



# PROTEGE<sup>®</sup>

## Digital Hybrid Key System

Keypad User Guide—Attendant  
Item Number 699032



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## 1. How to Use this Guide

Your Protégé telephone system is the perfect tool for today's workplace. Used in conjunction with the Protégé Display Keypad User Guide, this guide shows you how to set and use the many advanced and labor-saving features available at the attendant station. Some features that are mentioned in this guide may or may not be available on your system. Check with your system administrator to determine what features are available. In addition, it provides instructions on customizing and using the Protégé DSS/BLF unit.

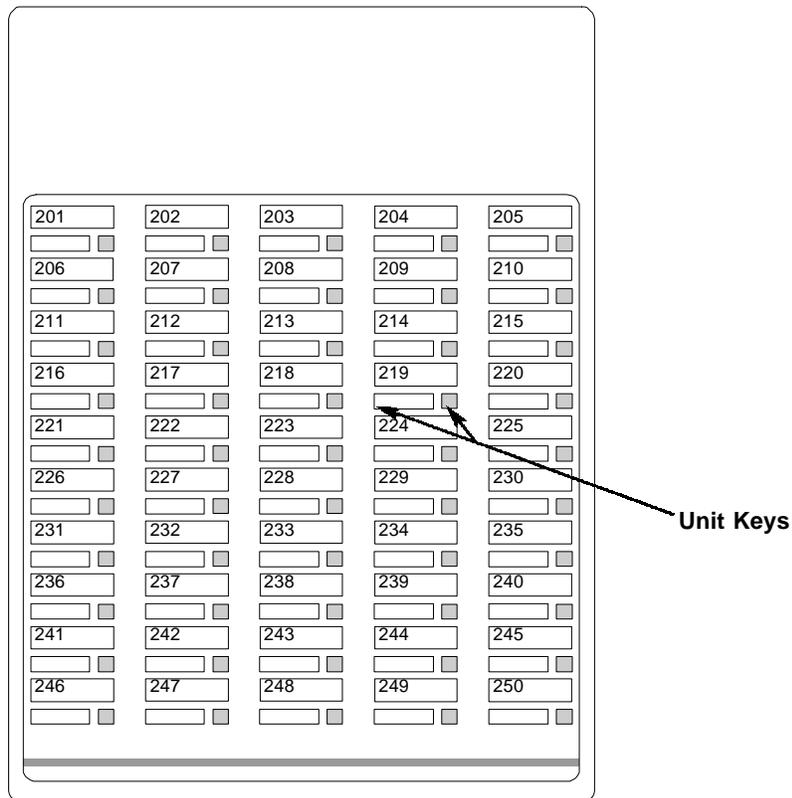
### Getting Started

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 needed.

### How to Locate Information

| <b>If You Want</b>  | <b>Then Refer To</b>                     |
|---|--|
| General information on using the DSS/BLF unit                                 | Chapter 1, Introduction                  |
| To use a specific feature   | Index to point you to the page           |
| Information on answering, placing, holding and transferring calls             | Chapter 2, Call Handling                 |
| Information on labor-saving features such as changing service modes           | Chapter 3, Convenience Features          |
| Information on maintaining system features, such as setting the date and time | Chapter 4, System Maintenance            |
| Information on features designed for Hotels and Motels                        | Chapter 5, Hotel/Motel Features          |
| Information on alarm notifications and lists                                  | Chapter 6, Alarm Features                |
| Information on features common to all Protégé display keysets                 | Protégé Keypad User Guide - with display |

## 2. Your DSS/BLF Unit



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## Unit Keys

These keys and their associated dual colored LEDs (Light Emitting Diode) give you speedy access to outside lines, internal resources such as extensions or hunt groups, and speed dial numbers.

At default, 48 of the 50 keys on the DSS/BLF unit are programmed as extension DSS keys. The other two keys are designated External Page 1 and External Page 2.

Your system administrator may have already customized the unit's keys for you. If not, you can reprogram all the keys, except the two paging keys.

A DSS key can be programmed as any of the following:

- ◆ An outside line key. Press this for direct access to a line or group of lines.
- ◆ A Direct Station Selection key. Press the DSS key to call a specific keyset, hunt group or paging group instead of dialing the extension number.
- ◆ A music source.
- ◆ A speed dial number. Press the key to dial the stored number.

Note that you cannot program keys on the DSS/BLF unit as virtual numbers, or with functions such as Call Forward or Do Not Disturb. If you require access to these resources, program them under the feature keys of your Protégé display keyset.

See page 4 for a guide to what the associated LEDs signify. Note that the status of group keys is not indicated. For example, if you have a key programmed for a hunt group, the corresponding LED will not light when all agents are busy.

