

PROTEGÉ® 3x8 Digital Hybrid Key System

Single Line Telephone User Guide Mat Code 699013



Sprint Products Group has made every effort to ensure the technical accuracy of this guide. Features and technical data are subject to change without notice.

QUICK GUIDE TO NUMBERING

RESOURCE	DEFAULT PROTEGÉ DIRECTORY NUMBERS	Your Company's Directory Numbers
Extension Numbers	10-17, 58-65	
Extension Group Numbers	1-4	
Line Numbers	1-3	
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	<u>Detail</u>
00		
01		
02		
03		
04		
05		
06		
07		
08		
09		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		

QUICK **G**UIDE TO **F**EATURE **C**ODES

<u>Feature</u>	<u>Code</u>	<u>Feature</u>	<u>Code</u>
ALARM CLOCK	#92	LAST NUMBER REDIAL (LNR)	#8
CANCEL ALARM CLOCK	# *92	Messages/sending	#96
Barge In	#72	Messages/canceling	# * 96 *
CALLBACK	# 91	Paging (All)	#500
CANCEL CALLBACK	# * 91	Paging (External)	#501
CALL FORWARD	#2x	Paging (All & External)	#502
CANCEL CALL FORWARD	#2	Paging (Group)	#503
CALL PARK ANSWER	#73	Paging Answer	#59
CALL PICKUP (DIRECT)	#53	Retrieve Voice Mail Message	#64
CALL PICKUP (GROUP)	#54	Speed Dial Number Programming	#1
CAMP ON (EXT)	2	Transfer	FLASH
CAMP ON (TRUNK)	#	Voice to Ring Interchange	*
Do Not Disturb (DND)	#4	Voice Mail Group	82
Hold	FLASH		
Hold Retrieve	*6		
HOLD RETRIEVE			
FROM ANOTHER EXTENSION	*7		



Contents

Introduction	1.	How To Use This Guide1
	2.	Your Phone's Parts
	3.	Understanding the Tones3
	4.	Care Of Your Telephone3
	5.	Your Protegé Phone System 4
chapter		
Answering Calls	1.	Call Pickup5
4	2.	Call Forward
	3.	Do Not Disturb8
chapter		
Making Calls	1.	Placing Intercom Calls9
	2.	Placing Outside Calls10
	3.	Callback11
	5.	Camp On12
Call Handling	1.	Hold13
Zan San Hanamig	2.	Transferring Calls14
-	3.	Call Brokering
chapter Paging And	1.	Paging17
Messaging	2.	Messaging18

chapter	Convenience
6	Features

1.	Alarm Clock	٠.				.19
2.	Speed Dial Numbers				_	.20



1.	Voice Ma	il Features											.21	
----	----------	-------------	--	--	--	--	--	--	--	--	--	--	-----	--

Glossary	٠.										.23
Index											.25







1. How To Use This Guide

The Protegé 3x8 phone system is perfect for today's small office workplace. This guide shows you how to take advantage of the system's many advanced and labor-saving features using a single line telephone.

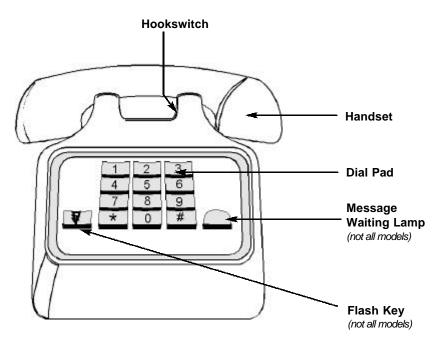
Getting Started

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	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



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.

3. Understanding The Tones

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

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

4. Care Of Your Telephone

Your telephone requires very little maintenance if you follow these guidelines. Make sure that it is installed on a fairm, level surface or, if a wall unit, mounted securely to the wall. Protect it from being dropped. Keep it clean. 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.

5. Your Protegé Phone System

Access To Features

You may not be able to operate all the features in this guide. Access to features depend on the programming of each individual phone system. 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® 3x8 Flexibility

The Protegé 3x8 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. 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.

