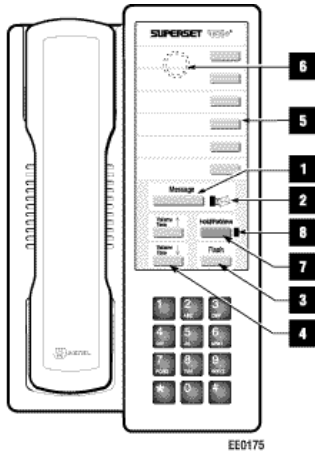


## How to Use This Guide

This guide groups telephone features under the headings "Making calls", "Answering calls", "While you are Talking" and "Reference Information".



## Function Keys and Indicators

1. **MESSAGE Key:** for sending and responding to messages.
2. **Message Lamp:** When flashing, it indicates that a message is waiting. When lit during a call, a message can be sent.
3. **FLASH Key:** for transferring calls and setting up conference calls, and initiating other system features.
4. **VOLUME TONE  $\wedge$  Key and VOLUME TONE  $\vee$  Key:** for adjusting the volume of the handset receiver, and the volume and pitch of the ringer.

5. **Speed Call Keys:** These keys can be programmed to automatically dial specific numbers.
6. **Speed Call Programming button:** Allows you to program the speed call keys. This button is concealed beneath the faceplate. To expose it, remove the plate.
7. **HOLD/RETRIEVE Key (red key):** places the user on hold/takes them off hold.
8. **Hold Lamp:** When flashing, it indicates that a call is on hold.

## FLASH Key and Feature Access Codes

You use the FLASH key to transfer calls to other telephones, to set up conference calls, and to initiate other telephone system features.

Certain telephones features are activated and disabled by Feature Access Codes. To activate a feature, lift the handset, press the FLASH key and then dial the access code for that feature.

Feature Access Codes are set by your Communications Department. On the last page of this guide is a table listing the most popular features, with space for you to fill in the access codes. Contact your Communications Department for the Feature Access Codes available on your telephone system.

## Features Not Available

Some procedures in this guide may not be enabled on your telephone set. See your Communications Department if you have any questions.

The *SUPERSET 401+* telephone is compatible with older PBX software versions (i.e. previous to G1005 F29). If you are using an older version, then the Speed Call and Hold Keys will not function. To access these features, you must have your PBX software updated.

## MAKING CALLS

To make a call, lift the handset and dial the number on the dialpad, or press a Speed Call key.

## 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 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.

#### *When the Line is Busy*

- When you hear busy tone, enter the Callback - Busy feature access code to set up an automatic Callback.

#### *When There Is No Answer*

- When there is no answer to your call, replace the handset.
- Lift the handset and enter the Callback-No Answer feature access code.
- Enter the number of the unanswered extension.  
You will hear dial tone.

- Replace the handset.  
When the person next uses the telephone and hangs up, your telephone will ring.
- Lift the handset, the called extension is rung.

#### *Cancel a Callback*

- Enter the Clear All Features feature access code to cancel a Callback before it is honored.

**Note:** This also cancels any Call Forward or Do Not Disturb features that you have activated.

## CAMP ON

### 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 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.

#### *Camp On a Busy Line*

- Remain on the line when you hear busy tone.  
After approximately 10 seconds, the busy tone will change slightly, indicating that you are camped on.
- Do NOT replace the handset.
- When the user answers the call your call will be connected.

## *Intrude On a Busy Line*

- When you hear busy tone, enter Override feature access code to intrude on the conversation.  
You hear a warning tone and then are connected to the call.  
This forms a 3-party conference, of yourself, the person you called, and the other person in that call.

## ABBREVIATED DIAL

### What is an Abbreviated Dial Number

Frequently dialed telephone numbers can be stored in your telephone system. Note that the Speed Dial keys can store up to six numbers for rapid dialing. The Abbreviated Dial facility can be used to store additional numbers. When you dial the Abbreviated Dial access code and index number, the system automatically dials the stored number for you.

#### *Use an Abbreviated Dial Number*

- Dial the Abbreviated Dial feature access code.
- Dial the desired Abbreviated Dial Index Number.  
The stored number is dialed automatically.

## MESSAGES

### Do You Have a Message Waiting

If someone has left a message for you with the Attendant, the Message Lamp on your telephone will flash. Simply press the MESSAGE key to place a call to the Attendant to receive your message. A caller at another extension may also leave a message for you to call. This will cause the Message Lamp on your set to flash. Press MESSAGE to automatically place a call to that extension.

