Personal Keys can be programmed as *feature keys* (such as **Swap** key) by you or by your Administrator.

Your telephone also features a touch-sensitive display for softkey feature access, Handsfree operation, and a large Message Indicator.

Note: When using the **Superkey**, press the **Backup** softkey to back up one menu level.

Your SUPERSET 4150 may be connected to a PC. See your system administrator for computer-telephony features that may be available to you if your telephone has been connected in this way.

IMPORTANT NOTE FOR HEADSET USERS:

Mitel Networks Headsets with Feature Control Switch (PN9132-800-500-NA/9132-800-501-NA) must be installed in the dedicated headset jack (the jack nearest the front of the set). Installation will disable your handset microphone. Disconnecting the headset at the jack or at the quick-disconnect plug restores handset operation.

Telephone status indicators

When line is	the indicator is
Idle	Off
Busy	On
Ringing	Flashing slowly
On hold at your set	Flashing rapidly
On hold at another set	Flashing slow on/fast off

TIPS FOR YOUR COMFORT AND SAFETY

Don't cradle the handset!

Prolonged use of the handset can lead to neck, shoulder, or back discomfort, especially if you cradle the handset between your ear and shoulder. If you use your phone a lot, you may find it more comfortable to use a headset. See the section on headset usage elsewhere in this guide for more information.

Protect your hearing

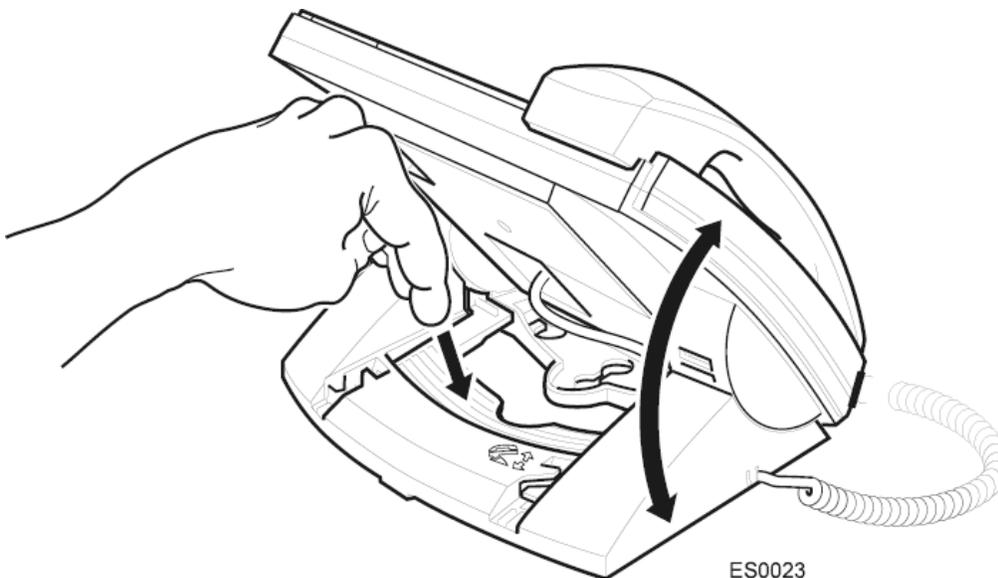
Your phone has a control for adjusting the volume of the handset receiver or headset. Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