## 3. Understanding the Lights

The lights on your DSS/BLF unit indicate the status of lines, extensions and other resources.

The table below describes what each light indicates. The lights are situated beside each key. Line keys are keys programmed to access outside lines. DSS keys are keys programmed to access other internal resources such as extensions, hunt groups and paging groups.

| <b>Signal</b>    | <b>Description</b>   |
|------------------|--|
| Dark             | (Line) Trunk not in use<br>(DSS) Resource in idle state  |
| Solid Red        | (Line) Trunk (or trunk route) in use<br>(DSS) Resource is busy   |
| Slow Flash Red   | (Line) Trunk on hold by another extension<br>(DSS) Resource is in Do Not Disturb mode  |
| Fast Flash Red   | (Line) Incoming trunk call<br>(Feature) Incoming intercom call<br>(Line or Feature ) You have a transferred or recalled call |
| Twinkling Green  | (Line) You are on a trunk call<br>(Feature) You are on an intercom call  |
| Fast Flash Green | (Line) Trunk exclusively held by you   |

### **Hotel/Motel Specific Uses**

|                  |  |
|------------------|--|
| Dark             | (DSS) Room check-in                    |
| Slow Flash Green | (DSS) Room check-out                   |
| Steady Green     | (DSS) Room clean                       |
| Solid Red        | (DSS) Extension busy                   |
| Fast Flash Red   | (DSS) Extension ringing (MTX/LTX ONLY) |
| Slow Flash Red   | (DSS) Extension in Do Not Disturb      |

## 4. Understanding the Tones

This table will help you distinguish between the different ring tones you hear on your keyset. When setting and canceling features, listen carefully: a single ring (confirmation tone) confirms that you have completed a task; a double ring (error tone) alerts you that you have made a mistake.

| Signal                | Description                             |
|-----------------------|---|
| Single ring           | Hold reminder tone<br>Confirmation tone |
| Two short rings       | (Once) Error tone<br>(Twice) Callback   |
| Continued single ring | Incoming outside call<br>Trunk recall   |
| Continued double ring | Incoming intercom call                  |

## 5. Care of Your DSS/BLF Unit

Care for your DSS/BLF unit as you would a precision instrument. Keep it clean, and protect it from being dropped by placing it on a firm level surface to protect it. Periodic cleaning with a soft cloth dampened with glass cleaner or mild solution of non-abrasive detergent will keep your DSS/BLF unit looking new for years. Do not spray aerosol cleaner or pour any liquid directly into the unit. Doing so may cause severe damage.

### Warning

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

## 6. Your Protégé Phone System

### Access To Features

You may not be able to operate all the features in this guide exactly as written. If your company's telephone system uses an early version of software, some features may offer fewer or different options, others may not be available at all.

Also, a particular feature option may be included in your company's system, but may not be programmed to operate at your extension.

If you attempt to use a feature that is not available to you, or make a mistake in using the feature, you will hear an error signal or see an instruction displayed. 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.

### Protégé Flexibility

The Protégé 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.

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

You should hear a confirmation tone when you have successfully set most features. Consult with your telephone system administrator if you want this tone disabled or reinstated.

## 1. Answering Calls

### Answering Internal and External Calls

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

### Answering Position

Your LCD displays information about the number of outside calls that are ringing. For example, “2/10” means that a total of ten lines are ringing, and of these two lines have the highest priority.

### Call Indication

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

### Caller ID

Depending on the service you receive from your local telephone company, Protegé can display incoming call information on the LCD. If you have caller number service only, the LCD displays the caller’s number. If you have name and number service, the LCD displays the caller’s name. Your LCD displays this information only while a call is ringing. When you answer, the LCD changes to display the normal answer information. You can review caller information at any time during a call by pressing the F1 soft key. With name and number service, the caller’s name is displayed on the top line and the caller’s number on the bottom line.

### Intercom Key

A keypad feature key programmed as an intercom key (labeled “ICM”) is useful for processing internal calls. If you do not have an ICM key already allocated, you can create one. The feature code is Function key, dial 65. For more information on setting the feature keys, see the Display Keypad User Guide.

Your ICM key flashes when an internal party has “camped on” to your extension while you are on an external 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 keypad or you will disconnect the external caller. Consult the Display Keypad User Guide for more information on the Camp On and Automatic Hold features.

## 2. Placing Intercom Calls

All the features available to display keyset users are available to the attendant. These include Off-Hook Voice Announce, Alert, Do Not Disturb Override and Intrusion. See the Display Keyset User Guide for instructions on using these features. Your system administrator can advise you of the features that are available to you.

In addition, Diversion Override is a feature available only to the attendant. It permits you to override an extension which has call forwarding enabled. If Diversion Override is available to you it will show as an option when you dial a forwarded extension.

