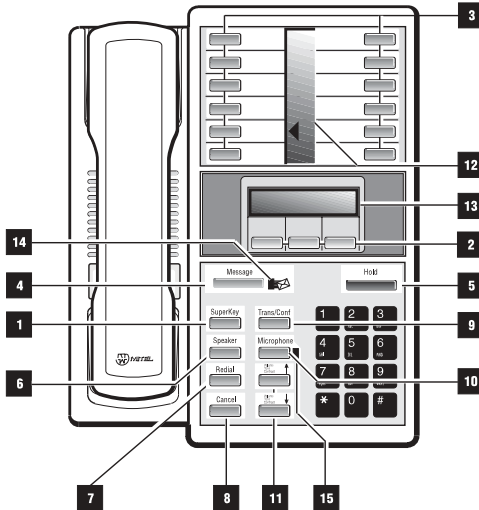


How to Use This Guide

This guide provides brief instructions for commonly used *SUPERSET 420* telephone features. 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 three 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 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., *TurnOn*).

The instructions for each operation assume that the first step is to lift the handset or press the SPEAKER key, unless otherwise stated.



Keys, Indicators and Displays

- SUPERKEY:** for programming Personal Keys, and accessing special set features.
- Softkeys** (*blue keys under the Main Display*): for performing the commands shown in the Main Display.
- Personal Keys:** can be programmed as line select, speed dial, or feature access keys.
- MESSAGE Key:** for sending and responding to messages.
- HOLD Key** (*red key*): for placing calls on hold.
- SPEAKER Key:** for turning the set speaker on and off.
- REDIAL Key:** for redialing the last dialed number.
- CANCEL Key:** for canceling call features in progress.
- TRANS/CONF Key:** for transferring calls and setting up conference calls.
- MICROPHONE Key:** for turning on and off the microphone (a privacy feature) during an onhook call.
- VOLUME TONE CONTRAST ^ and VOLUME TONE CONTRAST ∨ Keys:** for changing the volume of the handset receiver, the volume and pitch of the ringer, the volume of the speaker, and adjusting the contrast of the Main Display.
- Line Status Display:** shows which Personal Keys are active, and their status.
- Main Display:** shows SUPERKEY instructions and Softkey labels, time and date, call status, messaging and system error information.

- Message Lamp:** When flashing, it indicates that a message is waiting. When it is on steady during a call, a message can be sent.
- Microphone Lamp:** When lit, it indicates that the microphone is on.

Personal Keys, Line Select Keys, and Feature Keys

Your *SUPERSET 420* telephone has 12 personal keys, including your prime line (your listed number). A Personal Key can be programmed in CDE as a Line Select Key to access a telephone line with 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 its Line Select Key. The Line Appearance indicators show you the status of the lines which are 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 Speed Call Key for single keystroke calling to a frequently called number. When you make a speed call, the indicator for that key turns on.

A Personal Key can also be programmed as a Feature Key for quick access to an often used feature. When you turn on a feature using the feature key, the indicator for that key turns 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. The feature will not appear if it has not been enabled. See your Communications Department if you have any questions.

Making Calls

Dialing from your *SUPERSET 420* 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

While the arrow (←) softkey is present, 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 an 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.

CALL TRANSFER

The "TRANS/CONF" Key

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 go on-hook, the call is transferred.

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

"HOLD" Key vs "TRANS/CONF" Key

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 cannot use the red HOLD key to transfer a call or set up a conference. When you put a caller on hold with the HOLD key, you can hang up without being automatically called back. You can retrieve the held call at your own telephone by lifting the handset and pressing the flashing line select key, or at another telephone by entering the appropriate feature access code.

Transfer a Call

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

Cancel a Call Transfer

- Press CANCEL to return to the original caller if you hear busy tone or the called party doesn't answer.
-

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. You hear transfer dial tone.
- Call the next person.
Wait until the call is answered.
- Press TRANS/CONF
to form a 3-party conference.

If an intended conference is busy or does not answer:

- Press CANCEL
to return to the original caller.

Add Another Party

You can set up a conference call for up to eight people.

- Press TRANS/CONF.
The conference is put on temporary hold, and you hear transfer dial tone.
- Call the next person.
Wait until the call is answered.
- Press TRANS/CONF again
to include everyone dialed so far.

Split a Conference

- Press *Split*.
The Main Display shows which party remains connected. The other party is on hold.
- Press *Trade*
to swap to the party that is on hold.
- Press TRANS/CONF
to re-establish the conference call.

