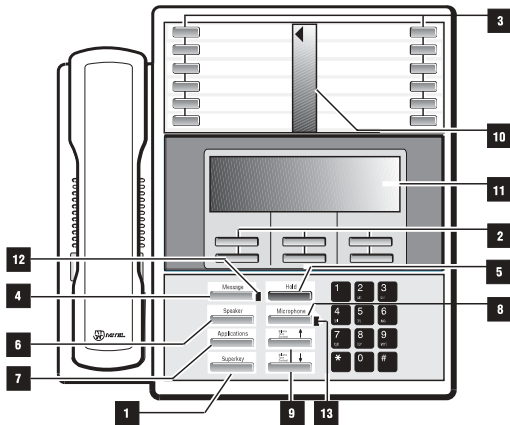


How to Use This Guide

This guide provides brief instructions for the commonly used features available with the *SUPERSET 430* telephone. Some of these features are accessed by using the function keys on your telephone. In the instructions in this guide, the function keys are represented by upper case words (e.g., MESSAGE).

The six blue Softkeys on your telephone set allow you to access many more telephone features. These keys are unlabeled because their functions can change. The SUPERKEY function key allows you to access the many functions available on the softkeys. In the instructions in this guide, the softkey labels that appear in the Main Display are presented in italic text (e.g., *Messaging*).



Keys, Indicators and Displays

1. **SUPERKEY:** for programming Personal Keys as Speed Call Keys, accessing most set features, and displaying set information.
2. **Softkeys** (*blue keys under the Main Display*): for performing the commands shown in the Main Display.
3. **Personal Keys:** used as line select keys, and may also be programmed as speed dial or feature access keys.
4. **MESSAGE Key:** for sending and responding to messages.
5. **HOLD Key** (*red key*): for placing calls on hold.
6. **SPEAKER Key:** for turning the set speaker on and off during onhook operation.
7. **APPLICATION Key:** Presently not active.
8. **MICROPHONE Key:** for turning the microphone on or off (a privacy feature) during an onhook call.
9. **VOLUME TONE CONTRAST \wedge Key and VOLUME TONE CONTRAST \vee Key:** for changing the volume of the handset receiver, the volume and pitch of the ringer, and adjusting the contrast of the Main Display.
10. **Line Status Display:** shows which Personal Keys are active and their status.
11. **Main Display:** shows SuperKey instructions and Softkey labels, time and date, call status, messaging and system error information.
12. **Message Lamp:** When flashing, it indicates that a message is waiting.
13. **Microphone Lamp:** When lit, it indicates that the microphone is on.

Line Appearances

Your *SUPERSET 430* telephone can accommodate up to 12 lines, including your prime line (your listed number). A Personal Key can be programmed as a Line Select Key to access a telephone line, in which case you will have an "appearance" of the line, located in the Line Status Display directly across from each Line Select Key.

You can access another line just by pressing the Line Select Key for it. The Line Appearance indicators show you the status of the lines which you have programmed on your set.

When a line is ...	the line appearance is ...
Idle	off
Busy	solid on
Ringing	flashing slowly
On hold at your set	flashing rapidly
On hold at another set	flashing in a slow on, fast off cycle on your set's Line Appearance

A Personal Key can also be programmed as a Feature Key by your Communications Department, for quick access to an often used feature. When that key is pressed to turn on the feature, the Line Appearance for that key will turn on.

Features Not Available

There may be procedures in this guide which you cannot perform on your telephone set. 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 430* is exactly the same as dialing from any other telephone. Just use the dialpad to dial the number, including any outside access code (usually the number "9"), if required.

Correcting a Dialing Error

As long as the arrow (←) softkey appears in your display, you can correct a dialing error. Simply press ← to erase the incorrect digit(s); then enter the correct digits from the dialpad in the normal fashion.

Onhook Operation

You can make and answer calls without lifting the handset. To make a onhook call, dial the telephone number without raising the handset. When your party answers, you can speak to them using the microphone, which turns on automatically, or you can lift the handset for privacy. To answer a call, press SPEAKER. For privacy, you can lift the handset.

Press SPEAKER during a call to switch to onhook operation. The microphone goes on automatically.

For best results during onhook operation:

- direct your voice toward the telephone
- speak at a reasonable distance (arm's length) from the telephone, and speak louder when further away
- position the telephone away from noise sources.

Throughout this guide instructions will assume that you have already lifted the handset, or pressed SPEAKER for onhook dialing. In some cases, an operation must be performed either using the handset or in onhook mode, and you will be instructed accordingly

Idle vs Active Display

When your telephone is idle, the current date and time of day are displayed continuously. But as soon as you make or receive a call, the display now shows information about that call, such as which line or trunk is being used, and the duration of the call. This is especially useful when you are charging the cost of a call to a customer or an account number.

