PROTEGÉ®

Digital Hybrid Key System

User Guide—Single Line Telephone
Item Number 699031

**≜ Sprint.**

Contents

Introduction

1. How to Use this Guide

The Protegé phone system is perfect for today's workplace. This guide shows you how to use its many advanced and labor-saving features using a single line telephone. 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 phone	Chapter 1, Introduction
To use a specific feature	Index to point you to the page
A definition of 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 using voice mail features	Chapter 7, Voice Mail Features

2. Your Phone's Parts

Hookswitch

Handset

Dial Pad

Message Waiting Lamp *(not all models)*

Flash Key *(not all models)*
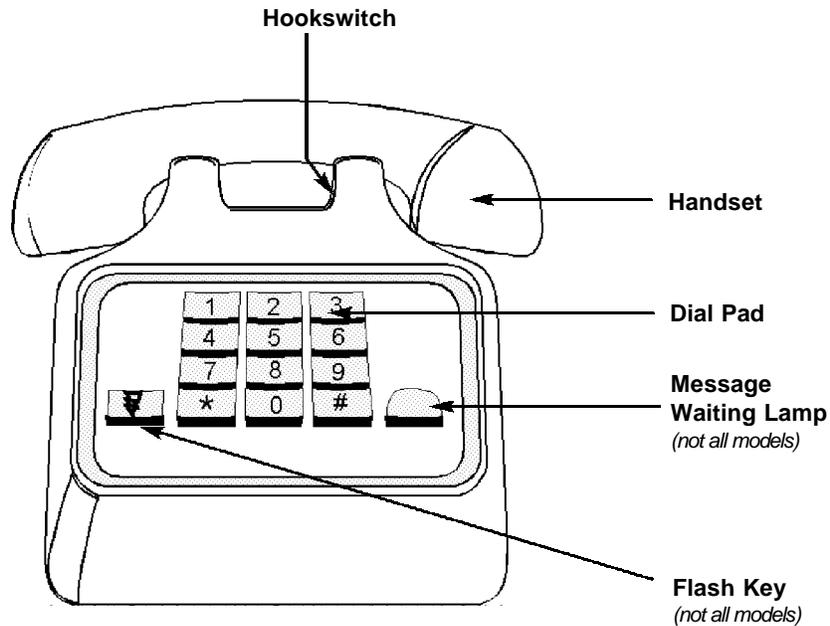
Dial Pad

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

Flash Key *(not all models)*

Press the flash key when setting features. If you do not have a flash key, press and release the hookswitch.

Message Waiting Lamp *(not all models)*

The Message Waiting Lamp lights when you have a voice mail message or a "call me" message from another extension.

3. Understanding the Tones

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

Signal	Description
Single ring	Confirmation tone - heard on the handset only
Two short rings	Error tone - heard on the handset only
Continued single ring	Incoming outside call Hold reminder tone Trunk recall
Continued double ring	Incoming intercom call Callback

4. Care of Your Telephone

Care for your phone 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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5. 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.

Answering Calls

1. 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. Lift the handset.
2. Dial the ringing loud bell (810 or 811).
3. Call is connected.

Directed Call Pickup

#	5	3
x	x	x

1. Lift the handset.
2. Dial # 53.
3. Dial extension number ringing.
   - or -
   Dial virtual number ringing (830-859).
4. Call is connected.

Group Call Pickup

1. Lift the handset.
2. Dial your pickup group number.
3. Call is connected.

2. 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. You can set several different call forward instructions at your extension to handle different situations.

The three most commonly used options 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 or in Do Not Disturb mode. No Answer Call Forward diverts calls which are unanswered after a specified period of time.

You can forward calls to extensions or hunt groups. Specify whether to forward all calls, just intercom or just outside calls. Additionally with No Answer Call Forward, you may choose to 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 thirty seconds in increments of two seconds.

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.

Use Follow Me Call Forward if you are moving temporarily to another extension and would like to receive your calls at that location. 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 keyset on the system.

