

# PROTEGÉ® 616 Digital Hybrid Key System

Keyset User Guide without display Mat Code 699060



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.

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### 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 laborsaving features.

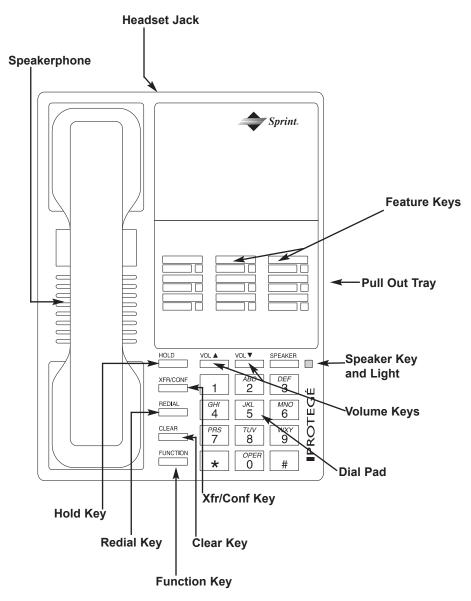
### **Getting Started**

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
Information on using voice mail features	Chapter 8, Voice Mail Features

### 2. Your Keyset's Parts



### Clear key

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

### Dial pad

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

### **Feature Keys**

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

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

- ◆ Inside Row Three outside line keys (labeled Line 1, Line 2, line 3)
- ◆ Middle Row Two DSS/BLF keys (for extensions 10 and 11) and One intercom key (labeled ICM) for dialing internal numbers.
- Outside Row Three feature keys; Direct Call Forward, Do Not Disturb, and Mute (labeled FWD, DND, and Mute)

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

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

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

Enables you to connect a headset to your telephone.

### Hold key

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

### **Pull out tray**

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

### Redial key

The Redial key is programmable. It is usually programmed to redial the last outside number dialed. For more information, see page 15.

### 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, and the headset.

### 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 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
	(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

Your telephone requires very little maintenance if you follow these guidelines. Make sure that it is installed on a firm, 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 a non-abrasive detergent will keep your telephone looking new for years. Do not spray aerosol cleaner or pour any liquid directly into the keyset. Doing so may cause severe damage to your telephone.

### Warning

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

### 6. Your Protegé® Phone System

#### **Access To Features**

You may not be able to operate all the features in this guide. Access to features depends 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 you 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® 616 Flexibility

The Protegé® 616 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 fea-

### 1. Answering Calls

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

Answering internal and outside calls is as easy as picking up the handset or pressing the Speaker key, if you have the Auto Answer feature set to "on" (see page 40). Otherwise, to answer a call you will need to press a feature key appropriate to the type of call: a line, line group, or overflow key for an outside call; an intercom key for an internal call.

### Intercom Key

A feature key programmed as an intercom key (labeled "ICM") is useful for processing internal calls. 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 22 for more information on the Camp On feature, and page 24 for more information on the Automatic Hold feature.

### 2. Call Pickup

Call Pickup helps 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.

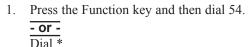
Use Group Call Pickup to pick up a ringing extension that is within your work group. You do not specify the location. Your system administrator can tell you if your extension is part of a work group, and what number to dial to pick up calls.



### **Directed Call Pickup**

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

### **Group Call Pickup**



2. Call is connected. Pick up the handset or use the keyset speaker to talk to the caller.



### 3. Call Forward

Call Forward allows you to direct some or all of your calls to another location. There are three forwarding options: Direct Call Forward, Busy Call Forward and No Answer Call Forward. Only one type of Call forward can be enabled at a time.

Direct Call Forward diverts calls immediately. Busy Call Forward diverts calls immediately when your extension is busy. No Answer Call Forward diverts calls which are unanswered after a specific period of time.

You can forward calls to extensions, extension groups or voice mail hunt group. Specify whether to forward either internal or external calls only or all calls.

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

### **Direct Call Forward**

#### To activate

- 1. Keyset is idle.
- 2. Press the Function key and then dial 22.

- or -

Press the designated feature key (FWD).

- 3. Enter the extension number to which you want to forward calls, or press the voice mail feature key to forward to Voice Mail.
- 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.

### **FUNCTION**

2 2

хх

1/2/3

### **Busy Call Forward**

#### To activate

**FUNCTION** 





1/2/3

- 1. Keyset is idle.
- 2. Press the Function key and then dial 21.
- 3. Enter the extension number to which you want to forward calls or press the Voice Mail feature key to forward to Voice Mail.
- 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.

