



# PROTEGE<sup>®</sup>

## Digital Hybrid Key System

Keypad User Guide—with Display  
Item Number 699029



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## 1. How to Use this Guide

Your Protégé 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 labor-saving features. Some features are only available with specific software versions. If you are not sure whether a feature is available to you, please see your system administrator.

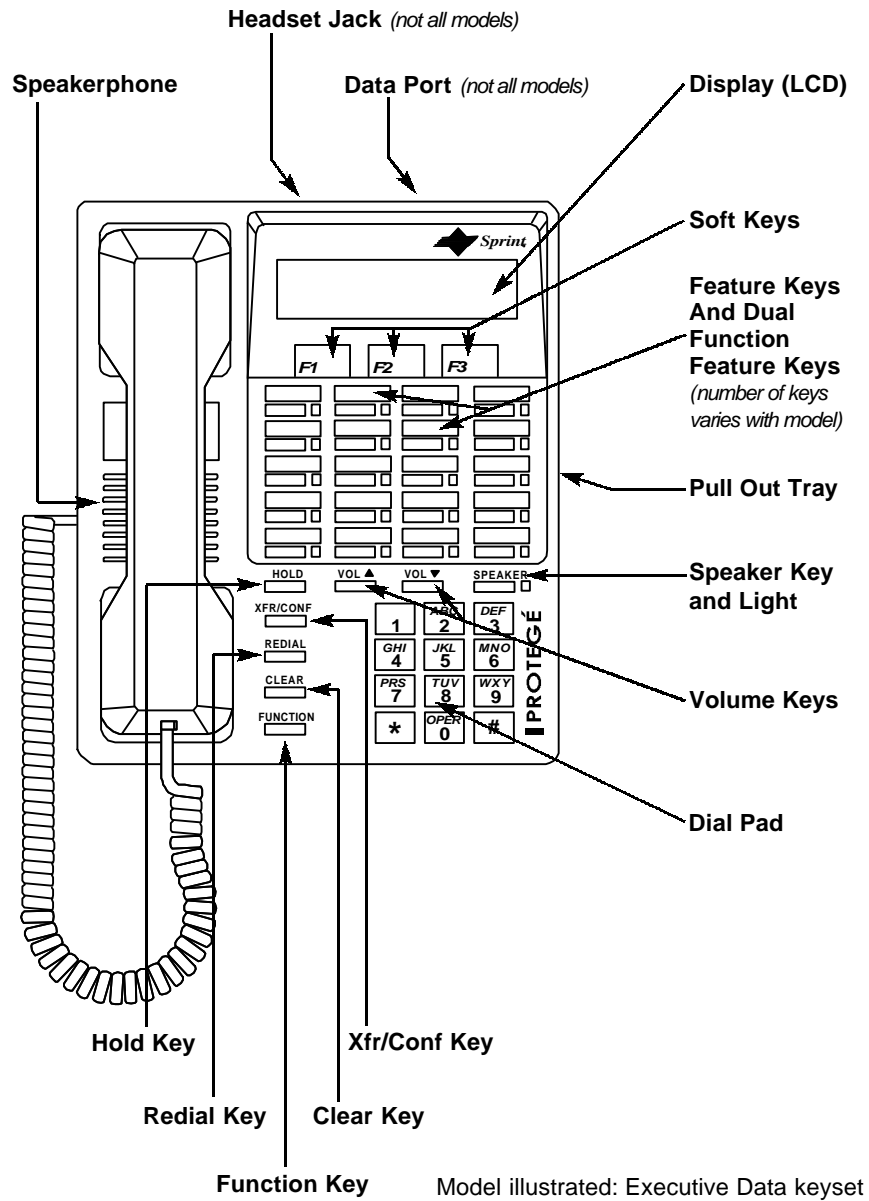
### Getting Started

Read this chapter carefully; it contains some important safety instructions. Then, flip through the rest of the guide to become familiar with how information is organized. Study the features you will use on a daily basis. Keep this guide handy so you can quickly refer to it as you need.

### How to Locate Information

<b>If You Want</b>	<b>Then Refer To</b>
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 and data features	Chapter 8, Voice Mail And Data Features

## 2. Your Keypad's Parts



## Clear Key

Press the Clear key to cancel any task you are in the middle of performing, and to terminate a call. Also use this key to conclude programming certain features. However, do not press the Clear key to complete a programming task if you are active on a call, as this will also disconnect you from your call.

## Data Port *(not all models)*

The data port enables you to use a connecting cable to connect your keyset to a personal computer.

## Dial Pad

Use the dial pad to dial telephone numbers, and to enter alphabetical letters for directories and messages.

## Display (LCD)

The LCD displays time, day, and date. It provides information on the status of your keyset, and prompts you when you are setting and cancelling features.

### Display in an idle state

MONTH	DATE	DAY	TIME
EXT. OR USER NAME	DAY/NIGHT MODE	EXT. #	

While you are on an outside call the LCD will display a call duration timer. Press soft key F1 to display the dialed number. Press soft key F2 to display the idle state information.

## Feature Keys and Dual Function Feature Keys

*(number of keys varies with model)*

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

Your telephone system administrator may have already programmed these keys for you.

Each key can be one 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 this to call a specific internal resource, instead of dialing manually. A DSS key can connect with a specific keyset, hunt group, paging group or voice mail general number.
- ◆ A frequently used feature 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. Press the key to dial the stored number.

See page 6 for a guide to what the associated LEDs signify.

Dual function feature keys have a second “level” of capacity. This upper level can store speed dial numbers. Press the Function key followed by the appropriate feature key to dial a speed dial number stored in the upper level.

If your keyset has nine keys, all are dual function feature keys and all have dual colored LEDs. If your keyset has 20 keys, only the last two columns of five keys are dual function feature keys. All 20 keys have dual colored LEDs, except in some older models, when the dual function feature keys have single colored LEDs.

## Function Key

Most feature codes are set and cancelled by pressing this key followed by dialing one to four digits. Also use this key to access the speed dial numbers stored in the “upper” level of the dual function feature keys.

## Headset Jack *(not all models)*

The 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 go back one level in programming certain features.

## Pull Out Tray

The pull out tray contains a card for you to note frequently dialed numbers, or contents of dual function feature keys.



## **Redial Key**

The Redial key is programmable. It is usually programmed to redial the last outside number dialed from the keyset. For more information, see page 28.

## **Soft Keys**

Use these interactive buttons in conjunction with the LCD to access your keyset's features. While you are in idle state, you can also access three features by pressing a soft key. Press F1 to program the upper level of a dual function feature key. Press F2 to program a feature key. For more information on programming feature keys, see page 71. Press F3 to search the directories (see also page 31).

## **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.

This key also activates the Group Listen feature.

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, the headset, and of the group listen feature.

## **Xfer/Conf Key**

Use this key when transferring calls, and when forming three- or four-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 feature keys programmed to activate specific features such as Do Not Disturb, Mute, and Call Forward.

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

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

## 5. Care of Your Keyset

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

### **Warning**

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

## 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 a visual display instruction. 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 informative 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 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 63). 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.

### 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 or 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 on the top line and the number on the bottom line. Your LCD displays this information only while a call is ringing in. 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 soft key F1. 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 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 page 70.

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 34 for more information on the Camp On feature, and page 37 for more information on the Automatic Hold feature.

## 2. Call Pickup

Call Pickup helps you answer calls that are ringing at another location. Simply dial the loud bell directory number to answer a call at a ringing loud bell.

Use Directed Call Pickup to answer a ringing extension or a ringing virtual number. You specify (“direct”) the ringing location by dialing the directory number of the ringing extension or virtual number.

Dial the Group Call Pickup number to pick up a ringing extension that is within your work group. Your system administrator can tell you if your extension is part of a work group, and what number to dial to pick up calls.

8	1	
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### Loud Bell Call Pickup

1. Keypad is in idle state.
2. Dial the ringing loud bell (810 or 811).
3. Call is connected. Pick up the handset or use the keypad speaker to talk to the caller.

FUNCTION		
5	3	
x	x	x

### Directed Call Pickup

1. Keypad is in idle state.
2. Press the Function key and then dial 53.  
- or -  
Press the designated feature key.
3. Dial the extension number ringing.  
- or -  
Dial the virtual number ringing (830-859).
4. Call is connected. Pick up the handset or use the keypad speaker to talk to the caller.

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### Group Call Pickup

1. Keypad is in idle state.
2. Dial your pickup group number.  
- or -  
Press the designated feature key.
3. Call is connected. Pick up the handset or use the keypad speaker to talk to the caller.

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## 3. Call Forward

Call Forward gives you the ability to redirect calls from your extension to other extensions. Protegé gives you the flexibility to forward some or all of your calls to one or more extensions depending upon the situation. An example would be that you could set up your phone to forward all external calls directly to voice mail with intercom calls going directly to the operator.

The three most commonly used forwarding options are Direct, Busy and No Answer. Direct forwarding allows you to send calls to another extension number before they ring at your extension. Busy forwarding sends a call to another extension number when yours is busy. No Answer forwarding allows you to send calls to another extension number if yours goes unanswered for a specific period of time.

You are allowed to forward calls to either extensions or hunt group numbers. The extensions can be at remote locations if your system supports them. You are able to specify whether to forward just the intercom or external calls or to forward all calls. For example, you might set Busy Call Forward to divert intercom calls to a colleague's extension, and outside calls to a hunt group, and set No Answer Call Forward to divert all calls to your voice mail box.

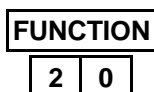
With No Answer Call Forward you can forward the first call after a different length of time than the second and subsequent calls. Both No Answer timers are independent and programmable from six to 30 seconds in increments of two seconds.

Another forwarding feature is External Call Forward, which forwards inbound or transferred external calls to a specified outside telephone number ECF does not forward UCD Hunt Group calls. If your system requires an account code when you make outbound calls, you must program the correct code to be able to use this feature. Your system administrator can advise whether ECF is available to you.

Use Follow Me Call Forward if you are moving temporarily to another extension and would like to receive your calls at that location. The Preset option enables you to place your forwarding instructions before you leave your desk. The Remote option allows you to place your forwarding instructions from your new location. Remote requires you enter your user password; consult your system administrator if you are unsure what this is. You can cancel and reprogram Remote Follow Me Call Forward from any display keyset on the system.

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

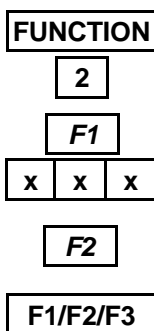
## Cancel All Call Forwards



1. Keypad is idle or in use on a call.
2. Press the Function key and then dial 20.  
**- or -**  
Press the designated feature key, followed by soft key F1 below the word "cancel."
3. Receive confirmation tone.

