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ABOUT YOUR SET

The SUPERSET 4025 has ten fixed-function keys (**SUPERKEY**, **TRANS/CONF**, **REDIAL**, **MESSAGE**, **HOLD**, **CANCEL**, **SPEAKER**, **MICROPHONE**, **Δ**, and **∇**) 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 three softkeys for feature access, an alphanumeric liquid crystal display (LCD) with contrast control, Handsfree operation, and a Message Indicator.

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

IMPORTANT NOTE FOR HEADSET USERS:

Mitel's Headset with Feature Control Switch (PN9132-800-500-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

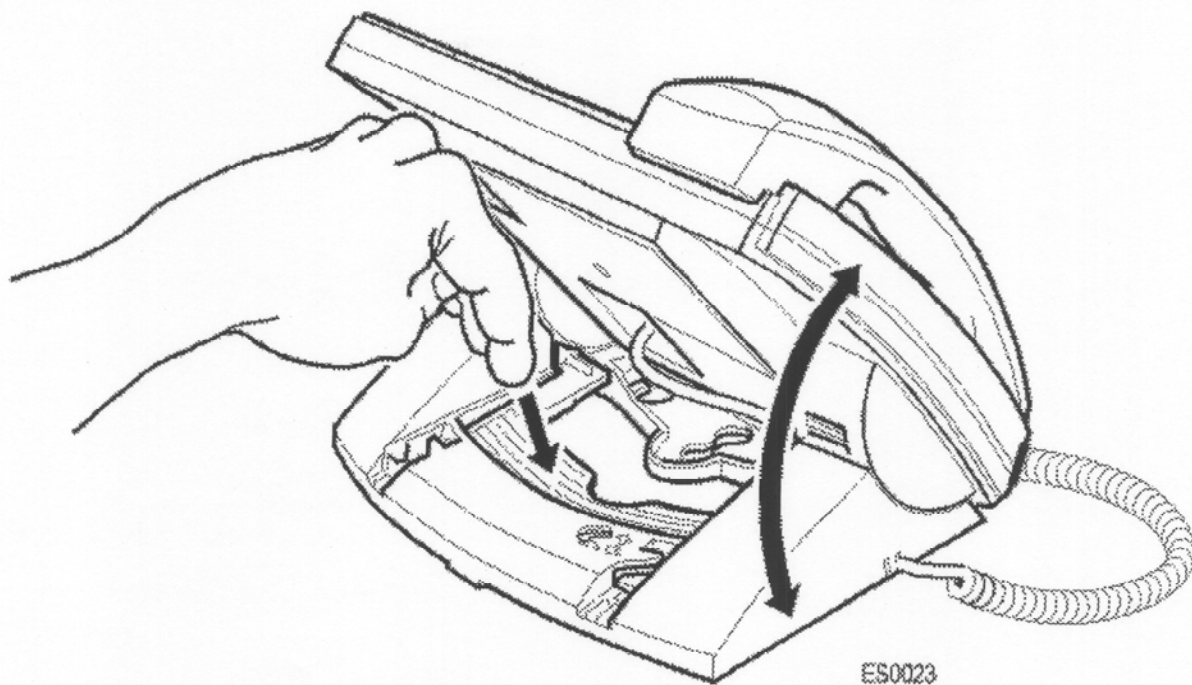
Your phone has a control for adjusting the volume of the handset receiver or headset. Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