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. Use Direct Call Pickup to pick up another ringing extension. You specify ("direct") the ringing location by dialing the directory number of the ringing extension.

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.



Directed Call Pickup

- Lift the handset.
- Dial # 53.
- Dial extension number ringing.
- Call is connected.

Group Call Pickup



- Lift the handset.
- Dial # 54.
- Call is connected.

2. Call Forward

Call Forward allows you to direct some or all of your calls to another location. There are several types of call forwarding that handle different situations.

The three 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.

Forwarded calls ring at another extension. When programming, specify whether to forward all calls, just intercom or just outside calls.

Direct Call Forward

To activate

- 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

Dial 2 to forward all calls

- or -

Dial 3 to forward intercom calls only

5. Receive confirmation tone.

Busy Call Forward

To activate

- 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.

2 1 x x

6

X

1/2/3

No Answer Call Forward

To activate

- 1. Lift the handset.
- 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. Receive confirmation tone.

Cancel Call Forward

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

3. Do Not Disturb

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

Do Not Disturb (DND) blocks all internal calls to your telephone. Internal callers without display phones hear a busy signal. Internal callers with display phones will see that you are in DND mode. When your extension has DND enabled, you will hear interrupted dialtone when going off-hook.

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 to the Attendant. Your system administrator can tell you if anyone has override authority.

Outside callers will hear ringing when calling.

If you try to set both DND and Call Forward at your station, you will receive the error tone when you try to program the second feature. For example, if you have DND programmed and decide to forward your phone directly to another extension, then the system will alert you to the fact that it cannot be done with the error tones.

To activate/cancel

- 1. Lift the handset.
- 2. Dial # 4.
- 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.

The Voice to Ring Interchange feature forces a phone that is in Voice Call mode to ring. This is particularly useful when a called extension is unattended. By pressing asterisk (*), you are able to leave a "Call Me" message. If you are calling a single line telephone, then the asterisk is ignored.

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

If your call to a specific extension is not answered, you can request a Callback (page 12), or leave a "Call Me" message (page 20).

Calling an Extension



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

Calling the Attendant



- Lift the handset.
- 2. Dial 0.

Voice to Ring Interchange (VRI)



- 1. Lift the handset.
- Dial the extension number.
- 3. Receive confirmation tone.
- 4. Dial *. Your call overrides the Voice Call Allow setting and rings through to the extension.

Barge In (Intrusion)



- 1. Lift the handset.
- 2. Dial an extension. Receive busy tone.
- 3. Dial # 72. You intrude on the other extension's call. You can speak to and hear both parties.

2. Placing Outside Calls

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

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

Frequently dialed telephone number can be stored as a Speed Dial Number. They are similar to the directory numbers you dial to access individual and group extensions. When you dial a speed dial number, the 3x8 dials out the corresponding telephone number. Many extension users share System Speed Dial numbers, Individual Speed Dial numbers are specific to your phone. See Speed Dial Numbers (page 20) for instructions on how to store individual speed dial numbers.

Placing Outside Calls

1. Lift the handset.

2. <u>Dial 9</u> for any available outside line

- or -

Dial * 3 plus the specific line number (1/2/3)

- or ·

Dial * 4 plus the specific line group number (1/2)

- or -

Dial # 0 plus a specific line (1/2/3)

3. Dial the number.

Last Number Redial (LNR)

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

Dialing a Speed Dial Number

- 1. Lift the handset.
- 2. Dial *1 followed by the speed dial bin number. Individual speed dial numbers are stored in bins 00 19. System speed dial numbers are stored in bins 20 99.
- 3. Line is automatically accessed and all is dialed. You may wait several seconds before hearing the distant ringing.



8

* 1

хх

4. 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).

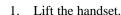
When a line or line route is busy, use the Camp On feature found on the next page.

The callback signal is two double rings.

X

Callback to an Extension

To activate





3. Receive busy tone.

- or -

Receive no answer.

- 4. Dial # 91.
- 5. Receive confirmation tone.

To respond to a callback

- 1. The system alerts you that the extension is idle with three short rings at your extension.
- 2. Lift handset.
- 3. The call rings through to the extension.