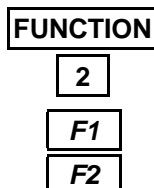
## Direct Call Forward

### To activate



1. Keypad is idle or in use on a call.
2. Press the Function key and then dial 2.  
**- or -**  
Press the designated feature key.
3. Press soft key F1 below the word "direct."
4. Enter the extension number to which you want to forward calls.
5. Press soft key F2 below the word "save" to accept the extension number.
6. Choose whether to divert all calls (icm/co), just intercom calls (icm), or just outside calls (co), by pressing the appropriate soft key (F1, F2, or F3).
7. Receive confirmation tone.

### To cancel



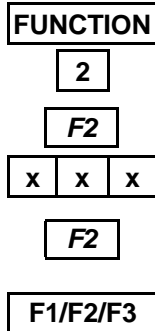
1. Keypad is idle or in use on a call.
2. Press the Function key and then dial 2.
3. Press soft key F1 below the word "direct."
4. Press soft key F2 below the word "del."
5. Receive confirmation tone.



## Busy Call Forward

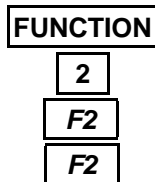
### To activate

1. Keypad is idle or in use on a call.
2. Press the Function key and then dial 2.  
**- or -**  
Press the designated feature key.
3. Press soft key F2 below the word “busy.”
4. Enter the extension number to which you want to forward calls.
5. Press soft key F2 below the word “save” to accept the extension number.
6. Choose whether to route all calls (icm/co), just intercom calls (icm), or just outside calls (co), by pressing the appropriate soft key (F1, F2, or F3).
7. Receive confirmation tone.



### To cancel

1. Press the Function key and then dial 2.
2. Press soft key F2 below the word “busy.”
3. Press soft key F2 below the word “del.”
4. Receive confirmation tone.



## No Answer Call Forward

### To activate

1. Keypad is idle or in use on a call.
2. Press the Function key and then dial 2.  
**- or -**  
Press the designated feature key.
3. Press soft key F3 below the word “next.”
4. Press soft key F1 below the word “n\_ans.”
5. Enter the extension number to which you want to forward calls.
6. Press soft key F2 below the word “save” to accept the extension number.
7. Choose whether to route all calls (icm/co), just intercom calls (icm), or just outside calls (co) calls by pressing the appropriate soft key (F1, F2, or F3).
8. Receive confirmation tone.
9. Press soft key F3 below “chg” to enter a time for the first No Answer Call Forward. Default value is 8 seconds (two ring cycles).
10. Press soft key F2 below “next.”
11. Press soft key F3 below “chg” to enter a time for the second and subsequent No Answer Call Forwards. Default value is 8 seconds (two ring cycles).
12. Press the Clear key to save the settings and exit programming.

**FUNCTION**

**2**

**F3**

**F1**

**x x x**

**F2**

**F1/F2/F3**

**F3**

**F2**

**F3**

**CLEAR**

**FUNCTION**

**2**

**F3**

**F1**

**F2**

### To cancel

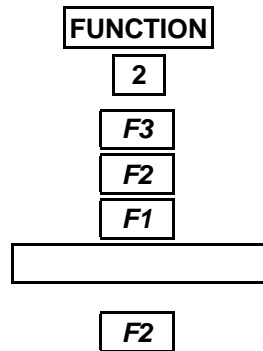
1. Keypad is idle or in use on a call.
2. Press the Function key and then dial 2.
3. Press soft key F3 below the word “next.”
4. Press soft key F1 below the word “n\_ans.”
5. Press soft key F2 below the word “del.”
6. Receive confirmation tone.

## External Call Forward (ECF)

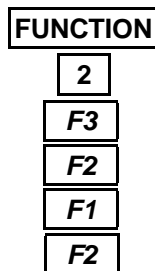
Your system administrator can advise if this feature is available to you.

### To activate

1. Keypad is idle or in use on a call.
2. Press the Function key and then dial 2.  
**- or -**  
Press the designated feature key.
3. Press soft key F3 below the word “next.”
4. Press soft key F2 below the word “ext.”
5. Press soft key F1 below the word “tel.”
6. Enter the outside telephone number to which you want to forward calls.
7. Press soft key F2 below the word “save” to accept the extension number.
8. Receive confirmation tone.
9. For systems requiring account codes: Press soft key F3 below the word “fac” and enter an appropriate account code. Press soft key F2 below the word “save” to accept the code. Receive confirmation tone.
10. Press the Clear key to save the settings and exit.



CLEAR



### To cancel

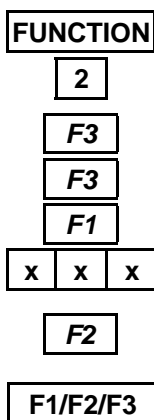
1. Keypad is idle or in use on a call.
2. Press the Function key and then dial 2.
3. Press soft key F3 below the word “next.”
4. Press soft key F2 below the word “ext.”
5. Press soft key F1 below the word “tel.”
6. Press soft key F2 below the word “del.”
7. Receive confirmation tone.

## Follow Me Call Forward - Preset

Use Preset Follow Me Call Forward to forward calls from your extension to an extension where you will be temporarily.

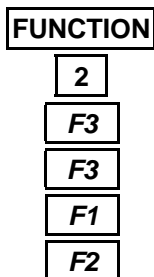
### To activate

1. Keypad is idle or in use on a call.
2. Press the Function key and then dial 2.  
**- or -**  
Press the designated feature key.
3. Press soft key F3 below the word “next.”
4. Press soft key F3 below the word “follow.”
5. Press soft key F1 below the word “preset.”
6. Enter the extension number to which you want to forward calls.
7. Press soft key F2 below the word “save” to accept the extension number.
8. Choose whether to route all calls (icm/co), just intercom calls (icm), or just outside calls (co), by pressing the appropriate soft key (F1, F2, or F3).
9. Receive confirmation tone.



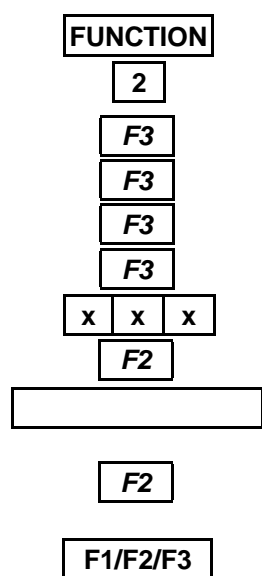
### To cancel

1. Keypad is idle or in use on a call.
2. Press the Function key and then dial 2.
3. Press soft key F3 below the word “next.”
4. Press soft key F3 below the word “follow.”
5. Press soft key F1 below the word “preset.”
6. Press soft key F2 below the word “del.”
7. Receive confirmation tone.



## Follow Me Call Forward - Remote

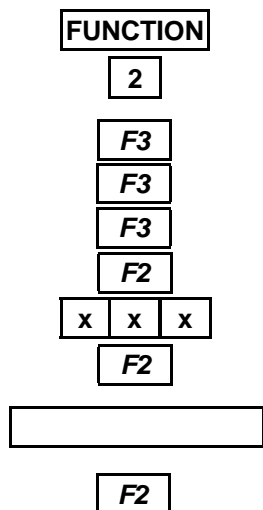
Use Remote Follow Me Call Forward when you are at another extension and want to forward calls from your normal extension to the new temporary location.



### To activate

1. Keypad is idle or in use on a call.
2. Press the Function key and then dial 2.  
**- or -**  
Press the designated feature key.
3. Press soft key F3 below the word “next.”
4. Press soft key F3 below the word “follow.”
5. Press soft key F3 below the word “remote.”
6. Press soft key F3 below the word “set.”
7. Enter your normal extension number.
8. Press soft key F2 below “save” to accept the extension number.
9. Enter your user password to verify your identity. At default the password is 0000.\*
10. Press soft key F2 below the word “save” to accept the password. If the password is incorrect, Protégé will not advance to the next step.
11. Choose whether to route all calls (icm/co), just intercom calls (icm), or just outside calls (co), by pressing the appropriate soft key (F1, F2, or F3).
12. Receive confirmation tone.

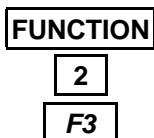
\* Ask your system administrator if you do not know your password.



**To cancel**

1. Keyset is idle or in use on a call.
2. Press the Function key and then dial 2.
3. Press soft key F3 below the word “next.”
4. Press soft key F3 below the word “follow.”
5. Press soft key F3 below the word “remote.”
6. Press soft key F2 below the word “del.”
7. Enter your normal extension number (the number from which calls were forwarded).
8. Press soft key F2 below the word “save” to accept the extension number.
9. Enter your user password to verify your identity. At default the password is 0000.\*
10. Press soft key F2 below “save” to accept the password.
11. Receive confirmation tone.

**Setting Additional Call Forwards**



1. Keyset is idle or in use on a call.
2. Press the Function key, and then dial 2.  
**- or -**  
Press the designated feature key, followed by soft key F3 below the word “set.”
3. Follow steps 3 onwards for whichever type of call forward you wish to add.

\* Ask your system administrator if you do not know your password.

## 4. Avoiding Calls

At times you may want to work at your desk without phone interruptions. In addition to Call Forward, you can choose from the following features to block some or all calls.

Do Not Disturb (DND) blocks all calls to your telephone, making it appear to be busy to outside callers, and internal callers without display keysets. Internal users with display keysets will see that you are in DND mode. Some users, such as the attendant, may have the authority to override DND and force calls through. Your system administrator can tell you if anyone has override authority. If you set both DND and Call Forward at your keyset, calls will forward as if your extension is busy.

Use the Forced Diversion feature to deflect an internal incoming call to the attendant.

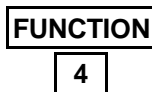
If you are a member of a hunt group, you can use the Agent Log Off/Log On feature to temporarily remove your extension from the hunt group. While you are logged off, calls directed to the hunt group will not ring at your extension. However, outside and intercom calls directed specifically to your extension number will still ring through.

If you have an Executive or Executive Data keyset configured to allow voice calls, you may want to reject Off-Hook Voice Announce calls. For more information see Off-Hook Voice Announce (page 24) and Voice Calls (page 63).

### Do Not Disturb

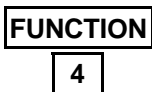
#### To activate

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



#### To cancel

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



## Forced Diversion

**FUNCTION**  
4

1. An incoming internal call rings at your extension.
2. Press the Function key and then dial 4.  
**- or -**  
Press the designated feature key.
3. Call diverts to the attendant.

## Agent Log Off/Log On

### To log off

**FUNCTION**  
9 1

1. Keypad is idle or in use on a call.
2. Press the Function key and then dial 91.  
**- or -**  
Press the designated feature key.
3. Receive confirmation tone.

### To log on

**FUNCTION**  
\* 9 1

1. Keypad idle or in use.
2. Press the Function key and then dial \* 91.  
**- or -**  
Press the designated feature key.
3. Receive confirmation tone.

