PROTEGÉ® 616

Digital Hybrid Key System

Keyset User Guide with display
Mat Code 699050

≡Sprint®

Contents

chapter one — Introduction

1. How To Use This Guide

Your Protegé® display keyset is the perfect tool for today's workplace. This guide shows you how to set and use your phone's many advanced and labor-saving features.

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
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2. Your Keyset's Parts

Headset Jack

Speakerphone

Display (LCD)

Soft Keys

Feature Keys

Pull Out Tray

Speaker Key and Light

Volume Keys

Dial Pad

Hold Key

Xfr/Conf Key

Redial Key

Clear Key

Function Key
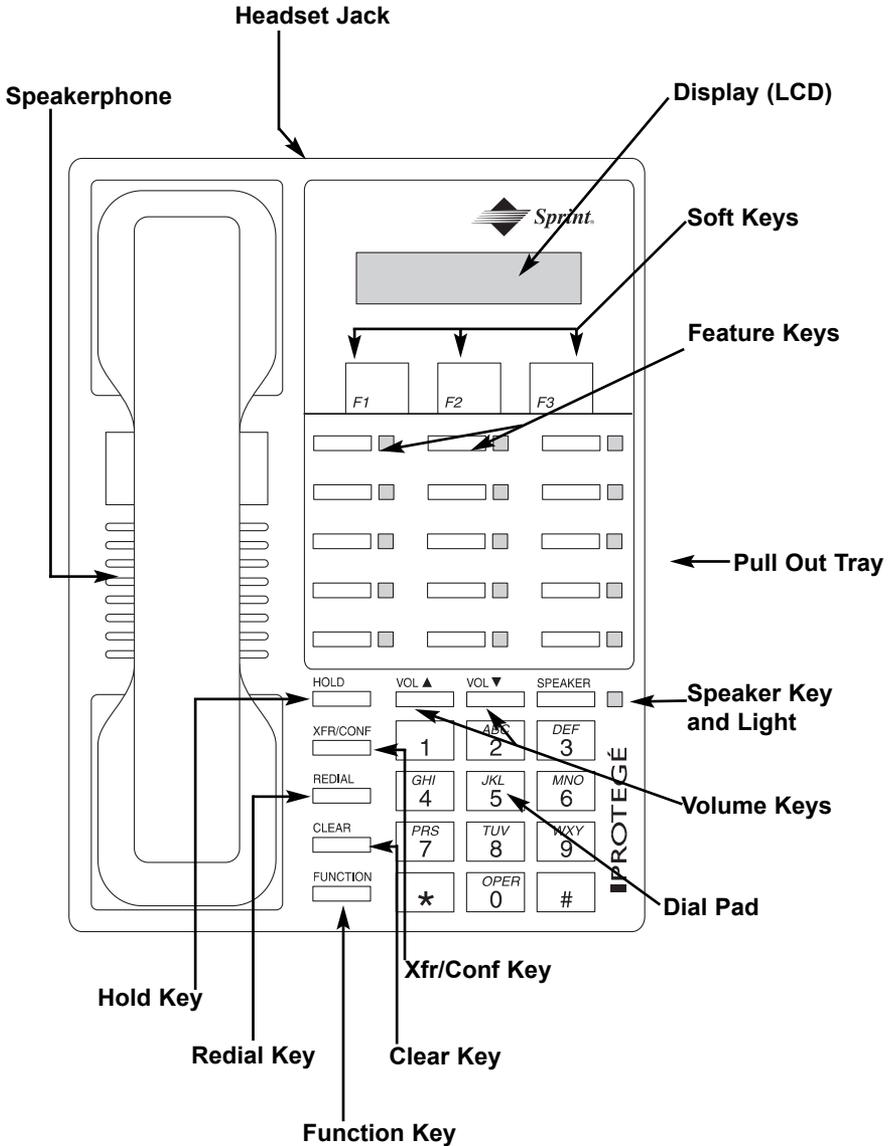
Clear key

Press the Clear key to cancel any task you are in the middle of performing, and to terminate a call. Also use this key to conclude programming certain features. However, do not press the Clear key to complete 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 alphabetical letters for messages.

Display (LCD)

The LCD displays time, day, and date. It provides information on the status of your keyset, and prompts you when you are setting and canceling features. While you are on an outside call, the LCD will display a call duration timer.

Messages on the display receive the following priority:

1. Database/Feature programming
2. Call Wait Notification
3. Alarm Clock Invoked
4. Current Operation
5. Recall, Transfer, Incoming, Camp On Line Signaling
6. ICM Call Signaling
7. Message Waiting Invoking
8. Call Again Invoking
9. DND/CFW Indication
10. Advisory Message
11. Time, Date & Advisory Mode

Display in an idle state

MONTH	DATE	DAY	TIME
EXT. OR USER NAME			EXT. #

Feature keys

These keys and their associated LEDs (Light Emitting Diode) give you speedy access to outside lines, internal resources such as extensions and extension groups, frequently used features, and speed dial numbers.

Each key can be one of the following:

◆ An outside line key. Allows direct access to a line or group of lines.
◆ A Direct Station Selection (DSS) key. Directly calls a specific internal resource, such as a specific keyset, hunt group, paging group or voice mail general number, instead of dialing manually.
◆ A feature key. Pressing one key activates or deactivates features such as

Call Forward, Do Not Disturb or a Message Waiting.

◆ A speed dial number. Press the key to dial the stored number.

At default your phone is programmed as follows:

Feature 1 - Line 1	Feature 6 - Ext. 12	Feature 11 - Voice Call Allow
Feature 2 - Line 2	Feature 7 - Ext. 13	Feature 12 - Call Forward
Feature 3 - Line 3	Feature 8 - Ext. 14	Feature 13 - Page
Feature 4 - Ext. 10	Feature 9 - Ext. 15	Feature 14 - Do Not Disturb
Feature 5 - Ext. 11	Feature 10 - ICM	Feature 15 - Mute

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

Function key

Most feature codes are set and cancelled by pressing this key followed by dialing one to four digits.

Headset jack

The headset jack 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 go back one level in programming certain features.

Pull out tray

The pull out tray contains a card for you to note frequently dialed numbers, or contents of feature keys.

Redial key

The Redial key is programmable. It is usually programmed to redial the last outside number dialed from the keyset.

Soft keys

Use these interactive buttons in conjunction with the LCD to access your keyset's features.

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.

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 multi-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 such as extensions or hunt groups. Feature keys are feature keys programmed to activate specific features such as Do Not Disturb, Mute, and Call Forward.

Note: Some features will not cause an associated LED to light when activated.