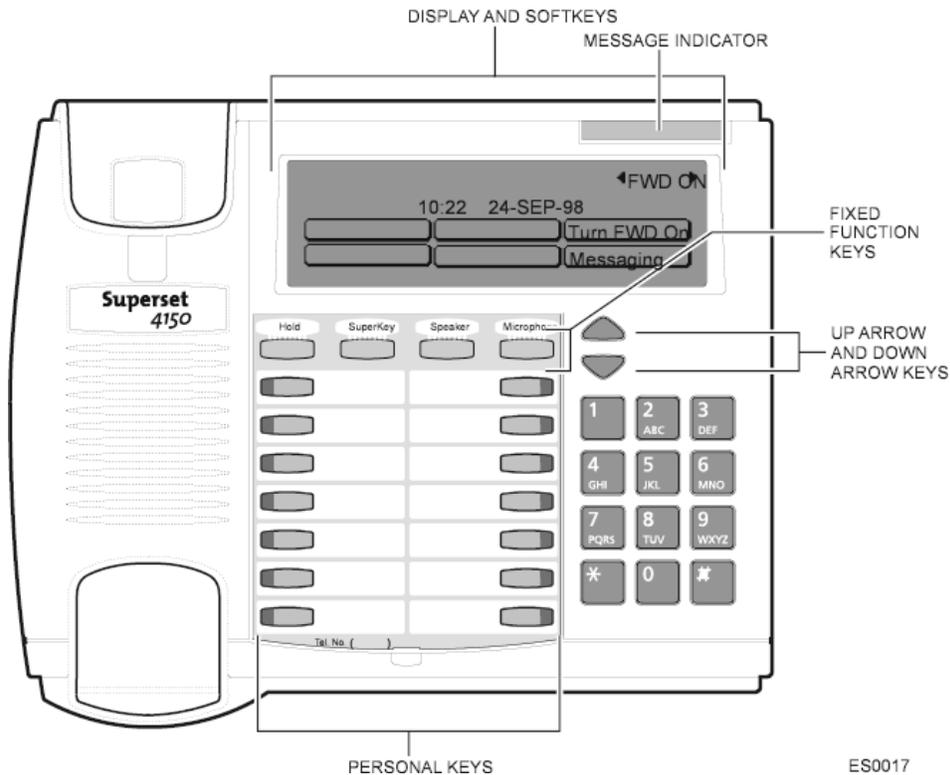
Adjusting the viewing angle

The stand built into your phone tilts to give you a better view of the keys.

To tilt your telephone for better viewing:

1. Press the tilt-release paddle on the telephone base.
2. Tilt your telephone to the desired angle.
3. Release the tilt-release paddle.





ES0017

Changing Handsets

Your SUPERSET 4150 telephone is compatible with several specialty handsets. To remove the handset shipped with your set from the handset cord:

1. Bend a paper clip to produce approximately 4 cm (1.5 in.) of straight wire.
2. On the handset, locate the plastic groove leading into the handset jack. The groove is on the side of the jack that is closest to the handset microphone.
3. Slide the end of the wire into the handset jack along the groove until it stops underneath the handset cord clip.
4. While gently pulling on the handset cord, use the wire to pry the clip upward. The cord will separate from the handset.
5. Store the original handset in a safe place.

CUSTOMIZING YOUR PHONE

Ringer Control

To adjust the Ringer Volume while the set is ringing:

- Press ▲ or ▼.

To adjust the Ringer Pitch while the set is idle:

1. Press **SUPERKEY**.
2. Press the **More** softkey until the **Ring Adjust** softkey appears.
3. Press the **Ring Adjust** softkey.
4. Press the **Ringer Pitch** softkey.
5. Press ▲ or ▼.
6. Press **SUPERKEY**.

Handset Receiver Volume Control

To adjust the Handset Receiver Volume when you are using the handset:

- Press ▲ or ▼.

Speaker Volume Control

To adjust the Speaker Volume when making an on-hook call or when listening to background music:

- Press ▲ or ▼.

Display Contrast Control

To adjust the Display Contrast while your set is idle:

- Press ▲ or ▼.

Feature Keys

To display information about a key:

1. Press **SUPERKEY**.
2. Press a personal key.
3. Press **SUPERKEY**.

To re-program a personal key:

1. Press **SUPERKEY**.
2. Press the **More** softkey until the **Display Keys** softkey appears.
3. Press the **Display Keys** softkey.
4. Press a personal key that isn't a line key.
5. Do one of the following:
 - To change the key, press the **Change Key** softkey, and select a new key type.
 - To clear the key, press the **Clear Key** softkey.
6. Press **SUPERKEY**.

Language Change

To change the display language:

1. Press **SUPERKEY**.
2. Press the **More** softkey until the **Language** softkey appears.
3. Press the **Language** softkey.
4. Press the softkey for the desired language.

Clean Mode

To disable the touch-sensitive display so that it can be cleaned (use a dry tissue):

1. Press **SUPERKEY**.
2. Press the **More** softkey until the **Clean LCD** softkey appears.
3. Press the **Clean LCD** softkey.
4. Clean the surface of the display.
5. Press **SUPERKEY**.

