

# PROTEGÉ®

## Digital Hybrid Key System

Keyset User Guide—without Display  
Item Number 699030

 Sprint®

SPRINT PRODUCTS GROUP HAS MADE EVERY EFFORT TO ENSURE THE TECHNICAL ACCURACY OF THIS GUIDE. FEATURES AND TECHNICAL DATA ARE SUBJECT TO CHANGE WITHOUT NOTICE.

# Contents

---

chapter  
**1**

## Introduction

1. How To Use This Guide .....1
2. Your Keyset's Parts .....2
3. Understanding the Lights .....6
4. Understanding the Tones .....7
5. Care Of Your Keyset .....7
6. Your Protégé Phone System .....8

chapter  
**2**

## Answering Calls

1. Answering Calls .....9
2. Call Pickup .....10
3. Call Forward .....11
4. Avoiding Calls .....16

chapter  
**3**

## Making Calls

1. Placing Intercom Calls .....19
2. Off-Hook Voice Announce .....21
3. Placing Outside Calls .....22
4. Redialing .....23
5. Dialing Speed Dial Numbers .....25
6. Special Dialing .....26
7. Callback .....27
8. Camp On .....29
9. Authority Code .....30

chapter  
**4**

## Call Handling

1. Hold .....31
2. Transferring Calls .....33
3. Conference .....36

chapter  
**5**

## Paging And Messaging

1. Paging .....39
2. Messaging .....41

*Contents*

---

chapter  
**6** Convenience  
Features

1. Mute ..... 43
2. Reminder Service ..... 44
3. Speed Dial Numbers ..... 45
4. Group Listen ..... 47
5. Hunt Group Features ..... 48

chapter  
**7** Customizing  
Your Keyset

1. Three Features For Easier Dialing ..... 51
2. Three Features For Easier Answering ..... 54
3. Security ..... 56
4. Cancel Operations ..... 58
5. Setting The Feature Keys ..... 59
6. Headset Operation ..... 61
7. Background Music ..... 62

chapter  
**8** Voice Mail  
Features

1. Voice Mail Features ..... 63

**Glossary** ..... 65

**Index** ..... 67

## 1. How to Use this Guide

Your Protegé keyset is the perfect tool for today's workplace. This guide shows you how to set and use the many advanced and labor-saving features available to you. Some features are only available with specific software versions. If you are not sure whether a feature is available to you, please see your system administrator.

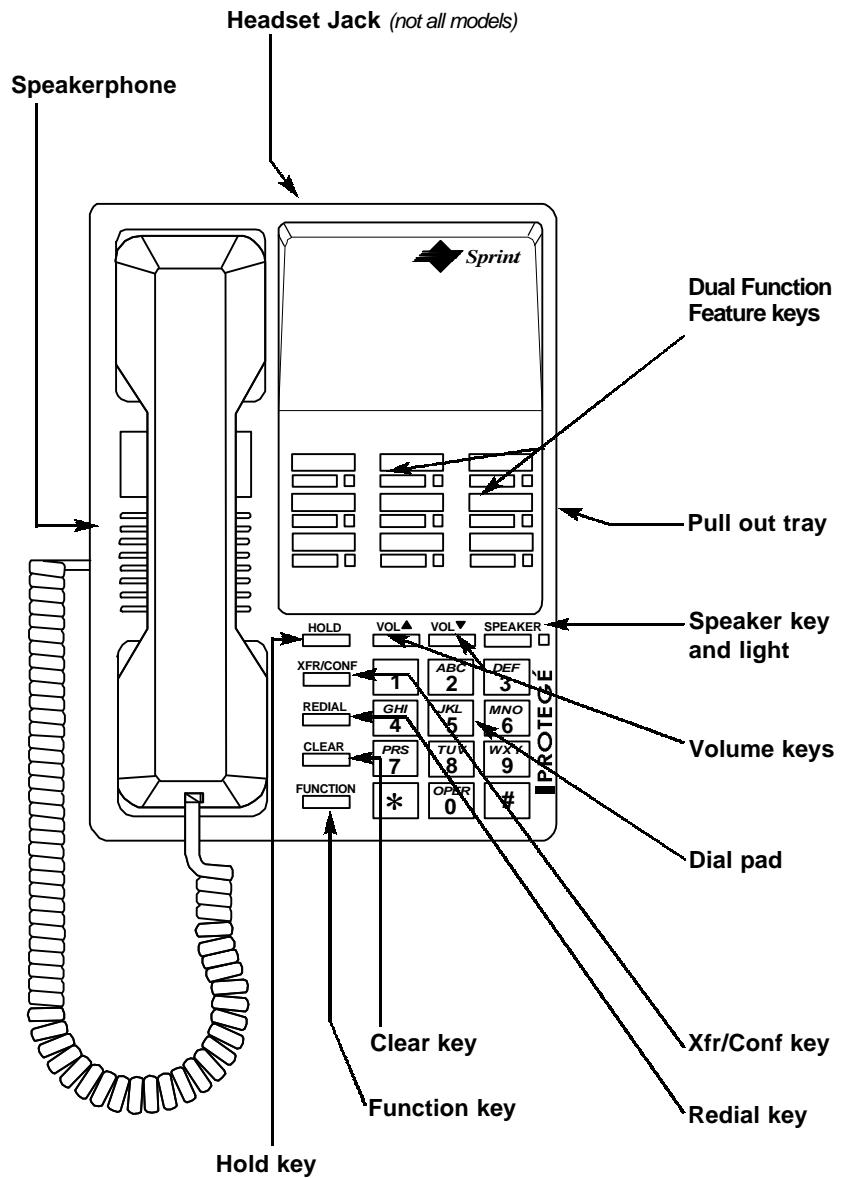
### Getting Started

Read this chapter carefully; it contains some important safety instructions. Then, flip through the rest of the guide to become familiar with how information is organized. Study the features you will use on a daily basis. Keep this guide handy so you can quickly refer to it as you need.

### How to Locate Information

If You Want	Then Refer To
General information on using your keyset	Chapter 1, Introduction
To use a specific feature	Index to point you to the page
A definition of a telecommunications term	Glossary
Information on taking and avoiding calls	Chapter 2, Answering Calls
Information on placing internal and outside calls	Chapter 3, Making Calls
Information on holding and transferring calls, and on making conferences	Chapter 4, Call Handling
Information on paging and messaging	Chapter 5, Paging and Messaging
Information on labor-saving features such as programming speed dial numbers	Chapter 6, Convenience Features
Information on performing keyset-specific functions	Chapter 7, Customizing your keyset
Information on using voice mail features	Chapter 8, Voice Mail Features

## 2. Your Keyset's Parts



## Clear Key

Press the Clear key to cancel any task you are in the middle of performing, and to terminate a call. Do not press the Clear key to cancel a programming task if you are active on a call, as this will also disconnect you from your call.

## Dial Pad

Use the dial pad to dial telephone numbers, and to enter feature codes.

## Dual Function Feature Keys

These keys and their associated dual colored LEDs (Light Emitting Diode) give you speedy access to outside lines, other extensions, frequently used features, and speed dial numbers.

At default, the nine dual function feature keys are assigned as follows:

- ◆ Four outside line keys (labeled Line 1, Line 2, Line 3, and Line 4).
- ◆ One overflow key (labeled Overflow) for additional outside lines.
- ◆ One intercom key (labeled ICM) for dialing internal numbers.
- ◆ Three feature keys; Direct Call Forward, Do Not Disturb, and Mute (labeled FWD, DND, and Mute)

However, each key can be reprogrammed as any one of the following:

- ◆ An outside line key. Press this for direct access to that line or group of lines.
- ◆ A Direct Station Selection key. Press this to call a specific internal resource, instead of dialing manually. A DSS key can connect with a specific keyset, hunt group, paging group or voice mail general number.
- ◆ A frequently used feature such as Call Forward, Do Not Disturb or a Message Waiting light. Press the key to activate and cancel the feature.
- ◆ A speed dial number. Press the key to dial the stored number.

See page 6 for a guide to what the associated LEDs signify.

Dual Function Feature keys have a second “level” of capacity. This upper level can store speed dial numbers. Press the Function key followed by the appropriate Feature key to dial these stored speed dial numbers.

## Function Key

Most feature codes are set and cancelled by pressing this key followed by dialing one to four digits. Also use this key to access the speed dial numbers stored in the “upper” level of the dual function feature keys.

## Headset Jack *(not all models)*

Enables you to connect a headset to your telephone.

## Hold Key

Press this key to place a call on hold. Also use this key to conclude programming certain features.

## Pull Out Tray

Contains a card for you to note frequently dialed numbers, or contents of dual function feature keys.

## Redial Key

The Redial key is programmable. It is usually programmed to redial the last outside number dialed. For more information, see page 23.

## Speaker Key and Light

The speaker key turns your speakerphone on and off. Use it to disconnect a hands-free call. Your speakerphone is active when the light is lit.

This key also activates the Group Listen feature.

Pressing the Speaker key will answer or release a call on the speakerphone. Switching from the handset to the speakerphone is easy. Press the Speaker key (it will light red) and then hang up the handset. To return to the handset, simply lift it up and the speaker will automatically turn off.

## **Speakerphone**

The speakerphone enables you to make hands-free calls. If your company does not have external paging equipment, pages may be broadcast over keyset speakerphones.

## **Volume Keys**

Use the volume keys to regulate the volume of the ringer, the speaker, the handset, the headset, and of the group listen feature.

## **Xfer/Conf Key**

Use this key when transferring calls, and when forming three- or four-party conference calls.

## 3. Understanding the Lights

The lights on your keyset indicate the status of lines, features, and other extensions.

The table below describes what each light indicates. The lights are situated beside each Feature key. Line keys are feature keys programmed to access outside lines. DSS keys are feature keys programmed to access other internal resources. Feature keys are feature keys programmed to activate specific features such as Do Not Disturb, Mute, and Call Forward.