Signal	Description
Dark	(Line) Line not in use (Feature) Feature not in use
Solid Red	(Line) Line (or line route) in use (Feature) Feature activated
Slow Flash Red	(Line) Line on hold by another extension (Extension) In Do Not Disturb (Feature) You have a message waiting
Fast Flash Red	(Line) Incoming line call (Feature) Incoming intercom call (Line or Feature) You have a transferred or recalled call
Twinkling Green	(Line) You are on a line call (Feature) You are on an intercom call
Fast Flash Green	(Line) Line exclusively held by you

4. Understanding the Tones

This table will help you distinguish between the different ring tones you hear on your keyset.

Signal	Description
Single ring	Hold reminder tone Confirmation tone
Two short rings	(Once) Error tone (Twice) Callback
Repeated single ring	Incoming outside call Line recall
Repeated 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.

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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 or see a visual display instruction. 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 616 phone system is 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 extension groups and speed dial numbers. In this guide write 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.

Your LCD displays informative prompts while you are operating your keyset. Press soft key F1 to go back one digit or character. Press the Hold key to go back one level in feature setting, and press the Clear key to abandon a task.

You should hear a confirmation tone when you have successfully set most features.

1. Answering Calls

Answering Internal and External 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 49). Otherwise, to answer a call you will need to press a feature key appropriate to the type of call: a line or line group key for an outside call; an intercom key for an internal call.

Call Indication

Your LCD displays information about the caller: outside calls show the directory number of the line carrying the call. Internal calls show the identity (name or number) of the extension calling you. All transfers and forwards show their origin on the LCD.

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 by following the directions for feature key programming. For more information on setting the feature keys, see page 52. 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 26 for more information on the Camp On feature, and page 28 for more information on the Automatic Hold feature.

2. Call Pickup

Call Pickup helps you answer calls that are ringing at another location. Use Directed Call Pickup to answer a ringing extension. You specify ("direct") the ringing location by dialing the ringing extension's number.

Dial the Group Call Pickup number to pick up a ringing extension that is within your work group. Your system administrator can tell you if your extension is part of a work group, and what number to dial to pick up calls.

Directed Call Pickup

FUNCTION

5	3

x	x

1. Keyset is in idle state.
2. Press the Function key and then dial 53.
   - or -
   Press the designated feature key.
3. Dial the extension number ringing.
4. Call is connected. Pick up the handset or use the keyset speaker to talk to the caller.

Group Call Pickup

FUNCTION

5	4

1. Keyset is in idle state.
2. Press the Function key and then dial 54.
   - or -
   Dial *.
3. Call is connected. Pick up the handset or use the keyset speaker to talk to the caller.

3. Call Forward

Call Forward, also known as Diversion, is a powerful and flexible feature that allows you to direct some or all of your calls to one or several locations.

The three options available on the Protegé® 616 system are Direct Call Forward, Busy Call Forward and No Answer Call Forward.

Direct Call Forward diverts all calls immediately. Busy Call Forward diverts calls immediately when your extension is busy. No Answer Call Forward diverts calls which are unanswered upon the expiration of 14 seconds.

You can specify whether to forward all calls or to forward only internal or only external calls to another extension or voice mail group.

Direct Call Forward

To activate

| FUNCTION |
| **2** |
| *F1* |
| x x |
| *F2* |
| F1/F2/F3 |

1. Keyset is idle.
2. Press the Function key and then dial 2.
   - or -
   Press the designated feature key.
3. Press soft key F1 below the word "direct."
4. Enter the extension number to which you want to forward calls, or press the corresponding DSS key or press the Voice Mail Feature key to forward to Voice Mail.
5. Press soft key F2 below the word "save" to accept the extension number.
6. Choose whether to divert all calls (icm/co), just intercom calls (icm), or just outside calls (co), by pressing the appropriate soft key (F1, F2, or F3).
7. Receive confirmation tone.

To cancel

| FUNCTION |
| **2** |

1. Keyset is idle or in use on a call.
2. Press the Function key and then dial 2.
   - or -
   Press the designated feature key.
3. Receive confirmation tone.
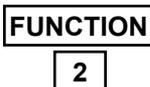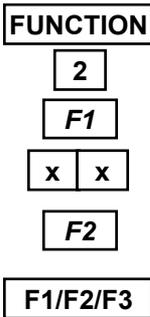
No Answer Call Forward

To activate

1. Keyset is idle.
2. Press the Function key and then dial 2.
   - or -
   Press the designated feature key.

FUNCTION
2

F3

x	**x**

F2

3. Press soft key F3 below the word "no/ans."

4. Enter the extension number to which you want to forward calls or press the corresponding DSS key, or press the Voice Mail key to forward to Voice Mail.

5. Press soft key F2 below the word "save" to accept the extension number.

F1/F2/F3

6. Choose whether to route all calls (icm/co), just intercom calls (icm), or just outside calls (co) calls by pressing the appropriate soft key (F1, F2, or F3).

7. Receive confirmation tone.

To cancel

FUNCTION
2

1. Keyset is idle.
2. Press the Function key and then dial 2.
3. Receive confirmation tone.

Busy Call Forward

To activate

1. Keyset is idle.
2. Press the Function key and then dial 2.
   - or -
   Press the designated feature key.
3. Press soft key F2 below the word "busy."
4. Enter the extension number to which you want to forward calls or press the corresponding DSS key, or press the Voice Mail key to forward to Voice Mail.
5. Press soft key F2 below the word "save" to accept the extension number.
6. Choose whether to route all calls (icm/co), just intercom calls (icm), or just outside calls (co) calls by pressing the appropriate soft key (F1, F2, or F3).
7. Receive confirmation tone.

To cancel

1. Keyset is idle.
2. Press the Function key and then dial 2.
3. Receive confirmation tone.

| FUNCTION |
| **2** |

| *F2* |

| **x** | **x** |

| *F2* |

| **F1/F2/F3** |

| FUNCTION |
| **2** |

4. Avoiding Calls

At times you may want to work at your desk without phone interruptions. In addition to Call Forward, you can choose to use Do Not Disturb.

Do Not Disturb (DND) will stop all outside calls from ringing your telephone. However, display phones will still show information about the incoming call on its LCD. All internal calls are blocked to your telephone. Your telephone appears to be busy to callers without display keysets. Internal callers with display phones will see that your are in DND mode.

Some users, such as the Attendant, may have the authority to override DND and force calls through. When in DND, a call that is transferred to your extension will revert to the transferring extension and not the Attendant. Your system administrator can tell you if anyone has override authority.

You may turn on DND when a call is ringing directly into your station. The ringing stops immediately at your desk. However, the calling party continues to hear ringback. And, the call is not transferred to the Attendant.

When DND is enabled, you will hear interrupted dial tone when going off-hook.

You cannot enable DND and Call Forward at the same time.