### No Answer Call Forward

#### To activate

**FUNCTION** 

2 4

хх

1/2/3

- 1. Keyset is idle.
- 2. Press the Function key and then dial 24.
- 3. Enter the extension number to which you want to forward calls or press the Voice Mail feature key to forward to Voice Mail.
- 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 all Call Forwards

**FUNCTION** 

2

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

### 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 keysets 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 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.



### To activate DND at your extension

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



#### To cancel

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

### 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.

By default all extensions have Busy Ring enabled.



### To enable Busy Ring at your extension

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

# FUNCTION # 2

### To disable Busy Ring at your extension

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

# **Making Calls**

### 1. Placing Intercom Calls

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

Use the ICM Voice to Ring Call Interchange feature to force an extension that is in Voice Call mode to ring. This is useful in situations when the called extension is unattended. You can use available messaging options, and follow any No Answer Call Forwarding instructions that may have been set. See page 39 for more information on the Voice Call feature.

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

### **Calling an Extension**

1. Dial the extension number.

### **Calling the Attendant**

1. Dial 0.

### Voice to Ring Interchange (VRI)

- 1. Dial the extension number.
- 2 Receive confirmation tone
- Dial \*. Your call overrides the Voice Call
   Allow setting and rings through to the extension.

### Barge In (Intrusion)

- 1. Dial an extension or line, receive busy tone.
- 2. Press the Function key and then dial 72.
  - **or** Keyset is in idle state.
- 3. Press the Function key, dial 72 and then the extension number or line.

### хх

0

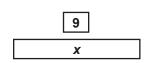




### 3. Placing Outside Calls

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

If your phone system allows individual or system speed dial numbers you can place outside calls using the bin number in which a speed dial number is stored. See Speed Dial Numbers (page 35) for instructions on how to store individual speed dial numbers, and Programming the Feature Keys (page 41) for how to program them under feature keys.



9

**FUNCTION** 

### Placing Outside Calls

1. <u>Press</u> an available line or line group key.

or -

Press the Function key and dial 0 plus the line number.

2. Dial the telephone number.

### Placing a Speed Dial Call

- 1. Keyset is in idle state.
- 2. Press an available line or line group key.

- or -

Press the Function key and dial 0 plus the line number

- or -

Dial 9.

- 3. Press the function key and then dial 1.
- 4. Dial the speed dial bin number.

# Placing a Speed Dial Call on a Specific Line or Line Route



\_\_1\_

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

### 3. 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

### Last Number Redial (LNR)

**FUNCTION** 

8

**REDIAL** 

**CLEAR** 

**FUNCTION** 

#### To activate

- Keyset is in idle state.
- Press the Function key and then dial 8. Press the Redial key.

#### To cancel

1. Press the Clear key.

### Saved Number Redial (SNR)

### To save a number

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

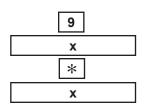
### To dial the saved number

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

### 4. 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**

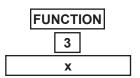
- 1. Access an outside line key.
- 2. Dial telephone number (in pulse).
- Dial \*.
- 4. Dial additional required digits (in tone).

# FUNCTION 7 0 x

## Inserting Special Dial Characters

### To insert a pause

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



#### To insert a flash

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

### 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).

The callback signal is a series of short rings that cease when the keyset goes off-hook.

Only one party at a time may activiate the callback feature on the same extension

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

#### To activate

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

- or -

Receive no answer.

- 3. Press the Function key and then dial 91.
- 4 Receive confirmation tone

#### To delete a callback

- 1. Press the Function key and then dial \* 91.
- 2 Receive confirmation tone

### Responding to a Callback To activate

- 1. Your extension rings.
- Lift the handset.

- or -

Press the Speaker key.

3. The call rings through to the extension.





CLEAR

### To cancel

1. Press the Clear key.

### 6. Camp On

You can use the Camp On feature when you call a busy extension or line. It allows yhou to remain off-hook until the extension becomes available. For a busy line you do not have to remain off-hook. When the telephone rings, lift handset or press the Speaker key to be connected to the line.

Only one extension can camp on to another at any one time. If you hear a warning tone, it signifies that another extension user has camped on to the busy extension already. You can still use the Callback Busy feature, which will alert you when the line becomes free. Camp On overrides Callback even if the Callback feature was activiated first.









#### To activate on an extension:

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

#### To cancel:

1. Hang up while waiting for the extension.

- or 
Press the Clear key while ringing.

### To activate on a busy line:

- 1. Keyset is in idle state.
- 2. Dial line directory number. Receive busy tone.
- 3. Dial #.

