

# Superset™ 4025

SX-2000®



## Tri-City Communications

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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.

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## **ABOUT YOUR PHONE**

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The SUPERSET 4025 has ten fixed-function keys ( SUPERKEY, TRANS/CONF, REDIAL, MESSAGE, HOLD, CANCEL, 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 display-assisted selection of features, on-hook dialing, and a large Message Indicator.

Note: When using the SuperKey, press Cancel to back up one menu level.

#### 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

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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

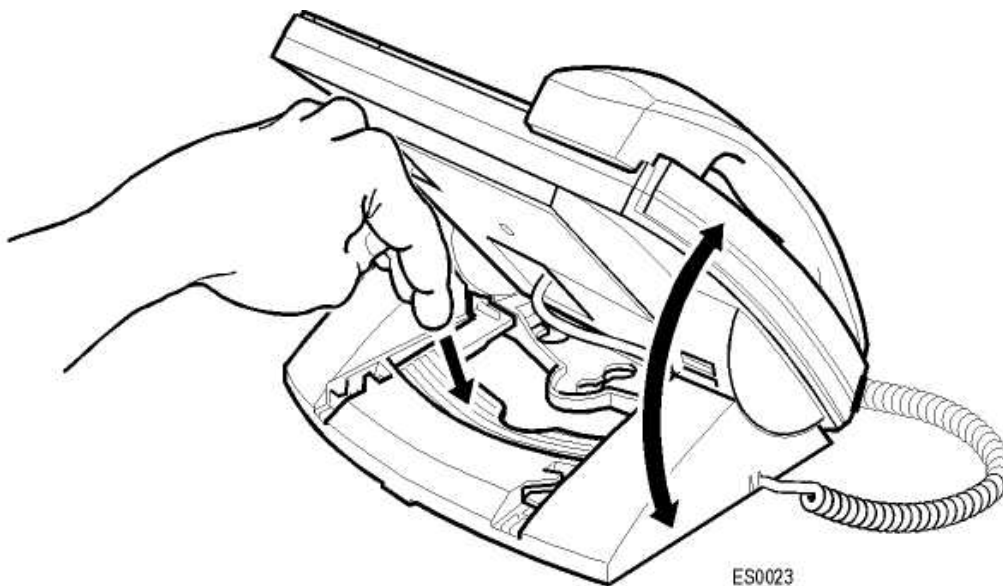
Your phone has a control for adjusting the volume of the handset receiver or headset. Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

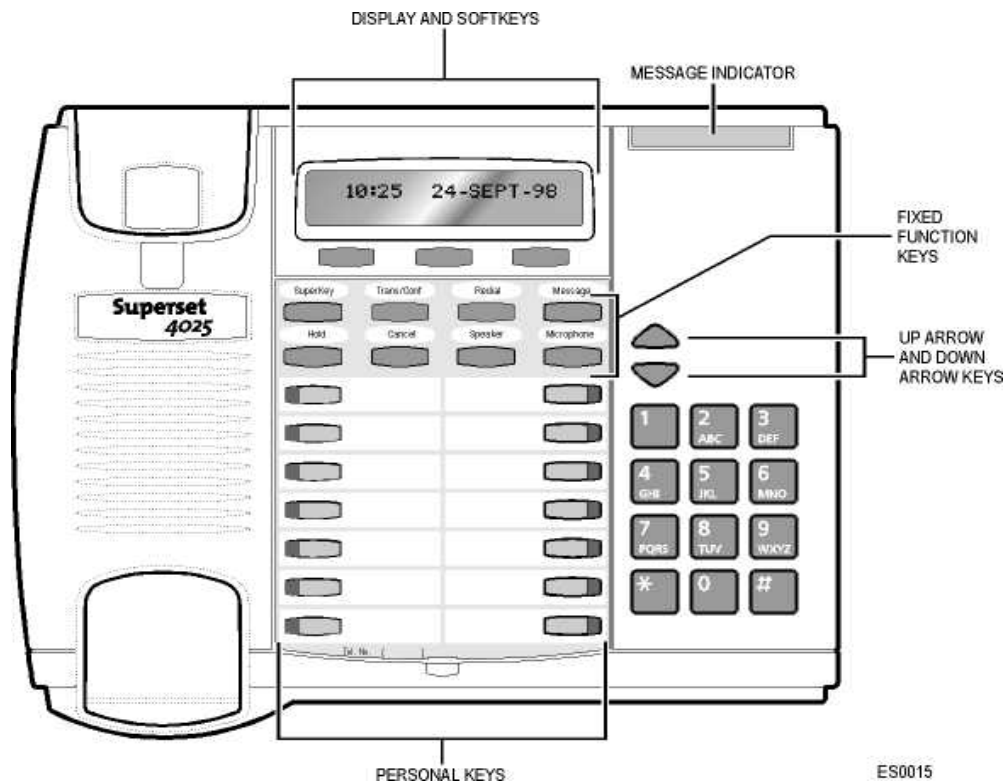
Adjusting the viewing angle

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.





## Changing Handsets

Your SUPERSET 4025 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 No softkey until "Ringer Adjust?" appears.
3. Press the Yes softkey.
4. Press the Yes 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 or REDIAL.
3. Press SUPERKEY.

To re-program a personal key:

1. Press SUPERKEY.
2. Press the No softkey until "Personal Keys?" appears.
3. Press the Yes softkey.
4. Press a personal key that isn't a line key.
5. Press the Change softkey.
6. Press the No softkey until the desired feature appears.
7. Press the Yes softkey.
8. Press SUPERKEY.