FUNCTION **4**	## Do Not Disturb **To activate** 1. Keyset is idle or in use on a call. 2. Press the Function key and then dial 4. **- or -** Press a designated feature key. 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.

5. Busy Ring

Busy Ring allows you to enable or disable the ringing associated with incoming line calls at your extension.

If your extension is busy, and you want your phone to ring to notify you of incoming line calls, then Busy Ring should be enabled. When disabled, no ringing occurs when you are on another call.

At default all extensions have Busy Ring enabled.

To enable Busy Ring at your extension

FUNCTION
#	**2**

1. Keyset is idle.
2. Press the Function key and then dial # 2.
   - or -
   Press the designated feature key, if programmed.
3. Receive confirmation tone.

To disable Busy Ring at your extension

FUNCTION
#	**2**

1. Keyset is idle.
2. Press the Function key and then dial # 2.
   - or -
   Press the designated feature key, if programmed.
3. Receive confirmation tone.

6. Retrieving "Parked" Calls

The Call Park feature, which is used with line calls only, offers you a way to retrieve a call placed on hold at another extension. You can pick up the call from any extension.

Extensions that are members of a conference or has intruded into a call cannot retrieve a "parked" call.

FUNCTION

7	3

x	x

FUNCTION

7	3

0	x
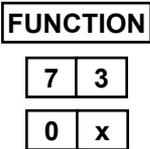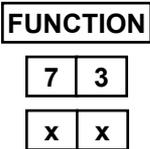
Answering a Parked Call

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

2. Press the Function key and then dial 73.
    - or -
    Press the designated feature key.

3. Enter the extension number that parked the call.
    - or -
    Press the Function key and then dial 73. Then dial 0 plus the line directory number.

1. Placing Intercom Calls

You can reach any individual extension 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 49 for more information on the Voice Call feature.

If you call an extension that has enabled Do Not Disturb on the keyset, 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. Your LCD will show Override as an option if you are permitted to use this feature.

If your call to a specific extension goes unanswered, use the soft keys to choose a messaging option before hanging up. Press soft key F1 or F2 to leave a display message (see pages 24 and 38 for more information).

Calling an Extension

x	x
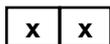
1.   Keyset is in idle state.

2.   Dial the extension number.
     - or -
     Press a designated DSS key.

Calling the Attendant

0

1.   Keyset is in idle state.

2.   Dial 0.
     - or -
     Press the designated DSS key.

Voice to Ring Interchange (VRI)

1. Keyset is in idle state.

x	x

2. Dial the extension number.
   - or -
   Press the designated DSS key.

$*$

3. Receive confirmation tone. LCD displays the word "voice."

4. Dial $*$. Your call overrides the Voice Call setting and rings through to the extension.

Do Not Disturb Override

1. Keyset is in idle state.

x	x

2. Dial an extension. Receive busy tone. Display shows that the extension is in DND mode.

F2

3. Press soft key F2 below the word "override."

4. Your call overrides DND and rings through to the extension.

2. Barge In

Your telephone system administrator can advise if the Barge In feature is available to you. Use it when you want to interrupt a busy extension or line.

Your ability to use this feature depends on your class of service and that of the extension on which you want to intrude. If you are not permitted to use this feature it will not appear as an option on your LCD.
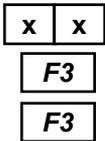
Intruding on a Busy Extension

x	x

F3

F3

1. Keyset is in idle state.
2. Dial an extension. Receive busy tone.
3. Press soft key F3 below the word "next."
4. Press soft key F3 below the word "intru."
5. You are connected to the call at the busy extension.

Intruding on a Busy Line

x	x

F3
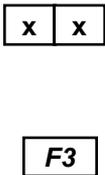
1. Keyset is in idle state.
2. Dial a line directory number. Receive busy tone.
   - or -
   Press a busy line key. Receive busy tone.
3. Press soft key F3 below the word "intru."
4. You are connected to the call on the busy line.

3. Placing Outside Calls

Consult your telephone system administrator for any restrictions in your ability to make outside calls.

Placing Outside Calls

9

1. Press an available line or line group key.
   - or -
   Dial 9.

x

2. Dial the number.

4. Redialing

Two redialing options are available to you: Last Number Redial and 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.

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.

You can reprogram the Redial button with either of the redialing options, or program feature keys. For instructions, see Setting the Feature Keys (page 52).
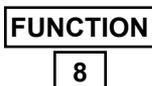
Last Number Redial (LNR)

To activate

1. Keyset is in idle state.

FUNCTION
8

2. Press the Redial key.
   - or -
   Press the Function key and then dial 8.

To cancel

CLEAR

1. Press the Clear key.

Saved Number Redial (SNR)

To save a number

1. Keyset is in use on a call.

FUNCTION	
5	**1**

2. Press the Function key and then dial 51.
   - or -
   Press the designated feature key.

To dial the saved number

1. Keyset is in idle state.

FUNCTION	
5	**1**

2. Press the Function key and then dial 51.
   - or -
   Press the designated feature key.

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 extensions or the voice mail group. When you entered a speed dial number, the Protegé® 616 system dials out the corresponding telephone number.

Many extension users share system speed dial numbers. Individual speed dial numbers are specific to your keyset. You can program speed dial numbers under feature keys. See Speed Dial Numbers (page 43) for instructions on how to store individual speed dial numbers, and Setting the Feature Keys (page 52) for how to program them under feature keys.

FUNCTION
1

x	x
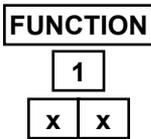
To Dial On A Specific Line Or Line Route

1. Keyset is in idle.
2. Dial the line or line route number.
   or
   Press a specific line key.
3. Press the Function key and dial 1.
4. Dial the speed dial bin number.

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 or flash).

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

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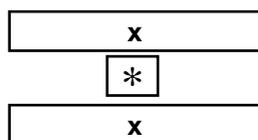
1. Access an outside line key.
2. Dial telephone number (in pulse).
3. Dial $*$.
4. Dial additional required digits (in tone).

Inserting Special Dial Characters
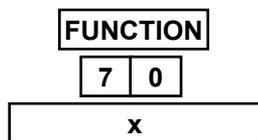
To insert a pause

FUNCTION
7 0
x

1. Press the Function key and then dial 70.
   - or -
   Press the designated feature key.
2. Dial the remaining digits.
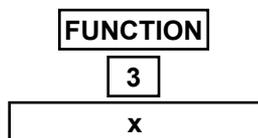
To insert a flash

FUNCTION
3
x

1. Press the Function key and then dial 3.
   - or -
   Press the designated feature key.
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).

The callback signal is two double rings, and a callback notification on the LCD.

