
ProtegéVoice®

*Simplified voice processing
for the*

Protegé®

Digital Hybrid Key System

Hospitality Features
Guest Guide



Mat Code: 699423

Rev. 6/25/2001

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Introduction

The Protecég® Digital hybrid telephone system and the ProtecégVoice® provide a feature set enhanced for the hospitality industry. These features include message notification for the guestroom, guestroom status, toll restriction and wake-up calls.

This guide is meant to introduce you to using the hospitality features of the Protecég® and the ProtecégVoice®. It is divided into two sections, using the Protecég® Hospitality Feature and using the ProtecégVoice® Hospitality Features.

Using the Protecég® Hospitality Features explains how to use the hospitality features of the Protecég® hybrid telephone system without voice mail. Section 2, using the ProtecégVoice® Hospitality Features, describes how to use the hospitality features of the integrated ProtecégVoice® system.

ProtecégVoice® offers the basics of voice mail:

- Delete, save, replay or skip a message
- Receive envelope information indicating the date, time and sender
- Change recorded name, personal greeting and password

Plus, it provides you with:

- Playback controls when reviewing messages
- Hotel Main Menu for announcements and services
- Wake-up calls

General Description

Recorded messages are stored so that they can be retrieved efficiently.

ProtecégVoice® stores messages in mailboxes. Each user, or guest, is assigned a private mailbox number to use, typically it is the room number. Each mailbox is protected by a guest-defined password. Only the guest can retrieve messages left in the mailbox. In order to simplify storing messages, two queues are used. The new message queue stores all new messages. The saved message queue is used to store saved messages for future action.

Guest commands are usually one digit long. They do not have to be memorized. The system constantly prompts you to perform certain functions. Experienced guests can interrupt prompts and even skip ahead several steps if they know proper keystrokes.

More than one person can use the system features. Each port allows one user access to the system. A port is a path to the system. For example, up to four users could be recording or listening to messages at the same time with a four port system. Since not all guests will be accessing the system at the same time, many guests can be supported.

Using a touch-tone phone, you can receive or send messages from any location through your voice mailbox. If a guest is busy on the phone or out of the room, callers can leave detailed messages in the guest's voice mailbox. Protected by a password, these messages are completely confidential.

Learning the System

The best way to learn ProtegéVoice® is to experiment. Listen to the prompts and send messages to yourself. Use the mailbox options to set up your name, personal greeting and password. You cannot harm the system. All the changes you make can be undone.

If you run into difficulty, ProtegéVoice® repeats its prompt. If there is no response, ProtegéVoice® will transfer a non-guest to an attendant or will politely disconnect.

Note: The system counts the number of errors (incorrect key presses) that a caller makes. If the count exceeds a certain number (usually three) the caller is politely disconnected. The system does this to allow as many guests and non-guests on the system as possible. Don't get discouraged. Look in this manual to get more information; then call back.

Section 1 - Protegé® Hospitality Options

Guest Operation

Message Wait Indication

To reply:

For a digital keyset with or without display:

1. Press the Message Wait feature key, or press the **FUNCTION** key and dial **9 6**.

For a single line telephone:

2. Lift the telephone handset.
3. Press the Message Wait feature key, or dial **# 9 6**.

Wakeup Notification using the Protegé® Telephone System

The guest can check, set or cancel the Wakeup for each room using the Protegé® telephone system Reminder Service.

To check:

For a digital keyset with display only:

1. Press the Wakeup feature key, or press the **FUNCTION** key and dial **9 2**.
2. Press the **CLEAR** key to exit.

To modify:

For a digital keyset with display:

1. Press the Wakeup feature key, or press the **FUNCTION** key and dial **9 2**.
2. Select CHG by pressing the **F3** display key.
3. Enter the desired Wakeup time in a 24-hour format.
4. Select SAVE by pressing the **F2** display key.

5. Confirmation will be heard.

For a digital keyset without display:

1. Press the Wakeup feature key, or press the **FUNCTION** key and dial **9 2**.
2. Enter the desired Wakeup time in a 24-hour format.
3. Confirmation will be heard.