<b>Signal</b>	<b>Description</b>
Dark	(Line) Trunk not in use (DSS) Resource in idle state (Feature) Feature not in use
Solid Red	(Line) Trunk (or trunk route) in use (DSS) Resource is busy (Feature) Feature activated
Slow Flash Red	(Line) Trunk on hold by another extension (DSS) Resource is in Do Not Disturb mode (Feature) You have a message waiting
Fast Flash Red	(Line) Incoming trunk call (Feature) Incoming intercom call (Line or Feature) You have a transferred or recalled call
Twinkling Green	(Line) You are on a trunk call (Feature) You are on an intercom call
Fast Flash Green	(Line) Trunk exclusively held by you

### **Hotel/Motel Specific Uses**

Dark	(DSS) Room check-in
Slow Flash Green	(DSS) Room check-out
Steady Green	(DSS) Room clean
Solid Red	(DSS) Extension busy
Fast Flash Red	(DSS) Extension ringing (MTX/LTX ONLY)
Slow Flash Red	(DSS) Extension in Do Not Disturb

## 4. Understanding the Tones

This table will help you distinguish between the different ring tones you hear on your keyset. When setting and canceling features, listen carefully: a single ring (confirmation tone) confirms that you have completed a task; a double ring (error tone) alerts you that you have made a mistake.

Signal	Description
Single ring	Hold reminder tone Confirmation tone
Two short rings	(Once) Error tone (Twice) Callback
Continued single ring	Incoming outside call Trunk recall
Continued double ring	Incoming intercom call

## 5. Care of Your Keyset

Care for your keyset as you would a precision instrument. Keep it clean, and place it on a firm level surface, or affix it securely to a wall, to protect it from being dropped. Periodic cleaning with a soft cloth dampened with glass cleaner or mild solution of non-abrasive detergent will keep your telephone looking new for years. Do not spray aerosol cleaner or pour any liquid directly into the keyset. Doing so may cause severe damage to your telephone.

### Warning

To prevent fire or shock hazard, do not expose this telephone to rain or any type of excess moisture. If accidentally dropped in water, immediately unplug this telephone from the wall outlet.

## 6. Your Protegé Phone System

### Access To Features

You may not be able to operate all the features in this guide exactly as written. If your company's telephone system uses an early version of software, some features may offer fewer or different options, others may not be available at all. Also, a particular feature option may be included in your company's system, but may not be programmed to operate at your extension.

If you attempt to use a feature that is not available to you, or make a mistake in using the feature, you will hear an error signal. See your telephone system administrator for further details regarding feature access.

### Feature Interaction

When you are setting a feature, please read the introductory paragraphs carefully. They describe what the feature does, and, if applicable, how it interacts with other features.

### Protegé Flexibility

The Protegé phone system is highly flexible and can be customized to fit many business needs. This guide has been written to accommodate the structure of most companies. Your system administrator can tell you the numbers assigned to resources such as hunt groups, and speed dial numbers. Write in this guide any additional information that is relevant to your working environment.

### Following the Instructions

The instructions in this guide often ask you to "press" a key. Throughout these instructions, the word "press" means press and release, not press and hold. You may be instructed to "dial" which means to press the desired numbers on the dial pad. You may be required to dial \* (star) or # (pound) on the dial pad to access certain features.

You should hear a confirmation tone when you have successfully set most features. Consult with your telephone system administrator if you want this tone disabled or reinstated.

## 1. Answering Calls

### **Answering Internal and Outside Calls**

Answering internal and outside calls is as easy as picking up the handset or pressing the Speaker key, if you have the Auto Answer feature set to “on” (see page 54). Otherwise, to answer a call you will need to press a feature key appropriate to the type of call: a line, line group, or overflow key for an outside call; an intercom key for an internal call.

### **Intercom Key**

A feature key programmed as an intercom key (labeled “ICM”) is useful for processing internal calls. If you do not have an ICM key already allocated, you can create one. The feature code is Function key, dial 65. For more information on setting the feature keys, see page 59.

Your ICM key flashes when an internal party has “camped on” to your extension while you are on an outside call. Press this key to speak to the internal caller. Be sure to place the first call on hold if you do not have the Automatic Hold feature enabled at your keyset or you will disconnect the outside caller. See page 29 for more information on the Camp On feature, and page 31 for more information on the Automatic Hold feature.

## 2. Call Pickup

Call Pickup lets you answer calls that are ringing at another location. Simply dial the loud bell directory number to answer a call at a ringing loud bell.

Use Directed Call Pickup to pick up another ringing extension or a ringing virtual number. You specify (“direct”) the ringing location by dialing the directory number of the ringing extension or virtual number.

Use Group Call Pickup to pick up a ringing extension that is within your work group. You do not specify the location. Your system administrator can tell you if your extension is part of a work group, and what number to dial to pick up calls.

### Loud Bell Call Pickup

8	1	
---	---	--

1. Keypad is in idle state.
2. Dial the ringing loud bell (810 or 811).
3. Call is connected. Pick up the handset or use the keypad speaker to talk to the caller.

### Directed Call Pickup

FUNCTION		
5	3	
x	x	x

1. Press the Function key and then dial 53.
2. Dial extension number ringing.  
- or -  
Dial virtual number ringing (830-859).
3. Call is connected. Pick up the handset or use the keypad speaker to talk to caller.

### Group Call Pickup

x	x	x
---	---	---

1. Dial your pickup group number.
2. Call is connected. Pick up the handset or use the keypad speaker to talk to caller.

## 3. Call Forward

Call Forward gives you the ability to redirect calls from your extension to other extensions. Protegé gives you the flexibility to forward some or all of your calls to one or more extensions depending upon the situation. An example would be that you could set up your phone to forward all external calls directly to voice mail with intercom calls going directly to the operator.

The three most commonly used forwarding options are Direct, Busy and No Answer. Direct forwarding allows you to send calls to another extension number before they ring at your extension. Busy forwarding sends a call to another extension number when yours is busy. No Answer forwarding allows you to send calls to another extension number if yours goes unanswered for a specific period of time.

You are allowed to forward calls to either extensions or hunt group numbers. The extensions can be at remote locations if your system supports them. You are able to specify whether to forward just the intercom or external calls or to forward all calls. For example, you might set Busy Call Forward to divert intercom calls to a colleague's extension, and outside calls to a hunt group, and set No Answer Call Forward to divert all calls to your voice mail box.

With No Answer Call Forward you can forward the first call after a different length of time than the second and subsequent calls. Both No Answer timers are independent and programmable from six to 30 seconds in increments of two seconds.

Another forwarding feature is External Call Forward, which forwards inbound or transferred external calls to a specified outside telephone number ECF does not forward UCD Hunt Group calls. If your system requires an account code when you make outbound calls, you must program the correct code to be able to use this feature. Your system administrator can advise whether ECF is available to you.

Use Follow Me Call Forward if you are moving temporarily to another extension and would like to receive your calls there. The Preset option enables you to place your forwarding instructions before you leave your desk. The Remote option allows you to place your forwarding instructions from your new location. Remote requires you enter your user password; consult your system administrator if you are unsure what this is. You can cancel and reprogram Remote Follow Me Call Forward from any display keyset on the system.

If any type of call forward is programmed under a feature key, the key will light up when the forward is activated.

## Cancel All Call Forwards

<b>FUNCTION</b>	
2	0

1. Keypad is idle or in use on a call.
2. Press the Function key and then dial 20.
3. Receive confirmation tone.

## Direct Call Forward

### To activate

1. Keypad is idle or in use on a call.
2. Press the Function key and then dial 22.  
**- or -**  
Press the designated feature key (FWD).
3. Enter the extension number to which you want to forward calls.
4. Dial 1 to forward outside calls only  
**- or -**  
Dial 2 to forward all calls  
**- or -**  
Dial 3 to forward intercom calls only
5. Receive confirmation tone.

<b>FUNCTION</b>		
2	2	
x	x	x

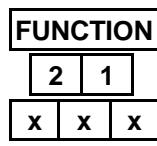
<b>1/2/3</b>		
--------------	--	--

### To cancel

<b>FUNCTION</b>		
*	2	2

1. Keypad is idle or in use on a call.
2. Press the Function key and then dial \* 22.  
**- or -**  
Press the designated feature key.
3. Receive confirmation tone.

## Busy Call Forward

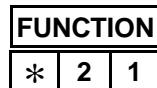


### To activate

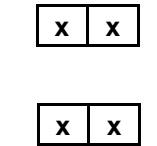
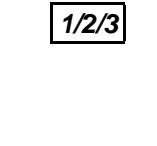
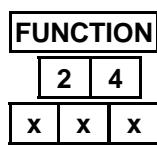
1. Keypad is idle or in use on a call.
2. Press the Function key and then dial 21.
3. Enter the extension number to which you want to forward calls.
4. Dial 1 to forward outside calls only  
- or -  
Dial 2 to forward all calls  
- or -  
Dial 3 to forward intercom calls only
5. Receive confirmation tone.

### To cancel

1. Keypad is idle or in use on a call.
2. Press the Function key and then dial \* 21.
3. Receive confirmation tone.



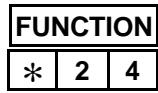
## No Answer Call Forward



### To activate

1. Keypad is idle or in use on a call.
2. Press the Function key and then dial 24.
3. Enter the extension number to which you want to forward calls.
4. Dial 1 to forward outside calls only  
- or -  
Dial 2 to forward all calls  
- or -  
Dial 3 to forward intercom calls only
5. Enter a time for the first No Answer Call Forward. For example, "08" is 8 seconds (two ring cycles).
7. Enter a time for the second No Answer Call Forward. For example, "08" is 8 seconds (two ring cycles).
8. Receive confirmation tone.

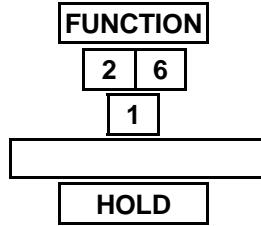
**To cancel**



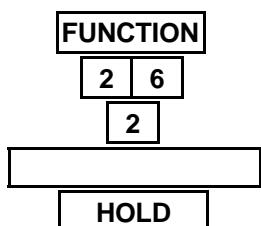
1. Keyset is idle or in use on a call.
2. Press the Function key and then dial \*24.
3. Receive confirmation tone.

## External Call Forward (ECF)

**To activate**

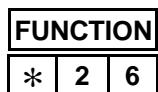


1. Keyset is idle or in use on a call.
2. Press the Function key and then dial 26.
3. Dial 1 followed by the outside telephone number to which you want to forward calls.
4. Press the Hold key to save your entry.
5. Receive confirmation tone.