### Diversion Override

1. Keypad is in idle state.
2. Dial extension number.  
- or -  
Press an appropriate DSS key.
3. Keypad LCD shows that extension has Call Forward activated.
4. Press soft key F1 below the word “yes” to override Diversion.  
- or -  
Press soft key F3 below the word “no” to abandon the override.

**F1 / F3**

## 3. Holding Calls

As the attendant, the same Hold features that are available to display keyset users are available to you.

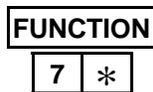
You can place a trunk call on one of two types of hold: System or Exclusive. Consult Chapter 2 of the Display Keyset User Guide for details.

You can place several different calls on both types of hold. Use the Hold Retrieve function code to retrieve successive held calls. Calls are retrieved in the order in which they were placed on hold; the first call held is the first one retrieved.

If you enable Automatic Hold on your keyset you can “skate” from one call to another, automatically placing the first call on system hold. This method shortens the transfer process by allowing you to transfer an active trunk call to another extension via a preprogrammed DSS key without first pressing the Hold key.

### Hold Retrieve

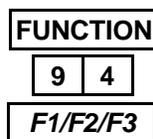
1. Press the held outside line key (flashing green).  
- or -  
Press the Function key and then dial 7 \*.



### Automatic Hold

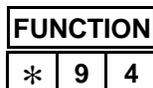
#### To activate

1. Keyset is idle or in use on a call.
2. Press the Function key and then dial 94.
3. Select the type of call to use the automatic hold feature. Choose between all calls (icm/co), just intercom calls (icm), or just outside calls (co) by pressing the appropriate soft key (F1, F2, or F3).
4. Receive confirmation tone.



#### To cancel

1. Keyset is idle or in use on a call.
2. Press the Function key and then dial \* 94.
3. Receive confirmation tone.



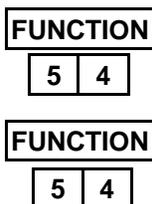
## 4. Transferring Calls

As the attendant, you can use either of the two methods for transferring a call that are detailed in Chapter 4 of the Display Keypad User Guide.

Use the Auto Transfer Mode to speed up using a DSS key to transfer a call. Press the DSS key to immediately transfer the call to the DSS extension. Your keypad returns to idle state.

When transferring to a voice mail hunt group number, you have the option to dial a mailbox. You must end such a transfer by pressing the Xfr/Conf key.

If you have Auto Transfer Mode set, you can still hold and transfer calls in the normal way. This is useful if you want to perform a screened transfer occasionally.



### Auto Transfer

#### To enable

1. Keypad is idle or in use on a call.
2. Press the Function key and then dial 54.

#### To disable

1. Keypad is idle or in use on a call.
2. Press the Function key and then dial 54.

chapter  
**three** **Convenience Features**

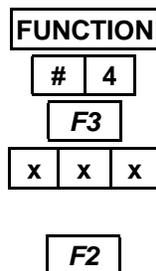
## 1. Programming DSS Keys

Note: To program the Feature and Dual Function Feature Keys on your keyset, follow the instructions in the Display Keyset User Guide.

At default, 48 of the 50 keys on the DSS/BLF unit are programmed as extension DSS keys. The other two keys are designated External Page 1 and External Page 2.

Your system administrator may have already customized the unit's keys for you. If not, you can reprogram all the keys, except the two paging keys. A DSS key can be programmed for a single extension or group of extensions, a system or individual speed dial number, or a music source. You cannot program keys on the DSS/BLF unit as virtual numbers or functions such as Call Forward or Do Not Disturb.

The status of group keys is not indicated. For example, if you have a key programmed for a hunt group, the corresponding LED will not light when all agents are busy.



### To activate

1. Keyset is idle or in use on a call.
2. Press the Function key and then dial # 4.
3. Press the DSS/BLF key you wish to program.
4. Press soft key F3 below the word “chg.”
5. Enter the resource directory number (extension, group of extensions or speed dial number).
6. Press soft key F2 below the word “save” to save your selection.
7. Receive confirmation tone.

## 2. Day/Night Switching

The current service mode of your Protégé system is displayed on the LCD of display keysets in idle state.

If your company's phone system uses just two service settings, you can program it to switch from Day Service to Night Service automatically at certain times. See Change Service Mode (page 16) for instructions on how to program the times that the automatic switching takes place.

Alternatively, you can switch between the two services manually. To use this feature you will first need to program a keyset feature key as a Night Key. See the Display User Guide for instructions. The feature code is Function key, dial 63.

### **To activate Night service**

1. Keypad is idle or in use on a call.
2. Press the Night key.
3. Receive confirmation tone.
4. LED associated with Night key is lit.