Cancel all Call Forwards

#	2	0

1. Lift the handset.
2. Dial # 20.
3. Receive confirmation tone.

Direct Call Forward

To activate

#	2	2

x	x	x

1/2/3

1. Lift the handset.
2. Dial # 22.
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

#	✳	2	2

1. Lift the handset.
2. Dial # ✳ 22.
3. Receive confirmation tone.

Busy Call Forward

To activate

#	2	1

x	x	x

1/2/3

1. Lift the handset.
2. 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

#	✳	2	1

1. Lift the handset.
2. Dial # ✳ 21.
3. Receive confirmation tone.

No Answer Call Forward

To activate

1. Lift the handset.

#	2	4
x	x	x

1/2/3

2. 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).

x	x

6. Enter a time for the second No Answer Call Forward. For example, "08" is 8 seconds (two ring cycles).

x	x

7. Receive confirmation tone.

To cancel

1. Lift the handset.

2. Dial # ✳ 24.

#	✳	2	4

3. Receive confirmation tone.

Follow Me Call Forward - Preset

To activate

1. Lift the handset.

2. Dial # 25.

#	2	5
x	x	x

1/2/3

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. Lift the handset.

#	✳	2	5

2. Dial # ✳ 25.

3. Receive confirmation tone.

Follow Me Call Forward - Remote

To activate

1. Lift the handset.

| #	2	3
x	x	x

1/2/3

2. Dial # 23.

3. Enter your normal extension number.

4. Enter your user password to verify your identity.

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. Lift the handset.

#	✳	2	3
x	x	x	

2. Dial # ✳ 23.

3. Enter your normal extension number (the number from which calls were forwarded).

4. Enter your user password to verify your identity.

5. Receive confirmation tone.

External Call Forward (ECF)

To activate

#	2	6

	1	

Flash

1. Lift the handset.
2. Press the # key, and then dial 26.
3. Dial 1 followed by the outside telephone number to which you want to forward calls.
4. Depress the hook switch to save the entry.
5. Receive confirmation tone.
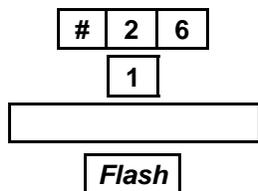
For systems requiring account codes

#	2	6

	2	

Flash

1. Lift the handset.
2. Press the # key, and then dial 26.
3. Dial 2 followed by the appropriate account code.
4. Depress the hook switch to save the entry.
5. Receive confirmation tone.

To cancel

#	✳	2	6
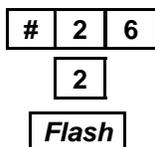
1. Lift the handset.
2. Dial # ✳ 26.
3. Receive confirmation tone.

3. Avoiding Calls

At times you may want to work at your desk without phone interruptions. In addition to Call Forward, you can choose the following two 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.

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
1. Lift the handset.
2. Dial # 4.
3. Receive confirmation tone.

#	4

To cancel
1. Lift the handset.
2. Dial # 4.
3. Receive confirmation tone.

Agent Log Off/Log On

#	9	1

To log off
1. Lift the handset.
2. Dial # 91.
3. Receive confirmation tone.

#	✳	9	1

To log on
1. Lift the handset.
2. Dial # ✳ 91.
3. Receive confirmation tone.

Making Calls

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 a keyset 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 leave a "Call Me" message. If an extension is programmed to forward intercom calls that are not answered, Protegé forces the extension to ring. The caller will hear ringing.

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 (page 19), or leave a "Call Me" message (page 30).

Calling an Extension

x	x	x

1. Lift the handset.
2. Dial the extension number.

Calling a Virtual Number

8		

1. Lift the handset.
2. Dial the virtual number.

Calling the Attendant

0

1. Lift the handset.
2. Dial 0.

Dialing a Hunt Group

x	x	x
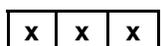
1. Lift the handset.
2. Dial the hunt group number.