Leave a Conference

- Replace the handset.
The other conferees remain connected.

CAMP ON

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.

Wait On a Busy Line

- If the extension you are calling is busy, press *Wait*.
- DO NOT replace the handset.
The called party hears Camp On tone and can swap to your call, or, when they hang up, his/her telephone will ring.

Intrude On a Busy Line

You can only intrude on a busy line if you have an Intrude feature key programmed on your *SUPERSET 420*.

- Press the Override (Intrude) feature key*
to intrude on the conversation.

You will hear a warning tone before being connected to your call.

* See "Program Personal Keys" for instructions on how to program a feature key.

CALLBACK

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 available. If there was no answer, you are notified (your telephone rings) when the user returns and next goes on-hook. When you lift the handset, the previously unanswered extension rings.

You can 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.

You can also use Automatic Callback if you receive an ARS Expensive Route warning signal when trying to access an outside line. When a less expensive line becomes available, your telephone rings. When you pick up the handset, the outside number is dialed automatically.

Leave an Automatic Callback

- If the extension you are calling is busy, or there is no answer, press *Callback*. Dial tone is returned, indicating that the callback is in effect.
- Replace the handset.
The Callback is set on the busy or unanswered extension.

If the line was busy, your telephone will ring when the called person hangs up.

If the line is unanswered, your telephone will ring when the called person next goes on-hook.

CALL WAITING

Swap to a Waiting Call

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, after warning your current caller.

- Press *Trade*.
Your current call is put on hold and you are connected to the waiting call.
 - Press *Trade* again
to put your new call on hold and swap back to your original call.
-

What are Feature Access Codes

You can use feature access codes to activate certain telephone features. Lift the handset and then dial the feature access code for that feature.

At the end of this guide is a table listing the most popular features, 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.

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, press the *Pickup* softkey. This feature ensures that all calls are answered.

Answer a Call For Your Pickup Group

- Lift the handset or press *SPEAKER*.
If the ringing telephone is in your pickup group, the *Pickup* softkey label will appear in your display.
- Press *Pickup*.
The call is connected.

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.
-

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.

Activate Automatic Answer

- Press *SUPERKEY*.
- Press *No*.
until *AUTO ANSWER?* appears in the Main Display.
- Press *TurnOn*.
AUTO ANSWER ON appears briefly, before the display returns to showing the date and time.
OR
- Press the Auto Answer feature key*.

Disable Automatic Answer

- Press *SUPERKEY*.
 - Press *No*.
until *AUTO ANSWER?* appears in the Main Display.
 - Press *TurnOff*.
AUTO ANSWER OFF appears briefly, before the display returns to showing the date and time.
OR
 - Press the Auto Answer feature key*.
-

*See "Program Personal Keys" for instructions on how to program a feature key.

MESSAGING

If someone leaves a message for you with the Attendant, or if a caller at another extension leaves a message for you to call, the Message Lamp on your telephone will flash. Press the MESSAGE key and then follow the instructions in the Main Display to see your message.

MESSAGE Key and Automatic Callbacks

When you set an Automatic Callback on someone else's extension, your telephone will ring the next time they go on-hook. You can then lift your handset to place a call to them automatically.

When you press MESSAGE while trying to reach another extension, the Message Lamp on that telephone flashes until the extension user presses their MESSAGE key. When they press MESSAGE on a non-display telephone set, they automatically place a call back to your extension.

When the Message Lamp on your telephone flashes, lift your handset and press MESSAGE to automatically place a call to the extension that activated the message.

Send a Message on Busy/No Answer

- If the extension you are calling is busy, or there is no answer, press MESSAGE.
The Message Lamp will begin to flash on the called extension immediately, or when the user hangs up.
- Replace the handset.

Respond to a Message Waiting

When you have a message waiting, the Message Lamp on your set flashes, and a message indicator appears in your set's Main Display.

- Press MESSAGE.
MESSAGE CENTER? appears
- Press *Yes* or *No*.
If *No* is pressed, CALL ME BACK? appears
- Press *Yes* or *No*.
The name of the caller (e.g., Msg Centre) is shown.
- Press *More*
to see the rest of the message if it is longer than 16 characters.
- Press *Call*
to place a call to the person who left the message.
- Press *Callback*
to leave a Callback message if the line is busy or unanswered. This softkey appears when sending a Callback message is possible.
- Press *Again*
to reread the message when at end of message.
- Press *Erase*
to delete the message.
- Press MESSAGE
to view the next message.
- Press SUPERKEY to exit.
OR
- Lift the handset.
- Press MESSAGE
to place a call to the person who left the message.