CONFERENCE

Set Up a 3-party Conference

- Call the first person.
- Press *Trans/Conf.*
You hear transfer dial tone, and the first person is put on hold.
- Call the next person.
- Press *Conference.*
Display shows "3 Party Conference". The conference is active.

Add Another Party

- Press *Trans/Conf.*
You hear transfer dial tone, and the conference is put on hold.
- Call the next person.
- Press *Conference*
to include everyone called so far.

If a called number is busy or not answered, press **Back to Held** to return to the conference.

OR

- Press *Add Held*
if you have a call on hold on another line at your extension.
- Press the flashing Line Select Key to add the held call to the conference.
OR
- Press *Rel Privacy.*
A line appearance on your set can be included in the call.
- Press *Make Private*
to release the line appearance from the conference.
Note: These softkeys only appear if another extension has been programmed as a Key System line appearance on your set.

Split a Conference

- Press *Split*
to talk privately to one party.
- Press *Trade Calls*
any time that you want to switch and talk privately to the other.
- Press *Conference*
to return to the full conference.

Leave a Conference

- Replace handset, or press *New Call.*
The conference continues without you.
-

CALL TRANSFER

Transfer a Call

- Press *Trans/Conf*.
You hear transfer dial tone, and the original caller is put on hold.
- Dial the destination number.
- Replace the handset.
The call is transferred to the destination number.
OR
- Introduce the caller.
Press *Release Me*. The call is transferred.

Cancel a Call Transfer

If the destination number is busy or not answered, you can cancel the transfer.

- Press *Back to Held*
to return to the original caller.
OR
 - Press *New Call*
to dial another destination number.
-

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 Automatic 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.

Do You Want to Leave a Message

You can leave a message if you reach a busy extension, or there is no answer, by pressing MESSAGE or the *Leave a Msg* softkey. This prompt only appears on your display if the extension you have called is capable of receiving messages.

Leave a Message or Callback

- Press MESSAGE or *Leave a Msg*
to set a message-waiting indicator on the other extension.
OR
- Press *Call Me Back*
to set up an Automatic Callback. When the extension user hangs up, your telephone rings.

Display Callbacks

You can display any Automatic Callbacks that you have set from your extension.

- Press SUPERKEY.
- Press *More....*
- Press *Callbacks*
to see name, extension and time of a callback that you set.

- Press *Next* or *Previous*
to move through your callback list.
- Press *Cancel*
to cancel the displayed callback.
- Press *Call Again*
to retry a callback number.
- Press SUPERKEY to exit.

Wait On a Busy Line

- Press *I Will Wait*.
The busy user that you are calling will hear Camp-On tone on their extension, and/or see a display indicating that you are waiting.

Intrude On a Busy Line

- Press *Intrude*.
Both parties will hear you.
-

CALL WAITING

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. The busy extension user hears a single or double beep, indicating that a call is waiting. When the busy extension user hangs up, his telephone rings. When the user answers, you are connected.

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, after warning your current caller, follow one of the options described here.

Select Call Waiting Option

- Press *Call Waiting* to access options for handling a waiting call.

Swap to a Waiting Call

- Press *Trade Calls* to put your current call on hold and speak to the waiting caller.

OR

Call Forward Waiting Call

- Press *Fwd Waiting* to forward the waiting caller to a "Forward on Busy" destination.

OR

If Waiting Call is a Display Phone User

If another display telephone user is waiting, you can choose to:

- Press *I Will Call*.
The message "I Will Call You" appears on the waiting caller's display, and a message indicator is set on your telephone.

OR

- Press *Call Later*.
The message "Please Call Later" appears on the waiting caller's display.

MESSAGING

Do You Have a Message Waiting

If someone has left a message for you, a message indicator appears on your Main Display. You can read your message by following the instructions displayed when you press MESSAGE or the *Messaging* softkey.

Messaging on Your Display Set

There are 2 kinds of messages on the SUPERSET 430 telephone:

- **Callback Messages:** messages that you can send to other users when you cannot reach them.
- **Advisory Messages:** messages that you activate at your telephone for other users to see - at their telephone - when they call you; such as, "IN A MEETING" or "ON VACATION".

Respond to a Message Waiting

- Press *Messaging* or MESSAGE.
The number of messages is shown in the display.
- Press *Read Msg*.
If you have any messages, the number and type is shown in the display.
- Press *Call Me Back*
to see the name, number and time of any callback messages set against your extension.
- Press *Next Msg* or *Previous Msg*
to move through a list of Callback messages.