- or -

Press the Function key and dial 93.

- 4. Receive Confirmation.
- 5. Hang up.
- 6. Keyset rings when a line becomes available.

#### To cancel:

Press the Function key and dial \* 93.

Press the Function key and dial ##.

Receive Confirmation.

### Responding to a Line Callback

- 1. Your extension rings. The LED for the appropriate line key flashes red.
- 2. <u>Press</u> the line key. Receive dial tone.

- or -

Lift handset or press the Speaker key.

3. Dial the outside number.

# four

### **Call Handling**

### 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 which can then 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.

When enabled the Protegé® 616 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

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

#### Retrieve

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

### **Exclusive Hold**

Placing a line call on exclusive hold

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

#### To Retrieve

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

### HOLD

FUNCTION HOLD

### **HOLD**

### **Holding an Intercom Call**

1. Press the Hold key.

#### To retrieve

- 1. Hang up, and return to idle state.
- 2. Pick up handset.

- or -

Press the Speaker key.

### **Automatic Hold**

#### To activate

**FUNCTION** 

9 4

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

#### To cancel

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

### FUNCTION

9 4

### 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 hunt 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

- Press the Xfr/Conf key.
- 2 Dial the destination extension.
- Hang up to perform a blind transfer. - or -

Stay off-hook to screen the transfer.. To cancel the transfer

Press the Xfr/Conf key.

### Transferring an Active Call - Method 2

- Press the Hold key.
- Dial the extension number to which you wish to transfer the call.

- or -

3.

Press the DSS key (a designated feature key). Press the Xfr/Conf key for a blind transfer.

- or -Announce the call, then press the Xfr/Conf

key for a screened transfer.

Receive confirmation tone 4



X

XFR/CONF





XFR/CONF

### **Call Park (No Ring Transfer)**

### **FUNCTION**

7 3

хх

### Parking a call

- 1. Keyset is active on a call.
- 2. Press the Function key and then dial 73.
- 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.

- or -

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

Note: The parked call will recall when the call is not picked up within a period of time, which defined by the System Administrator.

### **Transfer Beep**

#### To enable

- 1. Keyset is idle or active on a call.
- 2. Press the Function key and then dial 79.
- 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.
- 3. Transfer Beep is disabled.

### FUNCTION

7 3

хх

# FUNCTION 7 9

7 9



7 9

### 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.

For instructions on how to program a conference feature key that allows conferencing by pressing a key, see page 41. The feature code is Function key, dial 60.

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

# Forming a Conference 1. While active on a call.

- Press the Hold key.
- 3. Dial the extension number to be added to conference.

- or -

Access an outside line, dial the telephone number.

- 4. Press the Function key followed by the Xfr/Conf key.
- 5. Receive confirmation tone.
- 6. To add a fourth party, repeat steps 2, 3 and 4.





### **Holding the Conference**

**HOLD** 

**FUNCTION** 

5

X X

### To put the conference on hold

Press the Hold key.

#### To return to the conference

Press the held line key.

<u>- or -</u>

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

### **Private Talk**

#### To activate

- 1. Press the Function key and then dial 57.
- 2. Press the line key or dial 0 plus the line directory with which you wish to speak privately.

- or -

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

### To release and resume conference

Press the Function key followed by the

### **FUNCTION**

Xfr/Conf key.

### Forced Release

**FUNCTION** 

XFR/CONF

X X

- Press the Function key and then dial 74.
- 2. Enter the extension number to be released.

- or -

Press the line key or 0 plus the line directory number.

3 Receive confirmation tone.

### **Ending the Conference**

Wait for the other parties to disconnect. 1.

Force release the other parties.

### 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.

### All Page

FUNCTION

5 0 0

1. Lift the handset.

- or -

Press the Speaker key.

- 2. Press the Function key, and dial 500.
- 3. Receive confirmation tone.

### **External Paging**

FUNCTION

5 0 1

- 1. Lift the handset.
- 2. Press the Function key, and dial 501.
- 3. Receive confirmation tone.

### All and External Page

**FUNCTION** 

5 0 2

1. Lift the handset.

- or -

Press the Speaker key.

- 2. Press the Function key, and dial 502.
- 3 Receive confirmation tone

### **Group Page**

FUNCTION

5 0 3

хх

Lift the handset.

- or -

Press the Speaker key.

- 2. Press the Function key, and dial 503 plus the station group number.
- 3. Receive confirmation tone.