For a single line telephone:

1. Lift the telephone handset.
2. Press the Wakeup feature key, or dial **# 9 2**.
3. Enter the desired Wakeup time in a 24-hour format.
4. Confirmation will be heard.

To cancel:

For a digital keyset with or without display:

1. Press the **FUNCTION** key and dial *** 9 2**.
2. Confirmation will be heard.

For a single line telephone:

1. Lift the telephone handset.
2. Dial **# * 9 2**.
3. Confirmation will be heard.

*Note: Wakeup time accuracy can vary depending upon system traffic and number of wake up calls at the time.

Section 2 - Protegé® and ProtegéVoice® Hospitality Options

Guest Operation

Voice Mail Operation - For these functions you will need to enter ProtegéVoice®

Message Wait Indication

To reply:

For a digital keyset with or without display:

1. Press the Message Wait feature key, or press the **FUNCTION** key and dial **96**.

For a single line telephone:

1. Lift the telephone handset.
2. Press the Message Wait feature key, or dial **#96**.

Listening to Voice Messages

To review:

1. Lift the telephone handset.
2. Enter ProtegéVoice® by pressing the Message Waiting Indication or Voice Mail key or by dialing the Voice Mail Extension number:_____.
3. ProtegéVoice® will answer.
4. Enter your password, if required. The default password is 0000.
5. Press **1** to review you messages.

Options available when reviewing a message:

Dial	To
1	Repeat the message
2	Save the message
3	Delete the message
5	Check the Time/Date Stamp
7	Rewind five seconds
8	Pause/Resume message playback
9	Fast Forward five seconds
# #	Skip to next message
*	Cancel message review

Wakeup Notification using ProtegéVoice®

To schedule:

1. Lift the telephone handset.
2. Enter ProtegéVoice® by pressing the Message Waiting Indication or Voice Mail key or by dialing the Voice Mail Extension number:_____.
3. ProtegéVoice® will answer.
4. Enter your password, if required. The default password is 0000.
5. Press 2 for Wakeup Schedule menu.
6. Press 2 for the Activate menu.
7. Enter the Wakeup time. You may enter the time in a 12 or 24 hour format.
8. If the time was entered in a 12-hour format you will be prompted to press 1 for AM or press 2 for PM.
9. The system will confirm the activation.

To respond to a wakeup:

1. After answering the call, the voice mail will respond and inform you that this is a wakeup call.

To cancel:

1. Lift the telephone handset.
2. Enter ProtecégéVoice® by pressing the Message Waiting Indication or Voice Mail key or by dialing the Voice Mail Extension number: _____.
3. ProtecégéVoice® will answer.
4. Enter your password, if required. The default password is 0000.
5. Press **2** for Wakeup Schedule.
6. Press **3** to De-activate the Wakeup Schedule

Greetings

There are two type of greetings available: the name greeting and the mailbox greeting. The name greeting is used for mailbox access confirmation. Callers hear the mailbox greeting when they are routed to your voice mailbox. Greetings are not recorded and are not required for the room mailbox to function. They do, however, provide confirmation to the calling party that they have reached the correct room.

Note: If the greeting is not recorded, the calling party will hear "The Hotel guest you are calling is not available to take your call. At the tone, please leave a message or press zero for an operator."

Name Greeting:

To review:

1. Lift the telephone handset.
2. Enter ProtecégéVoice® by pressing the Message Waiting Indication or Voice Mail key or by dialing the Voice Mail Extension number: _____ .
3. ProtecégéVoice® will answer.
4. Enter your password, if required. The default password is 0000.
5. Press **3** for the More Options menu.

6. Press **5** for the Greetings menu.
7. Press **1** for the Review menu.
8. Press **1** to review the current mailbox name.

To record:

1. Lift the telephone handset.
2. Enter ProtecéVoice® by pressing the Message Waiting Indication or Voice Mail key or by dialing the Voice Mail Extension number: _____.
3. ProtecéVoice® will answer.
4. Enter your password, if required. The default password is 0000.
5. Press **3** for the More Options menu.
6. Press **5** for the Greetings menu.
7. Press **2** for the Record menu.
8. Press **1** to record the mailbox name.
9. At the tone, speak your name and press # when finished.