**For systems requiring account codes**

1. Follow steps 1-5 above.
2. Press the Function key and then dial 26.
3. Dial 2 followed by the appropriate account code.
4. Press the Hold key to save your entry.
5. Receive confirmation tone.



**To cancel**

1. Keyset is idle or in use on a call.
2. Press the Function key and then dial \* 26.
3. Receive confirmation tone.

## Follow Me Call Forward - Preset

### To activate

1. Keyset is idle or in use on a call.
2. Press the Function key and then dial 25.
3. Enter the extension number to which you want to forward calls.
4. Dial 1 to forward outside calls only.

**- or -**

Dial 2 to forward all calls.

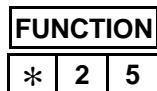
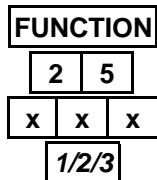
**- or -**

Dial 3 to forward intercom calls only.

5. Receive confirmation tone.

### To cancel

1. Keyset is idle or in use on a call.
2. Press the Function key and then dial \* 25.
3. Receive confirmation tone.



## Follow Me Call Forward - Remote

### To activate

1. Keyset is idle or in use on a call.
2. Press the Function key and then dial 23.
3. Enter your normal extension number.
4. Enter your user password.
5. Dial 1 to forward outside calls only.

**- or -**

Dial 2 to forward all calls.

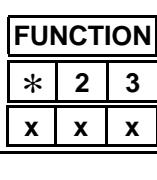
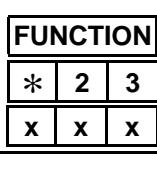
**- or -**

Dial 3 to forward intercom calls only.

6. Receive confirmation tone.

### To cancel

1. Keyset is idle or in use on a call.
2. Press the Function key and then dial \* 23.
3. Enter your normal extension number.
4. Enter your user password.
5. Receive confirmation tone.



## 3. Avoiding Calls

At times you may want to work at your desk without phone interruptions. In addition to Call Forward, you can choose from the following features to block some or all calls.

Do Not Disturb (DND) blocks all calls to your telephone, making it appear to be busy to outside callers, and internal callers without display keysets. Internal users with display keysets will see that you are in DND mode. Some users, such as the attendant, may have the authority to override DND and force calls through. Your system administrator can tell you if anyone has override authority. If you set both DND and Call Forward at your station, calls will forward as if your extension is busy.

Use the Forced Diversion feature to deflect an incoming call to the attendant.

If you are a member of a hunt group, you can use the Agent Log Off/Log On feature to temporarily remove your extension from the hunt group. While you are logged off, calls directed to the hunt group will not ring at your extension. However, outside and intercom calls directed specifically to your extension number will still ring through.

### Do Not Disturb

#### To activate DND at your extension

1. Keyset is idle or in use on a call.
2. Press the Function key and then dial 4.  
**- or -**  
Press the designated feature key (DND).
3. Receive confirmation tone.

**FUNCTION**  
4

#### To cancel

1. Keyset is idle or in use on a call.
2. Press the Function key and then dial 4.  
**- or -**  
Press the designated feature key (DND).
3. Receive confirmation tone.

**FUNCTION**  
4

## Forced Diversion

FUNCTION  
4

1. An incoming call rings at your extension.
2. Press the Function key and then dial 4.  
**- or -**  
Press the designated feature key (DND).
3. Call diverts to the attendant.

## Agent Log Off/Log On

FUNCTION  
9 1

**To log off**

1. Keyset is idle or in use on a call.
2. Press the Function key and then dial 91.
3. Receive confirmation tone.

FUNCTION  
\* 9 1

**To log on**

1. Keyset idle or in use.
2. Press the Function key and then dial \* 91.
3. Receive confirmation tone.



## 1. Placing Intercom Calls

You can reach any individual extension or group of extensions by dialing the appropriate directory number.

Use the Voice to Ring Interchange feature to force an extension that is in Voice Call mode to ring. This is particularly useful in situations when the called extension is unattended, as it enables you to use any available messaging options, and to follow any No Answer Call Forwarding instructions that may have been set. See page 54 for more information on the Voice Call feature.

If the extension you call is busy you may be able to intrude on the call. Your ability to use this feature depends on your class of service, and that of the destination extension.

If the person you call has their keyset in Do Not Disturb mode, you may be able to use the DND Override feature to force your call to ring through. Your ability to use this feature depends on your class of service.

If your call to a specific extension goes unanswered, you can request a Callback on page 27, or leave a “Call Me” message on page 41.

### Calling an Extension



1. Dial the extension number.

### Calling a Virtual Number



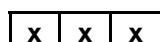
1. Dial the virtual number.

### Calling the Attendant



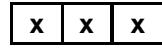
1. Dial 0.

### Calling a Hunt Group



1. Dial the hunt group number.

## Voice to Ring Interchange (VRI)



2

1. Dial the extension number.
2. Receive confirmation “click” - no ring tone.
3. Dial 2. Your call overrides the Voice Call  
Allow setting and rings through to the extension.

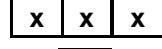
## Intrusion



8

1. Dial an extension. Receive busy tone.
2. Dial 8. You intrude on the other extension’s call. You can speak to and hear both parties.

## Do Not Disturb Override



3

1. Dial an extension. Receive busy tone.
2. Dial 3. Your call overrides DND and rings through to the extension.

## 2. Off-Hook Voice Announce (OHVA)

Use the OHVA feature when you want to interrupt a busy extension. To be able to perform an OHVA the called party must meet the following criteria:

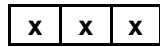
1. The called extension must be an Executive or Executive Data keyset.
2. The called party must be using the handset. Your OHVA call will be connected through the speakerphone.
3. The called party's keyset must be programmed to permit OHVA calls. Your system administrator can advise if this is the case.

OHVA is programmed at the system level to connect immediately or after a specified period of time. This gives the called party time to reject the call before being interrupted.

Note, therefore, that the called party may reject your OHVA. If this occurs, you will receive an error tone.

If you attempt to place an OHVA call to a Business keyset or a plain single line telephone, you will receive an error tone.

### Placing an OHVA call



1. Dial the extension number.
2. Receive busy tone.
3. Dial 0.
4. You are connected through the speaker of the called party.

## 3. Placing Outside Calls

If your company has different types of outside lines, your telephone system may use the Least Cost Routing feature to ensure calls are made using the cheapest possible route. You may be required to enter the Least Cost Routing feature code on some or all of your long distance calls. Alternatively, your system may be programmed to select the cheapest route automatically.

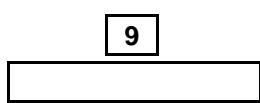
If your company wants to monitor outgoing calls for cost or billing purposes, you may need to enter account codes for some or all of your calls. Depending upon your system programming you may be required to enter account code or it may be optional.

Emergency 911 calls that you may make from an extension are displayed on the attendant's keyset. The information on the display includes that it was an emergency call and the extension number that placed the call. This allows the attendant to direct emergency personnel to the exact location of the call.

**Note:** Consult your system administrator for any restrictions in your ability to make outside calls, or features that are not available to you.

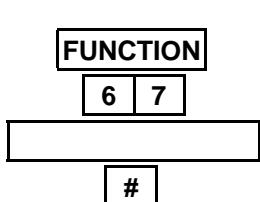
### Placing Outside Calls

1. Press an available trunk or trunk group key.  
- or -  
Dial 9.
2. Dial the number.



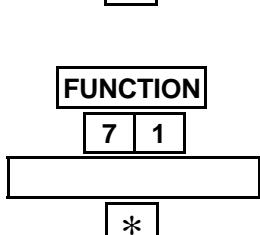
### Using Least Cost Routing

1. Lift the handset.
2. Press the Function key and then dial 67.
3. Listen for special dial tone.
4. Dial outside number.
5. Press # to indicate dialing is complete.



### Entering an Account Code

1. Access Trunk line.
2. Press the Function key and then dial 71.
3. Enter account code.
4. Press the \* key to save the number.
5. Receive confirmation tone.



## 4. Redialing

Four redialing options are available to you; Last Number Redial, Automatic Busy Redial, Saved Number Redial and User Saved Number Redial.

Last Number Redial (LNR) simply redials the last outside number dialed out from your keyset. By default, the Redial key is programmed for LNR.

Automatic Busy Redial (ABR) also redials the last outside number dialed out from your keyset. It does it repeatedly for a specified number of attempts, or until it connects, whichever is shorter. Note that ABR will disconnect if you operate any telephone feature while this function is invoked.

The Saved Number Redial (SNR) feature redials a telephone number which you stored during an earlier call to that number. The saved number remains stored until you save another number in its place. This is useful for occasions when you need to make other outside calls between calls to a particular number. Note that to store a telephone number using SNR, you must have initiated the call.

The User Saved Number Redial (USNR) feature redials a telephone number which you stored during an earlier call. It offers a paper-free way of recording a telephone number you want to dial at a later time. Press just three keys to recall the number and dial it. The saved number remains stored until you save another in its place.

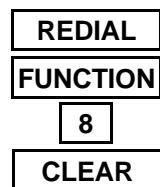
### Last Number Redial (LNR)

#### To activate

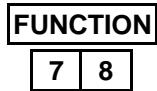
1. Keypad is idle.
2. Press the Redial key.  
**- or -**  
Press the Function key and then dial 8.

#### To cancel

1. Press the Clear key.



## Automatic Busy Redial (ABR)



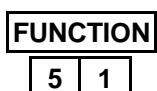
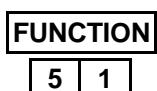
### To activate

1. Keyset is idle.
2. Press the Function key and then dial 78.

### To cancel

1. Press the Clear key.
2. Receive confirmation tone.

## Saved Number Redial (SNR)



### To save a number

1. Keyset is in use on a call.
2. Press the Function key and then dial 51.

### To dial the saved number

1. Keyset is idle.
2. Press the Function key and then dial 51.

## User Saved Number Redial (USNR)

### To save a number

1. Keyset is in use on a call.
2. Press the Function key and then dial 5 \*.
3. Dial the number to be stored.
4. Press the Hold key to save the number.
5. Receive confirmation tone.