### Page Answer



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

### Paging Receive Selection

### To accept paging

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

### FUNCTION

**FUNCTION** 

### To reject paging

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

### 2. Messaging

You can send a "Call Me" message to another extension when you get no answer or the line is busy. A Call Me message leaves a "message waiting" indication for the called party indicating that you were trying to reach them.

In order to receive messages you will need to program one of the feature keys as a "Message Waiting" key. The addociated LED will light if you have a message waiting.

For instructions on how to program a feature key, see page 41. The feature code is Function key, dial 96.

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

**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 Display Keyset



### Method 1

- 1. Dial the target extension number.
- 2. While listening to ringback or busy, press the Function key and dial 96.
- 3 Receive confirmation tone



### Method 2

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

# **FUNCTION**

### **Answering a Message**

- Message Waiting key light is flashing quickly. 1.
- 2. Press the Message Waiting key.

- or -

Press the Function key and then dial 96.

- Call is placed to the extension that sent the message.
- If the Message Waiting key continues to flash, you have at least one more message. Repeat the process to reply to all yur messages until the Message Waiting key remains dark.

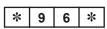
### **Deleting Messages**

### **FUNCTION**





**FUNCTION** 



### Deleting an individual messsage you sent

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

### Deleting all messsages sent by you

- Press the Function key and then dial \* 96 \*.
- Receive confirmation tone

## 1. Mute

The Mute feature disables the handset transmitter and the speaker microphone. Use the mute feature to permit a private conversation with someone in your office while you are 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 where background noise becomes amplified over the transmitter or microphone and impedes communications from the distant end.

<b>FUNCTION</b>						
	7	6				

## To activate

1. Press the Function key and then dial 76.

# FUNCTION

#### To cancel

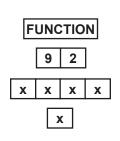
1. Press the Function key and then dial 76.

## 2. 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 entered as 1423.

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



#### To activate

- 1. Keyset is idle.
- 2. Press the Function key and then dial 92.
- 3. Enter time for the reminder in 24-hour format.
- 4. Press 1 for a reminder call only once.

- or -

Press 2 for a reminder call every day as programmed by you.

5. Receive confirmation tone.

## FUNCTION

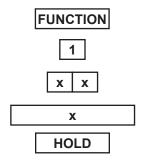


#### To cancel

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

# 3. Speed Dial Numbers

A Speed Dial Number stores an outside telephone number. You may store a maximum of 16 digits (including special dialing characters) in a single speed dial number. Refer to Special Dialing (page 19) if you need to include dialing characters such as pause and flash.



## **Storing a Speed Dial Number**

- 1. Keyset is in idle state.
- 2. Press the Function key and then dial 1.
- 3. Dial the speed dial bin number (00 19).
- 4. Enter the telephone number you wish to save.
- 5. Press Hold key to save the number.
- 6 Receive confirmation tone

# TUNCTION 1 x x HOLD

## **Deleting a Stored Number**

- 1. Keyset is in idle state.
- 2. Press the Function key and then dial 1.
- 3. Dial the speed dial bin number (00 19).
- 4. Press Hold key.
- 5. Receive confirmation tone.

# 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**



## To activate

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



#### To cancel

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

## **Automatic Line Selection**

#### To activate

- 1. Keyset is idle.
- 2. Press the Function key and then dial 95.
- 3. Dial 0 to select internal dial tone every time you lift the handset.

## - or -

Dial 1 followed by the appropriate line route directory number (0 for any; 1 for line group 1 and 2 for line group 2) to select a specific line route every time you lift the handset.

## <u>- or -</u>

Dial 2 followed by the appropriate line directory number to select a specific outside line every time you lift the handset.

4. Receive confirmation tone.

## To cancel

- 1. Keyset is idle.
- 2. Press the Function key and then dial \* 95.
- 3. Receive confirmation tone.





0/1/2



# 2. Three Features For Easier Answering

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

#### Voice Call

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

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:

Camped On Line Call
 Recalled Line Call
 Intercom Callback Call
 Transferring Line Call
 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 Calls

## **FUNCTION**

9 8

## FUNCTION

9 8

#### To receive

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

## To prevent

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

## **Auto Answer**

## **FUNCTION**

6 \*

#### To activate

- 1. Keyset is in idle state.
- 2. Press the Function key and then dial 6 \*.
- 3. Receive confirmation tone.

### To cancel

- Keyset is in idle state.
- 2. Press the Function key and then dial 6 \*.
- 3 Receive confirmation tone

## FUNCTION

## **Distinctive Ringing**

## To change ring cadence

- 1. Keyset is in idle state.
- 2. Press the Function key and then dial # 7.
- 3. The current ring tone will be delivered.
- 4. Press one of the ring cadence numbers, either 1, 2, 3, or 4 to change ring cadence.