Deleting Callbacks to All Extensions

- 1. Lift the handset.
- 2. Dial # * 91.
- 3. Receive confirmation tone.

| * | 9 | 1

5. Camp On

When you call a busy extension or want to access a specific line that is busy, you can choose to use the Camp On feature, remain off-hook, and wait for the busy extension to become available. If your system is equipped with a music source, you will hear music on hold while waiting. Unlike camping on to a busy extension, if you "camp on" a busy line, you can hang up and the phone will ring to alert you that the line is available.

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.

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

To activate on a busy extension

- 1. Lift the handset.
- 2. Dial the extension. Receive busy tone.
- 3. Dial 2.
- 4. If available, background music plays until the called extension hangs up.
- 5. The call rings through.

To cancel

1. Replace handset.

To activate on a busy line

- 1. Lift the handset.
- 2. Dial the line. Receive busy tone.
- 3. Dial #.
- 4. Hang up.
- 5. Your phone rings.
- 6. Lift the handset and place the call.

To cancel busy line camp on

- 1. Lift the handset.
- 2. Dial # * 93

or

Dial # # #.

* 9 3

X

#



Call Handling

1. Hold

You can place one call on hold and dial another extension. If your telephone is equipped with a Flash key, press it to move between two calls. (see Call Brokering, page 15.)

Calls on hold will recall to your phone after a specified period of time (default is 30 seconds).

To put a call on hold

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

Retrieving Held Calls

To retrieve an internal call

- 1. Lift the handset.
- 2. Call is connected.

To retrieve an outside held call

- 1. Lift the handset.
- 2. Press the Flash key or hookswitch.

or

Press * 6.

3. Call is connected.

To retrieve an outside held call placed on hold at another extension

- 1. Lift the handset.
- 2. Press the star (*) key.
- 3. Dial 7
- 4. Enter the extension number of the extension that placed the outside call on hold.

FLASH





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 phone automatically if they are unanswered after a predetermined time.

Transferring a Call

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. Call Brokering

Switching back and forth between two active calls by using the Flash key is known as Call Brokering. The Flash key acts as a toggle between the two calls. At any 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

хх

FLASH

- 1. Phone is active on a call.
- 2. Press the Flash key.
- Dial an extension number or outside telephone number.
- 4. Talk to the new call without the held call hearing the conversation.
- Press the Flash key
- 6. The new call is put on hold and you are connected to the previously held party.

4 / Call Handling



5

5 | 0 | 1

5 | 0

5 0

0 0

2

3

Paging and Messaging

1. Paging

You can initiate a page from your phone by dialing a paging directory number. There are four different types of paging available. An "All Page" broadcasts the page over the speakers of all keysets. A "Group Page" broadcasts the page over the speakers of all keysets within an extension group. An "External Page" broadcasts over paging speakers if external paging equipment is available. Paging can be done over both the keyset and the external speakers.

All Page

- 1. Lift the handset.
- 2. Dial # 500.
- 3. Receive confirmation tone.
- 4. Make the page.

External Paging

- 1. Lift the handset.
- 2. Dial # 501.
- 3. Receive confirmation tone.
- Make the page.

All and External Page

- 1. Lift the handset.
- 2. Dial # 502.
- 3. Receive confirmation tone.
- 4. Make the page.

Extension Group Paging

- 1. Lift the handset.
- 2. Dial # 503 plus the Extension Group number.
- 3. Receive confirmation tone.
- 4. Make the page.

Paging Answer

| 5 | 9 |

- 1. Lift the handset.
- 2. Dial # 59.

2. Messaging

You can send a "Call Me" message to another extension when the extension is not answered or the line is busy. A Call Me message leaves a "message waiting" message on a display telephone for the called party indicating that a caller from a specified extension was trying to reach them. Phones without display receive only a lit lamp indication.

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 callback.

Leaving a Message at Another Extension

To activate - method 1

- 1. Lift the handset.
- 2. Dial the target extension number.
- 3. Receive busy tone or no reply.
- 4. Dial # 96.
- 5. Receive confirmation tone.

