Telephone Extension Quick Guide for Superset 4025 Digital and 5312ip Telephones


**Typographical conventions**

Key names are shown in bold CAPITALS.
Key sequences to be pressed are in bold.
Softkey labels on the display are shown in bold as [key].
Softkeys on 5312 are represented by *, 0 and #.
Display instructions are shown in italicised bold as "display"
Features marked ** may also be programmed using the SUPERKEY menu.

**Making and receiving calls**

To use the set as a conventional handset, lift the receiver.
To use the set as a hands-free unit just dial the number required or press a feature button. To answer a call press the illuminated bottom right button. To clear the call press CANCEL.

**To call the Operator**

Dial 0.

**To make an internal call**

Dial <extn.no.>.

**To make an external call**

Dial 9 and the required number.

**To make a speedcall**

Press a pre-programmed personal key (see below).

**To make a private call**

*It is University policy to charge for all private calls other than to local numbers.*

To make a private call dial #100 followed by the telephone number. You will be billed for the call.
For convenience you may program the #100 on to a personal speed key.

**To search the on-line phonebook**

Press the [Phonebook] softkey or blue superkey and enter the first few characters of the surname or function.
To use the keypad to enter letters press the appropriate key until the letter is shown in the display, e.g. for letter C press key 2 three times.
Use the ← and → softkeys to correct errors.
If the next letter in the name is on the same key press → before proceeding.
Use → to leave a space between parts of the name.
Press the [Lookup] softkey and [Next] to search the list.
Press [Call] when the required number is displayed.
To re-define the search press [Retry] and edit the entry using ← and →.
Press CANCEL to exit Phonebook at any time.

**Call transfer**

To transfer a call press TRANS/CONF and dial <extn.no.>
When the extension answers make the enquiry or use [Trade] to switch between the original caller and the enquiry extension.
Press the [Release] softkey or replace your handset to transfer the call to the third party.
Press CANCEL to cancel the transfer and retrieve the call.

**Call diversion **

To divert all calls to another extension, dial *8 <extn.no.>
The phone gives an interrupted dial tone.
To cancel call diversion press #8.
The phone returns to continuous dial tone.
Call divert on busy and no-answer **

To set call diversion to operate when your extension is busy - lift the receiver and dial *63 <extn.no.>

To set call diversion to operate when you do not answer - lift the receiver and dial *64 <extn.no.> e.g. to set diversion to voicemail when you do not answer, dial *644444.

To cancel all call diversion settings press ##8

Call hold

To place a call on hold during a call press the red HOLD key.

To retrieve the call press the flashing line key.

To retrieve the call from another extension dial **1 and your <extn.no.>

Callback

To set automatic callback on an engaged or non answering extension.

When you wish to hold on for a response.

Press the [Wait] softkey.

The call will be connected when the other party replaces their handset.

When you do not wish to hold on for a response:
Press the [Callback] softkey and replace your handset or press CANCEL if operating handsfree.

You will be called back when the other party is available.

To cancel callback dial #1

Conference calls

Dial the first number required (internal or external) and when answered add a third party by pressing Trans/Conf <extn.no.> Trans/Conf

You now have a three party conference.

Repeat Trans/Conf <extn.no.> Trans/Conf for each new member.

Pickup groups

Pickup Groups are set up on request by the Operator.

To answer a call to another extension in your pickup group press the [Pickup] softkey, or dial **3

Voicemail

To access your voicemail messages dial 4444 from your extension and follow the recorded instructions.

To access your voicemail from any other extension dial 4444 followed by * and your own <extn.no.> Then follow the instructions.

To access your voicemail from outside the University call 01224-274444 followed by your <extn.no.> Then follow the instructions.

For further instructions about using the Unified Messaging voicemail system, please see www.abdn.ac.uk/unifiedmessaging

Customising your Superset

To adjust the handset receiver volume, or the speaker volume when you are operating hands-free, press Δ or ν during the call.

To adjust the ringer volume press Δ or ν while the phone is ringing.

Customising your personal keys (the keys with lamps)

Note that the bottom (right hand) key is reserved as the Line Key and can not be programmed.

To display information about a Personal Key:
Press the blue SUPERKEY followed by the Personal Key.

Press blue SUPERKEY to exit.

To program a personal key as a speedcall key:
Press blue SUPERKEY followed by a Personal Key.

Press [Change] followed by [Yes] and either dial the number, with a 9 if it is external, or press Redial.

Press [Save] and blue SUPERKEY to exit.

To program a personal key as a feature key:
Press blue SUPERKEY followed by a Personal Key.

Press [Change] followed by [No] to step through the features.

Select the required feature by pressing [Yes] and blue SUPERKEY to exit.

Additional Information

For additional information please see http://www.abdn.ac.uk/staffnet/working-here/it-resources.php or contact the service desk (servicedesk@abdn.ac.uk).