MAKING AND ANSWERING CALLS

Make a call

1. Lift the handset.
2. If you want to use a Non-Prime Line, press a Line Appearance key.
3. Dial the number,
 - OR-
 - Press a Speed Call key.
 - OR-
 - Press **REDIAL**.

Answer a call

- Lift the handset.
 - OR-
 - Press the flashing Line appearance key and lift the handset.

Phonebook

For each letter in the name, press the appropriate key on the keypad until the letter is shown in the display; for example, if the letter C is required, press the digit 2 three times. Use the **←** softkey to correct errors. If the next letter in a name is on the same key as the previous letter, press the **→** softkey before proceeding. If required, use the **→** softkey to add a space between the first and last name.

To use Phonebook:

1. Press the **Phonebook** softkey.
2. Enter the name of the desired party.
 - OR-
3. Press the **Options** softkey, and then complete the desired field(s).
4. Press the **Lookup** softkey.
5. If no match exists, edit the original entry.
6. If the name is not unique, press the **Next** softkey.
7. Do one of the following:
 - To make the call, press the **Call** softkey.
 - To edit the entry, press the **Backup** softkey.
 - To exit, press **SUPERKEY**.

Redial

To redial the last number that you manually dialed:

1. Lift the handset.
2. Press **REDIAL**.

Redial - Saved Number

To save the last number that you manually dialed:

1. Lift the handset.
2. Dial ****79**.

To Redial a saved number:

1. Lift the handset.
2. Dial ***6***.

Speed Call Keys

You may use Speed Call Keys to make a call or to send a string of digits during a call (press a Speed Call Key during a call to send a multi-digit password, for instance).

To dial a stored Speed Call number:

1. Lift the handset.
2. Press a Speed Call key.

To store a Speed Call number:

1. Press **SUPERKEY**.
2. Press the **More** softkey until the **Speed Call** softkey appears.
3. Press the **Speed Call** softkey.
4. Press a personal key that isn't a line key.
5. Enter the number you want to store.
 - Press **HOLD** between digits to create a pause during dialing; press **HOLD** more than once to lengthen the pause.
 - To enter a trunk flash, press the **Insert Flash** softkey. (See "Trunk Flash" for more information about the use of this feature.)
 - To enter the last number dialed, press **REDIAL**.
6. If you want the number to be private, press the **Make Private** softkey.
7. Press the **Save** softkey.
8. Press **SUPERKEY**.

Speed Call - Personal

To dial a stored personal Speed Call number:

1. Lift the handset.
2. Dial **58**.
3. Enter an index number between **00** and **09**.

To store a personal Speed Call number:

1. Lift the handset.
2. Dial **67**.
3. Enter an index number between **00** and **09**.
4. Dial the number to be stored (press **HOLD** between digits to create a pause during dialing; press **HOLD** more than once to lengthen the pause).
5. Hang up.

Handsfree Operation

Your telephone is capable of both half-duplex and full-duplex handsfree operation.

Both modes of operation allow you to conduct conversations without the use of a handset or headset. Full-duplex operation allows you and another user with full-duplex capability to converse without overriding each other's voices. The other user may be using a handset, a headset, or they may be in speakerphone mode.

Full-duplex operation requires that your telephone be connected to an external power adapter. For some environments (e.g. noisy locations), full-duplex handsfree operation may not be suitable. To return to full-time, half-duplex mode, disconnect the external power adapter.

For best performance, users should note the following:

- After a conversation begins, your telephone may take several seconds to determine ideal speaker and microphone levels before commencing full-duplex operation. During this time, your telephone will operate in half-duplex mode.
- While in speakerphone mode, your set may temporarily shift to half-duplex mode if room conditions change (i.e. other persons enter the room) or your hand passes in front of the microphone.
- Your speakerphone works best in a quiet, echo-free environment. (NOTE: Excessive background noise originating with other connected parties can impair communication using the speakerphone. If the noise persists, continue the call using the handset or switch to half-duplex operation by disconnecting the power adapter.)
- Do not place your set near sources of noise such as PC fans, etc.
- You should face your telephone when you speak and you should be no more than four to six feet away. Take care not to block the microphone with papers or other objects.

To use Handsfree Operation to make calls:

1. If you want to use a Non-Prime Line, press a Line Appearance key.
2. Dial the number.
3. Communicate by using the speaker and the microphone.