### *Send a Message on Busy/No Answer*

- When you hear busy tone, or there is no answer, press MESSAGE  
The Message Lamp on your set must be on while making a call.
- Replace the handset.  
A Callback message is left at the busy or unanswered extension.

### *Respond to a Message Waiting*

- Lift the handset and press MESSAGE if the Message Lamp on your idle set is flashing. The extension of the caller who left the message is rung.
  - Press MESSAGE again if the line is busy or there is no answer.  
This will leave a Callback message at the extension of the original caller, and turn off the Message Lamp on your set.
  - Replace the handset.
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## ANSWERING CALLS

### 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. Each type of Call Forwarding is activated by a different Feature Access Code, followed by a condition code, if necessary.

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 can use different Feature Access Codes for internal and external calls. See your Communications Department to find out whether this feature is enabled. If it is disabled, all calls are forwarded to one destination.

Condition codes let you forward calls under different circumstances. For instance, you may only want calls to be forwarded if your line is busy. Condition codes are listed below.

- |                  |   |
|------------------|---|
| 1 Follow Me      | 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. |

You can also program Call Forwarding on your telephone from another extension, by using the Call Forwarding – I Am Here feature access code.

### *Set Up Call Forwarding*

- Lift the handset and enter the appropriate Call Forward feature access code
- Enter the desired condition code for Follow Me, Busy, No Answer, or Busy/No Answer (see “Forwarding Your Calls” above).
- Dial extension number to which calls are to be forwarded.
- Replace the handset.  
Call Forwarding is now activated.

### *Forwarding to an External Number*

Calls can also be forwarded to an external number.

- Enter the appropriate Call Forward feature access code
- Enter the desired condition code for Follow Me, Busy, No Answer, or Busy/No Answer (see “Forwarding Your Calls” above).
- Enter the Abbreviated Dial feature access code.
- Enter the Abbreviated Dial Index Number  
for the external telephone number to which calls are to be forwarded. See “Abbreviated Dial” for information on Abbreviated Dial Index Numbers.
- Replace the handset.  
Call Forwarding to an external number is activated.

### *Cancel Call Forwarding*

- Lift the handset and dial the appropriate Call Forward feature access code  
DO NOT dial a condition code or destination number.  
OR
- Dial the Clear All Features feature access code.

**Note:** This also cancels any Callback or Do Not Disturb features that you have activated.

- Replace the handset.  
The current forwarding is canceled.

### *Set Up Call Forwarding at Another Extension*

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

- Enter the Call Forward – I Am Here feature access code.
- Dial your own extension number.
- Replace the handset.  
All calls at your extension are automatically forwarded to this extension.

### *Cancel Call Forwarding from Another Extension*

- Enter the Call Forward – Cancel I Am Here feature access code on the telephone where this feature was enabled.
  - Replace the handset.  
Call Forward - I Am Here is canceled.
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## 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 dial a short code.

### *Answer a Call For Your Pickup Group*

If you extension has been programmed into a pickup group, you can “pick up” calls for any other member of your pickup group.

- Lift the handset and enter the Call Pickup feature access code to be connected to the caller.

### *Answer a Call Outside Your Pickup Group*

- Lift the handset and enter the Directed Call Pickup feature access code.
  - Dial the number of the ringing extension to be connected to the caller.
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## DO NOT DISTURB

### **What is 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*

- Lift the handset and enter the Do Not Disturb feature access code, plus 1.
- Replace the handset.  
Do Not Disturb is set for your telephone.

### *Cancel Do Not Disturb*

- Enter the Cancel Do Not Disturb feature access code, plus 2.
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## WHILE YOU ARE TALKING

### CALL HOLD

#### Temporary Hold and Hard Hold

A call is put on temporary hold when you press the FLASH key. Normally, you press FLASH to put a caller on hold before transferring or setting up a conference. If you hang up with a caller on temporary hold, the call automatically rings you back.

When you put a caller on hold with the HOLD key, you can hang up without being automatically called back. You can dial a feature access code, make a call, or receive another call. A call placed on hold in this manner can be retrieved at your own extension, or at another extension.

#### Put a Call on Hold

- While in a call, press HOLD.  
Your call is put on hard hold.
- Replace the handset.  
Your call remains on hold, and you can make or receive other calls as you would normally.

#### Retrieve a Held Call

- Lift the handset.
- Press HOLD.  
You are connected with your held call.