## Rejecting an OHVA

F2

1. While you are active on a call using the handset, the display shows the extension number calling you and the word “OHVA.”
2. Press soft key F2 below the word “reject.”
3. Receive confirmation tone.



## 1. Placing Intercom Calls

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

Use the Voice to Ring Interchange feature to force an extension that is in Voice Call mode to ring. This is particularly useful in situations when the called extension is unattended, as it enables you to use any available messaging options, and to follow any No Answer Call Forwarding instructions that may have been set. See page 66 for more information on the Voice Call feature.

If the person you call has their keyset in Do Not Disturb mode, you may be able to use the DND Override feature to force your call to ring through. Your ability to use this feature depends on your class of service. Your LCD will show Override as an option if you are permitted to use this feature. Also the following options will be available callback, station message or voice mail.

If you are calling an extension that is busy, you will receive the option on the LCD to go to the voice mailbox of the called party.

If a call to a specific extension goes unanswered, use the soft keys to choose a messaging option before hanging up. Press soft key F1 or F2 to leave a display message (see pages 47-52 for more information). If your system is equipped with Voice Mail, press soft key F3 to leave a voice mail message.

### Calling an Extension



1. Keyset is in idle state.
2. Dial the extension number.  
- or -  
Press a designated DSS key.

### Calling a Virtual Number



1. Keyset is in idle state.
2. Dial the virtual number.

## Calling the Attendant

0

1. Keypad is in idle state.
2. Dial 0.  
- or -  
Press the designated DSS key.

## Calling a Hunt Group

x x x

1. Keypad is in idle state.
2. Dial the hunt group number.  
- or -  
Press the designated DSS key.

## Voice to Ring Interchange (VRI)

x x x

2

1. Keypad is in idle state.
2. Dial the extension number.  
- or -  
Press the designated DSS key.
3. Receive confirmation tone. LCD displays the word “voice.”
4. Dial 2. Your call overrides the Voice Call setting and rings through to the extension.

## Do Not Disturb Override

x x x

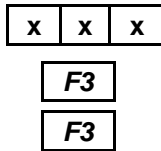
F2

1. Keypad is in idle state.
2. Dial an extension. Receive busy tone. Display shows that the extension is in DND mode.
3. Press soft key F2 below the word “override.”
4. Your call overrides DND and rings through to the extension.

## 2. Intrusion

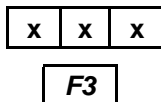
Your telephone system administrator can advise if the Intrusion feature is available to you. Use it when you want to interrupt a busy extension or trunk.

Your ability to use this feature depends on your class of service and that of the extension on which you want to intrude. If you are not permitted to use this feature it will not appear as an option on your LCD.



### Intruding on a Busy Extension

1. Keypad is in idle state.
2. Dial an extension. Receive busy tone.
3. Press soft key F3 below the word “next.”
4. Press soft key F3 below the word “next.”
5. Press soft key F1 below the word “intru.”
6. You are connected to the call at the busy extension.



### Intruding on a Busy Trunk

1. Keypad is in idle state.
2. Dial a trunk directory number. Receive busy tone.  
- or -  
Press a busy line key. Receive busy tone.
3. Press soft key F3 below the word “intru.”
4. You are connected to the call on the busy trunk.

---

## 3. Off-Hook Voice Announce (OHVA)

Use the OHVA feature when you want to interrupt a busy extension. To be able to perform an OHVA the called party must meet the following criteria:

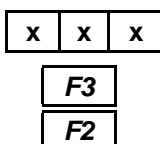
1. The called extension must be an Executive or Executive Data keyset.
2. The called party must be using the handset. Your OHVA call will be connected through the speakerphone.

OHVA is programmed at the system level to connect immediately or after a specified period of time. This gives the called party time to reject the call before being interrupted.

Note, therefore, that the called party may reject your OHVA. If this occurs, you will receive a warning tone, and an “OHVA rejected” message on your LCD.

If you attempt to place an OHVA call to the wrong type of phone, or if the called party is using the speakerphone and not the handset, you will receive an “OHVA failure, OHVA unobtainable” message.

### Placing an OHVA Call



1. Keyset is in idle state.
2. Dial the extension number.
3. Receive busy tone.
4. Press soft key F3 below the word “next.”
5. Press soft key F2 below the word “voic.”
6. You are connected through the speaker of the called party.

### Ending an OHVA Call

1. Hang up.  
- or -  
Called party presses soft key F2 to terminate the OHVA call.

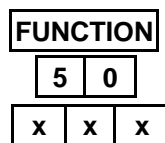
## 4. Alert

Use the Alert feature when you want to break off briefly from a call and consult with another extension without placing the first call on hold. To be able to use the Alert feature you must meet the following criteria:

1. You must have an Executive or Executive Data keyset. The called party can have any kind of telephone.
2. You must be using the handset for your main call. The Alert call will be connected through the speakerphone.

The Alert feature works very much like OHVA, only in reverse. When the Alert parties are connected the LCDs use OHVA terminology.

The Alert feature may be programmed under a feature key, with a single destination extension. Simply press the key for an instant Alert call.



### Making an Alert Call

1. Handset is in use on a call.
2. Press the Function key and then dial 50.
3. Enter the directory number of the extension with which you want to speak.
4. Use the Mute key to ensure that the handset caller does not hear the conversation.
5. You are connected to that extension through your speaker. Your other call (over the handset) remains active.

### Ending an Alert Call

1. Press soft key F2 to terminate the Alert call.  
- or -  
Called party simply hangs up.
2. If Mute key is enabled, press the key to disable.

---

## 5. Placing Outside Calls

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

If your company has different types of outside lines, your telephone system may use the Least Cost Routing feature to ensure calls go over the cheapest possible route. You may be required to enter the Least Cost Routing feature code on some or all of your long distance calls. Alternatively, your system may be programmed to select the cheapest route automatically.

If your company monitors outgoing calls for cost or billing purposes, your system may be programmed to force you to enter a valid account code before allowing you to make an outside call. Or it may be optional, leaving it to your discretion, or your company policy, when to enter an account code.

Emergency 911 calls that you may make from an extension are displayed on the attendant's keyset. The information on the display includes that it was an emergency call and the extension number that placed the call. This allows the attendant to direct emergency personnel to the exact location of the call.

9

### Placing Outside Calls

1. Press an available trunk or trunk group key.  
- or -  
Dial 9.
2. Dial the number.

FUNCTION

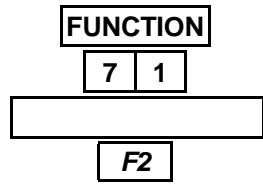
6 7

\_\_\_\_\_

#

### Using Least Cost Routing

1. Lift the handset.
2. Press the Function key and then dial 67.  
- or -  
Press the designated feature key.
3. Listen for the special dial tone, then dial the outside number.
4. Dial # to indicate dialing is complete.



## Entering an Account Code

1. Access trunk line.
2. Press the Function key and then dial 71.  
- or -  
Press the designated feature key.
3. Enter the account code.
4. Press soft key F2 below the word “save.”
5. Receive confirmation tone.

## 6. Redialing

Four redialing options are available to you; Last Number Redial, Automatic Busy Redial, Saved Number Redial and User 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.

Automatic Busy Redial (ABR) also redials the last outside number dialed out from your keyset. It does it repeatedly for a specified number of attempts, or until it connects, whichever is shorter. Note that ABR will disconnect if you operate any telephone feature while this function is invoked. The lower line of the LCD shows the status of the attempts. For example “2/10” shows that the keyset is making the second of ten attempts.

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.

The User Saved Number Redial (USNR) feature redials a telephone number which you stored during an earlier call. It offers a paper-free way of recording a telephone number you want to dial at a later time. Press just three keys to recall the number and dial it. The saved number remains stored until you save another in its place.

You can reprogram the Redial button with any one of these four redialing options, or program feature keys. For instructions, see Setting the Feature Keys on page 71.

### Last Number Redial (LNR)

FUNCTION

8

CLEAR

#### To activate

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

#### To cancel

1. Press the Clear key.



## Automatic Busy Redial (ABR)

FUNCTION

7 8

CLEAR

### To activate

1. Keypad is in idle state.
2. Press the Function key and then dial 78.  
- or -  
Press the designated feature key.

### To cancel

1. Press the Clear key.
2. Receive confirmation tone.

## Saved Number Redial (SNR)

FUNCTION

5 1

FUNCTION

5 1

### To save a number

1. Keypad is in use on a call.
2. Press the Function key and then dial 51.  
- or -  
Press the designated feature key.

### To dial the saved number

1. Keypad is in idle state.
2. Press the Function key and then dial 51.  
- or -  
Press the designated feature key.

## User Saved Number Redial (USNR)

FUNCTION

5 \*



F2

FUNCTION

5 \*

### To save a number

1. Keypad is in use on a call.
2. Press the Function key and then dial 5 \*.  
- or -  
Press the designated feature key.
3. Dial the number to be stored.
4. Press soft key F2 below the word "save."
5. Receive confirmation tone.

### To dial the saved number

1. Keypad is in idle state.
2. Press the Function key and then dial 5 \*.  
- or -  
Press the designated feature key.

## 7. Dialing Speed Dial Numbers

Any frequently dialed telephone number can be stored as a Speed Dial Number. Speed dial numbers are similar to the directory numbers you dial to access hunt groups and other extensions. When you dial a speed dial number, Protégé dials out the corresponding telephone number.

System speed dial numbers are shared by many extension users. Individual speed dial numbers are specific to your keyset. You can program speed dial numbers under feature keys, and on both “levels” of dual function feature keys. See Speed Dial Numbers on page 55 for instructions on how to store individual speed dial numbers, and Setting the Feature Keys on page 72 for how to program them under feature keys.

x	x	x
---	---	---

### To Dial on any Available Outside Line

- Dial the speed dial number.  
- or -  
Press the designated feature key.  
- or -  
Press the Function key followed by the designated feature key.

x	x	x
---	---	---

FUNCTION		
----------	--	--

1
---

x	x	x
---	---	---

### To Dial on a Specific Trunk or Trunk Route, Or With LCR

- Dial the trunk number or trunk route number.  
- or -  
Press the specific line key.
- Press the Function key and then dial 1, followed by the speed dial number.  
- or -  
Press the designated feature key.  
- or -  
Press the Function key followed by the designated feature key.

# 8. Dialing Directory and Speed Dial Numbers by Name

Use this feature to look up directory and speed dial numbers by name. Each number is stored in one of three directories:

- ◆ Intercom, which lists other internal users, and includes hunt groups and paging numbers.
- ◆ System, which lists all the system speed dial numbers.
- ◆ Individual, which lists your individual speed dial numbers.

Use the chart at the bottom of the page as a guide to how to enter letters.