To delete:

1. Lift the telephone handset.
2. Enter ProtecéVoice® by pressing the Message Waiting Indication or Voice Mail key or by dialing the Voice Mail Extension number: _____.
3. ProtecéVoice® will answer.
4. Enter your password, if required. The default password is 0000.
5. Press **3** for the More Options menu.
6. Press **5** for the Greetings menu.
7. Press **3** for the Delete menu.
8. Press **1** to delete the mailbox name.

Mailbox Greeting

To review:

1. Lift the telephone handset.

2. Enter ProtecéVoice® by pressing the Message Waiting Indication or Voice Mail key or by dialing the Voice Mail Extension number: _____.
3. ProtecéVoice® will answer.
4. Enter your password, if required. The default password is 0000.
5. Press **3** for the More Options menu.
6. Press **5** for the Greetings menu.
7. Press **1** for the Review menu.
8. Press **2** to review the current mailbox greeting.

To record:

1. Lift the telephone handset.
2. Enter ProtecéVoice® by pressing the Message Waiting Indication or Voice Mail key or by dialing the Voice Mail Extension number: _____.
3. ProtecéVoice® will answer.
4. Enter your password, if required. The default password is 0000.
5. Press **3** for the More Options menu.
6. Press **5** for the Greetings menu.
7. Press **2** for the Record menu.
8. Press **2** to record the mailbox greeting.
9. At the tone, record your greeting and press **#** when finished.

To delete:

1. Lift the telephone handset.
2. Enter ProtecéVoice® by pressing the Message Waiting Indication or Voice Mail key or by dialing the Voice Mail Extension number: _____.
3. ProtecéVoice® will answer.
4. Enter your password, if required. The default password is 0000.
5. Press **3** for the More Options menu.
6. Press **5** for the Greetings menu.
7. Press **3** for the Delete menu.
8. Press **2** to delete the mailbox greeting.

Passwords

The Passwords menu allows the guest to review or modify the mailbox password. At default, the guest password is 0000. The guest password is only required to access the mailbox from any location outside the room.

To review:

1. Lift the telephone handset.
2. Enter ProtegéVoice® by pressing the Message Waiting Indication or Voice Mail key or by dialing the Voice Mail Extension number: _____.
3. ProtegéVoice® will answer.
4. If required, enter your password. The default password is 0000.
5. Press **3** for the More Options menu.
6. Press **6** for the Password menu.
7. Press **1** to review the guest password.
8. The system will play the password currently assigned to the guest mailbox.

To modify:

1. Lift the telephone handset.
2. Enter ProtegéVoice® by pressing the Message Waiting Indication or Voice Mail key or by dialing the Voice Mail Extension number: _____.
3. ProtegéVoice® will answer.
4. If required, enter yourpassword. The default password is 0000.
5. Press **3** for the More Options menu.
6. Press **6** for the Password menu.
7. Press **2** to modify the guest password.
8. Dial a new four-digit password. **Do not use 0000.**
9. The system will confirm the new password.

The Hotel's Main Menu

The Hotel may offer a variety of services through the main greeting of voice mail. This greeting may be accessed from a guest voice mailbox.

To access the Hotel's Main menu from a room:

1. Lift the telephone handset.
2. Enter ProtecéVoice® by pressing the Message Waiting Indication or Voice Mail key or by dialing the Voice Mail Extension number: _____.
3. ProtecéVoice® will answer.
4. Enter your password, if required. The default password is 0000.
5. Press for the Hotel's Main menu.

Accessing Your Mailbox From Outside The Room

From outside your room:

1. Call the Hotel.
2. When the Front Desk answers, ask to be transferred to voice mail, or the call may be answered directly by voice mail.
3. When the voice mail answers dial the key.
4. Enter your room number.
5. Enter your password.

Note: The default password 0000 will not allow outside access to your mailbox. Change the password from your room if you plan to call and check your messages from outside your room.

Sprint Products Group, Inc.
600 New Century Parkway
New Century, KS 66031
Telephone (913) 791-7700
Fax (913) 791-7022
www.sprintproductsgroup.com

Rev. 6/25/2001