### To dial the saved number

1. Keyset is idle.
2. Press the Function key and then dial 5 \*.

## 5. Dialing Speed Dial Numbers

Any frequently dialed telephone number can be stored as a Speed Dial Number. Speed dial numbers are similar to the directory numbers you dial to access hunt groups, and other extensions. When you dial a speed dial number, Protegé dials out the corresponding telephone number.

System speed dial numbers are shared by many extension users. Individual speed dial numbers are specific to your keyset. You can program speed dial numbers on both “levels” of dual function feature keys. See Speed Dial Numbers on page 45 for instructions on how to store individual speed dial numbers, and Setting the Feature Keys on page 59 for how to program them under feature keys.

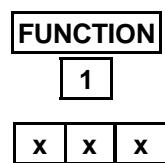


### To Dial on Any Available Outside Line

1. Dial the speed dial number.

**- or -**

Press the Function key followed by the designated feature key.



### To Dial on a Specific Trunk or Trunk Route, Or With LCR

1. Dial the trunk number or trunk route number.

**- or -**

Press the specific line key.

2. Press the Function key and then dial 1, followed by the speed dial number.

**- or -**

Press the Function key followed by the designated feature key.

## 6. Special Dialing

Your system administrator can confirm if your system uses pulse dialing, and whether you need to add any of the special dial characters (pause, flash, and wait-for-dial-tone).

If your system uses pulse dialing for outside calls, you may need to use the Pulse to Tone Conversion feature to access remote equipment such as voice mail systems.

### Pulse to Tone Conversion



1. Access an outside line key.
2. Dial telephone number (in pulse).
3. Dial \*.
4. Dial additional required digits (in tone).

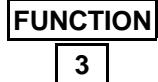
### Inserting Special Dial Characters

#### To dial a pause



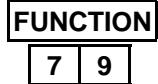
1. Press the Function key and then dial 70.
2. Dial the remaining digits.

#### To insert a flash



1. Press the Function key and then dial 3.
2. Dial the remaining digits.

#### To insert a wait-for-dial-tone



1. Press the Function key and then dial 79.
2. Dial the remaining digits.

## 7. Callback

When you place an intercom call to a busy or unattended extension, you can request a callback and hang up. You then receive a callback when the busy extension becomes available, or when the unattended extension is next used (goes off-hook and back on-hook).

You may also request a callback on a busy trunk or trunk route. Again, you receive a callback when the trunk or trunk route becomes available.

The callback signal is two double rings.

Several parties may activate the callback feature on the same extension, trunk or trunk route. Callers receive callbacks in the order in which they requested them.

### Placing a Callback to a Busy Or Unattended Extension

#### To activate



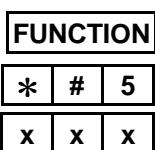
5

1. Dial the extension number.
2. Receive busy tone.

- or -

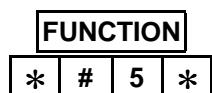
Receive no answer.

3. Dial 5.
4. Receive confirmation tone.



#### To delete individual callback

1. Press the Function key and then dial \* # 5.
2. Dial the extension number.
3. Receive confirmation tone.



#### To delete all callbacks

1. Press the Function key and then dial \* # 5 \*.
2. Receive confirmation tone.

## Responding to a Callback

### To activate

1. Your extension rings.
2. Lift the handset.  
**- or -**  
Press the Speaker key.
3. The call rings through to the extension.

**CLEAR**

### To cancel

1. Press the Clear key.

## Placing a Callback to a Busy Trunk or Trunk Route

**x x x**

**5**

### To activate

1. Dial the outside line number.  
**- or -**  
Dial the trunk route number.
2. Receive busy tone.
3. Dial 5.
4. Receive confirmation tone.

## Responding to a Trunk Callback

1. Your extension rings. The LED for the appropriate line key flashes red.
2. Press the line key. Receive dial tone.
3. Dial the outside number.

## 8. Camp On

When you call a busy extension, you can choose to use the Camp On feature, remain off-hook, and wait for the busy extension to become available. You will hear music on hold while waiting if your system is equipped with a music source.

Only one extension can camp on to another at any one time. If you hear a warning tone another extension user has already camped on to the busy extension. You can still use the Callback Busy feature, which will alert you when the line becomes free.

Camp On is a useful feature for urgent calls. If two parties are competing for the same busy extension, Camp On overrides Callback Busy even if the Callback Busy feature was activated first.



### To activate

1. Keyset is in idle state.
2. Dial extension number. Receive busy tone.
3. Dial 4.
4. Receive confirmation tone.
5. Music on Hold plays until the called extension hangs up.
6. The call rings through.

### To cancel while waiting for extension to become available

1. Hang up.



### To cancel while ringing

1. Press the Clear key.

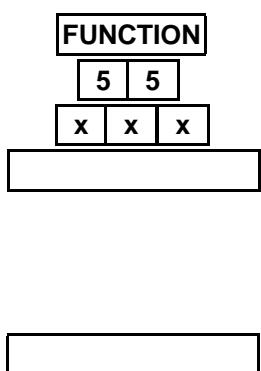
## 9. Authority Code

Use the Authority Code feature to activate your extension's class of service at another extension to place an outgoing trunk call that would otherwise be toll-restricted from that extension.

When you enter the authority code, Protegé activates your normal class of service at that extension for a period of one minute, allowing you to place your call.

This feature is also sometimes referred to as Travelling Class of Service.

Please note that the authority code will not override a locked keyset. See page 57 for information on the Lock feature.



### To activate

1. Press the Function key and then dial 55.
2. Enter your extension number.
3. Enter your password.
4. Receive confirmation tone.
5. Receive intercom dial tone.
6. Press an available outside line key.  
**- or -**  
Dial 9.
7. Dial outside number.

## 1. Hold

You can place a trunk call on one of two types of hold; System or Exclusive.

A trunk call placed on System Hold is held at the system level. Any extension keyset can retrieve the call.

A trunk call placed on Exclusive Hold is held specifically at your station. At other extensions that held trunk will still appear busy. This prevents any other extension from inadvertently picking up that call and gives you a certain level of privacy on trunk calls. Calls placed on Exclusive Hold can be retrieved from a different extension by using the Directed Call Pickup feature. After a time period, a call placed on Exclusive Hold will revert to System Hold status.

You can place several different calls on both types of hold. Use the Hold Retrieve function code to retrieve successive held calls. Calls are retrieved in the order in which they were placed on hold; the first call held is the first one retrieved.

The Protegé phone system generates a periodic tone over your keyset's speaker to remind you of a call you have placed on hold.

If you enable Automatic Hold on your keyset you can switch from one call to another, automatically placing the first call on exclusive hold. This method shortens the transfer process by allowing you to transfer an active trunk call to another extension via a preprogrammed DSS key without first pressing the Hold key.

### System Hold

#### Placing a trunk call on system hold

1. Keyset is in use on an active call.
2. Press the Hold key.

**HOLD**

#### Retrieve

1. Press held outside line key (flashing green).  
**- or -**  
Press the Function key and then dial 7 \*.

**FUNCTION**

**7 \***

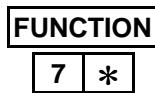
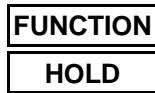
## Exclusive Hold

### Placing a trunk call on exclusive hold

1. Keyset is in use on an active call.
2. Press the Function key followed by the Hold key.

### To retrieve

1. Press held outside line key (flashing green)  
**- or -**  
Press Function key and then dial 7 \*.



## Holding an Intercom Call



1. Press the Hold key .

### To retrieve

1. Hang up, and return to idle state.
2. Pick up handset.  
**- or -**  
Press the Speaker key.

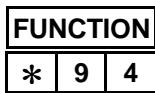
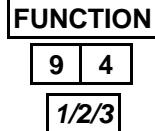
## Automatic Hold

### To activate

1. Keyset is idle or in use.
2. Press the Function key and then dial 94.
3. Dial 1 to hold outside calls only.  
**- or -**  
Dial 2 to hold all calls.  
**- or -**  
Dial 3 to hold intercom calls only.
4. Receive confirmation tone.

### To cancel

1. Keyset is idle or in use.
2. Press the Function key and then dial \* 94.
3. Receive confirmation tone.



## 2. Transferring Calls

Use the Auto Transfer Mode to speed up transfers via a DSS key. Press the DSS key to transfer the call immediately. Your keyset returns to idle stat. When transferring to a voice mail hunt group number, you have the option to dial a mailbox.

All transfers recall to your keyset automatically if they are unanswered. Perform a blind transfer when you do not wish to notify the target extension or hunt group member prior to redirecting a call. A screened transfer is when you notify the target extension or hunt group member prior to redirecting the call.

The No Ring Transfer feature offers you a way to “park” a call so another extension user can pick it up. Calls can be parked on a valid extension number or on a number used exclusively for parked calls, if one has been assigned. The call is placed on exclusive hold at both extensions when performing a No Ring Transfer. Parked calls are retrieved using the Call Pickup feature.

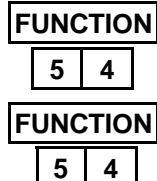
### Auto Transfer Mode

#### To enable

1. Keyset is idle or in use on a call.
2. Press the Function key and then dial 54.

#### To disable

1. Keyset is idle or in use on a call.
2. Press the Function key and then dial 54.



### Transferring A Call - Method 1

1. Keyset is active on a call.
2. Press the Xfr/Conf key.
3. Dial the destination extension.
4. Hang up to perform a blind transfer.

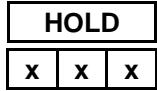
- or -

Stay off-hook to screen the transfer.

#### To cancel the transfer

1. Press the Xfr/Conf key.

## Transferring a Call - Method 2



1. Press the Hold key.
2. Dial the extension number to which you wish to transfer the call.  
**- or -**  
Press a DSS key (a designated feature key).
3. Press the Xfr/Conf key for a blind transfer.  
**- or -**  
Announce the call, then press the Xfr/Conf key for a screened transfer.
4. Receive confirmation tone.

### Cancelling the transfer of an outside call

1. Press the appropriate line key.

### Cancelling the transfer of an intercom call

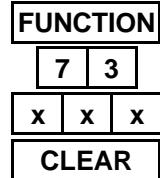
1. Press the ICM key.  
**- or -**  
Hang up, and then pick up the handset or press the Speaker key.