Voice To Ring Interchange (VRI)

1. Lift the handset.
2. Dial the extension number.
3. Receive confirmation tone.

2

4. Dial 2. Your call overrides the Voice Call Allow setting and rings through to the extension.

Intrusion

1. Lift the handset.

x	x	x

2. Dial an extension. Receive busy tone.

8

3. Dial 8. You intrude on the other extension's call. You can speak to and hear both parties.

Do Not Disturb Override

1. Lift the handset.

x	x	x

2. Dial an extension. Receive busy tone.

3

3. 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. He/she must have an Executive or Executive Data keyset.

2. He/she must be using the handset. Your OHVA call will be connected through the speakerphone.

3. His/hre 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 consisting of a double ring.

If you attempt to place an OHVA call to the wrong type of keyset, or if the called extension is using the speakerphone, you will hear a fast busy signal instead of a confirmation tone.

Placing an OHVA Call

x	x	x

0
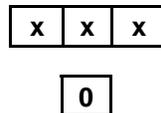
1. Lift the handset.

2. Dial the extension number.

3. Receive busy tone.

4. Dial 0.

5. You are connected through the speaker of the called party.

3. Placing Outside Calls

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

If your company has different types of outside lines, your telephone system may use the Least Cost Routing feature to ensure calls go over 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 monitors outgoing calls for cost or billing purposes, you may need to enter account codes for some or all of your calls. Your system may be programmed to force you to enter a valid account code before allowing you to make an outside call. Or it may be optional, leaving it to your discretion, or your company policy, when to enter an account code.

Last Number Redial (LNR) simply redials the last outside number dialed out from your phone.

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 phone. See Speed Dial Numbers (page 34) for instructions on how to store individual speed dial numbers.

Also note that if you make an emergency 911 call, the attendant automatically will be notified of your call. This allows the attendant to direct emergency personnel to your work area.

Placing Outside Calls

1. Lift the handset.

2. Dial 9 for any available outside line.
   - or -
   Dial 124 for a random outside line.
   - or -
   Dial a specific trunk or trunk route number

3. Dial the number.

Using Least Cost Routing

#	6	7
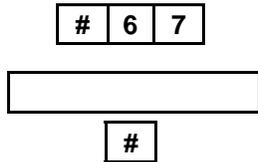
1. Lift the handset.
2. Dial # 67.
3. Listen for special dial tone.
4. Dial outside number.

#

5. Press # to indicate dialing is complete.

Last Number Redial (LNR)

#	8

1. Lift the handset.
2. Dial # 8.

Dialing a Speed Dial Number

1. Lift the handset.

x	x	x

2. Dial the speed dial number.
3. Call is dialed automatically. You may wait several seconds before hearing the distant ringing.

4. Special Dialing

Your telephone system administrator can advise you if you need to use either of these features.

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.

If your company's Protegé phone system is behind a Centrex office or another PBX, you may need to use the Trunk Hookflash feature to perform certain tasks.
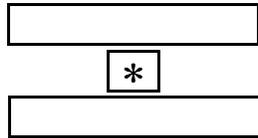
Pulse to Tone Conversion

1. Lift the handset.
2. Access an outside line (dial 9).
3. Dial the destination telephone number (in pulse).
4. Dial ✳.
5. Dial additional required digits (in tone).

Trunk Hookflash

1. Lift the handset.
2. Press the Flash key.
3. Dial # 3.

5. 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.

Callback to an Extension

To activate
1. Lift the handset.
2. Dial the extension number.

x	x	x

3. Receive busy tone.
    - or -
    Receive no answer.

5

4. Dial 5.
5. Receive confirmation tone.

To respond to a callback
1. Your extension rings.
2. Lift handset.
3. The call rings through to the extension.

