

MITEL NETWORKS

Superset | 4015

USER GUIDE

 **MITEL** | it's about **YOU**

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IMPORTANT! This telephone is NOT suitable for direct connection to the public-switched telephone network. Connect the telephone to a Mitel Networks telephone system only.

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ABOUT YOUR PHONE

The SUPERSET 4015 has eight fixed-function keys (**SUPERKEY, MESSAGE, HOLD, CANCEL, TRANSFER/CONFERENCE, REDIAL, ▲** and **▼**) and seven personal keys with built-in status indicators. The personal key on the bottom left is always your Prime Line; the remaining personal keys can be programmed as Feature, Speed Call, or Line Appearance keys.

Personal Keys can be programmed as Feature Keys (such as **Swap** key) by you or by your Administrator.

Your telephone also features display-assisted selection of features, on-hook dialing, and a large Message Indicator.

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

IMPORTANT NOTE FOR HEADSET USERS:

Mitel Networks Headsets with Feature Control Switch (PN9132-800-500-NA/9132-800-501-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.

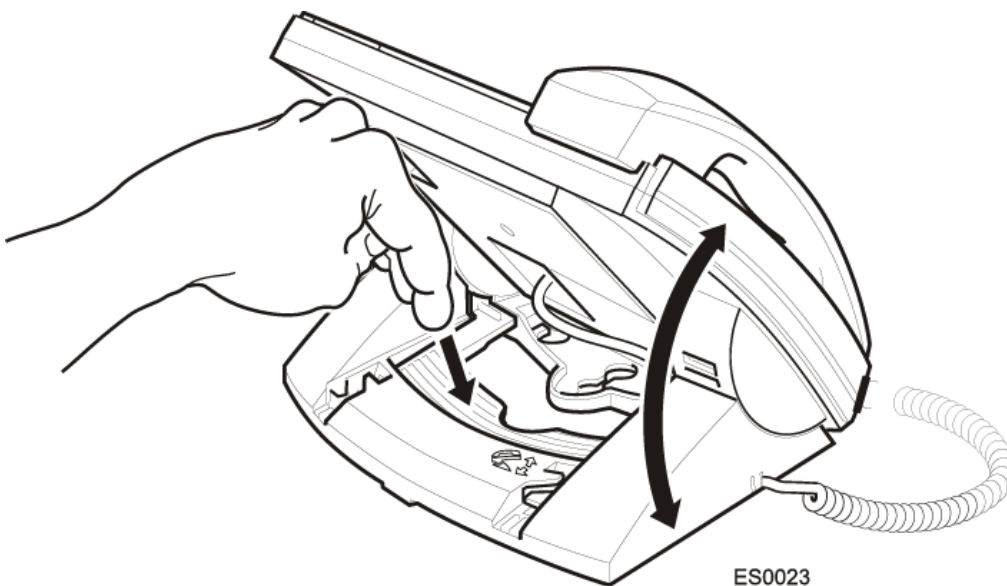
Protect your hearing

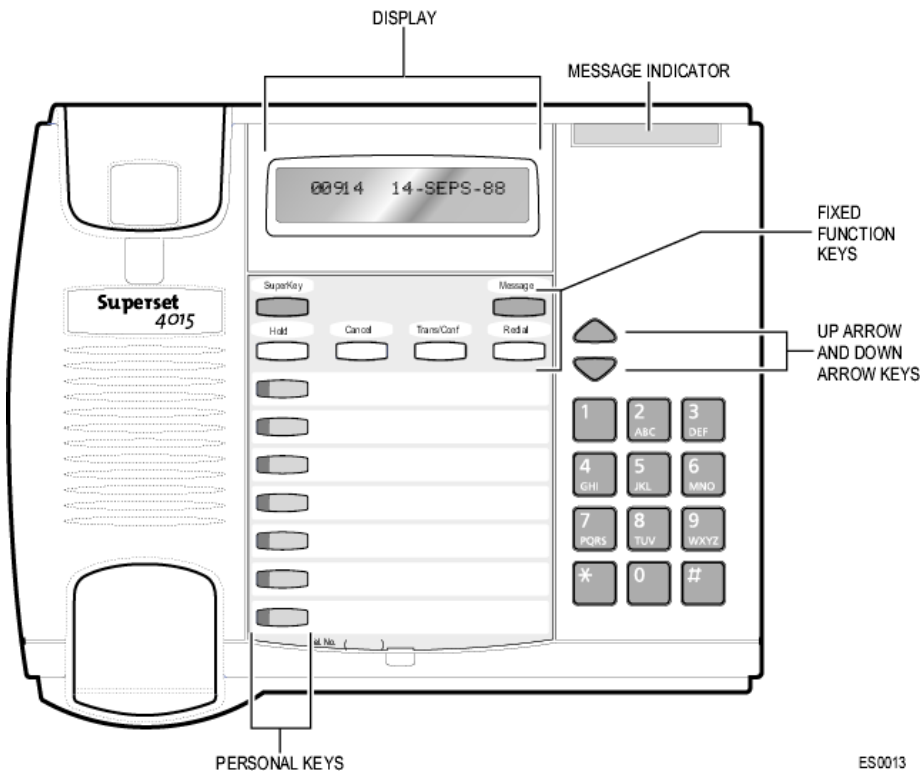
Your phone has a control for adjusting the volume of the handset receiver or headset. Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

