Superset™ 4001

SX-200®

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

Contents

ABOUT YOUR PHONE

The SUPERSET 4001 has six fixed-function keys (**PROGRAM, MESSAGE, HOLD/RETRIEVE, FLASH, ▲, ▼**) and seven personal keys. A personal key can be programmed to dial a Speed Call number or a feature access code. Your telephone also features a large Message indicator.

Telephone status indicators

Line Status	Indicator Meaning
Idle	Off
Busy	On
Ringing	Flashing slowly
On hold at your phone	Flashing rapidly
On hold at another phone	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 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

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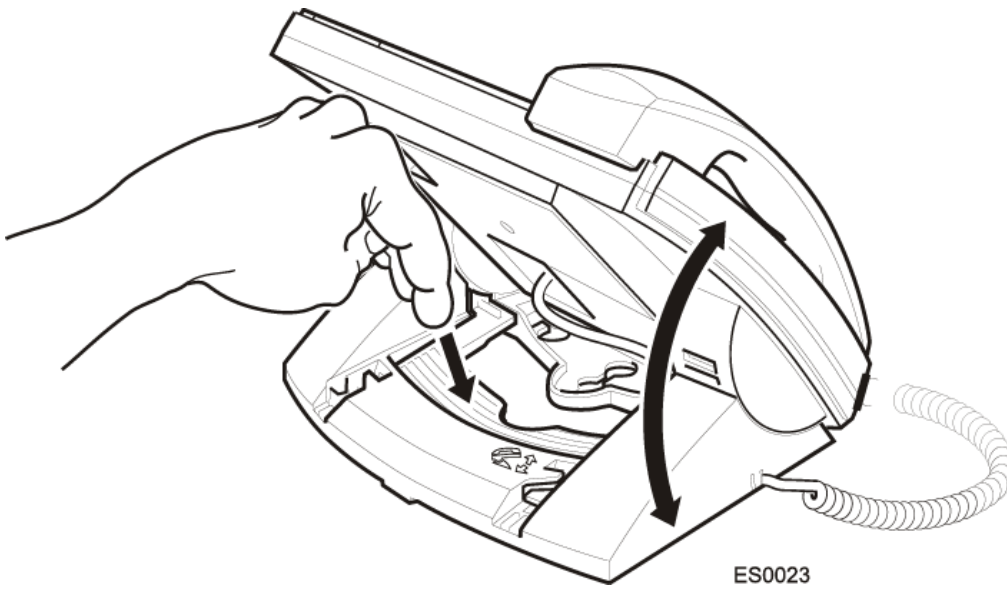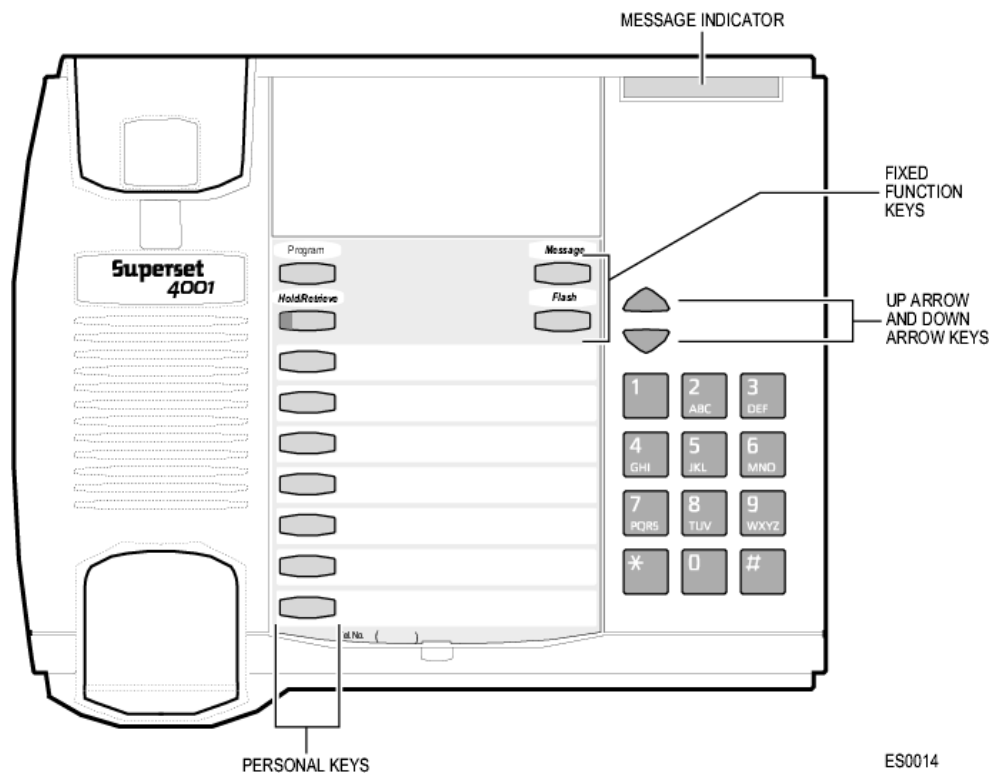
Changing Handsets

Your SUPERSET 4001 telephone is compatible with several specialty handsets. To remove the handset shipped with your phone 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 phone is ringing:
- Press ▲ or ▼.