Adjusting the viewing angle

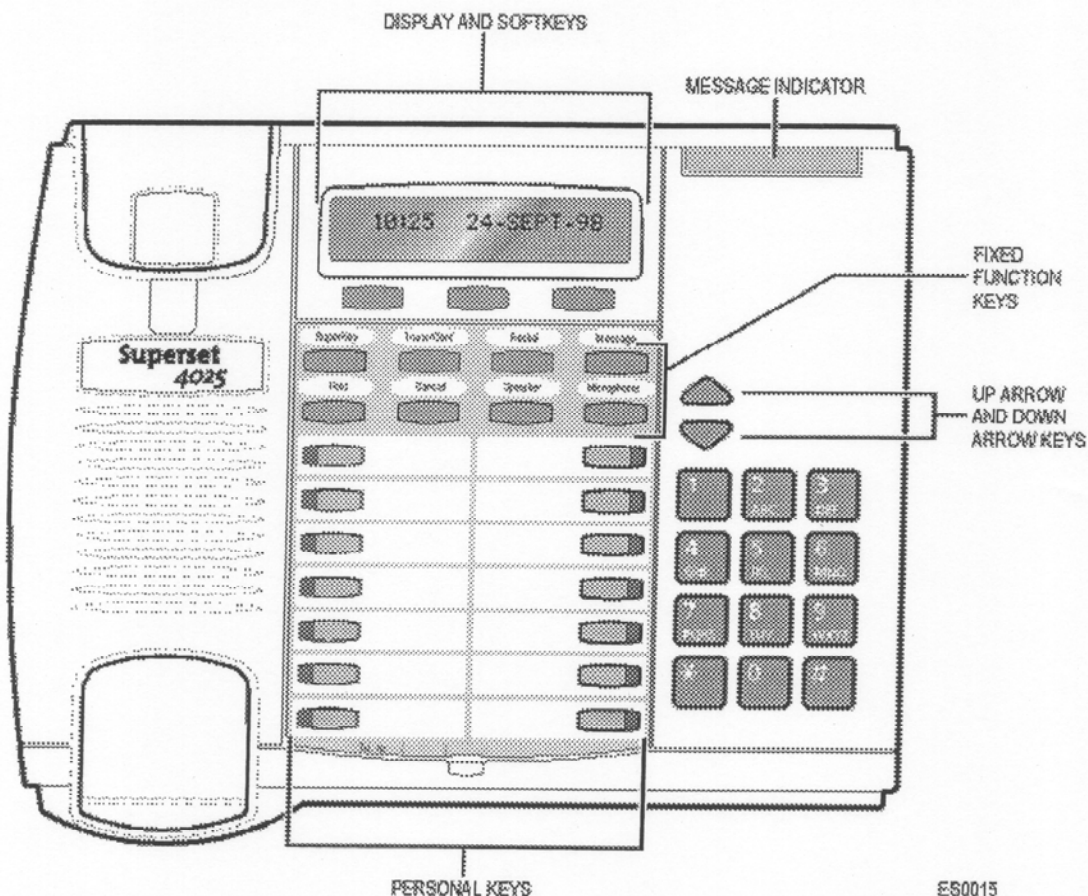
The stand built into your phone tilts to give you a better view of the keys and display.

To tilt your telephone for better viewing:

- Press the tilt-release paddle on the telephone base.
- Tilt your telephone to the desired angle.
- Release the tilt-release paddle.



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Changing Handsets

Your SUPERSET 4025 telephone is compatible with several specialty handsets. To remove the handset shipped with your set from the handset cord:

- Bend a paper clip to produce approximately 4 cm (1.5 in.) of straight wire.
- 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.
- Slide the end of the wire into the handset jack along the groove until it stops underneath the handset cord clip.
- While gently pulling on the handset cord, use the wire to pry the clip upward. The cord will separate from the handset.
- Store the original handset in a safe place.

CUSTOMIZING YOUR SET

Ringer Control

To adjust the Ringer Volume while the set is ringing:

- Press Δ or ∇ .

To adjust the Ringer Pitch while the set is idle:

- Press **SUPERKEY**.
- Press the **No** softkey until "Ringer Adjust?" appears.
- Press the **Yes** softkey.
- Press the **Yes** softkey.
- Press Δ or ∇ .
- Press **SUPERKEY**.

Handset Receiver Volume Control

To adjust the Handset Receiver Volume when you are using the handset:

- Press Δ or ∇ .

Speaker Volume Control

To adjust the Speaker Volume during a Handsfree conversation:

- Press Δ or ∇ .

Display Contrast Control

To adjust the Display Contrast while your set is idle:

- Press Δ or ∇ .

Feature Keys

To display information about a key:

- Press **SUPERKEY**.
- Press a personal key or **REDIAL**.
- Press **SUPERKEY**.

To re-program a personal key:

- Press **SUPERKEY**.
- Press the **No** softkey until "Personal Keys?" appears.

