

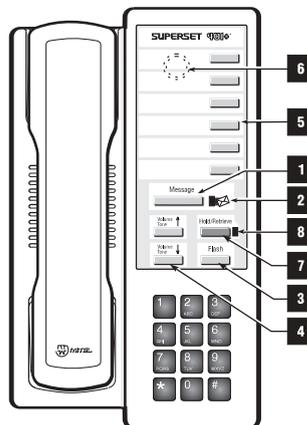
How to Use This Guide

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

The function keys on your telephone are represented in this guide by upper case words (e.g., MESSAGE).

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, setting up conference calls, and initiating other system features.
4. **VOLUME TONE \wedge and VOLUME TONE \vee Keys:** 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 Key programming button:** Allows you to program the speed call keys. This button is concealed beneath the faceplate. To expose it, remove the plate.
7. **Red HOLD/RETRIEVE Key:** places the user on hold and takes the user off hold.
8. **Hold Lamp:** When flashing, it indicates that a call is on hold.



This is because your company has specially selected your features and calling privileges. See your Communications Department if you have any questions.

MAKING CALLS

Dialing from your *SUPERSET 401+* is exactly the same as dialing from any other telephone. Just lift the handset and use the dialpad to dial the number, including any outside access code (usually the number "9"), if required. Once you have programmed the speed call keys, you can use them to dial numbers.

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 or Unanswered

- Enter the Callback - Setup feature access code to set up an automatic Callback when you hear busy tone, or there is no answer.

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 telephone features are activated and disabled by Feature Access Codes. To activate a feature, lift the handset 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

There may be procedures in this guide which you cannot perform on your telephone set.

- Replace the handset.
An Automatic Callback is set on the called extension. When the person next hangs up, your telephone will ring.
- Lift the handset.
The called extension will ring.

Cancel a Callback

To cancel all callbacks:

- Enter the Callback - Cancel All feature access code to cancel callbacks before they are honored.
- Replace the handset.
All callbacks you have set are canceled.

To cancel a specific callback:

- Enter the Callback - Cancel Individual feature access code to cancel a callback before it is honored.
- Dial the number of the called extension on which you set the automatic callback.
- Replace the handset.
The callback is canceled.

CAMP ON/OVERRIDE

When a Telephone is 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, the user's telephone rings. When the user answers, you are connected.

If you want to intrude on the conversation, you can use the override feature.

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.
Note: This time span is programmable, and may vary.
OR
- Dial the Camp On Setup feature access code.
- Do NOT replace the handset.
When the busy user hangs up, the user's telephone rings.

1 When the user answers, your call will be connected.

Override On a Busy Line

To intrude on a busy line, if the Override feature access code is enabled:

- Enter the Override feature access code when you hear busy tone. 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.

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.

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 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 will turn off the Message Lamp on your set.
 - Replace the handset.
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ANSWERING CALLS

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 feature access code.

Answer a Call For Your Pickup Group

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

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

Answer a Call Outside Your Pickup Group

- Lift the handset.
 - Enter the Directed Call Pickup feature access code.
 - Dial the number of the ringing extension to be connected to the caller.
-

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.
- Enter the Do Not Disturb feature access code.
- Replace the handset.
Do Not Disturb is set for your telephone.

Cancel Do Not Disturb

- Lift the handset.
- Enter the Cancel Do Not Disturb feature access code.
OR
- Enter the Clear All Features feature access code.

Note: This also cancels any Call Forward, or Callback features that have been set up.

- Replace the handset.
Do Not Disturb is canceled for your telephone.
-

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 on the *SX-2000* system.

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. I Am Here
You can forward your calls from your desk to the desk you are currently at.

Each type of Call Forwarding is activated by a different feature access code. Internal and external calls can be forwarded to separate destinations (e.g., internal calls to ext. 2103; external calls to ext. 4671), or to the same destination, also by different feature access codes.

The Call Forward features that you are most likely to need are listed on the last page of this guide. Contact your Communications Department for the access code numbers.

Set Up Call Forwarding

- Lift the handset.
- Enter the appropriate Call Forward feature access code for Busy, No Answer, or Follow Me.
- Dial the extension number to which calls are to be forwarded.
- Replace the handset.
Call Forwarding is now activated.

Cancel Call Forwarding

- Lift the handset.
 - Dial the Call Forward - Cancel All feature access code.
This cancels all Call Forwarding conditions on your set.
OR
 - Dial a specific Cancel Call Forward feature access code.
There are individual feature access codes to cancel Call Forward - Busy, No Answer, and Follow Me. This allows you to cancel Call Forward - Busy (for example) without canceling Call Forward - No Answer.
OR
 - Dial the Clear All Features feature access code.
Note: This also cancels any Do Not Disturb, or Callback features that have been set up.
 - Replace the handset.
The current forwarding is now canceled.
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CALL FORWARD - I AM HERE

Set Up Call Forwarding from Another Extension

You can set up call forwarding on your own telephone, to the extension you are at.