**FUNCTION**

**5 2**

**F1/F2/F3**

**F1/F2/F3**

**F2**

### Dialing by name

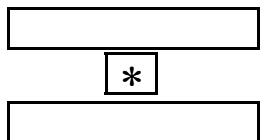
1. Keypad is in idle state.
2. Press soft key F3.  
- or -  
Press the Function key and then dial 52.
3. Select the appropriate directory. Choose between Intercom (icm), System (sys), or Individual (ind) by pressing the appropriate soft key (F1, F2, or F3).
4. Use the soft keys (F1, F2, F3) to move through the entries in the directory.  
- or -  
Enter the first few letters of the name. Press F2 to display entries that match.
5. When the selected name is displayed, press soft key F2 to dial.

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

## 9. Special Dialing

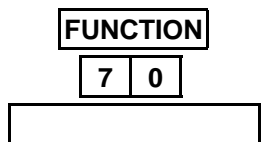
Your system administrator can confirm if your system uses pulse dialing, and whether you need to add any of the special dial characters (pause, flash, and wait-for-dial-tone).

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.



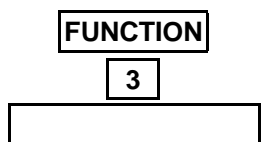
### Pulse to Tone Conversion

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



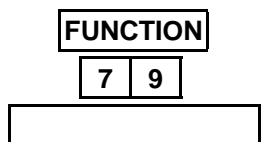
### To dial a pause

1. Press the Function key and then dial 70.  
**- or -**  
Press the designated feature key.
2. Dial the remaining digits.



### To insert a flash

1. Press the Function key and then dial 3.  
**- or -**  
Press the designated feature key.
2. Dial the remaining digits.



### To insert a wait-for-dial-tone

1. Press the Function key and then dial 79.  
**- or -**  
Press the designated feature key .
2. Dial the remaining digits.

## 10. Callback

When you place an intercom call to a busy or unattended extension, you can request a callback and hang up. You then receive a callback when the busy extension becomes available, or when the unattended extension is next used (goes off-hook and back on-hook).

You may also request a callback on a busy trunk or trunk route. Again, you receive a callback when the trunk or trunk route becomes available.

The callback signal is two double rings, and a callback notification on the LCD.

Several parties may activate the callback feature on the same extension, trunk or trunk route. Callers receive callbacks in the order in which they requested them.

### 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 soft key F1 below the word “cbck.”
4. Receive confirmation tone.

x	x	x
---	---	---

F1
----

FUNCTION		
----------	--	--

*	#	5
---	---	---

x	x	x
---	---	---

FUNCTION		
----------	--	--

*	#	5	*
---	---	---	---

#### To delete an individual callback

1. Press the Function key and then dial \* # 5.
2. Dial the extension number.
3. Receive confirmation tone.

#### To delete all callbacks

1. Press the Function key and then dial \* # 5 \*.
2. Receive confirmation tone.

## Responding to a Callback

### To activate

1. Your extension rings. LCD alerts you to the extension callback.
2. Press soft key F2 below the word “reply.”
3. The call rings through to the extension.

**F2**

### To cancel

1. Press soft key F3 below the word “del.”
2. Receive confirmation tone.

**F3**

## Placing a Callback to a Busy Trunk or Trunk Route

### To activate

1. Dial the outside line number.  
- or -  
Dial the trunk route number.
2. Receive busy tone.
3. Press soft key F1 below the word “cbck.”

**x x x**

**F1**

## Responding to a Trunk Callback

1. Your extension rings. LCD display alerts you to the trunk callback.
2. Press soft key F2 below the word “reply” to receive dial tone and place an outside call.  
- or -  
Press soft key F3 below the word “del” to cancel.

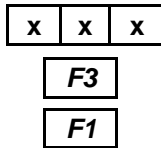
**F2/F3**

# 11. Camp On

When you call a busy extension, you can use the Camp On feature, remain off-hook, and wait for the busy extension to become available. You will hear music on hold while waiting if your system is equipped with a music source.

Only one extension can camp on to another at any one time. If you receive a “Camp On Failure” message on your keyset’s LCD and hear a warning tone another extension user has already camped on to the busy extension. You can still use the Callback Busy feature, which will alert you when the line becomes free.

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



## To activate

1. Keyset is in idle state.
2. Call extension number. Receive busy tone.
3. Press soft key F3 below the word “next.”
4. Press soft key F1 below the word “camp.”
5. Background music plays until the called extension hangs up.
6. The call rings through.

## To cancel while waiting for extension to become available

1. Hang up.



## To cancel while ringing

1. Press the Clear key.

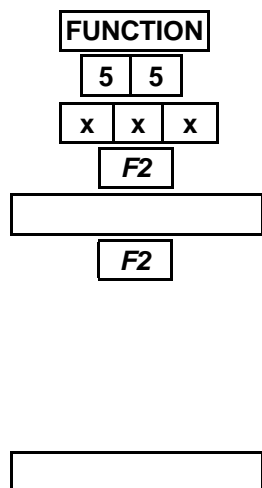
## 12. Authority Code

Use the Authority Code feature to activate your extension's class of service at another extension to place an outgoing trunk call that would otherwise be toll-restricted at that extension.

When you enter the authority code, Protégé activates your normal class of service at that extension for a period of one minute, allowing you to place your call.

This feature is also sometimes referred to as Travelling Class of Service.

Please note that the authority code will not override a locked keyset. See page 69 for information on the Lock feature.



### To activate

1. Keyset is in idle state.
2. Press the Function key and then dial 55.
3. Enter your extension number.
4. Press soft key F2 below the word "save."
5. Enter your password.\*
6. Press soft key F2 below the word "save."
7. Receive confirmation tone.
8. Receive intercom dial tone.
9. Press an available outside line key.  
**- or -**  
Dial 9.
10. Dial outside number.

\* Ask your system administrator if you do not know your password.



## 1. Hold

You can place a trunk call on one of two types of hold; System or Exclusive.

A trunk call placed on System Hold is held at the system level. Any extension keyset can retrieve the call.

A trunk call placed on Exclusive Hold is held specifically at your station. At other extensions an exclusively held trunk will still appear busy. This prevents any other extension from inadvertently picking up that call and gives you a certain level of privacy on trunk calls. Calls placed on Exclusive Hold can be retrieved from a different extension by using the Directed Call Pickup feature. After a time period, a call placed on Exclusive Hold will revert to System Hold status.

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.

The Protégé phone 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 skate from one call to another, automatically placing the first call on exclusive 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.

### System Hold

#### Placing a trunk call on system hold

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

#### Retrieve

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

**HOLD**

**FUNCTION**

**7 \***

FUNCTION
HOLD

FUNCTION
7 *

HOLD
------

FUNCTION
9 4
F1/F2/F3

FUNCTION
* 9 4

## Exclusive Hold

### To place a trunk call on exclusive hold

1. Keypad in use on an active call.
2. Press the Function key followed by the Hold key.

### To retrieve

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

## Holding an Intercom Call

1. Press the Hold key.

### To retrieve

1. Hang up, and return to idle state.
2. Pick up the handset.  
- or -  
Press the Speaker key.

## Automatic Hold

### To activate

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

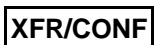
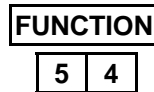
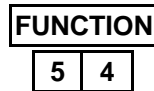
## 2. Transferring Calls

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 keyset returns to idle state. When transferring to a voice mail hunt group number, you have the option to dial a mailbox.

Perform a blind transfer when you do not wish to notify the target extension or hunt group member prior to redirecting a call. A screened transfer is when you notify the target extension or hunt group member prior to redirecting the call.

The No Ring Transfer feature lets you park a call so another extension user can pick it up. Calls can be parked on a valid extension number or on a number used exclusively for parked calls, if one has been assigned. The call is placed on exclusive hold at both extensions when performing a No Ring Transfer.

All transfers recall automatically to your keyset if they are unanswered.



### Auto Transfer Mode

#### To enable

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

#### To disable

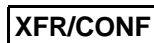
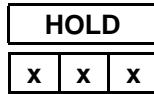
1. Keyset is idle or in use on a call.
2. Press the Function key and then dial 54.

### Transferring a Call - Method 1

1. Keyset is in use on a call.
2. Press the Xfr/Conf key.
3. Dial the destination extension.
4. Hang up to perform a blind transfer.  
- or -  
Screen the transfer and then hang up.

#### To cancel the transfer

1. Press the Xfr/Conf key.



## Transferring a Call - Method 2

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

- or -

Press a designated DSS key.

3. Press the Xfr/Conf key for a blind transfer.

- or -

Wait for a response, announce the call, then press the Xfr/Conf key for a screened transfer.

4. Receive confirmation tone.

### To cancel an outside call transfer

1. Press the appropriate line key.

### To cancel an intercom call transfer

1. Press the appropriate DSS key.

- or -

Press the ICM key (a designated feature key for intercom calls).

- or -

Hang up, and then pick up the handset or press the Speaker key.

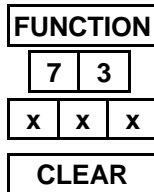
## No Ring Transfer

No Ring Transfers do not work with intercom calls.

### To place a no ring transfer

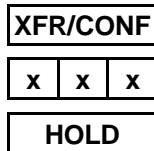
#### Method 1

1. Press the Function key and then dial 73.
2. Dial extension number on which call will be parked.
3. Press the Clear key to complete the transfer.



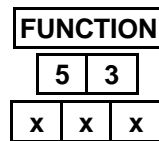
#### Method 2

1. Press the XFR/CONF key.
2. Dial extension number on which call will be parked.
3. Press the Hold key to complete the transfer.



### To retrieve a no ring transfer from another extension

1. Press the Function key and then dial 53.  
- OR -  
Press the designated Call Pickup feature key.
2. Dial extension number on which call is parked.
3. Call is connected. Pick up the handset or use the keyset speaker phone to talk to the caller.



**Note:** Warning tone will sound when call is not picked up within a period of time defined by the System Administrator.

## 3. Conference

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

You can use the Private Talk feature to break out of the conference and talk with one of the parties privately. Use the Forced Release feature to disconnect each of the distant parties from the conference.

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.

Use the Unsupervised Conference feature to connect two external parties to each other. First form a three party conference and then remove yourself by entering the Unsupervised Conference feature code. You can rejoin the conference.

Note that Unsupervised Conferences disconnect automatically after a preset time. See your telephone system administrator for the exact time length allocated in your system. A warning tone will be given 10 seconds prior to the call disconnecting automatically. Participants can extend the talk time by entering a special code if available.

### Forming a Conference



1. While active on a call.
2. 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 and 3.

## Holding the Conference

HOLD
------

FUNCTION
----------

7	*
---	---

### To put the conference on hold

1. Press the Hold key.

### To return to the conference

1. Press the Function key and then dial 7 \*.

- or -

Press the held trunk key.

