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Mitel Superset 4025

Mitel Superset 4025 Digital Phone User Manual

Model: Superset 4025

INTRODUCTION

Thank you for choosing the Mitel Superset 4025 Digital Phone. This manual provides essential information for setting up, operating, and maintaining your new digital telephone. The Superset 4025 is designed for business environments, offering advanced features for efficient communication. Please read this manual thoroughly before using the device to ensure proper functionality and to maximize its capabilities.

SAFETY INFORMATION

Please observe the following safety precautions to prevent damage to the phone and to ensure your safety:

- Do not expose the phone to water or excessive moisture.
- Avoid placing the phone near heat sources or in direct sunlight.
- Use only the power supply and cables provided or specified by Mitel.
- Do not attempt to open or repair the phone yourself. Refer all servicing to qualified personnel.
- Keep the phone away from strong electromagnetic fields.

SETUP

The Mitel Superset 4025 Digital Phone requires connection to a compatible digital extension line and a Mitel PBX system for operation. This phone is specifically designed to work with the Mitel SX 200 ML/EL or SX 2000 series phone systems.

Connecting the Phone

1. **Connect the Handset:** Plug the coiled cord from the handset into the designated port on the side or back of the phone base.
2. **Connect the Line Cord:** Connect one end of the line cord to the digital extension line port on the phone and the other end to the wall jack or network interface. Ensure the digital extension line has been programmed for a Superset 4025.
3. **Connect Power (if applicable):** The phone is corded electric. Ensure it is properly connected to a power

source if external power is required for certain features or if it's not powered over Ethernet (PoE).

Once connected, the phone should power on and display initial setup information or be ready for use after system configuration.



This image shows the Mitel Superset 4025 Digital Phone, highlighting its keypad, display, and programmable keys. The phone features a dark charcoal gray finish.

OPERATING INSTRUCTIONS

The Superset 4025 offers a range of features for effective communication.

Key Features and Functions

- **Backlit Display:** Provides clear visibility of caller information, menu options, and system status.
- **Speakerphone:** Allows for hands-free communication. Activate by pressing the dedicated speakerphone button.
- **Caller Display:** Shows incoming caller ID information on the backlit display.
- **Programmable Keys:** Features 13 personal programmable keys and 14 personal keys with built-in status indicators. These can be customized for speed dialing, feature access, or line appearances.
- **Fixed-Function Keys:** Includes 10 dedicated keys for common functions such as Hold, Transfer, Conference, Redial, and Mute.
- **Context-Sensitive Soft Keys:** The keys below the display change their function based on the current phone state (e.g., during a call, idle).
- **Super Key Programming:** Use the Super Key to easily access and program PBX telephone system features. Consult your system administrator for specific feature codes and programming instructions.
- **Off-Hook Call Announce:** Allows for announcing a call to a busy extension without interrupting the ongoing conversation.
- **ACD Functionality:** Supports Automatic Call Distribution (ACD) agent and supervisor functions, making it suitable for call center environments.
- **Basic Conference Call Capability:** Allows for multi-party conversations. Refer to your system's specific conference setup procedures.

Making and Receiving Calls

1. **To Make a Call:** Lift the handset or press the Speakerphone button. Dial the desired number using the single keypad.
2. **To Answer a Call:** Lift the handset or press the Speakerphone button when the phone rings.
3. **To End a Call:** Replace the handset or press the Speakerphone button again.

MAINTENANCE

Proper care and maintenance will extend the life of your Mitel Superset 4025 Digital Phone.

- **Cleaning:** Use a soft, slightly damp cloth to clean the exterior of the phone. Do not use abrasive cleaners, solvents, or aerosol sprays, as these can damage the finish and internal components.
- **Handset and Cord Care:** Avoid stretching or twisting the handset cord excessively, as this can lead to damage.
- **Environmental Conditions:** Store and operate the phone in a clean, dry environment within recommended temperature ranges.

TROUBLESHOOTING

If you encounter issues with your Mitel Superset 4025, try the following steps before contacting support:

- **No Dial Tone:**
 - Check all cable connections, ensuring they are securely plugged in.
 - Verify that the digital extension line is active and correctly programmed for a Superset 4025.
 - If using an external power adapter, ensure it is connected and receiving power.
- **Display Not Working:**
 - Ensure the phone is properly connected to its power source.
 - Adjust the display contrast or brightness settings if available (refer to system administrator for specific instructions).
- **Keys Not Responding:**
 - Gently clean around the keys to remove any debris.
 - Restart the phone by disconnecting and reconnecting the line cord (and power, if separate).
- **Poor Audio Quality:**
 - Check handset and line cord connections.
 - Ensure there is no interference from other electronic devices.
 - Test with another phone on the same line if possible to rule out line issues.

For persistent issues, contact your system administrator or IT support.

SPECIFICATIONS

Brand	Mitel
Model	Superset 4025

Product Dimensions (L x W x H)	12 x 6 x 12 inches
Item Weight	2.9 pounds
Color	Gray
Telephone Type	Corded
Material	Plastic
Power Source	Corded Electric
Dialer Type	Single Keypad
Answering System Type	Digital
Compatible Devices	Mitel SX-200 series phone systems
Conference Call Capability	Basic

RETURN POLICY INFORMATION

If you are not satisfied with your purchase for any reason, you may be eligible to return the product within 14 days of receipt. Please consult your reseller or point of purchase for specific return procedures and conditions.

SUPPORT

For technical assistance, advanced programming, or further inquiries regarding your Mitel Superset 4025 Digital Phone, please contact your system administrator or the reseller from whom the product was purchased. The manufacturer is Mitel Networks Corporation.