- Press *Call*
to return the call automatically. The Message Lamp turns off.
- OR
- Press *Erase Msg*
to acknowledge the message and cancel, without returning the call. The Message Lamp turns off.
 - Press *Backup* or SUPERKEY to exit.
-

ADVISORY MESSAGES

Set Advisory Message

- Press *Messaging* or MESSAGE.
 - Press *Advisory*.
 - Press *Next Msg* or *Previous Msg*
to move through the list of advisory messages.
- OR
- Press *Show Msg No.* and enter number
to move directly to the desired message.
 - Press *Enter*
to confirm message choice.
 - Press *Turn Msg On*
to select the message for display.
- Whenever a user with a display telephone calls your number, your advisory message will be displayed on their set.
-

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 your *SUPERSET 430*.

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), or you can forward all calls to a single number. You can also program Call Forwarding to take effect under different circumstances. You may want all your calls to be forwarded, or you may only want calls to be forwarded when your extension is busy. The options available to you are listed here.

1. Always
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. To Me
You can forward your calls from someone else's desk.

When you are setting up Call Forwarding from a *SUPERSET 430* telephone other than your own, select "To Me" to have calls from your own telephone directed to your new location.

Set Up Call Forwarding

- Press SUPERKEY.
- Press *More...*
- Press *Forwarding*.
The status of current Call Forward programming appears in the display.
- Select type of Forwarding.
Choices available are: Busy, No Answer, Always, and To Me.
- Press *Internal, External* or *Both* to program Call Forwarding for internal, external or all calls.
OR
If you have selected *To Me* forwarding:
Enter your own extension number to have calls at your extension forwarded to your new location.
- Enter new destination number.
- Press *Save/On* to save and activate the Call Forwarding instructions that you have programmed.
OR
- Press *Save/Off* to save the instructions that you have programmed, without activating Call Forwarding at this time.
OR
- Press *Backup* or SUPERKEY to exit without changing existing Call Forward programming.

These steps can be used to change Call Forward instructions already programmed.

Turn Call Forwarding On or Off

Once Call Forwarding has been set up, a **Forwarding** softkey label appears in your idle set display. You can turn Call Forwarding on and off by pressing that softkey.

- Press *Forwarding*
The first Call Forwarding option programmed appears in the display, including the status (On/Off) and destination number(s).
- Press *Next* or *Previous* until the desired Call Forwarding option is displayed.

Display Current Forwarding

- Press SUPERKEY.
- Press *More...*
- Press *Forwarding*.
The status of current Call Forward programming appears in the display.
- Press one of *Busy, No Answer, or Always*.
to select the Call Forwarding option you want to display. The status (On/Off) and destination number(s) for the selected option are displayed.
- Press *Backup* or SUPERKEY to exit.
OR
- Press *Forwarding*.
The first Call Forwarding option programmed appears in the display, including the status (On/Off) and destination number(s).
- Press *Next* or *Previous* to see any other Call Forwarding options that have been programmed.
- Press *Backup* or SUPERKEY to exit.

AUTO ANSWER

When this feature is activated, all incoming calls to your telephone will be answered automatically. On an incoming call, you will hear one short ring and will then be automatically connected to the call. Only your prime line can be programmed for automatic answer.

Set Automatic Answer

You will need a Personal Key programmed as an Auto Answer feature key in order to access the Auto Answer feature.

- Press the Auto Answer feature key.
The Line Status indicator for that key turns on and Automatic Answer is activated.

Cancel Automatic Answer

- Press the Auto Answer feature key.
The Line Status indicator for that key turns off and Automatic Answer is disabled.
-

CALCULATOR

Use Built-In Calculator

- Press SUPERKEY.
 - Press *Calculator*.
 - Perform calculations using the dialpad to enter numbers, and softkeys to perform functions as marked.
Press the “*” button for decimal point.
 - Press SUPERKEY to exit.
-

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

- Press SPEAKER.
- Enter the Do Not Disturb feature access code.
- Press SPEAKER again.
Do Not Disturb is set for your telephone.
OR
- Press the Do Not Disturb feature key.
The Line Status indicator for that key turns on.

Cancel Do Not Disturb

- Press SPEAKER.
 - Enter the Cancel Do Not Disturb feature access code.
 - Press SPEAKER again.
Do Not Disturb is set for your telephone.
OR
 - Press the Do Not Disturb feature key.
The Line Status indicator for that key turns off.
-

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 press a softkey or dial a short code. This feature ensures that all calls are answered.

Answer a Call For Your Pickup Group

- Press *Pickup Call*.
The call is connected.

Answer a Call For Another Pickup Group

- Dial the Directed Call Pickup feature access code.
- Dial the extension number of the ringing telephone.
The call is connected.

Display Your Pickup Group Members

- Press SUPERKEY.
 - Press *More....*
 - Press *More...* again.
 - Press *Pickup Group*
to see the extension number of the first member.
 - Press *Next* or *Previous*
to move through the list of group members.
-

REMINDER

What is a Timed Reminder

You can set up a timed reminder that will ring your telephone at a prearranged time. You hear a short burst of ringing, and “REMINDER EXPIRED” appears in the Main Display of your SUPERSET 430. This is useful when you want a reminder to go to a meeting, make a call, and so on.