Callback to a Trunk (Group)

To activate

1. Lift the handset.

x	x	x

2. Dial the outside line number.
   - or -
   Dial the trunk group number.

3. Receive busy tone.

5

4. Dial 5.

5. Receive confirmation tone.

To respond to a trunk callback

1. Your extension rings.

2. Pick up handset. Receive dial tone.

3. Dial outside number.

Deleting a Callback

To delete an individual callback

1. Lift the handset.

#	✳	#	5

2. Dial # ✳ # 5.

x	x	x

3. Dial the directory number of the extension, trunk or trunk group.

4. Receive confirmation tone.

To delete all callbacks

1. Lift the handset.

#	✳	#	5	✳

2. Dial # ✳ # 5 ✳.

3. Receive confirmation tone.

6. 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 an error 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.

x	**x**	**x**

4
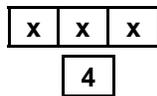
To activate

1. Lift the handset.
2. Dial the extension. 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.

7. 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 38 for information on the Lock feature.

FUNCTION		
#	5	5
x	x	x
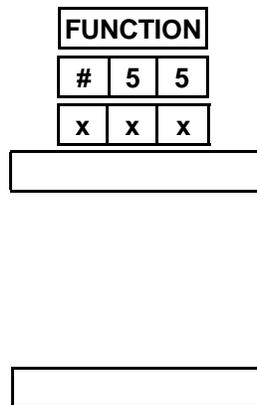
To activate

1. Lift the handset.
2. Dial # 55.
3. Enter your extension number.
4. Enter your password.
5. Receive high pitched confirmation tone.
6. Receive intercom dial tone.
7. Dial outside line or trunk route number.
   - or -
   Dial 9.
8. Dial outside number.

Call Handling

1. Hold

You can place up to two calls on hold. To move between calls on hold see Call

Calls on hold will recall to your phone after a specified period of time (default

Holding Calls

To put a call on hold
1. Phone is active on a call.
2. Press the Flash key.
3. Receive intercom dial tone. You can dial another number or hang up.

Retrieving Calls

To retrieve an outside call
1. Lift the handset.

FLASH

2. Press the Flash key.
3. Call is connected.

To retrieve an internal call
1. Lift the handset.
2. Call is connected.

2. Transferring Calls

Perform a blind transfer when you do not 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.

All transfers recall to your phone automatically if they are unanswered after a predetermined time.

Transferring a Call

FLASH

x	x	x

1. Phone is active on a call.
2. Press the Flash key.
3. Receive internal dial tone.
4. Dial the destination extension.
5. Hang up to perform a blind transfer.
   - or -
   Stay off-hook to screen the transfer, and then hang up.

3. Conference

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

As the Conference Controller (the person who set up the conference), you can exit the call at any time. If you are leaving an inside party connected to an external party, or two internal parties, simply hang up and the conference reverts to being a normal two-way call.

Use the Unsupervised Conference feature to connect two outside 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 unsupervised conferences disconnect automatically after a preset time. See your telephone system administrator for the exact time length allocated in your system. A warning tone is given 10 seconds before the call disconnects automatically. Participants can extend the talk time by entering a special code.

Forming a Conference

FLASH

x	**x**	**x**

FLASH

3
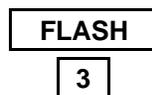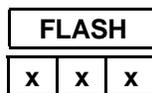
1. Phone is active on a call.
2. Press the Flash key.
3. Dial the extension number to be added to the conference.
   - or -
   Access an outside line, dial the telephone number.
4. The second party answers.
5. Press the Flash key
6. Dial 3, within three seconds.
7. Receive confirmation tone.
8. All parties are conferenced together.

Forming an Unsupervised Conference

To conference two outside lines

1. Create a conference by following steps 1-8, Forming a Conference, on page 25.

FLASH

| **#** | **7** | **7** |

2. Press the Flash key.

3. Dial # 77.

To intrude on an unsupervised conference

1. Lift the handset.

| **#** | **7** | **7** |

2. Dial # 77.

4. Call Brokering

You can switch back and forth between two active calls by using the Call Brokering feature code. At any one time, one of the two calls will be on hold, and will not be able to hear your conversation with the other party.