- or -

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

## Private Talk

F1		
x	x	x

### To activate

1. Press soft key F1 below the word “private.”
2. Dial the trunk number with which you wish to speak privately.

- or -

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

### To release and resume conference

1. Press the Function key followed by the Xfr/Conf key.

FUNCTION
XFR/CONF

## Forced Release

F3		
x	x	x

1. Press soft key F3 below the word “forced.”
2. Dial the trunk or extension number to be released.

## Ending the Conference

1. Wait for the other parties to disconnect.  
- or -  
Force release the other parties.

## Forming an Unsupervised Conference

**FUNCTION**

**7 7**

**FUNCTION**

**7 7**

### To conference two outside lines

1. Press the Function key and then dial 77.

### To intrude on the last unsupervised conference

1. Press the Function key and then dial 77.



## 1. Paging

You can initiate a page from your keyset by dialing a paging group directory number. The Protegé system will broadcast the page over the speakers of all idle Protegé extensions within that group.

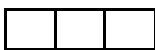
If your system is connected to any paging speakers, you can access external paging equipment by dialing the appropriate directory number.

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.

By using the Page Receive function, you can prevent pages from being broadcast over your keyset speakerphone. You can still answer a page using the Page Answer feature code, even if your keyset is in “page deny” mode.

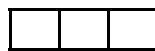
### Group Page

1. Lift the handset.  
- or -  
Press the Speaker key.
2. Dial the group paging number.  
- or -  
Press the designated feature key.
3. Receive confirmation tone.



### External Paging

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



## Tenant Group Page

4	0	0
---	---	---

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

## Page Answer

FUNCTION
5 9

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

## Paging Receive Selection

FUNCTION
* 9 9
FUNCTION
9 9

### To accept paging

1. Press the Function key and then dial \* 99.

### To reject paging

1. Press the Function key and then dial 99.

## 2. Station to Station Messages

You can send a message to another extension when you get no answer or the line is busy. You can leave either a simple Call Me message or a more complicated preprogrammed text message if the destination extension is another display keyset.

A Call Me message leaves a “message waiting” indication for the called party indicating that a caller from a specified extension was trying to reach them. Keysets without display and single line telephones with message waiting lamps can only receive Call Me messages.

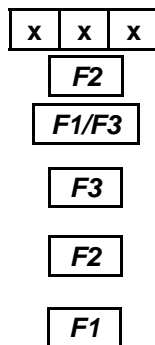
To extinguish the message waiting indication (lamp or stutter dial tone), the reply call must be answered. If the call goes unanswered, the message waiting indication continues.

A preprogrammed message is a text message that accompanies the message waiting indication. Only display keysets may receive this type of message.

Seven messages are available. Six are available system-wide, and can only be changed by your system administrator. However, the seventh message is specific to your keyset. See page 50 for instructions on programming your personal message.

Recipients of Call Me messages who have display keysets can respond by simply pressing a soft key. Recipients of preprogrammed text messages may view their message at the touch of a button without having to call the sender.

### Leaving a Message at Another Display Keypad



#### To activate

1. Dial the target extension number.
2. Press soft key F2 below the word “msg.”
3. Press soft key F1 below the words “call me.”  
**- or -**  
Press soft key F3 below the word “preprog” for message choices.
4. Press soft key F2 below the word “next” to view other selections.
5. Press soft key F1 below the word “send” when your choice is displayed.
6. Receive confirmation tone.

## To Show a Preset Message Sent by Another Extension

**F2**

1. Press the soft key F2 below the word “show.”  
**- or -**

If there are two or more messages, press soft key F1 below the word “more” to scroll through the list of messages and their originating extensions.

## To Reply to a Call Me Message

**F2**

1. Press the soft key F2 below the word “reply.”

**or**

Dial the extension number of the phone from which the Call Me message was left.

**Note:** If the extension does not answer when either reply method is used, the LCD will continue to display the message.

## Deleting Messages

### Deleting an individual message you sent

1. Press the Function key and then dial \* # 9.
2. Dial the target extension number.
3. Receive confirmation tone.

### Deleting all messages sent by you

1. Press the Function key and then dial \* # 9 \*.
2. Receive confirmation tone.

### Deleting messages left by other extensions

1. Press soft key F3 below the word “del.”
2. Press soft key F1 below the word “indiv” to delete an individual message.

**- or -**

Press soft key F3 below the word “all” to delete all messages.

3. Receive confirmation tone.

FUNCTION		
----------	--	--

*	#	9
---	---	---

x	x	x
---	---	---

FUNCTION			
----------	--	--	--

*	#	9	*
---	---	---	---

**F3**

**F1/F3**

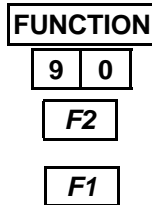
## 3. Premises Messages

A Premises Message is a text message that you can display on your keyset LCD, and which will also appear on the LCD of any internal caller calling you from a display keyset.

When you use the premises message feature in conjunction with Do Not Disturb, an internal calling party hears the DND tone and sees the premises message.

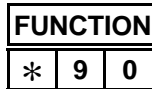
You may choose from seven messages. The first six are available system-wide, and can only be changed by your system administrator. However, the seventh message is specific to your keyset, and you can individually program and change it as often as you wish.

See page 50 for instructions on programming a personalized message.



### Leaving a Premises Message

1. Keyset is idle or active on a call.
2. Press the Function key and then dial 90.  
- or -  
Press the designated feature key.
3. Press soft key F2 below the word “next” to view other selections.
4. Press soft key F1 below the word “store” when your choice is displayed.
5. Receive confirmation tone.



### Deleting a Premises Message

1. Press the Function key and then dial \* 90.  
- or -  
Press the designated feature key.
2. Receive confirmation tone.

## 4. Creating Personal Messages

The seventh Station-to-Station message and the seventh Premises message are personal to your keyset. You can program and reprogram them as you wish. Each message is saved until you save another in its place.

Use the table below as a guide to entering different letters.

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

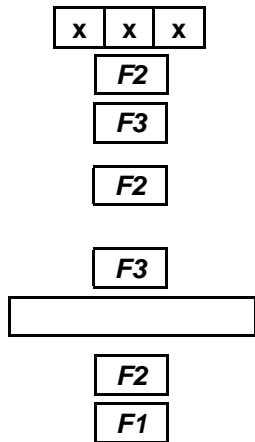
### Personal Station-to-Station Message

#### Creating your message

1. Dial the target extension number.
2. Press soft key F2 below the word “msg.”
3. Press soft key F3 below the word “preprog” for message choices.
4. Press soft key F2 below the word “next” until message 7 is displayed.
5. Press soft key F3 below “chg.”
6. Enter the message you wish (maximum 16 characters).
7. Press soft key F2 below the word “save.”
8. Press soft key F1 below the word “send” to send the message.

**- or -**

Press the Clear key to exit.



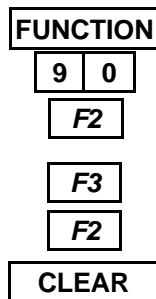
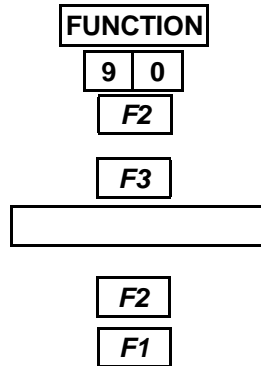
## Personal Premises Message

### Creating your message

1. Keypad is idle or in use on a call.
2. Press the Function key and then dial 90.
3. Press soft key F2 below the word “next” until the seventh message is displayed.
4. Press soft key F3 below “chg.”
5. Enter the message you wish (maximum 16 characters).
6. Press soft key F2 below the word “save.”
7. Press soft key F1 below the word “store” to display the message.

**- or -**

- Press the Clear key to exit.
8. Receive confirmation tone.



### Deleting your message

1. Keypad idle or in use.
2. Press the Function key and then dial 90.
3. Press soft key F2 below the word “next” until your private message is displayed.
4. Press soft key F3 below the word “chg.”
5. Press soft key F2 below the word “save.”
6. Press the Clear key to exit.



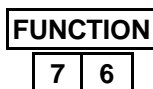


## 1. Mute

The Mute feature disables the handset transmitter and the speaker microphone. Use the mute feature to permit a private conversation while on a call.

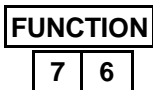
If you have a feature key preprogrammed as a Mute key, the light will be lit while your keyset is muted. We recommend you program a Mute key if you use the Group Listen feature on page 60, or are a Hunt Group Supervisor. Information on Hunt Groups can be found on page 61.

The Mute feature is useful if you work in noisy environments when background noise becomes amplified over the transmitter or microphone and impedes communications from the distant end.



### To activate

1. Press the Function key and then dial 76.  
- or -  
Press the designated feature key.



### To cancel

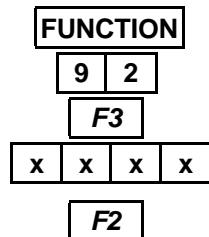
1. Press the Function key and then dial 76.  
- or -  
Press the designated feature key.

## 2. Reminder Service

The Reminder Service feature acts like an alarm clock. Use it to remind yourself of appointments.

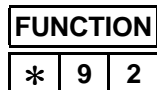
Use the 24 hour clock format to record the time for the reminder. For example, 2:23 p.m. is recorded as 1423.

The attendant can program reminders for other keysets in the telephone system. 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 or in use on a call.
2. Press the Function key and then dial 92.
3. Press soft key F3 below the word "chg."
4. Enter the time for the reminder in 24 hour format.
5. Press soft key F2 below the word "save."



### To cancel

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



### To acknowledge a reminder call

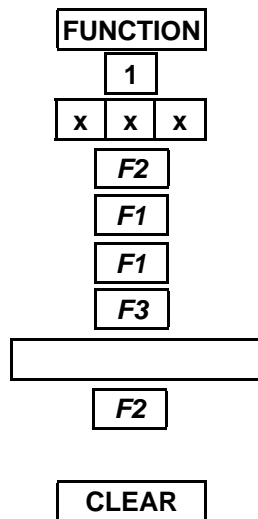
1. Keyset rings. LCD displays "Reminder Reached."
2. Press soft key F1 below the word "ack."

## 3. Speed Dial Numbers

A Speed Dial Number stores either an outside telephone number or an account code. You may store a maximum of 20 digits (including special dialing characters) in a single speed dial number.

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

When storing an outside telephone number you can specify the trunk or trunk route to be used. Refer to Special Dialing on page 32 if you need to include dialing characters such as pause and flash. You can also add a descriptive name to the speed dial number so you can locate it more easily when searching through directories on page 31.

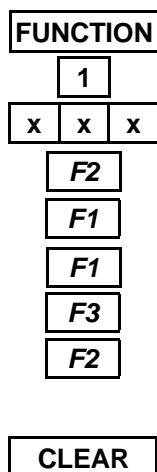


### Storing a Speed Dial Number

1. Keyset is in idle state.
2. Press the Function key and then dial 1.
3. Dial the speed dial directory number where speed dial number is stored.
4. Press soft key F2 below the word "show."
5. Press soft key F1 below the word "tel."
6. Press soft key F1 below the word "num."
7. Press soft key F3 below the word "chg."
8. Enter the telephone number you wish to save.
9. Press soft key F2 below the word "save."
10. Receive confirmation tone.
11. Press the Clear key to exit.