- Press the **Yes** softkey.
- Press a personal key that isn't a line key.
- Press the **Change** softkey.
- Press the **No** softkey until the desired feature appears.
- Press the **Yes** softkey.
- Press **SUPERKEY**.

Language Change

To change the display language:

- Press **SUPERKEY**.
- Press the **No** softkey until "Language?" appears.
- Press the **Yes** softkey.
- Press the **Change** softkey.
- Press the **No** softkey until the desired language appears.
- Press the **Yes** softkey.

MAKING AND ANSWERING CALLS

To make a call:

- Lift the handset.
- If you want to use a Non-Prime Line, press a Line Appearance key.
- Dial the number.
—or—
Press a Speed Call key.
—or—
Press **REDIAL**.

To 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:

- Press the **Phonebook** softkey.
- Enter the name of the desired party.
- Press the **Lookup** softkey.
- If no match exists, edit the original entry.
- If the name is not unique, press the **Next** softkey.
- 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**.

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:

- Lift the handset.
- Press a Speed Call key.

To store a Speed Call number:

- Press **SUPERKEY**.
- Press the **No** softkey until "Personal Keys?" appears.
- Press the **Yes** softkey.
- Press a personal key that isn't a line key.
- Press the **Change** softkey.
- Press the **Yes** softkey.
- 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**.
- If you want the number to be private, press the **Priv** softkey.
- Press the **Save** softkey.
- Press **SUPERKEY**.

Speed Call - Personal

To dial a stored personal Speed Call number:

- Lift the handset.
- Dial *1.
- Enter an index number between 00 and .

To store a personal Speed Call number:

- Lift the handset.
- Dial #1#.
- Enter an index number between 00 and .
- Dial the number to be stored (press **HOLD** between digits to create a pause during dialing – press **HOLD** more than once to lengthen the pause).
- Hang up.

Handsfree Operation

To use Handsfree Operation to make calls:

- If you want to use a Non-Prime Line, press a Line Appearance key.
- Dial the number.
- Communicate by using the speaker and the microphone.

To use Handsfree Operation to answer calls:

- Press the flashing line key.
- 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:

- Press **SPEAKER**.
- Hang up.

Auto-Answer

To enable or disable Auto-Answer:

- Press **SUPERKEY**.
- Press the **No** softkey until "Auto Answer?" appears.
- Do one of the following:
 - To enable Auto-Answer, press the **TurnOn** softkey.
 - To disable Auto-Answer, press the **TurnOff** softkey.

To answer a call when you hear ringback:

- Communicate by using the speaker and the microphone

To terminate a call:

- Press **CANCEL**.
–or–
Wait for the caller to hang up.

CALL HANDLING

Hold

To place a call on Hold:

- Press **HOLD**.

To retrieve a call from Hold:

- Lift the handset.
- Press the flashing line key.

To retrieve a call from Hold at another station:

- Press the flashing line key.
–or–
Dial ***4** and the number of the station that placed the call on Hold.

Transfer

To Transfer an active call:

- Press **TRANS/CONF**.
- Dial the number of the third party.

- 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**.

Conference

To form a Conference when a two-party call is already in place, or to add another party to an existing Conference:

- Press **TRANS/CONF**.
- Dial the number of the next party.
- Wait for an answer.
- Press **TRANS/CONF**.

To leave a Conference:

- Hang up.

Conference Split

To Split a Conference and speak privately with the original party:

- Press the **Split** softkey.

Add Held

To move a call on Hold to another line appearance:

- Press the available line key.
- Press the **Addheld** softkey.
- Press the flashing line key.

To add a call on Hold to an existing conversation or conference:

- Press the **Addheld** softkey.
- Press the flashing line key.

Swap

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

- Press **TRANS/CONF**.
- Dial the number.

To alternate between the two parties:

- Press the **Trade** softkey.

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 Am Here", see Call Forward - Remote.

To program Call Forward:

- Press **SUPERKEY**.
- Press the **No** softkey until "Call Forwarding?" appears.
- Press the **Yes** softkey.
- Press the **Next** softkey until the type of Call Forward appears (see above).
- Press the **Review** softkey.
- If a number is already programmed, press the **Change** softkey.
- Press the **Program** softkey.
- Dial the destination number.
- Press the **Save** softkey.