To adjust the ringer pitch:
1. Lift the handset.
2. Dial **27**.
3. Dial **33**.
4. Press ▲ or ▼.
5. Hang up.

Handset Receiver Volume Control

To adjust the Handset Receiver Volume when you are using the handset:
- Press ▲ or ▼.

MAKING AND ANSWERING CALLS

Make a Call

1. Lift the handset.
2. Dial the number.
   -OR-
   Press a Speed Call key.

Answer a Call

- Lift the handset.

Redial

To redial the last number that you manually dialed:

1. Lift the handset.
2. Dial **30**.

Speed Call Keys

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 **PROGRAM**.
2. Press the desired Speed Call key.
3. Dial the number to be stored. If required, press **HOLD/RETRIVE** to enter 2-second pause between any two digits.
4. Press **PROGRAM**.

Speed Call-Personal

To dial a personal Speed Call number:

1. Lift the handset.
2. Dial **52**.
3. Enter an index number between **1** and **5**.

To store a personal Speed Call number:

1. Lift the handset.
2. Dial **51**.
3. Enter an index number between **1** and **5**. If required, press **HOLD/RETRIEVE** to enter a 2-second pause between any two digits.
4. Dial the number to be stored.
5. Hang up.

CALL HANDLING

Hold

To place a call on Hold:

- Press **HOLD/RETRIEVE**.

To retrieve a call from Hold:

- Press **HOLD/RETRIEVE**.

To retrieve a call that has been placed on Hold at another extension:

1. Lift the handset.
2. Dial **23**.
3. Dial the number of the extension that placed the call on Hold.

Transfer

To Transfer an active call:

1. Press **FLASH**.
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 **FLASH**.

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 **FLASH**.
2. Dial the number of the next party.
3. Wait for an answer.
4. Press **FLASH**.

To leave a Conference:

- Hang up.

Broker's Call

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

1. Press **FLASH**.
2. Dial the number.

To alternate between the two parties:

- Press **FLASH**.

Call Forward

To program and activate Call Forward:

1. Lift the handset.
2. Do one of the following:
   - To redirect internal calls, dial **04**.
   - To redirect external calls, dial **05**.
   - To redirect both internal and external calls, dial **03**.
3. Do one of the following:
   - To redirect all calls, press **1**.
   - To redirect calls when your telephone is busy, press **2**.
   - To redirect calls when you don't answer, press **3**.
   - To redirect calls when your telephone is busy or when you don't answer, press **4**.
4. Dial the destination number.
5. Hang up.

To cancel Call Forward:

1. Lift the handset.
2. Do one of the following:
   - To cancel the redirect of internal calls, dial **04**.
   - To cancel the redirect of external calls, dial **05**.
   - To cancel the redirect of both internal and external calls, dial **03**.
3. Hang up.

Call Forward - Remote

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

1. Lift the handset.
2. Dial **06**.
3. Dial the number of the remote extension.
4. Hang up.

To cancel Call Forward - Remote from the extension that set the remote forwarding:

1. Lift the handset.
2. Dial **07**.
3. Dial the extension of the remote extension.
4. Hang up.

To cancel Call Forward - Remote from the extension that was forwarding:

1. Lift the handset.
2. Dial **03**.
3. Hang up.

Call Forward - Toggle

This feature is useful if you want call forwarding in effect for Busy and No Answer conditions most of the time, but need to override it with Call Forward Always occasionally--for example, when you're using a second phone such as a SUPERSET 4090 cordless phone. Instead of changing the call forward programming on your main phone to turn Call Forward Always on and off, you can program a key to do it.

You can also program keys to turn Call Forward Busy, No Answer or Busy/No Answer on and off.

To toggle call forward:
- Press the programmed feature key: **Forward Always**, **Forward Busy**, **Forward No Ans**, or **Forward Busy/NA.**
  For information on programming a feature key, see "Feature Keys" elsewhere in this guide.

Note: You may also program a **Forward All** key to enable and disable all call forward types that have a destination programmed.

Messaging - Callback

To leave a Callback Message on a telephone when you hear busy or ringback tone:
- Press **MESSAGE**.

To respond to a Message Waiting condition on your telephone:
1. Lift the handset.
2. Press **MESSAGE**.