## No Ring Transfer

No Ring Transfers do not work with intercom calls.

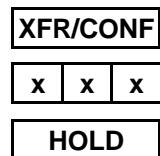
### To place a no ring transfer

#### Method 1



1. Press the Function key and then dial 73.
2. Dial the extension number on which the call will be parked.
3. Press the Clear key to complete the transfer.

#### Method 2



### To retrieve a no ring transfer from another extension

1. Press the Function key and then dial 53.
2. Dial the extension number on which the call is parked.

**Note:** Warning tone will sound when call is not picked up within a period of time defined by the System Administrator.

## 3. Conference

The Conference feature allows you to connect up to three additional parties in a single conversation. The three additional parties can be any combination of trunk or intercom callers.

Use the Private Talk feature to break out of the conference and talk with one of the parties privately. Use the Forced Release feature to disconnect each of the distant parties from the conference.

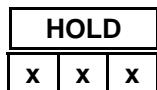
As the Conference Controller (the person who set up the conference), you can exit the call at any time. If you are leaving a single inside party connected to two external parties, simply hang up and control of the conference passes to that internal party. If you want to leave two inside parties with an external party, hang up and control of the conference passes to the first internal party you brought into the conference. If you leave a three-way conference, the conference reverts to being a simple two-way call.

Use the Unsupervised Conference feature to connect two external parties to each other. First form a three party conference and then remove yourself by entering the Unsupervised Conference feature code. You can rejoin the conference.

Note that an unsupervised conference disconnects automatically after a preset time. See your telephone system administrator for the exact time length allocated in your system. A warning tone will be given 10 seconds prior to the call disconnecting. Participants can extend the talk time by entering a code.

### Forming a Conference

1. While active on a call.
2. Press the Hold key.
3. Dial the extension number to be added to conference.  
**- or -**  
Access an outside line, dial the telephone number.
4. Press the Function key followed by the Xfr/Conf key.
5. Receive confirmation tone.
6. To add a fourth party, repeat steps 2 and 3.



## Putting the Conference on Hold

**HOLD**

**FUNCTION**

7 \*

### To return to the conference

1. Press the Hold key.

**- or -**

Press the held trunk key.

**- or -**

Press the ICM key if the conference is with internal parties only.

## Private Talk

**FUNCTION**

5 7

x x x

### To activate

1. Press the Function key and then dial 57.
2. Dial the trunk number with which you wish to speak privately.

**- or -**

Dial the extension number with which you wish to speak privately.

### To release and resume conference

1. Press the Function key followed by the Xfr/Conf key.

**FUNCTION**

**XFR/CONF**

**FUNCTION**

7 4

x x x

## Forced Release

1. Press the Function key and then dial 74.
2. Dial the trunk or extension number to be released.
3. Receive confirmation tone.

## Unsupervised Conference

**FUNCTION**

7 7

**FUNCTION**

7 7

### To conference two outside lines

1. Press the Function key and then dial 77.
2. Receive confirmation tone.

### To intrude on an unsupervised conference

1. Press the Function key and then dial 77.
2. Receive confirmation tone.



## 1. Paging

You can initiate a page from your keyset by dialing a paging group directory number. The Protegé system will broadcast the page over the speakers of all idle Protegé keysets within that group.

If your system is connected to any paging speakers, you can access external paging equipment by dialing the appropriate directory number.

The Page Answer feature enables you to answer a page in progress. Dialing the feature code will connect you immediately to the paging extension. Note that this feature only works while the page is still in progress.

By using the Page Receive function, you can prevent pages from being broadcast over your keyset speakerphone. You can still answer a page using the Page Answer feature code, even if your keyset is in “page deny” mode.

### Group Page

1. Lift the handset.  
**- or -**  
Press the Speaker key.  

2. Dial the group paging number.  
**- or -**  
Press the designated feature key.
3. Receive confirmation tone.

### External Page

1. Lift the handset.
2. Dial the external page number.  

3. Receive confirmation tone.

## Tenant Group Page

1. Lift the handset.
2. Dial 400.
3. Receive confirmation tone.

4	0	0
---	---	---

## Page Answer

FUNCTION		
5	9	

1. Press the Function key and then dial 59.
2. You are immediately connected to the extension initiating the page.

FUNCTION		
*	9	9

## Paging Receive Selection

FUNCTION		
9	9	

### To accept paging

1. Press the Function key and then dial \* 99.

### To reject paging

1. Press the Function key and then dial 99.

## 2. Messaging

You can send a “Call Me” message to another extension when you get no answer or the line is busy. A Call Me message leaves a “message waiting” indication for the called party indicating that you were trying to reach them. Keysets without display and single line telephones with message waiting lamps can only receive Call Me messages.

In order to receive messages you will need to program one of the dual function feature keys as a “Message Waiting” key. The associated LED will light if you have a message waiting.

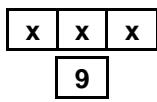
To extinguish the message waiting indication (lamp or stutter dial tone), the reply call must be answered. If the call goes unanswered, the message waiting indication continues.

For instructions on how to program a dual function feature key, see page 59. The feature code is Function key, dial 96.

There are two ways to leave a call me message. The first is for leaving a message at a busy or unattended extension. Use the second method to leave a message at another extension without calling that extension.

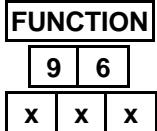
### Leaving a Message at Another Keyset

#### Method 1



1. Dial the target extension number.
2. Dial 9.
3. Receive confirmation tone.

#### Method 2

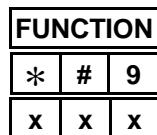


1. Press the Function key and then dial 96.
2. Dial the target extension number.
3. Receive confirmation tone.

## Answering a Message

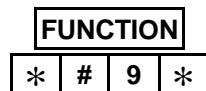
1. Message Waiting key light is flashing quickly.
2. Press the Message Waiting key.
3. Call is placed to the extension that sent the message.
4. If the Message Waiting key continues to flash, you have at least one more message. Repeat the process to reply to all your messages until the Message Waiting key remains dark.

## Deleting Messages



### Deleting an individual message you sent

1. Press the Function key and then dial \* # 9.
2. Dial the target extension number.
3. Receive confirmation tone.



### Deleting all messages sent by you

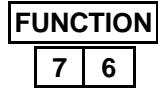
1. Press the Function key and then dial \* # 9 \*.
2. Receive confirmation tone.

## 1. Mute

The Mute feature disables the handset transmitter and the speaker microphone. Use the mute feature to permit a private conversation while on a call.

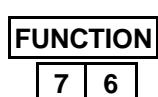
If you have a feature key preprogrammed as a Mute key, the light will be lit while your keyset is muted. We recommend you program a Mute key if you use the Group Listen feature on page 47 or are a Hunt Group Supervisor on page 49.

The Mute feature is useful if you work in noisy environments when background noise becomes amplified over the transmitter or microphone and impedes communications from the distant end.



### To activate

1. Press the Function key and then dial 76.



### To cancel

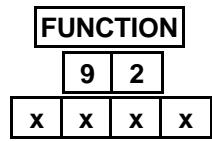
1. Press the Function key and then dial 76.

## 2. Reminder Service

The Reminder Service feature acts like an alarm clock. Use it to remind yourself of appointments.

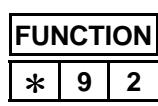
Use the 24 hour clock format to record the time for the reminder. For example, 2:23 p.m. is recorded as 1423.

The attendant can program reminders for other keysets in the telephone system. When the reminder time is reached, your keyset will ring to alert you, even if you are active on a call.



### To activate

1. Keyset is idle or in use on a call.
2. Press the Function key and then dial 92.
3. Enter time for reminder in 24 hour format.
4. Receive confirmation tone.



### To cancel

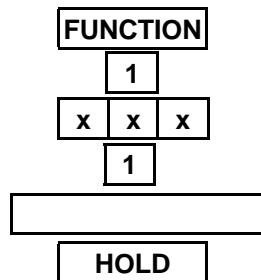
1. Keyset is idle or in use on a call.
2. Press the Function key and then dial \*92.
3. Receive confirmation tone.

## 3. Speed Dial Numbers

A Speed Dial Number stores either an outside telephone number or an account code. You may store a maximum of 20 digits (including special dialing characters) in a single speed dial number.

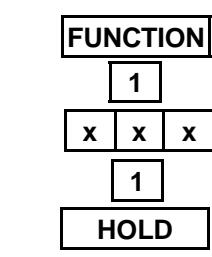
When storing an outside telephone number you can specify the trunk or trunk route to be used. Refer to Special Dialing on page 26 if you need to include dialing characters such as pause and flash.

### Storing a Speed Dial Number



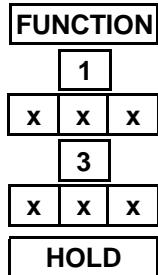
1. Keyset is in idle state.
2. Press the Function key and then dial 1.
3. Dial the speed dial directory number.
4. Dial 1.
5. Enter the telephone number you wish to save.
6. Press the Hold key to save the number.
7. Receive confirmation tone.

### Deleting a Stored Number



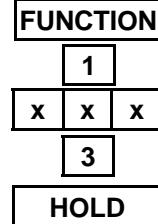
1. Keyset is in idle state.
2. Press the Function key and then dial 1.
3. Dial the speed dial directory number.
4. Dial 1.
5. Press the Hold key.
6. Receive confirmation tone.

## Assigning a Trunk or Trunk Route



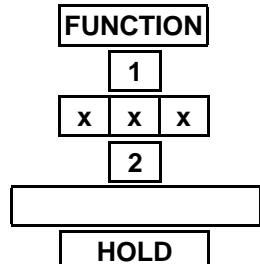
1. Keyset is in idle state.
2. Press the Function key and then dial 1.
3. Dial the speed dial number.
4. Dial 3.
5. Enter the number of the trunk or trunk route you wish to use with the speed dial number.
6. Press the Hold key to save the number.
7. Receive confirmation tone.

## Deleting a Trunk or Trunk Route



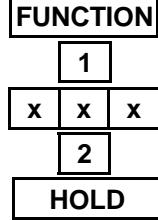
1. Keyset is in idle state.
2. Press the Function key and then dial 1.
3. Dial the speed dial number.
4. Dial 3.
5. Press the Hold key.
6. Receive confirmation tone.