Set a Timed Reminder

- Press SUPERKEY.
- Press *Reminder*.
- Enter 4-digit time in 24-hour format (e.g., 1430 for 2:30 p.m.)
Press ← to erase errors.
- Press *Save*.

When the Reminder Rings

- Press *Acknowledge*
when your telephone is idle.

Cancel a Reminder

- Press SUPERKEY.
 - Press *Reminder*.
 - Press *Cancel*.
-

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 During a Call

- Press *Account Code*.
“ENTER ACCOUNT CODE:” appears in the Main Display.
 - Enter the Account Code.
Press the ← softkey to erase errors.
 - Press *Save* or *Verify/Save*.
-

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. Any of the 12 Personal Keys not being used as Feature or Line Select Keys can be programmed as Speed Call Keys.

Program a Speed Call Key

- Press SUPERKEY.
- Press *More...*
- Press *Speed Call*.
- Press an unused Personal Key.
The Speed Call will be programmed on this key.
- Enter number to be saved including any access or area codes.
Press ← to erase errors.
OR
- Press *Redial*
to save the number currently in Redial memory.
OR
- Press *Cancel No.*
to erase a speed call number currently programmed on that key.
- Press *Make Private*
if you do not want the number to display when you use the Personal Key.

- Press *Save*.
- Select and program another Speed Call key if desired.
- Press *Backup* or SUPERKEY when finished.

Use a Speed Call Key

- Press the Personal Key for the desired Speed Call number.
Your call is dialed automatically.

DISPLAYS

Display Saved Information

The Main Display allows you to view saved information such as Call Forward settings, last number redialed, speed call numbers, programmed name, timed reminder settings, and line select key designations.

To display any of the information listed above, press SUPERKEY, followed by a softkey to select the feature information that you wish to view.

Check Personal Key Programming

The first Personal Key (lower right-hand key) is your Prime Line. It cannot be programmed as a Speed Call or Feature key. Your telephone may have other line appearances as well (Line Select keys).

Your Communications Department is responsible for programming Line Select and Feature keys on your extension. Keys that are not programmed as Line Select or Feature keys can be programmed as Speed Call keys.

- Press SUPERKEY.
- Press *More...*
- Press *More...* again.
- Press *Display Keys*.
- Press a Personal Key to display that key's programming.
- Press another Personal Key to display that key's programming
OR
- Press SUPERKEY to exit.

Display in French or Italian

- Press SUPERKEY.
 - Press *More...*
 - Press *More...* again.
 - Press *Language*.
 - Press *Francais* or *Italiano*.
The display changes to French or Italian.
-

PHONEBOOK

You can access your Corporate Directory to look up another person's extension number, simply by pressing the **Phone Book** softkey on your *SUPERSET 430*. You use the dialpad to enter the person's name, and the system will search for their extension number and display it on your set.

Use the Phonebook Facility

- Press *Phone Book*.
- Enter the desired name by spelling it out on the dialpad.
Use the ← arrow key to correct errors, and the → arrow key to move to the next letter in the name.
- Press *Lookup* to see all of the names and extension numbers that correspond to the letters that you entered.
OR
- Press *Call* to place a call to that person.
OR
- Press *Options*.
You can search for a name or extension number by entering their name, extension number, department or location on the dialpad
- Press *Next Field* to move to the next information heading on the display.
- Press *Lookup* to see all of the names and extension numbers that correspond to the information that you entered.
OR
- Press *Call* to place a call to that person.

FEATURE ACCESS CODES

What are Feature Keys

Personal Keys on your set can be programmed as Feature Keys. A Feature Key allows you to turn a feature on and off just by pressing that key. Contact your Communications Department to find out which features are available as Feature Keys on your telephone set.

What are Feature Access Codes

Certain telephone features are activated or disabled by Feature Access Codes, when no Feature Key is programmed for that feature. To activate a feature, you lift the handset (or press SPEAKER) and then dial the Feature Access Code for that feature.

Feature Access Codes are set by your Communications Department. At the end of this guide is a table listing some features that may require feature access codes, with space for you to fill in the appropriate access code. Contact your Communications Department for the Feature Access Codes available on your telephone system.

List of Feature Access Codes

Feature access codes can be used to activate system features on the *SUPERSET 430* telephone. You can use this table to record the feature access codes you are most likely to need on your telephone set.

Feature	Access Code
Account Code Access	
ADL Call	
Directed Call Pickup	
Do Not Disturb	
Cancel Do Not Disturb	
External Line Access	
Override (Intrude)	
Paging	
Remote Call Hold Retrieve	