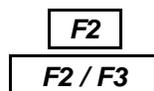
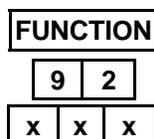
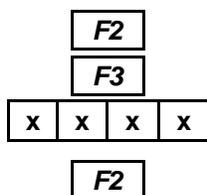
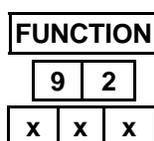
### **To return to Day service**

1. Keypad is idle or in use on a call.
2. Press the Night key.
3. Receive confirmation tone.
4. LED associated with Night key goes dark.

## 3. Reminder Service

This is similar to the reminder service feature available to all display keyset users. As the attendant, you can program reminder calls for other extensions.

This feature is also used in Hotel/Motel applications to perform wake up calls to guests. See Auto Wakeup (page 23) for more information.



### To activate

1. Keyset is idle or in use on a call.
2. Press the Function key and then dial 92.  
**- or -**  
Press a designated feature key.
3. Enter the extension number requiring the reminder.  
**- or -**  
Press the appropriate DSS key.
4. Press soft key F2 below the word “show.”
5. Press soft key F3 below the word “chg.”
6. Enter the reminder time in 24 hour format.  
Example: 5:00 p.m. = 1700.
8. Press soft key F2 below the word “save.”
9. Receive confirmation tone.

### To cancel

1. Keyset is idle or in use on a call.
2. Press the Function key and then dial 92.  
**- or -**  
Press a designated feature key.
3. Enter the extension number requiring the reminder.  
**- or -**  
Press the appropriate DSS key.
4. Press soft key F2 below the word “show.”
5. Press soft key F2 below the word “del” to delete.  
**- or -**  
Press soft key F3 below the word “chg” and then press soft key F2 below the word “save.”
6. Receive confirmation tone.

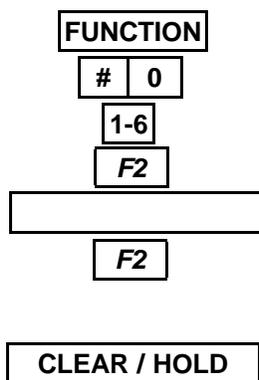


## 1. Attendant Programming

The Attendant Programming feature code gives you access to a wide range of system maintenance functions.

If you are using this feature while on a call, do not press the Clear key to exit attendant programming as this will disconnect your call. Instead, press the Hold key to exit the current function and remain in attendant programming. Eventually the attendant programming feature will “time out” automatically and your LCD will return to normal “in use” status.

Note that all changes you make while you are in attendant programming are saved automatically. If you make a mistake, you will need to go back and correct it.



### To enter attendant programming

1. Keyset is idle or in use on a call.
2. Press the function key and then dial # 0.  
**- or -**  
Press a designated feature key.
3. Enter the appropriate tenant group number.
4. Press soft key F2 below the word “save.”
5. Enter your attendant’s user password.
6. Press soft key F2 below the word “show.”

### To exit

1. Press the Clear key to exit attendant programming entirely.  
**- or -**  
Press the Hold key to exit the current function but stay in attendant programming. Press the Hold key again to back up to the level of tenant group number.

**Note:** If the Key Service Unit is connected to a PC or Modem, you will not be able to connect. Your LCD will display "RMP is in DB."

## 2. Change Service Mode

Use the Change Service Mode feature if your company's phone system uses multiple "Day" settings, or as an alternative method of changing from Day Service to Night Service.

Choose from five service modes: Day 1, Day 2, Day 3, Night, and Time.

If your company's phone system uses the Time service mode, you only need to follow this procedure once. Once you have selected "Time," proceed to Night Switching (page 17) to determine the times on each day that your company's Protegé system automatically changes service mode.

**F2**

**F3**

**F3**

**HOLD**

### To activate

1. Enter attendant programming (see page 15).
2. Press soft key F2 below the word "next" until "Service Mode" is displayed.
3. Press soft key F3 below the word "show."
4. Press soft key F3 below the word "chg" repeatedly as necessary to advance the tenant group to the required service mode.
5. Press the Hold key to exit the feature.

## 3. Night Switching

If your company uses just two service modes you can use the Night Switching feature to program the times the Protégé system switches automatically from Day 1 to Night service mode and back on each day of the week.

Note that if you enter attendant programming as tenant group 2-6, you can decide to accept the same switching times as tenant group 1 (“Y”). If set to “N,” the tenant group’s switching is independent, and you must set each time as instructed.