Adjusting the viewing angle

The stand built into your phone tilts to give you a better view of the keys to tilt your telephone for better viewing!

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





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Changing Handsets

Your SUPERSET 4015 telephone is compatible with several specialty handsets. To remove the handset shipped with your set from the handset cord:

1. Bend a paper clip to produce approximately 4 cm (1.5 in.) of straight wire.
2. 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.
3. Slide the end of the wire into the handset jack along the groove until it stops underneath the handset cord clip.
4. While gently pulling on the handset cord, use the wire to pry the clip upward. The cord will separate from the handset.
5. Store the original handset in a safe place.

CUSTOMIZING YOUR SET

Ringer Control

To adjust the Ringer Volume while the set is ringing:

- Press ▲ or ▼.

To adjust the Ringer Pitch while the set is idle:

1. Press **SUPERKEY**.
2. Press # until "Ringer Adjust?" appears.
3. Press *.
4. Press *.
5. Press ▲ or ▼.
6. Press #.
7. Press **SUPERKEY**.

Handset Receiver Volume Control

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

- Press ▲ or ▼.

Speaker Volume Control

To adjust the Speaker Volume when making an on-hook call or when listening to background music:

- Press ▲ or ▼.

Display Contrast Control

To adjust the Display Contrast while your set is idle:

- Press ▲ or ▼.

Feature Keys

To display information about a key:

1. Press **SUPERKEY**.
2. Press a personal key.
3. Press **SUPERKEY**.

To program a feature key:

1. Dial **47**.
2. Press an unused personal key.
3. Dial the feature code for the desired feature key.
4. Press **CANCEL**.

Feature Code Feature Key

01	Call Forward
02	Account Code
03	Do Not Disturb
04	Auto Answer
05	Music
06	Direct Page
07	Paging - PA
08	Pickup
09	Campon
10	Callback
11	Swap
12	Privacy Release
13	Intrude
14	Night Answer
15	Forward Call
18	Release
19	Single Flash
20	Double Flash
21	Headset Mode
22	Headset Mute
23	Call Park
24	System Park
25	Call Forward Always Toggle
26	Call Forward Busy Toggle
27	Call Forward No Answer Toggle
28	Call Forward Busy/No Answer Toggle

Language Change

To change the display language:

1. Press **SUPERKEY**.
2. Press **#** until "Language?" appears.
3. Press *****.
4. Press *****.
5. Press **#** until the desired language appears.
6. Press *****.

MAKING AND ANSWERING CALLS

Make a call

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

Answer a call

- Lift the handset.
 - OR-
 - Press the flashing Line appearance key and lift the handset.

Redial

To redial the last number that you manually dialed:

1. Lift the handset.
2. Press **REDIAL**.

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:

1. Lift the handset.
2. Press a Speed Call key.

To store a Speed Call number:

1. Press **SUPERKEY**.
2. Press **#** until "Personal Keys?" appears.
3. Press *****.
4. Press a personal key that isn't a line key.
5. Press *****.
6. Do one of the following:
 - To store a new number, enter a trunk access code (usually "9") followed by the telephone number (press **HOLD** between digits to create a one-second pause during dialing - press **HOLD** more than once to lengthen the pause).
 - To enter the last number dialed, press **REDIAL**.
7. Press the personal key again.
8. Do one of the following:
 - To make the number private, press *****.
 - To keep the number visible, press **#**.
9. Press **SUPERKEY**.