- 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 - I Am Here

When you return to your own extension, you can cancel the Call Forwarding that you set up at the other extension.

- Enter the Call Forward - I Am Here feature access code on your own extension.
 - Replace the handset.
Call Forward - I Am Here is canceled.
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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 caller will ring you back.

When you put a caller on hard hold using the Hold/Retrieve 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/RETRIEVE.
Your call is put on hard hold.
- Replace the handset.
Your call remains on hold, and you can make or receive other calls.

Note: If your set is programmed as a key appearance on a multiline set, you are not permitted to make or receive other calls.

Retrieve a Held Call

- Lift the handset.
 - If your set is not programmed as a key appearance, press HOLD/RETRIEVE.
You are connected with your held call.
- OR

- If your set is programmed as a key appearance, lift the handset.
You are connected with your held call.

Retrieve a Held Call at Another Extension

- Dial the Remote Call Hold Retrieve feature access code when you are at another extension.
- Dial your own extension number.
You are connected with your held call.

CALL TRANSFER

Transfer a Call

- While in a call, press FLASH to place your call on temporary hold. You hear transfer dial tone.
- Dial destination number.
- Introduce the caller if desired.
This step can be skipped if you do not wish to introduce the caller.
- Replace the handset.
The call is transferred to the destination number.

Cancel a Call Transfer

You can cancel a call transfer if the destination number is busy, or if there is no answer.

- Press FLASH again
- Dial the call hold retrieve feature access code.
You are connected to the original caller.

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 put the new call on hold.
- Enter the Conference Call feature access code.
You hear a conference tone, and then a 3-party conference is formed.

If an intended conferee is busy or does not answer, you can cancel the conference call and return to the original caller.

- Press FLASH again.
- Dial the call hold retrieve feature access code.

Add Another Party

The maximum number of conferees that can be included in one conference depends on your system's configuration.

- Press FLASH to put the conference on temporary hold. You hear transfer dial tone.
- Call the next person. Wait until the call is answered.
- Press FLASH again to put the call on hold.
- Enter the Conference Call feature access code. You hear a conference tone, and then a conference is formed including 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.
- Enter the Camp On Retrieve feature access code. You are connected with the waiting call.
- To return to the original call, press FLASH again.
- Enter the Call Hold Retrieve feature access code. You return to the original call, and the new caller is placed on hold.

You can continue to swap between the two calls by pressing FLASH and entering the Call Hold Retrieve feature access code each time.

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 Account Code Before a Call

- Lift the handset.
 - Enter the Account Code feature access code.
 - Enter the Account Code. You hear dial tone.
 - Dial the number, including the external line access code, if necessary.
-

REFERENCE INFORMATION

SPEED CALL

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.

Use a Speed Call Key

- Lift handset to begin call.
 - Press the desired Speed Call Key. The programmed number is dialed.
-

PROGRAM A SPEED CALL KEY

To program a Speed Call Key:

- Expose the Speed Call programming button by removing the set faceplate and designation card.
- Without lifting the handset, press the Speed Call programming button.
- Press the desired Speed Call Key.
- Enter the number to be saved including the outside access code and area code, if necessary.
- Press the Speed Call programming button again. The speed call number is now saved.

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

To erase all Speed Call numbers:

- Without lifting the handset, depress speed call keys 1 and 6 while simultaneously pressing the number key three times. All six speed call keys are now 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. The pause time can be increased in three second increments, by pressing the red HOLD/RETRIEVE key again for each three second increment.

VOLUME TONE

ADJUST VOLUME OF HANDSET RECEIVER

To adjust the volume of the handset receiver:

- While you are talking, press the VOLUME TONE \wedge and/or VOLUME TONE \vee Keys, until desired volume is achieved.

ADJUST RINGING VOLUME

To adjust the ringing volume:

- While the telephone is ringing, press the VOLUME TONE \wedge and/or VOLUME TONE \vee Keys, until desired ringing volume is achieved.

ADJUST PITCH

To adjust the pitch of the ringer:

- Enter the Tone Demonstration feature access code.
 - Enter the number "33". You will now be in ringer pitch adjust mode.
 - Press the VOLUME TONE \wedge and/or VOLUME TONE \vee Keys, until desired pitch is achieved.
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FEATURE ACCESS CODES

List of Feature Access Codes

Feature access codes are used to activate system features on the SUPERSET 401+ telephone. In general, to activate a feature, lift the handset and then dial the feature access code for that feature.

Feature access codes are set by your Communications Department. You can use the following table to keep a record of the feature access codes you are most likely to need on your telephone set.