ADVISORY MESSAGES

Messaging on Your Display Set

There are two kinds of messages on the SUPERSET 420 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, such as "IN A MEETING" or "ON VACATION" for other users to see - at their telephone - when they call you.

Set an Advisory Message

- Press SUPERKEY.
- Press *No*
until ADVISORY? appears in the Main Display.
- Press *Yes*.
The first advisory message (*IN A MEETING*) appears in the display.
- Press *Next*
until the desired message is displayed (or dial the message number, pressing ENTER after each digit).
- Press *TurnOn*
to activate the selected advisory message.
- Press SUPERKEY again.
The next time that a caller with a display set calls your extension, your message will be displayed on their set.

Cancel an Advisory Message

- Press SUPERKEY.

- Press *No* until *ADVISORY?* appears in the Main Display.
 - Press *Yes*.
Your current advisory message appears in the display.
 - Press *TurnOff* to cancel the selected advisory message.
 - Press SUPERKEY again.
Your advisory message is canceled.
-

SPEED CALL

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. You can program any of the twelve Personal Keys that are not being used as “Line Select keys” as speed call keys.

Save a Personal Speed Call Number

- Press SUPERKEY.
Press *No* until *PERSONAL KEYS?* is displayed.
- Press *Yes*.
- Press the desired Personal Key.
If the selected Personal Key is already programmed as a feature key, ensure that it may be changed.
- Press *Change*.
SPEED CALL? appears in the Main Display.
- Press *Yes*.
ENTER NUMBER appears in the Main Display.

- Dial 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 *Priv* if you do not want the number to appear in the display when that Personal Key is pressed.
- Press *Save* to save the entered number on that key. *KEY SAVED* appears in the display.
- Press another key to program another speed call.
- Press SUPERKEY again to exit.

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 programmed number is dialed.
-

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 SUPERKEY.

- Press *No* until *DO NOT DISTURB?* appears in the Main Display.
- Press *TurnOn*.
DND ON appears briefly, before the display returns to showing the date and time.
OR
- Press the Do Not Disturb feature key*.
The line appearance for the key turns on.

Cancel Do Not Disturb

- Press SUPERKEY.
 - Press *No* until *DO NOT DISTURB?* appears in the Main Display.
 - Press *TurnOff*.
DND OFF appears briefly, before the display returns to showing the date and time.
OR
 - Press the Do Not Disturb feature key*.
The line appearance for the key turns off.
-

* See “Program Personal Keys” for instructions on how to program a feature key.

A speed call key may be reprogrammed as a feature key, and a feature key may be reprogrammed as a speed call key.

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 During a Call

- Press SUPERKEY.
 - Press *No*
until *ACCOUNT CODE?* appears in the display.
 - Press *Yes*.
ENTER NUMBER appears in the display.
 - Enter the Account Code and press *Enter*.
VERIFIED? appears on the display.
 - Press *Yes* or *No*.
 - Press *Save*.
-

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 420*. This is useful when you want a reminder to go to a meeting, make a call, etc.

Set a Timed Reminder

- Press SUPERKEY.
- Press *No*
until *TIMED REMINDER?* appears in the display.
- Press *Yes*.
ENTER TIME HH:MM appears in the display.
- Dial 4-digit time in 24-hour format (e.g., 0230 for 2:30).
- Press *Save*.
REMINDER SAVED appears briefly in the display.

When the Timed Reminder Rings

- Press *Confirm*.
The date and time display returns.

Change a Timed Reminder

- Press SUPERKEY.
- Press *No*
until *TIMED REMINDER?* appears in the display.
- Press *Yes*.
The current reminder time appears in the display.
- Press SUPERKEY
if viewing the set time only.
- Press *Change*.
ENTER TIME HH:MM appears briefly in the display.
- Dial 4-digit time in 24-hour format (e.g., 0230 for 2:30).
- Press *Save*.
REMINDER SAVED appears briefly in the display.

Cancel a Timed Reminder

- Press SUPERKEY.
 - Press *No*
until *TIMED REMINDER?* appears in the display.
 - Press *Yes*.
The current reminder time appears in the display.
 - Press *Clear*.
REMINDER CANCEL appears briefly in the display.
-

CALL FORWARD

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 420*.