#### Retrieve a Held Call at Another Extension

- Dial the Remote Call Hold Retrieve feature access code.
- Dial the extension number holding

the call.  
You are connected with your held call.

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### CALL TRANSFER

#### Transfer a Call

- While on a call, press FLASH 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

if the destination number is busy, or there is no answer.

- Press FLASH again.
  - Enter the Call Hold Remote Retrieve feature access code  
You are connected to your original call.  
OR
  - Hang up, the original caller will call you back.
  - Pick up the handset.
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## CONFERENCE

### Set Up a 3-party Conference

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

If an intended conferee is busy or does not answer:

- Press FLASH again to return to the original caller.

### Add Another Party

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

- Press FLASH.  
Call the next person. Wait until the call is answered.
- Press FLASH again to include everyone dialed so far.

### Leave a Conference

- Replace the handset.  
The other conferees remain connected to each other.
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## CALL WAITING

### 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 swap to the waiting call.

#### *Swap to a Waiting Call*

- While in a call, press FLASH to put the current call on hold, and connect with the waiting call.
  - Press FLASH again.  
Depending on the programming for your set, you return to the original call placing the second caller on hold, or you form a 3-party conference call.  
See your Communications Department for further information.
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## CALL PARK

### What is Call Park

You can “park” a call by dialing the Call Park feature access code. Your telephone does not ring automatically when you hang up after parking a call, but you cannot make or receive other calls until after you have retrieved your parked call. You can retrieve a parked call at your own extension by simply lifting the handset, or you can retrieve the call from a another extension.

#### *Park a Call*

- While on a call, press FLASH.  
Your call is put on hold.

- Enter the Call Park feature access code.
- Replace the handset.  
The call is “parked”: you cannot make or receive calls on your extension until this call is retrieved and completed.

#### *Retrieve a Parked Call*

- Lift the handset.  
You are connected with your parked caller.

#### *Retrieve a Parked Call from Another Extension*

- On another extension, dial the call Park or Directed Call Pickup feature access code.
  - Dial the extension number where your call is parked.  
You are connected with your parked call.
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- Dial the number including the external line access code, if necessary.
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## 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 Before a Call*

- Lift the handset and enter the Account Code feature access code.
- Enter the Account Code.  
You hear dial tone.

## REFERENCE INFORMATION

### PROGRAM A SPEED CALL KEY

#### 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.

#### To Program a Speed Call Key

- Expose the Speed Call programming button by removing the set faceplate and keylabel card.
- Without lifting the handset, press the Speed Call programming button.  
The *SUPERSET 401+* beeps and both indicators begin to flash.
- Press the desired Speed Call Key. Enter the number to be saved including the outside access code and area code, if necessary. Up to 40 digits can be entered.
- Press the Speed call programming button again.  
The speed call number is now saved, the indicators stop flashing.

To change a previously programmed speed call number, simply re-program it. The new number will overwrite the old one.

#### To Erase an Individual Speed Call Number

- Expose the Speed Call programming button by removing the set faceplate and keylabel card.
- Without lifting the handset, press the

Speed Call programming button.  
The *SUPERSET 401+* beeps and both indicators begin to flash.

- Press the Speed Call Key to be erased, twice.  
The Speed Call Key is erased.
- Press the Speed call programming button again.

#### To Erase all Speed Call Numbers

- Without lifting the handset, depress Speed Call Keys 1 and 6 while simultaneously pressing the # key three times.  
All six Speed Call Keys are erased.

#### Add a Pause

Dial pauses are sometimes required to separate portions of the dial string. A three second pause can be added to the speed dial string by pressing the red HOLD/RETRIEVE key.

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## TIMED REMINDER (Automatic Wakeup)

#### What is a Timed Reminder

You can set up a timed reminder that will ring your telephone at a prearranged time. This is useful when you want a reminder to go to a meeting, make a call, and so on.

#### Set a Timed Reminder

- Enter Timed reminder feature access

code.

- Dial 4-digit time in 24-hour format.  
(e.g., 1430 for 2:30 p.m.)
- Replace the handset.  
The timed reminder is set to ring at the specified time.

#### What to do when the Reminder Rings

If your telephone is busy, the reminder rings when you replace the handset.

- Lift and replace the handset when you hear the reminder ringing. The ringing stops.

#### Cancel a Reminder Before it Rings

- Enter Timed Reminder feature access code.
  - Dial 9999.
  - Replace the handset.  
The timed reminder is canceled.
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