

Superset™ 4015

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

The SUPERSET 4015 has eight fixed-function keys (SUPERKEY, MESSAGE, HOLD, CANCEL, TRANSFER/CONFERENCE, REDIAL, ▲, ▼) and seven personal keys with built-in status indicators. The personal key on the bottom left is always your Prime Line; the remaining personal keys can be programmed as Feature, Speed Call, or Line Appearance keys. 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

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

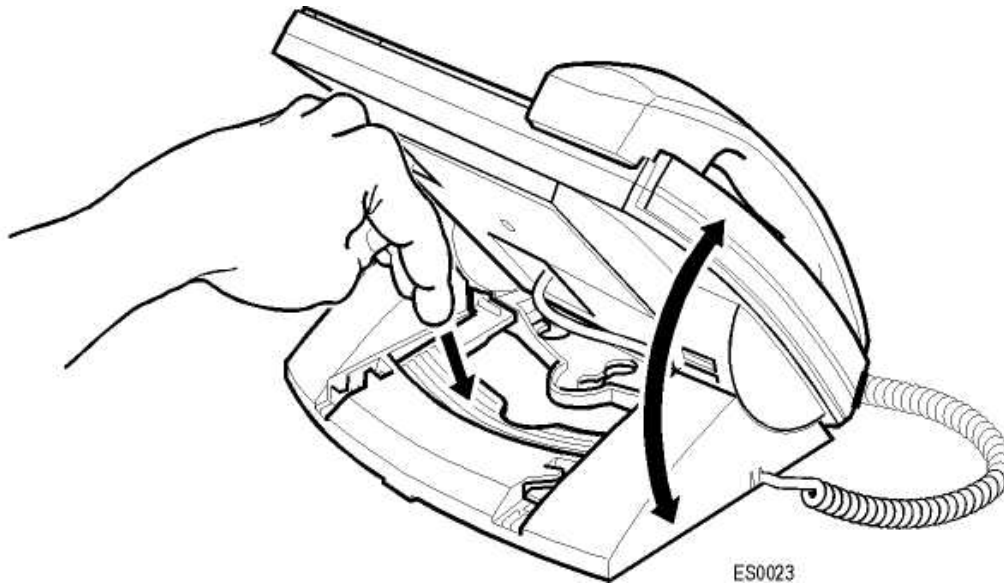
Your phone has a control for adjusting the volume of the handset receiver or headset. Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

Adjusting the viewing angle

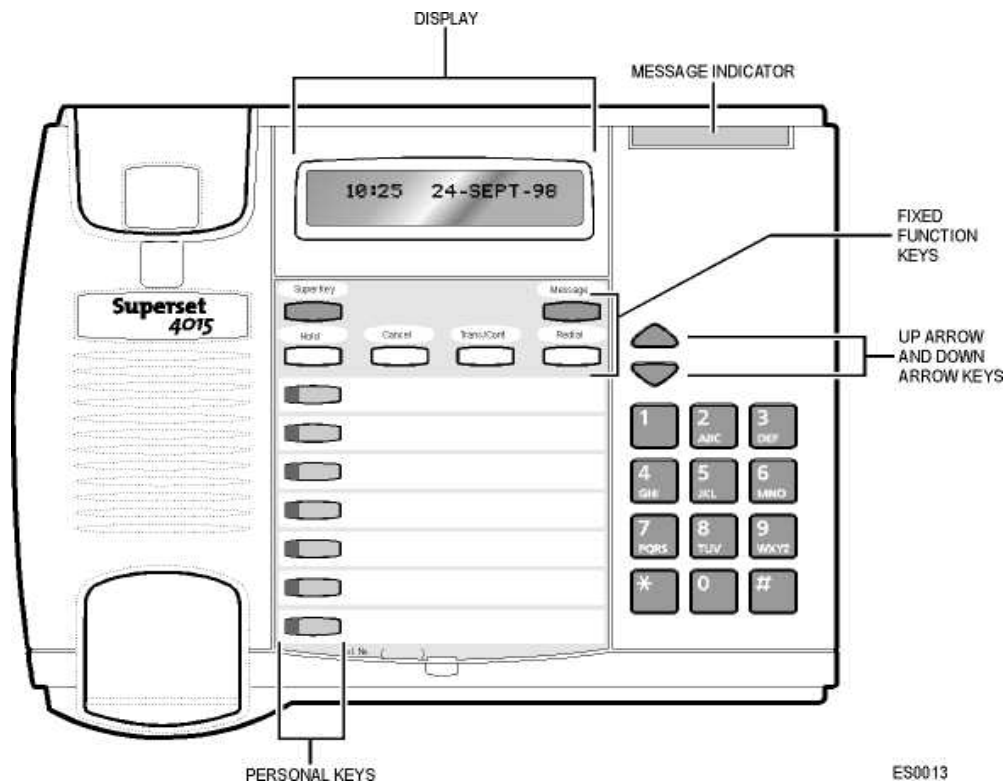
The stand built into your phone tilts to give you a better view of the keys and display.

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.



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Changing Handsets

Your SUPERSET 4015 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 # until "Ringer Adjust?" appears.
3. Press *.
4. Press *.
5. Press ▲ or ▼.
6. Press #.
7. 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.

Language Change

To change the display language:

1. Press SUPERKEY.
2. Press # until "Language?" appears.
3. Press *.
4. Press *.
5. Press # until the desired language appears.
6. Press *.

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.

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 # until "Personal Keys?" appears.
3. Press *.
4. Press a personal key that isn't a line key.
5. Press *.
6. Do one of the following:
 - To enter a new number, dial the number (press HOLD between digits to create a one-second 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.
7. Press the personal key again.
8. Do one of the following:
 - To make the number private, press *.
 - To keep the number visible, press #.
9. Press SUPERKEY.

On-Hook Dialing

To dial without lifting the handset:

1. If you want to use a Non-Prime Line, press a Line Appearance key.
2. Dial the number.
3. Lift the handset.

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 #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.

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 # until "Call Forwarding?" appears.
3. Press *.
4. Press # until the type of Call Forward that you want to set up appears (see above).
5. If a number is already programmed, press *.
6. Press *.
7. Dial the destination number.
8. Press ▼.

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

1. Press SUPERKEY.
2. Press # until "Call Forwarding?" appears.
3. Press *.
4. Press *.
5. Press #.

Call Forward - I Am Here

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

1. Press SUPERKEY.
2. Press # until "Call Forwarding?" appears.
3. Press *.
4. Press # until "I'm Here?" appears.
5. Press *.
6. If a number is already programmed, press *.
7. Press *.
8. Dial the extension number of the remote station.
9. Press *.
10. Press ▼.

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 # until "Call Forwarding?" appears.
3. Press *.
4. Press *.
5. Press *.
6. Press #.
7. Press SUPERKEY.

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 *.
3. Press # until the desired message appears.
4. Press *.

To turn Messaging - Advisory off:

1. Press SUPERKEY.
2. Press *.
3. Press *.

USING ADVANCED FEATURES

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 feature key.

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 feature key.

To retrieve a call when you hear Campon tone:

- Press the Trade feature key.

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.

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

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