## Storing an Account Code



1. Keyset is in idle state.
2. Press the Function key and then dial 1.
3. Dial the speed dial number.
4. Dial 2.
5. Enter the account code number.
6. Press the Hold key to save the number.
7. Receive confirmation tone.

## Deleting an Account Code



1. Keyset is in idle state.
2. Press the Function key and then dial 1.
3. Dial the speed dial number.
4. Dial 2.
5. Press the Hold key.
6. Receive confirmation tone.

## 4. Group Listen

Your system administrator can confirm if the Group Listen feature is available to you.

Activate the Group Listen feature to permit others in the immediate area to listen through the speakerphone to the distant side of a call, while you continue to use the handset. The keyset microphone is muted so your audience can listen but not participate. You can hang up the handset at any time to change to full speakerphone operation. The volume control key on the keyset controls the speaker volume.

### Important Note

We recommend that you activate the Mute feature before returning the handset to the cradle to avoid the possibility of an audible squeal, or "feedback."

**SPEAKER**

#### Activating Group Listen

1. While on an active call, press the Speaker key.
3. Distant party is audible over microphone speaker.

#### Changing to Full Speakerphone operation

1. Mute your keyset by pressing the Mute key.
2. Replace handset on cradle.
3. Press the Mute key again.

**SPEAKER**

#### Returning to Handset Operation

1. From a Group Listen situation, press the Speaker key.

**CLEAR**

#### Terminating a Group Listen situation

1. Press the Clear key.

## 5. Hunt Group Features

If you are a member (or “agent”) of a hunt group, you may have these advanced features available to you.

The designated Supervisor of a hunt group can use the Hunt Group Monitor feature to listen in on hunt group calls that are handled by agents. Note that your keyset must be equipped with a Mute key (a feature key designated as a Mute key) to use this feature effectively.

The Supervisor can also use the UCD Route Override feature code to redirect all calls assigned to ring the hunt group, to hunt group 24. See your system administrator for where these calls are directed.

If you are an agent, you can use the UCD Agent Help feature to request assistance from your Supervisor while you are on an active call. This feature is only available in hunt groups where the Supervisor has a display keyset.

### UCD Agent Help

**FUNCTION**  

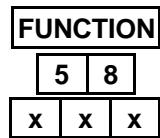
6	1
---	---

1. While on an active UCD hunt group call.
2. Press the Function key and then dial 61.
3. A message is sent to your supervisor requesting assistance. You remain connected to your hunt group call.
4. The supervisor answers the request, and is connected to you in a Monitor (muted) capacity. You hear a single high pitch beep.

**- or -**

The supervisor rejects your request. You hear nothing.

## Monitoring a UCD Call in Progress (Supervisor only)



1. Press the Function key and then dial 58.
2. Enter the extension number you wish to monitor.
3. You are connected in a muted capacity: you can hear but cannot participate.
4. To interrupt, press the Mute key (deactivate the mute condition).

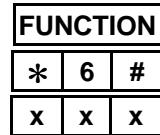
## UCD Route Override (Supervisor only)

### To activate

1. Press the Function key and then dial 6 #.
2. Dial the extension number of the hunt group you want to redirect to UCD group number.
3. Receive confirmation tone.

### To cancel

1. Press the Function key and then dial 6 #.
2. Dial the extension number of the hunt group which has been redirected.
3. Receive confirmation tone.





## 1. Three Features For Easier Dialing

Hot Key Pad, Automatic Line Selection, and Hotline are three features you can use to make dialing easier and faster.

### **Hot Key Pad**

When you have the Hot Key Pad feature enabled, you can dial an extension or outside line without lifting the handset or pressing the speaker key. The Protegé system senses when any dial pad key is pressed, takes the extension off-hook, studies the digits dialed to determine whether the call is for intercom or trunk access, and routes it accordingly. At default, your keyset is programmed with Hot Key Pad activated.

### **Automatic Line Selection**

Automatic Line Selection allows you to choose which resource your keyset accesses when you go off-hook at your extension; intercom dial tone, a specific trunk, or a trunk route. Note that if you set both Automatic Line Selection and Hotline, Hotline takes priority.

### **Hotline**

With a Hotline programmed, you automatically dial another resource when you lift the handset or press the Speaker key. This resource can be one of the following:

- ◆ An extension number
- ◆ A trunk directory number
- ◆ A trunk route number
- ◆ A system or individual speed dial number
- ◆ A pickup group, hunt group, or paging group

A Hotline can be dependent on the time of day. You specify whether the Hotline operates all the time, just during the day, or just when your company's phone system is in Night mode.

In addition, you can specify whether the Hotline should access the resource immediately, or wait between one and nine seconds. A delay allows you to dial another resource before the Hotline takes effect.

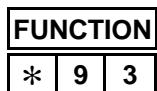
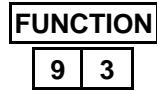
## Hot Key Pad

### To activate

1. Keyset is idle or in use on a call.
2. Press the Function key and then dial 93.
3. Receive confirmation tone.

### To cancel

1. Keyset is idle or in use on a call.
2. Press the Function key and then dial \* 93.
3. Receive confirmation tone.



## Automatic Line Selection

### To activate

1. Keyset is idle or in use on a call.
2. Press the Function key and then dial 95.
3. Dial 0 to select internal dial tone every time you lift the handset.

- or -

Dial 1 followed by the appropriate directory number to select a specific outside line every time you lift the handset.

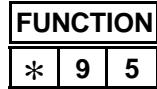
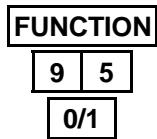
- or -

Dial 1 followed by the appropriate directory number to select a specific trunk route every time you lift the handset.

4. Receive confirmation tone.

### To cancel

1. Keyset is idle or in use on a call.
2. Press the Function key and then dial \* 95.
3. Receive confirmation tone.



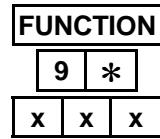
## Hotline

### To activate

1. Keyset is idle or active on a call
2. Press the Function key and then dial 9\*.
3. Enter the directory number of the resource you wish to hotline (normally three digits).
4. Select the service mode. Dial 1 for day.  
- or -  
Dial 2 for night.  
- or -  
Dial 3 for always.
5. Dial 0 for immediate action.  
- or -  
Dial a digit between 1 and 9 for delayed action of the corresponding number of seconds delay time you wish. Example: dial 3 if you want 3 seconds delay.
6. Receive confirmation tone.

### To cancel

1. Keyset is idle or active on a call
2. Press the Function key and then dial \* 9 \*.
3. Receive confirmation tone.



**0-9**



## 2. Three Features For Easier Answering

Voice Call, Auto Answer, and Distinctive Ringing are three features that you can use to make answering calls easier and faster.

### **Voice Call**

When you set your keyset to allow voice calls, intercom callers are connected immediately over the speakerphone, without requiring you to go off-hook. You will hear a single tone to alert you. Outside calls continue to ring at your extension in the usual way, so too will blind transfer calls.

Note that when voice calls are allowed, no Call Forward instructions you have programmed will be followed. Do Not Disturb, however, will continue to operate.

### **Auto Answer**

Use the Auto Answer feature to select how incoming calls will be answered. With Auto Answer set to “off” you must press an appropriate feature key to answer an incoming call. This can be one of the following:

- ◆ An ICM key (a feature key designated for intercom calls)
- ◆ A Trunk or Trunk Group key
- ◆ An Overflow key (a feature key designated for all additional outside lines).

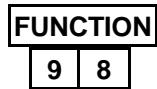
With Auto Answer set to “on” you can answer ringing calls by lifting the handset or pressing the Speaker key.

### **Distinctive Ringing**

Distinctive Ringing allows you to choose from four different ring cadences to distinguish your phone’s ring from that of others in your immediate area. The ring cadence you select works for all tones you hear on your keyset. See page 7 for a table of ring tones.

## Voice Calls

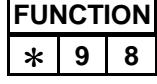
### To receive



1. Keyset is idle or in use on a call.

2. Press the Function key and then dial 98.

### To prevent



1. Keyset is idle or in use on a call.

2. Press the Function key and then dial \* 98.

## Auto Answer

### To activate



1. Keyset is in idle state.

2. Press the Function key and then dial 6 \*.

### To cancel

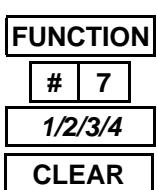


1. Keyset is in idle state.

2. Press the Function key and then dial 6 \*.

## Distinctive Ringing

### To change ring cadence



1. Keyset is in idle state.

2. Press the Function key and then dial #7.

3. Dial 1, 2, 3, or 4 to listen to each ring cadence.  
Stop when you have made your selection.

4. Press the Clear key to exit when completed.

## 3. Security

For security reasons, you must enter a password in order to use three features: Remote Follow Me Call Forward on page 15, Authority Code on page 30 and Lock/Unlock on page 57.

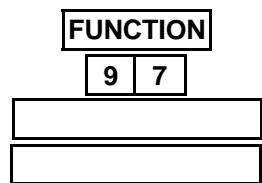
Ask your telephone system administrator if you are unsure what your password is. Use the Password Change feature to change your password. The temporary password is 0000 at default.

The Lock/Unlock feature is designed to prevent unauthorized trunk calls from your keyset while you are away from your desk. A locked extension will still receive incoming trunk calls, and a user may still place and receive intercom calls. You need a valid password to use the Lock/Unlock feature.

### Caution

The Lock feature prevents all trunk calls, not just long-distance calls. Because local calls - including 911 calls - are blocked by this feature, exercise caution in using this feature.

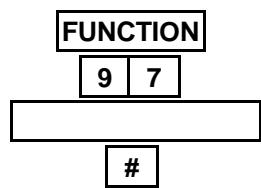
### Password Change



#### Changing your password

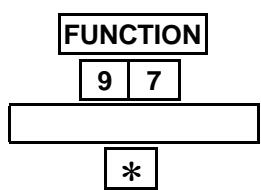
1. Keyset is idle or in use.
2. Press the Function key and then dial 97.
3. Enter the old password.
4. Enter the new password.
5. Receive confirmation tone.