Holding a Call and Retrieving a Held Call

FLASH
2

1. Phone is active on a call.
2. Press the Flash key.
3. Dial 2, within two seconds.
4. You are connected to the held party.

Retrieving a Held Call and Abandoning the Current Call

FLASH
1

1. Phone is active on a call.
2. Press the Flash key.
3. Dial 1, within two seconds to release the current call.
4. You are connected to the held party.

chapter five   **Paging** and **Messaging**

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 digital 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.

Group Page

4		

1. Lift the handset.
2. Dial the group paging number.
3. Receive confirmation tone.

External Page

8		

1. Lift the handset.
2. Dial the external page number.
3. Receive confirmation tone.

Tenant Group Page

4	0	0

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

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 a caller from a specified extension was trying to reach them. Keysets without display and single line telephones with message waiting lamps can only receive Call Me messages.

If you have a message waiting lamp it will light when you have been sent a message. Also, when you have a message, you will hear three to four interruptions in the intercom dial tone, known as stutter dial tone. This indicates you have a message. To reply to the message, dial the Message Answer feature code.

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.

(In previous versions of software, stutter dial tone indicated Do Not Disturb or Call Forward was programmed on an extension. Check with your system administrator to see if this applies to you.)

Leaving a Message at Another Extension

To activate - method 1

x	x	x

9

1. Lift the handset.
2. Dial the target extension number.
3. Receive busy tone or no reply.
4. Dial 9.
5. Receive confirmation tone.

To activate - method 2

#	9	6
x	x	x

1. Lift the handset.
2. Dial # 96.
3. Dial the target extension number.
4. Receive confirmation tone.

Message Answer

1. Message Waiting lamp is lit or you hear stutter dial tone, indicating you have a message.

2. Lift the handset.

#	9	6

3. Dial # 96.

4. Call is placed to the extension that sent the message.

5. If the message waiting lamp is still lit or you hear stutter dial tone after replying to the message, you have at least one more message waiting. Repeat the process to reply to all your messages until the light turns off.

Note: If, by chance, you place a call to an extension that has left you a message wait and the call is answered, the message wait indication is deleted.

Consult your system administrator to verify that your system will support this feature.

Deleting Messages

Deleting an individual message you sent

1. Lift the handset.

#	✳	#	9
x	x	x	

2. Dial # ✳ # 9.

3. Dial the target extension number.

4. Receive confirmation tone.

Deleting all messages sent by you

1. Lift the handset.

#	✳	#	9	✳

2. Dial # ✳ # 9 ✳.

3. Receive confirmation tone.

1. Reminder Service

The Reminder Service feature acts like an alarm clock. Use it to remind your-self 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 phone will ring to alert you. Note that you will not receive a notification if you are on a call at the time.

To activate

#	9	2

x	x	x	x

1. Lift the handset.
2. Dial # 92.
3. Enter time for reminder in 24 hour format.
4. Receive confirmation tone.

To cancel

1. Lift the handset.
2. Dial # �✻ 92.

#	✻	9	2

3. Receive confirmation tone.

2. 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.

The quantity of speed dial numbers assigned to your extension and the numbers themselves depend on how your company's phone system has been configured. Your system administrator can tell you which numbers are available to you.

When storing an outside telephone number you can specify the trunk or trunk route to be used.
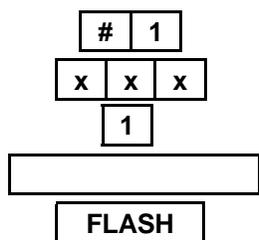
Storing a Speed Dial Number

| # | 1 |

| x | x | x |

| 1 |

| |

| **FLASH** |

1. Lift the handset.
2. Dial # 1.
3. Dial the speed dial number.
4. Dial 1.
5. Enter the telephone number you wish to save.
6. Press the Flash key to save the number.
7. Receive confirmation tone.
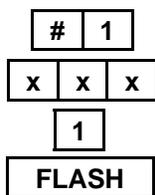
Deleting a Speed Dial Number

| # | 1 |

| x | x | x |

| 1 |

| **FLASH** |

1. Lift the handset.
2. Dial # 1.
3. Dial the speed dial number.
4. Dial 1.
5. Press the Flash key.
6. Receive confirmation tone.