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

Placing a Callback to a Busy or Unattended Extension

x	x

To activate
1. Dial the extension number.
2. Receive busy tone.
   - or -
   Receive no answer.

F1

or

FUNCTION

9	1

3. Press soft key F1 below the word "cbck."
   or
   Press the Function key and dial 91.
4. Receive confirmation tone.

FUNCTION

✳	9	1

To delete all callbacks
1. Press the Function key and then dial ✳91.
2. Receive confirmation tone.

Responding to a Callback

To activate

1. Your extension rings. LCD alerts you to the extension callback.

F2

2. Press soft key F2 below the word "reply."
   - or -
   Lift handset or press Speaker key.

3. The call rings through to the extension.

F3

To cancel

1. Press soft key F3 below the word "del."

2. Receive confirmation tone.

8. Camp On

When you call a busy extension, you can use the Camp On feature which allows you to remain off-hook, until the busy extension becomes 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 receive a "Camp On Failure" message on your keyset's LCD and hear a warning tone, another extension user has already camped on to the busy extension. Use the Callback feature, which will alert you when the line becomes free.

The Camp On feature also alerts you when busy lines become available. After you Camp On, hang up and the extension rings when the line is available.

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

To activate

1. Keyset is in idle state.
2. Call extension number. Receive busy tone.
3. Press soft key F3 below the word "next."
4. Press soft key F1 below the word "camp."
5. Background music plays until the called extension hangs up.
6. The call rings through.

| x | x |

To cancel

1. Hang up while waiting for the extension.
   - or -
   Press the Clear key while ringing.

To activate on a busy line

1. Dial the outside line number.
   - or -
   Dial the line route number.
2. Receive busy tone.
3. Press soft key F1 below the word "camp."

To respond

1. Extension rings. LCD displays the line.
2. Lift handset and dial your telephone number.

To cancel on a busy line

1. Press the Function key and dial * 93.
2. Receive confirmation tone.

F3

F1

CLEAR

F1

FUNCTION

| ∗ | 9 | 3 |

1. Hold

You can place a line call on hold and any extension keyset can retrieve the call. Protegé® 616 offers two methods for placing a call on hold. The first, System Hold, places intercom or line calls on hold by pressing the Hold key. The second method called Exclusive Hold places line calls on hold and it can only be retrieved by the extension placing it on hold. At other extensions the held line still appears busy. This prevents any other extension from inadvertently picking up that call and gives you a certain level of privacy on line calls. Calls placed on Exclusive Hold can be retrieved from a different extension after the Exclusive Hold timer expires. After expiration, the call reverts to System Hold status.

You can place several different calls on both types of hold. Calls are retrieved in the order in which they were placed on hold; the first call held is the first one retrieved.

The Protegé® 616 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 between calls, automatically placing the first call on System Hold. This method shortens the transfer process by allowing you to transfer an active line call to another extension via a preprogrammed DSS key without first pressing the Hold key.

System Hold

Placing a line call on system hold

HOLD

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

Retrieve
1. Press held outside line key (flashing green).

Exclusive Hold

To place a line call on exclusive hold

FUNCTION

HOLD

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

To retrieve

1. Press the held outside line key (flashing green).

Holding an Intercom Call

HOLD

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

To retrieve

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

Automatic Hold

To activate

FUNCTION

9 4

1. Keyset is idle.
2. Press the Function key and then dial 94.
3. Receive confirmation tone.

To cancel

FUNCTION

9 4

1. Keyset is idle.
2. Press the Function key and then dial 94.
3. Receive confirmation tone.

2. Transferring Calls

There are two types of transfers. One, called a blind transfer, does not announce to the target any information prior to redirecting a call. The other, called a screened transfer, notifies the target extension about the call prior to redirecting it.

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 extension group member prior to redirecting a call. A screened transfer is when you notify the target extension or extension group member prior to redirecting the call.

If you want confirmation that the transfer was successful, enable the Transfer Beep feature. Your phone will ring once when the call was successfully transferred.

The Call Park feature, which is used with line calls only, offers you a way to park a call so another extension user can pick it up. The transferred call is placed on system hold. Calls can be parked on a valid extension number.
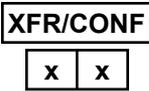
Transferring an Active Call - Method 1

XFR/CONF
x	**x**

1. Press the Xfr/Conf key.
2. Dial the destination extension.
3. Hang up to perform a blind transfer.
   - or -
   Screen the transfer and then hang up.

XFR/CONF

To cancel the transfer
1. Press the Xfr/Conf key.
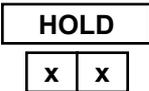
Transferring an Active Call - Method 2

1. Press the Hold key.
2. Dial the extension number to which you wish to transfer the call.
   - or -
   Press a designated DSS key.

HOLD
x	**x**

XFR/CONF

3. Press the Xfr/Conf key for a blind transfer.
   - or -
   Wait for a response, announce the call, then press the Xfr/Conf key for a screened transfer.
4. Receive confirmation tone.

Call Park (No Ring Transfer)

Parking a call

1. Keyset is active on a call.

2. Press the Function key and then dial 73.

FUNCTION

7	3
x	x

3. Dial the extension number of the park destination.

4. Receive confirmation tone.
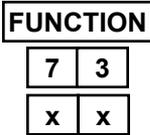
Answering a parked call

1. Press the Function key and then dial 73.

2. Dial the extension number or line directory number on which the call is parked.

FUNCTION

7	3
x	x

- or -

3. Press the Function key and then dial 73 plus 0 plus the line number.
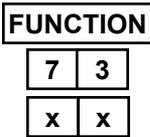
Transfer Beep

To enable

1. Keyset is idle or active on a call.

2. Press the Function key and then dial 79.

FUNCTION

7	9

3. Transfer Beep is enabled.
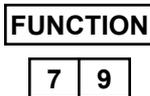
To disable

1. Keyset is idle or active on a call.

2. Press the Function key and then dial 79.

FUNCTION

7	9

3. Transfer Beep is disabled.
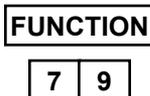
3. Conference

The Conference feature allows you to connect up to three additional parties in a single, supervised conversation. The three additional parties can be any combination of line or intercom callers. Protegé® 616 offers a Private Talk feature that allows you to talk directly to a conference member without other members hearing the conversation.

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. You can use the Forced Release feature to disconnect each of the distant parties from the conference.

Some people do not want to press the Function and XFR/CONF key each time they add a party to the conference. A single feature key can be programmed to act as Function and XFR/CONF keys by using Function 60. For instructions on how to program a conference feature key, see page 52.