## Lock/Unlock



### Locking your phone

1. Keyset is idle or in use on a call.
2. Press the Function key and then dial 97.
3. Enter password.
4. Dial # to lock your keyset.
5. Receive confirmation tone.



### Unlocking your phone

1. Keyset is idle or in use on a call.
2. Press the Function key and then dial 97.
3. Enter password.
4. Dial \* to unlock your keyset.
5. Receive confirmation tone.

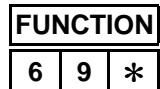
## 4. Cancel Operations

The Cancel Operations feature can be useful for troubleshooting. If your keyset seems to behave oddly, it is possible that a particular feature is set differently to how you expect. Each of these features has a big impact on how your keyset operates: Automatic Hold, Auto Transfer Mode, Hot Key Pad, Automatic Line Selection, Hotline, Voice Call, and Auto Answer.

Use the Cancel Operations feature to terminate your current feature settings. Doing so will reset your keyset to its default settings. It will not, however, change the contents of dual function feature keys.

### Cancel Operations

#### To cancel



1. Keyset is idle or in use on a call.
2. Press the Function key and then dial 69 \*.

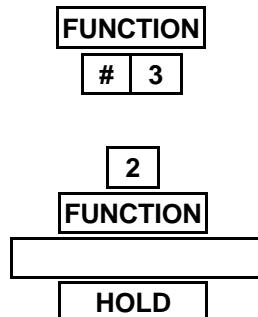
## 5. Setting the Feature Keys

Your keyset has a number of dual function feature keys that can be programmed to your requirements. You can program a speed dial number on the “secondary level” of each Dual Function feature key. The “primary level” can be one of the following:

- ◆ An outside line key
- ◆ A DSS key
- ◆ A feature such as Call Forward
- ◆ A speed dial number

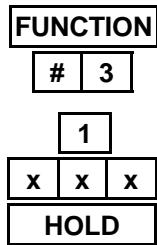
When you program a speed dial number under a dual function feature key, note that you enter the abbreviated number (normally three digits in length), not the full number.

### Programming a Feature Under a Feature Key



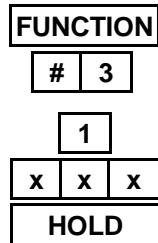
1. Keyset is idle or in use on a call.
2. Press the Function key and then dial # 3.
3. Press designated feature key to program feature to.
4. Dial 2.
5. Press the Function key and then enter the appropriate feature code number.
6. Press the Hold key to save your selection.
7. Receive confirmation tone.

### Programming a DSS Key



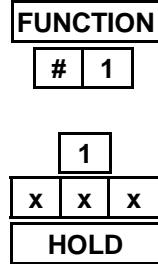
1. Keyset is idle or in use on a call.
2. Press the Function key and then dial # 3.
3. Press the feature key you wish to program.
4. Dial 1.
5. Enter the extension directory number.
6. Press the Hold key to save your selection.
7. Receive confirmation tone.

## Programming a Speed Dial Number Under a Feature Key



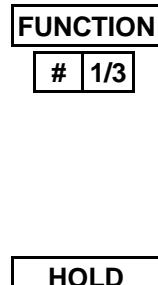
1. Keyset is idle or in use on a call.
2. Press the Function key and then dial # 3.
3. Press the feature key you want to program.
4. Dial 1.
5. Enter the speed dial number.
6. Press the Hold key to save your selection.
7. Receive confirmation tone.

## Programming the Secondary Level of a Dual Function Feature Key



1. Keyset is idle or in use on a call.
2. Press the Function key and then dial # 1.
3. Press the dual function feature key you want to program.
4. Dial 1.
5. Enter the speed dial number.
6. Press the Hold key to save your selection.
7. Receive confirmation tone.

## Deleting a Feature Key's Contents



1. Keyset is idle or in use on a call.
2. Press the Function key and then dial # 1 if you are deleting the upper level of a dual function feature key.  
**- or -**
3. Press the Function key and then dial # 3 if you are deleting the contents of a feature key.
4. Press the dual function feature key whose contents you want to delete.
5. Press the Hold key.
6. Receive confirmation tone.

## 6. Headset Operation

### Models with headset jacks

If your keyset has a headset jack, simply plug a headset or headset amplifier directly into the headset jack. Enter the Headset Function feature code. While you have the Headset Function enabled, keep the handset in its cradle. Use the Speaker key to answer and end calls.

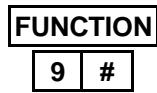
Note that amplified headsets with their own power source disable the Mute feature on the Executive and Executive Data keysets. Refer to your system administrator for more information.

### Models without headset jacks

If your keyset does not have a headset jack you will first need to unplug your handset from the handset jack. Plug a headset amplifier into the handset jack, and then plug the handset into the headset amplifier. Do not place the handset in the cradle. Do not enter the Headset Function feature code. Use the Speaker key to answer calls, and the Clear key to end calls. Using a headset amplifier in this way does not affect the Mute function.

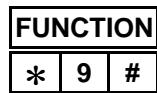
## Headset Function

### To enable



1. Press the Function key and then dial 9 #.  
- or -  
Press the designated feature key.

### To cancel



1. Press the Function key and then dial \* 9 #.  
- or -  
Press the designated feature key.

## 7. Background Music

With the Background Music feature you can play background music over the speaker of your telephone while it is idle. You will normally hear the same music source that callers hear when they are placed on hold.

The music stops when you operate your telephone and resumes when you hang up. You still receive incoming intercom and outside calls, and can answer them by going off-hook with the handset or speaker key.

**8 0 x**

### To activate

1. Dial 800 or 801. (Check with your system administrator to determine the correct directory number.)
2. Music plays through your speakerphone.

**CLEAR**

### To cancel

1. Press the Clear key.

## 1. Voice Mail

If you use your voice mail system on a regular basis, we recommend you designate a feature key as a voice mail “Message Waiting” key. This key lights when you receive a voice mail message. Press the key to gain access to your personal mail box so you can check your messages. The feature code for this is Function key, dial 64.

If you call an extension that is unattended or busy you can access the associated voice mail box by dialing a single digit.

Your Protégé phone system offers two useful features to maximize the benefits of your company’s voice mail system: Extinguish Lit Voice Mail LED, and Auto Conversation Record.

### **Extinguish Lit Voice Mail LED**

This feature turns off the LED associated with your voice mail Message Waiting key. Use this feature if your company’s phone and voice mail systems suffer some kind of connection interruption, and the LED fails to extinguish after you have checked all your voice mail messages.

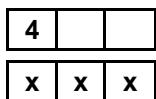
### **Auto Conversation Record**

Press your voice mail Message Waiting key (see above) while you are on a call to automatically form a conference with your voice mail box. This allows you to record your conversation. Depending on system programming, you and the distant party may or may not hear an alert tone. If the tone is not enabled, the Auto Conversation Record feature is invisible to both parties.

### **Dialing Voice Mail**



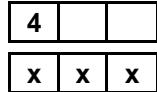
1. Dial the Voice Mail System general number.



### **Transferring to Voice Mail**

1. Begin by using whichever transfer method you prefer (see pages 33 and 34).
2. Dial the Voice Mail System general number.
3. Enter the appropriate extension number.
4. Conclude the transfer as appropriate to the transfer method you are using.

## Forwarding to Voice Mail

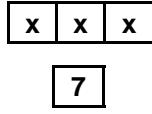


1. Begin by using whichever call forward type you prefer (see pages 11 - 15).
2. Enter the Voice Mail System general number.
3. Enter the extension number of the mailbox where calls will be forwarded.
4. Conclude the forward by following the appropriate documentation (see pages 11 - 15).

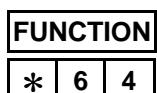
## Retrieving Your Voice Mail Messages

1. Keyset is in idle state.
2. Press the voice mail Message Waiting key (a designated feature key).

## Calling Another Extension



1. Keyset is in idle state.
2. Dial extension number. Receive busy tone or no answer.
3. Dial 7 to be transferred directly to the associated mailbox.



## Extinguish Lit Voice Mail LED

1. Keyset is idle or in use on a call.
2. Press the Function key and then dial \* 64.

## Auto Conversation Record

### To activate

1. Keyset is in use on an active call.
2. Press the voice mail Message Waiting key.

# Glossary

## **Class of Service**

Your level of access to certain features. Your company's phone system may assign a different class of service to particular extensions, to restrict access to certain features.

See also Tenant Group.

## **DSS**

Direct Station Selection. Press a DSS key to call or transfer to an internal resource without dialing manually. The internal resource can be a single extension, or a group of extensions such as a hunt group or paging group. In a Protégé system, a DSS key is a specially programmed dual function feature key.

## **Hunt Group**

A group of extensions with a common access number, organized in such a way that calls "hunt" from extension to extension to find a free line. See also UCD.

## **Idle state**

The condition of your keyset when you are not using it, and when a call is not coming in.

## **Intercom**

An intercom call is a call between extensions of your company's phone system.

## **Keyset**

Another name for telephone. Specifically, a phone with a number of push buttons or "keys."

## **LED**

Light Emitting Diode. The lights next to the feature and dual function feature keys. Depending on the model, your keyset has a number of single- or dual-colored LEDs. Each provides information on the status of the associated feature or dual function feature key. See also page 6.

## **Off-Hook**

When you lift the handset you are "going off-hook." Early telephones had a metal hook on which the handset hung. The modern technology of the Protégé system means you can now also go off-hook and on-hook by pressing the Speaker key.

## **On-Hook**

When the phone handset is resting in the cradle. See Off-Hook.

## **Outside Line**

See Trunk.

## *Glossary*

---

**Service Mode**

The way calls are handled depending on the time of day. For example, your company's phone system may be configured so that in Day Service Mode all incoming calls are routed through the attendant. In Night Service Mode, incoming calls may be broadcast over a loud bell for anyone to answer.

**Station**

Another word for extension.

**System Administrator**

The person responsible for your company's telephones. It may be an outside business, or a person or department at your company. Essentially, whoever you go to to report problems with your phone or to request changes in your telephone service.

**Tenant Group**

Tenant Groups are a way of grouping groups of extensions in a Protegé phone system. For example, if several companies in a building share a common phone system, each company's extensions would form a Tenant Group. See also class of service.