Call Forwarding can forward internal and external calls differently. For example, it can forward internal calls to one number (ext. 2103) and external calls to another (ext. 4671).

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 Forward
All your incoming calls are forwarded.
2. When Set's Busy
Your calls are forwarded when your telephone is busy.
3. When No Answer
Your calls are forwarded when your telephone is unanswered.
4. Busy/No Answer
Your calls are forwarded when your telephone is busy or unanswered.
5. I'm Here
Your calls are forwarded to this telephone extension.

You can program Call Forwarding on your telephone from another extension, by using the Call Forwarding - I'm Here option. If you are away from your desk but have access to another *SUPERSET 420*, you can select the I'm Here option on this set to forward all incoming calls at your own extension, to your new location.

Set Up Call Forwarding

- Press SUPERKEY.
- Press *No*
until *CALL FORWARDING?* appears in the display.
- Press *Yes*.
ALWAYS? appears in the display
- Press *Next*.
until the desired type of Call Forwarding is displayed.
- Press *Review*.
- Press *Program*.
- Enter the destination number at the *TO:* prompt.
Press the ← softkey to correct errors.
- Press *Save*.
Call Forwarding is programmed.

Display Current Forwarding

- Press SUPERKEY.
- Press *No*
until *CALL FORWARDING?* appears in the display.
- Press *Yes*.
ALWAYS? appears in the display.
- Press *Next*.
until the desired type of Call Forwarding is displayed.
- Press *Review*.
The current Call Forward programming is displayed.
- Press SUPERKEY again to exit.

Note: You cannot display "I'm Here" Call Forwarding information.

Turn Call Forwarding On or Off

When Call Forwarding is set up, and a Call Forward feature key is programmed, you can turn Call Forwarding on and off in a single step.

- Press the Call Forward feature key*.
The line appearance for the key turns on when Call Forwarding is in effect, and turns off when it is disabled.
OR
- Press SUPERKEY.
- Press *No*
until *CALL FORWARDING?* appears in the display.
- Press *Yes*.
- Press *Next*.
until the desired type of Call Forwarding is displayed.
- Press *Review*.
The current Call Forward programming is displayed.
- Press *Change*.
- Press *TurnOn* or *TurnOff*
as required, to activate or disable the selected Call Forwarding option.

A "*" appears at the end of the display when the Call Forwarding option is turned on.

- Press SUPERKEY.
to return to normal display.

* See "Program Personal Keys" for instructions on how to program a feature key.

Set Up Call Forwarding at Another Extension

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

- Press SUPERKEY.
- Press *No*
until *CALL FORWARDING?* appears in the display.
- Press *Yes*.
ALWAYS? appears in the display.
- Press *Next*
until *I'M HERE* appears in the display.
- Press *Yes*.
- Enter your extension number at the *FR:* prompt.
Press the ← softkey to correct errors.
- Press *Save*.
Call Forwarding - I'm Here is programmed and activated.

Cancel Call Forwarding from Another Extension

- Dial Call Forward - Cancel I'm Here feature access code on the telephone where this feature was enabled.
 - Replace handset.
Call Forward - I'm Here is canceled.
-

DISPLAYS

Idle vs Active Display

When your telephone is idle, the current date and time of day are displayed continuously. If you have

messages, "MESSAGES" replaces date and time. 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.

Display Saved Information

The Main display allows you to view saved information such as Call Forward settings, last number dialed, 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 either a Personal Key, or a softkey to select the feature information that you wish to view.

Check Personal Key Programming

- Press SUPERKEY.
- Press a Personal Key.
The line number, speedcall number, or feature that is programmed for that key appears on the display.
- Press *Change*
to change the programming of the key.
- Press *Clear*
to clear the programming of the key.
OR
- Press a hardkey
to display the name of the hardkey.

OR

- Press REDIAL.
REDIAL KEY or the actual stored number appears in the display.
 - Press SUPERKEY
to return to time and date display.
-

PHONE BOOK

You can access your Corporate Directory to look up another person's extension number, simply by pressing the *Phonebook* softkey on your *SUPERSET 420*. 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 Phone Book Facility

- Press *Phonebook*.
ENTER NAME appears on the display.
 - 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 (if on the same key).
 - Press *Lookup*
to search the directory. If no match exists, NO SUCH ENTRY appears in the display. The invalid name is redisplayed.
 - Press *Next*
to move to the next matching name, if the name is not unique.
 - Press Call
to place a call to that person when the required name appears.
-

RINGER

You can change the pitch, tone, or volume of the ringer from the set while it is ringing.