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

If the extension is busy or the user does not answer, you can send the user a Callback message by pressing the **MESSAGE** key again. This cancels the Callback message on your extension.

USING ADVANCED FEATURES

Account Codes

To access a trunk via Account Code entry:

1. Lift the handset.
2. Dial **01**.
3. Dial the Account Code digits followed by **#**.
4. Dial the trunk call.

Callback

To request a Callback when you reach a busy extension:

1. Dial **7**.
2. Hang up.

To request a Callback when the extension does not answer:

1. Hang up.
2. Lift the handset.
3. Dial **43**.
4. Dial the number of the unanswered extension.
5. Hang up.

To answer a Callback:

- Lift the handset.

Call Park

To park a call:

1. Press **FLASH**.
2. Dial **33**.
3. Hang up.

To retrieve a parked call from your phone:

- Lift the handset.

To retrieve a call parked by another extension:

1. Lift the handset.
2. Dial **23**.
3. Dial the number of the extension that parked the call.

Call Pickup

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

1. Lift the handset.
2. Dial **08**.

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

1. Lift the handset.
2. Dial **09**.
3. Dial the number of the ringing extension.

Campon

To campon to a busy extension:

- Wait for the 10-second time-out period to expire.

To retrieve a call when you hear Campon tone:

- Press **FLASH**.

Do Not Disturb

To activate Do Not Disturb:

1. Lift the handset.
2. Dial **10**.
3. Dial **1**.
4. Hang up.

To deactivate Do Not Disturb:

1. Lift the handset.
2. Dial **10**.
3. Dial **2**.
4. Hang up.

Override

To use Override when you encounter busy tone:

- Dial **8**.

Paging - PA

To use Paging:

1. Lift the handset.
2. Do one of the following:
   - To page the default zone, dial **12**.
   - To page a specific zone, dial **13** followed by the zone number (0-9).
3. Make the announcement.

Paging - Direct

To page an extension that has Whisper Announce or Off-Hook Voice Announce enabled:

1. Lift the handset.
2. Dial **48**.
3. Dial the extension number.
4. Page the called party.

To answer a Direct Page:

- Lift the handset.

Paging - All Set

To page all telephones simultaneously through their speakers:

1. Lift the handset.
2. Dial **48**.
3. Press *****.
4. Page the called party.

To answer an All Set Page:

1. Lift the handset.
2. Dial **49**.

Paging - Group

To page all extensions in a paging group simultaneously through their speakers:

1. Lift the handset.
2. Dial **48**.
3. Press **#**.

To respond to a Group Page:

1. Lift the handset.
2. Dial **49**.

Reminder

To set or modify a timed reminder:

1. Lift the handset.
2. Dial **32**.
3. Set a time by entering the hour and minutes in 24-hour format. For example, entering 1415 sets a reminder for 2:15 PM.
   You hear dial tone if the time is vaild; reorder tone if it is invalid.

To cancel a timed reminder:

1. Lift the handset.
2. Dial **32**.
3. Hang up.

To acknowledge the reminder (indicated by five rings).

- Lift the handset.

Reminder - Multiple

To set multiple reminders (up to three):

1. Lift the handset.
2. Dial **32**.
3. Dial # followed by the number of the timer (#1, #2, or #3). To repeat the timer daily, dial *.
4. Set a time by entering the hour and minutes in 24-hour format. For example, entering 1415 sets a reminder for 2:15 PM.
   You hear dial tone if the time is vaild; reorder tone if it is invalid.
5. Repeat for each additional timer.

To cancel the Timer 1 reminder:

1. Lift the handset.
2. Dial **32** followed by 9999.
3. Replace the handset.

The reminder is cancelled.

To cancel multiple reminders:

1. Lift the handset.
2. Dial **32** followed by 9999.
3. Dial # followed by the timer number (#1, #2, or #3).
4. Dial 9999.
5. Replace the handset.

To acknowledge the reminder (indicated by five rings).

- Lift the handset.

FEATURE ACCESS CODES

Tone Demonstration	27
Last Number Redial	30
Retrieve Personal Speed Call	52
Store Personal Speed Call	51
Call Hold Retrieve (Remote)	23
Call Forwarding - Internal Only	04
Call Forwarding - External Only	05
Call Forwarding - All Calls	03
Call Forwarding - I'm Here	06
Call Forwarding - Cancel I'm Here	07
Account Code Access	01
Callback Busy <single digit only>	7
Callback - No Answer	43
Call Park	33
Dial Call Pickup	08
Directed Call Pickup	09
Do Not Disturb	10
Executive Busy Override <single digit only>	8
Paging Access To Default Zone(s)	12
Paging Access To Specific Zones	13
Direct Paging	48
Group Page Meet-Me-Answer	49
Automatic Wakeup/Reminder	32