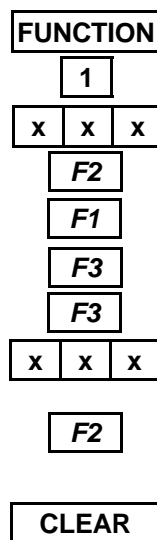
**- or -**

Repeat the process (steps 3-9) to enter another speed dial number.



## Deleting a Speed Dial Number

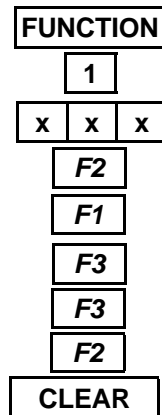
1. Keypad is in idle state.
  2. Press the Function key and then dial 1.
  3. Dial the speed dial number.
  4. Press soft key F2 below the word “show.”
  5. Press soft key F1 below the word “tel.”
  6. Press soft key F1 below the word “number.”
  7. Press soft key F3 below the word “chg.”
  8. Press soft key F2 below the word “save.”
  9. Receive confirmation tone.
  10. Press the Clear key to exit.
- or -**  
Repeat the process (steps 3-8) to delete another speed dial number.



## Assigning a Trunk or Trunk Route

1. Keypad is in idle state.
  2. Press the Function key and then dial 1.
  3. Dial the speed dial number.
  4. Press soft key F2 below the word “show.”
  5. Press soft key F1 below the word “tel.”
  6. Press soft key F3 below the word “trk/rte.”
  7. Press soft key F3 below the word “chg.”
  8. Enter the number of the trunk or trunk route you wish to use with the speed dial number.
  9. Press soft key F2 below the word “save.”
  10. Receive confirmation tone.
  11. Press the Clear key to exit.
- or -**  
Repeat the process (steps 3-8) to assign a trunk or trunk route to another speed dial number.

## Deleting a Trunk or Trunk Route Assigned to a Speed Dial Number

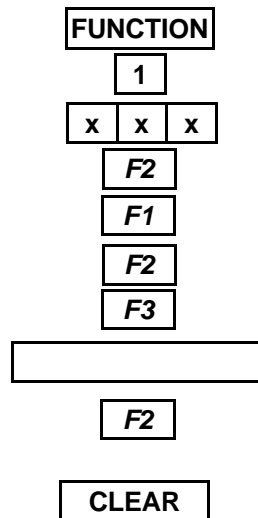


1. Keypad is in idle state.
2. Press the Function key and then dial 1.
3. Dial the speed dial number.
4. Press soft key F2 below the word “show.”
5. Press soft key F1 below the word “tel.”
6. Press soft key F3 below the word “trk/rte.”
7. Press soft key F3 below the word “chg.”
8. Press soft key F2 below the word “save.”
9. Receive confirmation tone.
10. Press the Clear key to exit.

**- or -**

Repeat the process (steps 3-8) to delete a trunk or trunk route from another speed dial number.

## Assigning a Name to a Speed Dial Number

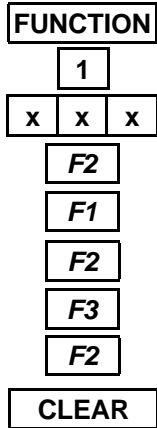


1. Keypad is in idle state.
2. Press the Function key and then dial 1.
3. Dial the speed dial number.
4. Press soft key F2 below the word “show.”
5. Press soft key F1 below the word “tel.”
6. Press soft key F2 below the word “name.”
7. Press soft key F3 below the word “chg.”
8. Enter the name you wish to save against the speed dial number. Use the table on the opposite page as a guide to help you enter the letters.
9. Press soft key F2 below the word “save.”
10. Receive confirmation tone.
11. Press the Clear key to exit.

**- or -**

Repeat the process (steps 3-9) to enter another name.

## Deleting the Name Assigned To a Speed Dial Number

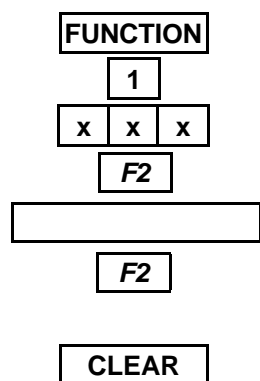


1. Keypad is in idle state.
2. Press the Function key and then dial 1.
3. Dial the speed dial number.
4. Press soft key F2 below the word “show.”
5. Press soft key F1 below the word “tel.”
6. Press soft key F2 below the word “name.”
7. Press soft key F3 below the word “chg.”
8. Press soft key F2 below the word “save.”
9. Receive confirmation tone.
10. Press the Clear key to exit.

**- or -**

Repeat the process (steps 3-8) to delete another name.

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

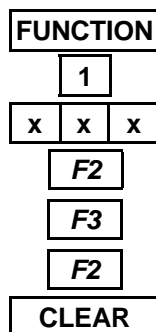


## Storing an Account Code

1. Keypad is in idle state.
2. Press the Function key and then dial 1.
3. Dial the speed dial number.
4. Press soft key F2 below the word “show.”
5. Enter the account code number.
6. Press soft key F2 below the word “save.”
7. Receive confirmation tone.
8. Press the Clear key to exit.

**- or -**

Repeat the process (steps 3-6) to enter another account code.



## Deleting an Account Code

1. Keypad is in idle state.
2. Press the Function key and then dial 1.
3. Dial the speed dial number.
4. Press soft key F2 below the word “show.”
5. Press soft key F3 below the word “fac.”
6. Press soft key F2 below the word “save.”
7. Receive confirmation tone.
8. Press the Clear key to exit.

**- or -**

Repeat the process (steps 3-6) to delete another account code.

## 4. Group Listen

Your system administrator can confirm if the Group Listen feature is available to you.

Activate the Group Listen feature to permit others in your immediate area to listen through the speakerphone to the distant side of a call, while you continue to use the handset. The keyset microphone is muted so your audience can listen but not participate. You can hang up the handset at any time to change to full speakerphone operation. The volume control key on the keyset controls the speaker volume.

### Important Note

We recommend that you activate the Mute feature before returning the handset to the cradle to avoid the possibility of an audible squeal, or "feedback."

**SPEAKER**

#### To activate

1. While on an active call, press the Speaker key.
3. Distant party is audible over microphone speaker.

**FUNCTION**

**7 6**

#### To change to full speakerphone operation

1. Mute your keyset by pressing the Mute key (a designated feature key).

**- or -**

Press the Function key and then dial 76.

2. Replace handset on cradle.
3. Repeat step 1 to cancel the muted state.

**SPEAKER**

#### To return to using only the handset

1. From a Group Listen situation, press the Speaker key.

**CLEAR**

#### To end the call

1. Press the Clear key.



## 5. Hunt Group Features

If you are an agent of a hunt group, use the UCD Agent Help feature to request assistance from your Supervisor while you are on an active call. The supervisor's response is displayed on your LCD.

If you are the designated Supervisor of a hunt group you can use the Hunt Group Monitor feature to listen in on hunt group calls that are handled by agents. Note that your keyset must be equipped with a Mute key (a feature key programmed with the Mute feature code) to use this feature effectively.

The Supervisor can also use the UCD Route Override feature code to redirect all calls assigned to ring the hunt group, to hunt group 24. See your system administrator for where these calls are directed.

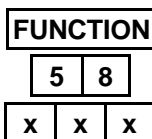
Use the UCD Agent Help Response feature to reply to a message from a UCD agent requesting assistance. If you answer the request you are conferenced in on the agent's call in a muted capacity (similar to the Monitor feature). Note that agents with non-display keysets will only hear a brief tone to alert them that you have answered the request. They hear nothing if you acknowledge or reject the call.

### UCD Agent Help

FUNCTION	
----------	--

6	1
---	---

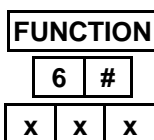
1. Keyset is in use on a UCD hunt group call.
2. Press the Function key and then dial 61.  
- or -  
Press the designated feature key.
3. Your supervisor receives a message requesting assistance. You remain connected to your hunt group call. Your LCD displays your supervisor's response.
4. The supervisor answers the request, and is connected to you in a muted state.  
- or -  
The supervisor acknowledges your request, but is not connected to your call.  
- or -  
The supervisor rejects your request.



## Monitoring a UCD Call In Progress

(Supervisor only)

1. Press the Function key and then dial 58.
2. Enter the extension number you wish to monitor.  
**- or -**  
Press the DSS key of the extension you wish to monitor.
3. You are connected in a muted capacity: you can hear but cannot participate. To interrupt, press the Mute key (deactivate the mute condition).



## UCD Route Override

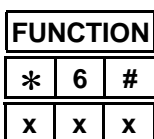
(Supervisor only)

### To activate

1. Press the Function key and then dial 6 #.
2. Dial the extension number of the hunt group you want to redirect to UCD group 24.
3. Receive confirmation tone.

### To cancel

1. Press the Function key and then dial 6 #.
2. Dial the extension number of the hunt group which has been redirected.
3. Receive confirmation tone.



## Responding to a UCD Agent Help Message

(Supervisor only)

1. Your keyset rings. The keyset LCD displays a message requesting assistance from a UCD agent.
2. Press soft key F1 below the word “answer” to answer the request.  
**- or -**  
Press soft key F2 below the word “acknowledge” to acknowledge the agent’s call.  
**- or -**  
Press soft key F3 below the word “reject” to reject the agent’s request.



# 1. Three Features For Easier Dialing

Hot Key Pad, Automatic Line Selection, and Hotline are three features you can use to make dialing easier and faster.

## Hot Key Pad

When you have the Hot Key Pad feature enabled, you can dial an extension or outside line without lifting the handset or pressing the speaker key. The Protégé 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 trunk access, and routes it accordingly. At default, your keypad is programmed with Hot Key Pad activated.

## Automatic Line Selection

Automatic Line Selection allows you to choose which resource your keypad accesses when you go off-hook at your extension; intercom dial tone, a specific trunk, or a trunk route. Note that if you set both Automatic Line Selection and Hotline, Hotline takes priority.

## Hotline

With a Hotline programmed, you automatically dial another resource when you lift the handset or press the Speaker key. This resource can be one of the following:

- ◆ An extension number
- ◆ A trunk directory number
- ◆ A trunk route number
- ◆ A system or individual speed dial number
- ◆ A pickup group, hunt group or paging group

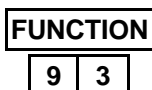
A Hotline can be dependent on the time of day. You specify whether the Hotline operates all the time, just during the day, or just when your company's phone system is in Night mode.

In addition, you can specify whether the Hotline should access the resource immediately, or wait between one and nine seconds. A delay allows you to dial another resource before the Hotline takes effect.