**Note**: No unsupervised outside line conferencing is permitted.

Forming a Conference

HOLD
x

FUNCTION
XFR/CONF

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. When the called party answers, press the Function key followed by the Xfr/Conf key.
5. Receive confirmation tone.
6. To add a fourth party, repeat steps 2, 3 and 4.
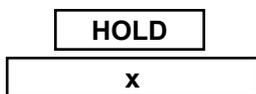
Holding the Conference

To put the conference on hold

1. Press the Hold key.

HOLD

To return to the conference

1. Press the held line key.
   - or -
   Press the DSS or ICM key (designated feature keys) if the conference is with internal parties only.

Private Talk

To activate

1. Press soft key F1 below the word "private."

2. Dial the line number with which you wish to speak privately.
   - or -
   Dial the extension number with which you wish to speak privately.

F1

x | x

To release and resume conference

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

FUNCTION

XFR/CONF

Forced Release

1. Press soft key F3 below the word "forced."

2. Dial the line or extension number to be released.

F3

x | x

Ending the Conference

1. Wait for the other parties to disconnect.
   - or -
   Force release the other parties.

4. Call Wait

Users with display phones can enable Call Wait to alert them when intercom calls are placed to their busy extension. The intercom caller hears ring tone unless the call is rejected. Immediately, the intercom caller will hear busy signal.

The extension number or name of the caller appears on the display along with the ability to "reply" or "reject" the call. Softkeys are used to reply or reject the intercom call. Pressing the F1 softkey to reply drops the original call and connects you to the intercom call. The F3 softkey rejects the incoming call and the calling extension hears busy tone.

If any key other than the F1 or F3 softkey is pressed, the incoming call will be rejected.

FUNCTION **9** **9**	**To activate Call Wait** 1. Phone is idle. 2. Press the Function key and dial 99.
FUNCTION **9** **9**	**To deactivate Call Wait** 1. Phone is idle. 2. Press the Function key and dial 99.

1. Paging

You can initiate a page from your keyset by dialing the feature code. The Protegé® 616 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 feature code.

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.

Generate a Page

1. Keyset is either active or idle.

FUNCTION
5 **0**

2. Press the Function key and dial 50.

3. Use the soft keys to determine whether the page will be broadcast over keyset speakers, external paging devices, only in a particular group or broadcast over both keyset speakers and external paging devices.

F1/F2/F3

Press F1 (all) to broadcast over all keyset speakers.

- or -
Press F2 (extern) to broadcast over external paging devices.

- or -
Press F3 (next)

then press F1 (both) to broadcast over both external paging devices and all keyset speakers.

- or -
then press F2 (group) to broadcast to your extension paging group.

4. Receive confirmation tone.

5. Pick up handset and begin speaking.

Answer a Page
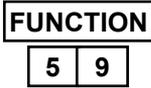
1. Press the Function key and then dial 59.
- or -
Press the designated feature key.

2. You are immediately connected to the extension initiating the page.

FUNCTION

| 5 | 9 |

Paging Receive Selection
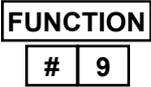
To accept paging

1. Press the Function key and then dial #9.

FUNCTION

| # | 9 |
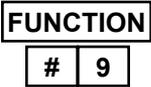
To reject paging

1. Press the Function key and then dial #9.

FUNCTION

| # | 9 |

2. Message Waiting

You can send a message to another extension when you get no answer or the extension is busy. A Call Me message leaves a "message waiting" indication for the called party indicating that a caller from a specified extension was trying to reach them. Recipients with display phones who have Call Me messages can respond by simply pressing a soft key.

Note: If you call an extension that has Voice Call allowed, press * to change to voice to ring interchange. Once you hear ring back, leave a message or call-back.

Leaving a Message at Another Display Phone

Method 1
To activate

x	x

F2

1. Dial the target extension number.
2. Press soft key F2 below the word "msg."
3. Receive confirmation tone.

Method 2

FUNCTION

9	6
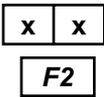
1. Press the Function key and then dial 96.
2. Dial the target extension number.
3. Receive confirmation tone.

Deleting Messages

FUNCTION

*	9	6

x	x
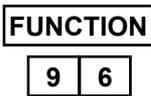
1. Press the Function key and then dial * 96 and the extension number

    or

    Press the Function key and dial * 96 * for all messages.
2. Dial the target extension number.
3. Receive confirmation tone.
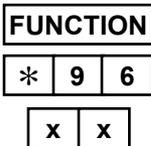
Deleting Messages Left by Other Extensions

F3

1. Press soft key F3 below the word "del."
2. Receive confirmation tone.

3. Premises Messages

A Premises Message is a text message that you can display on your keyset LCD, and which will also appear on the LCD of any internal caller calling you from a display keyset.

When you use the premises message feature in conjunction with Do Not Disturb, the premises message will be displayed on the calling keyset's LCD.

You may choose from seven messages. The first six are available system-wide, and can only be changed by your system administrator. However, the seventh message is specific to your keyset, and you can individually program and change it as often as you wish. You can program and reprogram them as you wish. Each message is saved until you save another in its place.

Note: Setting a Premises Message will cause your telephone to ring for intercom calls.
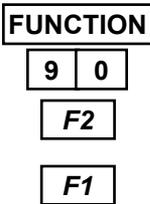
Leaving a Premises Message

FUNCTION

9	0

F2

F1

1. Keyset is idle.
2. Press the Function key and then dial 90.
   - or -
   Press the designated feature key.
3. Press soft key F2 below the word "next" to view other selections.
4. Press soft key F1 below the word "store" when your choice is displayed.
5. Receive confirmation tone.
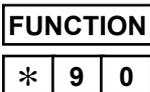
Deleting a Premises Message

FUNCTION

$*$	9	0

1. Press the Function key and then dial $*$ 90.
   - or -
   Press the designated feature key.
2. Receive confirmation tone.

4. Creating Personal Messages

The seventh Premises message is personal to your keyset. You can program and reprogram them as you wish. Each message is saved until you save another in its place.

Use the table below as a guide to entering different letters.

Times to Press	1	2	3	4	5	6	7	8	9	0	#
	----------------------------- Key Pad Number -----------------------------										
One	,	A	D	G	J	M	P	T	W	Q	space
Two	-	B	E	H	K	N	R	U	X	Z	space
Three	&	C	F	I	L	O	S	V	Y	.	space
Four	1	2	3	4	5	6	7	8	9	0	space

Individual Premises Message

FUNCTION

9 0

Creating your message

1. Keyset is idle.
2. Press the Function key and then dial 90.

    - or -

    Press the designated feature key.