**Tone**

The audible sound your keyset makes. There are many different tones: for example, dial tone, ring tone, busy tone, and error tone.

**Trunk**

A telephone line owned by the local telephone company that connects your office telephone system to the outside world. Also known as an "outside" line, or "c.o.line."

**UCD**

Uniform Call Distribution. A Protegé feature that accepts incoming calls and routes them to a series or bank of agents. See also Hunt Group.

**Virtual Number**

An extension number that is not physically connected to a specific keyset. This number might be programmed under a feature key of one or several extension keysets. This Protegé feature has many possible applications. If your company's phone system uses virtual numbers, consult your system administrator for an explanation of how they work in your location.

# Index

---

Abbreviated Numbers - see Speed Dial Numbers  
ABR - see Automatic Busy Redial  
Account Code 11, 14, 22  
Agent Help 48  
Agent Log Off/Log On 17  
Alarm Clock 44  
Attendant, Calling the 19  
Authority Code 30, 56  
Auto Answer 9, 54  
Auto Conversation Record 63  
Auto Transfer Mode 33  
Automatic Busy Redial 23  
Automatic Hold 9, 31  
Automatic Line Selection 51  
Avoiding Calls 16

Background Music 62  
BGM - see Background Music  
Blind Transfer 33  
Busy Call Forward 11, 13  
Busy Trunk (route) 27

Call Forward 11-15  
- Password 56  
- Voice Call 54  
Call Me Messages 41  
Call Park - see Transfer, No Ring  
Call Pickup 10, 33  
Callback 27  
Calling an Extension 19  
Camp On 9, 29  
Cancel All Call Forwards 12  
Cancel Operations 58

Class of Service 30, 65  
Cleaning 7  
Clear Key 2, 3  
Conference 36

Dialing Speed Dial Numbers 25  
Dialing Voice Mail 63  
Dial Pad 2, 3  
Direct Call Forward 11, 12  
Directed Call Pickup 10  
Distinctive Ringing 54  
Diversion - see Call Forward  
DND - see Do Not Disturb  
DND Override 20  
Do Not Disturb 16  
- Voice Call 55  
DSS 65  
Dual Function Feature Keys 2, 3, 25, 59

ECF - see External Call Forward  
Exclusive Hold 32  
External Call Forward 11, 14  
Extinguish Voice Mail Light 64

Feature Access 8  
Feature Interaction 8  
Feature Keys 2, 3  
Feature Code Settings 59  
Flash 26, 45  
Follow Me Call Forward 11, 15  
Forced Diversion 17  
Forced Release 37  
Forward 11

---

*Index*

---

Forwarding to Voice Mail 64  
Function Key 2, 4  
Group Call Pickup 10  
Group Listen 43, 47  
Group Page 39  
Headset Operation 61  
Headset Jack 2, 4, 61  
Hold 31  
- holding a conference 37  
- holding an intercom call 32  
- reminder 31  
- retrieval order 31  
- retrieval from 31  
- system 31  
Hold Key 2, 4  
Hot Key Pad 51  
Hotline 51  
Hunt Group 11, 16, 43, 48, 65  
Idle State 65  
Inserting Special Characters 26  
Instant Dialing - see Hotline  
Intercom 65  
Intercom Key 9  
Intrusion 20  
Keyset 65  
Last Number Redial 23  
LCR - see Least Cost Routing  
Least Cost Routing 22, 25  
LED 65  
Lights, Understanding 6  
LNR - see Last Number Redial  
Lock/Unlock 30, 57  
Loud Bell 10  
Messages 19, 41, 63  
- call me messages 39  
- deleting a message 42  
- leaving a message 41  
Message Waiting indication 41, 63  
Music on Hold 29  
Mute 43, 47, 48, 61  
No Answer Call Forward 11, 13, 19  
No Ring Transfer 35  
Off-Hook 65  
Off-Hook Voice Announce 21  
OHVA - see Off-Hook Voice Announce  
On-Hook 65  
Outside Line 65  
Outside telephone numbers - storing 45  
Paging 39  
Parked Calls 33  
Password 11, 15, 30, 56  
Pause 26, 45  
Pickup Group Number 10  
Placing Outside Calls 22  
Preset Follow Me Call Forward 11, 15  
Preventing Unauthorized Calls 56  
Private Conversation 43

---

Private Talk 37  
Programming Feature Keys 59  
Pull Out Tray 2, 4  
Pulse Dialing 26  
Recall, Automatic Transfer 33  
Redial Key 2, 5, 23  
Redialing 23  
Reminder service 44  
Remote Follow Me Call Forward 11, 15  
Ring Cadences 54  
  
Saved Number Redial 24  
Screened Transfer 33  
Security 56  
Service Mode 66  
- in hotline programming 51  
Setting the Feature Keys 59  
SNR - see Saved Number Redial  
Speaker Key and Light 2, 4  
Speakerphone 2, 5  
Special Dialing 26, 45  
Speed Dial Numbers 45, 59  
Storing Telephone Numbers 45  
Supervisor - Hunt Group 49  
System Administrator 66  
System Hold 31  
  
Tenant Group 66  
Time Reminder 44  
Toll Restriction 30  
Tone 66  
Tones, Understanding 7  
Transferring Calls 33  
  
Transferring to Voice Mail 63  
Travelling Class of Service - see Authority Code  
Trunk 66  
Trunk (Route) and Speed Dial Numbers 25, 46  
  
UCD Agent Help 48  
UCD Route Override 49  
Unlocking Your Phone 57  
Unsupervised Conference 37  
UCD 66  
Urgent Calls 29  
User Password - see Password  
User Saved Number Redial 24  
USNR - see User Saved Number Redial  
  
Virtual Number 10, 19, 66  
Voice Call 19, 54  
Voice Mail 11, 63  
Voice to Ring Interchange 19  
Volume Keys 2, 5  
  
Wait-for-Dial Tone 26  
Work Group - Pick Up a Ringing Extension 10  
  
Xfr/Conf Key 2, 5

---



# QUICK GUIDE TO NUMBERING

<u>RESOURCE</u>	<u>DEFAULT PROTEGÉ DIRECTORY NUMBERS</u>	<u>YOUR COMPANY'S DIRECTORY NUMBERS</u>
Extension Numbers	200 - 399	_____
Trunk Numbers	700 - 799	_____
Trunk Groups	100 - 129	_____
Page Groups	400 - 429	_____
External Paging	820 - 829	_____
Pickup Groups	460 - 489	_____
System Speed Dial Numbers	600 - 699	_____
Individual Speed Dial Numbers	500 - 599	_____
Hunt Groups	430 - 459	_____
Background Music	800 - 801	_____
Loud Bell	810 - 811	_____
Virtual Numbers	830 - 859	_____
Voice Mail Access		_____
Night Ring Pick Up		_____
Least Cost Routing		_____

## INDIVIDUAL SPEED DIAL NUMBERS

<u>NUMBER</u>	<u>ACTUAL</u>	<u>DETAIL</u>
500	_____	_____
501	_____	_____
502	_____	_____
503	_____	_____
504	_____	_____
505	_____	_____
506	_____	_____
507	_____	_____
508	_____	_____
509	_____	_____

# QUICK GUIDE TO FEATURE CODES

<u>Feature</u>	<u>Code</u>	<u>Feature</u>	<u>Code</u>
ACCOUNT CODE ENTRY	F71	INTRUSION	8
AGENT LOG OFF/ON	F91 (OFF) F*91 (ON)	LAST NUMBER REDIAL (LNR)	F8
AUTHORITY CODE	F55	LEAST COST ROUTING (LCR)	F67
AUTO ANSWER	F6*	LOCK/UNLOCK	F97
AUTO TRANSFER MODE	F54	MESSAGES - DELETING	F*#9 (INDIV.)
AUTOMATIC BUSY REDIAL	F78	MESSAGES - SENDING	F*#9*(ALL)
AUTOMATIC LINE SELECTION	F95 (ON) F*95 (OFF)	MESSAGES - SENDING	F96
CALLBACK	5	MUTE	9
CALLBACK - CANCEL	F*#5 (INDIV.) F*#5* (ALL)	OHVA	F76
CALL FORWARD	F2x	PAGING - ANSWER	0
CALL PICKUP	F20 (CANX ALL)	PAGING - RECEIVE SELECTION	F59
CAMP ON	F53	PASSWORD CHANGE	F*99 (ON)
CANCEL OPERATIONS	4	PAUSE - INSERT A	F99 (OFF)
DISTINCTIVE RINGING	F69*	PRIVATE TALK (CONFERENCE)	F97
DND OVERRIDE	F#7	PULSE TO TONE CONVERSION	F70
Do Not Disturb (DND)	3	REMINDER SERVICE	F57
DUAL FUNCTION KEY PROGRAMMING	F4	SAVED NUMBER REDIAL (SNR)	*
EXTINGUISH LIT VOICE MAIL LED	F#1	SPEED DIAL NUMBER PROGRAMMING	F92 (ON)
FEATURE KEY PROGRAMMING	F*64	TRANSFER	F92 (OFF)
FLASH - INSERT A	F#3		HOLD
FORCED RELEASE (CONFERENCE)	F3	TRANSFER (NO RING), PLACING A	XFR/CONF
HEADSET OPERATION	F74	(TO RETRIEVE CALL)	F53
HOLD (AUTOMATIC)	F9# (ON) F*9# (OFF)	UCD AGENT HELP	F61
HOLD (EXCLUSIVE)	F94 (ON) F*94 (OFF)	UCD MONITOR	F58
(TO RETRIEVE CALL)	F7# (ON)	UCD ROUTE OVERRIDE	F6#
HOLD (SYSTEM)	F7*		F*6# (CANCEL)
(TO RETRIEVE CALL)	HOLD	UNSUPERVISED CONFERENCE	F77
HOT KEYPAD	F7*	USER SAVED NUMBER REDIAL (USNR)	F5*
HOTLINE	F93 (ON) F*93 (OFF)	VOICE CALLS	F98 (ON)
INTERCOM ACCESS	F9* (ON) F*9* (OFF)	VOICE MAIL FROM BUSY OR	F*98 (OFF)
	F65	UNATTENDED EXTENSION	7
		VOICE TO RING INTERCHANGE	2
		WAIT-FOR-DIAL-TONE - INSERT A	F79

