

USER GUIDE

MITEL

SUPERSET 1000



TO ANSWER AN INCOMING CALL

- ☎ Lift handset, press **ANSWER**

TO PLACE AN OUTGOING CALL

- ☎ Dial *outside access code* [9]
- ☎ Dial number you wish to call
- ☎ You will not hear dial tone when dialing

TO PLACE AN INTERNAL CALL

- ☎ Dial *extension number*

TO PLACE A CALL ON HOLD

- ☎ With a call on the line, press **HOLD** button

To reconnect with caller:

- ☎ Press the **HOLD** button

TO TRANSFER A CALL

- ☎ With a call on the line
- ☎ Dial destination *extension number*
- ☎ Announce call (if desired)
- ☎ Press **RELEASE** to transfer call
- ☎ Press **CANCEL** to return to caller

TO TRANSFER TO VOICEMAIL

- ☎ Dial Voicemail extension number _____
- ☎ Press **TONES ON (F0)**
- ☎ Dial Extension number, press *
- ☎ Press **RELEASE**

TO INITIATE A CALLBACK

- ☎ If you dial an extension and receive a busy signal press **CALL BACK*** or **F4**

(Your phone will ring you back when that extension becomes available. After you pick up your ringing telephone, the system will call the extension you wanted to call back.)

REDIAL LAST NUMBER

- ☎ Press **REDIAL (F9)**

TO SET NIGHT/DAY MODE

- ☎ Press **FUNCTION**
- ☎ Press **ATT FUNCTION (F2)**
- ☎ Press **CHG SERVICE (F7)**
- ☎ Press **DAY (F2)**
or
- ☎ Press **NIGHT1 (F3)**
Or
- ☎ Press **Night2 (F4)**

TO PAGE

- ☎ Pick up handset, press **PAGE**
- ☎ Announce the call hold slot
e.g. 3101; 3012; 3103

TO SET CALL FORWARDING REMOTELY

- ☎ Press **FUNCTION**
- ☎ Press **ATT FUNCTION**
- ☎ Press **STATION**
- ☎ Enter extension number
- ☎ Press **CALL FORWARDING**
- ☎ Press **INTERNAL** or **EXTERNAL**
- ☎ Dial destination

DO NOT DISTURB/OVERRIDE

- ☎ Call extension number; if **DND** is set
- ☎ Press **NO DISTURB (F6)**
or
- ☎ Press **OVERRIDE (F8)**
- ☎ Press **RELEASE**