To use Handsfree Operation to answer calls:

1. Press the flashing line key.
2. Communicate by using the speaker and the microphone.

To hang up while using Handsfree Operation:

- Press **SPEAKER**.

To temporarily disable the microphone during Handsfree Operation:

- Press **MICROPHONE** (the microphone LED turns off).

To re-enable the microphone and return to the conversation:

- Press **MICROPHONE** (the microphone LED turns on).

To disable Handsfree Operation:

- Lift the handset.

To return to Handsfree Operation:

1. Press **SPEAKER**.
2. Hang up.

Auto-Answer

To enable or disable Auto-Answer:

- Press **Auto-Answer** feature key.

To answer a call when you hear ringback:

- Communicate by using the speaker and the microphone.

To terminate a call:

- Press the **Hang-Up** softkey.
-OR-
Wait for the caller to hang up.

CALL HANDLING

Hold

To place a call on Hold:

- Press **Hold**.

To retrieve a call from Hold:

1. Lift the handset.
2. Press the flashing line key.

To retrieve a call from Hold at another station:

- Press the flashing line key.
-OR-
Dial ****1** and the number of the station that placed the call on Hold.

Transfer

To Transfer an active call:

1. Press **TRANS/CONF**.
2. Dial the number of the third party.
3. Do one of the following:
 - To complete the Transfer, hang up.
 - To announce the Transfer, wait for an answer, consult, and hang up.
 - To cancel the Transfer, press the **Back To Held** softkey.

Conference

To form a Conference when a two-party call is already in place, or to add another party to an existing Conference:

1. Press **TRANS/CONF**.
2. Dial the number of the next party.
3. Wait for an answer.
4. Press the **Conference** softkey.

To leave a Conference:

- Hang up.

Conference Split

To Split a Conference and speak privately with the original party:

- Press the **Split** softkey.

Add Held

To move a call on Hold to another line appearance:

1. Press the available line key.
2. Press the **Addheld** softkey.
3. Press the flashing line key.

To add a call on Hold to an existing conversation or conference:

1. Press the **Addheld** softkey.
2. Press the flashing line key.

Swap

To call another party when you are in an established two-party call:

1. Press **TRANS/CONF**.
2. Dial the number.

To alternate between the two parties:

- Press the **Trade Calls** softkey.

Call Forward

Call Forward lets you redirect incoming calls to an alternate number. Busy (Internal, External, and Both) redirects your calls when your telephone is busy. No Answer (Internal, External, and Both) redirects your calls after several rings if you don't answer. Always redirects all incoming calls regardless of the state of your telephone.

Note: For information about using the **To Me** softkey, see "Call Forward - I Am Here."

To program Call Forward:

1. Press **SUPERKEY**.
2. Press the **More** softkey until the **Forwarding** softkey appears.
3. Press the **Forwarding** softkey.
4. Press either the **Busy, No Answer, or Always** softkey.
5. If you pressed the **Busy** or **No Answer** softkey, press either the **Internal, External, or Both** softkey.
6. Dial the destination number.
7. Do one of the following:
 - To save and turn forwarding on, press the **Save/On** softkey.
 - To save and leave forwarding off, press the **Save/Off** softkey.
8. Press **SUPERKEY**.

To turn Call Forward on and off (once it has been programmed):

1. Press the **Forwarding** softkey.
2. Press the **Next** softkey until the type of Call Forward appears.
3. Do one of the following:
 - To turn forwarding on, press the **Turn Fwd On** softkey.
 - To turn forwarding off, press the **Turn Fwd Off** softkey.
4. Press **SUPERKEY** softkey.

To cancel Call Forward:

1. Press **SUPERKEY** softkey.
2. Press the **More** softkey until the Forwarding softkey appears.
3. Press the **Forwarding** softkey.
4. Select the type of Call Forward.
5. Press the **Save/Off** softkey.
6. Press **SUPERKEY** softkey.

Call Forward - I Am Here

To forward calls from a remote station to your current location:

1. Press **SUPERKEY**.
2. Press the **More** softkey until the **Forwarding** softkey appears.
3. Press the **Forwarding** softkey.
4. Press the **To Me** softkey.
5. Dial the extension of the remote station.
6. Press the **Save/On** softkey.
7. Press **SUPERKEY**.

