## How to Use This Guide

This guide provides brief instructions for the commonly used features available with the *SUPERSET 410* telephone. Many 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 instructions for each operation assume that the first step is to lift the handset, unless otherwise stated.
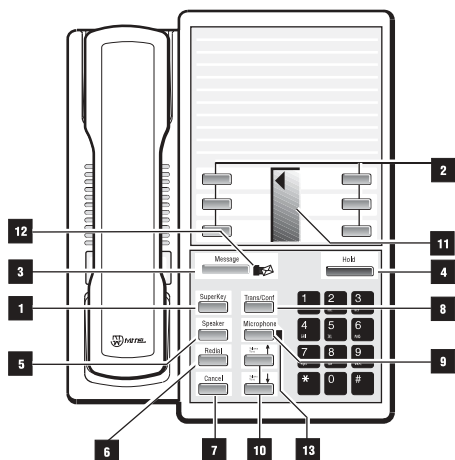
Keys, Indicators and the Line Status Display

1. **SUPERKEY:** for programming Personal Keys as Feature or Speed Call Keys.

2. **Personal Keys:** Can be programmed as line select, speed dial or feature access keys.

3. **MESSAGE Key:** for sending and responding to messages.

4. **HOLD Key** *(red key)*: for placing calls on hold.

5. **SPEAKER Key:** for turning the set speaker on and off during onhook dialing.

6. **REDIAL Key:** for redialing the last manually dialed number.

7. **CANCEL Key:** for canceling call features in progress.

8. **TRANS/CONF Key:** for transferring calls and setting up conference calls.

9. **MICROPHONE Key:** not presently active.

10. **VOLUME TONE ∧ Key and VOLUME TONE ∨ Key:** for adjusting the volume of the handset receiver, and the volume and pitch of the ringer.

11. **Line Status Display:** shows which Personal Keys are active, and their status.

12. **Message Lamp:** When flashing, it indicates that a message is waiting. When lit during a call, a message can be sent.

13. **Microphone Lamp:** not presently active.

Line Appearances

Your *SUPERSET 410* telephone can accommodate up to six 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 the 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 410* 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.

Onhook Dialing

You can make calls without lifting the handset.

- Dial the number.
- Monitor the progress of the call through the speaker.
- When the called party answers, lift the handset.

To end a call or cancel a call setup:

- Press SPEAKER

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.

What are Feature Keys

Personal Keys on your set can be programmed as Feature Keys by your Communications Department. 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 can be programmed as Feature Keys on your telephone set.

CALL TRANSFER

The "HOLD" Key vs. the "TRANS/CONF" Key

You cannot use the red HOLD key to transfer a call or set up a conference.

You use the TRANS/CONF key to put a caller on temporary hold before transferring or setting up a conference. If you hang up with a caller on temporary hold, the call automatically rings you back.

You can transfer a caller to another extension using TRANS/CONF to put the caller on "temporary hold" while you dial the desired destination. When you release yourself from the conversation, the call is transferred.

The TRANS/CONF key is also used when setting up a telephone conference consisting of any mixture of internal or external callers.

Transfer a Call

- **Press TRANS/CONF**
  to place a call on temporary hold.
- **Dial destination number.**
- **Introduce the caller.**
- **Replace the handset.**
  The call is transferred to the destination number.

Cancel a Call Transfer

- **Press CANCEL.**
  You are reconnected with the original caller.

CONFERENCE

Set Up a 3-party Conference

- **Call the first person.**
  Wait until the call is answered.
- **Press TRANS/CONF**
  to put the first person on temporary hold.
- **Call the next person.**
  Wait until the call is answered.
- **Press TRANS/CONF**
  to form a 3-party conference.

If an intended conferee is busy or does not answer:

- **Press CANCEL**
  to return to the original caller.

Add Another Party

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

- **Press TRANS/CONF.**
- **Call the next person.**
- **Press TRANS/CONF**
  to include everyone dialed so far.

Leave a Conference

- **Replace the handset.**
  The other conferees remain connected to each other.

CALL HOLD

Using the "HOLD" Key

You can put a caller on hold with the HOLD key, and then hang up without being automatically called back. Your caller remains on hold. You can retrieve the held call at your own telephone by lifting the handset and pressing the flashing Line Select Key, or at another, by using the appropriate feature access code.

Put a Call on Hold

- **While in a call, press HOLD.**
  The Line Select key for that line begins to flash rapidly. Your call is put on hold and you hear dial tone.

- **Replace the handset.**
  Your call remains on hold, and you can make or receive other calls.

Retrieve a Held Call

- **Press the Line Select key that is flashing.**
  You are connected with your held call.

Retrieve a Held Call at Another Extension

- **Dial the Call Hold Remote Retrieve feature access code.**

- **Dial your extension number**
  when you are at another extension. You are connected with your held call.

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

- **Press TRANS/CONF**
  to put the current call on hold.

- **Enter the Camp-On Retrieve feature access code**
  to connect with the waiting call.

- **Press TRANS/CONF again**
  to form a conference call with the original call and the camped on caller.

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**
  when you hear busy tone or there is no answer, to set up an automatic Callback.

  OR

- **Press the Callback feature key.**
  See your Communications Department about having one of the Personal Keys on your set programmed as a Callback feature key.

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

Cancel a Callback

To cancel all callbacks:

- **Enter the Callback - Cancel All feature access code**
  to cancel all callbacks before they are honored.

- **Replace the handset.**
  All callbacks are canceled.