Speed Call - Personal

To dial a stored personal Speed Call number:

1. Lift the handset.
2. Dial **52**.
3. Enter an index number between **1** and **5**.

To store a personal Speed Call number:

1. Lift the handset.
2. Dial **51**.
3. Enter an index number between **1** and **5**.
4. Enter a trunk access code (usually "9") followed by the telephone number (press **HOLD** between digits to create a one-second pause during dialing - press **HOLD** more than once to lengthen the pause).
5. Hang up.

On-Hook Dialing

To dial without lifting the handset:

1. If you want to use a Non-Prime Line, press a Line Appearance key.
2. Dial the number.
3. Lift the handset.

To put the call back on speaker:

1. Press **Hold**.
2. Replace the handset.
3. Press the flashing Line key.
The call is now on speaker.

Auto-Answer

To enable or disable Auto-Answer when you are using a headset:

- Press the **Auto-Answer** feature key.

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:

1. Lift the handset.
2. Press the flashing line key.

To retrieve a call from Hold at another station:

1. Press the flashing line key.
-OR-
2. Dial **23** and the number of the station that placed the call on Hold.

Transfer

To Transfer an active call:

1. Press **TRANS/CONF**.
2. Dial the number of the third party.
3. 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**.

To transfer an active call during headset operation:

1. Press **TRANS/CONF**.
2. Dial the number of the third party.
3. To complete the Transfer, press the **Release** feature key.

Conference

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

1. Press **TRANS/CONF**.
2. Dial the number of the next party
3. Wait for an answer.
4. Press **TRANS/CONF**.

To leave a Conference:

- Hang up.

Swap

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

1. Press **TRANS/CONF**.
2. Dial the number.

To alternate between the two parties:

- Press **Swap/Trade**.

Call Forward

Call Forward lets you redirect incoming calls to an alternate number. "External Calls?" redirects your incoming external calls only; "Internal Calls?" redirects your incoming internal calls only. If you want to redirect both external and internal calls, you must program each separately.

"Always Forward?" redirects all incoming calls regardless of the state of your telephone. "When No Answer?" redirects calls after several rings if you don't answer. "When Set's Busy?" redirects calls when your telephone is busy. "Busy/No Answer?" redirects calls when your telephone is busy or when you don't answer.

Note: For information about "I'm Here?", see Call Forward - Remote.

To program Call Forward:

1. Press **SUPERKEY**.
2. Press **#** until "Call Forwarding?" appears.
3. Press *****.
4. Do one of the following:
 - To program external forwarding, press *****.
 - To program internal forwarding, press **#** and press *****.
5. Press **#** until the type of Call Forward appears.
6. Press *****.
7. Dial the destination number.
8. Press **▼**.

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

1. Press **SUPERKEY**.
2. Press **#** until "Call Forwarding?" appears.
3. Press *****.
4. Press *****.
5. Press **#**.

Call Forward (Enhanced)

Call Forward lets you redirect incoming calls to an alternate number. "External Calls?" redirects your incoming external calls only; "Internal Calls?" redirects your incoming internal calls only. If you want to redirect both external and internal calls, you must program each separately.

"Always Forward?" redirects all incoming calls regardless of the state of your telephone. "When No Answer?" redirects calls after several rings if you don't answer. "When Set's Busy?" redirects calls when your telephone is busy. "Busy/No Answer?" redirects calls when your telephone is busy or when you don't answer.

Note: For information about the I_m Here? softkey, see Call Forward - Remote.

To program Call Forward:

1. Press **SUPERKEY**.
2. Press the **#** until "Call Forwarding?" appears.
3. Press *****.
4. Do one of the following:
 - To program external forwarding, press *****.
 - To program internal forwarding, press **#**.An asterisk next to External Calls? or Internal Calls? indicates that at least one type of call forwarding is turned on.
5. Press ***** to program Call Forward Always or the **Next** softkey to program another type of call forward.
6. Dial the destination number.
7. Press **▼**.
8. Continue programming other types of Call Forward or press **SUPERKEY** to leave programming mode.

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

1. Press **SUPERKEY**.
2. Press **#** until "Call Forwarding?" appears.
3. Press *****.
4. Do one of the following:
 - For external forwarding, press the ***** softkey.
 - For internal forwarding, press the **#**.
5. Do one of the following:
 - To turn Call Forward Always on or off, press *****, and then **#**.
 - To turn another type of Call Forward on or off, press the **Next** softkey until you reach the desired display, and then press ***** followed by **#**.
6. Continue turning other types of Call Forward on or off or press **SUPERKEY** to leave programming mode.