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

- Press **SUPERKEY**.
- Press the **No** softkey until "Call Forwarding?" appears.
- Press the **Yes** softkey.
- Press the **Next** softkey until the type of Call Forward appears.
- Press the **Review** softkey.
- Press the **Change** softkey.
- Do one of the following:
 - To turn Call Forward on, press the **TurnOn** softkey.
 - To turn Call Forward off, press the **TurnOff** softkey.

Messaging - Advisory

To turn Messaging - Advisory on:

- Press **SUPERKEY**.
- Press the **No** softkey until "Advisory Msgs?" appears.

- Press the **Yes** softkey.
- Press the **Next** softkey until the desired message appears.
- Press the **TurnOn** softkey.

To turn Messaging - Advisory off:

- Press **SUPERKEY**.
- Press the **No** softkey until "Advisory Msgs?" appears.
- Press the **Yes** softkey.
- Press the **TurnOff** softkey.

USING ADVANCED FEATURES

Account Codes

To use Forced Account Codes:

- Lift the handset.
- Dial the Account Code digits.
- Press **#**.

To enter an Account Code during a call:

- Press **SUPERKEY**.
- Press the **Yes** softkey.
- Dial the Account Code digits.
- Press the **Save** softkey.
- Do one of the following:
 - For a verified account code, press the **Yes** softkey.
 - For a non-verified account code, press the **No** softkey.

Call Pickup

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

- Lift the handset.
- Press the **Pickup** softkey.

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

- Lift the handset.
- Dial ***7**.

- 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.

Direct Paging

Direct Paging allows you to page a party through their telephone speaker. If the paged party has Off-Hook Voice Announce enabled, the page will be heard even when the party is on a handset or headset call.

To page a party:

- Lift the handset or press microphone.
- Press the **Direct Paging** feature key.
- Dial the extension number.
- Speak to the dialed party after the tone.

If Handsfree Answerback has been turned on at your set and you receive a Direct Page while your set is idle, or while you are on a handset or headset call, a handsfree call will automatically be established after a single burst of tone.

The following instructions assume that Handsfree Answerback is not enabled on your set.

To answer a Direct Page (indicated by a single burst of tone):

- Lift handset.
- or -
Press **MICROPHONE**.

To answer a page while using the handset:

- Press **MICROPHONE**.

To enable or disable Handsfree Answerback:

- Press **MICROPHONE** while the set is idle.

Reminder

To program a Reminder:

- Press **SUPERKEY**.
- Press the **No** softkey until "Timed Reminder?" appears.

- Press the **Yes** softkey.
- Enter the time in 24-hour format.
- Press the **Save** softkey.

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

- Press **SUPERKEY**.
- Press the **No** softkey until "Timed Reminder?" appears.
- Press the **Yes** softkey.
- 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.

Headset Operation (with Feature Control Switch)

IMPORTANT NOTE: Mitel's Headset with Feature Control Switch (PN9132-800-500-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. If handset operation is required for an extended period of time, you should press the Headset feature key to return the telephone to handset mode.

To enable Headset Operation:

- Press the **Headset** feature key.

To answer a call:

- Press flashing Line Appearance key
-or-
Quickly press and release the headset's feature control switch.

To mute the headset microphone:

- Press and hold the headset's feature control switch.

To hang up:

- Press **CANCEL**
-or-
Quickly press and release the headset's feature control switch.

To disable Headset Operation:

- Press the **Headset** feature key.

Music

To turn Music on and off when the set is idle:

- Press **SUPERKEY**.
- Press the **No** softkey until "Music?" appears.
- Do one of the following:
 - To turn the music on, press the **TurnOn** softkey.
 - To turn the music off, press the **TurnOff** softkey.
- Press **SUPERKEY**.

Feature Access Codes

<u>Access Code Description</u>	<u>Access Code</u>
SX-2000 Call Pickup - Dialed	*7
SX-2000 Call Hold Remote Retrieve	*4
SX-2000 Personal Speed Call - Invoke	*1
SX-2000 Personal Speed Call - Store	#1#
Personal Speed Call - Upper Range Index Number	