Adjust the Ringer pitch and volume

- Press *SUPERKEY*
 - Press *No*
until RINGER ADJUST? appears on the display.
 - Press *Yes*
ADJUST PITCH? appears on the display.
 - Press *Yes* followed by *VOL ^* or *VOL v*
to adjust the pitch.
OR
 - Press *No*
ADJUST VOLUME? appears on the display.
 - Press *Yes* followed by *VOL ^* or *VOL v*
to adjust the volume.
 - Press *SUPERKEY*
to return to time and date display.
-

MUSIC

You can listen to the music on hold music source at an idle set. Music is turned on or off in *SUPERKEY* mode (or from a programmed feature key).

Music

- Press *SUPERKEY*
when the set is idle.

- Press *No*
until MUSIC? appears on the display.
 - Press *TurnOn* or *TurnOff*
to turn the music on or off.
 - Press *VOL ^* or *VOL v*
to adjust the volume while music is on.
 - Press *SUPERKEY*
to return to time and date display.
-

NIGHT SERVICE

You can change the telephone system into *DAY*, *NIGHT1*, or *NIGHT2* service from the set, and query the mode currently in operation. This feature is primarily for an unattended telephone system or a remote node of a network.

Select Night Service

- Press *SUPERKEY*
 - Press *No*
until NIGHT SERVICE? appears on the display.
 - Press *Yes*.
The current service mode is displayed
DAY SERVICE, *NIGHT 1*, or *NIGHT 2*.
 - Press *Change*
and a mode is displayed.
 - Press *Yes*
to select the displayed mode.
OR
 - Press *No*
to display the alternative mode.
-

PRIVACY RELEASE

Line privacy between users who share line appearances is automatic on the telephone system. Privacy Release allows a user to remove privacy and allow another member of the group to intrude on the call. When a new member enters the call, the original members receive conference tone and privacy is restored.

Privacy Release

- Press *SUPERKEY*
 - Press *No*
until LINE PRIVACY? appears on the display.
 - Press *TurnOff*.
 - Press *SUPERKEY*
 - Press *TurnOn*
to regain privacy.
(The default is Privacy on)
 - Press *SUPERKEY*
to return to time and date display.
-

PROGRAM PERSONAL KEYS

Your telephone is designed to let you program and save certain information (such as Call Forward destinations and Speed Call numbers). Once such information is programmed, you can access it whenever you wish. For example, you need only program your Call Forwarding information once. From then on, you can turn Call Forwarding off and on with the push of a button.

Program Feature Keys

You can program a Personal Key to be a Feature Key. Feature Keys are used to activate or deactivate certain system features on your *SUPERSET 420* telephone.

- Press SUPERKEY.
- Press the desired Personal Key.
- Press *Change*.
- Press *No*.
until the desired option is displayed.
- Press *Yes*.
KEY SAVED appears in the display.
- Press SUPERKEY to exit.
The Personal Key is programmed for the selected feature.

Although you can program a Feature Key; it may not function unless that feature has also been enabled for your telephone in CDE.

List of Feature Keys Available

Feature
Speed Call
Music
Do Not Disturb
Pager
Night Answer
Line Privacy
Intrude
CFWD NA Int
CFWD NA Ext
CFWD NA Int/Ext
CFWD Busy Int

Feature
CFWD Busy Int
CFWD Busy Int/Ext
CFWD Always
Auto Answer
Wait
Trade
Make Busy
Callback
Call Pickup
Headset

FEATURE ACCESS CODES

Feature access codes are used to activate system features on the *SUPERSET 420* telephone. In general, to activate a feature, 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.

List of Feature Access Codes

Feature	Access Code
Account Code Access	
Speed Call Access	
Callback - Busy	
-No Answer	
Call Forward - I'm Here	
- Cancel I'm Here	
Call Hold	
Call Hold Retrieve	
Remote Call Hold Retrieve	
Call Pickup	
Directed Call Pickup	
Clear All Features	
Do Not Disturb	
External Line Access	
Override	
Paging	
Program Feature Key	
Timed Reminder	
Tone Demonstration	