Call Forward (No Internal/External Split)

Call Forward lets you redirect incoming calls to an alternate number. "Always Forward?" redirects all incoming calls regardless of the state of your telephone. "When No Answer?" redirects calls after several rings if you don't answer. "When Set's Busy?" redirects calls when your telephone is busy. "Busy/No Answer?" redirects calls when your telephone is busy or when you don't answer.

Note: For information about "I'm Here?", see Call Forward - Remote.

To program Call Forward:

1. Press **SUPERKEY**.
2. Press **#** until "Call Forwarding?" appears.
3. Press *****.
4. Press *****.
5. If a number is already programmed, press *****.
6. Press **#** until the type of Call Forward appears.
7. Press *****.
8. Dial the destination number.
9. Press **▼**.

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

1. Press **SUPERKEY**.
2. Press **#** until "Call Forwarding?" appears.
3. Press *****.
4. Press *****.
5. Press **#**.

Call Forward (No Internal/External Split - Enhanced)

Call Forward lets you redirect incoming calls to an alternate number. "Always Forward?" redirects all incoming calls regardless of the state of your telephone. "When No Answer?" redirects calls after several rings if you don't answer. "When Set's Busy?" redirects calls when your telephone is busy. "Busy/No Answer?" redirects calls when your telephone is busy or when you don't answer.

Note: For information about "I'm Here?", see Call Forward - Remote.

To program Call Forward:

1. Press **SUPERKEY**.
2. Press **#** until "Call Forwarding?" appears.
3. Press *****.
4. Press ***** to program Call Forward Always or **#** to program another type of call forward.
An asterisk next to the Call Forward destination indicates that call forwarding is turned on.
5. Press *****.
6. Dial the destination number.
7. Press **▼**.
8. Continue turning other types of Call Forward on or off or press **SUPERKEY** to leave programming mode.

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

1. Press **SUPERKEY**.
2. Press **#** until "Call Forwarding?" appears.
3. Press *****.
4. Press **#** until the Call Forward type you want to turn on or off appear.
5. Press *****.
6. Press **#**.
7. Continue with other types of Call Forward or press **SUPERKEY** to leave programming mode.

Call Forward - Remote

To forward calls from a remote station to your current location:

1. Press **SUPERKEY**.
2. Press **#** until "Call Forwarding?" appears.
3. Press *****.
4. Press **#** until "I'm Here?" appears.
5. Press *****.
6. Dial the remote extension number.
7. Press **▼**.

To cancel Call Forward - Remote from the station that set the remote forwarding:

1. Lift the handset.
2. Dial **07**.
3. Dial the extension of the remote station.
4. Hang up.

To cancel Call Forward - Remote from the station that was forwarded:

1. Press **SUPERKEY**.
2. Press **#** until "Call Forwarding?" appears.
3. Press *****.
4. If "External Calls?*" appears, do the following:
 - a. Press ***** twice.
 - b. Press **#**.
 - c. Press **#** until "Internal Calls?*" appears.
 - d. Press ***** twice.
 - e. Press **#**.
5. If "External Calls?*" does not appear, do the following:
 - a. Press ***** twice.
 - b. Press **#**.

Call Forward - Forced

To force an incoming call to be forwarded:

- Press the **Forward Call** feature key.

To immediately transfer to another extension's No Answer forwarding destination when making a call:

- Press the **Forward Call** feature key when it lights.

Call Forward - Toggle

This feature is useful if you want call forwarding in effect for Busy and No Answer conditions most of the time, but need to override it with Call Forward Always occasionally--for example, when you're using a second phone such as a SUPERSET 4090 cordless phone. Instead of changing the call forward programming on your main phone to turn Call Forward Always on and off, you can program a key to do it.

You can also program keys to turn Call Forward Busy, No Answer or Busy/No Answer on and off.

To toggle call forward:

- Press the programmed feature key: **Forward Always**, **Forward Busy**, **Forward No Ans**, or **Forward Busy/NA**.

For information on programming a feature key, see "Feature Keys" elsewhere in this guide.

Note: You may also program a **Forward All** key to enable and disable all call forward types that have a destination programmed.

Messaging - Advisory

To turn Messaging - Advisory on:

1. Press **SUPERKEY**.
2. Press *****.
3. Press **#** until the desired message appears.
4. Press *****.

To turn Messaging - Advisory off:

1. Press **SUPERKEY**.
2. Press *****.
3. Press *****.

Messaging - Callback

To leave a Callback Message on a telephone when you hear busy or ringback tone:

- Press **MESSAGE**.