To cancel Call Forward - I Am Here from the station that set the remote forwarding:

1. Lift the handset.
2. Dial ****77**.
3. Dial the extension of the remote station.
4. Hang up.

To cancel Call Forward - I Am Here from the station that was forwarded:

1. Press **Forwarding** softkey.
2. Press the **Turn Fwd Off** softkey.
3. Press **SUPERKEY**.

Call Forward - End Chaining

To ensure that calls do not get forwarded again by the destination number:

1. Lift the handset.
2. Dial **64**.
3. Hang up.

To again allow calls to be forwarded by the destination number:

1. Lift the handset.
2. Dial ****73**.
3. Hang up.

Call Forward - Forced

To force an incoming call to be forwarded:

- Press the **Forward Call** softkey.

Call Forward - Override

To override Call Forward and ring a station:

1. Lift the handset.
2. Dial ***1***.
3. Dial the extension number.

Messaging - Advisory

To turn Messaging - Advisory on:

1. Press the **Messaging** softkey.
2. Press the **Advisory** softkey.
3. Press the **Next Msg** softkey until the desired message appears.
4. Press the **Turn Msg On** softkey.

To turn Messaging - Advisory off:

1. Press the **Messaging** softkey.
2. Press the **Advisory** softkey.
3. Press the **Turn Msg Off** softkey.

Messaging - Callback

To leave a message waiting indication on a telephone when you hear busy or ringback tone:

- Press **Leave A Msg** softkey.

To respond to a message waiting condition on your telephone:

- Do one of the following:
 - Press **Messaging** followed by **Call**.
 - Lift the handset, and then press **Messaging**.

A call is placed to the message sender (voice mail system or extension user) that left the oldest message.

To read messages before responding:

1. Press the **Messaging** softkey.
2. If a password is required, enter your password and press the **Enter** softkey.
3. Press the softkey. **Read Message** softkey.
4. Press the **Call Me Back** softkey.
5. Do one of the following:
 - To call the message sender, press the **Call** softkey.
 - To delete the message, press the **Erase Msg Call** softkey.
 - To view the next message, press the **Next Msg** softkey.

To check for messages from a remote station:

1. Press the **Messaging** softkey.
2. Press the **Remote Msgs** softkey.
3. Dial your extension number.
4. Press the **Enter** softkey.
5. If a password is required, enter your password and press the **Enter** softkey.
6. Press the **Read Message** softkey.

To set a password (up to 7 digits, not including 0):

1. Press the **Messaging** softkey.
2. Press the **New Password** softkey.
3. Enter a password.
4. Press the **Enter** softkey.
5. Enter the password again.
6. Press the **Enter** softkey.
7. Press **SUPERKEY**.

To change or clear your password:

1. Press the **Messaging** softkey.
2. Press the **New Password** softkey.
3. Enter your current password.
4. Press the **Enter** softkey.
5. Press the **New Password** softkey.
6. Enter your current password.
7. Press the **Enter** softkey.
8. Do one of the following:
 - To change your password, enter a new password and press the **Enter** softkey.
 - To clear your password, press **0**.
9. Press **SUPERKEY**.

USING ADVANCED FEATURES

Account Codes

To use Forced Account Codes:

1. Lift the handset.
2. Dial the Account Code digits.
3. Do one of the following:
 - To submit the Account Code, press the # key.
 - To correct an entry error, press the ← softkey.
 - To cancel, press **SUPERKEY**.

To enter an Account Code during a call:

1. Press the **Account Code** softkey.
2. Dial the account code digits.
3. Do one of the following:
 - For a verified account code, press the **Verify/Save** softkey.
 - For a non-verified account code, press the **Save** softkey.

Callback

To request a Callback when you reach a busy or unanswered station:

- Press the **Call Me Back** softkey.

To answer a Callback:

- Lift the handset.

To view and/or cancel outstanding Callbacks:

1. Press **SUPERKEY**.
2. Press the **More** softkey until the Callbacks softkey appears.
3. Press the **Callbacks** softkey.
4. Press the **Next** and **Previous** softkeys (if required).
5. Do one of the following:
 - To cancel a callback, press the **Cancel** softkey.
 - To call the number shown, press the **Call Again** softkey.