Assigning a Trunk (Group)

#	1

x	x	x

3

x	x	x
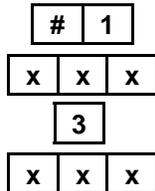
1. Lift the handset.
2. Dial # 1.
3. Dial the speed dial number.
4. Dial 3.
5. Enter the number of the trunk or trunk group you wish to use with the speed dial number.
6. Receive confirmation tone.

Deleting a Trunk (Group)

#	1

x	x	x

3
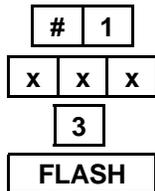
FLASH

1. Lift the handset.
2. Dial # 1.
3. Dial the speed dial number.
4. Dial 3.
5. Press the Flash key.
6. Receive confirmation tone.

Storing an Account Code

#	1

x	x	x

2
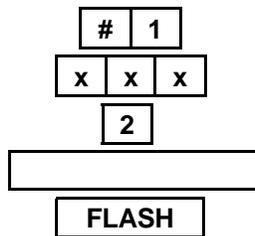
FLASH

1. Lift the handset.
2. Dial # 1.
3. Dial the speed dial number.
4. Dial 2.
5. Enter the account code number.
6. Press the Flash key to save the number.
7. Receive confirmation tone.

Deleting an Account Code

#	1

x	x	x

2
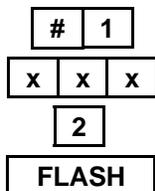
FLASH

1. Lift the handset.
2. Dial # 1.
3. Dial the speed dial number.
4. Dial 2.
5. Press the Flash key.
6. Receive confirmation tone.

3. Hotline

With a Hotline programmed, you automatically dial another resource when you lift the handset. 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 a second or two. A delay allows you to dial another resource before the Hotline takes effect.

To activate

#	9	✳

x	x	x

1/2/3

0/1

1. Lift the handset.
2. 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 1 for delayed action.
6. Receive confirmation tone.

To cancel

#	✳	9	✳

1. Lift the handset.
2. Dial # ✳ 9 ✳.
3. Receive confirmation tone.

4. Security

For security reasons, you must enter a password to be able to use three features: Remote Follow Me Call Forward (page 9), Authority Code (page 22) and Lock/Unlock (page 38).

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

The Lock/Unlock feature is designed to prevent unauthorized trunk calls from your phone 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

#	9	7

1. Lift the handset.
2. Dial # 97.
3. Enter the old password.
4. Enter the new password.
5. Receive confirmation tone.

Lock/Unlock

To Lock

#	9	7

#

1. Lift the handset.
2. Dial # 97.
3. Enter your password.
4. Dial # to lock your phone.
5. Receive confirmation tone.

To Unlock

#	9	7

| ✳ |
|---|
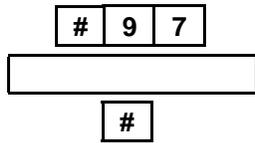
1. Lift the handset.
2. Dial # 97.
3. Enter your password.
4. Dial ✳ to unlock your phone.
5. Receive confirmation tone.
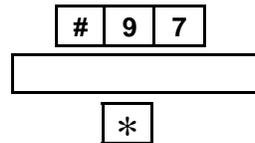
5. Cancel Operations

The Cancel Operations feature can be useful for troubleshooting. If your phone seems to behave oddly, a particular feature such as Hotline may be set differently to how you expect.

Use the Cancel Operations feature to terminate your current feature settings.

#	6	9	✳

To cancel
1. Lift the handset.
2. Dial # 69 ✳.

1. Voice Mail

If you have a Message Waiting lamp, it will light when you receive a voice mail message.