To cancel a specific callback:

- **Enter the Callback - Cancel Individual feature access code**
  to cancel a specific callback before it is honored.

- **Dial the number of the called telephone.**

- **Replace the handset.**
  The callback is canceled.

CAMP-ON/INTRUDE

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 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, his telephone rings. When the user answers, you are connected.

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.

  OR

- **Dial the Camp-On Setup feature access code.**

- **Do NOT replace the handset.**
  When the busy user hangs up, you hear ringing tone and the user's set commences to ring.

Intrude On a Busy Line

- **Enter Override feature access code**
  when you hear busy tone, to intrude on the conversation. You hear a warning tone and then are connected to the call.

  OR

- **Press the Override feature key.**
  You hear a warning tone and then are connected to your call.

  This forms a 3-party conference, of yourself, the person you called, and the other person in that call.

See your Communications Department about having one of the Personal Keys on your set programmed as an Override feature key.

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

- **Enter the Do Not Disturb feature access code.**
  OR

- **Press the Do Not Disturb feature key.**
  See your Communications Department about having one of the Personal Keys on your set programmed as a Do Not Disturb feature key.

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

Cancel Do Not Disturb

- **Enter the Cancel Do Not Disturb feature access code.**

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 short code. This feature ensures that all calls are answered.

Answer a Call For Your Pickup Group

- **Enter the Call Pickup feature access code**
  on the dial pad, to be connected to the caller.

  OR

- **Press the Call Pickup feature key.**
  See your Communications Department about having one of the Personal Keys on your set programmed as a Call Pickup feature key.

Answer a Call For Another Pickup Group

- **Enter the Directed Call Pickup feature access code.**

- **Dial the number of the ringing extension**
  to be connected to the caller.

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 someone else's desk.

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 feature access codes 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.

Once you have programmed Call Forwarding instructions, you can use a Call Forward feature key to turn forwarding on and off.

Set Up Call Forwarding

- **Enter the appropriate Call Forward feature access code**
  for Busy, No Answer, or Follow Me (see opposite page).

- **Dial extension number**
  to which calls are to be forwarded.

- **Replace the handset.**
  Call Forwarding is now activated.

Cancel Call Forwarding

- **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 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.

Turn Call Forwarding On and Off

Once you have set up Call Forwarding, you can use a Call Forward feature key to turn Call Forwarding off and on. See your Communications Department about having one of the Personal Keys on your set programmed as a Call Forwarding feature key.

- **Set up Call Forward as described above.**
  The Call Forward feature key indicator lights, to show that Call Forwarding is activated.

- **Press the Call Forward feature key to turn Call Forwarding off and on.**
  The key indicator goes off and on to show whether Call Forwarding is activated or not.

Set Up Call Forwarding from Another Extension

You can set up call forwarding on your own telephone, from another extension.

- **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.

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 the your own extension.

- **Replace the handset.**
  Call Forward - I Am Here is canceled.

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 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.

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. Simply press the MESSAGE key to place a call to the Attendant to receive your message.

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

- **Press MESSAGE**
  if the Message Lamp on your set is on while making a call.

- **Replace the handset.**
  A message is left at the busy or unanswered extension, causing its Message Lamp to flash.

Respond to a Message Waiting

A flashing Message Lamp indicates that you have 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.**
  A Callback message is left at the extension of the original caller, and the Message Lamp on your set turns off.

- **Replace the handset.**

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 six Personal Keys not being used as Feature or Line Select keys can be programmed as Speed Call keys.

Save a Speed Call Number

- **DO NOT lift the handset.**

- **Press SUPERKEY.**

- **Press the desired Personal Key. If the status indicator does not turn on, select another key.**
  If a key is already programmed as a feature key, the status indicator will not turn on. You cannot save a speed call number on a feature key.

- **Enter the number to be saved**
  including the outside access code and area code, if necessary.

  OR

- **Press REDIAL**
  to enter the last number dialed.

- **Press SUPERKEY again.**
  The speed call number is now saved.

You can use these instructions to change a speed call number already programmed. An old speed call number is erased when you overwrite it with a new number.

Use a Saved Speed Call Number

- **Press the desired Personal Key.**
  The saved number is dialed.

FEATURE ACCESS CODES

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 while in a call, press TRANS/CONF and then dial the access code for that feature. To activate a feature when your set is idle, lift the handset and then dial the access code for that feature.

Feature access codes are set by your Communications Department.

List of Feature Access Codes

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	
Callback- Setup	
- Cancel All	
- Cancel Individual	
Call Fwd- Busy (Ext Src)	
- Busy (Int Src)	
- Busy (Both)	
- No Answer (Ext Src)	
- No Answer (Int Src)	
- No Answer (Both)	

Feature	Access Code
- Follow Me	
- I Am Here	
- Cancel All	
Call Hold	
Call Hold Retrieve	
Call Hold Remote Retrieve	
Call Pickup	
Directed Call Pickup	
Camp-On Setup	
Camp-On Retrieve	
Clear All Features	
Do Not Disturb	
Cancel Do Not Disturb	
External Line Access	
Override	
Paging	
Speed Call- Store	
- Invoke	
Tone Demonstration	

PERSONAL KEY LISTING

List of Programmed Personal Keys

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. You can use the following tables to keep a record of the speed calls and features programmed on your *SUPERSET 410* Personal Keys.

Left Side:

Line	Line Select/Speed Call /Feature Key
6	
4	
2	

Right Side:

Line Select/Speed Call /Feature Key	Line
	5
	3
PRIME LINE	1