**F2**

**F3**

**F3**

**F2**

**F3**

**F2 / F3**

**X X X X**

**F2**

**HOLD**

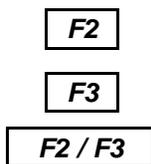
### To activate

1. Enter attendant programming (see page 15).
2. Press soft key F2 below the word “next” until “Night Switching” is displayed.
3. Press soft key F3 below the word “show.”
4. Press soft key F3 to toggle the Yes/No option (see note above).
5. Press soft key F2 below the word “next.”
6. Press soft key F3 below the word “show” to proceed.
7. For each day of the week beginning with Monday, press soft key F3 below the word “chg” to change the service mode times.  
**- or -**  
Press F2 below the word “next” to advance to the next day of the week.
8. When entering a service mode time, use the dial pad to enter a four-digit number. Use the 24 hour format: for example, 5:00 p.m. = 1700.
9. Press soft key F2 below the word “save” to save your entry and proceed to the next option.
10. Press the Hold key to exit at any point.

## 4. System Date And Time

This feature enables you to set the date and time for the Protégé system. Display keysets show this information when they are in idle state.

You will need to reset the date and time every time the system is restarted. During normal operation, however, you will only need to use this feature to reflect local time changes, such as for daylight savings time.

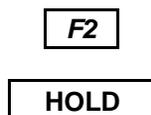


### To set or change the system date and time

1. Enter attendant programming (see page 15).
2. Press soft key F2 below the word “next” repeatedly until “System Time” is displayed.
3. Press soft key F3 below the word “show.”
4. Year, month, day, weekday, hour and minute settings are presented in turn. Press soft key F2 below the word “next” to proceed to the next category.

**- or -**

Press soft key F3 below the word “chg” if you wish to change a particular setting. Use the dial pad to enter the appropriate two-digit numbers for the year, day, hour and minute settings. Months and weekdays can be scrolled by pressing soft key F3 repeatedly until the desired setting is displayed.

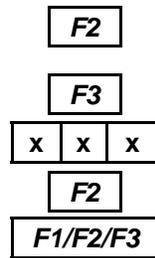


5. Press soft key F2 when you have made your selection to advance to the next category.
6. Press the Hold key to exit at any point.

## 5. System Speed Dial Numbers

As the attendant, you can add, modify and delete the contents of system speed dial numbers shared by members of each tenant group.

This feature is similar to programming individual speed dial numbers, since you can assign a specific trunk or trunk group to the number, and you can attach a name to help display keyset users when they search through the directories. In addition, you can select whether the system speed dial number overrides a trunk or user's class of service. If the "COS" option is set to "Y," an extension user who is otherwise toll restricted can dial this number. If set to "N," the speed dial number can only be dialed by extension users with an appropriate class of service.

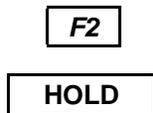
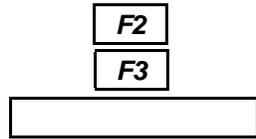
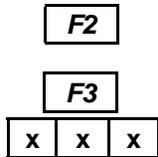


### To activate

1. Enter attendant programming (see page 15).
2. Press soft key F2 below the word "next" repeatedly until "System Abbr. No." is displayed.
3. Press soft key F3 below the word "show."
4. Enter the system speed dial number, and press soft key F2 below the word "show."
5. Use the soft keys to select an option you wish to modify. Press soft key F1 below the word "number" to display the current stored number. Press soft key F2 below the word "name" to display the current stored name. Press soft key F3 below the word "next," followed by soft key F1 below the word "cos" or soft key F2 below the word "trk/rte" to view the current COS override or trunk (route) settings.
6. Press soft key F3 below the word "chg" to make a change. Press soft key F2 below the word "save."  
**- or -**  
Press the Hold key to back up.
7. Press the Hold key once to modify another systemspeed dial number. Press the Hold key once more to exit the feature.

## 6. Internal Directory

As the attendant, you have the ability to add, modify and delete the names of extension users in your company's Protégé system. The system's internal directory includes fax machines and other single port devices, but not groups of extensions (hunt groups, pickup groups, paging groups), which are named through system programming.



### To activate

1. Enter attendant programming (see page 15).
2. Press soft key F2 below the word "next" repeatedly until "User Name" is displayed.
3. Press soft key F3 below the word "show."
4. Enter the extension number of the resource you want to add, modify or delete in the directory.

**- or -**

Press an appropriate DSS key.

5. Press soft key F2 below the word "show."
6. Press soft key F3 below the word "chg."
7. Enter the name you wish to associate with this resource. Use the table below as a guide on how to enter letters using the dial pad.

**- or -**

Press the Hold key to back up without changing anything.

8. Press soft key F2 below the word "save" to save your selection.
9. Press the Hold key to exit.

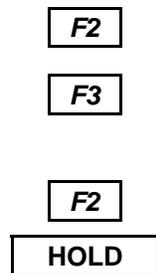
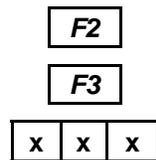
| Times to Press | ----- Key Pad Number ----- |   |   |   |   |   |   |   |   |   |       |
|----------------|----------------------------|---|---|---|---|---|---|---|---|---|-------|
|                | 1                          | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 0 | #     |
| One            | ,    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

## 7. Change Class Of Service

You can change the individual Class of Service of each extension from the attendant console. You may want to do this when users change work locations, or to permit a guest to use a lobby phone for a long distance call which would otherwise be toll restricted.