## - or -

Press the Clear key to exit.

5. Repeat steps 2 - 5 to change to another cadence.

# 6 \*

**FUNCTION** 

1/2/3/4

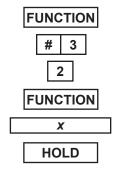
**CLEAR** 

# 3. Setting The Feature Keys

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

- ◆ An outside line key
- ◆ A extension 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**

- 1. Keyset is idle.
- 2. Press the Function key and then dial # 3.
- 3. Press the designated feature key under which the feature is programmed.
- 4. Dial 2.
- 5. Press the Function key and then enter the appropriate feature code number.
- 6. Press the Hold key to save your selection.
- 7 Receive confirmation tone

## **Programming an Extension**

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

**FUNCTION** 

0

1/2/3

**HOLD** 

## **Programming an Outside Line**

- 1. Keyset is idle.
- 2. Press the Function key and then dial # 3.
- 3. Press the feature key you want to program.
- 4. Dial 0.
- 5. Enter the line directory number (1 6).
- 6. Press the Hold key to save your selection.
- 7. Receive confirmation tone.

# Programming an Outside Line Group or ICM

- 1. Keyset is idle.
- 2. Press the Function key and then dial # 3.
- 3. Press the feature key you want to program.
- 4. Dial 0 and dial 0 again.
- 5. Enter 0 for any line group.

- or -

Enter 1 for line group 1.

- or -

Enter 2 for line group 2.

- or -

Enter 3 for ICM key.

- 6. Press the Hold key to save your selection.
- 7 Receive confirmation tone

FUNCTION

# 3

0

0

1/2/3

HOLD

# 4. Headset Operation

Simply plug a headset of 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 headset is enebled. Press again and the headset is disabled. For information on programming a feature key, turn to page 41.

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

## **Headset Function**

#### To enable

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

- or -

Press the designated feature key.

#### To cancel

1. Press the function key and then dial \* 9 #.

- or -

Press the designated feature key.





# 5. 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.



#### To activate

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



#### To cancel

1. Press the Function key, and dial 52.

## **Voice Mail Features**

## 1. Voice Mail

If you use your voice mail system on a regular basis, we recommend you designate a feature key as a voice mail "Message Waiting" key. This key lights when you receive a voice mail message. Press the key to gain access to your personal mailbox so you can check your messages. For instructions on how to program a feature key, see page 41. The feature code is Function key, dial 64.

8 2

## **Dialing Voice Mail**

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

Press the voice mail key.

## **Transferring to Voice Mail**

- 1. Keyset is active on a call.
- 2. Press the Xfer/Conf key.
- 3. Dial 82, the Voice Mail Hunt Group number.

Press the voice mail key.

- 4. Enter the appropriate extension number.
- 5. Conclude the transfer as appropriate.





**FUNCTION** 

X

## Forwarding to Voice Mail

1. Keyset is in idle state.

2. Press the Function key and dial:

22 for direct call forward.

- or -

21 for busy call forward.

- or

24 for no answer call forward.

- or -

Dial 82, the Voice Mail System Hunt Group number.

- or -

Press the voice mail key.

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.

# Retrieving Your Voice Mail Messages

1. Keyset is in idle state.

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

- or -

Press the Function key and dial 64.

## 1/2/3

## FUNCTION



# **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."

## **LED**

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

## 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 who has responsibility 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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## 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

<u>Feature</u>	<u>Code</u>	<u>Feature</u>	<u>Code</u>
AUTOMATIC ANSWER ON/OFF	F6*	HOT DIAL PAD ON/OFF	F#6
AUTOMATIC HOLD ON/OFF	F94	LAST NUMBER REDIAL (LNR)	F8
AUTOMATIC LINE SELECTION	F95	Messages (deleting)	F*96
To Cancel Line Selection	F*95	·	
BACKGROUND Music On/Off	F52	Messages (sending)	F96
BARGE IN	F72	Mute On/Off	F76
CALLBACK	F91	Answer Paging	F59
CALL FORWARD	F2x	Paging (All)	F500
CANCEL CALL FORWARD	F2		
CALL PARK	F73	Paging (External)	F501
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Hold (Automatic) On/Off	F94	Voice Calls On/Off	F98
	-	VOICE MAIL	82
Hold (Exclusive)	FHold	VOIGE IVIAIL	UZ
HOLD (SYSTEM)	Hold		

