



## PROTEGE® Single Line Set Quick Reference Guide

The Quick Reference Guide the keystrokes that allow you to use the basic features of the keyset. Included in the instructions are terms such as "Flash" and "Dial." Flash refers to the Flash button on your phone. When instructed to press the Flash button, you should press and release the button. If your telephone is not equipped with a Flash button, then depress the hookswitch for approximately 1 second and then release it. Dial means to press the desired numbers on the dial pad. There may be several methods for selecting a particular feature that are not found in this Guide. Or your system programming may not allow certain features to be used. Check your User Guide for complete instructions and with your System Administrator to learn more about your system's programming

*See the User Guide for complete instructions.*

### OUTSIDE CALL

**Answer:**

- Lift handset and speak to calling party.

**Place:**

- Lift handset, dial 9
- Listen for outside dial tone
- Dial telephone number

### INTERCOM CALL

**Answer:**

- Lift handset and speak to calling party

**Place:**

- Lift handset, dial extension number

### TRANSFER

**On Call:**

- Press **FLASH** and dial extension number
- Hang up handset

### INDIVIDUAL ABBR. DIALING

**To Store Numbers:**

- Lift handset, dial # 1
- Dial Abbreviated Directory number
- Dial 1
- Dial telephone number
- Press **FLASH**, listen for tone to confirm programming
- Hang up handset

**To Dial Number:**

- Lift handset
- Dial Directory number of desired stored ABBR. #

### COMMON ABBR. DIALING

**To Dial Number:**

- Lift handset
- Dial Directory number of desired stored ABBR. #

### CALL BACK

**Busy Trunk or Extension:**

- Lift handset, dial extension or line number
- Receive busy tone or no answer
- Dial 5, receive confirmation tone
- Hang up handset

**To Cancel All Callbacks:**

- Lift handset, dial # \* # 5
- Dial extension or line number
- Hang up handset

### CAMP ON

**To Camp On a Busy Extension:**

- Lift handset, dial extension
- Hear busy signal
- Dial 4
- Wait for ring through to extension

### MESSAGE WAITING

**To Leave a Message:**

- Lift handset, dial extension
- Receive busy tone or no reply
- Dial 9, receive confirmation tone
- Hang up handset

**To Cancel a Message:**

- Lift handset, dial # \* # 9



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**To Cancel a Message:**

- Lift handset, dial # \* # 9

- Dial extension number to delete message
- Hang up handset

### CALL PICKUP

#### To Pick Up Another Ringing Extension:

- Lift handset, dial # 53
- Dial the ringing extension number
- Speak with caller

### CONFERENCE

#### To Start a Conference Call:

*(Maximum of three parties including yourself on a conference)*

- On an existing call, press **FLASH**
- Dial extension number or access **TRUNK** followed by outside number
- Second party answers
- Press **FLASH** and dial **3** (within 3 seconds)
- Speak to all parties

#### To End the Conference:

- Wait for all parties to disconnect
- Hang up handset

### CALL BROKERING

#### To Switch Between Two Parties:

- On existing conversation, press **FLASH**
- Hear special dial tone, dial **2**
- Speak to other party
- Repeat to switch between parties

#### To Release One of the Parties:

- On the call that is to be released, press **FLASH**, hear special dial tone
- Dial **1** and return to remaining party

### HOLD

#### To Place Call on Hold

- While on a call, press **FLASH**
- Hang up handset

#### To Retrieve Outside Call on Hold by You:

- Lift handset, press **FLASH**
- Speak to held party

#### To Retrieve Internal Call by You:

- Lift handset, speak to held party

#### To Retrieve Held Call and Abandon Current Call:

- On current call, press **FLASH**
- Dial **1** (within 2 seconds)
- Speak to held party

### PAGING

#### To Page Your Tenant Group:

- Lift handset, dial **400**

#### To Page a Group:

- Lift handset, dial **GROUP PAGE** number

### CALL FORWARD (DIVERSION)

#### To Activate Call Forward Busy or Direct:

- Lift handset, dial desired code:
- Dial # **21** for Busy Call Forward **or**
- Dial # **22** for Direct Call Forward **or**
- Dial the Extension number to forward calls
- Dial **1** to forward outside calls only
- Dial **2** to forward all calls
- Dial **3** to forward intercom calls only
- Hear tone and hang up handset

#### To Activate Call Forward No Answer:

- Lift handset, dial # **24**
- Dial the Extension number to forward calls
- Dial **1** to forward outside calls only **or**
- Dial **2** to forward all calls **or**
- Dial **3** to forward intercom calls only
- Dial first time to wait 06, 08, 10, 12 . . . 30 seconds
- Dial second time to wait 06, 08, 10, 12 . . . 30 seconds
- Hear tone and hang up handset

#### To Cancel Call Forward:

- Lift handset, dial the type of Diversion to cancel:
- # **20** to cancel All Call Forward **or**
- # \* **21** to cancel Busy Call Forward **or**
- # \* **22** to cancel Direct Call Forward **or**
- # \* **24** to cancel No Answer Call Forward
- Hear tone and hang up handset

### DO-NOT-DISTURB

#### To Activate:

- Lift handset, dial # **4**
- Hear tone and hang up handset

#### To Cancel:

- Lift handset, dial # **4**
- Hear tone and hang up handset

### REDIAL

#### Last Number Redial:

- Lift handset, dial # **8**

- Dial extension number to delete message
- Hang up handset

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