F2

3. Press soft key F2 below the word "next" until message 7 "Empty" is displayed.

F3

4. Press soft key F3 below the word "chg."

5. Using the dialpad enter the message you wish (maximum 16 characters).

F2

6. Press soft key F2 below the word "save."

F1

7. Press soft key F1 below the word "store" to display on the LCD.

FUNCTION

9 **0**

Remove your message from display

1. Keyset idle or in use.
2. Press the Function key and then dial 90.

FUNCTION

9 **0**

F2

F3

F2

CLEAR

Deleting your message

1. Keyset idle or in use.
2. Press the Function key and then dial 90.
3. Press soft key F2 below the word "next" until your private message is displayed.
4. Press soft key F3 below the word "chg."
5. Type in a new personal message.
    or
    Leave blank to erase former message.
6. Press soft key F2 below the word "save."
7. Press the Clear key to exit.

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.

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.

FUNCTION

| 7 | 6 |

To activate

1. Press the Function key and then dial 76.
    - or -
    Press the designated feature key.

To cancel

FUNCTION

| 7 | 6 |

1. Press the Function key and then dial 76.
    - or -
    Press the designated feature key.

2. Station Alarm Clock

The Alarm Clock can be used to remind yourself of appointments.

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

When the reminder time is reached, your keyset will ring to alert you, even if you are active on a call.

FUNCTION

9	2

F3

x	x	x	x

F2

F2

x

CLEAR
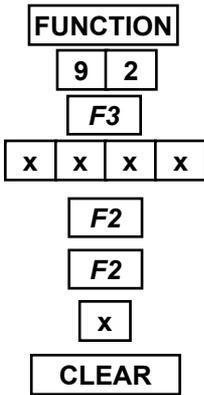
To activate
1. Keyset is idle.
2. Press the Function key and then dial 92.
3. Press soft key F3 below the word "chg."
4. Enter the time for the reminder in 24-hour format.
5. Press soft key F2 below the word "save."
6. Press the soft key F2 below the word "next."
7. Enter the appropriate mode. Toggle between "One" to activate the alarm once or "Always" to activate the alarm every day.
8. When programming is finished, press the Clear key.

FUNCTION

✳	9	2
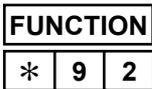
To cancel
1. Keyset is idle or in use on a call.
2. Press the Function key and then dial ✳ 92.

To acknowledge a reminder call

F1

1. Keyset rings. LCD displays "Alarm Reached."
2. Press soft key F1 below the word "ack."

3. Speed Dial Numbers

A Speed Dial Number stores an outside telephone number. You may store a maximum of 16 digits (including special dialing characters) in a single speed dial number. At default bins 00 - 19 are designated as private to your phone. You may program your frequently called numbers in these 20 bins.

When storing an outside telephone number you can specify the line or line route to be used. Refer to Special Dialing (page 23) if you need to include dialing characters such as pause and flash.
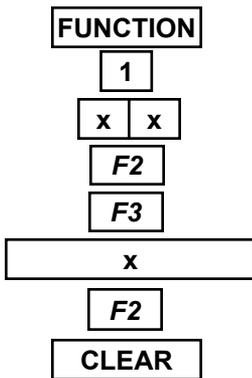
Storing a Speed Dial Number

FUNCTION

1

x	x

F2

F3

x

F2

CLEAR

1. Keyset is in idle state.
2. Press the Function key and then dial 1.
3. Enter a speed dial bin number to determine where a speed dial number is stored.
4. Press soft key F2 below the word "show."
5. Press soft key F3 below the word "chg."
6. Enter the telephone number you wish to save.
7. Press soft key F2 below the word "save."
8. Receive confirmation tone.
9. Press the Clear key to exit.
   - or -
   Repeat the process (steps 3-7) to enter another speed dial number.

Programming a Speed Dial Bin Number Under a Feature Key
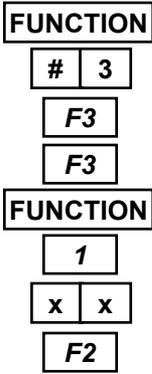
FUNCTION

#	3

F3

F3

FUNCTION

1

x	x

| F2 |
|---|

1. Keyset is idle.
2. Press the Function key and then dial # 3.
3. Press the feature key you wish to program.
4. Press soft key F3 below the word "chg."
5. Press soft key F3 below the word "feat."
6. Press the Function key plus "1" and the speed dial bin number (00 - 99).
7. Press soft key F2 below the word "save" to save selection.
8. Receive confirmation tone.

Deleting A Speed Dial Number

FUNCTION

1

x	x

F2
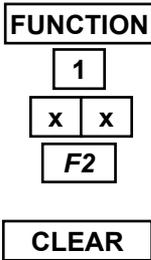
CLEAR

1. Keyset is in idle state.
2. Press the Function key and then dial 1.
3. Dial the speed dial bin number.
4. Press the softkey F3 below the word "chg."
5. Press soft key F2 below the word "save."
6. Receive confirmation tone.
7. Press the Clear key to exit.

   - or -

   Repeat the process (steps 3-6) to delete another speed dial number.

4. Service Mode

Use the Service Mode feature as an alternative method of changing from Day Service to Night Service.

Choose from three service modes: Day, Night and Time. The Time service mode automatically changes between Day and Night according to the Night Switching programming in the database.

FUNCTION

#	0

x	x	x	x

F2

F3

CLEAR
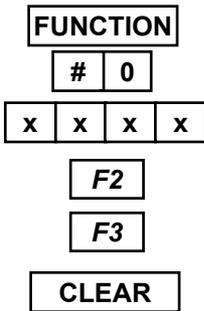
To change service mode

1. Keyset is idle.
2. Press the Function key and then dial # 0.

   - or -

   Press a designated feature key.
3. Enter the password (see System Administrator for password).
4. Press softkey F2, "Show." The current service mode is displayed.
5. Press softkey F3, "Chg," to toggle between the three choices.
6. Press the Clear key to exit this feature.

5. Unanswered Call Table

If you subscribe to Caller ID service from your local telephone company the system maintains a table of up to 50 unanswered calls. The calling name/number information pertaining to unanswered incoming calls will be stored in this table.

To view the table
1. Keyset is idle.

FUNCTION

6 **#**

VOL ▲

or

VOL ▼

2. Press the Function key and then dial 6#.
   - or -
   Press a designated feature key.

3. Press the volume up key to scroll forward through the table or press the volume down key to scroll backward through the table.

4. The system displays the name/number of the calling party.

To dial a number in the table

F1

F3/F1

1. Press softkey F1, below "dial".

2 If the number is local press softkey F3 below "local". If the number is long distance press softkey F1 below "longd".

3. The system accesses a specific line and dials the number.

To view more information on an entry

F2

1. Press softkey F2 below "more" to scroll through calling name, calling number, and time of call.

To delete an entry from the table

F3

1. Press softkey F3 below "del".

2. The entry is deleted and the next entry in the table is displayed.

1. Two Features For Easier Dialing

Hot Dial Pad and Automatic Line Selection are features you can use to make dialing easier and faster.