## Hot Key Pad

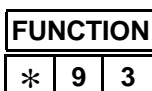
### To activate

1. Keypad is idle or in use on a call.
2. Press the Function key and then dial 93.
3. Receive confirmation tone.



### To cancel

1. Keypad is idle or in use on a call.
2. Press the Function key and then dial \* 93.
3. Receive confirmation tone.



## Automatic Line Selection

### To activate

1. Keypad is idle or in use on a call.
2. Press the Function key and then dial 95.
3. Press soft key F1 below the word “icm” to select internal dial tone every time you lift the handset.

**- or -**

Press soft key F2 below the word “trunk” followed by the appropriate directory number to select a specific outside line every time you lift the handset.

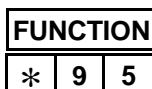
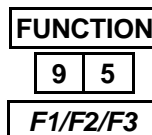
**- or -**

Press soft key F3 below the word “route” followed by the appropriate directory number to select a specific trunk route every time you lift the handset.

4. Receive confirmation tone.

### To cancel

1. Keypad is idle or in use on a call.
2. Press the Function key and then dial \* 95.
3. Receive confirmation tone.



**Note:** Function 95 cannot be programmed under a feature key.

## Hotline

### To activate

1. Keypad is idle or active on a call.
2. Press the Function key and then dial 9 \*.
3. Press soft key F3 below the word "chg."
4. Enter the directory number of the resource you wish to hotline (normally three digits).
5. Press soft key F2 below the word "save."
6. Press soft key F2 below the word "next."
7. Select the service mode: choose between "day," "night," and "always." Press soft key F3 to rotate through the choices. The default setting is "always."
8. When the chosen service is shown, press soft key F2 below the word "next."
9. Press soft key F1 below the word "immediate" for immediate action.

**- or -**

Press soft key F3 below the word "delay" for delayed action. Enter the number of seconds delay time you wish.

10. Press the Clear key to finish programming.

### To cancel

1. Keypad is idle or in use on a call.
2. Press the Function key and then dial 9 \*.
3. Press soft key F3 below the word "chg."
4. Press soft key F2 below the word "save."

**Note:** Function 9 \* cannot be programmed under a feature key.

FUNCTION

9 \*

F3

x x x

F2

F2

F3

F2

F1/F3

CLEAR

FUNCTION

9 \*

F3

F2

## 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 keypad 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 and the LCD will display the word “voice” and the calling extension number. Outside calls continue to ring at your extension in the usual way, so too will blind transfer calls.

Note that when voice calls are allowed, no Call Forward instructions you have programmed 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 Trunk or Trunk 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.

### Distinctive Ringing

Distinctive Ringing allows you to choose from four different ring cadences to distinguish your phone’s ring from that of others in your immediate area. The ring cadence you select works for all tones you hear on your keypad. See page 7 for a table of ring tones.

## Voice Call

FUNCTION  
9 8

### To receive

1. Keypad is idle or in use on a call.
2. Press the Function key and then dial 98.

FUNCTION  
\* 9 8

### To prevent

1. Keypad is idle or in use on a call.
2. Press the Function key and then dial \* 98.

FUNCTION  
6 \*

## Auto Answer

### To activate

1. Keypad is in idle state.
2. Press the Function key and then dial 6 \*.

FUNCTION  
6 \*

### To cancel

1. Keypad is in idle state.
2. Press the Function key and then dial 6 \*.

FUNCTION  
# 7  
F3

## Distinctive Ringing

### To change ring cadence

1. Keypad is in idle state.
2. Press the Function key and then dial # 7.
3. Press soft key F3 below the word "chg" to listen to each ring tone. Stop when you have made your selection.
4. Press the Clear key to exit when completed.

CLEAR

## 3. Security

For security reasons, you must enter a password to be able to use three features: Remote Follow Me Call Forward on page 17, Authority Code on page 36 and Lock/Unlock on page 69.

Ask your telephone system administrator if you are unsure what your password is. Use the Password Change feature to change your password. The temporary password is 0000 at default.

The Lock/Unlock feature is designed to prevent unauthorized trunk calls from your keypad while you are away from your desk. A locked extension will still receive incoming trunk calls, and a user may still place and receive intercom calls. You need a valid password to use the Lock/Unlock feature.

### Caution

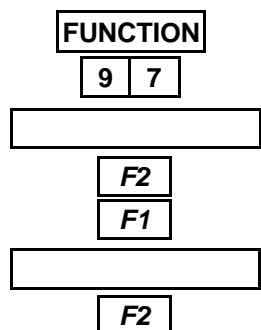
The Lock feature prevents all trunk calls, not just long-distance calls. Because local calls - including 911 calls - are blocked by this feature, exercise caution in using this feature.

### Password Change

#### Changing your password

1. Keypad is idle or in use.
2. Press the Function key and then dial 97.  
**- or -**  
Press the designated feature key.
3. Enter the old password.\*
4. Press soft key F2 below the word "show."
5. Press soft key F1 key below the word "pswd."
6. Enter the new password.
7. Press soft key F2 below the word "save."

\* Ask your system administrator if you do not know your password.

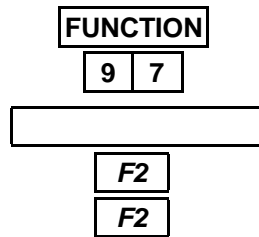




## Lock/Unlock

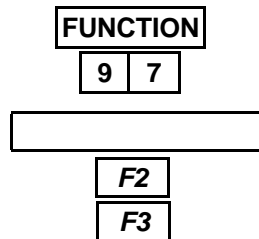
### To lock

1. Keypad is idle or in use on a call.
2. Press the Function key and then dial 97.  
- or -  
Press the designated feature key.
3. Enter your user password.
4. Press soft key F2 below the word "show."
5. Press soft key F2 below the word "yes."
6. Receive confirmation tone.



### To unlock

1. Keypad is idle or in use on a call.
2. Press the Function key and then dial 97.  
- or -  
Press the designated feature key.
3. Enter your user password.
4. Press soft key F2 below the word "show."
5. Press soft key F3 below the word "no."
6. Receive confirmation tone.

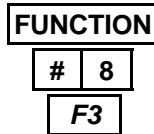


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## 4. Feature Code Settings

Use the Check Keypad Feature Status feature to confirm which features you have operating at your keypad. This feature is particularly useful for troubleshooting. If your keypad seems to behave oddly, check your feature settings. You may find a particular feature is set differently to how you expect. Each of these features has a big impact on how your keypad operates: Automatic Hold, Auto Transfer Mode, Hotline, Voice Call and Auto Answer.

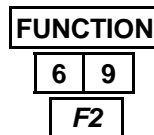
Use the Cancel Operations feature to terminate your current feature settings. Doing so will reset your keypad to its default settings. It will not, however, change the contents of feature and dual function feature keys.



### Check Keypad Feature Status

#### To check

1. Keypad is idle or in use on a call.
2. Press the Function key and then dial # 8.
3. Press soft key F3 below “next” to scroll through feature settings.
4. Press “Clear” to exit.



### Cancel Operations

#### To cancel

1. Keypad is idle or in use on a call.
2. Press the Function key and then dial 69.
3. Press soft key F2 below the word “go.”

Note: Function 69 cannot be programmed under a feature key.

## 5. Setting the Feature Keys

Depending on the model, your keypad has a number of feature keys and dual function feature keys that can be programmed to your requirements. You can program a speed dial number on the “secondary level” of each Dual Function feature key. The “primary level” can be one of the following:

- ◆ An outside line key
- ◆ A DSS key
- ◆ A feature such as Call Forward
- ◆ A speed dial number

When you program a speed dial number under a feature key or dual function feature key, note that you enter the abbreviated number (normally three digits in length), not the full number.

Use the Check Key Status feature to check the current contents of a feature or dual function feature key. Both the activate and cancel codes are listed.

Use the Look Up Feature Codes feature to look up the access codes to particular features.

### Check Key Status

#### To check the primary function of a feature key

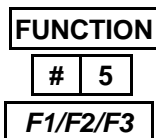
**F2**

1. Keypad is in idle state, press soft key F2.  
- or -  
Keypad is in busy state, press the Function key and then dial # 3.
2. Press the required feature key.

#### To check the secondary function of a dual function feature key

**F1**

1. Keypad is in idle state, press soft key F1.  
- or -  
Keypad is in busy state, press the Function key and then dial # 1.
2. Press the required dual function feature key.

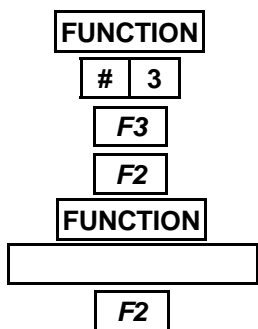


## Look Up Feature Codes

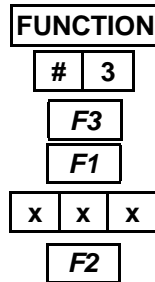
1. Keypad is idle or in use on a call.
2. Press the Function key and then dial # 5.
3. Press soft key F1 to look up directory numbers.  
- or -  
Press soft key F2 to look up feature access codes.  
- or -  
Press soft key F3 to look up suffix codes.
4. Press soft keys F1 and F2 to scroll through the chosen directory as needed.

## Programming a Feature Under a Feature Key

1. Keypad is idle or in use on a call.
2. Press the Function key and then dial # 3.
3. Press designated feature key to which to program feature.
4. Press soft key F3 below the word "chg."
5. Press soft key F2 below the word "feat."
6. Press the Function key and then enter the appropriate feature code number.
7. Press soft key F2 below the word "save" to save selection.

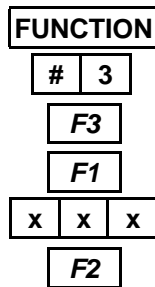


## Programming a DSS Key



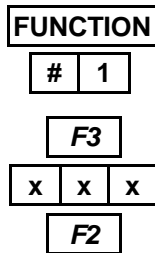
1. Keypad is idle or in use on a call.
2. Press the Function key and then dial # 3.
3. Press the feature key you wish to program.
4. Press soft key F3 below the word “chg.”
5. Press soft key F1 below the word “dir.”
6. Enter the resource directory number.
7. Press soft key F2 below the word “save” to save the selection.
8. Receive confirmation tone.

## Programming a Speed Dial Number Under a Feature Key



1. Keypad is idle or in use on a call.
2. Press the Function key and then dial # 3.
3. Press the feature key you want to program.
4. Press soft key F3 below the word “chg.”
5. Press soft key F1 below the word “dir.”
6. Enter the speed dial number.
7. Press soft key F2 below the word “save” to save the selection.
8. Receive confirmation tone.

## Programming the Secondary Level of a Dual Function Feature Key



1. Keypad is idle or in use on a call.
2. Press the Function key and then dial # 1.
3. Press the dual function feature key you want to program.
4. Press F3 below the word “chg.”
5. Enter the speed dial number.
6. Press soft key F2 below the word “save” to save selection.