To respond to a Message Waiting condition on your telephone:

1. Lift the handset.
2. Press **MESSAGE**.
3. Dial **3**.

A call is placed to the message sender (voice mail system or extension user) that left the oldest message.

To view information about the messages before responding:

1. Press **MESSAGE**.
2. Do one of the following.
 - To call the message sender, press **#**.
 - To erase the message, press *****.
 - To view the next message, press **Message**.

USING ADVANCED FEATURES

Account Codes

To enter an Account Code at the start of a call:

1. Press the **Account Code** feature key.
2. Enter the account code.
3. Press **#**.
4. Dial the number of the trunk call.

Callback

To request a Callback when you reach a busy or unanswered telephone:

- Press the **Callback** feature key.

To answer a Callback:

- Lift the handset.

Call Park

To park a call that is on your prime line (Line 1 key):

- Press the **Call Park** feature key.
-OR-
Press **TRANS/CONF** and then dial **33**.

The call is parked and you receive dial tone on your prime line.

To retrieve a parked call from your phone while your phone is idle, or while you are off-hook and hearing dial tone:

- Press the **Call Park** feature key.
-OR-
Dial **22**.

To retrieve a parked call while you are on a call on your prime line:

- Press the **Call Park** feature key.
-OR-
Press **TRANS/CONF** and then dial **22**.

You are connected to the parked call and the caller that was on your prime line is parked.

To retrieve a parked call from another phone:

1. Lift the handset.
2. Dial **23**.
3. Dial the prime line number (extension number) of the phone that parked the call.

Note: If the phone has both a parked call and a call on hold, dialing the Remote Hold Retrieve access code will retrieve the parked call.

Call Park - System

This feature allows you to park a call from any line on your telephone not just the prime line. The number of calls you can park is limited only by the number available system park "orbits."

To park a call in system orbit:

1. Press the lit **System Park** feature key.
2. Do either of the following:
 - Hang up
 - Press a line key to answer a call, retrieve a call or hold, or get dial tone.

To return to the caller if all the system orbits are busy:

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

To retrieve a call parked on a system orbit from any extension:

- While listening to dial tone, dial **57** followed by the park orbit number.

Call Pickup

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

1. Lift the handset.
2. Press the **Pickup** feature key.

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

1. Lift the handset.
2. Dial **09**.
3. Dial the number of the ringing station.

Campon

To campon to a busy station:

- Press the **Campon** feature key.

To retrieve a call when you hear Campon tone:

- Press the **Swap/Trade** feature key.

Do Not Disturb

To activate and deactivate Do Not Disturb:

- Press the **Do Not Disturb** feature key.

Override (Intrude)

To use Override when you encounter busy or DND tone:

- Press the **Intrude** feature key.

Paging - PA

To use Paging:

1. Lift the handset.
2. Do one of the following:
 - To page the default zone, press the **PA Page** feature key.
 - To page a specific zone, dial **09** followed by the zone number (0-9).
3. Make the announcement.

Paging - Direct

To page an extension that has Whisper Announce or Off-Hook Voice Announce enabled:

1. Lift the handset.
2. Press the **Direct Page** feature key.
3. Dial the extension number.
4. Page the called party.

To answer a Direct Page:

- Lift the handset.

Paging - All Set

To page all telephones simultaneously through their speakers:

1. Lift the handset.
2. Press the **Direct Page** feature key.
3. Press *****.
4. Page the called party.

To answer an All Set Page:

1. Lift the handset.
2. Dial **49**.

Paging - Group

To page all telephones in a paging group simultaneously through their speakers:

1. Lift the handset.
2. Press the **Direct Page** feature key.
3. Press **#**.
4. Page the called parties.

To respond to a Group Page:

1. Lift the handset.
2. Dial **49**.

Handset Mute

To mute your handset's microphone during a call:

- Press the **Handset Mute** feature key.

To restore handset microphone operation:

- Press the **Handset Mute** feature key again.

Direct Station Select/Busy Lamp Field (DSS/BLF)

Your phone may have keys programmed to place calls to other extensions and to show the status (idle, busy or DND) of those extensions.

To call the DSS/BLF extension:

- Press the **DSS/BLF** key.

To transfer a call to DSS/BLF extension (without Secretarial option):

1. Press the **DSS/BLF** key.
2. Press the **Release** key.

To transfer a call to a station (with Secretarial option):

- Press the **DSS/BLF** key.

DSS/BLF/Call Pickup

Your phone may have keys programmed to show the status (idle, busy, ringing, call on hold) of another destination and to retrieve calls ringing or on hold at the destination.

