To Place an Outgoing Telephone Call:

- Lift the handset
- Dial 9 + area code (local calls) or Dial 9 + 1 + area code (long distance calls)
- Dial the number you wish to call

To Place an Internal Telephone Call:

- Lift the handset
- Dial extension number

To Place a Call on Hold

- With a call on the line, press Hold

To Reconnect with Caller

- Press the flashing line key

Transferring a Call

- With caller on the line, press TRANS/CONF on your phone set
- Dial the appropriate extension number or outgoing telephone number
- Then hang-up or announce the transfer and then, hang-up to transfer call
- Press Cancel to return to caller

Conferencing Calls

- With a caller on line, press TRANS/CONF
- Dial second party (internal or external)
- Wait for an answer, repeat if adding more callers
- Press TRANS/CONF to bring all parties together

To Disconnect from a Conference Call

- Hang-up

Ringer Adjust

- Volume – press * to adjust – press ARROW key to change the volume and press # to SAVE
- Pitch – press * to adjust – press ARROW key to change the pitch and press # to SAVE

Handsfree Operation

To Use Handsfree Operation to Make Calls:

- Press a LINE key
- Dial the number or extension
- Communicate using the speaker and microphone

To Hang-Up While Using Handsfree:

- Press the SPEAKER key

To Mute the Microphone during a Handsfree Conversation:

- Press the MICROPHONE key (the LED indicator light turns OFF) The caller cannot hear you now

To Re-Enable the Microphone and Return to the Conversation:

- Press the MICROPHONE key (the LED indicator light turns ON)

To Disable Handsfree Operation:

- Lift handset (you are now speaking over the handset)

To Return to Handsfree Operation:

- Press the SPEAKER key
- Hang up receiver

Superkeys

Phonebook:

- Press the SUPERKEY
- Press YES key
- Enter first or last name using dial pad then press the softkey to say YES and dial

Call Forward:

- You can redirect your incoming and external calls to an alternative number (pre-programmed to voicemail)

To Turn Call Forward On and Off (once it has been programmed):

- Press the CALL FORWARD ALWAYS key to turn ON or OFF
- (When red light is on, CALL FORWARD ALWAYS is on)

OR

- Press the SUPERKEY
- Press the NO softkey until "CALL FORWARDING APPEARS"
- Press the YES softkey

To Program Call Forwarding:

- Press the SUPERKEY
- Press the NO softkey until "CALL FORWARDING" appears
- Press the YES softkey
- Press the PROGRAM softkey
- Press the NO softkey until the type of call forward appears i.e. ALWAYS
- Press the YES softkey
- Dial the destination number, i.e., 7401 for voicemail
- Press the down arrow to SAVE the changes

Note: When using a Superset 4025, 5224 IP or 5324 IP telephone, please use the softkeys (located directly below the telephone screen) to navigate menus after pressing the superkey.

Speed Calls:

To Program Speed Calls:

- Press SUPERKEY
- Press the NO softkey until "PERSONAL KEYS" appears
- Press the YES softkey
- Select key to PROGRAM
- Press CHANGE
- Press YES
- Dial "9" + area code and phone number or extension number
- Press SAVE
- Press SUPERKEY to program another PERSONAL KEY

To Use a Speed Call Key:

- Lift the handset or select line key
- Press the appropriate SPEED CALL key

To Change or Clear a Speed Call:

- Press * to CHANGE or # to CLEAR
- Dial "9" + area code and phone number or extension number
- Press the PERSONAL KEY again
- If you want the number to be private, press the * or # to keep number visible
- Press SUPERKEY to program another PERSONAL KEY