## 6. Headset Operation

### Models with headset jacks

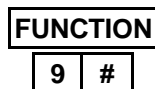
If your keypad has a headset jack, simply plug a headset or headset amplifier directly into the headset jack. Enter the Headset Function feature code. While you have the Headset Function enabled, keep the keypad in its cradle. Use the Speaker key to answer calls and the Clear key to end calls.

The Speaker key acts as a toggle. Depress once to answer using the headset, press the Speaker key again to have the call heard over the speaker.

Note that amplified headsets with their own power source disable the Mute feature on the Executive and Executive Data keypads. Refer to your system administrator for more information.

### Models without headset jacks

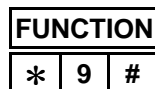
If your keypad does not have a headset jack you will first need to unplug your headset from the headset jack. Plug a headset amplifier into the headset jack, and then plug the headset into the headset amplifier. Do not place the headset in the cradle. Do not enter the Headset Function feature code. Use the Speaker key to answer calls, and the Clear key to end calls. Using a headset amplifier in this way does not affect the Mute function.



### Headset Function

#### To enable

- Press the Function key and then dial 9 #.  
- or -  
Press the designated feature key.



#### To cancel

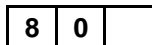
- Press the Function key and then dial \* 9 #.  
- or -  
Press the designated feature key.

## 7. 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.

If background music is not available on your system your LCD will indicate "BGM unavailable."



### To activate

1. Dial 800 or 801, depending on how your system is programmed.
2. Music plays through your speakerphone.



### To cancel

1. Press the Clear key.



---

## 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.

The Message Waiting key lights when you receive a voice mail message. Press the key to gain access to your personal mail box so you can check your messages. The feature code for this is Function key, dial 64.

Your Protégé phone system offers three useful features to maximize the benefits of your company’s voice mail system: Extinguish Lit Voice Mail LED, Answering Machine Emulation, and Auto Conversation Record.

### **Extinguish Lit Voice Mail LED**

Use this feature to manually turn off the LED associated with your voice mail Message Waiting key. Use this feature if your company’s phone and voice mail systems suffer some kind of connection interruption, and the LED fails to extinguish after you have checked all your voice mail messages.

### **Answering Machine Emulation**

Answering Machine Emulation lets you screen your voice mail calls, just as you can with your home answering machine. Your keyset must be programmed to permit this feature. Use the Direct or No Answer Call Forward features to direct your calls to your voice mail box. You will hear a notification ring of three electronic beeps and your LCD will display the message “vm answer.” Your keyset must be idle to receive the notification. If you want, you can pull the call back from voice mail in order to talk to the calling party. You have a system-specified period of time (default is 30 seconds) to monitor the voice mail call. The timer begins counting when the voice mail system answers the forwarded call.

### **Auto Conversation Record**

If you have a voice mail Message Waiting key (see above), press it while you are on a call to automatically form a conference with your voice mail box. This allows you to record your conversation. Depending on system programming, you and the distant party may or may not hear an alert tone. If the tone is not enabled, the Auto Conversation Record feature is invisible to both parties.

## Dialing Voice Mail

4		
---	--	--

1. Dial the Voice Mail System general number.  
- or -  
Press a designated feature key.

## Transferring to Voice Mail

4		
---	--	--

x	x	x
---	---	---

1. Begin by using whichever transfer method you prefer (see pages 39 and 40).
2. Dial the Voice Mail System general number.  
- or -  
Press a designated feature key.
3. LCD prompts for the destination mailbox.  
Enter the appropriate extension number.  
- or -  
Press an appropriate DSS key.
4. Conclude the transfer as appropriate to the transfer method you are using.

## Forwarding to Voice Mail

4		
---	--	--

x	x	x
---	---	---

1. Begin by using whichever call forward type you prefer (see pages 12-18).
2. Dial the Voice Mail System general number.  
- or -  
Press a designated feature key.
3. LCD prompts for the destination mailbox.  
Enter the appropriate extension number.
4. Conclude the transfer as appropriate to the forwarding method you are using.

## Retrieving Your Voice Mail Messages

1. Keypad is in idle state.
2. Press the voice mail Message Waiting key (a designated feature key).

## Extinguish Lit Voice Mail LED

FUNCTION		
*	6	4

1. Keypad is idle or in use on a call.
2. Press the Function key and then dial \* 64.
3. Receive confirmation tone.

## Answering Machine Emulation

### To activate

F1/F3
-------

1. Keypad is in idle state.
2. Receive notification (ring and LCD display).
3. Ignore the notification.

- or -

Press soft key F1 under the word “reject” to return to idle state.

- or -

Press soft key F3 under the word “listen” to listen to the call that is connected to voice mail.

4. Receive confirmation tone.
5. Wait for the voice mail monitor time to expire.

- or -

Press soft key F1 below the word “intrude” to disconnect the voice mail and speak with the calling party.

- or -

Press soft key F3 below the word “exit” to terminate the monitor and return to idle state.

F1/F3
-------

## Auto Conversation Record

### To activate

1. Keypad is in use on an active call.
2. Press the voice mail Message Waiting key.

## 2. Data Features

Data features are only available to you if you have an Executive Data keyset. This keyset model has a data port which you use to connect your keyset to your personal computer.

Your telephone system administrator can advise you on the data applications available to you. These might include communicating with other computers in your company (as with a local area network); accessing a shared modem for data communications outside your company; and CTI (Computer Telephony Integration) applications, such as ProtegéDial.

Depending on how your company's Protegé phone system has been configured you may or may not require human intervention at a destination extension to answer a data call.

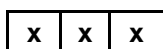
Use the Data Call feature to place a data call to another extension or data UCD group without first establishing a voice call. The feature code (Function key, dial 66) must be programmed under a feature key.

Use the Data Rate Selection feature to select the speed at which data is transmitted over the data port of your keyset. Baud rate selection is from 2400, 4800, 9600 and 19200 bps.

Because data information is carried on a different channel of your keyset's telephone cord, you can send and receive data traffic independent of making and receiving voice calls.

### Data Call

1. Keyset is in idle state.
2. Press the designated feature key.
3. Enter destination extension number.



**FUNCTION**

**7 5**

**F3**

**CLEAR**

### Data Rate Selection

1. Keyset is in idle state.
2. Press the Function key and then dial 75.
3. Select the Baud rate. Press soft key F3 below the word "chg" to scroll through the options.
4. Press the Clear key to exit when your chosen rate is displayed.

# Glossary

---

**Class of Service**

Your level of access to certain features. Your company's phone system may assign a different class of service to particular extensions, to restrict access to certain features. See also Tenant Group.

**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 Protégé system, a DSS key is a specially programmed dual function feature key.

**Hunt Group**

A group of extensions with a common access number, organized in such a way that calls "hunt" from extension to extension to find a free line. See also UCD.

**Idle state**

The condition of your keyset when you are not using it, and when a call is not coming in.

**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."

**LCD**

Liquid Crystal Display. The display screen of your telephone, which provides information on the status of your keyset.

**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 also page 6.

**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 Protégé 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 responsible for your company's telephones. It may be an outside business, or a person or department at your company.

Essentially, whoever you go to to report problems with your phone or to request changes in your telephone service.

**Tenant Group**

Tenant Groups are a way of grouping groups of extensions in a Protégé phone system. For example, if several companies in a building share a common phone system, each company's extensions would form a Tenant Group. See also class of service.

**Tone**

The audible sound your 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."

**UCD**

Uniform Call Distribution. A Protégé feature that accepts incoming calls and routes them to a series or bank of agents. See also Hunt Group.

**Virtual Number**

An extension number that is not physically connected to a specific keyset. This number might be programmed under a feature key of one or several extension keysets. This Protégé feature has many possible applications. If your company's phone system uses virtual numbers, consult your system administrator for an explanation of how they work in your location.

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# Notes

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# QUICK GUIDE TO NUMBERING

<u>RESOURCE</u>	<u>DEFAULT PROTEGE DIRECTORY NUMBERS</u>	<u>YOUR COMPANY'S 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>	<u>Feature</u>	<u>Code</u>
ACCOUNT CODE ENTRY	F71	INTERCOM ACCESS	F65
AGENT LOG OFF/ON	F91 (OFF) F*91 (ON)	LAST NUMBER REDIAL (LNR)	F8
ALERT	F50	LEAST COST ROUTING (LCR)	F67
AUTHORITY CODE	F55	LOCK/UNLOCK	F97
AUTO ANSWER ON/OFF	F6*	LOOK UP FEATURE CODES	F#5
AUTO TRANSFER MODE	F54	MESSAGES - DELETING	F*#9 (INDIV.) F*#9*(ALL)
AUTOMATIC BUSY REDIAL	F78	MESSAGES - PREMISES	F90 (LV) F*90 (DEL)
AUTOMATIC LINE SELECTION	F95 (ON) F*95 (OFF)	MUTE ON/OFF	F76
CALL FORWARD (CANX ALL)	F2 F20	PAGING - ANSWER	F59
CALL PICKUP	F53	PAGING - RECEIVE SELECTION	F*99 (ON) F99 (OFF)
CALLBACK - CANCEL	F*#5 (INDIV.) F*#5* (ALL)	PASSWORD CHANGE	F97
CANCEL OPERATIONS	F69	PAUSE - INSERT A	F70
CHECK FEATURE STATUS	F#8	PULSE TO TONE CONVERSION	*
DIRECTORY DIALING BY NAME	F52	REMINDER SERVICE	F92 (ON) F*92 (OFF)
DISTINCTIVE RINGING	F#7	SAVED NUMBER REDIAL (SNR)	F51
DO NOT DISTURB (DND) ON/OFF	F4	SPEED DIAL NUMBER PROGRAMMING	F1
DUAL FUNCTION KEY PROGRAMMING	F#1	TRANSFER	HOLD XFR/CONF
FEATURE KEY PROGRAMMING	F#3	TRANSFER (NO RING), PLACING A (TO RETRIEVE CALL)	F73 F53
FLASH - INSERT A	F3	UCD AGENT HELP	F61
HEADSET OPERATION	F9# (ON) F*9# (OFF)	UCD MONITOR	F58
HOLD (AUTOMATIC)	F94 (ON) F*94 (OFF)	UCD ROUTE OVERRIDE	F6# F*6# (CANCEL)
HOLD (EXCLUSIVE) (TO RETRIEVE CALL)	FHOLD (ON) F7*	UNSUPERVISED CONFERENCE	F77
HOLD (SYSTEM)	HOLD (ON) F7* (OFF)	USER SAVED NUMBER REDIAL (USNR)	F5*
HOT KEYPAD	F93 (ON) F*93 (OFF)	VOICE CALLS	F98 (ON) F*98 (OFF)
HOTLINE ON/OFF	F9*	VOICE TO RING INTERCHANGE	2
		WAIT-FOR-DIAL TONE - INSERT A	F79