To retrieve a call ringing at the DSS/BLF destination:

- Press the slowly flashing **DSS/BLF** key.

To retrieve a call on hold at the DSS/BLF destination:

- Press the rapidly flashing **DSS/BLF** key.

Direct Page/BLF

Your phone may have keys programmed to show the busy/idle status of another extension and to page the extension.

To page a DP/BLF extension:

- Press the **DP/BLF** key.

You can page when the DP/BLF extension is idle (key dark) or busy (key steadily lit).

DSS/BLF/Direct Page/Call Pickup

Your phone may have keys that show the status (idle, busy, ringing, or call on hold) of another extension. Depending on the programming of the key, pressing it will either call the extension if it is idle, or retrieve a call ringing or on hold at the extension, or page the extension.

To pick up a call ringing at the DSS/BLF extension:

- Press the slowly flashing **DSS/BLF** key.

To retrieve a call on hold at the DSS/BLF extension:

- Press the rapidly flashing **DSS/BLF** key.

To page a DSS/BLF extension:

- Press the dark or steadily lit **DSS/BLF** key.

Headset Operation

To enable Headset Operation on telephones that are not programmed for full-time headset mode:

- Press the **Headset** feature key.

To answer a call (when Auto Answer is disabled):

- Press the flashing line key.

To hang up:

- Press **CANCEL**.

Headset Operation (Headset with Feature Control Switch)

IMPORTANT NOTE: Mitel Networks Headsets with Feature Control Switch (PN9132-800-500-NA/9132-800-501-NA) must be installed in the dedicated headset jack (the jack nearest the front of the phone). 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 answer a call:

- Press the 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.

Music

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

- Press the **Music** feature key.

Record a Call

This feature uses your voice mail system to record your telephone conversations.

Note: You may be required by law to inform the other party that you are recording the conversation. For specific instructions, consult your system administrator.

To start recording while on a 2-party call:

- Press the **Record Call** key. (See Feature Keys elsewhere in this guide for instructions on programming a **Record Call** key to your phone.)

Note: Your system may be programmed to automatically begin recording external calls when you or the other answers.

To stop and save a recording:

- Press the **Record Call** key.

Putting the call on hold saves the recording; taking the call off hold starts a new recording. Depending on system programming, hanging up, or pressing **TRANS/CONF** or a **DSS** key, may also save the recording.

To stop and erase a recording:

- Press the **Cancel** softkey.

To listen to a recording:

1. Lift the handset.
2. Press the **Record Call** key. A call is placed to your voice mail system.
3. Follow the prompts to retrieve the recording.

Reminder

To set or modify a timed reminder:

1. Lift the handset.
2. Dial **32**.
3. Set a time by entering the hour and minutes in 24-hour format. For example, entering 1415 sets a reminder for 2:15 PM.
You hear dial tone if the time is valid; reorder tone if it is invalid.

To cancel a timed reminder:

1. Lift the handset.
2. Dial **32** followed by 9999.
3. Hang up.
The reminder is cancelled.

To acknowledge the reminder (indicated by five rings).

- Lift the handset.

Reminder - Multiple

To set multiple reminders (up to three):

1. Lift the handset.
2. Dial **32**.
3. Dial # followed by the number of the timer (#1, #2, or #3). To repeat the timer daily, dial *.
4. Set a time by entering the hour and minutes in 24-hour format. For example, entering 1415 sets a reminder for 2:15 PM.
You hear dial tone if the time is valid; reorder tone if it is invalid.
5. Repeat for each additional timer.

To cancel the Timer 1 reminder:

1. Lift the handset.
2. Dial **32** followed by 9999.
3. Replace the handset.

The reminder is cancelled.

To cancel multiple reminders:

1. Lift the handset.
2. Dial **32** followed by 9999.
3. Dial # followed by the timer number (#1, #2, or #3).
4. Dial 9999.
5. Replace the handset.

To acknowledge the reminder (indicated by five rings).

- Lift the handset.

FEATURE ACCESS CODES

Program Feature Key	47
Retrieve Personal Speed Call	52
Store Personal Speed Call	51
Call Hold Retrieve (Remote)	23
Call Forwarding - Cancel I'm Here	07
Call Park	33
Call Hold Retrieve (Local)	22
Call Park Orbit Retrieve	57
Directed Call Pickup	09
Group Page Meet-Me-Answer	49
Automatic Wakeup/Reminder	32



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