Call Park

To retrieve a call parked by the attendant:

1. Lift the handset.
2. Dial ***23**.
3. Dial the console ID and the Hold Slot number.

Call Pickup

To answer a call that is ringing at another station in your Pickup Group:

1. Lift the handset.
2. Press the **Pickup Call** softkey.

To answer a call that is ringing at a station not in your Pickup Group:

1. Lift the handset.
2. Dial ****6**.
3. Dial the number of the ringing station.

Campon

To Campon to a busy station:

- Press the **I Will Wait** softkey.

To retrieve a call when you hear Campon tone:

1. Press the **Call Waiting** softkey.
2. Press the **Trade Calls** softkey.

Do Not Disturb

To activate or deactivate Do Not Disturb:

- Press the **Do Not Disturb** feature key.

To activate Do Not Disturb from a remote station:

1. Lift handset.
2. Dial ****5**.
3. Dial the number of the station to which Do Not Disturb is to apply.
4. Hang up.

To deactivate Do Not Disturb from a remote station:

1. Lift handset.
2. Dial **##5**.
3. Dial the number of the station with Do Not Disturb activated.
4. Hang up.

Override

To use Override when you encounter busy tone:

- Press the **Intrude** softkey.

To use Override when you encounter DND tone:

- Press the Press the **Ring Anyway** softkey.

Paging

To use Paging:

1. Lift handset.
2. Press the **Pager** feature key.
3. Dial the Paging zone number (if required).
4. Make the announcement.

Direct Paging

Direct Paging allows you to page a party through their telephone speaker. If the paged party has Off-Hook Voice Announce enabled, the page will be heard even when the party is on a handset or headset call.

To page a party:

1. Lift the handset or press **MICROPHONE**.
2. Press the **Direct Paging** feature key.
3. Dial the extension number.
4. Speak to the dialed party after the tone.

If Handsfree Answerback has been turned on at your set and you receive a Direct Page while your set is idle, or while you are on a handset or headset call, a handsfree call will automatically be established after a single burst of tone.

The following instructions assume that Handsfree Answerback is not enabled on your set.

To answer a Direct Page (indicated by a single burst of tone):

- Lift handset.
- OR -
Press **MICROPHONE**.

To answer a page while using the handset:

- Press **MICROPHONE**.

To enable or disable Handsfree Answerback:

- Press **MICROPHONE** while the set is idle.

Reminder

To program a Reminder:

1. Press **SUPERKEY**.
2. Press the **Reminder** softkey.
3. Enter the time in 24-hour format.
4. Press the **Save** softkey.

To view, change, and/or cancel a pending Reminder:

1. Press **SUPERKEY**.
2. Press the **Reminder** softkey.
3. Do one of the following:
 - To change the Reminder, enter the new time and press the **Save** softkey.
 - To cancel the Reminder, press the **Cancel** softkey.
 - To exit without canceling the Reminder, press **SUPERKEY**.

To acknowledge a Reminder when your set rings once:

- Press the **Acknowledge** softkey.

Headset Operation

To enable Headset Operation:

- Press the **Headset** feature key.

To answer a call (when Auto Answer is disabled):

- Press the flashing line key.

To hang up:

- Press **Hang-Up** softkey.

To disable Headset Operation:

- Press the **Headset** feature key.

Headset Operation (with Feature Control Switch)

IMPORTANT NOTE: Mitel Networks Headsets with Feature Control Switch (PN9132-800-500-NA/9132-800-501-NA) must be installed in the dedicated headset jack (the jack nearest the front of the set). Installation will disable your handset microphone. Disconnecting the headset at the jack or at the quick-disconnect plug restores handset operation. If handset operation is required for an extended period of time, you should press the Headset feature key to return the telephone to handset mode.

To enable Headset Operation:

- Press the **Headset** feature key.

To answer a call:

- Press flashing Line Appearance key
-OR-
Quickly press and release the headset's feature control switch.

To mute the headset microphone:

- Press and hold the headset's feature control switch.

To hang up:

- Press **Hang-up** softkey.
-OR-
Quickly press and release the headset's feature control switch.

To disable Headset Operation:

- Press the **Headset** feature key.

Music

To turn Music on and off when the set is idle:

- Do one of the following:
 - To turn the music on, press the **Music On** softkey.
 - To turn the music off, press the **Music Off** softkey.