Your system administrator can confirm how many of the eight available classes of service have been configured for use in your phone system, and what each class of service permits a user to do.

If using the Protégé system in a hotel/motel environment, when a room's status is changed to "out" or "clean that room's class of service changes to 7 automatically. This change will not be indicated in attendant's programming.



### To change a class of service

1. Enter attendant programming (see page 15).
2. Press soft key F2 below the word "next" repeatedly until "Extension COS" is displayed.
3. Press soft key F3 below the word "show."
4. Enter the directory number of the extension whose class of service you wish to change.  
- or -  
Press the appropriate DSS key.
5. Press soft key F2 below the word "show" to display the current class of service.
6. Press soft key F3 below the word "chg" repeatedly until the desired class of service is displayed.
7. Press soft key F2 below the word "next" to save your selection.
8. Press the Hold key to exit the feature.

## 8. Unanswered Call

Use the Unanswered Call feature to show Caller ID details of calls which were not answered. This feature is useful for busy hunt groups, or for departments where calls are not answered outside business hours. A caller who calls several times is only listed once. This list can be viewed as many times as you wish. You can delete each entry individually.

**F2**

**F3**

**F2**

**HOLD**

### To view the unanswered call list

1. Enter attendant programming (see page 15).
2. Press soft key F2 below the word “next” repeatedly until “Unanswered Call” is displayed.
3. Press soft key F3 below the word “show.”
4. Press soft key F2 below the word “next” repeatedly to scroll through a list of the stored numbers.
5. Press the Hold key to exit the feature.

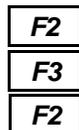
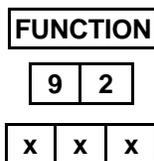
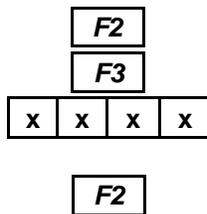
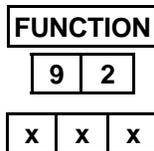
## 9. RS-232 Usage

The RS-232 Usage option in Attendant Programming shows what is connected to each of the RS-232 ports on the Protégé KSU. This option is provided for technicians’ use, and so further details are not provided in this user guide.

## 1. Auto Wakeup

Use the Auto Wakeup feature to program wakeup calls for guests from the front desk console.

When the alarm time is reached, the guest's room telephone will ring until it is answered or until the internal alarm winds down.



### To activate

1. Keypad is idle or in use on a call.
2. Press the Function key and then dial 92.  
- or -  
Press a designated Auto Wakeup key.
3. Enter the extension number of the room requiring a wake up call.  
- or -  
Press the appropriate DSS key.
4. Press soft key F2 below the word "show."
5. Press soft key F3 below the word "chg."
6. Enter the wake up time in 24 hour format.  
Example: 5:00 p.m. = 1700.
8. Press soft key F2 below the word "save."
9. Receive confirmation tone.

### To cancel

1. Keypad is idle or in use on a call.
2. Press the Function key and then dial 92.  
- or -  
Press a designated Auto Wakeup key.
3. Enter the extension number of the room requiring a wake up call.  
- or -  
Press the appropriate DSS key.
4. Press soft key F2 below the word "show."
5. Press soft key F3 below the word "chg."
6. Press soft key F2 below the word "save."
7. Receive confirmation tone.

## 2. Room Status

Use the Room Status feature to indicate the status of rooms on the front desk console. A steady green light against a specific room number indicates that a room is clean and ready for check in. A flashing green light indicates that the room has been vacated and is to be cleaned by housekeeping. No light (dark) indicates a room is occupied by a guest.

When Housekeeping personnel changes a room status to “out” or “clean,” the extension’s class of service changes automatically to COS 7, regardless of the class of service programmed for that extension.

