

QUICK GUIDE TO YOUR 4001 PHONE

The SUPERSET 4001 has six fixed-function keys (**PROGRAM**, **MESSAGE**, **HOLD/RETRIEVE**, **FLASH**, **D**, and **Ñ** keys) and seven personal keys.

Telephone status indicators and Up and Down Arrow Keys:

| When line is: | the indicator is: | Up and Down Arrow Keys Control: |
|------------------------|---------------------------|--------------------------------------|
| Idle | Off | N/A |
| Busy | On | Adjusts volume of handset or headset |
| Ringing | Flashing slowly | Adjusts volume of ringer |
| On hold at your set | Flashing rapidly | N/A |
| On hold at another set | Flashing slow on/fast off | N/A |



PROGRAM: Allows programming of other keys and features.

MESSAGE: Allows you to place a callback message and to use the callback feature if you are left a message.

HOLD/RETRIEVE: Allows you to place a caller on hold and then to retrieve the caller that is on hold.

FLASH: Allows you to transfer callers and establish a conference call.

ALL 4001 PHONES IN THE DISTRICT:

OFFICE: Rings the main office.

VOICE MAIL: This allows you to retrieve your voice mail messages. If your message light is flashing you may press this button to enter the voice mail system, and then follow the prompts.

REDIAL: Allows you to redial the last number manually dialed on that phone.

DO NOT DISTURB: Allows you to not be disturbed. All incoming calls will go directly to voice mail.

PICK UP: Allows you to retrieve a call that is ringing at another phone (station).

SECURITY: Rings all of the 4025 model phones in the building.

MAKING AND ANSWERING CALLS

To make a call:

- Lift the handset.
- Dial the number.
–or–
Press the Redial button.
–or–
Press a Speed Call key.

To answer a call:

- Lift the handset.

Redial

To redial the last number that you manually dialed:

- Press the **Redial** button.

Hold

To place a call on Hold:

- Press **HOLD/RETRIEVE**.

To retrieve a call from Hold:

- Press **HOLD/RETRIEVE**.

To retrieve a call that has been placed on Hold at another Phone (station):

- Lift the handset.
- Dial ***7**.
- Dial the number of the extension that placed the call on Hold.

*****TIP: Extensions now use the last 4 digits.*****

Transfer / Conference / Split

To **Transfer** an active call:

- Press **FLASH**.
- 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 **FLASH** and dial **#3**.

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

- Press **FLASH**.
- Dial the number of the next party.
- Wait for an answer.
- Press **FLASH**.

To leave a Conference:

- Hang up.

Call Pickup

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

- Lift the handset.
- Press your **PICK UP** button.
- Dial the number of the ringing station.

Do Not Disturb

To activate Do Not Disturb:

- Press your **DO NOT DISTURB** button.

To deactivate Do Not Disturb:

- Lift the handset.
- Dial **#51**.
- Hang up.

Call Forward

To program and activate Call Forward:

- Lift the handset.
- Do one of the following:
 - To redirect all calls, dial ***60**.
 - To redirect all calls when your telephone is busy, dial ***66**.
 - To redirect all calls when you don't answer, dial ***63**.
- Dial the destination number.
- Hang up.

To cancel individual Call Forward types:

- Lift the handset.
- Do one of the following:
 - To cancel the redirect of all calls, dial **#60**.
 - To cancel the redirect of calls when your telephone is busy, dial **#66**.
 - To cancel the redirect of calls when you don't answer, dial **#63**.
- Hang up.

*****TIP:** *Call Forwarding can go to any phone, even a cellular phone or a home phone. It should not go to a pager unless the pager has voice mail.****

Speed Call Keys

To dial a stored Speed Call number:

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

To store a Speed Call number:

- Press **PROGRAM**.
- Press the desired Speed Call key.
- Dial the number to be stored.
Press **HOLD/RETRIEVE** between two digits to enter a 2-second pause in dialing.
- Press **PROGRAM**.

Speed Call - Personal

To dial a stored personal Speed Call number:

- Lift the handset.
- Dial **#69**.
- Enter an index number between **00** and **19**.

To store a personal Speed Call number:

- Lift the handset.
- Dial ***69**.
- Enter an index number between **00** and **19**.
- Dial the number to be stored (press **HOLD** between digits to create a pause during).
- Hang up.