Hot Dial Pad

When you have the Hot Dial Pad feature enabled, you can dial an extension or outside line without lifting the handset or pressing the speaker key. The Protegé® 616 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 line access, and routes it accordingly. At default, your keyset is programmed with Hot Dial 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 line, or a line route.

Note: If you program a specific line be advised that if a call is parked or held by anyone else on that line, when you go off-hook you will be connected to the call.

Hot Dial Pad

FUNCTION
#	6

To activate
1. Keyset is idle.
2. Press the Function key and then dial #6.
3. Receive confirmation tone.

FUNCTION
#	6

To cancel
1. Keyset is idle.
2. Press the Function key and then dial #6.
3. Receive confirmation tone.

Automatic Line Selection

To activate

FUNCTION

9	5

F3

1. Keyset is idle.

2. Press the Function key and then dial 95.

3. Press soft key F3 below the word "chg" to select either intercom, line or line group dial tone.

4. Press the Clear key to exit the feature.

To cancel

FUNCTION

✳	9	5

1. Keyset is idle.
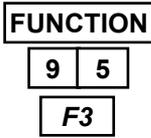
2. Press the Function key and then dial ✳ 95.

3. Receive confirmation tone.
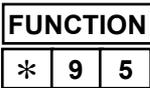
Note: Function 95 cannot be programmed under a function/feature key.

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 and the LCD will display the word "voice" and the calling extension number. 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 for intercom calls 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 Line or Line 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.

Protegé® 616 system observes the following priority call sequence:

1. Camped On Line Call	4. Incoming Line Call
2. Recalled Line Call	5. Intercom Callback Call
3. Transferring Line Call	6. Incoming Intercom Call

Distinctive Ringing

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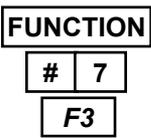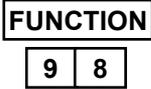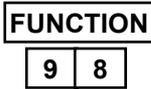
Voice Call

To receive

FUNCTION	
9	**8**

1. Keyset is idle.
2. Press the Function key and then dial 98.

To prevent

FUNCTION	
9	**8**

1. Keyset is idle.
2. Press the Function key and then dial 98.

Auto Answer

To activate

FUNCTION	
6	✶

1. Keyset is in idle state.
2. Press the Function key and then dial 6 ✶.

To cancel

FUNCTION	
6	✶

1. Keyset is in idle state.
2. Press the Function key and then dial 6 ✶.

Distinctive Ringing

To change ring cadence

FUNCTION	
#	**7**
F3	

1. Keyset is in idle state.
2. Press the Function key and then dial # 7.
3. Press soft key F3 below the word "chg" to listen to each ring tone. Stop when you have made your selection.

CLEAR

4. Press the Clear key to exit when completed.

3. Check Feature Status

Use the Check Keyset Feature Status feature to confirm which features you have operating at your keyset. This feature is particularly useful for troubleshooting. If your keyset seems to behave oddly, check your feature settings. You may find a particular feature is set differently from how you expect. Each of these features has an impact on the operation of your keyset.

Check Feature Status

To check

FUNCTION

#	8

F3

1. Keyset is idle.

2. Press the Function key and then dial # 8. The last number dialed is displayed.

3. Press soft key F3 below "next". The contents of the saved number buffer are displayed.

4. Press soft key F3 below "next" to scroll through the following feature settings: Last Number Redial, Saved Number Redial, Day Class of Service, Night Class of Service, Auto Hold, Auto Answer, Voice Call, Call Wait, Page Receive, Busy Ring, Transfer Beep.

5. Press the Clear key to exit.
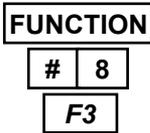
4. Setting The Feature Keys

Your keyset has a number of feature keys that can be programmed to your requirements. You can program under a feature key any one of the following:

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

When you program a speed dial number under a feature key, you will enter the speed dial feature code (Function 1) plus the two digit bin number. Do not enter the entire phone number.
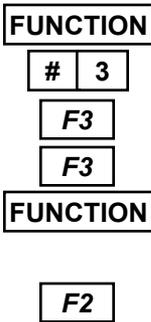
Programming a Feature

FUNCTION
 # 3
F3
F3
FUNCTION
F2

1. Keyset is idle.
2. Press the Function key and then dial # 3.
3. Press the feature key you wish to program.
4. Press soft key F3 below the word "chg."
5. Press soft key F3 below the word "feat."
6. Press the Function key and then enter the appropriate feature code number.
7. Press soft key F2 below the word "save" to save selection.
8. Receive confirmation tone.

Programming a DSS Key
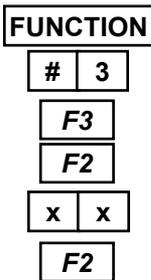
FUNCTION
 # 3
F3
F2
x x
F2

1. Keyset is idle.
2. Press the Function key and then dial # 3.
3. Press the feature key you wish to program.
4. Press soft key F3 below the word "chg."
5. Press soft key F2 below the word "ext."
6. Enter the extension directory number.
7. Press soft key F2 below the word "save" to save the selection.
8. Receive confirmation tone.

Programming a Line Group or ICM Key
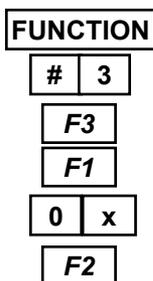
FUNCTION

#	3

F3

F1

0	x

F2

1. Keyset is idle.
2. Press the Function key and then dial # 3.
3. Press the feature key you wish to program.
4. Press soft key F3 below the word "chg."
5. Press soft key F1 below the word "line."
6. For a Line Group, dial 0 followed by the line group number:

   0 - any line group

   - or -

   1 - line group 1

   - or -

   2 - line group 2

   - or -

   3 - ICM

7. Press soft key F2 below the word "save" to save the selection.
8. Receive confirmation tone.
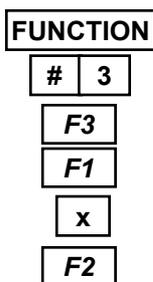
Programming a Line Key

FUNCTION

#	3

F3

F1

x

F2

1. Keyset is idle.
2. Press the Function key and then dial # 3.
3. Press the feature key you wish to program.
4. Press soft key F3 below the word "chg."
5. Press soft key F1 below the word "line."
6. For a Line, dial the line directory number:

   1 - Line 1   4 - Line 4

   2 - Line 2   5 - Line 5

   3 - Line 3   6 - Line 6

7. Press soft key F2 below the word "save" to save the selection.
8. Receive confirmation tone.

5. Headset Operation

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. The speaker key flashes when the headset is enabled. Pressing the speaker key once takes the keyset off-hook and sends audio to the headset. Pressing the speaker key again enables the speakerphone so it transmits and receives calls. Pressing the speaker key a third time enables the headset again. Pressing the Clear key returns the keyset to its idle state.