Calculator

To use the Calculator:

1. Press **SUPERKEY**.
2. Press **Calculator** softkey.
3. Use the telephone keypad as the numeric keypad.
The * key is used as a decimal point key. The following operations as well as the Clear Entry/Clear (CE/CLR) and another decimal point are presented as softkeys: (x, ÷, -, +, /, =)
4. Press **SUPERKEY**.

Group Paging / Meet Me Answer

Group Paging allows you to page a group of telephones through their built-in speakers. You can belong to as many as three paging groups with one group designated as your "prime" group.

When you need to respond to a Group Page but don't know the identity or extension number of the paging party, use the Meet Me Answer feature. You have up to 15 minutes after receiving the page to use Meet Me Answer.

To make a Group Page:

1. Lift the handset.
2. Press **Direct Page** or dial ***37**.
3. Do one of the following:
 - To page your prime page group, press **#**.
 - To page a specific page group, dial the page group directory number.
4. Speak to the dialed party after the tone.

To respond to a Group Page by using Meet Me Answer:

1. Lift handset.
2. Dial ***88**.
3. Do one of the following:
 - To respond to a page from your prime page group, press **#**.
 - To respond to a page from a specific page group, dial the page group directory number.

Trunk Flash

The Trunk Flash feature allows you to access Centrex features (if available) while you are talking on an outside call.

To flash a trunk while talking on an outside call:

1. Press **TRANS/CONF**.
2. Dial ***57** for a single flash or ***56** for a double flash.
3. Wait for dial tone.
4. Dial the Centrex feature access code.

USING MLPP

Multi-Level Precedence and Preemption (MLPP) facilitates emergency communications for the military. MLPP enables authorized users to specify a precedence level when making a call, and to preempt calls with a lower precedence level.

To make a precedence call:

1. Dial the precedence access digit (a number between 2 and 9). Wait for dial tone to end.
2. Dial the appropriate precedence level digit (a number from 0 to 3, such as 1 for Flash). Note that if you have chosen a higher precedence level than you are authorized to use, the system either routes the call to an announcement or you hear an error tone.
3. Dial the ARS leading digit (if necessary) and the destination telephone number (for example, 7-555-1234). If the destination is idle, the phone will ring and you will hear the Precedence Ringback tone. If the destination is busy and preemption is successful, you will hear silence until the called party acknowledges preemption by hanging up. You will then hear the Precedence Ringback tone. The preempted parties will hear the Preemption tone.
4. If the destination is busy and preemption is unsuccessful, you will receive a Blocked Precedence Announcement (BPA). If you get BPA, hang up and then retry the call at a higher precedence level if you are authorized to do so. If you get BPA and cannot retry the call at a higher precedence level, you can call MLPP attendant and ask the attendant to place the call for you.
5. Once you are connected, carry on your conversation. During the call, your telephone set will display both the precedence of the call and its duration.
6. When you finish the call, hang up.

To answer a precedence call:

If your telephone is idle and you receive a call with a precedence level higher than routine, you will hear the MLPP precedence ring. If your telephone has a display, it will indicate the precedence level of the incoming call.

1. When you hear the MLPP precedence ring (short ring, very short pause, short ring, long pause), answer the telephone. As you talk, the display indicates the precedence level of the call as well as the duration of the call.
2. When you have finished the call, hang up.

To respond to preemption:

- If you are engaged in a call and hear a continuous preemption warning tone, a call of higher precedence is attempting preemption. Hang up immediately, wait for an MLPP ring, and then answer the telephone. As you talk, the display indicates the priority of the call as well as the duration of the call.
- If you are engaged in a call and hear three seconds of preemption tone, it means that the person you were talking to has been preempted. You should hang up. You may place another call if required.

FEATURE ACCESS CODES

Save Last Number	**79
Repeat Last Number Saved	*6*
Personal Speedcall - Invoke	58
Personal Speed Call - Upper Range Index Number	09
Personal Speedcall - Store	67
Call Hold - Remote Retrieve	**1
Cancel Call Forwarding Follow Me - Remote	**77
Call Forwarding - End Chaining	64
Cancel Call Forwarding - End Chaining	**73
Call Forwarding - Override	*1*
Call Park - Remote Retrieve	*23
Call Pickup - Directed	**6
Do Not Disturb - Remote	**5
Do Not Disturb - Cancel Remote	##5
Direct Page	*37
Meet Me Answer	*88
Trunk Single Flash	*57
Trunk Double Flash	*56