*(See page 27 if your system does not function according to these instructions. Your may have an older version of Protégé software.)*

|          |
|----------|
| FUNCTION |
|----------|

|   |   |
|---|---|
| 7 | # |
|---|---|

|   |   |   |
|---|---|---|
| x | x | x |
|---|---|---|

|    |
|----|
| F2 |
|----|

|          |
|----------|
| F1/F2/F3 |
|----------|

|          |
|----------|
| FUNCTION |
|----------|

|   |   |   |
|---|---|---|
| 7 | # | 3 |
|---|---|---|

|   |   |   |   |
|---|---|---|---|
| # | 7 | # | 3 |
|---|---|---|---|

### To change room status from front desk

1. Keyset is idle or in use on a call.
2. Press the Function key and then dial 7 #.  
**- or -**  
Press a designated Room Status feature key.
3. Enter the extension number of the room.  
**- or -**  
Press the appropriate DSS key.
4. Press soft key F2 below the word “show.”
5. Select the room status by pressing the appropriate soft key (F1, F2, or F3). Choose from F1, “in,” to denote that a guest has checked in, F2, “out,” to denote that a guest has checked out, and F3, “clean,” to denote that the room is ready for the next guest.
6. Receive confirmation tone.

### To change status from room

*Business keyset*

1. Keyset is idle or in use on a call.
2. Press the Function key and the dial 7 # 3.

*Single Line telephone*

1. Phone is idle.
2. Press # 7 # 3.

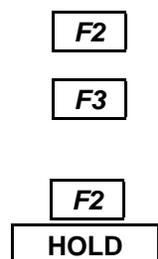
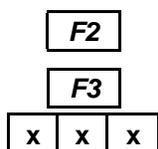
### 3. Controlled Class Of Service

You can change the individual Class of Service of each room from the front desk. A hotel/motel may use this feature to control the types of calls guests can make from their rooms.

Your system administrator can confirm how many of the eight available classes of service have been configured for use on your phone system, and what each class of service permits a user to do.

Used in conjunction with Protegé's Station Message Detail Recording feature, you can print out a record of every room's call activity. The cost of each call may be included in the printout if your hotel/motel has purchased a call accounting program.

With certain versions of Protegé software, an extension's class of service changes automatically to COS 7, regardless of the class of service programmed for that extension when a room status is changed to "out" or "clean."

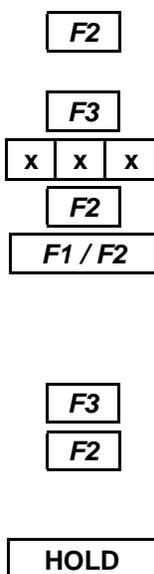


#### To change a class of service

1. Enter attendant programming (see page 15).
2. Press soft key F2 below the word "next" repeatedly until "Extension COS" is displayed.
3. Press soft key F3 below the word "show."
4. Enter the extension number of the guest whose class of service is being changed.  
**- or -**  
Press the appropriate DSS key.
5. Press soft key F2 below the word "show" to see the current class of service.
6. Press soft key F3 below the word "chg" repeatedly until the desired class of service is displayed.
7. Press soft key F2 below the word "next."
8. Press the Hold key to exit.

## 4. Speed Dial Numbers

Program these numbers to provide your guests with instant access to popular local activities such as movie theaters, restaurants, travel agencies, and airline information lines.



### To activate

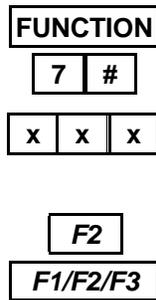
1. Enter attendant programming (see page 15).
  2. Press soft key F2 below the word “next” repeatedly until “System Abbr. No.” is displayed.
  3. Press soft key F3 below the word “show.”
  4. Enter the courtesy number, and press soft key F2 below the word “show.”
  5. Use the soft keys to select an option you wish to modify. Press soft key F1 below the word “number” to display the current stored number. Press soft key F2 below the word “name” to display the current stored name.
  6. Press soft key F3 below the word “chg” to make a change. Make your change and then press soft key F2 below the word “save.”
- OR -**  
Press the Hold key to back up.
7. Press the Hold key once to back out so you can modify another system speed dial number. Press the Hold key once more to exit.

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

## 5. Room Status

*(These instructions are valid with earlier versions of Protégé software.)*

Use the Room Status feature to indicate the status of rooms on the front desk console. A steady green light against a specific room number indicates that a guest has checked in. A flashing green light indicates that the room has been vacated and is to be cleaned by housekeeping. No light (dark) indicates a room is vacant, clean and ready for the next guest.



### To change room status

1. Keyset is idle or in use on a call.
2. Press the Function key and then dial 7 #.  
**- or -**  
Press a designated Room Status key.
3. Enter the extension number of the room.  
**- or -**  
Press the appropriate DSS key.
4. Press soft key F2 below the word “show.”
5. Select the room status by pressing the appropriate soft key (F1, F2, or F3). Choose from “in” to denote that a guest has checked in, “out” to denote that a guest has checked out, and “clean” to denote that the room is ready for the next guest.
6. Receive confirmation tone.



## 1. E911 Notification

When an emergency 911 call is made from an extension on the premises, the attendant is alerted in three ways. The LCD displays the extension number that made the call, the time and type of call. A continuous alert ring begins at the keyset. Plus the DSS/BLF lamp for the extension placing the emergency call begins the fast flash red.