#### Language Change

To change the display language:

1. Press SUPERKEY.
2. Press the No softkey until "Language?" appears.
3. Press the Yes softkey.
4. Press the Change softkey.
5. Press the No until the desired language appears.
6. Press the Yes softkey.

## **MAKING AND ANSWERING CALLS**

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### 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.
3. Press the Lookup softkey.
4. If no match exists, edit the original entry.
5. If the name is not unique, press the Next softkey.
6. Do one of the following:
  - To make the call, press the Call softkey.
  - To edit the entry, press the Retry 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 ##6.

To Redial a saved number:

1. Lift the handset.
2. Dial ##8.

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 No softkey until "Personal Keys?" appears.
3. Press the Yes softkey.
4. Press a personal key that isn't a line key.
5. Press the Change softkey.
6. Press the Yes softkey.
7. Do one of the following:
  - To enter a new number, dial the number. 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 TRANS/CONF. (See "Trunk Flash" for more information about the use of this feature.)
  - To enter the last number dialed, press REDIAL.
8. If you want the number to be private, press the Priv softkey.
9. Press the Save softkey.
10. Press SUPERKEY.

#### Handsfree Operation

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.

## CALL HANDLING

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 #12 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 CANCEL.

To transfer an active call during headset operation:

1. Press TRANS/CONF.
2. Dial the number of the third party.
3. To complete the Transfer, press the Release feature key.

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 TRANS/CONF.

To leave a Conference:

- Hang up.

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.

#### Call Forward

Call Forward lets you redirect incoming calls to an alternate number. Always redirects all incoming calls regardless of the state of your telephone. B-Int redirects internal calls when your telephone is busy, and B-Ext redirects external calls when your telephone is busy. NA-Int redirects internal calls after several rings if you don't answer, and NA-Ext redirects external calls after several rings if you don't answer.

Note: For information about "I'm Here?", see Call Forward - Remote.

To program Call Forward:

1. Press SUPERKEY.
2. Press the No softkey until "Call Forwarding?" appears.
3. Press the Yes softkey.
4. Press the Next softkey until the type of Call Forward appears (see above).
5. Press the Review softkey.
6. If a number is already programmed, press the Change softkey.
7. Press the Program softkey.
8. Dial the destination number.
9. Press the Save softkey.

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

1. Press SUPERKEY.
2. Press the No softkey until "Call Forwarding?" appears.
3. Press the Yes softkey.
4. Press the Next softkey until the type of Call Forward appears.
5. Press the Review softkey.
6. Press the Change softkey.
7. Do one of the following:
  - o To turn Call Forward on, press the TurnOn softkey.
  - o To turn Call Forward off, press the TurnOff softkey.

#### Call Forward - I Am Here

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

1. Press SUPERKEY.
2. Press the No softkey until "Call Forwarding?" appears.
3. Press the Yes softkey.
4. Press the Next softkey until "I Am Here" appears.
5. Press the Yes softkey.
6. Dial the extension of the remote station.
7. Press the Save softkey.

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

1. Lift the handset.
2. Dial ##27.
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 SUPERKEY.
2. Press the No softkey until "Call Forwarding?" appears.
3. Press the Yes softkey.
4. Press the Review softkey.
5. Press the Change softkey.
6. Press the TurnOff softkey.
7. Press SUPERKEY.

#### Call Forward - Forced

To force an incoming call to be forwarded:

- Press the Forward softkey.

#### Call Forward - Override

To override Call Forward and ring a station:

1. Lift the handset.
2. Dial \*8.
3. Dial the extension number.

#### Messaging - Advisory

To turn Messaging - Advisory on:

1. Press SUPERKEY.
2. Press the No softkey until "Advisory Msgs?" appears.
3. Press the Yes softkey.
4. Press the Next softkey until the desired message appears.
5. Press the TurnOn softkey.

To turn Messaging - Advisory off:

1. Press SUPERKEY.
2. Press the No softkey until "Advisory Msgs?" appears.
3. Press the Yes softkey.
4. Press the TurnOff softkey.

## **USING ADVANCED FEATURES**

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#### Call Park

To retrieve a call parked by the attendant:

1. Lift the handset.
2. Dial #3.
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 softkey.

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

1. Lift the handset.
2. Dial #8.
3. Dial the number of the ringing station.

#### Campon

To Campon to a busy station:

- Press the Wait softkey.

To retrieve a call when you hear Campon tone:

- Press the Trade 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 \*54.
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 \*53.
3. Dial the number of the station with Do Not Disturb activated.
4. Hang up.

#### Override

To use Override when you encounter busy or DND tone:

- Press the Intrude feature key.

#### Reminder

To program a Reminder:

1. Press SUPERKEY.
2. Press the No softkey until "Timed Reminder?" appears.
3. Press the Yes softkey.
4. Enter the time in 24-hour format.
5. Press the Save softkey.

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

1. Press SUPERKEY.
2. Press the No softkey until "Timed Reminder?" appears.
3. Press the Yes softkey.
4. Do one of the following:
  - To change the Reminder, press the Change softkey, enter the new time, and press

- the Save softkey.
- To cancel the Reminder, press the Clear softkey.
- To exit without canceling the Reminder, press SUPERKEY.

To acknowledge a Reminder when your set rings once:

- Press the Confirm 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 CANCEL.

To disable Headset Operation:

- Press the Headset feature key.

## **FEATURE ACCESS CODES**

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Save Last Number	##6
Repeat Last Number Saved	##8
Call Hold - Remote Retrieve	#12
Cancel Call Forwarding Follow Me - Remote	##27
Call Forwarding - Override	*8
Call Park - Remote Retrieve	#3
Call Pickup - Directed	#8
Do Not Disturb - Remote	*54
Do Not Disturb - Cancel Remote	*53