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

Use the Extinguish Lit Voice Mail Lamp feature to manually turn off the Message Waiting light. Use this feature if your company's phone and voice mail systems suffer some kind of connection interruption, and the lamp fails to extinguish after you have checked all your voice mail messages.

Dialing Voice Mail

4		

1. Lift the handset.
2. Dial the Voice Mail System general number.
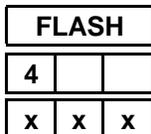
Transferring to Voice Mail

FLASH		
4		
x	x	x

1. Phone in use on an active call.
2. Press the Flash key.
3. Dial the Voice Mail System general number.
4. Dial the appropriate extension number.
5. Hang up.
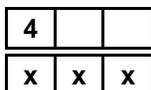
Forwarding to Voice Mail

4		
x	x	x

1. Begin by using whichever call forward type you prefer (see pages 6-10).
2. Dial the Voice Mail System general number.
3. Dial the appropriate extension number.
4. Hang up.

Retrieving Your Voice Mail Messages

#	6	4

1. Lift the handset.
2. Dial # 64.

Calling an Extension's Mailbox

x	x	x

7

1. Lift the handset.
2. Dial the extension number. Receive busy tone or no answer.
3. Dial 7 to be transferred directly to the associated mailbox.

Deleting Voice Mail Message Wait

#	✳	6	4

1. Lift the handset.
2. Dial # ✳ 64.

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.

Flash Key
A key on your telephone marked with a lightening bolt. If you do not have a flash key to press, you can get the same effect by pressing and releasing the hookswitch. Doing this is known as a hookflash.

Hookflash
The act of pressing and releasing the hookswitch.

Hookswitch
The lever the handset presses down on when it is in the cradle. See Off-hook.

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.

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

Off-Hook
When you lift the handset you are "going off-hook." Early telephones had a metal hook on which the handset hung.

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 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 phone 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.

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QUICK GUIDE TO NUMBERING

RESOURCE	DEFAULT PROTEGÉ DIRECTORY NUMBERS	YOUR COMPANY'S DIRECTORY NUMBERS
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

NUMBER	ACTUAL	DETAIL
500	_____	_____
501	_____	_____
502	_____	_____
503	_____	_____
504	_____	_____
505	_____	_____
506	_____	_____
507	_____	_____
508	_____	_____
509	_____	_____

QUICK GUIDE TO FEATURE CODES

Feature	Code	Feature	Code
ABANDON CURRENT/		LAST NUMBER REDIAL (LNR)	#8
RETRIEVE HELD CALL	1	LEAST COST ROUTING (LCR)	#67
AGENT LOG OFF	#91 (OFF)	LOCK/UNLOCK	#97
	#*91 (ON)	MESSAGES - DELETING	#*#9 (INDIV.)
AUTHORITY CODE	#55		#*#9*(ALL)
CALLBACK	5	MESSAGES - SENDING	#96
CALLBACK - CANCEL	#*#5 (INDIV.)		9
	#*#5* (ALL)	MESSAGES - ANSWERING	#96
CALL BROKERING	2	OHVA	0
CALL FORWARD	#2X		
(CANX ALL)	#20	PASSWORD CHANGE	#97
CALL PICKUP	#53	PULSE TO TONE CONVERSION	*
CAMP ON	4	REMINDER SERVICE	#92 (ON)
CANCEL OPERATIONS	#69*		#*92 (OFF)
CONFERENCE	3	RETRIEVE VOICE MAIL MESSAGE	#64
DND OVERRIDE	3	SPEED DIAL NUMBER PROGRAMMING	#1
DO NOT DISTURB (DND)	#4	TRUNK HOOKFLASH	#3
EXTINGUISH LIT VOICE MAIL LED	#*64	UNSUPERVISED CONFERENCE	#77
HOTLINE	#9* (ON)	VOICE TO RING INTERCHANGE	2
	#*9* (OFF)	VOICE MAIL FROM BUSY	
INTRUSION	8	OR UNATTENDED EXTENSION	7

Sprint.