The LCD message and alert ring continues until the softkey under the command “ack” is pressed. If the notification is not acknowledged within three minutes, the alert ring will stop, but the LCD message continues to be displayed. The only way to clear the LCD and extinguish the fast flash red lamp for the extension is to press the softkey under “ack.”

If there are multiple emergency 911 calls made from different extensions, the “more” command will appear on the LCD. Pressing the softkey under the “more” command allows you to scroll through the calls. A maximum of 50 calls can be in the queue at any time.

### To acknowledge an alert ring or displayed message

**F1**

1. Keyset is in idle or on a call.
2. Press the F1 softkey under “ack.”

### To view more emergency calls

**F2**

1. Keyset is in idle or on a call.
2. Press the F2 softkey under “more.”

Not all versions of Protégé software have this feature available. Check with your system administrator to see if it is available.

---

## 2. Request Alarm Report

If you want to be notified of system alarms, you will first need to program a feature key on your keyset or DSS/BLF unit as an Alarm Key. The feature code is Function key, dial 62.

The LED associated with this key will flash as soon as a system alarm develops. Press the key to view the Alarm Report on your LCD. An alarm report presents the following information:

| ALARM DEV. |   | MONTH/DAY |      |
|------------|---|-----------|------|
| a          | b | c/d       | time |

a = class of alarm    b = fault code    c = module number    d = slot number

Note down the details of the report, and pass it to your system administrator who will be able to interpret this information.

### To view an alarm report

1. Keyset is in idle state.
2. The Alarm key flashes fast.
3. Press the Alarm key.
4. The alarm report is displayed on the LCD.
5. Note the information, and tell the system administrator.
6. If the Alarm key LED continues to flash you have additional alarm reports. Repeat steps 3-5 until the Alarm key stops flashing and becomes dark.

## 3. List Of Alarms

You can also view a list of alarms from the Attendant Programming function. This lists all the alarms which occurred since the last time a list was requested. Note down the details of the report, and pass it to your system administrator who will be able to interpret this information.

| A    | B    | C/D | TIME      |
|------|------|-----|-----------|
| prev | next |     | month/day |

A = class of alarm    B = fault code    C = module number    D = slot number

**F2**

**F3**

**F2**

**HOLD**

### To view the alarm list

1. Enter attendant programming (see page 15).
2. Press soft key F2 below the word “next” repeatedly until “Alarm Reports” is displayed on the keyset LCD.
3. Press soft key F3 below the word “show.”
4. Press soft key F2 below the word “next” to view other alarms.
5. Press the Hold key to exit the alarm list but stay in attendant programming.



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*Notes*

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# QUICK GUIDE TO NUMBERING

| <u>RESOURCE</u>               | <u>DEFAULT PROTEGE<br/>DIRECTORY NUMBERS</u> | <u>YOUR COMPANY'S<br/>DIRECTORY NUMBERS</u> |
|-------------------------------|--|---|
| 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

| <u>NUMBER</u> | <u>ACTUAL</u> | <u>DETAIL</u> |
|---------------|---------------|---------------|
| 500           | _____         | _____         |
| 501           | _____         | _____         |
| 502           | _____         | _____         |
| 503           | _____         | _____         |
| 504           | _____         | _____         |
| 505           | _____         | _____         |
| 506           | _____         | _____         |
| 507           | _____         | _____         |
| 508           | _____         | _____         |
| 509           | _____         | _____         |

# QUICK GUIDE TO FEATURE CODES

| <u>Feature</u>                 | <u>Code</u>            |
|--------------------------------|------------------------|
| AUTOMATIC HOLD                 | F94 (ON)<br>F*94 (OFF) |
| AUTO TRANSFER ON/OFF           | F54                    |
| HOLD RETRIEVE                  | F7*                    |
| PROGRAMMING DSS KEYS           | F#4                    |
| REMINDER SERVICE               | F92                    |
| ATTENDANT PROGRAMMING          | F#0                    |
| ALARM REPORTS                  |                        |
| EXTENSION COS (CHANGE COS)     |                        |
| NIGHT SWITCHING                |                        |
| RS-232 USAGE                   |                        |
| SERVICE MODE                   |                        |
| SYSTEM ABBR. NO.               |                        |
| SYSTEM TIME                    |                        |
| UNANSWERED CALL                |                        |
| USER NAME (INTERNAL DIRECTORY) |                        |

## **HOTEL / MOTEL FEATURES**

|                    |      |
|--------------------|------|
| AUTO WAKEUP        | F92  |
| ROOM STATUS        | F7#  |
| CHANGE STATUS      | F7#3 |
| CONTROLLED COS     | F#0  |
| SPEED DIAL NUMBERS | F#0  |