To activate - method 2

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

Cancelling Messages

Cancelling messages you sent

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

9 6

X

9 6



1. Alarm Clock

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

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

The attendant can program reminders for other phones 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.

9 2 x x x x x

To activate

- 1. Lift the handset.
- 2. Dial # 92.
- 3. Enter time for reminder in 24 hour format.
- 4. Enter 1 to activate the alarm once **or** -

Enter 2 to activate the alarm every day.

5. Receive confirmation tone.

To cancel

- 1. Lift the handset.
- 2. Dial # * 92.
- 3. Receive confirmation tone.

2. Speed Dial Numbers

A Speed Dial Number stores an outside telephone number or a frequently called extension. 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.

1 x x x

1

X

FLASH

Storing a Speed Dial Number

- 1. Lift the handset.
- 2. Dial # 1.
- 3. Dial the speed dial bin number, 00 19.
- 4. Enter the telephone number you wish to save.
- 5. Press the Flash key or hookswitch to save the number.
- 6. Receive confirmation tone.

Deleting a Speed Dial Number

- 1. Lift the handset.
- 2. Dial # 1.
- 3. Dial the speed dial bin number.
- 4. Press the Flash key or hookswitch to end this operation.
- 5. Receive confirmation tone.



2

FLASH

2

X

Voice Mail Features

1. Voice Mail

If your system is equipped with an optional voice mail system, you may call voice mail to check your mesages, forward calls to voice mail and transfer callers to other voice mailboxes.

Dialing Voice Mail

- 1. Lift the handset.
- 2. Dial 82, the Voice Mail Hunt Group number.

Transferring to Voice Mail

- 1. Phone in use on an active call.
- 2. Press the Flash key.
- 3. Dial 82, the Voice Mail Hunt Group number.
- 4. Dial the appropriate extension number.
- 5. Hang up.

Forwarding to Voice Mail

- 1. Lift the handset.
- 2. Press # and dial:

22 for direct call forward

- or -

21 for busy call forward

- or

24 for no answer call forward

3. Dial 82, the Voice Mail Hunt Group number.

or

Press the voice mail key.

4. Dial 1 to forward outside calls only.

01

Dial 2 to forward all calls.

or

Dial 3 to forward intercom calls only.

5. Receive confirmation tone.



7 / Voice Mail Features

6 4

Retrieving Voice Mail Messages

- 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.

Extension Group

A way of grouping specific 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, Group Paging and Group Pickup.

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 Offhook.

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 Voice Mail.

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, the person to which you go to report problems with your phone or to request changes in your telephone 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."



Index

Abbreviated Numbers - see Speed Feature Access 4 **Dial Numbers** Feature Interaction 4 Alarm clock 19 Flash key 2, 23 Attendant, Calling the 9 Forward 6 - 7 Avoiding Calls 1 Forwarding to voice mail 21 Barge In 9 Group Call Pickup 5 Blind transfer 14 Group Page 17 Busy Call Forward 6 Busy line (route) 11 Hold 13 Hookflash 11, 23 Call Brokering 15 Hookswitch 2, 23 Call Forward 6-7, 21 Hunt Group 21, 23 Call Me messages 18 Call Pickup 5 Intercom 9, 23 Callback 11 Intrusion - see Barge In Calling an extension 9 Camp On 12 Last Number Redial 10 Cancel Call Forward 7 LNR - see Last Number Redial Class of Service 9, 23 Cleaning 3 Messages 18, 21 Dialing Speed Dial Numbers 10 No Answer Call Forward 7 Dialing voice mail 21 Dial pad 2 Off-Hook 23 Direct Call Forward 6 On-Hook 23 Direct Call Pickup 5 Outside Line 10, 23 Directory numbers 9 Diversion - see Call Forward Paging 17 DND - see Do Not Disturb Placing outside calls 10 Do Not Disturb 8 Ring tones 3 Extinguish Voice Mail Light 22

Index

Screened transfer 14

Service Mode 23

Speed Dial Numbers 20

System Administrator 24

Tone 24

Tones, Understanding 3

Transferring Calls 14

Transferring to voice mail 21

Trunk 24

Voice Call 9

Voice Mail 21

Voice to Ring Interchange 9