The headset function (Function 9 #) can be programmed under a feature key. When programmed under the feature key, the function acts as a toggle. Press once and the headset is enabled. Press again and the headset is disabled. For information on programming a feature key, turn to page 52.

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

Headset Function

To enable

FUNCTION
9	**#**

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

To disable

FUNCTION
✱	**9**	**#**

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

6. 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.

FUNCTION
5 **2**

To activate
1. Press the Function key, and dial 52.
2. Music plays through your speakerphone.

FUNCTION
5 **2**
CLEAR

To cancel
1. Press the Function key, and dial 52.
2. 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.

The voice mail Message Waiting key lights when you receive a voice mail message. Press the key to gain access to your personal mailbox so you can check your messages. For instructions on how to program a feature key, see page 52. The feature code for this is Function key, dial 64.

Your Protegé® 616 phone system offers the Extinguish Lit Voice Mail LED feature that is used to manually turn 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.

Dialing Voice Mail

| 8 | 2 |

| FUNCTION |

| 6 | 4 |

1. Lift the handset.
2. Dial 82, the Voice Mail Hunt Group number.
   - or -
   Press the voice mail key.
   - or -
   Press the Function key and dial 64.

Transferring to Voice Mail

| XFR/CONF |

| 8 | 2 |

| FUNCTION |

| 6 | 4 |

| x | x |

1. Keyset is active on a call.
2. Press the Xfer/Conf key.
3. Dial 82, the Voice Mail Hunt Group number.
   - or -
   Press the voice mail key.
   - or -
   Press the Function key and dial 64.
3. LCD prompts for the destination mailbox. Enter the appropriate extension number.
   - or -
   Press an appropriate DSS key.
4. Conclude the transfer as appropriate to the transfer method you are using.

Forwarding to Voice Mail

1. Keyset is in idle state.

2. Press the Function key and then dial 2.

   - or -

   Press the designated feature key.

3. Press appropriate soft key below the type of forward:

   F1 for Direct

   - or -

   F2 for Busy

   - or -

   F3 for No Answer

4. Dial 82 or press the Voice Mail feature key.

5. Press soft key F2 below the word "save" to accept the Voice Mail Hunt Group number.

6. Choose whether to divert all calls (icm/co), just intercom calls (icm), or just outside calls (co), by pressing the appropriate soft key (F1, F2, or F3).

7. Receive confirmation tone.

FUNCTION

2

F1/F2/F3

8	2

F2

F1/F2/F3

Retrieving Your Voice Mail Messages

1. Keyset is in idle state.

2. Press the voice mail Message Waiting key (a designated feature key).

Extinguish Lit Voice Mail LED

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

2. Press soft key F3 below the word "del."

3. Receive confirmation tone.

F3

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 Extension 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 Protegé system, a DSS key is a specially programmed feature key.

Extension Group
Extension 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 an Extension Group. See also class of service.

Idle state
The condition of your keyset when it is not in use.

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."

LCD
Liquid Crystal Display. The display screen of your telephone, which provides information on the status of your keyset.

LED
Light Emitting Diode. The lights next to the 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 key.

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 Protegé 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.

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 report problems with your phone or to request changes in your telephone 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."

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QUICK GUIDE TO NUMBERING

RESOURCE	DEFAULT PROTEGÉ DIRECTORY NUMBERS	YOUR COMPANY'S DIRECTORY NUMBERS
Extension Numbers	10-25, 58-73	_____
Extension Group Numbers	1-4	_____
Line Numbers	1-6	_____
Line Group Numbers	1-2	_____
System Speed Dial Numbers	20-99	_____
Individual Speed Dial Numbers	00-19	_____
Voice Mail Access	82	_____

INDIVIDUAL SPEED DIAL NUMBERS

NUMBER	ACTUAL	DETAIL
00	_____	_____
01	_____	_____
02	_____	_____
03	_____	_____
04	_____	_____
05	_____	_____
06	_____	_____
07	_____	_____
08	_____	_____
09	_____	_____
10	_____	_____
11	_____	_____
12	_____	_____
13	_____	_____
14	_____	_____
15	_____	_____
16	_____	_____
17	_____	_____
18	_____	_____
19	_____	_____

QUICK GUIDE TO FEATURE CODES

Feature	Code	Feature	Code
AUTO ANSWER ON/OFF	F6*	HOLD (AUTOMATIC) ON/OFF	F94
AUTO HOLD ON/OFF	F94	HOLD (EXCLUSIVE)	FHOLD
AUTOMATIC LINE SELECTION	F95	HOLD (SYSTEM)	HOLD
TO CANCEL LINE SELECTION	F*95	HOT DIAL PAD ON/OFF	F#6
BACKGROUND MUSIC ON/OFF	F52	LAST NUMBER REDIAL (LNR)	F8
BARGE IN	F72	MESSAGES (DELETING)	F*96*
BUSY RING	F#2	MESSAGES (PREMISES)/ON	F90
CALL FORWARD ON/OFF	F2	MESSAGES (PREMISES)/OFF	F*90
CALL PARK ON/OFF	F73	MUTE ON/OFF	F76
CALL PICKUP (DIRECT)	F53	PAGING	F50
CALL PICKUP (GROUP)	F54	ANSWER PAGING	F59
CALL WAIT ALLOW ON/OFF	F99	RECEIVE PAGING ON/OFF	F#9
CALLBACK/CANCEL	F*91	PAUSE (INSERT)	F70
CAMP ON/BUSY LINE	F93	PULSE TO TONE CONVERSION	*
CAMP ON/CANCEL	F*93	REMINDER SERVICE/ON	F92
CHECK FEATURE STATUS	F#8	REMINDER SERVICE/OFF	F*92
CONFERENCE (PROGRAMMABLE BUTTON)	F60	SAVED NUMBER REDIAL (SNR)	F51
DAY/NIGHT MODE	F63	SERVICE MODE	F#0
DISTINCTIVE RINGING	F#7	SPECIFIC TRUNK ACCESS	F0+TRUNK
DO NOT DISTURB (DND) ON/OFF	F4	SPEED DIAL PROGRAMMING	F1
FEATURE KEY PROGRAMMING	F#3	TRANSFER	HOLD/XFR/CONF
FLASH (INSERT)	F3	TRANSFER BEEP	F79
HEADSET OPERATION/ON	F9#	VOICE CALLS ON/OFF	F98
HEADSET OPERATION/OFF	F*9#		